FICCI

FICCI SMART POLICING AWARDS 2020

COMPENDIUM OF BEST PRACTICES IN SMART POLICING

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Disclaimer:

This compendium presents a compilation of select SMART Policing initiatives in India, which were received for the FICCI SMART Policing Awards 2020. This compendium has been produced by FICCI based on the information provided by various State Police Forces and Central Armed Police Forces, in the entry forms for the Awards. Although FICCI has made every effort to cross-check the information provided in the entries, the veracity of the factual details rest with the security and law enforcement agencies.

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ABBREVIATIONS

AHTU	Anti-human Trafficking Unit
AI	Artificial Intelligence
CBO	Community-based Organization
CCSE	Counter Child Sexual Exploitation Centre
CCTNS	Crime and Criminal Tracking Network & Systems
CCTV	Closed-circuit Television
CP	Child Pornography
CRPC	Criminal Procedure Code
CRPF	Central Reserve Police Force
CSAM	Child Sexual Abuse Material
EMT	Emergency Medical Technician
ERSS	Emergency Response Support System
FIR	First Information Report
GPS	Global Positioning System
GRP	Government Railway Police
HQ	Headquarters
I4C	Indian Cyber Crime Coordination Centre
IED	Improvised Explosive Devices
IO	Investigating Officers
IPC	Indian Penal Code
LEA	Law Enforcement Agencies
MHA	Ministry of Home Affairs
MOOC	Massive Open Online Courses
NCC	National Cadet Corps
NCRB	National Crime Records Bureau
NCTC	National Cybercrime Training Centre
NGO	Non-Governmental Organisation
NSDC	National Skill Development Corporation
PHQ	Police Head Quarter
POCSO	Protection of Children from Sexual Offences
RACE	Remote Area Communication Enhancement
RFID	Radio-Frequency Identification
RPF	Railway Protection Force
RTO	Regional Transport Office

SCPP	Senior Citizens Police Panchayat
SDPO	Sub Divisional Police Officer
SHO	Station House Officer
SOS	Save Our Souls
SP	Superintendent of Police
UXO	Unexploded Ordinance
VDP	Vehicle Detection Portal



Foreword

As the COVID-19 pandemic wreaked havoc across the globe, healthcare service providers worked on a war footing defending citizens against the virus. However, among all the corona warriors, though visible, yet underappreciated, were police personnel. Despite having limited resources and a risk to life, India's police rose to the challenge. Without them, achieving the primary objective of the lockdown- restricting the outbreak, would have been impossible.

The primary role of police forces is to uphold and enforce laws, investigate crimes, and ensure security for people in the country. In a large and populous country like India, police forces need to be well-equipped, in terms of personnel, weaponry, forensic, communication and transport support, to perform their duties well. Keeping up with time, the Indian Police and its agencies have been embracing latest technologies and adapting to the digital way rapidly. Innumerable cases have proven that with the use of technology, they have successfully been able to turn around situations to deliver greater safety and security. While many forces have already made good progress, there are others who are still in stages of transformation.

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. The fifth edition of the 'Compendium of Best Practices in SMART Policing' published by FICCI provides know-how for improvement in capacity and infrastructure of police forces; legislative and administrative changes; and financial implications and technological scaling-up needed for realising the Hon'ble Prime Minister's vision for SMART Policing.

I would like to express my heartfelt gratitude to all those who submitted entries for the FICCI SMART Policing Awards 2020, and to my colleagues in the Jury comprising, Ms Manjari Jaruhar, Mr Alok Bansal and Dr Sushma Yadav, for their efforts, time, and support in selecting the winning entries that 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 GK Pillai, IAS (Retd)

Advisor, FICCI Committee on Homeland Security &

Former Union Home Secretary, Govt of India



EXECUTIVE SUMMARY



EXECUTIVE SUMMARY

The Policy, Practice and Aspirations that inform the capacity building and orientation of Governance, Law Enforcement and Policing have been addressed by the Hon'ble Prime Minister's slogan of SMART Police, where each letter constituting the SMART model is value laden in terms of Rule of Law and Democratic Police Performance. The model of SMART Police incorporates all such activities that citizens and stakeholders in the field of internal security have been demanding for a long time. SMART Policing has attributes of sensitivity, modern and mobile, alertness and accountability, reliability and responsiveness, tech-savvy and well- trained police.

> **"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

The template of the Hon'ble Prime Minister's SMART Police Model has all the inputs and wherewithal that 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.

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

FICCI invited entries for FICCI SMART Policing Awards 2020 from Law Enforcement Agencies in the following categories:

- Anti-Insurgency
- Border Management
- Child Safety
- Community Policing
- Crime Investigation & Prosecution
- Cyber Crime Management
- Disaster Response & Management
- Elderly Safety
- Emergency Response
- Human Trafficking
- 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 2020' and list the entries that were received during the selection process. The best practices documented here could be replicated by other institutions across the country.

165 entries were received from various Police Forces across India. The esteemed jury members comprising, Mr GK Pillai, Former Union Home Secretary, Government of India, Ms Manjari Jaruhar, Former Special DG, CISF, Government of India, Capt Alok Bansal, Director, India Foundation and Dr Sushma Yadav, Professor of Public Policy & Governance, Indian Institute of Public Administration (IIPA), scrutinised each entry meticulously, in accordance with the definition of SMART Policing.

FICCI SMART Policing Awards 2020

The Jury members selected the following initiatives for conferment of the **FICCI SMART Policing Awards 2020.**

Category	Name of Initiative	Submitted by	Concerned Officer
Anti-Insurgency	Mava Police Station, Mava Dnyan Mandir (My Police Station is the Centre of Acquiring my Knowledge)	Maharashtra State Police	Mr Shailesh Balkawade Superintendent of Police, Gadchiroli, Maharashtra Police

Under the project 'Mava Police Station, Mava Dnyan Mandir' programs like Veer Baburao Shedmake General Knowledge Competition were organised for the tribal youth. Yashwantrao Chavhan Open University Centre was set-up in the interior parts of the district. Apart from these initiatives, to provide a platform to the latent talent of tribal youth, sports competitions like Kabaddi and Volleyball were are also being organized for them by Gadchiroli police.

Category	Name of Initiative	Submitted by	Concerned Officer
Child Safety	Counter Child Sexual Exploitation Centre (A Wing of Kerala Police Cyberdome)	Kerala Police	Mr Manoj Abraham Additional Director General of Police [HQ] & Nodal Officer Kerala Police Cyberdome

Under this initiative, Kerala Police Cyberdome conducts patrolling through various social media platforms and dark net to curb child pornography. The drive against paedophilia and child pornography titled Operation P_ Hunt continued to effectively coordinate and streamline the activities of Online Child Abuse investigation. With this background, an exclusive centre for Counter Child Sexual Exploitation was made functional.

Category	Name of Initiative	Submitted by	Concerned Officer
Community Policing	Cyber Mithra	Andhra Pradesh Police	Ms Deepika Patil Special Officer, Disha

Cyber Mithra is aimed at safeguarding women and children against cybercrimes. Emerging trends in technology and social media are becoming platform for most of the cybercrimes. To prevent occurrence of Cyber Crimes, awareness must be created among the citizens in the state of Andhra Pradesh. To help victims, a WhatsApp number- 9121211100 has been facilitated to receive the complaints and resolve them. In addition to WhatsApp number, toll-free helplines – 112, 181 and Facebook page 'AP Policewomen Safety Cyber Space' have also been set up to register complaints.

Category	Name of Initiative	Submitted by	Concerned Officer
Crime Investigation & Prosecution	Cop Talk	Uttar Pradesh Police	Dr Khyati Garg Superintendent of Police, Amethi

The COP TALK programme is an initiative conceptualised to achieve three key objectives:

1. Qualitative Investigation
2. Strengthened Prosecution
3. Successful Conviction

The program focuses on the training of Police Investigating Officers (IOs) with special emphasis on the practical difficulties they face in day-to-day field policing. The programme is designed to encourage the police investigating officers to discuss, brainstorm and understand various legal aspects of investigation process.

Category	Name of Initiative	Submitted by	Concerned Officer
Cyber Crime Management	National Cybercrime Training Centre (NCTC)	NCRB	Dr Prashun Gupta, Deputy Director (CCTNS-II)

The main objectives of this initiative are:

- Focusing on standardization of course curriculum
- Development of hands-on training modules for cybercrime detection
- Containment and reporting using simulated cyber environment.
- Development of MOOCs (Massive Open Online Courses) and Establishment of Cyber Labs.

This is a virtual training centre hosted by the National Crime Records Bureau (NCRB). The intended trainees are officers of all ranks, including senior officers from States/ Union Territories as well as from Central Police Organizations/ Central Armed Police Forces.

Category	Name of Initiative	Submitted by	Concerned Officer
Disaster Response and Management	Garuda-108	Tamil Nadu Police	Mr Aravindhan Superintendent of Police, Tiruvallur

Garuda-108 is an initiative from Tamil Nadu Police Department-Tiruvallur district, to reduce the travel duration during emergency situations and to provide real time collaboration between Ambulance Pilots, Control Room and Traffic Cops. It also facilitates real time communication between EMTs and emergency doctors and records statistical information about time, duration of the travel and speed variations on various roads and junctions. It is built using state-of-the-art real time digital platform that is extremely fast and secure.

Category	Name of Initiative	Submitted by	Concerned Officer
Elderly Safety	Senior Citizen Police Panchayat	Madhya Pradesh Police	Dr Prashant Choubey, Additional Superintendent of Police - Indore City - East Nodal Officer Community Policing

The initiative aims to reduce crime against senior citizens. Under this scheme, silver cards are provided to the senior citizens and collection of databases of all the senior citizens residing alone in the area is done so that the registered senior citizens can be immediately contacted by the core committee members in case any emergency or need arises. This unique initiative has been created to act as a bridge in between the police and public.

Category	Name of Initiative	Submitted by	Concerned Officer
Emergency Response	Emergency Response	Uttarakhand Police	Mr Lokjeet Singh Superintendent of Police, Crime Dehradun

The initiatives taken by the Dehradun police during the time of COVID-19 pandemic were for the welfare of people and society. Doon police were strict in the enforcement of law, and polite and humble while

helping people. Emergency response is an initiative to check if service provided by immediate response team and the executive unit team has reached the targeted source and make sure every single call, WhatsApp complaints received on social media, and website were recorded in the control room. A separate team was formed to look at this matter. All the data recorded were monitored from time to time to hear people's problems and act accordingly.

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

To combat Human Trafficking issue in Assam, it was felt that a strategy must be adopted for organising campaigns among the masses for creating awareness and in this context, Operation Sajag (which means being alert in Assamese) was launched in the year 2019 in 19 (nineteen) sensitive districts of the State.

Category	Name of Initiative	Submitted by	Concerned Officer
Prison Reforms	JARVIS: AI Powered Video Surveillance & Monitoring of Prison	Uttar Pradesh Prison Department	Mr Anand Kumar Director General, UP Prison and Reform Services

JARVIS is an AI powered video Surveillance & Monitoring of prison initiative taken to achieve the overall goal of threat detection, perception, and response by adopting a technology-based path. Monitoring overcrowded prisons with limited human resource either at prison level or at headquarters level was tough and hence the UP-Prison Department followed the technological path. To achieve this, CCTV cameras were installed at different sensitive hot spots in every prison. These were identified through survey and heuristic research in each of the UP-Prison jails. UP prison department formulated the overall security and safety into three steps:

- Threat perception
- Threat detection
- Threat response in real time

Category	Name of Initiative	Submitted by	Concerned Officer
Road Safety & Traffic Management	Har Head Helmet	Chhattisgarh Police	Mr Arif H Shaikh Deputy Inspector General/SSP, Raipur

The initiative Har Head Helmet was born of an idea when an NGO donated 100 helmets to Raipur police to be distributed among public. The helmets were not distributed randomly, rather they were given to the needy people who wore substandard quality helmets or whose helmet were damaged but could not afford new helmets. This initiative was undertaken to raise awareness among people towards wearing helmet, not out of compulsion but as a safety gear.

Category	Name of Initiative	Submitted by	Concerned Officer
Smart Police Station	Disha Police Station	Andhra Pradesh Police	Ms Deepika Patil Special Officer, Disha

Disha Police Station is an initiative taken by the state of Andhra Pradesh to upgrade the existing women police stations in terms of workforce and infrastructure; to investigate the sexual offences against women and children on a case-to-case basis; and to take follow-up action during the trial process.

Category	Name of Initiative	Submitted by	Concerned Officer
Women Safety	Abhinna (Gender Equality)	Maharashtra State Police	Ms Mokshada Patil Superintendent of Police, Aurangabad Rural District

'Abhinna', essentially meaning integrated or united, is an initiative taken by the Aurangabad Rural District Police in Maharashtra, to march towards a better and safer society. Crimes against women and girls vary from domestic violence to eve teasing in public places or from dowry deaths to sexual harassment at workplaces. This initiative aims to bring about a positive change in the mindsets of young girls and boys.

Category	Name of Initiative	Submitted by	Concerned Officer
Training & Capacity Building	Arma 'शस्त्र शक्ति'	CRPF-Haryana	Mr Kuldip Singh, Deputy Commandant

Arma 'शस्त्र शक्ति' encompasses a crosscut view of all components of weapons, ammunitions, grenades, bombs, and their mechanism through condemned/ used items. The project proved to be a training multiplier in terms of conceptual understanding of the key subject of weapons/ arms/ ammunitions. With the growing complexity of internal security scenario, a CRPF officer is to be trained with high standards of physical, mental, and professional skills. As part of this endeavour, a project entitled Arma 'शस्त्र शक्ति' was designed.

Category	Name of Initiative	Submitted by	Concerned Officer
Other Policing Initiative	Two Central Citizen Services-Missing Person Search & Generate Vehicle NOC on National Data Centre	NCRB	Dr Prashun Gupta, Deputy Director (CCTNS-II)

Two citizen services comprising 'Missing Person Search' and 'Generate Vehicle NOC' have been launched by NCRB at the national level. These two citizen services are part of CCTNS (Crime & Criminal Tracking and Network System) Project. These can be availed through portal, namely, digital policecitizenservices.gov.in or through a link in the existing Digital Police Portal, digitalpolice.gov.in.

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	Masoom Bachpan	Chhattisgarh Police	Mr Sujit Kumar Superintendent of Police, Dist Kondagaon

'Early bird catches the worm' – echoing the same tempo, Kondagaon Police, through its pro-active approach, has saved 70 children from the dark web of human trafficking. These children were employed in hazardous activities in different factories of southern most India. The police first registered the FIR under section 370 of IPC against human trafficking agents and then through search warrants succeeded in rescuing many children. Through this initiative, the youth and children of this area were encouraged to showcase their ability and harness their potential in productive manner, so that they do not get diverted by anti-social elements.

Category	Name of Initiative	Submitted by	Concerned Officer
Child Safety	Thozhi	Tamil Nadu Police	Dr R Dhinakaran Additional Commissioner of Police, Law and Order, South, Greater Chennai Police

Thozhi scheme was launched on 08 November 2019 with a mission to bring solace to the victims of sexual assault/ abuse through moral, legal, and monetary support in a friendly manner and to ensure the sexual offenders are sentenced to maximum punishment. 'A friend in need is a friend indeed': Thozhi means a friend who is much needed to comfort the child victims as well as their parents. The underlying objective of the scheme is to provide counselling to victims so that they can lead a better life ahead.

Category	Name of Initiative	Submitted by	Concerned Officer
Community Policing	SAHYOG -Skill Development Programme Under Pradhan Mantri Kaushal Vikas Yojana (PMKVY)	Chandigarh Police	Mr Sanjay Baniwal Director General of Police Chandigarh

'SAHYOG' is an initiative of Chandigarh Police that aims to engage with the youth by imparting and upgrading their skills as per their natural dispensation. The programme envisages bridging the gap between youth and law enforcing agencies to enable their re-integration into the mainstream and to prevent their digression against the law. The vision of this programme is to channelize the energies of youth in productive manner for a more empowered, aware, and safe society.

Category	Name of Initiative	Submitted by	Concerned Officer
Community Policing	Anti-Drug Squad (Crime & Rehabilitation Unit)	Arunachal Pradesh Police	Mr Sanjay Kumar Sain Superintendent of Police, Lower Dibang Valley District

The Anti-Drug Squad partnered with community-based organisations (CBOs), women organisations/ self-help groups, and student bodies to launch a district wide awareness program against drug-abuse.

Every village in the district was reached out along with the above-mentioned bodies to spread awareness about the harmful effects of drug abuse and to inform them about the Anti-Drug squad, urging them to partner with them to fight the drug-abuse prevalent in the district.

Category	Name of Initiative	Submitted by	Concerned Officer
Crime Investigation & Prosecution	I-Bike	Maharashtra State Police	Dr Abhinav Deshmukh Superintendent of Police, Kolhapur

I-Bike (Investigation Bike), an initiative by Kolhapur Police was started in January 2020 to increase conviction rate. The project aimed at collection of crime scene evidence scientifically without delay and assisting Investigating Officers to achieve conviction. The project I-Bike is equipped with trained manpower and advanced investigation kits to ensure error free collection and creditworthiness of evidence.

Category	Name of Initiative	Submitted by	Concerned Officer
Crime Investigation & Prosecution	Court Blaze	Andhra Pradesh Police	Mr P Mahesh Deputy Superintendent of Police, Technical Services Andhra Pradesh Police Department

There are different stages in trial of an offence/ crime by Courts. With the help of Court Blaze, all the reports and analytics involved during the trial can be obtained from single web page. Reports and analytics that can be obtained from stages of trial are IO performance reports, accused, witness and complaint particulars in different types of offences, Acts and Section- wise report of crimes, Courtwise reports, public prosecutor-wise reports, etc. This has helped the department in bringing more transparency and quick and decisive action in aligning the court proceedings.

Category	Name of Initiative	Submitted by	Concerned Officer
Cyber Crime Management	Cyber Crime Management Over Indian Railways	RPF-Maharashtra	Mr Arun Tripathi DSC/RPF, Pune

This initiative was taken to establish RPF Cyber Cell for Central Railway at Pune on 19 June 2019. This was the first of its kind step towards better cyber security of Railways. Through this initiative, efforts were made to hone the skills of staff working in the cyber cell for investigating cyber-crime in the context of illegal e-Ticketing and railway property related crime.

Category	Name of Initiative	Submitted by	Concerned Officer
Disaster Response and Management	Jaldoot Flood and Deep Diving Team	SDRF-Uttarakhand	Ms Tripti Bhatt, Commandant, SDRF

With a hilly terrain consisting of mighty rivers like Alaknanda, Bhagirathi, Pindar, Kaali, etc., the state of Uttarakhand faces lot of challenges in rescuing people who drown accidentally or face vehicle accidents on roads parallel to rivers and subsequently fall in the running water. Jaldoot Flood and Deep Diving Team of State Disaster Response Force, Uttarakhand is a specialized force that aims at high quality, high intensity search and rescue response with high degree of professionalism and usage of state-of-the-art technology and equipment.

