Azadi Ka Amrit Mahotsav

FICCI

FICCI SMART POLICING AWARDS 2021

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 2021. 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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FICCI
SMART POLICING
AWARDS
2021

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1 LIST OF ABBREVIATIONS

AHT	Anti-Human Trafficking
BPR&D	Bureau of Police Research and Development
BSF	Border Safety Force
CAPF	Central Armed Police Forces
CBI	Central Bureau of Investigation
CCPS	Cybercrime Police Station
CRCIDF	Centre for Research on Cyber Intelligence and Digital Forensics
CSAM	Child Sexual Abuse Material
DRI	Directorate of Revenue Intelligence
ED	Enforcement Directorate
FRS	Facial Recognition Feature
GMDA	Gurugram Metropolitan Development Authority
IB	Intelligence Bureau
ITBP	Indo-Tibetan Border Police
LEA	Law Enforcement Agencies
MHA	Ministry of Home Affairs
NCB	Narcotics Control Bureau
OSEC	Online Sexual Exploitation of Children
RBI	Reserve Bank of India
RCS	Registrar of Co-operative Societies
ROC	Registrar of Companies
SDRF	State Disaster Response Force
SLCC	State level Co-ordination Committee
SMAC	Social, Mobile, Analytics and Cloud
SSB	Sashastra Seema Bal
STF	Special Task Force



Foreword

Year 2021 was full of drastic ups and downs. The first quarter concluded with country suffering from the most lethal variant of COVID 19, which claimed many lives and created the fear that was never felt. We also witnessed the comeback in the later part of the year when economy started improving to the pre-covid level.

Like lot of other government functions, policing also went through process transformation by way of leveraging cutting-edge technologies like drones, AI, mobile based applications etc. to reach out to citizens with essential supplies and real time information on guidelines issued by government. Initiatives were also taken by police on district and state level to help under privileged and economically weaker sections with meals, medicines, safety etc. LEAs remained operational on the ground 24x7 to enforce guidelines and maintaining law & order. The country salutes those brave hearts and their families for their contribution and sacrifices for sailing us through the difficult times.

FICCI SMART Policing Awards has been a reflection of this transformation and getting over from the dark phase. The Awards was conceptualised in 2016 to help police departments in learning from each other and showcasing best practices to raise awareness among people about the good work done by LEAs. I and my fellow jury members are happy to see the growth in the number of submissions year on year.

This is the sixth edition of the 'Compendium of Best Practices in SMART Policing' published by FICCI to provide government, police departments, related institutions and think tanks a ready reference document on the success stories of SMART policing in India. On behalf of entire jury of FICCI SMART Policing Awards, I would like to thank all participants who put together their work and submitted nominations to FICCI with trust and good spirit. I am also thankful to my colleagues in the jury comprising Ms. Manjari Jaruhar, Mr. Alok Bansal, Dr. Mutkesh Chander and Dr. Sushma Yadav, for their efforts, time, and support in selecting the winning entries.

I hope this, like previous volumes, would encourage young police officers to find innovative solutions and inclusive approach to address and resolve issues facing the common citizens.

Mr GK Pillai, IAS (Retd)
Advisor, FICCI Committee on Homeland Security &
Former Union Home Secretary, Govt of India



EXECUTIVE SUMMARY

III EXECUTIVE SUMMARY

The Policy, Practice and Aspirations that form 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 stands for sensitive, modern and mobile, alerts and accountable, reliable and responsible, tech-savvy and well trained police.

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 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

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 2021 from Law Enforcement Agencies in the following categories:

- Border Management
- Child Safety
- Community Policing
- Crime Investigation & Prosecution
- Cyber Crime Management
- Disaster & Emergency Response
- Elderly Safety
- Fire Safety & Management
- Human Trafficking
- 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 2021' 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.

Over 200 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; **Mr Alok Bansal**, Director, India Foundation; **Dr Muktesh Chander**, Former Special Commissioner of Delhi Police; 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 2021

The Jury members selected the following initiatives for FICCI SMART Policing Awards 2021.

Category	Name of Initiative	Submitted by	Concerned Officer
Border Safety	Zero Cattle Smuggling and Controlled Crime Rate in Area of Responsibility in Indo-Bangladesh Border	Border Security Force	**Mr. Jawahar Singh Negi,** Commandant, 153 Battalion

This initiative was implemented to stop trans-border crimes including smuggling and illegal infiltration, and to maintain sanctity of border and to ensure efficient border management, border surveillance and security.

Category	Name of Initiative	Submitted by	Concerned Officer
Child Safety	CHIRI Helpline (Children's Happiness and Innocence Rejoicing Initiative)	Kerala Police	**Mr. P. Vijayan,** Inspector General of Police & Director, Social Policing Directorate

The notion of CHIRI is to provide a helpline to children which would work to alleviate issues encompassing behavioral, emotional, social, educational, and mental health issues arising as ramifications of isolation and restricted activities. CHIRI is an acronym which expands to Children's Happiness and Innocence Rejoicing Initiative, and the word CHIRI means 'smile' in Malayalam.

Category	Name of Initiative	Submitted by	Concerned Officer
Community Policing	Police Dadalora Khidki	Maharashtra State Police	**Mr. Ankit Goyal,** Superintendent of Police, Gadchiroli

Gadchiroli bordering Chhattisgarh and Telangana remains one of the worst affected districts in the country, suffering from violent Left-Wing Extremism (LWE) since the 1980s. There is a grave mistrust of government agencies among its local population, especially the remote villages due to false propaganda spread by the Naxal. Recognizing the issues prevailing the tribal areas of the district and countering anti-naxal operations, Gadchiroli police successfully established several community police initiatives in the district and eliminated obstacles preventing local tribals from accessing their entitled benefits and welfare services.

Category	Name of Initiative	Submitted by	Concerned Officer
Crime Investigation and Prosecution	CHAKRA-AI Powered Criminal Search Technology	Bihar State Police	**Mr. M. R. Naik,** Inspector General of Police (IGP), Bihar Special Armed Police and IGP - Traffic (Addl Charge)

CHAKRA program allows Bihar police to digitize and centralize criminal records via online and offline methods and enable self-acting criminal search at ground zero. It supports police personnel via innovative features like facial recognition, gang link analysis, phonetic search, text search and more. CHAKRA program is used to create digital online dossier that helps in police investigation and provides information if respective criminals come out on bail. This application has been instrumental in prevention of crime.

Category	Name of Initiative	Submitted by	Concerned Officer
Cyber Crime Management	e- Suraksha Chakra 2.0	Uttarakhand Police	**Mr. Ajai Singh,** Senior Superintendent of Police, Special Task Force

To counter the steady rise of cybercrime and ensure successful resolution with a minimum response time, the Cyber Police Policy was launched in March 2021 for which the Special Task Force (STF), Uttarakhand Police is the nodal agency. This initiative serves to provide data digitalization and cyber intelligence, capacity building through regular trainings. Also, addressing the requirements and needs of the victims while providing a special focus on generating awareness for cyber crimes.

Category	Name of Initiative	Submitted by	Concerned Officer
Disaster & Emergency Response	Disaster & Emergency Response	Kerala Police	Deputy Superintendent of Police, Munnar

The rescue operation was a time bound rapid action project which stands as one of the best examples of an excellent coordination between local police, administration and medical and other help groups in helping population living at Pettimudi during a heavy land slide occurred due to the highest rain in last 40 years. The 17 days rescue operation developed a trust bridge amongst Kerala Police, administration and citizens.

Category	Name of Initiative	Submitted by	Concerned Officer
Elderly Safety	Samarpan	Chhattisgarh Police	**Ms. Himani Khanna,** Deputy Inspector General of Police, CID

The Samarpan initiative commenced as an intervention to curb the rising crimes against the elderly, to serve as an asset in expanding and strengthening community policing and become a medium to connect the police with the elderly. Samarpan strives to resolve issues faced by senior citizens by facilitating aid through the means of medical, family counselling, pension cards, ration cards, Aadhaar Card or any other service that the elderly may require.

Category	Name of Initiative	Submitted by	Concerned Officer
Human Trafficking	Child Safety and Human Trafficking	Delhi Police	**Ms. Sukanya,** Women Constable

Statistics reflect that there has been a startling increase in the kidnapping of girls of minor and major ages. In light of this situation, the Anti Human trafficking unit of the crime branch, Delhi, being the nodal agency of trafficking matters in Delhi, used to contact the close relatives, friends and neighbours to trace the kidnapped/ missing children.

Category	Name of Initiative	Submitted by	Concerned Officer
Road Safety & Traffic Management	Centralized Vehicle Towing Management System	Haryana Police	**Mr. Himanshu Garg** The Then DCP Traffic, Gurugram & Addl CEO, Gurugram Metropolitan Development Authority, and Presently, SP Sonipat

This program is involved in creating a centralized towing management system supported by information technology and managed through a Traffic Control Room. The towing constables are provided with a Geo-enabled app that captures the GPS location of the spot of towing, and prior to towing, a photograph of the vehicle to be towed is taken and uploaded on the app.

Category	Name of Initiative	Submitted by	Concerned Officer
Smart Police Station	Police Station Lakadganj Nagpur City	Maharashtra State Police	**Mr. Parag B. Potey,** Senior Police Inspector

Lakadganj Police Station is an exemplary smart police station that was built in 2019. It is equipped with complete CCTV surveillance with wide screen with different divisions for crime, writer room, detection, enquiry, officer's investigation room amongst other facilities. Amongst other facilities, this police station also includes a writer room, a conference hall, lift facilities, with visitor waiting premises.

Category	Name of Initiative	Submitted by	Concerned Officer
Surveillance & Monitoring	Drone Monitoring System	West Bengal Police	**Mr. Kamanasish Sen,** Superintendent of Police, Purba Bardhaman

The drone monitoring system was implemented in the entire 127-Gosaba Assembly Constituency during the Assembly elections 2021. Nine drones were employed simultaneously across the nine inhabited islands of Sundarbans that form the assembly constituency. Its main objective was to enhance capability in keeping a sharp vigil over the sensitive areas where there had been several incidents during the pre-poll phase.

Category	Name of Initiative	Submitted by	Concerned Officer
Training & Capacity Building	Cyber Mitaan	Chhattisgarh Police	**Mr. Prashant Agrawal,** The Then Superintendent of Police (SP) - Bilaspur Presently, Sr SP - Raipur

With an alarming rise in the cyber and tele-fraud, an awareness campaign was generated to inform and educate the masses. This would enable the masses to detect and report such crimes. The campaign was covered widely by print and electronic media, FM and social media. The campaign was recognized by India Book of Records, World Book of Records UK and Golden Book of World Records.

Category	Name of Initiative	Submitted by	Concerned Officer
Women Safety	Jhagda-Natra Mukt Rajgarh	Madhya Pradesh Police	**Mr. Pradeep Sharma,** Superintendent of Police, Rajgarh

This initiative aimed to eradicate the practice of Jhagda-Natra in Rajgarh and provide a safe, healthy environment to women and enable them to exercise their choice and also ensure their rehabilitation. Each thana was well equipped with a separate 'Urja Desk' (also called as Mahila desk to deal with these complaints. Urja desk coordinates with other departments to ensure final redressal of each complaint and rehabilitation of the victims.

Category	Name of Initiative	Submitted by	Concerned Officer
Other Policing Initiative	Online Vigilance Clearance Portal	Jammu & Kashmir Police	**Mr. Anand Jain,** Director, Anti-Corruption Bureau

Online vigilance clearance was initiated to ensure that process for seeking no objection certificate and vigilance clearance occurs in a simplified, time-bound, efficient and transparent manner. It enables the concerned departments and their employees to track the status of their clearance with this online system and eliminates need to send letters or files to any department for vigilance clearance, as the entire process is automated.

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	SHE-BHAROSA CYBER LAB	Telangana State Police	**Ms. Swati Lakra,** Additional Director General of Police - Women Safety Wing

SHE-BHAROSA CYBER LAB was conceptualized to combat common and emerging cybercrimes against women and children. Women Safety Wing of Telangana State Police run this lab, and it employs various cyber patrolling and profiling techniques for the prevention, detection, investigation, and monitoring of cybercrime against women.

Category	Name of Initiative	Submitted by	Concerned Officer
Community Policing	Kerala Police Assistant Chat-bot Service	Kerala State Police	**Mr. Ashok Yadav,** Inspector General of Police, Crime Branch & Nodal Officer, Cyberdome

Kerala Police Assistant is an application that serves to provide ease of access and information to the public via application of artificial intelligence. It takes the form of a chat box, highly prevalent on android phones. Often, in cases of emergency, one does not know whom to contact for guidance. Kerala Police Assistant works on voice command and provides information with location to ensure accuracy and ease to users.

Category	Name of Initiative	Submitted by	Concerned Officer
Crime Investigation & Prosecution	e-Vivechana	Madhya Pradesh Police	**Mr. Chanchal Shekhar,** Additional Director General of Police

In order to provide prompt and no-contact police services by the Investigation Officers, Madhya Pradesh police have commenced a mobile application. In addition to this, Madhya Pradesh police has also launched "Videography & Photography/Case Diary" service for Investigation Officers. The project was launched in November 2021.

Category	Name of Initiative	Submitted by	Concerned Officer
Crime Investigation & Prosecution	E-Beatbook	Delhi Police	**Mr. Prem Nath,** Joint Commissioner of Police - Technology & IFSO

To empower the beat officer and streamline his/her work, Delhi police on 15th August 2020, introduced a mobile based web application 'e-Beatbook' for total transformation of the system for efficient functioning of the beat officer. This systemic transformation covers 178 police stations, 822 division and 1752 beats. System fetches near real time data from data sets of CCTNS, ERSS 112, Zip net, Dossier of criminals and FRS databases of Delhi Police.

Category	Name of Initiative	Submitted by	Concerned Officer
Cyber Crime Management	JARVIS-SIAN	Uttar Pradesh Police	**Mr. Amitabh Yash,** Additional Director General of Police, STF

Many criminals to escape conviction, frequently change their mobile number to ensure that they cannot be tracked. To overcome this problem Uttar Pradesh Special Task Force initiated an AI powered audio analytics technology by the name of JARVIS in partnership with an Indian start-up to automatically identify any speaker speaking in any language from a given audio sample of 7-10 seconds. It is leveraged for automatic detection of the repeated offenders on a large scale in call.

Category	Name of Initiative	Submitted by	Concerned Officer
Cyber Crime Management	Project Cy-Cops	Madhya Pradesh Police	**Dr. Varun Kapoor,** Additional Director General of Police, Rustamji Armed Police Training College

To mitigate cybercrime more effectively, children must be aware of cyber security through incorporating cyber security education as part of the school curriculum. Project Cy-Cops aims to achieve this through training a group of master trainers in basic cyber security issues in each school and they in turn would educate students of 5th standard onwards in sensitive matter of age specific cyber security.

Category	Name of Initiative	Submitted by	Concerned Officer
Disaster & Emergency Response	संवेदना: बाढ़ आपदा नियंत्रण एवं रहत कार्य	Chhattisgarh Police	**Mr. Santosh Kumar Singh,** The Then Superintendent of Police (SP), Raigarh; Presently, SP, Korba

Samvedana (meaning Sensitivity or Empathetic responsiveness) was launched to provide life-useful essential materials to the flood affected villagers. This campaign strives to provide instant relief to people and provide materials to re-build their destroyed homes by the natural calamity.

Category	Name of Initiative	Submitted by	Concerned Officer
Human Trafficking	Basata - We Care We Serve	Andhra Pradesh Police	**Mr. Rahul Dev Sharma,** The Then Superintendent of Police (SP) - West Godavari & Presently, SP - Eluru

Basata as a program was incepted for the purpose of providing security and safety of migrants and their families, particularly women migrating to Gulf. Information technology and social media plays an instrumental role for sharing information, knowledge and experience, and in effect prevents harassment and exploitation of migrants and their families.

Category	Name of Initiative	Submitted by	Concerned Officer
Road Safety & Traffic Management	Uttarakhand Traffic Eyes App	Uttarakhand Police	**Mr. Kewal Khurana,** Inspector General of Police - Provisioning & Modernization

Uttarakhand Traffic Eyes App is an android mobile application for the purpose of convicting violators of traffic rules. This application enlists the help of the public who facilitate this process by uploading a photo or minimum 30 seconds video clip along with visible registration number plate of the vehicle of the Traffic violator.

Category	Name of Initiative	Submitted by	Concerned Officer
Training & Capacity Building	Mindful Life Management (MLM) for Police	Kerala Police	**Mr. K.L. Johnkutty,** The Then Superintendent of Police & Principal, Police Training Collage, Thiruvananthapuram

Mindful life management is a stress management program and seeks to provide relief from stress and improve quality of life of people. This program has proven to be very effective in improving social and professional life of the Police personnel. It has served to enhance their productivity levels, thereby benefiting the society and keeping everyone safe and secure.