Category	Name of Initiative	Submitted by	Concerned Officer
Disaster Response and Management	CoBuddy	Tamil Nadu Police	Mr.Aravindhan Superintendent of Police, Tiruvallur

CoBuddy is a COVID-19 quarantine monitoring app that monitors the movement of quarantined COVID-19 positive people. Besides tracking the person, CoBuddy sends random messages to the quarantined person, asking him/her to take a photo of himself/herself and upload it on the application. This ensures the person does not leave his phone at home or ask someone else to handle it in his absence. This mobile app works on GPS geofencing to make sure that the phone is within the quarantine range. It also provides an SOS option that the patient can use in case he/she wants to alert the health department for urgent hospitalisation. If the photos indicate the person's condition is getting worse, he/she will be admitted to the nearest hospital with COVID-19 facility for further treatment.

Category	Name of Initiative	Submitted by	Concerned Officer
Elderly Safety	'घंटी बजाओ पुलिस बुलाओ	Delhi Police	Mr Anil Sharma SHO, PS, Rajouri Garden

Reaching out to the senior and elderly residents, Delhi Police kick-started a unique initiative for their safety and security from external as well as domestic threats. The 'घंटी बजाओ पुलिस बुलाओ' service, exclusively for senior citizens, was launched by Rajouri Garden Police Station (West Delhi) on the International Day of Older Persons virtually. Police personnel distributed 400 alarm bells to the elderly living alone in the area. In case of any emergency or crisis, they can press the alarm bell and police will quickly act on receiving the SOS message.

Category	Name of Initiative	Submitted by	Concerned Officer
Emergency Response	Emergency Response Support System	Kerala Police	Mr Manoj Abraham Addl Director General of Police (HQ), Nodal Officer for ERSS project

Emergency Response Support System (ERSS) is a unique project implemented nationwide under the project 'National Emergency Response System' (NERS). This project envisages a larger or a widespread platform for the citizens of the country to seek assistance in any kind of emergency, with the integration of other services and departments like Fire & Rescue Services, Ambulance Services, Disaster Management, etc. The implementation process of the system in the State has been completed and is in operational mode with an appreciable success rate.

Category	Name of Initiative	Submitted by	Concerned Officer
Surveillance & Monitoring	CRPF RFID Project During Shri Amarnathji Yatra	CRPF-J&K	Mr Amit Kumar Asst Commandant, In-Charge CRPF RFID Initiative

CRPF RFID Project during Shri Amarnathji Yatra has a traditional significance in the history & culture of Jammu & Kashmir. The RFID system had twin goal of

- Identifying the movement of the Yatri convoy vehicles and keeping track of its designated/ assigned route.

- In case of any deviation from the route, the driver can be contacted and directed to bring the vehicle to the assigned route or report to a secured base. Ignorance is no bliss in the prevailing security situation in the valley. With this background it is extremely crucial to closely monitor the movement of every vehicle so that necessary intervention can be undertaken as and when required.

Category	Name of Initiative	Submitted by	Concerned Officer
Women Safety	Nirbhaya Squad	Rajasthan Police	Ms Suneeta Meena Addl DCP / Nodal Officer - Nirbhaya Squad

The Nirbhaya Squad has been established to ensure utmost safety, specially of women/ girls and ensure self-defence training for them. The squad also takes care of other crimes in the society, including rules and regulations for kids, elders, and women. The all- women squad consists of smart cops in the age group of 30- 35 have been given special training. They are trained on using different weapons, martial arts and self-defense. In addition to this, they have also been trained on soft skills and communication skills for better execution with the addition of riding bikes and other vehicles.

Category	Name of Initiative	Submitted by	Concerned Officer
Training & Capacity Building	Training and Capacity Building	Bihar Police	Mr. JS Gangwar Additional DGP, EOU

The main objective of Bihar Police is to harness IT to connect police and public together to provide higher standards of Community Policing and Public Services. Economic Offences Unit, Bihar Police has uniquely leveraged IT in SMART Policing using WhatsApp platform to expand police framework outreach and ensure Police– Public coordination on a massive scale to ensure dissemination of proper information, misinformation, and rumours mitigation, preventing mob lynchings, mutual exchange of information and suggestions amongst others.

Category	Name of Initiative	Submitted by	Concerned Officer
Other Policing Initiative	Surabhi Milk Parlour (Mainstreaming Transgender)	Paralakhemundi, Odisha Police	Ms Sarah Sharma Supdt of Police, Gajapati

Surabhi Milk Parlour is completely manned by Transgenders. It has been established for mainstreaming them into the society so that they lead a dignified life. It has been inspired by a similar outlet named Sheroes that is manned exclusively by acid attack victims. It is an attempt to pull out Transgenders from the abyss of prostitution and begging by ensuring them dignified livelihood.

Special Jury Award for Outstanding Initiatives towards Community Policing

It was decided to recognise various initiatives implemented by different battalions of **CRPF** on community policing by conferring **'Special Jury Award for Outstanding Initiatives towards Community Policing'**. CRPF has been actively pursuing civic action, community engagement & tribal welfare programmes. All the community policing initiatives submitted by different CRPF battalions were found reasonably good in their execution and outcomes.

Special Jury SMART Innovative Policing Award

The Jury members also appreciated the range of innovative and technology driven initiatives implemented by different districts and teams under Andhra Pradesh Police. It was decided that the **'Special Jury Award for SMART Innovative Policing'** will be conferred to the **Andhra Pradesh Police**, in appreciation of various Initiatives taken for safety and security for citizens. They had taken many innovative initiatives in areas such as crime investigation & prosecution, emergency response, surveillance & monitoring, women safety, etc.

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



ANTI INSURGENCY





Mava Police Station, Mava Dnyan Mandir

Maharashtra Police

The Gadchiroli district is bound by river Indravati on the eastern side; river Pranhita on the west; and the Godavari on the south. With a total area of 14,412 sq km, 76% of the area is covered by thick forest and hilly terrain. The predominant inhabitant of the district is tribal, a bulk size of which is illiterate. Due to the poor connectivity of tribal students to the outside world, their possibility of exposure to general knowledge and competitive exams is also low. Further, their knowledge is limited to acquiring curriculum studies, which in turn, has acted as a stumbling block towards joining various government jobs. Since there was no scheme available to promote sports and tournaments among the tribal youths, they lagged in comparison to the students of other parts in the State.

It was required to ensure that the various schemes of Government should reach to the tribal people and they can get all the benefits of the schemes.

Therefore, to fulfil the objective of 'Mava Police Station, Mava Dnyan Mandir' (My police station is the centre of acquiring my knowledge), a project is being implemented in the district on behalf of Gadchiroli police.

Under the project 'Mava Police Station, Mava Dnyan Mandir' programs like, Veer Baburao Shedmake General Knowledge Competition were organised for the tribal youth. Yashwantrao Chavhan Open University Center was set-up in the interior parts of the district. Apart from these initiatives, to provide a platform to the latent talent of tribal youth, sports competitions like Kabaddi and Volleyball are also being organized for them by Gadchiroli police.

Objectives

- To provide employment facilities to unemployed youths
- To enhance the interest of youth towards learning
- To organize sports competitions to provide a platform to the latent talent of tribal youth

Key benefits to Public & Government

- The Veer Baburao Shedmake General Knowledge Competition benefits 23,100 students from 103 ashram schools. The Yashwantrao Chavhan Open University Centres set up in interior part of the district, help school dropouts reconnect with their education.
- With the set-up of libraries/ recreation centers, changes are being done in the minds of tribal boys and girls. Further, with the attaining of knowledge from reading books on superstition and employment opportunity, the living standard of tribal youths is gradually undergoing transformation.
- The 'Rozgar Melawa Application' has been helpful for seeking employment to the unemployed youth as per their qualifications. Through this application, 4200 youth has been registered nominations for jobs as per their qualifications and choice of district and job. Out of these 59 girls got job of 'Nursing Assistance'.
- The implementation of 'Operation Roshani' has been created a sense of empathy and trust in the police administration and the state government among the people living in the remote tribal areas of Gadchiroli district. This resulted in curbing the naxal movement.

- The learning from home programme initiative has been provided a suitable platform for students without interrupting the study process.
- Citizens of Gadchiroli district got guidance of advanced farming as well as horticulture from the Krushi Melava.
- Telemedicine initiative has benefited to the tribal peoples with the trained police staff in times of great need on the first aid basis.
- As the caste certificate is a much-needed document, getting it permanently, makes it easier to get employment in the future.
- Summer Camp @ Bal Anand Mela was organized to make the most useful of the summer holidays. The children enjoyed it to the fullest.
- With the herald of sports tournament, the latent talent of tribal youths is being developed. And these students are likely to be fully equipped to display their talents at the National level tournament and thereby earn a reputation for the country.

Key Stakeholders

- Gadchiroli police
- Citizens of Gadchiroli district
- Financial Implications
- There were no financial implications of this initiative.

CHILD SAFETY





Counter Child Sexual Exploitation Centre

Kerala Police

The expansion of the Internet and advanced digital technology resulted in the explosion of the child pornography market. Child pornography images are readily available through virtually every Internet technology, including social networking websites, file-sharing sites, etc. Child pornography offenders can also connect on Internet forums and networks to share their interests, desires, and experiences of abusing children, in addition to selling, sharing, and trading images.

As part of gathering intelligence from cyber space, Kerala Police Cyberdome regularly conducts patrolling of various social media platforms as well as the dark net. Based on the analysis of the collected information, it is found that child pornography (CP) has increased manifold due to easy availability of various applications and portals that provide anonymity.

The scenario was that child pornography has established deep rooted network in Kerala and in the beginning, the Police were clueless about the dark underbelly they were stepping into. Applications like Telegram, which provides anonymity have been facilitating those who do such illegal activities over the vast cyberspace. There had been even instances of open challenges against the Police by these anti-social elements with the belief that they cannot be identified over these anonymous platforms.

To ensure protection of children from online sexual abuse and to launch a concerted effort to prevent and detect online sexual abuse of children, a special team designated as Kerala Police CCSE Team had been constituted with sub-units at Kerala Police Cyberdome and High-tech cell.

The State Police Chief directed the CCSE Team of Kerala Police to go into a high-tech mode, to identify the persons downloading/ uploading CSAM material from the internet.

After analysing the results of these successful operations and on understanding the gravity of the problem and the fact that children are being continued to be exploited, to effectively co-ordinate and streamline the activities of Online Child Abuse investigation, an exclusive centre on Counter Child Sexual Exploitation is made functional. The exclusive Centre was inaugurated by the Chief Minister on 26 January 2020. The centre is now co-operating with national and international agencies like ICMEC, Interpol, NECMEC and NCRB. International Centre for Missing & Exploited Children is also partnering with the centre to combat online child sexual exploitation and this is also assisted by the National Centre for Missing & Exploited Children's Cyber Tip Line, which is helping the centre in additional successful investigations.

Objectives

- To have a special emphasis on preventing online child exploitation and child pornography on the internet
- To have a zero-tolerance policy towards online Child Sexual Abuse and to ensure that those who abuse children online, will be bought to book and the children are protected at all costs.

Key benefits to Public & Government

Since launching the CCSE project in March 2019 and the formation of CCSE centre, Kerala Police have made numerous arrests and had more than 70 officers from all around Kerala State fully dedicated to CCSE Investigations. A series of operations were conducted in all 14 districts by the CCSE team and in around 327 searches conducted so far, 89 cases have been registered and 89 persons arrested. The drive against

paedophilia and child pornography, titled Operation P_ Hunt, continues. Suspects got arrested from various places in Kerala with evidence and are now under trial. Severe drop in number of groups transmitting CSAM after the arrests hit the media attention are also visible.

Key Stakeholders

- Central Government
- Kerala Police
- international agencies like ICMEC, Interpol, NECMEC and NCRB
- National Centre for Missing & Exploited Children's Cyber Tip Line

Procedural / Administrative / Legislative change

For tracking down the online abuse against children, The International Criminal Police Organization (Interpol) has teamed up with a unit of the Kerala Police to counter global online child sexual exploitation and will train the state police in capacity building. Kerala Police set up a special unit to counter online child abuse. The Interpol team had given training sessions with the aim to build capacity, equip the state unit with resources and technology to deal with cases of online sexual exploitation. CCSE Centre is a special centre for combating against child abuse, conceived as a centre of excellence in tracing paedophiles, as well as technology augmentation for effective policing. Cyber Intelligence, Cyber Security, Incidence Response, Cyber Safety, Darknet/VPN monitoring etc are some of the major functions of CCSE Centre. Also conducting cyber awareness class/programmes to Student Police Cadets, National Service Scheme Volunteers, College Student, Residence Association, and other Government firms. CCSE Cyberdome intervention with the P-HUNT project had changed the scenario and had created a sense of fear that criminals will be identified and nabbed if they do such illegal activities, even if it is through such anonymous platforms. After the success of the project, a severe drop in the number of Channels/groups transmitting Child Sexual Abuse Material was visible. Kerala Police is making all its effort in curbing the menace and is marching ahead in its policy of Zero tolerance towards Child Pornography.

Current Status

The COVID-19 pandemic means restriction inside residences and lack of free movement. This has also led to huge increase in internet activity all around the Globe, through online classes, work from home, Digital banking etc and increasing use of social media. In short, the lockdown has led to increasing digital usage, which in turn has had a totally different impact on cyber-crime trends, particularly in relation to pornography and child crimes.

Kerala Police CCSE (Countering Child Sexual Exploitation) Team, functioning under Cyberdome started a digital analysis of the virtual trends during the Pandemic period. The basic trends that can be derived in the behaviour of internet users, due to the lockdown and connected restrictions in Kerala are as follows.

- There is an increased online activity seen from Kerala by those seeking child abuse material on the net, and particularly the darknet. The platform used by Kerala Police to identify such accused looking for CSAM has drastically increased during this period.
- In the darknet chat rooms also, this demand for CSAM has increased drastically and is clear.
- A similar trend is found in porn groups operating over WhatsApp and Telegram and number of such groups have increased drastically during this period.
- Use of malwares to activate the webcams of the victim and to steal information of children has also been reported in many parts of the country.

- Many obscene pictures, videos inside household, flats etc. have been uploaded in recent times, which clearly shows that most of the pictures have been taken and uploaded in the said period.
- Abuse of children locked up in their homes is evident and from the pictures/ videos being uploaded and shared, during this period.

State Police Chief directed the CCSE cell of Kerala Police to identify the persons downloading/ uploading CSAM material from the internet. Persons sharing such pictures on social media handles were traced using different tools. Many groups operating on Telegram such as Sreyayude, Thalavam, Thanasertha, Kambi Family, Manthanga Girl, operating with more than 200 odd members each from the State, were identified and listed out.

As a part of this covert drive around 117 such locations were identified throughout the State. The State Police chief, then analysed the information and directed the ADGP and Nodal Officer, Cyberdome Mr Manoj Abraham IPS, to plan for a covert operation named P-HUNT, to bring the culprits to book. The information was then collated and mobilized 117 teams under the District Police Chiefs, having members of cyber cells, technical experts, and women component.

Simultaneous raids were conducted throughout the State, on Saturday, 27 June 2020 early morning onwards. The raids are organized under the direct supervision of the District Police Chiefs and they are assisted by the shadow teams and a specially trained cyber team.

The raids were highly successful and as a part of the operation, the teams could seize 143 devices- which includes Mobile phones, Modems, Hard Disks, Memory Cards, Laptops, Computers etc. with graphic and illegal videos and pictures of children. The distressing part of the same is that many of the videos/pictures appear to be of local children, ranging in age group of 6 years to 15 years.

Based on the recovery of the devices with the CSAM material, 47 arrests were made, and this includes youth working in good professional jobs and most of them are IT savvy, which is the reason why they were using all kinds of encrypted handles to upload and download the material. Some are suspected to be involved in the trafficking of children also as there are many chats to this effect in their devices.

In the raids conducted all over the State, 89 cases were registered all over Kerala. The details of rest of the people involved in circulating these images and videos are being further collected. Groups operating with +92 as admins are also monitored. Strong action will be

taken against all the individuals involved in this racket, continuing the policy of zero tolerance in these matters.

Financial Implications

- Approximately INR 50 Lakhs were used for initial project implementation and INR 75 Lakhs / Year was Operational cost.

Other Details

The INTERPOL has recognized the CCSE Centre effort to tackle cybercrime against children, particularly the efforts against online child sexual exploitation. State police Cyberdome nodal officer, ADGP Manoj Abraham, who led the Operation P_HUNT, the special drive against those who were sharing the child porn videos and photos, explained the CCSE projects in this regard at the Crime against children conference at INTERPOL Head Quarters at Lyon in France. At the conference, he also received the honour- Be a champion for child protection, for the steps taken by the Kerala police for child protection.

Masoom Bachpan

Chhattisgarh Police

'Early bird catches the worm' - echoing the same, Kondagaon Police, through its pro-active approach, has saved 70 children from dark web of human trafficking. These children were employed in hazardous activities in different factories of southern most India. The police registered FIRs under section 370 of the IPC against human trafficking agents and then through search warrants succeeded in rescuing many children. Through this initiative the youth and children of this area was encouraged to showcase their ability and harness their potential in productive manner, so that they do not get diverted by anti-social elements.

Objectives

- given that Kondagaon district is a Naxal affected region, youth and children of these areas do not get diverted by anti-social elements.

Key benefits to Public & Government

By this initiative, public at large is now aware of the misleading facts about working conditions in various factories. Rural folks are now turning towards various skill development initiatives of government and resisting sending their children with agents. The Initiative will be beneficial for the government as it helps government to connect with youth and children who are the future of state.

Key Stakeholders

- Labour department
- Women and Child development department
- Child help line

Current Status

Kondagaon Police is constantly trying to be in touch with the rescued to ensure that they are not diverted to illegal ways again. They are also trying to get them benefitted with government schemes and legal compensations.

Financial Implications

- Initial cost incurred was for the movement of force, lodging and meeting food expenses. It was approximately INR 98,000.

Thozhi

Tamil Nadu Police

In the year 2012, the Government of India enacted the POCSO Act for the protection of children from all kinds of sexual assaults. This act envisages speedy investigation and trial for the sexual offences committed against children by establishing special courts besides providing protection and monitory help to the victims. Time has come for the policing to be more inclusive and compassionate towards victims. Hence, the paradigm shifts from arrests and successful prosecution of accused, wherein the police go beyond the call of duty by offering a friendly, helping hand to the victims emotionally, psychologically, financially, and even professionally.

In any developing nation and economy with diverse demographic profile and varying economic strata, crime management is complicated, and the modus operandi of the accused keeps evolving. This makes imperative for the police machinery to keep pace and update itself in managing crime and in delivery of justice. Gross unethical misuse and abuse of media content and technology has led to a raising level of perversion, resulting in sexual abuse cases even among minors and young children.

Apprehension of accused and successful prosecution by bringing the accused before law is just not complete policing; there is an imperative need for inclusive management practices there by stepping into soothe and offer solace to the victims and help them overcome the trauma and join the mainstream. The message, conveyed loud and clear, is that victims are not to be dumped but rehabilitated. Hence, the initiation of the Thozhi scheme.

The child victims of sexual assault cases, unlike other offences, do not came forward to report the incident to police mainly due to the social stigma attached to it. Traditional policing does not differentiate between POCSO child victims and other cases victims. However, the needs and type of support required for POCSO child victims is entirely different from that of other victims.

Relief from sexual trauma in such cases does not happen overnight, nor do the memories disappear completely due to frustration and anger.