Category	Name of Initiative	Submitted by	Concerned Officer
Women Safety	Facilitation Program for Women Peddling Liquor Illicitly to Re-navigate them towards Alternative Employment	Meghalaya Police	**Ms. Supriya Das,** Senior Superintendent of Police, CID

This initiative seeks to facilitate transition of women from business of illegal bootlegging into a more viable and valuable livelihood. This program encompassed coordination and enrolment of women with experts from clinical psychology, micro finance, rural banks, small finance banks, and skill development.

Category	Name of Initiative	Submitted by	Concerned Officer
Other Policing Initiative	Centre for Employee Enhancement and Development (CEED)	Kerala Police	**Mr. Aadhithya R,** District Police Chief, Thrissur City

Centre for Employee Enhancement and Development aims to become a human resource body and establish a personnel management system for the Kerala Police Department. It aspires to provide solutions to the problems with regard to the duties, health, personal and even the family related issues. Additionally, it also seeks to provide individualized support for all the Police officers of the district, who are in crisis or experiencing a particular personal or professional issue.

Category	Name of Initiative	Submitted by	Concerned Officer
Other Policing Initiative	Operation Parivartan	Maharashtra State Police	**Ms. Tejaswi Satpute,** Superintendent of Police, Solapur (R)

Operation Parivartan came into existence with the purpose of decreasing the incidences of crime, social conflicts and domestic violence associated with illicit liquor and ensuring an alternative, sustainable and dignified livelihood to marginalized people involved in the business of illicit liquor so that they do not move back to this illicit business even in the absence of raids.

Category	Name of Initiative	Submitted by	Concerned Officer
Other Policing Initiative	Right To Education (RTE)	Central Reserve Police Force	**Mr. Rajesh D.**, Assistant Commandant

Right to Education commenced by CRPF with a purpose of providing the children with access to education as basic amenities like, education, medical facilities, food, proper drinking water, housing etc. were badly impacted by Covid-19 at many places in Solapur. The classes are conducted in camps or at times in classes, and stationary is also provided to students.

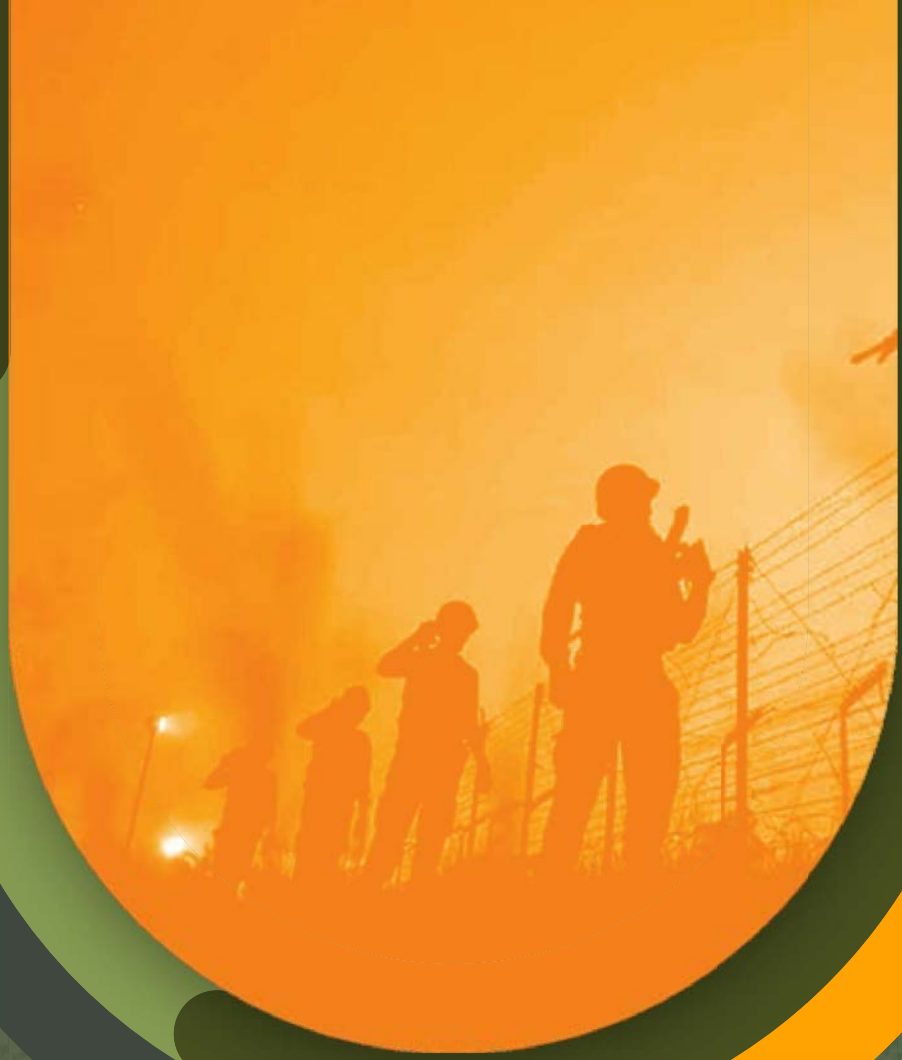
Special Jury – SMART Innovative Policing Award – Kerala Police

Kerala Police has been felicitated with **Special Jury Award for SMART Innovative Policing** for multiple initiatives it has undertaken for the betterment the state.

Various initiatives in different categories undertaken by Kerala State Police are as follows.

Category	Name of Initiative
Child Safety	• Child-Friendly Police Stations (CFPSs) • CHIRI Helpline (Children's Happiness and Innocence Rejoicing Initiative)
Community Policing	• Community Policing • DCRC Project (Domestic Conflict Resolution Centre) • Hope Project • Kerala Police Assistant Chat-bot Service
Crime Investigation & Prosecution	• Operation Hunt
Cyber Crime Management	• Cyber Crime Management
Disaster & Emergency Response	• Break Chain Make Change • Disaster & Emergency Response
Smart Police Station	• Smart Police Station • Smart Police Station
Surveillance & Monitoring	• Project Thousand Eyes
Training & Capacity Building	• Mindful Life Management (MLM) for Police • Social Policing Directorate-Training & Capacity Building
Other Policing Initiative	• Centre for Employee Enhancement and Development (CEED) • Online Examination Portal for Department Promotions in Kerala Police





1
Border Management



ZERO CATTLE SMUGGLING AND CONTROLLED CRIME RATE IN AREA OF RESPONSIBILITY IN INDO-BANGLADESH BORDER

Border Security Force (BSF), Jaguli, West Bengal

Cattle smuggling was a serious issue prevalent at the border and had reached its peak particularly in proximity of the hypersensitive border that is with 153 Bn BSF. After an in-depth study of the new trends of smuggling and trans-border crimes, meticulous planning and coordination with sister concerns led to implementation of aggressive operational strategies to check large-scale smuggling activities. These strategies particularly targeted the areas of Ghojadanga-Panitar, P J Nagar-Gobardha and Kaijuri-Dobila under SHQ BSF Kolkata (South Bengal Frontier) for long time.

With the relentless efforts of brave Jawans of BSF, smugglers were flushed out from the area. Most of the smugglers were apprehended and lodged in jail. Some of them were forced to give up their infamous trade of cattle smuggling besides smuggling of other contraband items from the border.

This project was an example of excellent planning, co-ordination & operational synergy of the unit resulting in paradigm shift in reduction of cattle smuggling due to excellent border guarding dynamics, utilization of resources on border and effective co-operation vis-a-vis Joint operations with sister agencies.

Objectives

- To stop trans-border crimes including smuggling and illegal infiltration
- To maintain sanctity of border and to ensure efficient border management, border surveillance and security.

Key benefits to Public and Government

- Zero cattle smuggling in area of responsibility.
- Inculcation of sense of security among minds of people living in the border areas.
- Inculcation of sense of fraternity.
- Prevent loss of revenue to the government due to smuggling.
- Controlled crime rate in border areas.
- Control of illegal immigration.
- Many border youths involved in smuggling activities have switched over to other respectable jobs / profession.

Key Stakeholders

- 153 Battalion Border Security Force

Procedural/Administrative/Legislative changes

- There is a three-tier domination strategy along with integration of low cost technological solution for effective border guarding, border surveillance and security.

Current Status

- Complete check on cattle smuggling is done regularly in the area of responsibility.
- Trans-border crime in the area of responsibility is controlled to a large extent.
- Effective domination along the International Boundary in border.
- Effective patrolling / ambush in depth areas to exercise control over trans-border smugglers.
- Joint ops with sister agencies.
- Optimum use of surveillance equipment like CCTV cameras and HHTI for effective border domination.

Financial Implications

Efforts put in effective border management have managed well within the available resources of Battalion.



2
Child Safety



CHIRI HELPLINE (CHILDREN'S HAPPINESS AND INNOCENCE REJOICING INITIATIVE)

Kerala

CHIRI was conceptualized by the government of Kerala and Kerala Police. The notion of CHIRI is to provide a helpline to children which would work to alleviate issues encompassing behavioral, emotional, social, educational, and mental health issues arising as ramifications of isolation and restricted activities. CHIRI is an acronym which expands to Children's Happiness and Innocence Rejoicing Initiative, and the word CHIRI means 'smile' in Malayalam.

Many children suffered from online abuse and crime, game addiction, subjected to intra-familial disputes which brought them to the brink of suicide. Parents helpless to combat issues of psycho-social level and were unable to deal with it adequately. Chiri Helpline call center was established to address and alleviate these concerns and provide solutions by providing counselling services 24 hours a day, 7 days a week. The calls are attended by female police officers and assessing the severity of the caller, mental health professional is assigned to attend to the caller within a timeframe of 24 hours. The call center also ensures a clinical psychologist is accessible either through a phone call or face-to-face sessions. All of the processes are supplemented by a follow-up call to confirm client satisfaction.

Objectives

The restrictions imposed by the lockdown on activities had an adverse effect on the mental health of many children. Home confinement led to accumulation of energy which manifested in the form of increased violence, suicidal tendencies, mobile phone and internet addiction and surprisingly a significant increase in the suicide committed by children. Statistics reflect 66 children succumbed to suicide within a timeframe of three months since the lockdown commenced in March 2020. Many children became victims of abuse in many forms such familial conflict, online abuse, gaming addictions. To facilitate parents to deal with the psychological and mental health issues of their children, Chiri helpline was launched.

The primary objective Chiri seeks to address are:

1. To provide a platform for children that seeks to promote the well-being of children, and tackle behavioral, emotional, learning, and somatic challenges facing children.
2. To build a mental health support system inclusive of the participation of relevant stakeholders involved in the care and upbringing of children.
3. To provide an opportunity for children to have a happy and safe childhood particularly during the Covid-19 pandemic timeframe.

Key benefits to Public and Government

This initiative has provided the following benefits:

- Chiri is capacitated with adequately trained staff which range professions psychologists, counsellors, psychiatrists, mentors, and accounts for 37 Psychologists, 36 Counsellors, 24 Psychiatrists, 56 Elder mentors, and 290 Peer mentors.

- Mental health services are easily accessible to children through telephonic as well as direct services.
- The children are put directly in touch with women police officers as their calls are answered to suitably handle distress situations.
- Strong and frequent collaboration amongst the relevant stakeholders has been established to ensure efficiency in service delivery.
- This platform has had a positive impact on the public on understanding and taking care of the well-being of children.

Key Stakeholders

The various governmental and non-governmental institutions and individuals associated with Chiri Helpline are as follows:

1. Police Department: Kerala Police is the patron of the Chiri project to implement the project and provide officers to handle the Chiri calls and ensure the services are provided to children.
2. UNICEF: UNICEF has associated with the Chiri project through the Children and Police State Resource Centre to strengthen the project and ensure quality services to the children.
3. The Student Police Cadet Project of Social Policing Directorate associates with the Chiri by providing Peer Mentors (cadets) and Elder Mentors (SPC teachers) to support the children in distress.
4. Excise Department & Govt. of Kerala provide counselling services to children for drug addiction through their VIMUKTHI project.
5. Childline project: They do refer the cases of children in distress to the Chiri helpline.
6. Kudumbasree program of Govt. of Kerala & ASHA workers of National Health Mission: These two stakeholders help the children, and their parents reach the services of Chiri Helpline when they are in need. In addition, they help disseminate the ICT materials of Chiri and CAP services to the community people.
7. Mental health professionals such as Psychologists, Counsellors, Social Workers, Psychiatrists, and ORC mentors associate with Chiri to provide psycho-social support to the children.
8. Women cell (Bhoomika) - a wing of Kerala Police, works to provide psycho-social support to women and children with the support of counsellors. If they get some calls on issues of children, they refer the case to the Chiri helpline

Procedural/Administrative/Legislative changes

The officials placed in Chiri were capacitated with sufficient training and process to attend, record, and adequately deal with distress calls. The helpline is accessible 24*7 and the calls are attended by two women police officers in the designated office premises. A system has been established to ensure that relevant stakeholders are involved and obtainable as and when their presence is required. Distress calls are referred to mental health professionals and a follow up call is made after the appointment to ensure good quality service was provided. The calls details are maintained in a database detailing the calls attended, type of cases received, the status of the cases, as well as the details of the mental health professionals associated with the project which are recorded in the Directorate of Social Policing. Review meetings with the Social Police Director are held regularly to track progress of project, and deliberate means of expanding the reach of project further to those in need.

Current Status

By mid-November 2021, Chiri had received 23,084 calls out of which 13726 were enquiry calls, and 9356 were distress calls from the child or their parents. The calls addressed various issues such as mobile phone addiction (813), game addiction (1,096), mental stress (3,231), study problems (1,719), family problems (785), lack of smartphones to attend online class (875), and other problems (837).

Financial Implications

In the financial year 2021-22, 22 lakhs rupees were allocated for the Chiri project from the plan fund. Other than this, there are no major fund allocations. The Chiri Helpline office at Social Policing Directorate is a part of Kerala Police maintained by Govt. of Kerala. The officers who attend the distress calls are Police personnel paid by the government. The clinical psychologist of CAP House is a staff of the UNICEF-CAP project, which is dedicated to the Chiri Project. The other stakeholders, such as various mental health professionals associated with Chiri, are working voluntarily.

SHE-BHAROSA (AHT) CYBER LAB

Women Safety Wing - State Police, Telangana

SHE-BHAROSA CYBER LAB was conceptualized to combat common and emerging cybercrimes against women and children. This lab is run by Women Safety Wing of Telangana State Police, and it employs various cyber patrolling and profiling techniques for the prevention, detection, investigation, and monitoring of cybercrime against women.

Applications of information and technology is increasing far and wide, resulting in crimes via misuse of computers, smartphones, communication networks etc. Therefore, it has become imperative for civil society to understand the working of the cyber domain and the dynamics of crimes being committed therein to evaluate the cyber hygiene for nailing the culprits.

SHE-BHAROSA CYBER LAB will act as a State Nodal Lab which provides advanced technical assistance to the SHE Teams, BHAROSA, Anti-Human Trafficking Units (AHTU's) and all district cyber wings and COE for the effective handling of cybercrimes against women and children.

Objectives

SHE-BHAROSA CYBER LAB is designed to identify various crime sources and indicators and develop strategies to combat the crimes. To address the below crimes, The lab is equipped with Incident Response, Investigation and Forensic tools and capabilities. It will strengthen every associated wing that should solve their ground-level issues by providing essential cyber support.

The purpose of SHE-BHAROSA CYBER LAB is to identify sources of various crimes and their respective indicators as well as strive to develop strategies to combat the crimes. The lab is equipped with Incident Response, Investigation and Forensic tools and capabilities to be able to strengthen every associated wing to empower them to resolve ground-level issues by providing essential cyber support. The faculties of the lab enable itself to successfully handle various cybercrimes such as

- Cyber Harassment, Stalking and Bullying
- Virtual Kidnaps
- Grooming Offences
- Child Sexual Molestation
- Child Abductions
- Unsolicited Obscene Materials
- Contact Offences
- Child Sex Trafficking
- Sexual Exploitation of Children
- Cyber trafficking for Labour and commercial sexual exploitation

- Trafficking of CSAM Crimes
- Doxing and Catfishing etc. Crimes
- Online Sexual Exploitation of Children (OSEC)

Key benefits to Public and Government

- Efficient complaint handling tracks: The SHE teams, and cyber warriors are well-equipped to develop a multi-model complaint combating approach.
- Digital Forensic Track: The Lab implements a multi-folded approach that helps LEAs build effective and fool proof cases against Cyber Harasser/ Predators and traffickers for conviction.
- Cyber Investigative Track: The Lab has incorporated advanced tools to trace the cybercriminals who often use anonymity tools to create hurdles in investigation.
- Online Intelligence & CSAM Monitoring Track: Employing free, open source and customised tools, techniques, and generating online intelligence greatly aids in monitoring the Child Sexual Abuse Material (CSAM) by Honeypot and Trap Techniques.
- Suspect Profiling and Report Generation: The Lab enhances the investigation process by employing cyber intelligence and scrapping techniques, generating predictive and actionable intelligence.