The Greater Chennai Police launched Thozhi scheme on 08 November 2019 with a mission to bring solace to the victims of sexual assault/ abuse through moral, legal, and monetary support in a friendly manner and to ensure the sexual offenders are sentenced to maximum punishment.

'A friend in need is a friend indeed': 'Thozhi means a friend' who is there to comfort the child victim as well as their parents.

Objectives

- To protect and assist sexually assaulted child victims.
- To provide moral support to the victims and their parents.
- To bring the child victim to normal life stream who otherwise would have been disconnected from the society because of the social stigma.
- To support the child victims in legal process during court trials.
- To get monetary compensation to the deserved victims.

Key benefits to Public & Government

- More information about Child Sexual Assault is forthcoming.
- Child victims feel safe.
- Reduction in POCSO Act crimes.

- Conviction rate increases.
- General confidence on police among public increases.
- Victims get monitory benefits from Government speedily.

Key Stakeholders

- POCSO child victims
- Parents
- Police
- NGOs
- Counsellors
- Government (Compensation)
- Court

Procedural / Administrative / Legislative change

Two Women Police Personnel for each All-Women Police Station in Greater Chennai Police were earmarked, trained, and counselled on how to handle POCSO Child Victims. Their good work is frequently rewarded.

Current Status

- These Thozhis visit the victims and their parents at their residence frequently and continue to accompany them whenever they appear for medical and other examinations and while giving witness in court of law.
- They also give counseling to the needed victims and support them to pursue their studies.
- Many times, they arrange monetary help through local NGOs. All these activities enable the victims to recover from the mental trauma and help them to overcome the discrimination and disconnection they face from the society.
- All POCSO Child Victims details are collected, and the needs of each Victim is assessed. Based on that, Senior Police Officers at the level of Women Inspectors, Additional Dy Commissioners of Police and Dy Commissioner of Police, Crime against Women and Children Tmt H Jayalakshmi, ensure that the victims get whatever support needed.
- In monthly meeting on the above aspect as well as getting Victim Compensation from Government are reviewed by Dr R Dhinakaran, IPS, Additional Commissioner of Police, Greater Chennai Police.

Financial Implications

- There were no financial implications of this initiative.

Other Details

The performance of Thozhi scheme and the progress of the POCSO Act cases are being monitored by Tmt H Jayalakshmi, Deputy Commissioner of Police, Crime against Women and Children, Chennai City for its effective implementation and periodically reviewed by Dr R Dhinakaran, IPS, Additional Commissioner of Police, Law and Order, South, Greater Chennai Police.

COMMUNITY POLICING





Cyber Mithra

Andhra Pradesh Police

Cyber Mitra is aimed at safeguarding women and children against cybercrimes. Emerging trends in technology and social media are becoming a platform for most cybercrimes. To prevent occurrence of Cyber Crime, an awareness must be created among the citizens in the state of Andhra Pradesh. Cyber Mithra is meant for handling crimes in cyber space. Cyber Mithra aims at conducting workshops on ethical hacking and other cyber-related programmes and hash tag campaigns across the state for women employees and students. It also aims at conducting the capacity building programs within the department. The Cyber Mithra team comprises of trained individuals from schools, colleges, and workplaces, who will be working to safeguard women from cybercrimes. To help the Victims, a WhatsApp number: 9121211100 has been facilitated to receive complaints and resolve them. In addition to the WhatsApp number, toll-free helplines - 112, 181 and Facebook page 'AP Policewomen Safety Cyber Space' have also been set up to register complaints. Staff will be available round-the-clock for receiving the complaints from victims. The victim's information will be maintained confidentially, and the victim can also get assistance and counselling. A portal https://4s4u.appolice.gov.in/ had been launched to receive complaints during lockdown. Not only that, important material and cyber related safety tips have been provided. Additionally, the Department is conducting awareness seminars and webinars by experts.

Objectives

- Safeguarding women & children against cybercrimes.
- Create an Awareness platform that conveys the cause of cybercrimes.
- Aims to conduct regular awareness programs in all the Units in the State.
- Counseling the victims to get out of their distress.
- Facilitates the citizens to lodge their complaint using their mobiles without going to Police Stations.
- To speed up the justice process with special focus on Cyber Crimes.
- To improve interaction between Police & Public.

Key benefits to Public & Government

- Citizens are made aware of Cyber frauds.
- Helps the citizens to implement preventive measures to fight against the cyber-crimes.
- Provides an easy way to convey the distress condition through WhatsApp, Facebook or two toll-free numbers (112 and 181).
- Citizens can register various sorts of complaints without coming to a police station.
- Cyber Mithra ensures the least response time and Speedy justice.
- Cyber Crime rate will be reduced.
- Scope created to Government to identify different type offences related to Cyber Crimes.
- Transparency & Accountability of Police Officers can be increased.

Key Stakeholders

- Citizens in the State of Andhra Pradesh.
- District wise trained Cyber Mitra teams (One officer+ Three Sub Ordinates)
- Cyber Warriors from schools, colleges, and workplaces, who will be working to safeguard women from cybercrimes.
- Control Room Staff receiving the Complaints.
- Investigation officers on Cyber Crimes.
- Unit officers to monitor at District Level.
- Staff officers to monitor at State/ Head Quarters Level.

Procedural/ Administrative/ Legislative change

- Training has been imparted to around 2,500 Police Personnel to enhance the capacity within the department.
- Various outreach programs like flash mobs and awareness rallies have been organized to promote awareness among women and students.
- Developed an easy way of lodging the complaints against Cyber Crimes (through WhatsApp, Facebook, Dial 112/181)
- AP Police Department has given utmost priority to Cyber Crimes which results in the formation of dedicated wing, Establishment Cyber Labs & Procurement of Cyber Tools & Kits to deal with the Cyber Crimes.
- AP Police Department is building Cyber Warriors (from various institutes & organizations) to encounter the future Cyber Crimes.

Current Status

- Cyber Mithra Programmes have been conducted in all major cities of Andhra Pradesh; Training has been given to 5,000 women across the state to get aware of the cybercrime.
- In house training has been imparted to 2,500 Police Personnel to fight against the cybercrimes.
- Created Unit Wise Cyber Warrior teams.
- Advanced Cyber Forensic Tools are being used in Unit level for investigation.

Financial Implications

- As part of CSR initiatives, Police Department tied-up with ESF labs for demonstration on various cyber-crimes.

Other Details

- Reducing the cybercrime rate by conducting a greater number of outreach programs.
- Proposed to procure advanced cyber tools and implement them during investigation.

SAHYOG Skill Development Programme under Pradhan Mantri Kaushal Vikas Yojana (PMKVY)

Chandigarh Police

'SAHYOG' is an initiative of Chandigarh Police that aims to engage with the youth by imparting and upgrading their skills as per their natural dispensation. The programme envisages bridging the gap between youth and law enforcing agencies to enable their re-integration into the mainstream and to prevent their digression against the law. The vision of this programme

is to channelize the energies of youth in productive manner for a more empowered, aware, and safe society. Under this programme, Job-linked training is being imparted to the selected youth from age group of 16 to 45 years in the following categories:

- School Dropouts
- Victim of Crime
- Juvenile delinquents
- Families in Dire need
- Drug Addicts or youth in high-risk category of becoming drug addict.

Vulnerable youths are being selected for the programme through a detailed exercise i.e., mass counselling of youth by officials, door to door counselling by beat staff, etc., where targeted beneficiaries are being identified and trained for three months in each course accordingly. Chandigarh Police has tied up with National Skill Development Corporation (NSDC) for imparting job-linked training in the following four sectors:

- General Duty Assistant
- Assistant Beauty Therapist
- Retail Store Assistant
- Food and Beverage Steward

Three training centres with all required facilities for training are established at premises of police stations. The training is being imparted through trained trainers of Primero Skills and Training and IACT Education Pvt Ltd registered with NSDC.

Under this programme, 765 candidates have been trained till now and 215 are being trained in addition to it. A Mega Job Fair was organized by Chandigarh Police at Police Lines Sector-26 Chandigarh on 20 June 2019. In this Mega Job Fair, 29 national and multinational companies like PUMA, EUREKA FORBES, Burger King, Burger Singh, Domino's Pizza, Mc Donald's, KFC, Taj, Lemon Tree, SAROVAR, Pizza Hut, SODEXO, PORTEA, VLCC, Ola, Max Life Insurance, HDFC Bank, etc., participated and 243 candidates under various courses, i.e., 82 for Assistant Beauty Therapist, 42 for Retail Store Assistant, 31 for Food & Beverages Steward, 58 for General Duty Assistant and 30 for others like nursing, bank, stenographer, etc., who were trained under PMKVY appeared for interview and 484 offer letters were given to these candidates by participating companies. Besides this, regular interviews are being conducted for candidates who pass out.

Objectives

- This programme is a community outreach initiative with a dual purpose of social obligation and enabling sustainable livelihood. The overall core of the project, hence, is focused to divert the targeted youth from going towards crime and bringing them into mainstream of the society and

making them law abiding citizens. To channelize energy of the youth in productive manner for a more empowered, aware, and safer society, the foremost outcome remains to bring in a sense of ownership, self-respect, and a respectable empowered citizen within the targeted youth.

Key benefits to Public & Government

- De-addiction of youth from drugs and equip them to obtain gainful employment to lead a normal life.
- Prevention of crime and changing delinquent behaviour by imparting skill education to the youth and channelizing their energy to positive activities.
- Giving a ray of hope to victims of crime
- Improving the image of police among public and fulfilling social responsibility.

Key Stakeholders

- NSDC, Training Partners i.e., Primero, IACT, and Youth. Primero Skills has been imparting training in the areas of Hospitality and retail sectors under this scheme. With a pan-India presence in the skilling sector they have over 72 industry partners in North India hiring from their pool of certified students.
- IACT has been operation across major states focussing on various sectors in training and skills. In Chandigarh they are focusing on healthcare and beauty and wellness sector providing forward linkages to the students in this sector locally and regionally. We are happy to share both the training partners have exclusive expertise and knowledge in working in such special projects.

Current Status

The scheme is constantly trying to be in link with the rescued so that they should not be diverted again. It also tries to get them benefitted with government schemes and legal compensations. The initiative is continuing with a huge impact that has been quantified since inception, there are numerous applicants from the region who are keen to participate in this programme. Besides, present industry partners who have hired from this scheme have extended a very positive feedback on quality of training and have been updating their requirement for future. Chandigarh Police is also expanding capacity of training at present adding new premises for accommodating more students.

Financial Implications

- There were no financial implications of this initiative.

Other Details

This initiative has encouraged many youths who are interested in these courses as many of trained youths are earning for betterment of their lives. Other states are also planning to initiate this programme in their respective area after visiting training centres and successful implementation of programme. Chandigarh Police model has been very successful in its objectives and creating a social impact. The Punjab and Chandigarh Governor has graciously included this project as one of the mainstays of Chandigarh Police new achievements. In addition to this, various states have been sending teams to study the implementation of process and the working of the model.

Anti-Drug Squad

Arunachal Pradesh Police

To fight the acute problem of drug abuse in the Lower Dibang Valley district of Arunachal Pradesh and to tackle the drug abuse victims and their families a dedicated police unit known as Anti-Drug Squad (Roing Police) was formed. It was mandated to work on three fronts:

» Awareness Campaigns and community involvement

Anti-Drug Squad partnered up with community-based organisations (CBOs), Women Organisations/ Self-Help Groups, Student Bodies to launch a district-wide awareness program against drug-abuse. Every village in the district was reached out along with the above bodies to spread awareness about the harmful effects of drug abuse and to inform them about the Anti-Drug squad of Roing police urging them to partner up with them to fight the drug-abuse prevalent in the district. As the neighbouring districts have a serious problem of opium cultivation and the trend was catching up at Roing as well, such platforms were also used to discourage farming of opium in the district with special emphasis on the legal implications of the cultivation and trade. In addition to all the above, special emphasis was undertaken by the Anti-Drug Squad to reach out the most vulnerable section of the population to drug abuse, young boys, and girls by partnering up with schools and colleges in the district. Every educational institution is regularly visited by the Anti-Drug Squad of Roing Police to educate and create awareness about the ill effects of drug abuse and to urge them to report any problematic behaviour amidst their peers or at home. Apart from all these rallies, essay competitions, debates etc are conducted regularly to create awareness.

The awareness program led to wonderful results as in the last three years there have been no instances of opium cultivation in the district, great co-ordination between police and community has led to a total breakdown in drug peddling in the area and above all society has become more aware and vigilant towards drug abuse.

» Anti-Drug Squad (Crime Unit): A dedicated unit to act upon drug related offences in the district.

Mr Sanjay Kumar Sain formed Anti-Drug Squad (Crime Unit), a unique concept where a dedicated police unit was created by the district police and was entrusted with containment of drug-abuse in the district by arresting drug peddlers and suppliers. Anti-Drug Squad-Crime Unit works in close collaboration with CBOs, student bodies and village representatives and uses the information provided by them apart from the information obtained through conventional sources to crackdown on the drug trade and distribution in the district. ADS-Crime unit has been extremely successful in curbing the drug trade, more than 20 cases under relevant narcotics law has been registered, more than 60 peddlers have been arrested and huge quantity of narcotics have been seized in the last year itself.

Further the information obtained by Anti-Drug Squad, Roing Police has been used by various other districts in Arunachal Pradesh and Assam to arrest peddlers and suppliers in their area.

Anti-Drug Squad (Rehabilitation Unit)

Through the course of awareness campaign and arrest of peddlers, Anti-Drug Squad- Roing Police came across several young drug abuse victims who did not have any access to health care, counselling etc which could have helped them to get rid of the habit. It was after this discovery, that the rehabilitation phase was added to the Anti-Drug Squad Roing Police's programme.

Under the rehabilitation programme, a dedicated Nodal Officer (Anti-Drug Squad, Rehabilitation Unit) was appointed. The ADS- Rehabilitation Unit started off its mission with creating a registry of active users in the district, after the creation of the registry with the help of medical officials, multiple health camps were organised at SP office to assess the health of all drug abuse victims.

After the health camps, phase wise counselling sessions were held by police personnel, medical professionals, and leading experts in the field of de-addiction. The young drug abuse victims have been regularly followed by ADS-Rehabilitation Unit to ensure that they do not fall back to the habit, engaging them in sports and other cultural activities.

To provide a conducive environment for counselling, Roing Police also constructed a Counselling Centre at Roing Police Station which serves as a first stop for all drug abuse victims who are brought at the station. The said Counselling Centre is being run in collaboration with Helping Hands NGO and medical department and it ensures proper care and constant look-after of all drug abuse victims. The said counselling centre was inaugurated by Honourable Home Minister Government of Arunachal Pradesh Shri Bamang Felix in the month of November 2019.

After the counselling sessions, selected drug abuse victims have been sent to rehabilitation and de-addiction camp at Kripa Foundation, Guwahati to help them join the mainstream of the society, the said venture was flagged off by **Mr Chowna Mein, Deputy Chief Minister, Government of Arunachal Pradesh.**

To further help these rehabilitated drug abuse victims the ADS-Rehabilitation Unit has already tied up with agencies in the district for their job placement after imparting them vocational training.

Objectives

- Create a sense of awareness amidst people and communities about the harmful effects of drug abuse, signs of drug abuse and the legal implications of selling and using narcotics.
- Ensure that no opium cultivation takes place in the district.
- Curtail drug-trade and supply in the district by involving community to gather information about the same.
- Help young drug abuse victims who are mostly from the financially and socially marginalized sections reform and bring them back to the mainstream of the society.

Key benefits to Public & Government

- Co-ordination between police and community has led to more breakthroughs in the arrest of drug peddlers and suppliers active in the region.
- Creation of awareness amidst the society about the social, financial, and legal implications of drug trade and abuse.

- A plan to ensure reformation and rehabilitation of drug abuse victims of the district through counselling camps, stay at rehabilitation centers and subsequent help in teaching them skills and finding them jobs.
- Communal Harmony and better police-public relationship.

Key Stakeholders

- Community Based Organizations:
- IMCLS (Idu-Mishmi Cultural and Literary Society)
- ABK (Adi Bane Kebang)
- Nagrik Bhaichara Samiti (District Police initiative involving prominent members of the society)
- Non-Governmental Organizations:
- Helping Hands: Running the Counselling Centre in collaboration with Police and medical authorities {One-Stop Center} at Roing Police Station
- Kripa Foundation: For organizing de-addiction camps for selected young drug abuse victims, selected by the ADS Rehabilitation Unit after counselling and other measures at Roing.

Procedural / Administrative / Legislative change

- In the Annual State Budget-2020 for the state of Arunachal Pradesh, the finance minister Government of Arunachal Pradesh declared Anti-Drug Squad (Roing Police) as a model to be emulated by the entire police department of the state and allocated a sum of INR 2.5 crores to Arunachal Pradesh Police to ensure replication for the same by every district police.

Current Status

Spreading awareness by the Anti-Drug Squad is a continuous process. Recently the ADS-Crime Unit has arrested Assam based drug suppliers and seized narcotics in huge quantity.

Further, under the banner of ADS-Rehabilitation Unit, the next batch of drug abuse victims are being counselled and would be sent to attend de-addiction camps under the supervision of medical and mental health care professionals outside the state.

Financial Implications

The entire Anti-Drug Squad (Crime & Rehabilitation) Unit of Roing Police is a zero-budget program and for the awareness and penal side resources at our disposal were used. Counselling and rehabilitation part of the program has been done using funds obtained through CSR. Further to ensure longevity of the programme, a joint account has been created which would be handled by District Police, IMCLS and ABK together to utilise funds for rehabilitation of drug abuse victims in a transparent and community-centred manner.



CRIME INVESTIGATION & PROSECUTION





Cop Talk

Uttar Pradesh Police

The program focuses on the training of Police Investigating Officers (IOs) with special emphasis on the practical difficulties they face in day-to-day field policing. The programme is designed to encourage the police investigating officers to discuss, brainstorm and understand various legal aspects of investigation process. A unique feature of this programme is, instead of holding seminars with passive participation and one-sided communication, it provides them a platform where the cops talk and participate actively, hence the name of the program is 'Cop Talk'.

Cop Talk envisages that the police officers get theoretical as well as practical applicable knowledge of the existing laws (CRPC, IPC, Indian Evidence Act. etc.). Eminent law professionals, academicians, prosecution officers are invited to impart knowledge, share their experiences, and discuss various case laws to clear the doubts and ambiguities in the enforcement of various sections of Indian Penal Code (IPC) and Criminal Procedure Code (CRPC).

Poor conviction rates and slow pace of prosecution reflect that mostly the accused get the benefit of poorly conducted investigation and lack of proper collection and correlation of scientific evidence. Hence, this programme focusses primarily on strengthening the

enforcement of law from ground level right from scientific collection of evidence. The programme includes multiple sessions covering the lectures cum discussions on primary evidence and secondary evidence along with their correlation with other facts of case. Investigations Officers are provided a neutral, encouraging environment to freely ask their questions, seek clarifications of doubts and share their field experiences. In this way, Investigation Officers can improve their theoretical confidence and practical expertise in their field policing.

Contemporary times have seen a paradigm shift from Old Policing techniques to Community policing in which the Cop Talk programme provides the benefits of improving soft skills and managerial efficiencies as well. This multi-dimensional Programme also includes strategy formation, mission management, time management, and stress management. These issues have become equally relevant to the working of police officers due to ever evolving face of Police in the public domain.