Key Stakeholders

- Telangana State Police Department
- Centre for Research on Cyber Intelligence and Digital Forensics (CRCIDF)
- State Police Officers
- Prosecutors
- Investigation Officers of all Law Enforcement Agencies (LEAs)
- Students

Procedural/Administrative/Legislative changes

- There are defined standard operating procedures for Complaint Handling Procedures, Cyber Harassment, Bullying, POCSO based crimes, Social Media crimes against women and children, Matrimonial Fraud crimes, Handling of crime scenes related to women and children-based crimes, Anti Human Trafficking, Honey Trapping method and Active Intelligence methods against Sexual Predators will be developed by the Women Safety Wing.
- The Lab will provide support in situations where the case is not registered, or the pending case stage, if the team wants to generate information for offender profiling.
- The Lab will design a technology-based checklist proforma that will help the SHE Teams, Bharosa Centres, Women PS, Cyber PS and AHT Units dispose of the complaints in addition to quick support.

- Women Safety Wing will also create a dedicated cyber-service channel and digital forensic service channel at SHE CYBER LAB to facilitate quick investigation and provide monitoring support.

Current Status

At present, the SHE-BHAROSA CYBER LAB is equipped with 5 Workstations, 10 High end systems, 2 High end Laptops, 10 digital forensic tools, 400 Mbps bandwidth internet especially for Cyber lab and Strome shield firewall for forensic, investigation and monitoring of cybercrimes against women and children.

Financial Implications

Budgetary requirements are met by the police department.



3
Community Policing



POLICE DADALORA KHIDKI

Gadchiroli, Maharashtra

Gadchiroli bordering Chhattisgarh and Telangana remains one of the worst affected districts in the country, suffering from violent Left-Wing Extremism (LWE) since the 1980s. There is a grave mistrust of government agencies among its local population, especially the remote villages due to false propaganda spread by the Naxal that government administration is not for the vulnerable sections of society. This creates a probable pool for recruitment for them, and further fuels violence.

Gadchiroli police has adopted a two-pronged strategy involving simplifying processes to counter anti-naxal operations, minimise violence and connect with the local populace. To bring a one window solution to the under-reached population, Police Dadalora Khidki- Mava Hakka tha Khidki was conceptualized at all the 50 deep outposts of the district. However, there was a three-fold hurdle in implementation processes namely lack of documentation to prove their identity, high cost of running government schemes in this part of the state and lack of awareness and high opportunity cost involved in pursuing them.

To overcome these barriers the project was designed to provide identity related documentation to the tribal populace and opening savings accounts in local banks and spreading awareness among the masses, ensuring doorstep delivery of services to reduce the opportunity cost to the beneficiary.

At the inception stage, Gadchiroli police formed teams to visit various government departments and collate information regarding ongoing government schemes, benefits, eligibility criterions, nodal departments, cost of application etc and documented it into a set of booklets for referential purpose. Police personnel from outposts were given in-house training by the Civic Action Cell of Gadchiroli police for understanding the vision of the project along with modalities in providing benefits to hitherto unreached people and creating a sense of pride in the work being done. Also, checklists pertaining to office stationery, forms of schemes, manpower requirement, infrastructural amenities were prepared. This checklist was circulated amongst all the 50 outposts enabling uniformity in standards. Both historical data collected via village patrols (Gram-Bhet) and recently accumulated information were extensively used to tailor focus for each dadalora khidki.

Through the two-pronged approach of Police dadalora khidki, citizens were approached during village visits and their problems were witnessed first-hand by the local policemen, which generated sensitization. Awareness was created regarding welfare schemes and those entitled were supported in filling out forms. Simultaneously, due to the issue of accessibility, citizens approached khidki on their own to get information regarding government schemes and filled out their forms. In both cases forms were submitted and a separate team worked dedicatedly towards its follow-up. For people who were unable to seek follow up on their entitlements, camps were set-up for Aadhar registration and various other facilities. Police dadalora khidki acts as a conduit for ensuring that benefits reach the last mile and police and therefore all government agencies are seen as a friend and guide. This can be understood in a step-by-step method as under:

1. Public approaches the single window established at all the deep posts of the district.
2. Team at the window counsels the person and lists out the various welfare schemes for which she is eligible.
3. She is given a date to be available with relevant documents, which are collected, copied, attested, and attached to the requisite forms of schemes and dispatched online or offline by the team of Dadalora Khidki.
4. A separate team of the project doggedly pursues the department concerned and ensures that entitlements are received by the citizen.
5. Same approach is taken during village visits (Gram-Bhet) by filling out new forms, ensuring follow up regarding

previous ones and seeking new beneficiaries by persuasion and counselling.

6. Every month, a certain number of welfare schemes are earmarked to be taken up along with camps for license, etc; provide job opportunities to the youth and any other help needed by the citizens.
7. This ensures widespread yet concerted effort by the entire district's team towards one goal.

Objectives

Recognizing the issues prevailing the tribal areas of the district and countering anti-naxal operations, Gadchiroli police established several community police initiatives in the district. The major issues were namely lack of sufficient documentation, lack of awareness of government schemes and consequently the residents were unable to receive the benefits thereof. Additionally, the existence of various local dialects further exacerbated the communication gap and amplified influence of the Naxal propaganda, leading to violence and fear in the society.

The government undertook measures to set up camps and door-step delivery services to ensure the tribals were eligible to access the benefits they were entitled to and thereby spreading awareness and reducing fear and violence within the district.

Key benefits to Public and Government

1. As a result of the concerted effort of the entire team of Gadchiroli police, much has been achieved in the short span of time till October 2021 by touching the lives of 71,690 people like:
    a. 3,763 caste certificates distributed.
    b. 11,190 beneficiaries of various government schemes.
    c. 45, 428 certificates related to identity like disability, job cards, driving licenses, etc
    d. 1,889 youth trained in various skills like beauty parlour, poultry farming, etc and placed in jobs after skilling.
    e. 6,920 farmers were distributed free saplings, seeds at concessional rates and other agri related equipment
    f. 2 kabaddi players from Gadchiroli selected to train with UMumba Kabaddi Pro League team
2. Strong ethical codes enforced along with independent assessment calls, visits and collection of photographs, videos are done regularly.
3. WhatsApp groups were created of the youth placed in jobs for the purpose of collecting feedback from them.
4. Programs taken up were covered by reputed magazines like Dakshta, Yojana, Kurukshetra and presented at the seminars conducted by the BPR&D (Bureau of Police Research and Development), appreciated by the Hon'ble Right to Service Commissioner, Maharashtra. And importantly those living in the remotest corners of the district have been connected in a meaningful way with the government.
5. Vulnerable people are getting their due entitlements, and Naxal false propaganda is slowly eroding away. Accessibility issues and long distances to government offices have been eliminated to a large extent through this project.
6. Various measures and polices were implemented to raise the capacity of all the economic agents of the district by providing the youth with skills, jobs, assisting farmers and providing job cards to the unskilled youth.

Government department would be seen with mistrustful eyes after years of remaining isolated under the influence of Naxals. But now police outposts are seen as friendly government offices, as friends and guides leading to overall acceptance of the idea of a democratic government.

Stakeholders

1. The target population and the basis of Police Dadalora Khidki are the villagers living in the most inaccessible corners of Gadchiroli.
2. The policemen and women working at these remote outposts. Within the outpost, a separate team has been carved out headed by an officer not below the rank of Sub-Inspector along with constables of various ranks.
3. Various departments of the district administration including those of Zilla Parishad, like agriculture, tribal, social welfare, skills, planning, health, women, and child.
4. Agencies such as Rural Self Employment Training Institutes (RSETI), Krishi Vigyan Kendra (KVK), PARKSONS Institute for training Nursing assistants, AIMS institute for training Security guards, PRATHAM educational foundation for various skilling and jobs training, and Rotary club of Nagpur.

Procedural/Administrative/Legislative changes

Many procedural changes were instituted to ensure that the goals and understanding of the issues plaguing the tribal villagers reaches all the stakeholders.

1. Various coordination meetings with head of departments and their teams were taken up to understand the modalities of various government schemes. Issues pertaining to their reach, gaps in supply-demand, costs and beneficiary location were understood while designing the project.
2. Local representatives like village heads, members of various bodies took keen interest and leadership after they were explained the vision of the project during Gram-Bhet (village visits) by police parties. Their enthusiasm successfully countered Naxal threats. Some of the pa
3. Collaborations amongst the many stakeholders has strengthened the impact of this movement.
4. To facilitate connectivity and large-scale development, technical innovations were leveraged as follows:

1. Large scale LAN/WAN connectivity developed to provide online networks enabling filling of forms, checking latest amendments in schemes, and following up on status of proposals.
2. As an initiative to empower local farmers with supplementary income, farming of drumsticks, custard, papaya, etc was taken up by creating nurseries within the outpost premises and then saplings given away free of cost to farmers. Such projects were driven by dadalora khidki with the help of in-house knowledge of farming techniques in coordination with forest and agriculture departments.
3. To better tailor programs for the local areas, geo-spatial softwares and database management tools were used to find prospective beneficiaries and helped in planning drives to target them.

Current Status

1. After picking up from the pilot project at the Bhamragad outpost, it was quickly scaled up to all the 50 outposts in the deep areas. Due to the zero or minimum cost model, it could be replicated at every location using SOPs to start a khidki, reference booklets for government schemes, publicity material prepared in Marathi, Gondi, Madia, Telugu and other languages and minimal office furniture including internet connection.
2. Till October 2021, more than 71,690 lives have been touched in a meaningful way by this project. Various local khidkis have focused their efforts into specific projects depending on demand.
3. After many years reported naxal recruitment from Gadchiroli has been Zero for the year 2021.
4. Concrete SOPs, process to reward performers, use of local language, geography and custom, zero or low-cost model, resultant satisfaction and pride in work, recognition by own local community and steps taken to measure both qualitatively and quantitatively the impact of the project have given all the stakeholders enough to continue dadalora khidki irrespective of external/internal changes.

KERALA POLICE ASSISTANT CHAT-BOT SERVICE

Cyberdome Kozhikode, Kerala

Kerala Police Assistant has been developed by Cyberdome Kozhikode for the public in easing access to the Kerala Police by answering queries of the pubic.

A chatbot which is one of the most common applications of Artificial Intelligence, is also one of the simplest and the easiest to use. Police Assistant is developed on the platform of Google Action console, which is highly prevalent in android phones.

Upon accessing the Google Assistant, the Kerala Police Assistant can be activated by the phrase "Talk to the Kerala Police". After this, one can enquire about the information related to the services offered by the Kerala Police. For example, reporting incidents such as chain snatching, child abuse, domestic violence, drug abuse, and making inquiries such as phone numbers of the nearest police stations and authorities, directions to the nearest police stations or offices. It is a location-based service which delivers accurate information to the users.

Objectives

Kerala Police is known for its Community Policing initiatives and always strives to deliver timely and efficient service to the citizens of the Kerala state. To facilitate ease of access for the public, Kerala Police Assistant was developed as an integral part of the community policing program, one which combines technology and human vocal interactions.

Need for the initiative

Often in the case of an emergency, depending on the situation at hand, one may not know who to contact. The user through voice command, can obtain the required information using Kerala Police assistant chat-bot services. As it is location-based service, it ensures that the user gets information most relevant to his location. Kerala Police assistant also gives information about various initiatives undertaken by Kerala Police for a particular problem. For example, issue related to women safety, our chat-bot service gives the following results to ensure that the user gets comprehensive information about the query,

1- Women Police station/Woman cell

2- Pink Patrol Police

3- Mithra Help Line

4- Aparajitha Helpline

5- Nearest Police station

Hence, it is a one stop solution for all the information needs of the user regarding the services of Kerala police.

Process for using the service

1. Activate Google Assistant (Tap on your Google Assistant and say "Hey Google"
2. Invoke Kerala police Assistant by saying "Talk to Kerala Police"
3. Ask your queries (Example "Women safety" and you will get accurate information as reply from the Kerala Police Assistant portal.

Key benefits to Public and Government

For Public

1. There is no cost for the user.
2. The service does not require downloading and installing of any kind of application and website browsing.
3. It involves hands free operation using voice command.
4. It is user-friendly for visually challenged people.
5. It is a one stop information solution for all the users.
6. It is very time and cost effective for the user, as the information is delivered to his device free of cost.
7. It reduces human to human interface to some extent.
8. It enables quick access for the public, eliminating communication and information gaps.
9. It is very simple to use.

For Government

1. There is no development cost and negligible running cost.
2. It provides efficient information and service delivery by reducing information gaps.
3. It delivers information about emergency situations to public via push notifications i.e., through push notifications, the public can remain updated about new services and emergency situations such as natural calamities, traffic blocks, law and order issues

Key Stakeholders

- Kerala Police
- Kerala Police Cyberdome Kozhikode

Procedural/Administrative/Legislative changes

The process began with a project proposal that was sent to the IGP North Zone that had letter number SIT IIB - 12497/IGP/NZ-2020, dated 06/10/2020.

The approval for launch was provided by the State Police Chief with Order No. S2-128316/2021/PHQ, dated 22/10/2021.

Current Status

The project "Kerala Police Assistant" was launched on 27th November 2021. The launch commenced with almost 20 required intents and 150 triggering words, including emergency services, Police related services, and other essential services of other departments of Kerala State. Till date, we have received approximately 2,600,000 read intents by the users till date.

Financial Implications

Google Firebase is currently running in blaze plan which is a free of cost plan for 50 K intents/day. And the back-end system used here is Node JS engine in firebase which is also free of cost. In order to facilitate faster response time and inculcate new command to bring agility to the chat-bot application, the project is being migrated to the state data center - Kerala. Therefore, at present there is no expenditure required for the development of the initiative.



4

Crime Investigation & Prosecution


STIGATION TEAM

CHAKRA-AI POWERED CRIMINAL SEARCH TECHNOLOGY

Bihar

CHAKRA allows BIHAR police to digitize and centralize criminal records via online and offline methods and enable self-acting criminal search at ground zero. It supports police personnel via innovative features like facial recognition, gang link analysis, phonetic search, text search and more. CHAKRA is used to create digital online dossier that helps in police investigation and apprehension of criminals.

With advanced AI powered features like facial recognition and advanced text search, CHAKRA retrieves information of criminals from the central database, in real-time. Each police personnel will have access to CHAKRA either through its desktop application or mobile app through respective CUG mobile number and unique onetime password (OTP) to use the app for both criminal registering & search.

The Technology beside Chakra also alert the police stations if their respective criminals come out on bail. CHAKRA is available in English and provides matching details from the criminal database within seconds, offering better accuracy than any other criminal recognition system.

Objective

1. For police officers it is important to keep the record and track of criminals going inside jail and coming out on bail. Getting the alert of the criminals going inside jail might be easier to track but knowing when they are coming out is really difficult.
2. Identifying and checking the criminal record of the suspects at the time of routine checking, passport verification, CCTV footage verification in real time.
3. Extracting the relationship of any given criminals with other criminal in different cases in real time.
4. Unavailability of digital criminal record- CCTNS in Bihar is at development stage; digital searchable dossier for all the police personnel was missing for Bihar police.
5. No real time mechanism was available to identify/ Reidentify the repetitive offenders/ criminals in Bihar.

Key benefits to public and the government

1. There are a total of 5,32,352 criminal records created so far along with photographs.
2. 500 criminal record is being created on an average on daily basis.
3. More than 1800 criminals are caught using Chakra.
4. A total of 1,913 police officials in state are using Chakra for real time search.
5. Helping Bihar Police (Prohibition) to crack and identify the organized gangs who are involved in illegal liquor selling in the state.

Key Stakeholders

1. The police officers ranking Station Incharge rank and above.
2. Bihar police department.
3. Staqu - the start-up that developed Chakra.

Procedural/Administrative / Legislative changes

1. Bihar police personnel are posted on each of the Bihar's jails and a permission was taken from home department to allow their posting so that they can digitized the criminal record of each prisoner going into jail.
2. Photographs, and basic crime details are added using the mobile application.
3. When a criminal go out on bail his picture is being taken and facial recognition is performed and the profile is tagged as "outside jail", which in turn give real time alert to respective police stations.

Current Status

Project is live and running in the state.

Financial Implications / Cost Estimates

Total cost including hardware, software and internet is approximately 65 Lakhs for five years.



e-VIVECHANA

Madhya Pradesh

In order to provide prompt and no-contact police services by the Investigation Officers, Madhya Pradesh police established a mobile application. In addition to this, Madhya Pradesh police has also launched "Videography & Photography/Case Diary" service for Investigation Officers. The trial run of the project began on 19th November 2021. It was launched by Honorable Director General Police of Madhya Pradesh on 26th November 2021.

Through this service, the Investigating Officer can fill the Case Diary details for any First Information Report (FIR) without necessarily going to the Police Station. Through this application, as the Case Diary is being filled, the General Diary will also be filled automatically.

This service allows investigating officers to collect evidence from any crime scene and link them with its respective FIR. The application ensures that the collected evidence cannot be tampered at any stage.