This programme aspires to conduct open discussion rounds which are highly appreciated by participants because they also contribute their inputs and due to this vast shared practical experience of participant officers, there is huge scope for mutual transfer of learning.

Objectives

The Cop Talk programme is an initiative conceptualised to achieve three key objectives:

- Qualitative Investigation
- Strengthened Prosecution
- Successful Conviction

The Criminal Justice System has three main stages of justice delivery i.e., Investigation, Prosecution, and Trial. An introspection of the poor and dismal conviction rates indicates that police officers who are investigators of criminal incidents, face many problems during evidence collection and scientific drafting of case diaries thus, hampering or slowing the prosecution and affects trial as many key factors are missed in the process.

Instead of giving just regular traditional one-way training modules and workshops, they need solutions for actual ground level problems faced in day-to-day policing. In the Cop Talk programme, the investigating officers (IOs) are encouraged to come forward and talk about the issues they face during investigation and prosecution. They also talk about real time issues related to inter-departmental coordination which help in smoothening of district level working of different departments associated with criminal justice system. Eminent law faculty, senior prosecution officers, senior police officers and senior advocates are invited to the programme who help in providing ground-breaking solutions to the issued raised during programme.

Key benefits to Public & Government

- Cop Talk program is a highly cost friendly initiative. Its benefits can be seen in the quality of investigation and ease of prosecution that will eventually lead to better conviction rates in long run.
- It helps in better understanding of legal aspects of cases resulting in Scientific collection and proper documentation of evidence in case diaries.
- The program results in gradual improvement in investigation quality with periodic stimulus to the investigating officers eventually saving time as investigation will be fast, prosecution will be eased, and conviction rates will improve.
- The objective of the state is also to control the crimes and to deter criminals with strong conviction of accused criminals. That can be achieved gradually with strengthened prosecution and successful yet timely conviction which are the corner stones of the Cop Talk programme.
- Mutual learning is achieved with participants discussing their issues with each other in a properly designed environment with the mentor guiding the direction of discussion.
- It also results in bringing to the forefront various structural and systemic issues due to inter departmental and interpersonal conflicts. Such conflicts also find their resolution in the programme when officers of various departments are better able to understand their gravity and ramifications.
- It is not just a one-time programme but ought to be an integral component of an organization like Police where there is a constant need to update knowledge with respect to recent case law judgements and court circulars.
- Police organization is hierarchical and compartmentalized which sometimes leads to on way top-down communication in form of delivery of orders. However, with the ever-expanding ambit of the roles and responsibilities and constant endeavor to improve Public-Police interface, it is the need of the hour to encourage a bottom-up communication in the organization where the ground level difficulties, feedbacks and issues are tackled at higher levels. This is the rationale behind designing the Cop Talk programme in a non-traditional way.
- It not only focusses on the core subject issues, but also on the behavioral aspects. Police officers get more aware about role expectancies and role divisions in times of social media activism.
- It provides a free non-evaluative environment where the participating Police officers are motivated to learn to be more expressive in a stern yet polite way. They show remarkable improvements in their verbal and non-verbal communications.
- It helps the police officers to replace conflicts and arguments on ground with logical reasoning and sound legal knowledge.

Key Stakeholders

- Investigation Police Officers - as active and keen participants

- Eminent Academicians - as faculty
- Subject Experts- as faculty
- Senior Prosecution Officers - as faculty
- Senior Police Officers - as mentors during the sessions
- Media People to provide coverage to the efforts of police and improve the

Procedural / Administrative / Legislative change

Cop Talk 1.0

Cop Talk 2.0 was held on 30 November and 01 December 2019. The programme was scheduled for two days. Various independent sessions were planned for two-day programme related to the following topics:

- Overview of Indian Penal code (IPC), 1860 (Refresher-one)
- Overview of Indian Penal code (IPC), 1860 (Refresher-two)
- Overview of Criminal Procedure Code (CrPC), 1973, (Refresher-one)
- Overview of Criminal Procedure Code (CrPC), 1973, (Refresher-two)
- Crime Related to Women (Refresher)
- Collection and Presentation of Evidence (Refresher-one: Operational)
- Collection and Presentation of Evidence (Refresher-two: Operational)
- Use of Soft skills and Management for Effective Policing
- Leading Case Laws Discussions
- Brain Storming Session
- Open Floor Session for queries and questions

Cop Talk 2.0

Cop Talk-2.0 was held on 10 &11 February 2020. The programme was scheduled for two days.

Various independent sessions were planned for two-day programme relating to the following topics:

- What is Cyber Crime
- I.P Addressing (Ipv4 and Ipv6)
- Information Gathering - Fingerprinting
- Intelligence Gathering System -Sentiment Analysis, Social Network Monitoring
- Social Media crime monitoring and investigations.
- Grabbing Facebook user's location - stealth tracking in Seconds.
- Recovering Deleted data from Mobile and computer - Extracting deleted data for investigations.
- Bank Fraud techniques & ATM Frauds investigations.
- Gateway Tracing
- Fake Website for Online Banking - Phishing, Social Engineering Crackdown
- How do criminals create fake website - Crackdown
- Catch Fake/Fraudulent website's owner.
- Hijack a Remote Computer - Controlling remote suspect computer.
- Fake Mailers - Location Track down of originator.

- Email Tracking - Catching Email Sender (social Engineering Technique).
- Cross site Request Forgery
- Remote SMS, call list, Location, Email, WhatsApp Chats, Mobile data, gallery inscription - for suspect tracking and investigation.
- IT Act and Cyber Laws.

Current Status

COP TALK 3.0 programme planned in future.

Financial Implications

The Cop Talk initiative is a highly cost friendly programme having minimal implications on the organization in terms of monetary investments.

- The infrastructural logistics required a sitting arrangement for the participants and guest faculty which were arranged in the police barracks. Furniture was availed from the Reserve Police lines and Police office headquarters.
- The arrangements for Public announcement system were done by utilizing the PA system already available with the Police department.
- The guest faculty invited for sessions during the programme were paid honorarium as per UP government order dated 03 September 2014.

Other Details

Exploring an online platform for Cop Talk based on webinars and active participation through electronic media during the COVID-19 pandemic by virtual participation of investigating police officers as well as guest faculty in the programme.

I'Bike

Maharashtra State Police

I'Bike, an initiative by Kolhapur Police was started in January 2020 to increase conviction rate. The project aimed at collection of crime scene evidence scientifically without delay and assisting Investigating Officers to achieve Conviction. Crime scene evidence plays an important role in justice delivery system. Sometime due to human error and negligence, Investigating Officer fails to collect the vital evidence from the crime scene, which could have been valuable pieces of indication. Such lacuna may hamper the fate of case resulting into acquittal of the case and finally affecting on conviction rate. The project I'Bike is equipped with trained manpower having advanced investigation kits to ensure error free collection of evidence, and hence maintaining its creditworthiness.

Objectives

- Collection of evidence scientifically.
- Increasing creditworthiness of evidence.
- Reducing errors and lacunae in investigation.
- Assisting SDPO during Crime Visitation.
- Assistance to In-charge of the Police Station during his crime scene visit.
- Assistance to Investigating Officer to collect quality evidence during investigation.
- Increasing the Conviction Rate of Kolhapur District.

Key benefits to Public & Government

- **Police Investigating Officers:** Proved useful in almost 500 offences for investigating officer to seize, seal, label and pack the evidence.
- **Judiciary:** Those cases that were charge sheeted in the court where I'Bike were used to collect evidence will ultimately result into increasing creditworthiness of Investigating Officer during trial of the case.
- **Public prosecutors:** Quality evidence collected by investigating officer with the help of I'Bike proved useful for Public Prosecutors during bail application arguments.

Key Stakeholders

- Police:
- SDPO
- In-charge of Police Station
- Investigating Officer
- Control Room Public:
- Witnesses

WhatsApp group was formed to establish better coordination among above mentioned stake holders.

Procedural / Administrative / Legislative change

- Formed 7 I'Bike teams to cater the needs of 31 Police Stations divided into 6 subdivisions.
- Each I'Bike consist of 5/6 trained men equipped with specially designed 2 wheelers, investigating Kits, Jackets, and other essentials.
- Formal official order is issued for smooth working of teams in an organized way.

Current Status

- All 7 I'bikes are in operation and catering the needs of Investigating Officers appointed in 31 police stations and a local crime branch.
- Training as per requirement is being arranged to sharpen the skills of I'Bike teams.

Financial Implications

Total cost incurred is INR 5,20,512. Breakup is as follows:

Two wheelers (7)	-	INR 4,10,662
Kit Bag	-	INR 17,010
Investigation Kit	-	INR 48,440
Jackets	-	INR 25,200
Helmets	-	INR 6,000
Training	-	INR 5,700
Other	-	INR 7,500

Court Blaze

Andhra Pradesh Police

Court Blaze – There are different stages in trial of an offence/crime by Courts. Various kinds of reports and analytics that could be inferred from stages of trail such as IO performance reports, Accused, witness and complaint particulars in different types of offences, Acts and Sections wise report of crimes, Court wise reports, public prosecutor wise reports etc. There was no assessment on IOs submitted reports because no such platform was available to superior officers to view and validate all investigation related reports on single page. To overcome this issue, to assess the IOs performance by higher officers, AP Police Department has developed Court Blaze where all these reports can be accessed through single page report. With the help of Court Blaze all the reports and analytics involved during trial can be obtained from a single web page.

Objectives

- To have a single platform where all reports can be accessed with ease.
- To empower the senior officers to monitor their performance of their subordinates.

Key benefits to Public & Government

The SPs of every district are not able to assess the progress made by the department in relation to the efforts taken by the court. Specifically, this reporting and analytics system has helped the department keep track of their performance in the implementation of the latest bills such as Disha. Senior Officers can view the performance of Investigating Officers and help them improve performance where needed. This level of detailed information was not available in the past. The department is now able to keep up with the Court Proceedings and adhere to the statutory timelines for action to be taken.

Key Stakeholders

- Approximately 2 lakh Complainants/Victims of Crimes
- Approximately 30,000 Investigating Officers of Police Department.
- Senior Police Officers in Police Department.

Procedural / Administrative / Legislative change

Police Department has developed Enterprise eCOPS (EeCOPS) application for registration of Crimes and further processing of Integrated Investigation forms as part of CCTNS Project where all crimes are registered by Station House Officers (SHO) and investigation of cases is being assigned to IOs. Using database of EeCOPS Application, a separate report was developed on top of application using Java which pulls data from database and produce reports on a single page to Senior Officer.

Current Status

Before this project was carried out, SPs and senior officers did not have end-to-end visibility of the actions carried out by police personnel. There were no consolidated reports of investigation specific activities. However, after this project, SPs and senior officers can get complete visibility of how their department is keeping up with the proceedings of the court.

This is one of the most important duties of the police department and therefore this project has been a great value addition.

Financial Implications

On top of CCTNS database, Court Blaze module was developed with the help of CCTNS - System Integrator without putting extra money. Unstructured reports can be obtained with the help of Court Blaze. This project has been carried out at no specific additional commercial cost to the department. The hard work and initiative of the team members has been the major investment and it is paying very well.

Other Details

This project has helped the Department in bringing more transparency and quick and decisive action in aligning the court proceedings.

CYBER CRIME MANAGEMENT





National Cybercrime Training Centre (NCTC)

NCRB

National Crime Records Bureau (NCRB), an attached office of Ministry of Home Affairs (MHA) has been mandated to create the repository of Crime, Criminal and Property Data through modernisation of Indian Police, which also help and guide the State / UT Police in Policing and better Crime control.

MHA has mandated NCRB to establish National Cybercrime Training Centre (NCTC) at NCRB Headquarters, New Delhi under the Indian Cyber Crime Coordination Centre (I4C) scheme. NCTC aims to develop and coordinate trainings to strengthen capacity and promote a coordinated response to cybercrime among law enforcement agencies (LEAs). To facilitate such vast training programme, NCRB has developed Massive Open Online Courses (MOOCs) i.e., CyTrain Portal, to offer professional quality e-learning resources to all LEAs, prosecutors, judges, and other stakeholders.

Besides preparation of traditional modes of training, NCTC focuses training based on simulated environment including Virtual Cyber Lab sessions, which will help in creation of cybercrime scenarios, including digital exhibits (logs, etc.) for extraction of evidence/links by trainees using forensic tools preloaded on the infrastructure and appropriate procedures. This platform can be pivotal to increase shared knowledge and skills for investigators and connect LEAs & stakeholders. This training curriculum will provide law enforcement officers with two certifications - I4CCertified Specialist and I4C Certified Expert.

Objectives

- Cybercrime is becoming a global phenomenon and a worldwide concern. As cybercriminals face no boundaries, the traditional law enforcement approach is becoming obsolete. If the borders and artificial boundaries set up by countries are becoming a big obstacle to investigate and prosecute traditional crime, the concerns are even bigger regarding identifying, investigating, prosecuting, and bringing cybercriminals before justice.
- Indian Cyber Crime Coordination Centre (I4C) aims to overcome obstacles by assisting state law enforcement agencies in all aspects regarding cybercrime intelligence development and sharing, training, forensics, research, and by facilitating exchange of information and cooperation amongst them. A vital aspect for fighting cybercrime is that the state law enforcement agencies have cyber intelligence, investigation and forensic units that are fully prepared both from the equipment and the knowledge point of view to face cybercriminals and their destructive actions.
- India is second largest user of Internet in terms of number of users. Mobile subscribers are also increasing exponentially. However, Cyber space particularly dark web is increasingly being used for unlawful purposes like committing crimes such as bank frauds, spread of pornographic/ obscene material, inciting communal hatred, etc. Social media is also being used by some undesirable elements for unlawful activities. Therefore, cyber resilience and prevention of Cybercrimes are emerging as important areas of public policy. Furthermore, borderless nature of cybercrimes makes it imperative for all agencies, States and UTs to work together.
- Considering the above scenario, MHA envisaged a scheme titled 'Indian Cyber Crime Coordination Center (I4C)' at an estimated cost of INR 415.86 crore to be implemented by 31st March 2020. The scheme aims at providing a platform to deal with Cybercrime in a coordinated and comprehensive manner. National Cybercrime Training Centre (NCTC) is one of the seven components of I4C.

- As per implementation approach, NCTC would be setup in NCRB, Delhi. This would be Massive Open Online Courses (MOOC) platform to offer professional quality e-learning resources to all law enforcement agencies, prosecutors, judges, and other stakeholders. The key features of this facility would be to create a simulated environment for training purpose. In addition, standardized modular training courses/material would be provided to all police training institutions under the central government and state governments for training of police officers, prosecutors and judges and other stake holders. Services of experienced and expert training facilities from reputed academic and private institution would also be taken.
- Here it is worth to mention that NCTC scheme has mainly the following components:
- Development of MOOC platform
- Setting up Cyber Range / Lab
- Development of Course Contents
- Setting up Studio for recording lectures
- Hiring Manpower / Resources
- Training programme accreditation & certification
- Developing a Classroom under NCTC banner
- Conducting classroom training at NCRB (a component of Other Expenses)

Key benefits to Public & Government

- Establishment of Training Portal based on MOOC (Massive Open Online Courses)
- Development of Training Courses / Materials
- Setting up of Cyber Range (Virtual Cyber Lab)
- MoUs with reputed academic and private institutions
- Accreditation & Certification

Criminals are exploiting technology, and the tools to preserve anonymity online, more quickly than law enforcement can bring new techniques to bear. Just as criminals learn to exploit new technologies and invent new modus-operandi, LEAs need to make use of technological innovation and develop new investigative measures to prevent, detect and combat the emerging crimes. The LEAs need to acquire critical new skills and build capacities in:

- Investigating officers and prosecutors:
- To detect cybercrimes
- To receive complaints about cybercrimes
- To be a first responder to the complaints about cybercrimes
- To collect cyber-crime threat intelligence about cyber criminals and criminal
- Infrastructure:
- To register criminal complaints about cybercrimes, with all details
- To investigate cybercrime cases
- To do forensic as well as data analytics related to cybercrime cases.

- To collect admissible evidence and launch prosecution in cybercrime cases.
- To prepare and launch public awareness campaigns to prevent cybercrimes.
- To work with researchers, academia, and private sector to improve
- Cyberspace security:
- To liaison with international LEAs and service providers

Key Stakeholders

- State Police
- CPOs
- CAPFs
- Judges
- CFSL

Current Status

Pilot States started work in November 2019, but the NCTC project was officially launched by NCRB on 12 March 2020 in the presence of Minister of State for Home Affairs, Government of India, Mr Nityanand Rai. More than 500 users registered on this portal in first week of its launch. At present 600 active users from State Police are registered on this portal.

Financial Implications

Ministry of Home Affairs (MHA) has allocated INR 69 Cr for implementation of NCTC for the next two years.

Cyber Crime Management over Indian Railways

RPF - Maharashtra

This initiative was taken to establish RPF Cyber Cell for Central Railway at Pune on 19 June 2019. This was the first of its kind step towards better cyber security of Railways. Through this initiative, efforts were made to hone the skills of staff working in the cyber cell for investigating cyber-crime in the context of illegal e-ticketing and railway property related crime.

Objectives

- To curb illegal ticketing rockets wherein unauthorized software's are used to book railway tickets through the IRCTC Portal using fake personal IDs.
- To help coordinate with the State Police to investigate passenger crime by analysis of social media analysis of CCTV footage, locating missing children.

Key benefits to Public & Government

- Running train theft detected based call data/cell tower dump analysis and valuable clothes consignment to the tune of INR 8.28 lacs recovered with the arrest of 8 persons.
- Railway material used in running trains, worth INR 1.53 lacs was recovered 403 persons arrested.
- Opensource intelligence, IRCTC data social media analysis led to track down on unauthorized softwares ANMS NGET REDMIRCHI and of arrest of key accused Danny alias Dipal Shah, Baba alias Satybhan and Amit Prajapati software developer with recovery and seizure of railway tickets worth Rs 58 crores including live tickets worth Rs 8 Crore.
- In the same line 136 authorized railway agents were found booking tickets using other than authorized IRCTC IDS to book tickets Their authorized IDs were blocked and tickets worth INR 99,00,506/- were seized.
- IRCTC data of Pune Division was analyzed and 115 illegal ticket agents were booked tickets worth INR 40,50,605/- were seized and subsequently 2000 illegal IDs were blocked.
- Cyber Patrolling is being done by identifying vulnerable areas whether it is websites and associated software applications to prevent cyber frauds on Railways.

Key Stakeholders

- Cyber Cell Pune being nodal cyber cell, is providing technical leads to 5 divisions of Central Railway, Railway Board, and various zones/divisions of Indian Railways.

Current Status

- Changes are under consideration by Ministry of Railways.

Financial Implications: Under assessment

DISASTER RESPONSE AND MANAGEMENT





Garuda-108

Tamil Nadu Police

Garuda-108 is an initiative from Tamil Nadu Police Department-Tiruvallur district, to reduce the travel duration during emergency situations and to provide Real Time collaboration between Ambulance Pilots, Control Room and Traffic Cops. It also facilitated Real Time communication between EMTs and the emergency doctors and records statistical information about time, duration of the travel and speed variations on various roads and junctions. It is built using state-of-the-art real time digital platform that is extremely fast and secure.