Objective

1. Providing online service to Investigation Officer - This application strives to create a Case Diary/Videography-Photography/Crime details service that can be availed directly by the Investigation Officers through mobile application.
2. Reduce time and negate unnecessary hassle and subjectivity in lodging FIRs.
3. Reduce response time of police - Timely filling of Case Diary will lead to immediate initiation of action by the Police Officials who in turn will help in filling the daily work details effectively and efficiently.
4. Time bound investigation - The application is envisioned to increase the operational efficiency which will lead to save time of Investigation Officer.

Key benefits to the public and the government

1. It enables the Investigation Officer to fill Case Diary Details without wasting time and without visiting the Police Station.
2. It will eliminate the subjectivity; hassle of writing Case Diary details and facilitates in capturing the evidence of Crime Scene.
3. The service can be accessed from any place where the police officials has access to the internet.
4. The module is made tab responsive which allows officers to use it over a tablet device.
5. Automatic General Diary generation for Case Diary.
6. Crime scene evidence can be collected and linked with its respective FIR.
7. Evidence cannot be tempered with.

Key Stakeholders

1. Madhya Pradesh Police
2. Madhya Pradesh Agency for Promotion of Information Technology (MAP_IT)

Procedural/Administrative / Legislative changes

4. The investigation Officer can fill the details of Case Diary via "e-Vivechana" Mobile Application and submit it.
5. Investigation Officer can fill the details for same FIR many times and update it.
6. Once the Case Diary details is filled, General Diary will be generated automatically.
7. Videography and Photography of Crime Scene can be collected and linked with its respective FIR. It cannot be tampered with at any stage of investigation.

Current Status

"e-Vivechana" mobile application has been launched at full scale in the entire Madhya Pradesh on 26th November 2021.

Financial Implications / Cost Estimates

Financial value of "e-Vivechana" mobile Application is not applicable since MAP_IT is the System Integrator, and the project cost is covered for 5 years including change requests.

e-BEATBOOK

New Delhi

Delhi has more than 178 established police stations spanning across 15 districts. The area covered by each of the police stations is further divided into 10 to 12 beats varying as per the area, population, topography. Beat is defined as the basic unit of police functioning and serves as the interface between the public and the police. All data pertaining to crime, criminals, vital installations, important places, religious places etc. is collected and compiled in a beat book as per Punjab Police Rule (PPR). It is the duty of the Beat Constable to collect and compile the data in the beat book and use it when required. A beat constable has to collect different kinds of data (for e.g., covering Public Service Vehicle driver checking (PSV), ATM checking, Bank checking, School checking, Bad Character checking, Checking of Vital Installation which amounts to a great deal of data entries that are updated manually.

The e-Sathi which is the e-Beatbook is a digital solution for speeding up the data collection, analysis and retrieval processes. It is a mobile based application which facilitates the verification process of the data collected through CCTNS. Various data of the e-Beatbook is integrated with CCTNS i.e., PPR registered number 9-II, Tenant / Servant verification etc.

Objective

1. Empowering beat staff and allowing access to criminal data of CCTNS through remote access from the field itself.
2. Enabling crime mapping of reported crime in concerned beat to enable the beat officer to work out crime control strategy at beat level.
3. Easy accessibility to history sheets and dossiers of criminal to beat officer for verification and surveillance.
4. Accessing jail or bail release data of criminals for verification.
5. Identifying the suspects by matching with photographs available on dossiers and history sheets through facial recognition feature (FRS).
6. Attending citizen requests for tenant / servant verifications and maintaining its record.
7. Sending information sheets of tenant / servant verification of address and antecedents by concerned district of Delhi/ other states.
8. Online sending information sheet verification reports to concerned police station who originated the information sheet.
9. Checking of hotels and guest houses for suspects and maintaining appropriate record.

Roadmap

Now with building the database, following analytics is planned:

a. Data of the servants and tenants be utilized to extract intelligence regarding crime committed by a servant or tenant.

b. Identifying vulnerable hotspot and snatching routes at beat level for crime control.

c. Mechanism by which citizens can share their problems with the beat staff directly.

Key benefits to Public and Government

1. A tool for crime prevention - Accessibility to real time criminal database search, crime mapping and jail and bail records of criminals plays an instrumental role in preventing crime.
2. Facial Recognition System - This facility saves a great deal of screening time and has helped in solving many cases.
3. Access to Stolen Vehicles and Missing Mobile data - The access to such information has enabled quick decision making for officers and consequently facilitated detection and prevention of crime.
4. Crime monitoring and checking - The e-Beatbook allows to check for bad character and jail bail of released criminals. Access to this data supports in surveillance and prevent indulgence in criminal activities.
5. Priority ERSS 112 calls sent to beat officer for response through e-Beatbook.
6. Citizen request for servants and tenant verifications - this applications has also helped citizens in getting verifications done. By 16th November 2021, it has successfully completed 171199 tenant verification and 176987 servant verification.

Key Stakeholders

1. Crime Branch - the database owned by the crime branch is integrated in the e-Beatbook.
2. Districts - these are involved in operational use by the beat staff.
3. Vendor for procurement and training.

Current Status

The Beatbook is fully operational in all the beats and police stations in Delhi.

Financial Implications

For procurement of e-Beatbook gadgets and establishment of command-and-control center budget of Rs 74,196,000/- was incurred.



5
Cyber Crime Management



E-SURAKSHA CHAKRA 2.0

STF, Uttarakhand

Special Task Force (STF), Uttarakhand Police is the nodal agency for the Uttarakhand state in charge of cybercrime, delving into aspects such as preventive and investigative actions against organized cybercrime, organised financial frauds, anti-drug operations, building public awareness and capacity-building through regular trainings.

Uttarakhand has witnessed a large increase in crime leading to the inception of Cyber Police Policy in March 2021. There exists a three-tier structure to tackle cybercrime within the state with STF at its helm. The Cyber Police Policy is established on the following eight pillars:

- Victim-oriented
- Minimum response time
- Capacity Building through regular trainings
- Priority for cyber offences related to women and children
- Interstate & inter-LEAs (Law Enforcement Agencies) coordination
- Coordinated action against organized cybercrime
- Data digitalization and cyber intelligence
- Awareness

Objectives

- To counter the steady rise of cybercrime and ensure successful resolution with a minimum response time.
- Establishing a multi-cooperation, coordinated and police-people-partnership approach.
- Data collection and digitisation for analysis, sharing, making informed decisions and aiding in predictive and investigative policing.
- Cultivating cyber intelligence for verifiable actionable inputs including social media monitoring and intervention.
- Enhancing the skills, knowledge, resources and confidence of investigators and other personnel through capacity building efforts.
- Sensitization of public through awareness programmes.

Key benefits to the public and the government

- The priority laid by the STF on the resolution of cybercrime has resulted in record 75 cyber criminals/accused being arrested from across the country.
- STF, Uttarakhand Police has busted 07 fake call centres in 2021 based on cyber intelligence after verification. The arrested accused were using remote access apps and cheating foreign nationals in Western Europe & USA.
- Power Bank scam was busted by STF (CCPS-FFU) at national level. The scam is roughly estimated to be over 500 crores for which data has been shared with all national agencies. STF is taking legal action against 13 accused and those with whom various inputs were shared.
- The principle of Minimum Response Time for Instant Money Relief has significantly improved the amount refunded, duped through cybercrime.

Stakeholders

- Public including institutions such as colleges and universities.
- 14C, MHA (Ministry of Home Affairs)
- IB (Intelligence Bureau) and SMAC - social, mobile, analytics and cloud
- ED (Enforcement Directorate)
- DRI (Directorate of Revenue Intelligence)
- Forest Department
- Other state police
- ITBP (Indo-Tibetan Border Police)
- NCB (Narcotics Control Bureau)
- RBI (Reserve Bank of India)
- RCS (Registrar of Co-operative Societies)
- ROC (Registrar of Companies)
- Telcom, Bank, ISP, Wallet Nodal
- SLCC (State level co-ordination committee)

Procedural/ Legislative/Administrative changes

- Formulation and implementation of Cyber Police Policy 2021.
- Registration of ZERO FIRs at Cybercrime Police Station (CCPS), Dehradun, Uttarakhand.
- Commencement of I4C's 155260, Cyber Financial Helpline of CFCFRMS Portal, MHA.
- The establishment of a new cyber thana for the Kumaon Range, CCPS (Kumaon).
- Development of a standardized format for accepting cyber complaints.
- The establishment of a new Social Media Intervention Cell at STF, Uttarakhand Police.
- Collaboration with SysTools for consultancy in cybercrime aspects.

Current Status

There is a proposal for establishing four more cybercrime police stations in Almora, Tanakpur, Srinagar & Tehri dated 12th August 2021. There is an on-going preparation for distribution of HYDRA IP to the districts to strengthen the functioning of Social Media Intervention Cell.

Financial Implications

Rs 2,00,000/- was spent on setting up infrastructure for 155260, CFCFRMS Portal, and resources were utilised from Modernisation Fund. Rs 1,50,000/- was spent on setting up infrastructure for Social Media Intervention Cell, and resources were utilised from Modernisation Fund.

JARVIS-SIAN

STF, Uttar Pradesh

Many criminals to escape conviction, frequently change their mobile number to ensure that they cannot be tracked. However, one thing that remains constant is their voice, but to identify the same voice amongst the massive number of audio files remains to be a colossal challenge. To overcome this problem UP STF initiated an AI powered audio analytics technology with an Indian Start-up to identify any speaker automatically speaking in any language from a given audio sample of 7-10 seconds. AI powered speaker recognition technology is leveraged for automatic detection of the repeated offenders on a large scale in call. JARVIS performs the following activities:

1. Voice activity detection-based audio segmentation: The software is capable of performing Voice Activity detection regions in the audio records automatically, i.e., removing any background noise, etc.
2. Language independent and text independent: The technology is capable of identifying any person irrespective of language someone speaking and text he she is speaking.
3. Speaker audio feature extraction and search in real time: Matching the incoming audio in real time to the databases of recorded criminal's voice previously.

Objective

To establish a system that is capable of identifying voice of the caller through massive call records by leveraging an audio analytics technology JARVIS in partnership with an Indian AI start-up.

Key benefits to the public and the government

- It is the for the first time a database is compiled of audio files of criminals who are repeated offenders.
- This technology facilitates real time search from the database.
- This technology is independent of the language as well as the text i.e. it provides far greater scope in conviction of criminals as it is not hindered by variations in languages and dialects.
- Mobile and web application facilitates the use of technology for the field officers while they are operating on ground zero, hence fancy equipment or command centre is not needed.
- So far, 145 + criminals have been convicted after the implementation of technology since October 2021 (including both at pilot and full fledge implementation).

Stakeholders

- Additional Directorate General of Police, STF
- Superintendent of Police, STF

- Senior Superintendent of Police, STF
- Different districts / zones of Uttar Pradesh, STF

Procedural/ Administrative/Legislative change

Audio samples of repetitive criminals are collected who use calls as a medium to threaten or trick their victims. JARVIS is used to identify these criminals from the audio files in the database and bring them to justice.

Current Status

Project is now live with all the zones of UP Police/ STF.

Financial Implications

Total cost including hardware, software and internet is Rs 80 Lakhs.

PROJECT CY-COPS

Madhya Pradesh

Statistics reflect an alarming rise of 85% in cybercrime in 2020 making the prevention and mitigation of cybercrime imperative through a two-pronged strategy of capacity building of the police force, as well as building awareness in citizens to make them alert, resulting in reduction in cybercrime.

"THE BLUE PALM" and "BLACK RIBBON INITIATIVE" are initiatives developed with the purpose of empowering paramilitary and army officers and citizens respectively through training courses for better cybercrime prevention and detection.

Dr. Varun felt that to counter cybercrime more effectively, children must be aware of cyber security through incorporating cyber security education as part of the school curriculum. It was essential thus to prepare a group of master trainers in basic cyber security issues in each school and they in turn would educate students of 5th standard onwards in sensitive matter of age specific cyber security. This project became known as Project Cy-Cops that would be implemented in three phases. Phases one and two are underway already with the involvement of 60 leading schools of Indore City, free of cost.

In the first phase, selected teachers from these schools are trained in a two-day program. After the training module is over the teachers are certified as "Cy-Cops Ambassadors".

In the second phase the teachers go back to their respective schools and take cyber security advisory sessions for small student groups. These will set the students thinking on security-based issues of cyber space and once they think they will do secure activities and hence be better secure in this mew world of human existence. Thus, they will become "Cy-Cops".

The trained teachers can also train other teachers in their schools for them to assist in greater coverage of all the students. A specially designed website has been launched www.projectcycops.com where the Cy-Cops Ambassadors are all registered and they can log in and retrieve all presentations and data taught to them as well as new content which is fed in regularly by the Cy-Cops Power Team. They will also report progress in this website and upload lists of students trained by them in their schools. Top performing teachers can see their performances in a bar chart, and they will be suitably awarded at the end of year Cy-Cops functioning.

So far, four training modules of this project have been completed in which 41 schools have taken part and 166 teachers have been trained to become Cy-Cops Ambassadors. The third phase of this project will be launched after all schools in Indore City have been covered. Other cities/towns and rural sectors of the state of Madhya Pradesh will be taken up in the project where teachers from far flung areas will be trained in a virtual manner and be certified as Cy-Cops Ambassadors. If the response to this third phase in Madhya Pradesh is favourable, then the program may be launched outside of Madhya Pradesh.

Objectives

An alarming rise in cybercrime has propelled measures to counter and prevent cybercrime through various initiatives. Generating awareness and capacitating the security forces against cybercrime is the main objective of Project Cy-Cops. The program strives to ensure that the concepts are presented in a simplified language across all the segments of society and maximum knowledge, learning and information is transmitted to citizens across ages, stages, qualifications and professions.

Key benefits to the public and government

The most pronounced benefit of this project is enhanced and rigorous protection of children in the cyber space. Children are most often targets of some of the most brutal cyber offences and problems that are known to exist. This project will ensure that not only will the children be protected with a proper and reliable protective shield of cyber security awareness but also that this education would last them a lifetime, as they have many years in front of them. And as the years roll by this project will achieve its main goal of producing a generation of cyber security educated citizens.

Simultaneously, there are many benefits for the government and the system. This project successfully enables the security of citizens in the cyber space. This project serves to enhance the awareness of young citizens against this crime and capacitate them with the necessary security shield against this crime occurring against them.

Stakeholders

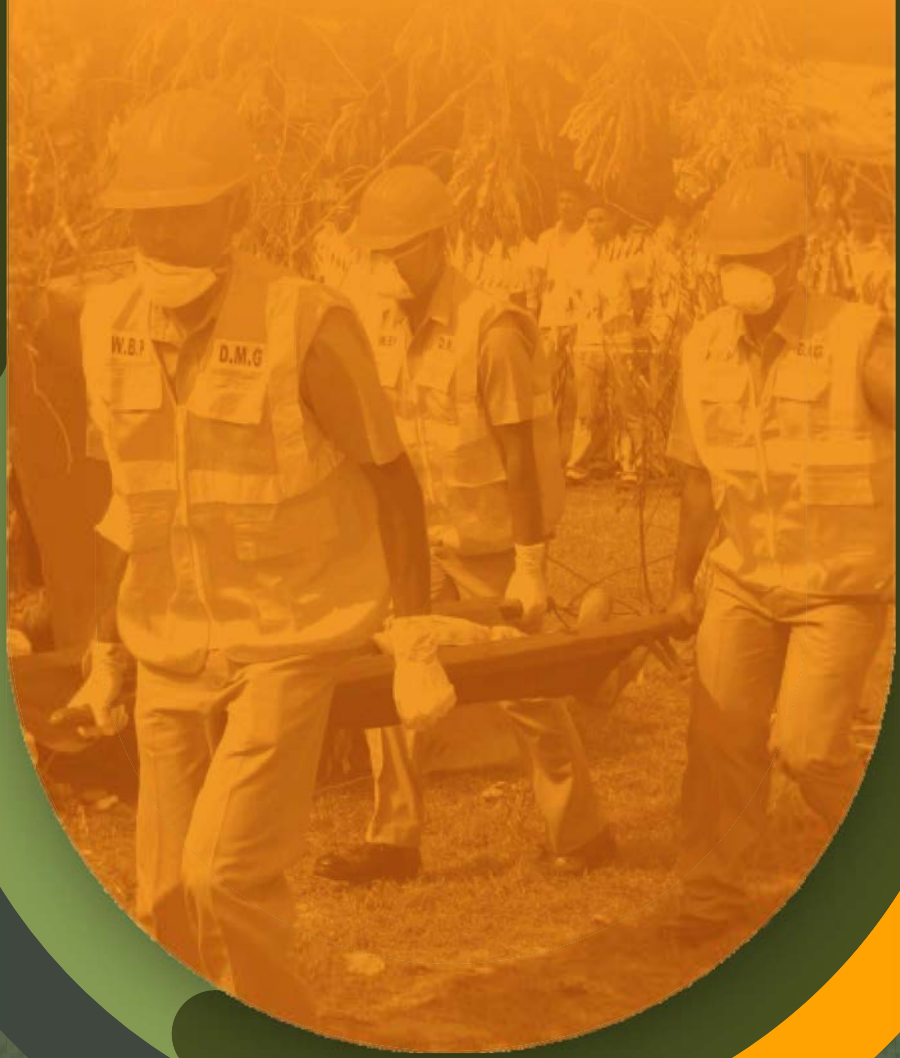
1. Police Department - as they are tasked with the responsibility of managing cybercrime in an effective manner and that includes its prevention.
2. Schools and the education system - as their teachers are being trained in an absolutely free of cost manner and being primed to deliver the cyber security awareness message and lessons to their students.
3. School Children - as they are being targeted to be made cyber security aware at a young age. This will not only protect them in the current scenario against cyber offences but also develop in them a mindset of security in cyber space which will last them a lifetime.
4. HDFC Bank - as they are sponsoring a major part of the project cost under their CSR activity.
5. Community and society at large - as they will benefit by the fact that their young and children are more effectively fortified to deal with cyber offences and crime onslaughts and the future society will be made up of aware and protected netizens.