Objectives

- To reduce Ambulance travel time during traffic.
- To ensure Traffic cops take reactive measures to ambulance siren.
- To question public, who are not giving way for Ambulance.
- Challenges of pilots while driving is not known to cops and vice-versa.
- To make data available related to travel duration, speed, and driving pattern to ensure smooth running of emergency transport.

Key benefits to Public & Government

- Traffic police would know about ambulance arrival in advance, and they take proactive measures.
- The traffic signals would be changed to suite the easy passage of Ambulance.
- Duration of emergency travel would come down.
- Hot spots on roads and junctions would be spotted through Artificial Intelligence (AI) based on
- Ambulance driving pattern and recommendations to municipal and corporations would be made.
- Public who does not give way for the ambulance would be spotted through the pilot's app and cases would be filed against them. Also, they will be tagged on social media.
- For every traffic signal the ambulance crosses, the travel time is reduced on an average by 24 seconds.
- During the peak hours, the travel time reduces by 1 minute for every signal they cross.
- The main reasons are because of zero wait time at signal and the speed is not reduced as the roads are freed up in advance by the measures taken by the traffic police.
- In bigger cities, the time saved will be even more during the peak hours.

Key Stakeholders

- Traffic Police: To take proactive measures like switching signal to manual mode based on the estimated crossing time.
- Police Control Room: To communicate to traffic police in the respective areas based on the GPS location of the ambulance, route the ambulance is taking, the speed and the traffic pattern at that time.
- Ambulance Pilots: Start the App, enter the patient pick up location and the destination hospital.

- EMTs: Start the App and connect to the emergency doctor so that they are prepared for the patient when they arrive based on Tele-Diagnosis they do during the travel.
- Duty Doctors in GH Emergency: Available in the portal to attend the call from EMT. Do the Tele-Diagnosis, come up with preliminary action plan and have the people and procedures ready to receive the patient.

Procedural / Administrative / Legislative change

- All the ambulance pilots and EMTs must be mandated to start the Garuda App when they start for picking up a patient. Hospitals to have a computer with internet to communicate with EMTs.

Current Status

- It is operational in Tiruvallur district.

Financial Implications

- The Pilot cost is more because of its use in just a single district. But when it is implemented across state, where the technology resource can be load-balanced, partnerships can be done with private hospitals for rack space, the cost for a district would come down to INR 50,000 - 70,000 per month.
- This can be made self-sustainable, if each ambulance from private hospitals is subscribed to Garuda-Emergency with a subscription fee of INR 3,000 per month for using the digital infrastructure to get faster commutation. When number of subscriptions goes beyond 20, the additional cost can be used for IoT based signal automation, signal synchronization and many new features can be implemented.

Jaldoot Flood and Deep Diving Team

SDRF Uttarakhand

With a hilly terrain consisting of mighty rivers like the Alaknanda, Bhagirathi, Pindar, Kaali, etc., the state of Uttrakhand faces lots of challenges in rescuing people who drown accidentally or face vehicle accidents on roads parallel to rivers and subsequently fall in running water. Jaldoot Flood and Deep Diving Team of State Disaster Response Force, Uttarakhand is a specialized force aims at high quality, high intensity search and rescue response with high degree of professionalism and usage of state-of-the-art technology and equipment.

Objectives

- To prevent accidents in the state
- Rescue operations conducted by trained professionals while using latest technology and equipment.

Key benefits to Public & Government

- Safety and sense of security: A sense of safety is instilled in public, pilgrims, tourists and all the rafting teams of Rishikesh where the flood and deep diving team of Garhwal range is stationed.
- Rescue and recovery data: Till date 120 lives have been saved by the team and 128 dead bodies have been recovered from across the state which has helped in instilling a sense of consolation among the families of the deceased that at least they could have a last look at their loved ones. From policing perspective, these unnatural deaths could be professionally handled, and cause of death could be ascertained as accidental or criminal in nature post the recovery of dead bodies.
- Manpower and Equipment: The flood and deep diving team has expertise in swimming, rafting, deep diving and surface water rescue and consists of 36 highly trained and professionally competent members.
- Contribution across the country. The team due to its calibre and professional excellence is now contributing towards search and rescue operations in other states as well.

Key Stakeholders

- Police department
- Public
- Tourist
- Pilgrims at Haridwar and Rishikesh
- Adventure enthusiasts
- Rafting/Kayaking operators

Procedural / Administrative / Legislative change

Instead of complex bureaucratic procedures, a phone call at control room is sufficient for immediate mobilization of the team and documentation follows. The team is equipped enough to operate in four sub

teams to respond in four different locations simultaneously. The location and response time is monitored through Internet of Things based tracking and GPS mechanism.

Current Status

- The team is continuously in operation and is now focusing on advanced training and capacity building.

Financial Implications

- The team is funded by the State government and UDRP Project of World Bank. The raising of the specialized team with latest equipment's, state of the art technology and training has incurred a cost of approximately INR 1 crore.

CoBuddy

Tamil Nadu Police

COVID-19 came as a blow to India. Containing the pandemic was critical in winning the battle against it. Since it spreads from one human to another quite easily, people who are at high risk of exposure need to be isolated to contain the spread. To overcome the challenge of isolating patients, Tiruvallur Police reached out to FaceTagr, a face recognition company already been deployed by the Police to come up with a solution to handle it. That is how CoBuddy evolved. CoBuddy is a mobile app-first of its kind in the world. The mobile app works on GPS geofencing to make sure that the phone is within the quarantine range.

Objectives

Keeping tab on the quarantined is the most important factor for fighting COVID-19. Quarantined patients are full of fear, anxiety, and unable to reach out for necessities. Their requirements are to be fulfilled in the best way possible. The app resulted in as a:

- Easy way to track the quarantined without gaps.
- Easy way for quarantined to seek help without setting up a Call Centre.
- Central dashboard to understand the heat-map to plan cordoning of areas.
- Communication platform to send information and get feedback from the quarantined.

Key benefits to Public & Government

- Reduction in cost of personnel deployed.
- Reduction in risk to personnel as police checking on the quarantined in person is reduced considerably.
- Reduction in cost of expensive call centres to handle calls from the quarantined.

Key Stakeholders

- Police: To take proactive measures to plan the cordoning of streets based on heat-maps.
- Police Control Room: To watch the dashboard and the messages coming from quarantined to respond.
- Field Policemen: Check based on the alert received when a quarantined leave their location.
- FaceTagr: The technology solution provider. Tier 2 Support.

Procedural / Administrative / Legislative change

- All the quarantined should be mandated to use the CoBuddy app.
- All the travelers landing in India from overseas can be asked to install the app and their location keyed in to make sure that they adhere to the mandatory quarantine at home/ hotel when they arrive.

Current Status

- Used in seven districts of Tamil Nadu.
- Impressed by the working of CoBuddy, Federal Democratic Republic of Nepal has officially considered CoBuddy for its use in Nepal.
- Central Asian countries are considering CoBuddy.

Financial Implications

- The cost of a CoBuddy License is set as INR 10 per quarantined user.
- The server shall be hosted by the Government

ELDERLY SAFETY





Senior Citizens Police Panchayat

Madhya Pradesh Police

It is an initiative to reduce crime against senior citizens. Under this scheme, silver cards are provided to the senior citizens and collection of databases of all the senior citizens residing alone in the area is done so that the registered senior citizens can be immediately contacted by the core committee members in case any emergency or need arises. This unique initiative has been created to act as a bridge in between the police and public. SCPP has already created many milestones and has been well accepted and applauded by Senior Officials and the public alike. There has been a steep rise in crime against senior citizens in the city where the seniors living alone are the easy targets. A unique initiative was taken up by Madhya Pradesh Police, Indore under the guidance and leadership of Dr Prashant Choubey (Additional SP) to provide senior citizens with support and safety and enhance their self confidence and trust on police.

Objectives

The main objective of this scheme is to connect senior citizens with the police and inculcate a feeling of safety in them and to develop a care and support system for them in the society. This initiative also gave an opportunity to the socially responsible and experienced senior citizens to get associated with the police department and extend their services for the welfare of fellow citizens.

Key benefits to Public & Government

Key Benefits to Public:

- For the first time, an exclusive programme was launched by the police department especially for the senior citizens.
- More than 23,000 silver cards were registered benefiting an equal number of senior citizens. They received an assurance of service along with safety.
- Developed confidence of being a part of police family. Under special circumstances, problems are resolved by senior police officials through telephonic conversation.
- Developed awareness and knowledge regarding self-safety and various schemes and benefits offered to senior citizens.
- An opportunity to senior citizens to stay active and socially connected even in old age.
- Free medical consultation and investigations in specially organized health camps.

Key Benefits to Police:

- Zero budget scheme for the government.
- A good number of positive community work done with active public support.
- Police department benefitted by the experience and knowledge of seniors from various fields, specialization, departments, etc.
- Successful in motivating various social organizations to join community policing.
- Continuous communication of police with the public.
- Collection of huge databases of senior citizens which is helpful in curbing crime.

- Helpful in verification of domestic helps and tenants.
- Betterment of public image of police as public welfare body.

Other benefits:

- This is a unique one of its kind initiatives where thousands of senior citizens are benefitted all year round and are entitled to avail discounts amounting to 45 - 50 Lakh.
- Hand holding and vocational trainings.
- SCPP is into the planning and execution of various vocational training programmes to keep the senior citizens engaged and independent. One such vocational course offered is the 15 Day Flexible Computer & IT Course, here the senior citizen who enrols is entitled to learn about e-services, cyber security, social media handling and more. These vocational courses are provided with the help and assistance of various computer education colleges present across the city.

Key Stakeholders

Indore Police: Under the initiation and guidance of Dr Prashant Choubey, Additional Superintendent of Police - Indore (East) Nodal Officer.

Procedural/Administrative / Legislative changes

Being a law enforcement agency, the working of the Police Department is always under scrutiny with a mix of responses, both positive and negative from the public. The negative perception arising from investigations, arrests, negative media publicity and the overall nature of police duties and functioning needs to undergo a drastic change and that can only be made possible by giving it back to the society in ways that make a difference to the masses and are evidently visible. With the help of the SCPP initiative, the police department and officers offer help and hand holding to the senior citizens by assisting them in areas like health, wellbeing, law, and a lot more.

The positivity around this project has brought about a great change in the perception of society towards the police department and its functioning. Another key point that stands covered as part of this unique initiative is the ever talked about topic of sensitivity and sensitization.

There is a paradigm shift in the perception of officers in the police department itself where officers from lower designations too have started feeling that the senior citizens need more care and respect. There are various visible changes at all levels.

Financial Implications / Cost Estimates

The SCPP initiative is a zero-budget programme for the Government, Police Department, and the citizens, making this initiative to be one of the most efficient and effective self-sustaining community policing programmes present in the arena of community policing.

Other Details

Prevention of cognisable offences: Yearly prevention of approximately 500 cognisable crimes with the help of weekly counselling where retired District Judges, retired Bank Officials, retired Admin Officers, and other personalities of repute address the problems faced by senior citizens under the personal guidance of Additional Superintendent of Police/ Nodal Officer - Community Policing, Dr Prashant Choubey.

Law and Crime Prevention:

- SCPP is the only forum where any senior citizen can approach the forum for any problem that they may be facing without any formalities or financial/ legal hindrances. No
- formalities like advocate cost, filing cost etc are involved. In the case where any of the registered members need to bring to light any matter or problem, free of cost assistance is given in creating their written application.
- Any senior citizen after a filing a free of cost application can make their non-complainant answerable before the SCPP counselling board.
- In case of Security challenges, Fraudulent calls and/or any doubtful conditions, issues can be met with head on by any senior citizen on a phone call.
- For creating awareness and as a measure in tightening the ropes on crime, SCPP gifts CCTV cameras and other home security devices to Silver Card Member. Handy and portable state-of-the-art cameras are gifted to these members who can make use of these gadgets to their advantage. 100's of cameras has been handed over and installed across equal number of households where senior citizens reside alone.

The SCPP initiative is doing extremely well considering the daily enquiries and conversions that happen on a regular basis. With the number of new members on the rise and the high number of cases solved, this initiative is creating milestones in the arena of Community Policing. T The World Book of Records, London, acknowledged this initiative as the largest chain of community policing active members anywhere in the world. As part of this initiative there are approximately 25,000 active ID card holding senior citizens with the numbers growing with each passing day. As part of this unique scheme, MOUs have been signed with various product/ service providers who have extended their help in supporting this noble cause.

घंटी बजाओ पुलिस बुलाओ for Senior Citizens

Delhi Police

Reaching out to the senior and elderly residents, Delhi Police kick-started a unique initiative for their safety and security from external as well as domestic threats. 'घंटी बजाओ पुलिस बुलाओ'service, exclusively for senior citizens, was launched by Rajouri Garden Police Station (West Delhi) on the International Day of Older Persons via video link. Police personnel distributed 400 alarm bells to the elderly living alone in the area. In case of any emergency or crisis, they can press the alarm bell and police will quickly act on receiving the SOS message. The initiative was launched under direct supervision of SHO Anil Kumar Sharma, ACP Sudesh Ranga, DCP West and overall supervision of Joint Commissioner of Delhi Police through video conferencing.

The senior citizens normally are in a phase of life where they feel insecure, lonely, and helpless in need of crisis. They lose their cognitive abilities, hearing is affected, and vision is also compromised and to assure their safety and security this initiative was taken under the supervision of senior police officials.

Under this scheme, the speaker of alarm bells will be kept on the stairs or outside the house of close neighbours. When the alarm is raised, either they will inform the police station, or any patrol team would act on hearing the SOS ring. The neighbours will be informed and sensitized about this service in next few days. They will have to dial 112 if they hear any alarm ringing from senior citizen's residence.

Senior citizens have been advised to carry the alarm bell in their pockets all the time, so that they can press the emergency button if any crisis strikes them. The alarm can be heard till 25 metres with 6 different sounds.

Objectives

The scheme's primary focus is on the safety and security of senior citizens, who are living alone and away from their respective families. The scheme would be useful in following three aspects:

1. In case of an armed intrusion in the guise of a service provider or a delivery executive
2. In case of Medical emergency, viz., heart ailment, epilepsy, brain haemorrhage or complication arising from the Corona virus.
3. In case of physical assault, either by immediate family member or by distance relative, etc.

After the alarm is raised, it will trigger immediate assistance in next 10 seconds, followed by medical and police team reaching the elderly's residence within 3-4 minutes. This will go a long way in saving precious human life. West Delhi has about 2,000 senior citizens staying alone, with over 800 in Rajouri Garden. In first phase, Delhi Police has distributed 400 alarm bells and if it yields desired results, the scheme will be extended to more areas.

Key benefits to Public & Government

The initiative resulted into:

- Ensuring safety and security of Senior Citizens against criminal activities
- Keeping a check on their medical condition, thus, saving precious human life.
- The above mechanism was successful as no crime against Senior Citizen has been reported in PS Rajouri Garden after this scheme was launched.

Key Stakeholders

The stakeholders in the 'घंटी बजाओ पुलिस बुलाओ' for Senior Citizens Smart Policing initiative are:

- 900 Senior Citizens
- RWAs Responsibility- To provide safety, security & reverence to the senior citizens.

Procedural / Administrative / Legislative change

The scheme is a perfect example of building healthy relations between Police and Public without incurring any loss to government exchequer.

Current Status

- A total of 400 Senior Citizens living alone have benefited from the scheme in the first phase and the scheme is currently in operation running successfully.
- Many seniors staying with family have also requested for the alarm bells in the next phase of distribution.

Financial Implications

Communication Equipment is the area where expenditure was incurred.

Other Details:

There are Several success stories where the precious human life is saved due to medical emergency and timely pressing the bell. The scheme is not only beneficial for the society in the simplest manner but also in building trust in addition to improving Police-Public relations.



EMERGENCY RESPONSE





Emergency Response

Uttarakhand Police

Emergency response is an initiative to check if service provided by immediate response team and the executive unit team has reached the targeted source and make sure calls were also made. If their problem has not been solved yet, then the verifying team immediately generates a ticket to solve their problem on priority and follows-up until the matter gets resolved.

Every single call, WhatsApp complaints received on social media, and website were recorded in the control room. A separate team was formed to look at this matter. All the data recorded were monitored from time to time to hear people's problems and act accordingly. Every single complaint was categorized as per the need. Amidst COVID-19, Senior Citizens Help Desk was setup. A separate helpdesk had been setup where personnel were trained well to provide special care to senior citizens. The senior citizens' call received in the control room was termed on priority by a separate help desk to ensure quick response to provide all necessary support required. A separate landline number (0135-27221420) was also issued for senior citizens.

Doon police's primary objective was to address grievances due to rise in the price of onions due to sudden lockdown imposed to curb the spread of COVID-19 virus.

Key Features

- Formation of Helpdesk - To help people in this pandemic situation, the team tried to connect with those who wanted to help and those who needed help. This model enhanced the capacity to reach out to every needy person.
- Food (Cooked food & ration packets) distribution and management - Thousands of families struggled to have proper food because their livelihood was dependent on daily work and daily roaming Doon police have distributed essential items and the challenge was to maintain social distancing and avoid any kind of panic situation.
- Forming a monitoring cell for controlling market price - Monitoring cells were formed to control Maximum retail price in the market. The team of this cell was in continuous touch with the supplier and wholesaler vegetable vendors.
- Facilitation and promotion of home delivery system - To ensure proper implementation of lockdown, and simultaneously to futile all required essential of people during the lockdown period, police strengthened the scope of home delivery. They identified shops who would provide delivery services of items and prepared a list of all nearby police stations. The main objective behind this was to reduce crowds in the market, to ensure social distancing und to fulfil the essential need of people.
- Quarantine Management - Every single individual coming to the city or going out of the city was monitored thoroughly and their data was maintained in the control room. A team managed to see such data.
- One Constable One Family (Special Initiative) - The police came up with a very innovative idea to help people. The One constable, One Family concept started by Nehru Colony Dehradun Police Station, wherein one constable had to adopt at least one family and
- consider it as their own family. In this way, a total of 124 families were adopted by Doon police, and all essentials were provided from time to time.

Key Benefits to Public & Government

The initiatives taken by Dehradun police during the time of COVID-19 pandemic were for the welfare of people and society. Doon police were strict in the enforcement of law, and polite and humble while helping people.

S.No.	Category	Key Benefits to public	Key benefits to the government department
1	Distribution of food (cooked food & dry ration)	4,42,861 persons were benefitted from cooked foods during the lockdown. 1,47,108 packets of dry ration were distributed during the lockdown.	This initiative has reduced the burden on PDS (Public distribution system). It has also enhanced community outreach of the Police. This has also increased tremendous trust in the police.
2	Queries received in the form of calls and messages.	Resolved all problems faced by citizens. (A total of 78,473 phone calls were received and a total of 10801 WhatsApp messages were received)	Government's aim of helping citizens was fulfilled. It has also reduced panic situations. An effective lockdown was maintained.
3	Home delivery	Easy availability of essential items without going outside the home during the lockdown	It has maintained lockdown effectively and effective control of the spreading of the corona virus. And reduced the extra expenditure on the government agency
4	Migration (Inward & Outward)	Number of persons who came to Uttarakhand via Dehradun(migrants) under MHA guidelines	To ease out the panic situation of government due to stranded people and their migration inward and outward due to this trust of people increased in the government.
5	Enforcement	Due to the DM act and its provision peoples fear of legal proceedings keep them into their homes, and resulted in control of the spread of coronavirus	Those who violated the law, Penalized with challan. It generated revenue for the government
6	Pass system	Helped people in case of emergency.	Hassle-free management. This has ultimately improved the image of good governance
7	Initiatives for Senior citizens	255 calls were received, and the matter was resolved on a priority basis by the police,	Since Senior citizens are more vulnerable to this virus, so extra care was given to them. And this has controlled the spread of the virus
8	Quarantine monitoring	Around 72,914 individuals came to Dehradun from other districts and other states during the lockdown. Data was maintained at the police check post at the border and these quarantine period whether they are following quarantine rules or not. people were quarantined (home quarantine & Institutional quarantine) and monitored by the control room till the prescribed	Due to effective monitoring by the control room, the spread of the virus was controlled, and it has also reduced burden on the government and health department.
9	Evacuation	Smooth evacuation of around 30000 stranded labors, 1500 students, and 300 foreigners happened in a very organized manner during the lockdown. These people reached to their family happily and safely.	This Initiative reduced the burden of Government since the government was taking care of these people by providing food and shelter before evacuation.
10	Motivation & Awareness.	The common public came to know about police working during the COVID pandemic, and this helped to increase community-police engagement	Police personnel across the state and the country got motivated after watching this song. This has increased the efficiency of the working of police
11	Monitoring cell for price control	The public got every essential item at a specified reasonable rate No black marketing and hoarding happened during the Lockdown.	The loss which could happen by black marketing was controlled because of these initiatives.

S.No.	Category	Key Benefits to public	Key benefits to the government department
12	Monitoring and study of the supply chain.	No shortage of essential items occurred during the lockdown. Police ensured the availability of all the essential items. It also facilitated transporters and re-seller	A continuous supply chain facilitated of goods in the public domain. The uninterrupted supply chain has not increased transportation costs. The supply chain works smoothly
13	Force multiplier	This initiative has increased the capacity to reach a maximum of needy people. It also improved service quality and response time and benefitted the needy public	Exposure to NCC cadets. It was the initiative of Doon police to engage NCC cadets voluntarily to serve the people in case of an emergency

Key Stakeholders

This is a Citizen centric approach. The most important stakeholders were the common people of our country. Citizen centric approach.

- Government of Uttarakhand: The Government of Uttarakhand was an important stakeholder since police is under the Government of Uttarakhand. The government took very important and fast decisions and worked day and night for the welfare of people.
- Dehradun police: Dehradun police symbolizing the friendly police is amongst the central stakeholders. The police playing a crucial role. From hearing every single use to solving every single case, and that too when daily cases of corona went up to 1000-4000.
- Health care department: Health care departments are the major stakeholders in this matter. From tracing every contact of corona infected individual to the treatment of COVID patient They have played the most important role in the entire system.
- District administration: District administration played pivotal roles for implementing different acts and guidelines viz., Disaster Management Meet 2015, Epidemic Act-1897.
- Home Ministry, Government of India: Home Ministry Government of India was the top layer of the system and significant stakeholder. Lockdown guidelines were framed by the Ministry for the people's welfare. We ensure the implementation of the guidelines set by the ministry.
- NCC: National cadet corps alas played an important role. They me served the people in the administration, in traffic, and maintaining Social distancing,
- NGO & Volunteers: Several NGOs self-volunteers helped us in the COVID epidemic providing us dry Roll, cooked food, and other essential items. They also helped us in identifying the needy.

Procedural Administrative / Legislative Changes

Ever since the COVID-I9 pandemic, the government has been updating sales and regulation on regular basis as per the circumstances prioritising the welfare of common people. It was quite challenging for Doon Police to implement the changes. However, they managed to do it very efficiently.

Emergency Response Support System

Kerala Police

Emergency Response Support System (ERSS) established a single emergency number, 112, all over the country, integrating all existing emergency numbers. ERSS is designed to address distress signals from citizens in the form of voice call, SMS, email, and panic- SOS requests, web requests, etc., to 112 and to provide assistance within the minimum time requirement.

Emergency Response Support System (ERSS) is a unique project implemented nationwide by The Ministry of Home Affairs, Govt of India under the project 'National Emergency Response System' (NERS). This project envisages a larger or a widespread platform for the citizens of the country to seek assistance in any kind of emergency, with the integration of other services and departments like Fire & Rescue Services, Ambulance Services, Disaster Management, etc. The implementation process of the system in the State has been completed and is in operational mode with an appreciable success rate. All the activities related to the project in the State is monitored and supervised by Addl. Director General of Police (HQ), Police Head Quarters. The Superintendent of Police, ICT is the Chairperson of the Implementation Committee of the project.

Objectives

- To provide the citizens of the State an easy, reliable and a single channel to reach out for any kind of assistance in emergency situations.
- All the currently available services through different help lines will be fused into a single channel and the public will only have to deal with one number, 112, irrespective of the nature of emergency situations they find themselves into.
- This project will also minimise the infrastructural and functional liability of the service help lines and can provide the most effective service to the caller within the shortest time frame.

Key benefits to Public & Government

The project is solely service oriented, and its implementation benefits the public. As a coordinated society, it is good to have a common helpline number throughout the country for the public to seek assistance during emergency. Unlike the existing helpline services provided by various departments or agencies, the new project will provide a 'single number' integrating all other agencies like Pink Patrol, Fire & Rescue Services, Ambulance Services, Disaster Management, etc. All calls from all parts of the State land at the State-wide Control Room and the call taker observes the various aspects of urgency and takes initiative to provide all possible support to the caller with the minimum time requirement. This avoids the difficulty of contacting various helpline/emergency numbers for the public in connection with a single incident.

Key Stakeholders

The project ERSS is implemented by:

- Ministry of Home Affairs, Government of India
- C-DAC, Thiruvananthapuram (implementing agency)
- Addl. Director General of Police (HQ), Police Head Quarters: All the activities related to the project in the State are monitored and supervised by Addl. Director General of Police (HQ).
- Superintendent of Police, ICT is the Chairperson of the Implementation Committee of the project.

Procedural/Administrative / Legislative changes

There are some procedural and administrative changes which have been brought into force for the implementation of the project. All calls from the public seeking police support are landed at 100 but after the implementation of the project all those calls are diverted to 112. Calls to 108 & 101 have also been integrated with 112. Efforts are also being taken to integrate the other existing helpline services such as Pink patrol, Disaster Management, etc. Earlier, the main mode of communication for providing police assistance was wireless communication. But now, new communication devices are established, and majority of the police vehicles are equipped with modern communication devices to transfer information from the State Control Room of the ERSS project. These devices also help the police personnel to communicate more effectively and can ensure the most effective support to the victim.

Financial Implications

- Work order for the implementation of the project is issued to M/s C-DAC, Thiruvananthapuram for the supply and implementation of the Project at a total cost of INR 6,18,27,717/- (Rupees Six Crores Eighteen Lakhs Twenty-Seven Thousand Seven Hundred and Seventeen only) including 5-year AMC.

S No.	Component	Total Cost (Including all Taxes) INR
1	Indicative cost of software and services to be provided by C-DAC	2,47,33,626
2	Indicative cost of material to be provided by C-DAC	3,70,94,091
3	Total Project Cost	6,18,27,717

Other details

Since its implementation in the month of February in 2019, more than 1,31,900 events of different nature have been held that have provided the best possible support to the public.



HUMAN TRAFFICKING





Anti-Human Trafficking

Assam Police

To combat Human Trafficking issue in Assam, it was felt that a strategy must be adopted for organising campaigns among the masses for creating awareness and in this context, Operation 'Sajag' was started by Assam Police as an Anti-Human Trafficking initiative. Human trafficking has been a serious problem in Assam, more specifically in the remote areas. The state of Assam is gateway to the North-East because of its geographical location and presence of good rail and road network in the state. This is one of the major factors, among several others, which makes it a source as well as a transit state in terms of incidents related to human trafficking. Several factors such as lack of development and employment opportunities in the remote areas; displacement of people due to natural calamities like flood and ethnic clashes; lack of awareness among the masses etc., contribute to the rise in human trafficking cases. Additionally, increased use of technology such as the social media platforms, has given a chance to the criminals to exploit the uninformed and consequently leading them into the trap of human trafficking.

As per the data available with National Crime Records Bureau (NCRB), there has been an increase in the number of Human trafficking cases in Assam from 91 to 238 from 2016 to 2018.

Objectives

- Importance of awareness generation - Creating awareness would lessen the number of victims falling prey to Human trafficker. It will encourage people to report such incidents to the local Police and further, will have a deterrent effect as higher level of awareness in communities instils fear in the mind of traffickers.
- Conceptualization, timing, and extent of the operation - The issues related to Human Trafficking largely arise out of social and economic factors. To create awareness, big gatherings during cultural occasions and festive seasons were thought to be ideal platforms for spreading such awareness.

Key benefits to Public & Government

- Use of local languages in the leaflets distributed for spreading information related to human trafficking during the festive season helped reach out to many people including women and children. It also helped the campaign penetrate rural areas of those districts with high incidents of human trafficking cases. The awareness campaign under Operation Sajag made a large-scale impact by reaching out to 2-2.5 million citizens during the occasion of Durga puja itself in the year 2019.
- Significant fall in the number of victims - Number of people becoming victims of human trafficking has significantly decreased due to efforts made through the campaign. As a result of this, number of human trafficking cases decreased from 238 in 2018 to 192* in the year 2019.
- Fall in the number of human trafficking incidents - Incidents related to human trafficking have declined after the campaign was launched in the month of September 2019, as compared to the incidents reported prior to it during the year.
- Increase in the level of awareness - Increased level of awareness and alertness leads to prevention of crime. People were encouraged, during the operation, to inform police about incidents of human trafficking.
- Assam Victim compensation scheme - During the campaign, public were also made aware about the various types of entitlements meant for the victims of crime including free Legal Aid and Victim Compensation.
- Image building of the Police - Through this operation, the image of police has undergone a positive change as the police is now seen by those who were touched by the operation, as friend of the people. It has brought the police closer to public.

Key Stakeholders

- Criminal Investigation Department (CID), Assam Police- The entire operation was conceptualised, planned, and executed by CID Assam under the leadership of IGP CID, who is also the Nodal Officer for Anti Human Trafficking Units (AHTUs) of Assam.
- Police Forces of districts- The operation covered 19 districts of Assam which are sensitive from Human Trafficking point of view.
- Presidents and members of Puja Committees - Awareness campaigns organised during the festival were facilitated by them.
- Local newspaper vendors/hawkers - The local vendors/distribution agents were involved in the operation and leaflets were placed in newspapers with their help.
- Members of various cultural troupes/Artists- They involved themselves with enthusiasm in spreading awareness on issues related to human trafficking.
- Village Defence Parties (VDPs) - Members of Village Defence Parties organised awareness meetings in their respective villages. It may be mentioned that with their involvement, the operation reached all villages of Morigaon district through awareness meetings.
- Government Railway Police (GRP) -The GRP organised awareness meetings at important railway stations of Assam in partnership with RPF, Railways Administration, NGOs, and other stakeholders.
- Railway Protection Force (RPF) - Like GRP, Railway Protection Force has significant presence at Railway Stations and in trains. RPF personnel participated in awareness meetings along with Government Railway Police and other stakeholders.
- Railway Administration - Railway authorities helped organise awareness meetings in their premises by providing venue and ensuring participation of their staff.
- Educational Institutions - Heads of educational institutions (Principals/Headmasters) and teachers also took effective part in the operation by helping the CID, Assam Police organise awareness meetings in their institutions for the benefit of their students, teachers, non- teaching staff and parents.
- Media - Television channels covered the awareness meetings and showed excerpts of such meetings in their news bulletins.
- Community leaders- The district police of Morigaon spread awareness among visitors of 'Jonbeel Mela,' which is an annual cultural event, with the help of community leaders of Tiwa tribe and other communities.
- Tea Garden Management- Managers of tea gardens were actively associated with the police in spreading awareness to the workers of tea gardens and their family members during the screening of movies in their respective tea.

Financial Implications

There was no additional requirement of fund for this operation. INR 70,00,000/- (Rupees seventy lakh) only was earmarked by the Social Welfare Department, Govt. of Assam for Police department for meeting expenses relating to Anti Human Trafficking initiatives including awareness generation, capacity building and rescue of victims. Most of this fund have been placed with District Child Protection Units (DCPUs) of the various districts of the State to be utilised by the concerned SPs. The expenses including printing of leaflets have been met from this fund.

Other Details

To bolster the efforts to prevent human trafficking, a book titled 'Role of Duty Bearers in Child Protection' has been authored by Mr Surendra Kumar, IPS, IGP, CID, Assam. The book has been published by National Law University & Judicial Academy, Assam with support from UNICEF and the book aims at improving capacity of duty bearers in child protection.

PRISON REFORMS





JARVIS: AI Powered Video Surveillance & Monitoring of Prison

Uttar Pradesh Prison Department

JARVIS is an AI powered video Surveillance & Monitoring of prison initiative taken to achieve the overall goal of threat detection, perception, and response by adopting a technology-based path. Monitoring overcrowded prisons with limited human resource either at prison level or at headquarters level was tough and hence the UP-Prison Department followed the technological path. To achieve this, CCTV cameras were installed at different sensitive hot spots in every prison. These were identified through survey and heuristic research in each of the UP-Prison jails.

The UP-prison department identified the sensitive spots in the prisons (Threat perception) and installed CCTV at those spots, then feed from those CCTV cameras were aggregated and processed using AI (Threat detection) for different activities in automated manner at prison HQ in Lucknow, and they created a jail level and headquarter level response team to act if any suspicious activities are identified (Threat response).

Objective

Prisons are one of the most sensitive and complex infrastructures which need a continuous monitoring to prevent any safety and security breach. UP prison department formulated the overall security and safety into three steps:

- Threat perception
- Threat detection
- Threat response in real time

Technological challenge

In any security ecosystem, surveillance through CCTV is mostly considered as a post- event analysis tool which is being used to analyse an event which has already occurred. In case of CCTV based surveillance ecosystem, too much manpower is required to be seated in front of monitors to watch every stream for any unwarranted activity, so that it can be reported in real time. This process has its own limitation due to biological and psychological limitations of humans, hence comes the failure.

Solution: To overcome the said limitations, the Jail AI Research for Video Instances and Streams (JARVIS) system was developed, which works on advanced Artificial Intelligence (AI) technology to automate the video monitoring for various unwanted activities defined by jail authorities.

Key benefits to Public & Government:

- More than 1300 minor and major events of suspicious activities were recognized and alerted in the first three months of project.
- Review of frisking quality and visitors coming to meet the prisoners are performed by IG and DIG of the prison, which was not feasible though conventional setup.
- Any suspicious movement of prisoner in odd times is reported and quarried on daily basis which was not possible earlier.

- Also, UP prison department is the first department which started monitoring various WHO precautionary guidelines using AI on COVID-19: Automated alert on Social distancing (1 mt or less) on JARVIS, no mask detection alert, alert on assembling of more than five people at any given location, etc.

Key Stakeholders

- IG Prison
- DIG Prison
- Jail superintendent
- Prison modernisation department
- Prison Department has also deployed one Deputy Jailer rank officer as supervising Officer along with three constables for 24x7 monitoring.

Procedural/Administrative / Legislative changes

- As such no administrative or legislative changes were required for the project but for monitoring and responding on the alert, different teams at jail/prison level and jail headquarters level were constituted.

Financial Implications / Cost Estimates

- Total cost of this project forthree years including AMC is INR 16.30 crores. This involves all the hardware, internet for one year, software and hardware maintenance of three years. A budget for the project was given by home department Uttar Pradesh in prison modernization.

Other Details

JARVIS is developed and running successfully by Uttar Pradesh Prison Prisons and Reforms Services Department. This is first of its kind solution where AI based video analytics solution is deployed in CCTV feeds of Prisons at such a large scale. In current era of COVID-19 the JARVIS is also modified to monitor the guideline of MHA in automated manner at each of prison spots where CCTV camera is installed.

Considering the advantages and successful execution of the initiative by UP Prison Department, Punjab Prison Department has also started establishing a similar system along similar line.

ROAD SAFETY AND TRAFFIC MANAGEMENT




BBM
GOODS CARRIER

Har Head Helmet

Chhattisgarh Police

The initiative Har Head Helmet came out of thought when an NGO donated 100 helmets to Raipur police to be distributed among public. The helmets were not distributed randomly, rather they were given to the needy people who wore substandard quality helmets or whose helmets were damaged and could not afford new helmet. This initiative was undertaken to raise awareness among people towards wearing helmet not out of compulsion but as a safety gear.

The initiative received overwhelming response not only from public but from many stakeholders who wanted to support the initiative. The support from public & stakeholders such as various NGOs, Social service societies, Chambers of commerce, and various institutions took this initiative to the next level at a much bigger scale.

After discussion with all the stakeholders this initiative metamorphosed into an initiative by the people, for the people with a target to distribute 10000 helmets. On occasion of Raksha Bandhan & Independence Day people were asked to gift helmet to their siblings as a token of safety and security

Objectives

1. To raise awareness among people to wear helmet and consider it as a safety gear and not as a liability.
2. To reduce the accidental fatalities of two wheelers caused due to not wearing helmets.
3. To create a conducive environment for better enforcement of Helmet violations by taking public into confidence.

Outcomes

- 15,223 helmets were gifted (distributed) to 31 Thana all over the district at 147 distribution points in one day within a time frame of 6 hours.
- 16,000 people (including stake holders) took an oath to wear helmet & follow traffic rules.
- 10,000 selfies were received via WhatsApp, in which brothers & sisters gifted helmets to each other on Raksha Bandhan.

Key benefits to Public & Government

- Reduction in accidental fatalities which is one of the development goals.
- Better enforcement of traffic laws
- Free distribution of ISI quality helmets to people who cannot afford helmets.
- Mass awareness among people for Helmet usage.
- Symbiotic relation between Police, Public, NGOs and other stake holders which make vibrant policy making and execution for better development.

Key Stakeholders

- Police: Conceived and Coordinated the initiative.
- Electronic and Print Media Agencies: Promotional activities and Information dissemination was assisted by them.

- Various Industrial associations, Social service societies, Educational Institutes (147 in total): Supported by Providing Helmets to be distributed among people.

Financial Implications / Cost Estimates

- Total 30000 Helmets, each Helmet costing INR 500 on average amounting to total 1 crore 50 Lakhs have been distributed purely by crowd sourcing by the independent stake holders.
- The promotion activities via Posters, AV medium and Social media costing around INR 1.5 Lakh which was spent from the community policing head.

Other details

- Till date more than 30000 Helmets have been distributed and now wearing helmet has become vogue as people are more aware and do not consider it as a liability which was not there before this initiative.

SMART POLICE STATION





Disha Police Station

Andhra Pradesh Police

Disha Police Stations are model stations aimed at rendering speedy justice for female victims of Sexual assault (rape), harassment and Protection of Children from Sexual Offences (POCSO) Act, 2012. One Disha Police Station has been established in each Police Unit for speeding up Crime detection & Investigation acts as Single Point of Contact in the districts pertaining to heinous crimes against women and children. The Police Station is headed by Deputy Superintendent of Police, supported by three Sub-Inspectors.