Current Status

The project has made considerable progress. Phase I and Phase II are being implemented, and till date four training modules have been completed. 166 teachers from 41 leading schools of Indore have been trained and designated as Cy-Cops Ambassadors. The results of this Project are fantastic and highly appreciated by all the participating schools and the trained teachers. The overall feedback received from the teachers averages 4.9 out of a maximum score of 5.0 The Phase III will be taken up after completion of all selected schools of Indore city and then will begin the digital outreach phase which will involve digital training for teachers from schools outside of Indore.

Financial Implications

This Project is presently sponsored by HDFC Bank inclusive of training modules, the training kits, refreshments, training materials, and mementos. The training hall and equipment are provided by the Rustamji Armed Police Training College at Indore and entail no expenditure. The website for the Project was designed and developed free of cost by P&P Infotech Limited.



6
Disaster & Emergency Response



DISASTER AND EMERGENCY RESPONSE

Kerala

Pettimudi is situated at Idukki District in Kerala, 27 kilometer away from Munnar Town and 16 kilometer away from Edamalakkudy tribal Panchayath. It acts as a hub between Munnar and Edamalakkudy Tribal Panchayath. Most of the people in Pettimudi are working in Tea Estate of Kannan Devan Hill Plantations Ltd. This area is included in Eravikulam National Park and no outside persons allowed without prior sanction except the tribal of Edamalakkudy.

A heavy land slide occurred on 6 of August 2020 due to the highest recorded rain fall in the area for last 40 years which destroyed 40 houses and claimed 72 lives out of total 82 inhabitants. After getting the vague information from SHO sent the available police party and immediately requested higher authorities for man power and machineries to remove the sand and rocks. Police party reached there by taking a very difficult alternative route as local bridge was collapsed due to the heavy rain fall, and started the rescue operations rapidly and effectively in no time.

Police control rooms were opened with wireless communication and rescue operations was completed smoothly and safely. The dead bodies recovered were handed over to medical team and further procedure were furnished without any delay. The rescue operation lasts for 17 days. Shelter food and drinking water were arranged by police for more than 200 rescue volunteers, medical teams and other rescue forces with the help of local administration.

Objectives

- To rescue maximum persons from the landslide area forthwith.
- To give emergency medical care to the person who got affected in the incident.
- Evacuation of the persons from the affected area.
- To recover the dead bodies from the affected area.
- To identify the dead bodies of the victim.
- To provide water, food and temporary shelter for the affected persons.
- To provide electricity and communication facilities.
- To arrange smooth transportation facility from Munnar to Pettimudy and back for rescuing of victims, rescue team and other VIP team.
- To inform the hospital and other health care institution about the incident and asked to take necessary arrangements in hospital for emergency situations.
- To give an exact picture of the incident to the higher-ups, Public and Government.

Procedural / Administrative / Legislative changes

This initiative did not require local administration or police to make any significant changes in the procedure at any level. Only the efforts were made towards opening local police control rooms and bringing administration, police and habitants together as one team to execute this.

Key benefits to the public and the government

The rescue operation of the District Police was well appreciated by the Government of Kerala, Visual and· Printed media and the public. District Police Chief, Idukki, Dy. SP Munnar, ISHO Munnar played lead role in this mission. All Police persons deputed to the rescue operation tried their maximum in the rough climatic and pandemic situation. The criticism against Police in this mission was zero. The Deployment of Police persons and the planning of work was excellent under the leadership of District Police Chief, Idukki. The rescue operation was an example of coordination of Police force and social commitment which increased the goodwill of the police force in Kerala.

Stakeholders

The primary stakeholders were:

1. Habitants of Pettimudi district
2. Local Police
3. Local Administration
4. Rescue teams
5. Medical teams
6. Volunteers

Current Status

This was a short term - need based project where the actual rescue operation lasts for about 17 days and some follow up actions for few more days. The project is no longer in force.

Financial Implications

No separate financial allocation was sought by the state police for this project, except that the stakeholders like local administration, medical teams and police used their funds to support mobilization and rescue.

संवेदना: बाढ़ आपदा नियंत्रण एवं रहत कार्य

Chhattisgarh

Due to heavy rains in Raigarh district, Chhattisgarh in the month of August 2020, a massive flood occurred in Mahanadi and Kelo rivers in the last week of August. In the coastal areas of Mahanadi, especially in Pusaur, Sarangarh, Kosir and Saria areas, many villages were severely flooded, leaving thousands of villagers trapped in the water from all sides. In order to save the people trapped in the flood-affected villages and to take them to the relief camps, police, home guards and local administration led rescue operations. Thousands of villagers that were trapped in the flood-affected villages of their respective areas were taken to the relief camp by the rescue teams having police personnel. Due to the quick response of police, no incident of loss of life occurred in the said disaster. After this, under the direction of Superintendent of Police, Santosh Kumar Singh, a community policing initiative, namely, Samvedana (meaning Sensitivity or Empathetic responsiveness) was launched to provide life-useful essential materials to the flood affected villagers.

Objectives

Samvedana campaign strives to provide instant reliefs to people without waiting any other agency as well as provide materials to re-build their destroyed homes by the natural calamity. The police department along with NGOs distribute donate food items, medicines and other life-useful items to flood affected victims that were voluntarily donated by the citizens.

Key benefits to the public and the government

Relief materials were distributed to 768 floods affected families from the police stations of Pusaur, Saria, Sarangarh and Kosir areas, in collaboration with various social organizations, clubs, religious institutions and general public of Raigarh district.

For those who could not come at the police stations were provided life-useful materials to their residence. The flood affected families were provided- Tarpaulin, Bamboo sticks, Elvester Tin Shed, Cement bags, Clothes (Blanket, Mat, Lungi, Dhoti, Gamchha, Sarees, clothes for children, readymade clothes), Utensils, Mosquito nets, Mattresses, Buckets, Mugs, emergency lights, slippers, soap, surf and other life-use and rehabilitation materials were distributed.

Additionally, relief materials were safely transported to their villages in vehicles. Few news published/paper cuttings regarding distribution of life-useful material to the villagers is being sent.

Stakeholders

The primary stakeholders in this initiative were:

1. The police force of Raigarh and Chhattisgarh
2. SDRF teams
3. General public

Procedural / Administrative / Legislative changes

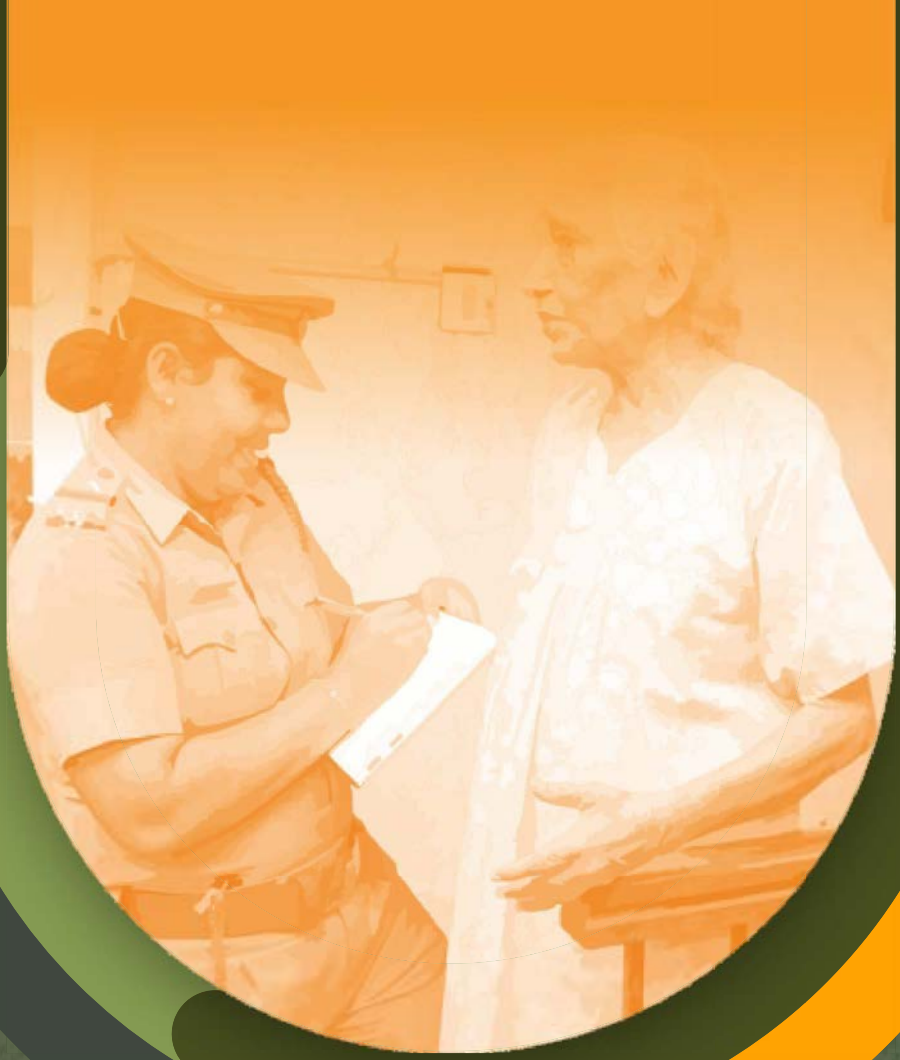
In order to provide ration materials, medicines, clothes and other essential items to the villagers who have been shifted from flood affected areas to safe places/relief camps, the Raigarh police started the Samvedana campaign with help of the public. Many public representatives of the district, members of print and electronic media, heads of institutions, and distinguished people enthusiastically supported this campaign. After getting the information about the people trapped in the floods, thousands of citizens of hundreds of villages of the flood affected areas were rescued and transported to safe relief camps by arranging even private boats to prevent any loss of life. No untoward incident occurred. Due to the enthusiasm of common citizens and social organizations and their active participation in the said campaign, the flood affected villagers were provided with essential items that they needed. Police personnel of the district also donated food items and facilitated the distribution of water pouches and masks in the relief camps.

Current Status

On the successful completion of Samvedana, the families who received relief material from the distribution centres expressed their gratitude by thanking the Raigarh Police for their generous aid. The said campaign was highly appreciated by the electronic and print media. Presently, the people of the flood affected families are living safely in their homes as before.

Financial Implications

Relief materials were assembled from the voluntary support and contribution from public, organizations and the police staff of the district.



7
Elderly Safety



SAMARPAN

Chhattisgarh

The Samarpan initiative commenced as an intervention to curb the rising crimes against the elderly, particularly in cities such as Raipur, Durg, and Bilaspur. Samarpan also serves as an asset in expanding and strengthening community policing and became a medium to connect the police with the elderly. Senior citizens are often prone to isolation, familial problems, loneliness, issues in receiving benefits, etc. Samarpan strives to resolve these issues by facilitating aid by the means of medical, family counselling, pension cards, ration cards, Aadhaar Card or any other service that the elderly may require. At the thana level, registration forms were made available for the elderly with the following eligibility criteria - Above 60 years of age - Either living alone or with spouse - Those abandoned/ ostracized or in need of help / care - Facing threat to life.

Police received nearly 4500 applications who were now called "Samarpan Sadasya" (members of Samarpan). Various mechanism was instituted in order to ensure well - being of the sadasyas. These forms were collected through:

a. A proforma provided at every thana

b. A separate email ID

c. A dedicated WhatsApp number - 94791-91536 (Samarpan Number)

d. Toll Free Helpline - 1800-180-1253 was established.

To further aid the implementation of this initiative, following measures were taken:

1. A Gazetted Police Officer has been made as the nodal officer at the district level for Samarpan.
2. A 24 X 7 Senior Citizen Helpdesk has been established at every thana.
3. A Google Form was floated to all the members and released to the general public to register complaints related to elderly. The registration can also be made through social media channels of the Police.
4. A WhatsApp group of various NGOs and Civil Society Organizations was created to act as referral agencies for rehabilitation, rescue and any other help that may need to be provided to the elderly.
5. Samarpan Samvad- Dedicated officers at PHQ make calls to 10 citizens every day to ask on their health, well-being and to enquire if any services may be needed (like counselling, medical help, etc).
6. An excel sheet is maintained in the background in order to monitor every case.

Objectives

1. To sensitize the police to the needs of the old people.
2. To ensure requisite urgency and priority is provided to cases pertaining to elderly.
3. To provide doorstep services and home visits by the investigators and officers by the elderly.
4. Counselling services to be provided at the thana level for resolving familial disputes.
5. Issuing Samarpan Sadasya Card to eligible applicants for availing various benefits.

Key benefits to the public and the government

Stakeholders

1. The Chhattisgarh Police
2. The elderly population of the state
3. NGOs involved in aiding the implementation of Samarpan

Procedural / Administrative / Legislative changes

1. Reactivation of the Senior Citizen Cell in order to give it a more active role in roll out of the initiative.
2. Designation of Nodal Officers at District and thana level.
3. Designation of Officers at PHQ level to undertake Samarpan Samvad on an everyday basis.
4. Google Sheet to monitor resolution of complaints on a monthly basis

Current Status

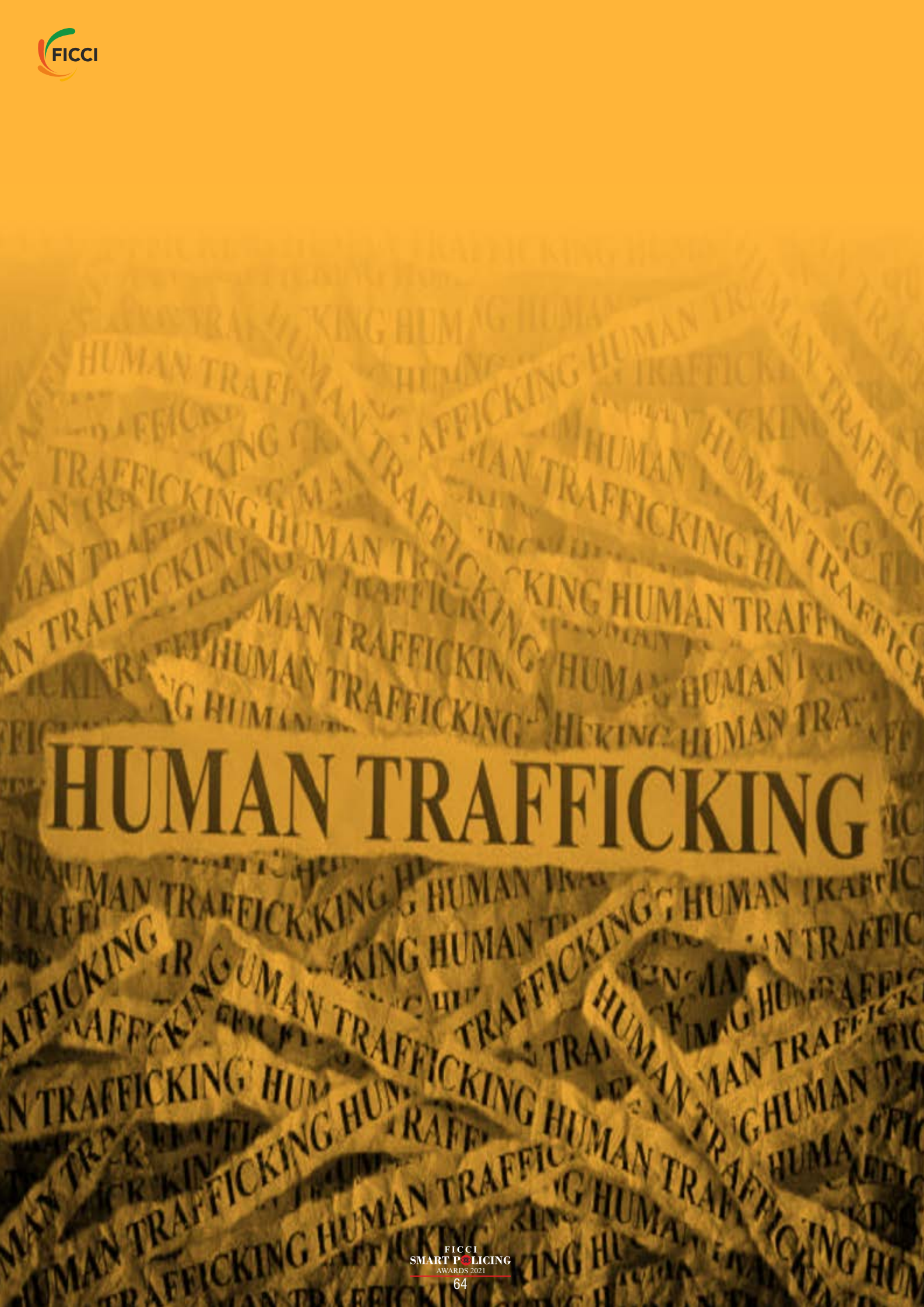
With the resounding success received in Raipur, Durg, Bilaspur, Raigarh and Rajnandgaon, the program has been extended to all 29 districts in the State of Chhattisgarh. By November 2021, there were 74 complaints received from the elderly, out of which 64 have been addressed. The issues reported were mainly of isolation and neglect and mostly required counselling to resolve issues with children. Counsellors were arranged through local NGOs. Police officers regularly visit these elder people to ensure their well-being.