These Police Stations are well equipped with Help Desk, Reception Centres, Counselling Halls, Waiting Halls & Rest Rooms for complainants and playrooms for Children of the victims. This facilitates the distress persons to freely approach the Police Station and convey their problems.

In addition to this, 13 One Stop Centres have been established one at each Police Unit, deployed with one efficient women Sub-Inspector of Police to provide emergency response, rescue, medical and legal support to women in distress. These Police Stations also coordinates with the Women friendly committees like Mahila Mitra & Cyber Mitra, helpful in better interaction with the victims and effective investigation.

Objectives

- To investigate the sexual offences against women and children on a case-to-case basis, and to take follow up action during the trial process, one Disha Police Station has been established in each district.
- To Reduce response time in dealing with heinous crime against women and children
- To Enhance the quality of investigation
- To assure Speedy trial & Conviction within stipulated time.
- To improve Public - Police Relationship.

Key benefits to Public & Government:

- Reduces response time in dealing with heinous crime against women and children.
- Assures speed trial and Quality investigation.
- Provides a single Point of Contact throughout the district.
- Assures the Safety of Citizens especially women and children in distress.
- Public free environment facilitates the distress persons to freely approach the PS and convey their problems.
- Coordinates with the Women friendly committees like Mahila Mitra & Cyber Mitra
- Improves the transparency and accountability of the Police Department in dealing the crime, in-turn improves the public faith towards the Government.

Key Stakeholders

- Citizens who are in Distress
- Disha Police Station staff headed by Deputy Superintendent of Police and supported by 3 Sub

Inspectors in investigation process.

- One Cyber expert and two Data Entry operators (preferably Woman officers) in Disha Police Stations.
- Disha vehicles and drivers
- One efficient woman Sub-Inspector of Police deployed at One Stop Centre
- Women friendly committees like Mahila Mitra & Cyber Mitra
- Special Courts in Districts
- Special Public Prosecutors in District Level
- Unit level Officers
- DISHA Special Officer

Procedural/Administrative / Legislative changes:

- Investigation expenditure of INR 1,00,000 per month is sanctioned for each Police Station.
- Disha Act has been introduced, accordingly the time for conviction of the cases is limited to 21 days of investigation - 7 days (Police Station) of trial - 14 working days (Courts)
- New Sections 354F and 354G for Sexual Assault on Children have been added to IPC.
- Maintaining a register in electronic form of sexual offenders called the Women & Children Offenders Registry.

Financial Implications

- An amount of 19.12 Cr has been sanctioned by the government of Andhra Pradesh for upgradation of existing Women Police Station for improving the quality of Investigation and reducing the time of Conviction.
- The amount has been spent on Paying the salaries and allowances (30%) to the newly sanctioned strength from the department - INR 7.96 Cr
- Salaries of the Outsourcing employees - INR 2.19 Cr
- Establishing One Stop Centre, Paying their salaries & allowances - INR 1.3 Cr
- Non-Recurring expenditure for vehicles, other infrastructure - INR 7 Cr
- Allowances to the existing staff in the Woman Police Station - INR 0.48 Cr

" Investigation expenditure of INR 1,00,000 per month is sanctioned for each Police Station.

Other details

- Total 18 DISHA women police stations have been established covering all the district Jurisdictions in AP.
- All the Police Stations are working effectively in curbing the crime against Women each headed by DY SP.

SURVEILLANCE & MONITORING





CRPF RFID Project during Shri Amarnathji Yatra

CRPF - Jammu & Kashmir

CRPF RFID Project during Shri Amarnathji Yatra has a traditional significance in the history & culture of Jammu & Kashmir. However, the growing influence terrorist organisations of pan Islamic culture led by Zakir Musa and the probable advent of IS (J&K) makes the conduct of the Yatra highly sensitive that necessitates a growing requirement for introduction of a sound surveillance apparatus and its best use for ensuring the security of the route for the Yatris in the valley.

Radio Frequency identification (RFID) is a generic term used to describe a system that transmits the identity of an object wirelessly using radio waves Radio Frequency identification (RFID) is an automatic identification technology that utilizes a tag, which may be passive (no internal power) or active (internal battery power), to allow encoded identification, location, or other sensory data to be transmitted to a tag reader, which decodes and processes the information.

RFID is designed to enable the reader to capture data on tags and transmit it to a computer system without the actual involvement of a person. A typical RFID tag consists of a microchip attached to a radio antenna that contains a transponder with a digital memory chip that possesses a unique ID and an antenna to send and receive data to a reader. The RFID tag reader consists of an antenna, transceiver, and decoder. In this system monitoring points can be changed at any time as per requirement. The data can be assessed in real time at the RFID monitoring system without any requirement of internet.

Objectives

The RFID system had twin goal of

- Identifying the movement of the Yatri convoy vehicles and keeping track of its designated/ assigned route.
- In case of any deviation from the route, the driver can be contacted and directed to bring the vehicle to the assigned route or report to a secured base ignorance is no bliss in the prevailing security situation in the valley. In this background it is extremely crucial to closely monitor the movement of every vehicle so that necessary intervention can be undertaken as and when required.

Key benefits to Public Government

- The end of movement of vehicles day wise is ascertained which is helpful in making plans for next year.
- As per the number of calls/SMS made to stray vehicles, we can make out that the Yatri vehicles tend to move on Non-Mandated routes due to ignorance and proper sensitization is required to make them to stay on mandated routes.
- System helped in adherence of Cut-Off timings. RFID Data reveals that vehicles move from Pahalgam to Anantnag after cut-off timings for Filling Stations and stays at Anantnag and make their return. Vehicles moving beyond cut-off times were intercepted and taken to nearest Yatri camp.
- This system took care of situations wherein vehicles which strayed from designated routes were traced out. For the very purpose, Madadgaar played the role to contact these vehicles and to bring them on designated routes.
- Hyped force to intercept vehicles with inputs regarding movement of X suspected elements It is a perfect database from where required information can be used for any investigation or planning at later stage.

Key Stakeholders

- CRPF
- J&K Police
- Shri Amarnath Shrine Board
- CRPF Madadgaar and Civil Administration

Procedural/Administrative / Legislative changes

The RFID Project is not a substitute for the security machinery and functions in a way that augments the already existing set-up for addressing various issues faced by the forces deployed for yatra. Therefore, no administrative/procedural/legislative changes were/are needed for the functioning of the RFID Project.

Financial implications / Cost Estimates:

All RFID stations were manned by CRPF Personnel. The basic responsibility was to check the operationality of the system and to send the report to command-and-control Station. Training of all these personnel and installation of all equipment on field was conducted by Signal Team of KOS, CRPF. In total around 56 people were actively involved to make this project a successful venture.

- Total Tags purchased (Including Tags Purchased at Jammu)- INR 40,000/-
- Total Cost: INR 1,63 000.00

Other details

One of the major initiatives taken by CRPF for 2018 & 2019 was the Introduction of RFID tagging of yatra vehicles for upgradation of the present security infrastructure. This project was introduced in 2018 in its infant state, the outcome of it was very encouraging and leads to strengthening of security scenario that in turn results to incident free SANDY 2018 & 2019.

WOMEN SAFETY





Abhinna (Gender Equality)

Maharashtra Police

'Abhinna', meaning integrated or united, is an initiative taken by the Aurangabad Rural District Police in Maharashtra, to march towards a better and safer society. Crimes against women and girls vary from domestic violence to eve teasing in public places or from dowry deaths to sexual harassment at workplaces.

Police is the most visible machinery of the State responsible for maintenance of Law and Order as well as detection of prevention of crime. Heinous crimes against Women in our society often bring a shame to the society on various fora. The importance of consent and the importance of respect for all human beings regardless of their gender must be brought out in our day-to-day practice and this can be engineered by approaching the adolescent youth, i.e., the future generation of India.

The team of Abhinna goes to schools and sets up various games under the project. Playing games with a message will be etched in the mind forever. When there is a chance to act on something, games ensure that there are more chances of acting positively like a good citizen. The games are crafted to inspire them to ask questions, discuss, disagree/ agree, and encourage them to ask questions. Their Constabulary was trained by an NGO Akshara to lead the games and conversations with the student. For this, the Police personnel themselves had to get rid of misplaced notions about gender roles as well as implementation of laws such as the Domestic Violence Act, Dowry Prohibition Act, Cyber bullying, contents of section 354 of the Indian Penal Code such as assault, outraging modesty of a woman.

This group of Police Personnel visits schools and sets up seven games- Snake & Ladder, Roadside Romeo, 1 minute, Sundarata ka Raaz, Soch Sahi Mard Wahi, Samanata ki Daud, Kis ne Tay Kia and Tree of Sharing.

Objectives

- To tackle the root cause of crime against women, which lies in societal attitudes towards girls/women of all ages.
- To inculcate the values of gender equality among everyone, especially youth.

Key benefits to Public & Government

- The dedicated helpline numbers for women have received 33 complaints since January 2019 till September 2020 in Aurangabad Rural district.
- Public especially women feel safe when their complaints are registered instead of turning them away.
- The Police Dadas and Didis are 'no judgement' police personnel that are assigned to hear grievances of school children such as cyber bullying,
- Eve teasing, molestation help line numbers are shared and put in public display at schools. This increases police visibility and builds public-police trust.

Target Group

Team Abhinna's target group are children who understand the essence of what is being told. It converses with students of 8th, 9th, and 10th standard and beyond.

Key Stakeholders

- Mokshada Patil, Superintendent of Police, Aurangabad (Rural) District
- Ganesh Surawase, Assistance Police Inspector (Welfare)
- NGO Akshara

Procedural/Administrative / Legislative changes

- The access to Police has increased with the visibility of the Police personnel coming to schools and interacting with students.
- Legal awareness for various acts such as Section 354 of the Indian Penal Code which deals with outraging a woman's modesty, Section 376 and related sections of the Indian Penal Code which deal with punishment for rape, Domestic Violence Act of 2005, Dowry Prohibition Act of 1961 et al is sought to be created by way of describing a crime and its punishment.
- As regard to the Police administration, police personnel like officers and constabulary are sensitized to immediately take cognizance of a complaint by a woman or related to a be it of child marriage/ molestation by teachers/ eve teasing/ domestic violence. The overall impact of the Abhinna project has led to increasing approachability of the Police Department.

Financial Implications / Cost Estimates

- This initiative did not incur any cost as the training material and books/clue cards were provided by the NGO Akshara.

Other Details:

The Abhinna initiative has reached over 12,000 school children/parents and teachers by way of actual interaction before the lockdown and digital interaction during the lockdown period. 86 police personnel have been trained as Police Dada/Didi for schools and colleges, wherein their numbers are shared with school children and are accessible to counsel or guide the children in case of bullying-real/cyber, molestation, ragging, eve teasing, etc.

The Abhinna team has been trained on gender sensitization, equality and way forward.

Nirbhaya Squad

Rajasthan Police

Jaipur is primarily known for its culture, tourist attraction, Jewellery and Garments export and for its people who believe in Atithi Devo Bhavh slogan that means'guests are like gods'. To ensure safety and wellbeing of residents of the city, Jaipur Police initiated and executed Nirbhaya Squad.

Nirbhaya Squad has been established to ensure utmost safety, specially of women/girls and to ensure time to time self-defence training for them. The squad also takes care of other crimes in the society including rules and regulations for kids, elders, and females. This is a female squad where constables and head constables from age group of 30 to 35 are involved. This squad is a group of smart cops as special training is given to them. They are trained on using different weapons. They are also specially trained on martial arts and self-defence. In addition to this, they have also been trained on soft skills and communication skills for better execution. Not only this, but they have also been trained on riding bikes and other vehicles.

Not only for the safety of females, kids, and elders of the city, Nirbhaya Squad is playing a vital role during this pandemic situation of COVID-19. The Nirbhaya squad ensured that proper guidelines were followed by everyone and as a result, Nirbhaya squad gained a lot of popularity and positive recognition amongst everyone. Nirbhaya squad also became successful in making females, kids, and elders self-confident and positive towards police, law and administration.

Objectives

- To ensure women safety
- As the tagline says 'Nirbhay rahiye kyunki Nirbhaya aapke saath hai', this squad works closely with other inspection squads to ensure law and related regulations to be followed by everyone.
- Squad also constantly educates kids, females, and elders on time-to-time basis. Squad members are divided into pairs for regular execution of development training, overall execution, safety, etc.
- To instill confidence among females by providing self-defence training
- To make female self-dependent.
- Apart from female safety issue training, squad also cascades information related to cyber-crimes and other crimes and spread awareness to ensure crime rates to go down.
- To remove the distance between public and police and raised trust between them.
- To ensure that females gain self-confidence, Nirbhaya Squad arranges self-defence training on regular basis. In addition to this, on 01 January 2020 Women Power Defence Centre were inaugurated. In this centre any working female, home makers, girl students or any institution can register for girls or females. Nirbhaya squad has done various training and enhancement sessions for females by going to different institutions or to places where a group of 40-50 females are there, they also give instructions for safety and guidelines related to controlling crimes against females. Besides, the squad also cascades information related to schemes and services offered by police administration for females with proper training given to them. Nirbhaya Squad is proud to conduct various training sessions which has till now benefitted above 10,000 females.
- Along with self-defence training, squad also cascade information related to Garima helpline number 1090 and WhatsApp helpline number 8764868200. In this service, victims can file a complaint on phone/ WhatsApp, and they need not to go to any police station to register them where identity of

victims are kept secret and female police officers are appointed to ensure they hear problem or complaints from all the victims and usually all the problems get sorted as soon as possible. Till now, we have received total of 2439 complaints on Garima helpline out of which 2132 are successfully resolved by police. Likewise, in total 47 complaints were received on WhatsApp out of which 21 are resolved and others are in a process of getting resolved.

- Nirbhaya squad also educates adolescent girls for good touch and bad touch.
- In total, for female safety, to make female self-dependent, to provide training of self-defence, to educate everyone for rights, law, and regulations and to spread awareness against crime, Nirbhaya squad is working day and night.

Key benefits to Public & Government

- Nirbhaya squad helped in establishing positive image of police in the society. They successfully worked as per the tagline of Rajasthan Police which is Aamjan mein vishwas, Apradhiyo mein dar which means trust among people and fear among criminals.
- Nirbhaya takes effective action by immediately saving the security persons on time.
- Nirbhaya has become a positive face of the police and creates a positive image towards the police in public.
- In the month of August in the year 2019, a total number of 2533 cases of female atrocities were registered, whereas in the year 2020, a total number of 1417 cases have been registered. 44.06% of the cases of female atrocity related crimes have decreased.
- Crime rate has decreased due to Nirbhaya. There is a decline in crimes related to female atrocities.

Key Stakeholders

- Lady Police Patrol Team-Responsible for execution of programme.
- Community at large-At the receiving end.

Financial Implications / Cost Estimate

It is a Governmental Organisation and hence the initiative.

Things done during COVID-19 lockdown.

- Flag March and Public Awareness campaign: During this pandemic, Jaipur's special female squad-Nirbhaya Squad is working fearlessly and restlessly to provide services to Jaipurites for their help, support, and safety.
- Help to Pregnant ladies especially in the areas affected by curfew during COVID-19.
- Distribution of Sanitary pads to needy ones: During curfew, Nirbhaya squad made donors and other NGO's aware to ensure proper supply of sanitary napkins, masks, and sanitizer to all needy females. With dedication and devotion of the squad, donors and NGOs came out and gave 40,000 sanitary napkins which were later distributed by the squad along with masks and sanitizers.
- Survey with Medical team: During pandemic, survey for COVID-19 patients was done by Nirbhaya squad along with medical team in the areas where curfew was applicable.
- Helped labour and unemployed people: During pandemic, Nirbhaya squad spread awareness to donors and NGOs to distribute food and other necessary items to needy ones like labour or

unemployed people and later regular distribution of food packets and other necessary items were done regularly by the squad.

- Distribution of milk and other necessary items: To ensure no one faces any issue in getting milk in the morning and to ensure less people assemble at one place, Nirbhaya squad arranged milk distribution at different distribution points and other items distribution ensuring proper guidelines are followed such as social distancing.
- Sanitization: Proper sanitization was initiated with the help of Municipal Corporation, fire brigades, etc., to ensure that this virus should not be spread at all. This regular initiative was taken by the squad to stop the spread of COVID-19.
- Nirbhaya Mitra: Nirbhaya squad is also adding 2, 50,000 volunteers and making them Nirbhaya Mitra so that this network becomes big and proactively problems and complaints can be sorted out within less time.
- Celebration of festivals/Occasions: Like a true friend, Nirbhaya squad also celebrated different festivals with Jaipurites to ensure that all the guidelines of lockdown are followed by everyone and people celebrate festivals while being at home safely.
- Alert Neighbour Scheme: To ensure that this scheme is successful, Nirbhaya squad does door to door surveys on a regular basis. This initiative is to encourage neighbours to help each other.
- Operation Smile: Senior citizens who lost their memory and kids who lost their families are being helped by the squad so that they can meet with their family or relatives.
- Environment Protection: "Green Jaipur- Clean Jaipur" initiative has been taken up by the squad with which 21,000 trees have been planted till gate. Also, water facility for birds is arranged and to safeguard the waste, Nirbhaya squad distributed Lord Ganesha's statue made by mud and squad requested everyone to do 'visarjan' within the premises.



TRAINING & CAPACITY BUILDING





ARMA 'शस्त्र शक्ति'

CRPF - Haryana

ARMA 'शस्त्र शक्ति' encompasses a crosscut view of all components of weapons, ammunitions, grenades, bombs, and their mechanism through condemned/ used items. The project proved to be a training multiplier in terms of conceptual understanding of the key subject of weapons/arms/ammunitions. With the growing complexity of internal security scenario, a CRPF officer is to be trained with high standards of physical, mental, and professional skills. As part of this endeavour, a project entitled ARMA 'शस्त्र शक्ति' was designed.

Objectives

- Provide in-depth / exhaustive knowledge on intricate details of firearms / explosive weapons / ammunitions and their working mechanism.
- Provide virtual platform with help of Computer Based Tutorials (CBT) to understand basic mechanism of weaponries' available.
- Enhance competence and confidence for further effective utilization of weapons.
- Create an infrastructure for advance training in firearms, explosive weapons & ammunitions for basic training, in-service and capacity building courses.

Key benefits to Public & Government

- More than 700 officers of various ranks and officials from CRPF, Army, Assam Rifles, NSG, ITBP, SSB, CISF, BSF, NIA, IB, Haryana Police, Maharashtra Police, Manipur Police, Assam Police, Uttarakhand Police, UP Police, MP Police, Kerala Police, Indian Revenue Service Probationers and foreign police officials from Nepal, Bhutan and USA have been given training / info at ARMA so far. This project has been replicated by other training institutions resulting in enhancement in productivity.

Financial Implications / Cost Estimates

- ARMA was constructed based on utilizing condemned/ used items. All weaponries showcased are mostly condemned. Ammunitions, Munitions, Grenades and Bombs employed for the purpose of mechanism and crosscut views are either Unexploded Ordinances (UXOs) or remnants of exploded one, fetched from the field and then assembled for display. Major expenditure was incurred on weapons and training equipment.