Financial Implications

No additional cost has been incurred to undertake Samarpan Initiative. Existing machinery has been re-deployed and re-structured. Many NGOs voluntarily engaged with the police in this initiative.



8
Human Trafficking


HUMAN TRAFFICKING

CHILD SAFETY AND HUMAN TRAFFICKING

Delhi

Statistics reflect that there has been a startling increase in the kidnapping of girls of minor and major ages. In many of the cases, these children switched off their mobiles and left their homes without informing anybody. As there were no contact details or any trace of any related information, most of these cases are shut due to definite dead-ends. The new laws hinder the police from taking penetrative action against these kids.

In light of this situation, the Anti Human trafficking unit of the crime branch, Delhi, being the nodal agency of trafficking matters in Delhi, used to contact the close relatives, friends and neighbours to trace the kidnapped/ missing children. Failure in locating the children led to the filing of Habeas Corpus petitions in the honourable division bench of the High Court Delhi by the parents of the missing children. Honourable High Court Delhi has directed Delhi police for tracing the restoring the kidnapped, runaway, eloped minor children to the parents, and mostly cases are marked to Anti Human Trafficking Unit Crime Branch of Delhi police to work out these cases.

Objectives:

- Creating awareness would lessen the number of victims falling prey to Human trafficker
- Encourage people to report such incidents to the local Police
- Reduce cases of trafficking
- Rescue trafficked citizens which are largely children and young women
- Develop trust on police by crating frequent communication medium & dialogue platform with school children and young working women
- Create fear in the mind of traffickers

This initiative resolves around the passion and dedication of a lady Constable, Ms Sukanya, posted at AHTU/Crime Branch who has been the part of various operations i.e. Operation MILAP - I and II etc. related to child & women safety and anti-human trafficking wherein several minor children have been traced. Her work facilitated the recovery of more than 500 victims, from Delhi as well as various parts of India.

Key benefits to Public & Government

- Quick registration of abduction cases and action
- Significant increase in the number recovered children and women who were reported missing at various parts of the country
- Increased awareness amongst masses, especially children and women on Dos & Don't to avoid such incidents
- The successes have also produced intangible benefits by improving the image and standing of the State in terms of handling Human trafficking issues. Further, this has also helped build lots of confidence among victims apart from gaining trust of the public at large.
- Human trafficking gangs are also involved in other crimes like drug trafficking, arms trafficking etc. Concerted action against them has sanitising effect on the other connected crimes as well.

Key Stakeholders

- Delhi Police
- Anti-human trafficking unit
- Trafficked children and women and their families
- Child welfare and rehabilitation groups
- Remand homes
- Self help groups
- Volunteers

Current Status

This is an ongoing initiative which has been running under the esteemed leadership and mission of Delhi Police to reduce human trafficking and related crimes. The efforts have been quite successful so far in terms of prosecuting criminals and getting them convicted through the court of law.

BASATA - WE CARE WE SERVE

West Godavari, Andhra Pradesh

Batata as an initiative strives to ensure the safety, security and wellbeing of migrants and their families who reside in West Godavari district. This project focuses on women who are migrating to gulf countries for the sake of better livelihood but are getting conned by illegal agents and mediators leading to physical and mental harassment of migrant workers in a foreign country. Also, this project undertakes the responsibility of the care and well-being of children of migrant families who are increasingly becoming victims of sexual exploitation.

To provide aid to the victims, West Godavari Police have harnessed the usage of information technology and social media by establishing WhatsApp groups and email addresses for digital communication and started Facebook and Instagram accounts for sharing information, knowledge and experiences. Additionally, care is provided to the family members of the victims left behind in the state, particularly children.

Objectives

- To have database of all agents, legal as well as illegal.
- To compile a database of all people who migrate to Gulf countries inclusive of their family details particularly their children.
- To build a platform for gulf families to interact with their children.
- To provide free access to police to ensure any complaints are immediately and easily registered.
- To garner awareness of future prospective gulf immigrants, gain an understanding of the opportunities provided by the gulf for these migrants and their potential living conditions there.

Key benefits to public and the government

1. The three key pillars of Basata initiative are "Aware, Empower and Emancipate" which entails informing the prospective migrants about the rules and regulations to empower them with accurate knowledge that would free them from traps and schemes of illegal agents.
2. By providing relevant information about respective working conditions abroad, it enables the migrants to adopt a healthy lifestyle and cultivate financial discipline.
3. Children are provided a safe social environment that protects them from harassment of any kind.
4. Through BASATA children of gulf migrants are able to share their problems fearlessly and receive physical and emotional support from Mahila Police and Local Police.
5. Migrants who are facing problems at workplaces are able to inform through social media and avail timely support from Superintendent of Police West Godavari.
6. Migrants are protected from unscrupulous and un-licensed gulf agents.

Stakeholders

- Prospective and actual migrants
- Their families

- Women & Child Welfare department
- Police Department

Procedural/Administrative / Legislative changes

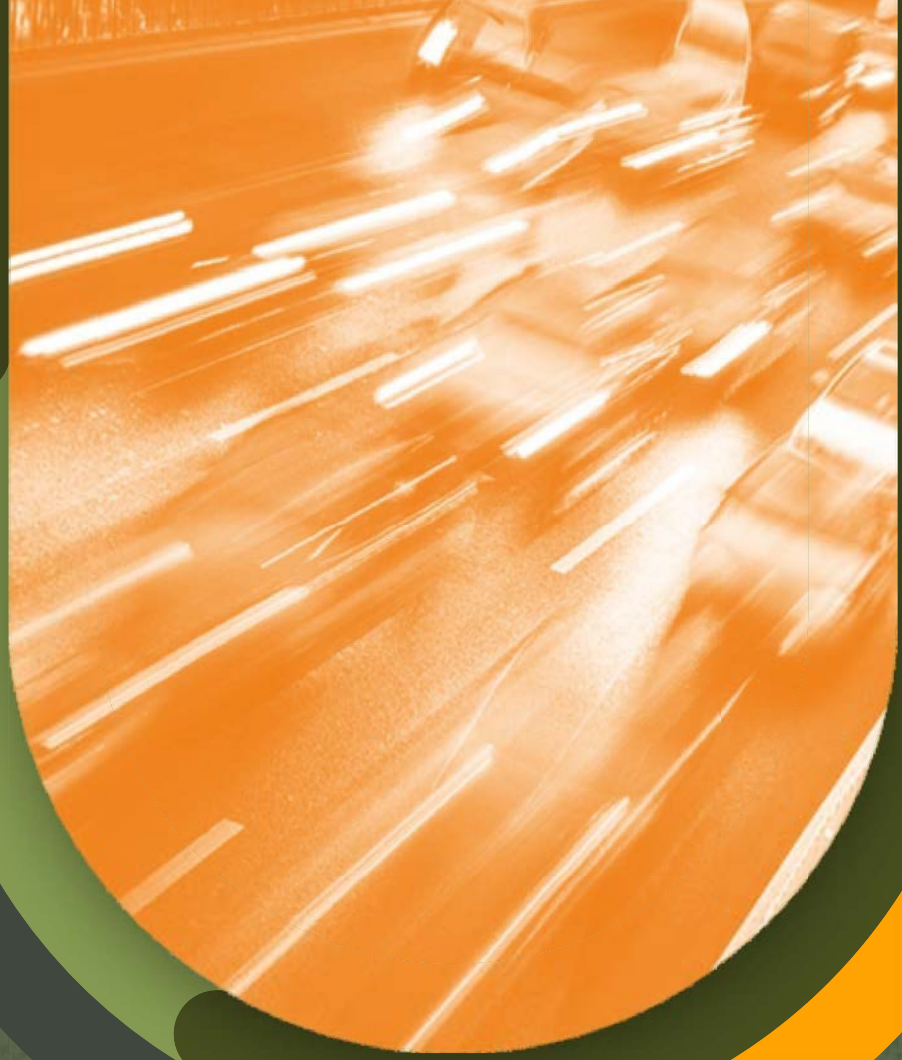
- Employing Mahila Police to ensure that each and every house is properly surveyed, and relevant details are captured. At village level, Mahila Police are monitoring the guardianship of children.
- Awareness campaigns are run for guardians to ensure that children are not harassed or abused.
- WhatsApp groups are formed in order to build connection amongst migrants travelling abroad and provide guidance in the event of any difficulty.
- Establish a platform for the migrants as well as their respective families in the state to convey their grievances so that they can be addressed.
- To capture illegal agents so that their activities can be eliminated.

Current Status

Till now 12,231 immigrants of Narasapur subdivision are covered, and people from other subdivisions are also being covered in next phase. Moreover, continuous monitoring of these people is being done by ground level teams.

Financial Implications

An expenditure of Rs 10 lakhs has been incurred for arranging meeting, establishing camps and platforms for sharing grievances.



9

Road Safety & Traffic Management



CENTRALIZED VEHICLE TOWING MANAGEMENT SYSTEM

Gurugram, Haryana

The initiative involved systematizing the towing operations undertaken by Gurugram Traffic Police to remove illegally parked vehicles from the roads. It involved creation of a centralized towing management system backed by a robust IT based backbone and managed through a Traffic Control Room. The towing constables were provided with a Geo-enabled app which captures the GPS location of the spot of towing. Before towing, a photograph of the vehicle to be towed is taken and uploaded on the app.

The towed vehicle is parked at pre-designated parking spots assigned by the app. Real-time updates are generated at the Traffic Control Room detailing the exact towing locations, and where the towed vehicles are parked etc. Citizens can call to check whether their vehicle has been towed and also know about the location from where they can pick their towed vehicle.

The operator at the Traffic Control Room enters the vehicle number in the system and the system immediately generates the results. Payment from the owners of the towed vehicle is also collected using the app after an OTP based confirmation. Daily towing report is generated by Traffic control room to ascertain the work done by each towing crane.

Objective

This system was incepted to provide a robust and transparent towing system that minimizes discretion of traffic police and other stakeholders and facilitates evidence-based towing which can be monitored from a centralized location.

Key benefits to the public and the government

1. The system facilitates evidence to be provided for the towing that occurs by the traffic police, as it captures photographs of the vehicle before it is towed. Copies of photographs can be provided to the complainants to prove/disprove their allegations.
2. As people visit the parking areas to pay the penalty for getting their vehicles released, they provide their phone numbers which are entered in the system after an OTP based authentication. As around 200 vehicles are towed every day, the system led to the creation of a parallel database of phone numbers of vehicle owners in Gurugram to supplement the Transport Department database. The database is useful while issuing traffic alerts and SMS based challans.
3. As an entry gets generated in the system as soon as the vehicle is towed, no one has the discretion to release the vehicle without paying the penalty. This results in transparency in towing operations and abolishes preferential treatment being meted out to anyone in the city.
4. As the system generates customized MIS, senior officers can check while sitting in their offices whether towing operations are being undertaken on the designated roads or not. Crane-wise performance can also be monitored.

Stakeholders

1. GIS division of the Gurugram Metropolitan Development Authority (GMDA).
2. Private contractors for manpower and towing operations
3. Gurugram Traffic Police

Procedural/Administrative / Legislative chagnes

The initiative involved procedural changes in the towing protocol adopted by the Gurugram Traffic Police. Administrative and legislative changes were not needed.

Current Status

The system is still operational in Gurugram and owing to its huge success, is being replicated in Faridabad too.

Financial Implications

The system is self-financed from the towing penalty collected from offenders. The implementation involved no extra cost to the government exchequer, rather it acted as a revenue generator.

UTTARAKHAND TRAFFIC EYES APP

Uttarakhand

Uttarakhand Police envisioned to develop an android mobile application using modern technology with the cooperation of the public to act against the violators of traffic rules, who violate the law publicly and escape without any legal action. Uttarakhand traffic eyes app launched in February 2020 by honourable Chief Minister of Uttarakhand. Any law-abiding citizen who has an android mobile can be a user of this app and co-operate the police to enforce traffic rules. With the help of this application, violation of Motor Vehicle Act.

The photo or minimum 30 seconds video clip along with visible registration number plate of the vehicle of the Traffic violator must be uploaded by user. There are two versions of this app, first is app version which is for public users and second one is web version for Police enforcement officers/Offices/directorate.

Objectives

1. Ensuring strict compliance of traffic laws and rules
2. To get cooperation of the general public in compliance with the traffic rules
3. To make the general public aware of traffic rules and road safety
4. Getting the cooperation of the public in the process of enforcement.

Key benefits to the public and the government

1. With this app, the general public gets an opportunity to give their contribution in society, ensure compliance of traffic rules and accident free.
2. The tendency of the drivers to follow the traffic rules will increase and due to this sense of social responsibility will increased as well.
3. Accidents will reduce due to awareness.
4. A sense of social responsibility is developed.
5. Revenue is generated from challans.

Stakeholders

1. General public
2. Police Department

Procedural/Administrative / Legislative changes

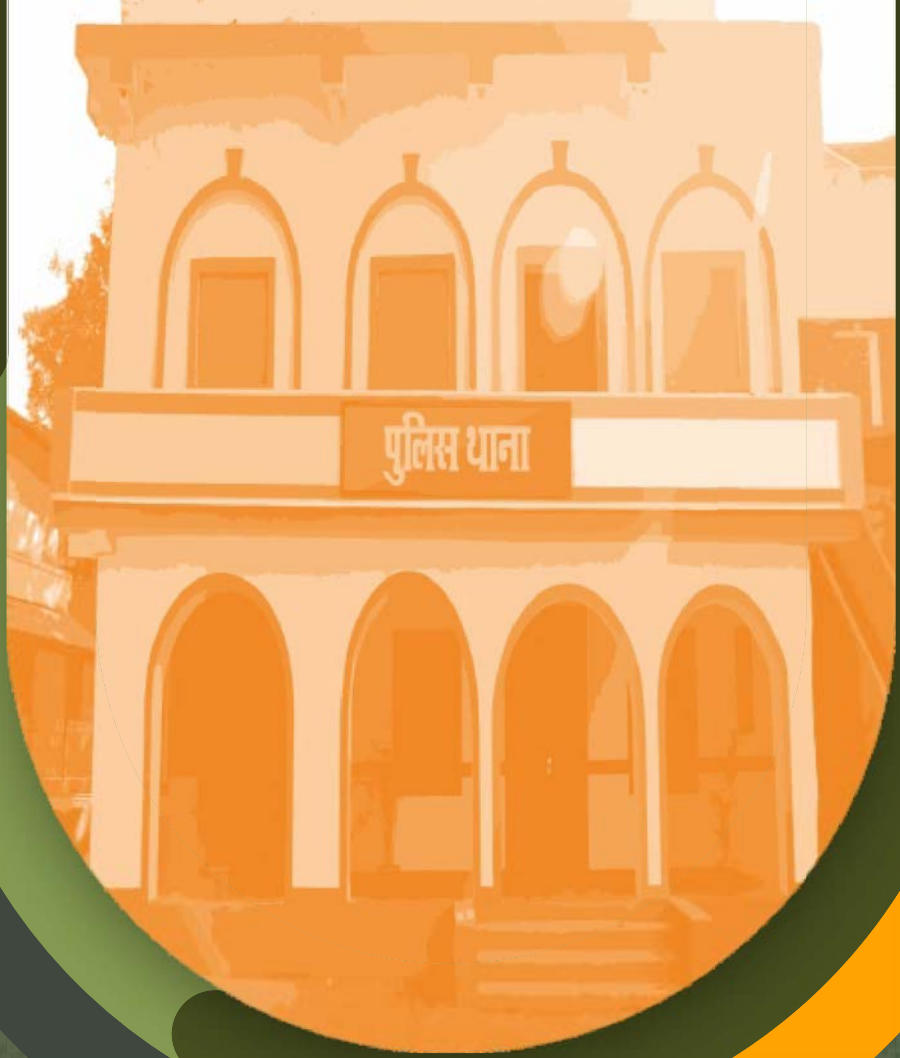
No administrative/legal/executive changes have been to made implement this initiative.

Current Status

It is functioning in entire state. More than 10000 users have downloaded the application in Uttarakhand till now. From the date of the launch, 40942 complaints have been received in the app and more than 3800 challans have been disposed of. More than 25 lakhs rupees are collected as compounding fee from violators through Uttarakhand traffic eyes app. A copy of challan generated through this app is attached for reference.

Financial Implications

There is a maintenance fee of Rs 25,000/- annual fee.



10
Smart Police Station



POLICE STATION LAKADGANJ NAGPUR CITY

Nagpur, Maharashtra

Lakadganj Police Station has been established in a new building constructed in 2019. It is categorized as a smart police station and is equipped with the following facilities:

Space Management / Allocation	Services / Facilities
» Visitors parking space in front of police station for 2/4 wheelers » Sr. PI Room with Rest Room » Crime PI Room with Rest Room attached » Writer Room / Inward outward Room » Pantry Room with all facilities » Muddemal room with digitalize App » Wireless / Duty Room » Emergency Meeting Hall » Crime / MOB Desk with Record Room » Cashier Room » Detection Desk Room » Officer's Investigation Room » Duty Officer desk » Enquiry Room » Rest rooms (Gents & Ladies) » 4 Lockups	» Special and Modern parking » Mask and sanitizer stand available for visitors and complainers » Welcome Desk » Station / CCTNS Surveillance System 24x 7 » Modern Garden with Library » Passport and Separate verification Department » Conference hall with Projector and Mike System » Each floor cleaned 3 times a day » Fire safety facility with all Equipment's » Lift facilities available for Common Person » Photocopy Facilities » Visitors Waiting premises

Objective

A smart police station is equipped with the best facilities a police station can offer to provide optimum safety and security to its citizens by way of integrating the best possible resources and technology available.

Key benefits to the public and the government

The most optimum use of technology and resources enables the police force to widen its reach and communication amongst the citizens and is able to provide the best possible security and safety to them.

Stakeholders

1. The Lakadganj Police Force
2. The citizens of Lakadganj

Procedural/Administrative/Legislative Changes

The Lakadganj police have particularly ensured tight security around the red-light area. They have provided a separate police manpower and patrolling in order to prevent any immoral occurrences. There is also a home drop scheme for the women and girls who aren't able to avail any transportation for home. Ladies are requested to call the emergency number of Nagpur Police 100, or Women help line number 1091 for help. Immediately, after receiving call nearest patrolling vehicle will attend to her and drop her home. Additionally, there is an arrangement for deployment of women police at night.

Current Status

Initially, due to the panic and fearful atmosphere, there were many calls received and were responded to within time. However, nowadays the initiative is in place but rarely is there any emergency call in Lakadganj area for request for home drop.



11
Surveillance & Monitoring



DRONE MONITORING SYSTEM

West Bengal

The drone monitoring system was implemented in the entire 127-Gosaba Assembly Constituency during the Assembly elections 2021. A total of nine drones were used simultaneously in the nine inhabited islands of Sundarbans which constitutes the assembly constituency. The drone monitoring system enhanced the maintaining of a sharp vigil over the sensitive areas where there had been several incidents during the pre-poll phase. On the polling day, not a single incident happened in the entire assembly constituency. The voting percentage of 127-Gosaba Assembly Constituency was at an all-time high of 85.01 %. The system was so successfully implemented that this Drone Monitoring System has been included in the Micro Mission, National Police Mission of BPR&D.

Objective

The objective was to conduct a free, fair and a peaceful election process and ensure on the polling day, not a single incident occurs in the entire assembly constituency.

Key benefits to the public and the government

A total of nine drones were used to strategically cover all the nine riverine islands. The flight was controlled from nine pre-identified strategic locations in the different islands. Maximum distance achieved between the controller and the drone was seven kilometres. The drones flew at a maximum altitude of six thousand meters above the sea level. At a stretch, the drones flew up to thirty minutes. The footage captured was uploaded simultaneously to the secured cloud server. This was viewed at the control room (or any location for that matter) having a desktop with a proper internet connection. A local officer (Police person) was assigned to each of the nine handlers to guide and to send the drone to a particular place of interest. The 127-AC Gosaba had been strategically divided into nine island grids. The nine grids covered all the sensitive booths of the 127- AC Gosaba. One drone was dedicated to each of the grids respectively. The feed of the location was uploaded in the cloud and was seen in the district control room. This helped in better supervision, prompt action and recording of the exact incident for later evidence. Above all the drone monitoring system brought a transparency in the system.

Stakeholders

1. The personnel who were deployed as drone handlers.
2. The police personnel who were attached to the handlers.
3. Most importantly the public for which it was a totally new initiative.
4. The election functionaries who were keeping a watch on this monitoring system.

Procedural/Administrative / Legislative changes

This is probably for the first time in elections in India that an entire assembly constituency was covered through the drone monitoring system. Permission was taken by the District Police from the Election Commission for the project and hence it was implemented successfully.

Current Status

In the follow up to the successful implementation, the drone monitoring system has been added in the Micro Mission, National Police Mission of BPR&D. This project is being taken forward to analyse where the drones or a set of drones with a remote cloud server can be used in policing. In my current stint, we are using drone surveillance to eradicate illegal poppy cultivation in our district.

Financial Implications

The total cost estimates for the entire project was Rs. 5,65,000



12
Training & Capacity Building



CYBER MITAAN

Chhattisgarh

A strong need was felt for intensive and effective mass awareness campaign against tele frauds and cyber frauds. With all such frauds originating from far off areas and limited resources at disposal of district police, detection of such frauds and arrests of fraudsters prove to be difficult task. A time bound intensive awareness campaign was conceptualized. Focus was on (a) creating useful, easy to understand and interesting awareness material and short movies, (b) engaging different sections of community and business associations, (c) careful selection and effective training of volunteers so that even later they can be useful to community in this field, (d) extensive use of social media.

Cyber Mitaan (in Chhattisgarhi dialect, Mitaan means friend) was conceptualized in August 2020. We formed a lead core team to plan and monitor the initiative. Below which, each police station had a Cyber Mitaan nodal officer. Each Cyber Leader was allocated an area of 2 to 4 villages/ward as area of his responsibility.

Along with being an awareness campaign, Cyber MItaan is basically a community policing initiative. The campaign involved selection of willing and able persons from the local community who were trained in the basics of prevalent cyber frauds and then they spread the message among the community. With their involvement only we were able to reach out such a large population. In the process, we were able to enhance our capacity to fight against cyber frauds with better orientation of policemen and volunteers in this regard.

The campaign was covered widely by print and electronic media, FM and social media. General public, academicians, public representatives everybody appreciated the initiative. The campaign was recognized by India Book of records, World Book of Records UK and Golden Book of World Records.

Objectives

The objective of this campaign was to make people of Bilaspur aware of the dynamics of cybercrime and thereby prevent them from becoming victims of tele-frauds and cyber frauds.

Key benefits to the public and the government

For public, it is beneficial to them as with little precaution, they can save themselves from falling into trap of fraudsters and prevent their financial losses and prevent from hassles of legal processes.

It will save the police force time, energy and manpower which they can utilize for fighting other crimes.

Stakeholders

1. Policemen: A core team of policemen was formed to prepare awareness and training material, to monitor the progress and implementation and to supervise.
2. NGOs and public-spirited volunteers: They were designated as Cyber Leaders and Cyber Rakshaks. They were trained to carry out the awareness programs.
3. Business and commercial associations: They were involved to spread awareness among people of business communities.
4. Bankers: Bankers have important role to play in prevention of tele-frauds and cyber frauds.

Current Status

Awareness programs at police station level are being conducted from time to time, using awareness material developed for Cyber Mitaan. Social media platform is also being continuously used by Bilaspur Police to make people aware of cyber frauds.

Financial Implications

Expenditure was not much, and required material was sponsored/donated willingly by Banks, PSUs and several volunteers.

MINDFUL LIFE MANAGEMENT (MLM) FOR POLICE

Police Training Collage, Thiruvananthapuram, Kerala

Police personnel are subjected to several distinct occupational stresses which impact their mental health and their work performance negatively. An individual's experience of stress depends upon numerous aspects related to personality, environment, socio cultural situation, and several contextual factors. Occupational stress is a matter of concern in the current scenario. Occupational stress results in disruption of the psychological as well as physiological homeostasis of the individual, leading to deviant functioning in the working environment. Occupational stress is commonly perceived among all police personnel, but the major attributes of stress in various groups were diverse.

Mindful life management helps people to set relief from stressors, attains life skills, improve quality of life of people belonging to all walks of life. So Mindful Life Management programme and the project is very effective in improving social and professional life especially to the Police personnel.

Objective

The objective of this initiative is to address the tremendous occupational pressure among police personnel through a stress management program.

Key benefits to the public and the government

The benefits of mindfulness radiate out from being healthier, calmer and fitter to have a set of highly effective lifestyle skills that make every aspect of our everyday life more rewarding. Enhancing the mental capacity of the police force and alleviating their stress would enable them to function at their best productivity levels, thereby benefiting the society and keeping everyone safe and secure.

Stakeholders

1. Police department
2. Education Department
3. The Public

Procedural/Administrative / Legislative changes

Mindful Life Management is includes in the police training program for both basic training and in-service course.

Current Status

Training has been given to the trainees in various basic training centres of Kerala police for giving Mindful Life Management to the police officials at the grass root level. The trainers imparted training in different districts in Kerala and the most important was the training given to Kerala Anti-Terrorist Squad (KATS). Mindfulness Body Scan meditation helps the cops to overcome body pain and other mental problems. Mindful Life Management Training is being given to Janamaithry Police officers, Home Guards and other senior Police officers.

Financial Implications

Total cost for a batch (30 participants) is Rs. 48600/-each batch.



13
Women Safety



JHAGDA-NATRA MUKT RAJGARH

Madhya Pradesh

Jhagda - Natra is an age-old practice prevalent in Rajgarh and its bordering districts of MP and Rajasthan. The area was until recently devoid of irrigation and industries. Most people are involved in manual labour and travel to neighbouring districts of Madhya Pradesh, Rajasthan and Gujarat in search of employment. People are strongly divided on caste lines - dominant castes include Dangi, Sondhiya, Tanwar and Gurjar.

Children are either married or engaged as soon as they are born or at very tender ages. When these children grow up they are not willing to spend the rest of their lives together for reasons like:

1. Difference in physical and mental capabilities
2. Difference in education/employment
3. They have fallen in love with someone else.

In such cases, the bride's family starts looking for a new alliance. The groom's family then starts demanding hefty amount of cash from the bride's family as settlement amount. If the bride's family does not make that payment the members of the groom's family cause loss to the village of the bride's family.

Villagers in turn pressurize the bride and her family to pay the "Jhagda" amount to avoid further loss. The losses can be caused by setting fire to harvested crop, releasing animals in the fiOelds with standing crop, or sending group of armed hostiles to cut the crop before it ripens. This in local language is termed as 'Jhagda'. The settlement amount can be anything between 5 lakhs to 40 lakhs. Finally, the bride's family has to succumb to the pressure and to arrange this Jhagda money marries the girl to the highest 'bidder' (remarriage is known as' Natra').

Thus, the whole system leads to a self-reinforcing vicious cycle in which the girl moves from one family to another in exchange for bride price. Jhagda-Natra Mukt Rajgarh campaign was started in 2019. 1 DSP rank officer, 7 lady sub inspectors and 90 Lady constables were the part of the core team for the whole campaign. Each thana was well equipped with a separate 'Urja Desk' (also called as Mahila desk to deal with these complaints. Urja desk coordinates with other departments to ensure final redressal of each complaint and rehabilitation of the victims.

Objective

To emancipate the practice of Jhagda-Natra in Rajgarh and provide a safe, healthy environment to women and enable them to exercise their choice. Additionally, ensure rehabilitation of women that are suffering due to the evils of this practice.

Key benefits to the public and the government

1. Reduction in loss to agriculture/village property.
2. Substantial reduction in loss to property especially agriculture as incidents of causing arson, mischief by fire has reduced consistently over the last two years. No loss of human life: No suicide case has been reported due to Jhagda this year. Women employment: Rajgarh has almost 10,000 registered women Self Help Groups with almost 1.4 lakh women employed in various sectors.
3. Exploiting this advantage, some of the women were trained in Banking sector and have successfully been employed as Banking Correspondents/Kiosk owners. A few women have also been employed by toll booth operators in Rajgarh and Biaora.

4. Women Education: Women and child department was able to renovate an old building and turn it into a hostel for women who wanted to study further. This 50-bed hostel is being maintained by WCD and all occupants are pursuing their further studies.

Stakeholders

1. Judiciary: Since Jhagda Natra is an area specific problem and there are no special laws to deal with it till date, the judiciary had a very important role. Under the leadership of the then District Judge a district level meeting was held with the judicial officers to understand the provisions available in the law to help women in need.
2. DALSA: District legal services aid was also roped to provide free legal aid to the women suffering from the malice of this practice.
3. District Prosecution Officers
4. Public representative / Representatives from Castes
5. Department of Women and child welfare
6. Department of Tribal welfare
7. Zila panchayat
8. Police

Procedural/Administrative / Legislative changes

1. Separate Mahila desk at all police stations to deal with problems related to Jhagda Natra. This desk would maintain a register of complaints received and other details for proper follow up.
2. Registration of FIR under relevant sections-Although no specific section exists for Jhagda and Natra related complaints but Investigating officers have been trained to register FIR u/s 384, 387, 435, 436 of IPC to initiate criminal action.
3. FIR to be charge sheeted in less than 15 days as far as possible.
4. Prosecution wing officers to be consulted at each stage of investigation to ensure conviction.
5. Forensic officer to ensure collection of scientific evidence from the scene of crime to strengthen the case and ensure conviction.

Current Status

In the last three years there are two major trends that have been noticed since the launch of Jhagda-Natra Mukt Rajgarh initiative.

1. Reduction in incidents of fire, mischief and damage: It has been observed that there has been a considerable reduction in the number of incidents of arson and plunder over the past two years. This indicates that those who were involved in this practice now fear legal action and thus economic loss to families and villages has reduced considerably.
2. Increase in awareness/confidence amongst women The primary aim of the initiative was to bring women to the forefront and ensure that they are able to raise their voice against this harassment. In 2021, number of complaints and number of FIRs has increased substantially, whereas the number of actual incidents has reduced considerably. This indicated that families who were long harassed by this malpractice have finally gathered the courage to report harassment before any untoward incident takes place.

Financial Implications

The initiative has been implemented without any major financial implication on the state.

FACILITATION PROGRAM FOR WOMEN PEDDLING LIQUOR ILLICITLY TO RE-NAVIGATE THEM TOWARDS ALTERNATIVE EMPLOYMENT

Meghalaya

This initiative seeks to rehabilitate and re-navigate women involved in selling liquor illicitly on the streets of Shillong into legal, stable and skill-based businesses that ensure their safety, security and a sustainable income.

During the Covid lockdown, the business of illegal bootlegging saw a sharp rise as the legal liquor stores were shut. Along with this trend, crimes against women and harassment complaints rose, as did the number of vice raids by police officers. However, the women peddling liquor on the streets did not leave the area as this was their solesource of income. An investigation revealed that majority of the women bootleggers were single mothers with families dependent on them for income. This meant these women would leave this business only they were able to transition into a livelihood that is sustainable for them.

These insights led to the inception of a program that aspired to aid these women in the transition of a more viable and valuable livelihood. The implementation strategy operated on a multi-pronged approach that required the reach and participation of various department and community.

1. Confidence building measures by visiting women in the area of bootlegging and offering help.
2. Interaction cum facilitation program of the women with experts from clinical psychology, micro finance, rural banks, small finance banks, skill development etc.
3. Offering skill development programs with stipend and post training support.
4. Providing access to schemes such as the PM Employment Generation Program, Jan Dhan Yojana, AADHAR etc.
5. Bridging the gap between the women and the NGOs / social entrepreneurs so as to help the former set up micro and small businesses.
6. Garnering the support of local headmen, leaders of mother's organization and leaders of youth organization in encouraging and aiding the transition of women out of the illicit business.

Objectives

1. To introduce the women in this business to skilling programs, banking and subsidized loan options and micro finance.
2. To provide women with necessary resource they would need to transition out of this business and build trust with them for the government via holding regular counselling sessions to provide them with adequate guidance and resources for their needs.
3. To ensure the safety of the city by eradicating this business which posed as a public hazard and in effect reducing assaults, and crime.

Key benefits to the public and the government

1. Increase in enrolment of Aadhar program and the Jan Dhan program.
2. Training and capacity building of the targeted women.
3. In the long run, the initiative would shift more people into the formal sector.
4. Increase in education and future prospects for the children whose mothers are currently engaged in this business.
5. Increase in safety and security in the city.
6. Prevention of public health hazard.