Training and Capacity Building

Bihar Police

The main objective of Bihar Police is to harness IT to connect Police and Public together to provide higher standards of Community Policing and Public Services. Economic Offences Unit, Bihar Police has uniquely leveraged IT in Smart Policing using WhatsApp platform to expand police framework outreach and ensure Police - Public coordination on a massive scale to ensure dissemination of proper information, misinformation, and rumours mitigation, preventing mob lynching's, mutual exchange of information and suggestions amongst others.

The Bihar Cyber Senani WhatsApp network, which consists of multi-layered WhatsApp groups (Police HQ, District, Sub-Division and Police Station level), thus created a network of 1,30,000 policemen and public, throughout the state of Bihar which is expanding continuously. For effective Cyber Crime management, graded approach has been adopted, with larger districts being allotted more units, in proportion of the number of Police Stations.

Objectives

- To successfully implement Cyber Capacity Building
- To train outreach throughout the state of Bihar to build up trained manpower to tackle raising Cyber Crimes.
- To achieve a performance that is above target level and well within the budget / funds allotted by the Government.
- To have a state of art Cyber Forensics cum Training lab in Bihar to disseminate and process forensics data and evidence.

Key benefits to Public & Government

- The benefits of the initiative are multi-faceted to everybody - Government, Police, and the Public. The Public gets their complaints / cases acted upon locally, ensuring speedier resolution of cases. The Police framework workload gets distributed and even. Reduces the workload on the investigating officers.
- Successful implementation the concept of Cyber Aware Eco-System through Cyber Capacity Building and Training Outreach throughout the state of Bihar, building up greater pool of trained manpower to tackle raising Cyber Crimes and expanding the knowledge in the Cyber Eco-System.
- The initiative trained a total of 2286 Police/ Prosecution/ Judicial Officers till 14 March 2020, thus achieved performance of 104%, which is over and above given target.

Key Stakeholders

- Government: Overall guidance and resource allocation
- Police: Execution of training and capacity building programs and establishment of and execution of Cyber Forensics cum Training Lab

Procedural/Administrative / Legislative changes

- It is under active consideration to make Cyber Training and Capacity Building at every stage of Police Personnel's training program, from Constable to Deputy SP.

Financial Implications / Cost Estimates

Through our unique initiatives and management, 2286 personnel were trained with cost of approximately INR 45 Lakhs, well within the budget / funds allotted of approximately INR 65.30 Lakhs by the Government, thus saving approximately INR 20 lakhs, which is planned to be utilized for further training of even more personnel's, thus expanding the knowledge in the Cyber Eco-System.

Establishment of Cyber Forensics cum Training Lab cost approximately INR 4 Crores. Cost to be incurred by both Central and State Governments.

OTHER POLICING INITIATIVE





Two Central Citizen Services- Missing Person Search & Generate Vehicle NOC on National Data Centre (NDC).

NCRB

National Crime Records Bureau (NCRB) maintains a national level repository of Crime & Criminal data under CCTNS Project. This helps States/ UTs Police in investigation of crime by making search about person of interest and property of interest in national level database of CCTNS. Two citizen services have been launched by NCRB at the national level:

- Missing Person Search
- Generate Vehicle NOC

These services can be availed through the portal named 'digitalpolicecitizenservices.gov.in' or through a link in the existing Digital Police Portal namely, 'digitalpolice.gov.in.'

Objectives

- To help States/ UTs Police in investigation of crime by making search about person of interest and property of interest in national level database of CCTNS through two-services approach.

Key benefits to Public & Government

- **Missing Person Search:**
- Citizens can search for their missing kin against a national database of unidentified persons/ dead bodies. This will hugely benefit hapless relatives of missing persons and save them from running around different Police Stations, Welfare Homes, morgues etc., as all the details of recovered persons including photos, are available in CCTNS database and will now be accessible to citizens through this portal at the convenience of their homes.
- With search parameters like gender, age range, approximate height, identification marks like cleft lip, tattoo etc., in the portal, this service will match with that of unidentified found persons or unidentified recovered dead bodies by the Police across the country.
- **Generate Vehicle NOC:**
- This service allows citizens to ascertain the status of a second-hand vehicle, as to whether it is suspicious or involved in any crime before one decides to purchase it. The search could be made against a national database with search parameters, like vehicle type, registration number, chassis number and engine number.
- One can generate and download the relevant NOC which is required by the RTO before affecting the change/transfer of ownership. The present system of visiting the NCRB office will no longer be required.

Key Stakeholders

- NCRB (MHA)- Supervision & Monitoring Unit
- Software Development Agency (SDA) (M/s Wipro) - Development Agency
- States/UTs Police- End User

Surabhi Milk Parlour (Mainstreaming Transgender)

Odisha Police

Surabhi Milk Parlour is completely manned by Transgenders. It has been established for mainstreaming them into the society so that they lead a dignified life. As an extension to the existing Surabhi Omfed Milk Parlour, Tiffin and Juice corner was jointly inaugurated at DHH, Paralakhemundi premises in the presence of dignitaries. Surabhi Milk Parlour has been introduced in Gajapati District on a pilot basis with a motto to provide livelihood to the Transgender community of the district.

Objectives

- To assure the safety and prosperity of all transgenders.
- Gajapati District Police is committed to ensure a full-fledged livelihood for all people of the district.
- A dedicated team of 8 transgenders are engaged round the clock in the premise of District Headquarter Hospital, Paralakhemundi, Gajapati. They help the patients and their relatives in all emergencies like donation of Blood and hot water, milk, snacks round the clock.

Key benefits to Public & Government

- It has mainstreamed the transgenders.
- Helped the patients and their relatives in terms of food availability and other assistance.
- It has eliminated the stigma against transgenders.
- It has instilled a sense of patriotism and motivation.
- This has increased sensitivity towards transgenders.
- Inclusion in socio-economic- political spectrum. Now, they need not leave their biological families and can lead a normal life.
- The vicious cycle of poverty is removed to some extent.
- As a direct result, they need not engage themselves in prostitution or begging.
- The establishment of Surabhi Milk Parlour has been proved as a mechanism for their social and economic empowerment.
- Now, the transgenders are extremely happy.

Key Stakeholders

- District Police - This project is the brainchild of Ms. Sarah Sharma, IPS, Supdt of Police, Gajapati. She implemented Surabhi Milk Parlour a pilot basis with a motto to provide livelihood to the Transgender community of the district.

- Transgenders - The entire shop was manned and managed exclusively by the Transgender Community.
- The District Medical Officers and staff - The Milk Parlour is inside the Hospital premises.
- Patients - The milk parlour caters to the needs of patients and their relatives.

Financial Implications / Cost Estimates

- The shop and its logistics were provided from Rogi Kalyan Samiti funds. Local people of Gajapati
- The district donated various utensils/ finance required for the Surabhi Milk Parlour and Juice Tiffin Centre.
- Local Police also contributed some money from its available funds for the development of the Parlour.
- Gajapati District Police ensured that the shop operates in a safe environment where the transgenders can sell their goods and articles without any fear, teasing or harassment.

Other Details

The transgenders engaged in the Surabhi Milk Parlour and Tiffin Centre are assisting the injured and immobile patients in the Hospital. They have become self-reliant and financially independent. Their stigma has been removed to a great extent. Their socio-economic inclusion in the society is complete with the opening of the milk parlour.

Esteemed Jury Members



Mr G K Pillai

Former Home Secretary
Government of India

Mr GK 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 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 CrossRoads 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 BR 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 2020

Anti-Insurgency

- Maharashtra Police - Mava Police Station, Mava Dnyan Mandir (My Police Station is the Center of Acquiring my Knowledge)

Border Management

- Uttarakhand Police - Sealing of Interstate Border
- Uttarakhand Police - Supply Chain Management

Child Safety

- Maharashtra Police - Abhinna (Gender Equality)
- Assam Police - Assam Police Sishu Mitra Program
- Odisha Police - Child Friendly DPO and Police Stations
- Telangana State Police - Child Safety
- Madhya Pradesh Police - Child Safety
- Kerala Police - Counter Child Sexual Exploitation Centre (A Wing of Kerala Police Cyberdome)
- Chhattisgarh Police - Masoom Bachpan
- Tamil Nadu Police – Thozhi

Community Policing

- Arunachal Pradesh Police - Anti-Drug Squad (Crime & Rehabilitation Unit)
- Uttarakhand Police - Appointment of Special Police Officers (SPO)
- CRPF-Manipur - Community Policing
- CRPF-West Bengal - Community Policing
- CRPF-Chhattisgarh - Community Policing
- Jammu & Kashmir Police - Community Policing
- CRPF-J&K - Community Policing
- CRPF-Chhattisgarh - Civic Action Programme
- Jammu & Kashmir Police - Community Policing
- Uttar Pradesh Police - C-Plan
- Uttar Pradesh Police Recruitment and Promotion Board - C-Plan
- Bihar Police – Community Policing
- Andhra Pradesh Police – Cyber Mithra
- Chhattisgarh Police - Ghotiyal Police Narayanpur

- Chhattisgarh Police - Har Head Helmet
- Chhattisgarh – CRPF - Health Campaign in Abujhmaad, Water Harvesting
- Andhra Pradesh Police – Mahila Mitra
- Chhattisgarh Police - Masoom Bachpan
- Rajasthan Police - Nirbhaya Squad
- Chandigarh Police - SAHYOG-Skill Development Programme Under Pradhan Mantri Kaushal Vikas Yojana (PMKVY)
- Madhya Pradesh Police - Senior Citizen Police Panchayat
- Chhattisgarh – CRPF - Skill Development Training
- Jammu & Kashmir – CRPF - SMART Policing 2020
- Uttar Pradesh Police - SP For A Day
- Bihar Police - Thana Diwas: Police ApkeDwar
  Coffee with SP
  Mission Vastra-daan
  ChaloPaathshala
  Visit to a School each week.
  Cultural Policing
  Facebook &Whatsapp Groups
  Traffic awareness Program
  Mission Hariyali
  Pink Patrolling
  Movie Screening Initiative
  Hawk Mobile Policing
  Khelo Police KeSaath
  Student Police Cadet Initiative
  Junta ke Durbar me SP
- Bihar-CRPF - To generate awareness amongst people specially the youth from the Naxal affected areas.
- Chandigarh Police - URJA - A Project on Prevention of Substance Use Among Children
- Delhi Police - "Sankalp Scheme- Ek Kadam Sunhere Bhavishya Ki Or
- Uttarakhand Police - Umeed
- Chhattisgarh Police - Community Policing

Crime Investigation & Prosecution

- Andhra Pradesh Police - Auto-Mated Vehicle
- Uttar Pradesh Police - Cop Talk
- Andhra Pradesh Police - Court Blaze
- Maharashtra Police - Crime Investigation and Prosecution
- Telangana State Police - Crime Investigation and Prosecution

- Andhra Pradesh Police - Disha Integrated Crime Scene Management
- Andhra Pradesh Police - E-DSR
- Andhra Pradesh Police - E-Hunt
- Uttarakhand Police - Fraud, Cheat, Misleading Case
- Andhra Pradesh Police - Investigation Tracker
- Delhi Police - Mapping of CCTV Cameras
- Andhra Pradesh Police – Offender Search
- Delhi Police – Detect & Workout

Cyber Crime Management

- Andhra Pradesh Police - 4S (Stay Safe Stay Smart)
- Chhattisgarh Police - Cyber Crime Management
- Andhra Pradesh Police - Cyber Crime Management (by Cyber Crime Police Station, Vijayawada)
- RPF – Maharashtra - Cyber Crime Management Over Indian Railways
- Bihar Police - Cyber Crime Management
- NCRB – MHA - National Cybercrime Training Centre (NCTC)

Disaster Response & Management

- Kerala Police - M-Beat (Integrated Beat Application) for Janamaithri Suraksha Project.
- Tamil Nadu Police - CoBuddy
- Jammu & Kashmir Police - Disaster Response & Management
- Andhra Pradesh Police - Dasa Sutras (Ten Commandments)
- Uttarakhand Police - Disaster Response & Management
- Andhra Pradesh Police - Disaster Response & Management (COVID-19)
- SDRF – Uttarakhand - Jaldoot Flood and Deep Diving Team of SDRF Uttarakhand
- Tamil Nadu Police - Garuda-108
- Madhya Pradesh Police - MP Homeguards, Civil Defence and Disaster Management
- Andhra Pradesh Police - Suvidha - Stay at Home & Be Safe, We Deliver

Elderly Safety

- Kerala Police - Janamythri Project
- Rajasthan Police - Nirbhaya Squad
- Delhi Police - Rishta (Initiative by South District, Delhi Police)
- Madhya Pradesh Police - Senior Citizen Police Panchayat
- Andhra Pradesh Police - Vrudha Mitra
- Delhi Police - घंटी बजाओ पुलिस बुलाओ for Senior Citizens

Emergency Response

- Uttarakhand Police - Emergency Response
- Andhra Pradesh Police - Disha Centralized Command Control Room
- Andhra Pradesh Police - Disha Police Station
- Kerala Police - Emergency Response Support System
- Andhra Pradesh Police - Emergency Response Vehicle Tracking System
- Andhra Pradesh Police - High Alert
- Andhra Pradesh Police - RACE (Remote Area Communication Enhancement)

Human Trafficking

- Assam Police - Anti Human Trafficking
- Telangana State Police - Human Trafficking

Prison Reforms

- Uttar Pradesh Police - JARVIS: AI Powered Video Surveillance & Monitoring of Prison by Uttar Pradesh Prison Department

Road Safety & Traffic Management

- Andhra Pradesh Police - Breath Alcohol Analyzers
- Andhra Pradesh Police - E-Challan Mobile Application
- Chhattisgarh Police - Har Head Helmet
- Madhya Pradesh Police - Mission 5E for Safer Indore
- Andhra Pradesh Police - Speed Laser Gun

Smart Police Station

- Andhra Pradesh Police - Community Policing (by Nunna Police Station, Vijayawada)
- Andhra Pradesh Police - Disha Police Station
- Delhi Police - Smart Police Station

Surveillance & Monitoring

- Andhra Pradesh Police - Body Worn Cameras
- Madhya Pradesh Police - CCTV Control Unit by The Help oof the Public Support
- Tamil Nadu Police - CoBuddy
- Jammu & Kashmir – CRPF - CRPF RFID Project During Shri Amarnathji Yatra
- Andhra Pradesh Police - Drone Announcement
- Andhra Pradesh Police - Home Quarantine - To Prevent COVID Spread
- Andhra Pradesh Police - Integrated Crime Prevention and Monitoring Center with Emergency Response Solution. (ICPMCERS)

- Uttar Pradesh Police - JARVIS: AI Powered Video Surveillance & Monitoring of Prison by Uttar Pradesh Prison Department
- Jammu & Kashmir – CRPF - Live Streaming Project-Amarnath Yatra 2019
- Andhra Pradesh Police - Radio Over Internet Protocol

Training & Capacity Building

- Haryana – CRPF - Arma'शस्त्र शक्ति'
- Kerala Police Academy - Comprehensive Revamp of Police Training
- Uttar Pradesh Police - Cop Talk
- Madhya Pradesh – CRPF - Countering LWE Menace
- Madhya Pradesh Police - Cyber Claw
- Bihar Police - Training & Capacity Building
- Andhra Pradesh Police - Training & Capacity Building
- Andhra Pradesh Police - Project TATA (Trainings and Activities for Technology Adoption)
- Andhra Pradesh Police - RRR - Re-Novate, Re-Train, Re-Assure
- Assam Police - Skill Development Programme for Investigation Officers
- New Delhi – CRPF - Training & Capacity Building
- Uttar Pradesh Police - Training Management and Information System
- Uttar Pradesh Police - Training of UP Police through Virtual Classroom/Learning Management System (LMS) & Digital Content
- Kerala – CRPF - Virtual Text & Assessment

Women Safety

- Chhattisgarh – CRPF - 188 BN CRPF
- Andhra Pradesh Police - Abhay: Emergency Drop Home Service
- Maharashtra Police - Abhinna (Gender Equality)
- Chhattisgarh Police - Chuppi Todd
- Andhra Pradesh Police - Disha Mobile Application
- Andhra Pradesh Police - Disha Patrolling
- Andhra Pradesh Police - Disha
- Haryana Police - Durga Shakti App-A Unique Mobile App from Haryana Police for Women Safety
- Rajasthan Police - Nirbhaya Squad
- Odisha Police - Pink Auto
- Odisha Police - She Team, Gajapati
- Uttar Pradesh Police - SP For A Day
- Rajasthan Police Academy - Training on Women Safety
- Andhra Pradesh Police - Women Helpdesk
- RPF – Ministry of Railways - Women Safety
- Andhra Pradesh Police - Women Safety

Other Policing Initiative

- Chattisgarh – CRPF - 188 BN CRPF
- Arunachal Pradesh Police - Anti-Drug Squad (Crime & Rehabilitation Unit)
- Andhra Pradesh Police - AP Police Seva Mobile Application
- Assam Police - Arakhi Nibesh, Seuji Abesh i.e. Police Reserve under Green Cover
- NCRB – MHA - Automatic Matching Services in CCTNS
- Andhra Pradesh Police - Best IT Initiatives Used During General Elections 2019
- Manipur Police - Civic Action Programme in C/W Covid-19
- Tamil Nadu Police - CoBuddy
- Chhattisgarh Police - Other Policing Initiative
- Gujarat Police - Cop of the Month
- Uttar Pradesh Police - SP For A Day
- Andhra Pradesh Police - Covid-19 E-Pass Application
- Gujarat Police - Dolphin
- Hyderabad – CRPF – Ek Nayi Pahal Tribute to Martyrs-100% placement to NOKs of Martyrs in Corporate World
- Uttarakhand Police - Facebook Live-#Shehar Ki Baat
- Andhra Pradesh Police - Fiction Control-In Ananthapuramu District
- West Bengal Police - Gangasagar Mela Sahayata App
- Haryana Police - HarSamay, Online Citizen Services with Digital Signature
- Andhra Pradesh Police - Home Quarantine - To Prevent Covid Spread
- New Delhi – CRPF - Innovation, Initiation and Self Sustainment of CRPF in the field of specialised & Normal Vehicle
- Kerala Police - Kochi Coastal Security
- Madhya Pradesh Police - Operation PAVITRA (Preventive Action Against Habitual Offenders)
- Assam Police - Other Policing Initiative
- Telangana State Police - Other Policing Initiative
- Madhya Pradesh Police - Red Poppy Campaign
- Jammu & Kashmir Police - Safeguard of Drug Victims
- Maharashtra Police - Social Work During Corona (Covid-19)
- Andhra Pradesh Police - Spandana & Parivartan
- Odisha Police - Surabhi Milk Parlour (Mainstreaming Transgender)
- Andhra Pradesh Police - Tier-III Data Centre
- NCRB – MHA - Two Central Citizen Services-Missing Person Search & Generate Vehicle NOC on National Data Centre (NDC)

About 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:

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

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 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, 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 regarding procurement by Internal Security forces, in the areas of policies and regulations, processes, technological advancements and capacity building.

Road Safety: FICCI Sub Committee on the Road Safety has been working assiduously in achieving the motive of creating awareness among people about the need and essence of road safety. The objective is to leverage expertise of corporates to come up with possible solutions that could mitigate or reduce occupational road risks.

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 industrialization, 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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