Stakeholders

1. The women working in this business.
2. The Directorate of Social Welfare, Meghalaya.
3. Meghalaya State resource centre for women.
4. NABARD.
5. NE Small Finance Bank.
6. Meghalaya Rural Bank.
7. NGOs including North-East Network.
8. Mahatma Gandhi National Fellowship of IIM Bangalore.
9. Office of Superintendent of Police, East Khasi Hills.

Procedural/Administrative / Legislative changes

Confidence building measures were required to initiate interaction with the women as they did not trust that the police department was there to help them. Trust was built by providing them with resources and offerings of their requirement to ensure that this aid was a genuine measure, not with the intent to capture and imprison them.

To ease the process of transitioning out of this livelihood, financial support was provided to them, along with skill development programs that would aid in setting up new business until the business turns profitable.

Current Status

The counselling and circulation of information regarding banking, micro finance and loan facilities has been initiated. Several women have shifted out this business. The skill development programs in food processing, fast food processing, car washing, bakery and tailoring have commenced since mid-November.



14
Other Policing Initiative





ONLINE VIGILANCE CLEARANCE PORTAL

Jammu & Kashmir

Vigilance Clearance for Government Employees for their promotions, induction, retirement, no objection certificate for applying for Passport etc. is mandated to check whether an employee is involved in any misconduct or criminal offence like demand/ acceptance of illegal gratification, possession of disproportionate assets, forgery, cheating, abuse of official position etc. Previously, it took months for vigilance clearance to be issued as the file was to be routed from different departments. This resulted in delay in promotions, non-settlement of pension etc. of the public servants.

To overcome these issues a strong and robust system was required for timely vigilance clearances. The idea of online vigilance clearance was conceived to address this problem. The system has been developed to simplify the process for seeking no objection certificate and vigilance clearance in a time-bound, efficient and transparent manner.

Moreover, the concerned departments and their employees are also able to track the status of their clearance with this online system. The inordinate delay caused by the physical movement of files and letters are also disposed with the functional of this application. With the present system there is no need to send letters or files to any department for vigilance clearance, as it is paper-less. Once the concerned department applies for vigilance clearance in favour of any employee, the process moves very fast with the touch of a button.

Objectives

- The main goal of launching Vigilance Clearance Portal is to improve transparency and efficiency amongst the requisite departments.
- Ensure that the entire process is automated.

Key benefits to the public and the government

The process of issuance of no objection certificate took many days to complete will be completed within seven days from the date of submission of online application by the Department. This ensures a quick and hassle-free coordination amongst the respective members and departments with issuance of the certificate in a definitive timeframe.

Stakeholders

All the government departments of the union territories of Jammu and Kashmir.

Procedural / Administrative / Legislative changes

None required

Current Status

The process has been successfully implemented and is fully functional.

Financial Implications

There are no financial costs have been documented.



CENTRE FOR EMPLOYEE ENHANCEMENT AND DEVELOPMENT

Thrissur City, Kerala

Policing is a stressful occupation and that this stress could have a negative impact on Police officers' mental and physical health, their performances, and even impact their interactions with citizens.

There are many reasons for stress among police personnel. To address the difficulties faced by the police personnel, "District Police Welfare Cell" was created in Thrissur City Police District in 2020, and it was refined as a full-fledged system titled "Centre for Employee Enhancement and Development- CEED" The aim of CEED is to become a human resource body and a personnel management system of the Kerala Police Department in due course of time.

The State Police Chief, Kerala vide PHQ Circular No. 17/2021 dated 06.06.2021 issued guidelines for the functioning of CEED in all the Units of Kerala Police Department. Hence, this nomination is submitting for the consideration of the awards by the Government of Kerala for the innovations in Public Policy under the category "Personnel Management"

Objectives

1. The Police Personnel in the District, of any ranks can contact the CEED 24x7, for finding solutions to the problems with regard to the duties, health, personal and even the family related issues.
2. To provide individualized support for all the Police officers of the district, who are in crisis or experiencing a particular personal or professional issue can approach the CEED directly.
3. To function as a point of service to inform any kind of stress faced by a Police Personnel, Colleague or his family member.
4. To maintain contact with each and every Police Officer in the district and establish healthy, discipline based professional relationship.
5. Design and devise sustainable welfare initiatives for the District Police and submit reports to the District Police Chief.
6. Provide peer support and coaching programs to the police officers for handling a particular type of job-related issues in order to boost the morale and better relationship within the workforce.

Key benefits to the public and the government

CEED is a novel initiative by Thrissur City Police and now functions as a standard Personnel Management System by obtaining and maintaining a satisfied workforce. Within one year of implementation, it functions as a significant part of the Police Administrative System and is highly concerned about the police personnel on duty and their relationship within the organization. The CEED plans, organizes, compensates, integrates and maintains the police personnel for contributing organizational, individual and societal goals.

The Police Personnel is able to maintain complete concentration on investigation of cases, maintenance of law and order as CEED caters to all service-related matters of the Police Personnel. This has led to improved personal life as well.

Stakeholders

1. Thrissur City Police
2. General Public
3. Kerala Police Department

Procedural / Administrative / Legislative changes

The CEED is a holistic solution to aid the Police Personnel of all ranks in the district relating to their duties and DPO related service matters for example promotion, salary, pension, seniority, leave, income tax, etc. and also functioning as a grievance redressal centre for handling their stress and ensuring physical & mental wellbeing, thereby reducing the time for service deliveries.

- The CEED is equipped with telephone, email, WhatsApp and website.
- The police personnel of all ranks utilizing these mediums of communication to address their grievances before the District Police Chief.
- Whenever a request is submitted via the above mediums, it is recorded in digital register.
- The police officer on duty records it on the online portal (Electronic Form of Register) and if the matter is DPO related one, immediately forward it to the Manager of the DPO.
- Manager of the DPO closely verifying the petition matter, forward it to the concerned section clerk and obtaining report regarding it.
- The Manger, after verifying the petition matter and the answer provided by the section clerk, forwarding it to the CEED office. All petitions received through CEED are disposed within 48 hours of the receipt.
- The CEED officer makes necessary entries in the portal on action taken on the petition.
- The CEED officer (whoever on duty) intimates the matter to the petitioner and closes it in the register, and also seeks his/her feedback, online.

Current Status

Within one year of implementation, it is a significant part of the Police Administrative System and highly concerned about the Police Personnel on duty and their relationship within the organization. Intrigued by this system, established and successful in Thrissur City Police, the State Police Chief, Kerala ordered all Unit Heads to start similar CEED in their respective units and districts. Presently, the CEED is an important and integral part of Kerala Police Department.

Financial Implications

CEED has no financial implications. It functions on the basis of available resources and manpower.

OPERATION PARIVARTAN

Solapur, Maharashtra

Solapur is one of the largest districts of Maharashtra. It consists of eleven tehsils, Solapur shares a border with the Karnataka state. The problem of illicit liquor/illicit liquor dens is critical in Solapur and has been prevalent since before the independence. The handmade hazardous illicit liquor manufactured on dens has not only killed many people in previous incidences because of poisonous characteristics but also has come forward as the cause of the social tensions and domestic violence in the various parts of the country as well as the state.

After much analysis it was realized that these historically marginalized communities involved in business hardly have any knowledge about alternative livelihood or mindset of switching to an alternative. The police or excise department action was restricted to raids and destroying, seizing of material of liquor. It was evident that even after the periodic police raids, a longer frequency of raids kept this business profitable to people. These two crucial realisations i.e., necessity of rehabilitation of people and finding out the modus of operation to make the business unprofitable for involved people led to the conceptualisation of 'Operation Parivartan'.

Objective

1. To stop the production of illicit liquor completely on a sustainable basis and prevent the mishaps like mass poisoning and casualties on a proactive basis.
2. To decrease the incidences of crime, social conflicts and domestic violence associated with illicit liquor.
3. Ensuring alternative, sustainable and dignified livelihood to marginalized people involved in the business of illicit liquor so that they do not move back to this illicit business even in the absence of raids.
4. To build confidence among the police force and historically marginalized communities bearing a social tag of criminal since British time by bringing them in the mainstream through this initiative.

Key benefits to the public and the government

- Operation Parivartan has achieved around an 80% decrease in the production of illicit liquor in the district by the mid of November 2021. This is an unprecedented number for the administration of the district.
- This initiative has positively affected the proportion of incidences of crime, social tensions and domestic violence associated with country liquor.
- An important chunk of society which been marginalized since historical time has come out of the vicious cycle of poverty and unwanted social image will integrate into the mainstream of society through alternative, dignified and sustainable livelihood. Till this date total of 257 families have been helped by police to secure alternative, sustainable and dignified livelihood.
- This has positively altered the image of police in the mind of people from marginalized communities and helped them build greater confidence which will lead to a larger positive impact in other parts of the state as well.
- The project has seen zero separate budgetary provisions on the part of the police force.

- On complete eradication of illicit liquor, the workload of the police force will reduce as their time and energy getting invested in periodic raids on dens would decrease and help them to focus on other issues of law and order.
- This would help to improve public health, particularly marginalized communities or low-income groups of society by reducing the consumption of this hazardous liquor. It will prevent casualties from happening due to the consumption of poisonous liquor. It would directly impact the welfare and prospects of children and women of marginalized communities or low-income groups of society.

Stakeholders

1. People involved in the production of illicit liquor and their families.
2. People involved in the distribution of country liquor and their families.
3. People who sell the illicit country liquor.
4. People who consume this illicit liquor.
5. The police force and other departments of government associated with the issue like excise department.
6. Different departments of government which are nodal agencies for various welfare schemes.
7. Team of Counsellors.
8. NGOs, Entrepreneur and Body of Industry.
9. Media

Procedural/Administrative/Legislative changes

The problem of illicit liquor has been prevalent in Solapur since before independence. Hence, action or raids of police is not a new phenomenon. The uniqueness of the project found expression in the new modus of action and rehabilitation component. The integrated approach of action, counselling and rehabilitation has helped to solve the problem on a sustainable basis. Following is the procedural changes or trajectory the initiative has adopted.

1. Raids were planned and executed on dens every 3rd day throughout the district. The decreased interval of raids from 15 days to 3 days has played a significant role and made it difficult for the people to settle down and run the business. Distortion of the business mechanism of profit and making business unprofitable was the bottom line of the procedural raids. The short interval raids helped us to achieve that.
2. The second step of the initiative was counselling. Low literacy rate, meagre capital and negative social tag made them difficult to pursue an alternative livelihood. Hence, it was necessary to change their mindset to pursue an alternative livelihood. Counselling sessions facilitated in bringing this change to a great extent.
3. Rehabilitation was the crucial and noteworthy procedural innovation in this initiative. Under Operation Parivartan police are not stopping at just raiding dens but also are facilitating the rehabilitation of the people.
4. The awareness drives are being organised to discourage demand for this hazardous liquor. NGOs and media played an instrumental role in generating awareness among consumers about the hazardous impact of this liquor on their physical, psychological and family health.

Current Status

Total 56 hotspots of production and 102 hotspots of selling illicit country liquor were identified and allocated to police teams of respective tehsils of the district. Raids on these hotspots have been made consistently after every three days since the project began. Total cases filed after Operation Parivartan began are 361 and the total number of people arrested is 409. The total number of families rehabilitated in an alternative livelihood is 257. The alternative livelihood consists of small grocery shops/ tea stalls/agriculture/ horticulture/unskilled jobs in an industrial set-up as well as ensuring basic income for dependant people like single women or old age parents through different welfare schemes of the government. A total 80% reduction has been observed in the production of illicit country liquor to date.

Financial Implications

The project has seen zero separate budgetary provisions on the part of the police force. Raiding dens were a regular part of the duty of police hence didn't require different allocations of budgetary provision. Otherwise, the police force has played the role of a facilitator for procuring small loans from banks or forming self-help groups and guiding them to become beneficiaries of different government schemes available for them. NGOs and entrepreneurs have been involved in capacity building of unskilled youth as well as finding them appropriate jobs available in industries around them.



RIGHT TO EDUCATION

Central Reserve Police Force, Chhattisgarh

The villages and sub-villages in District Sukma have heavy naxal influence in Chhattisgarh State, and lag far behind their counterparts in terms of modern-day development system. People in this far flung and naxal affected areas face scarcity for basic amenities such as education, medical facilities, food, proper drinking water, housing etc. Education, a key aspect of human development was highly invested in these areas by the government however the onset of Covid-19 fractured the efforts for improvement and investment in the education system. The children's education suffered a great setback as the schools remained closed for an extensive duration during the lockdown.

To provide the children a means to education under these circumstances, an initiative called Right to Education was carried out by CRPF. CRPF is the largest paramilitary force deployed in these areas, with the purpose of providing education to all children in the jurisdiction where the company's operations are established. Under this initiative graduates, postgraduates and B. Ed qualified personnel in company are involved to make education easy and interesting for the students there and also motivate their parents on the role of education in development for a child.

Objective

To impart maximum support to students by way of creating a medium to bridge the gap of education during school closure at the time of lockdown.

Key benefits to the public and the government

1. This initiative has paved a way for the continuation of studies for the children during lockdown.
2. Students are able to receive guidance in shaping their future and also take help in clearing any confusion in their studies.
3. Education facilitates growth and development of the nation. When the people of the nation are able to understands and accept government policies for development, the entire nation prospers.
4. Education aids the government eradicate naxalism and promote the feeling of brotherhood in these disturbed areas.

Stakeholders

1. The government of India.
2. The security forces, especially the CRPF
3. The tribals who live in the disturbed areas

Procedural / Administrative / Legislative changes

In this initiative, the children from the villages and sub-villages are gathered and work is assigned to ensure continuity in learning. At times, the classes are conducted in camps or at times in classes on alternative days. Also, those children who aren't able to attend classes on a regular basis are offered help and guidance as per their need. To facilitate studies, stationary is also distributed.

Current Status

There has been progressive in the strength and the number of camps and classes allocated under this initiative.

V ESTEEMED JURY MEMBERS



Mr G K Pillai
Former Union 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 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.



Dr Muktesh Chander
Former Special Commissioner of Delhi Police

Dr. Muktesh Chander retired from Indian Police Service 1988 batch after 33 years. He has served as DGP Goa and Special Commissioner in Delhi Police. He has been awarded Police Medal for Meritorious Service, President's Police Medal for Distinguished Service, Ati Utkrish Sewa Medal, UN Service Medal and several others.

He is Chevening Cyber Security Fellow from Cranfileld University UK. He is an international expert in Cyber Security and had also served as Chief of Cyber Division in NTRO, Govt of India.

VI LIST OF ENTRIES RECEIVED FOR FICCI SMART POLICING AWARDS 2021

Border Management

- **Border Security Force** - Zero Cattle Smuggling and Controlled Crime Rate in Area of Responsibility in Indo-Bangladesh Border
- **Meghalaya Police** - Law & Order in Border Areas

Child Safety

- **National Crime Records Bureau** - Unify App
- **Kerala Police** - Child-Friendly Police Stations (CFPSs)
- **Delhi Police** - Child Safety and Human Trafficking
- **Maharashtra State Police** - Child Safety
- **Uttar Pradesh, RPF** - Child Safety
- **Telangana State Police** - Bharosa (Support Centre for Women and Children)
- **Kerala Police** - CHIRI Helpline (Children's Happiness and Innocence Rejoicing Initiative)
- **Telangana State Police** - Work Site Schools
- **Maharashtra State Police** - Missing Person Bureau, Crime Branch, CID, Mumbai
- **Assam Police** - Assam Police Sishu Mitra Programme
- **Maharashtra State Police** - Child Sensitive Police Stations
- **Delhi Police** - Child Safety and Human Trafficking (multiple entries)

Community Policing

- **Chhattisgarh Police** - Ek Rakshasutra Mask Ka" a Mask-Awareness Campaign and Other Measures as 'Response to Covid'
- **Bihar Police** - E-Bharosa
- **Uttarakhand Police** - Community Basket
- **Gujarat Police** - She Team
- **Kerala Police** - Community Policing
- **Chhattisgarh Police** - Cyber Mitaan
- **Maharashtra State Police** - Police Dadalora Khidki
- **Kerala Police** - Kerala Police Assistant Chat-Bot Service
- **Gujarat Police** - Community Policing (Clean Camp Green Camp)
- **Andhra Pradesh Police** - Community Adoption Programme
- **Andhra Pradesh Police** - Girijana Mithra & Community Policing

- **Andhra Pradesh Police** - Jagruthi (Awareness) Pravarthana-Parivarthana
- **Delhi Police** - "Umeed- A Step Together Towards a Better Tomorrow"
- **Telangana State Police** - Cop and Communities together in Combating with Crime"
- **Bihar Police** - Police Public Cooperation Through Police Pathshala, Career Guidance Program and Library
- **Andhra Pradesh Police** - Operation Samaikhya
- **Telangana State Police** - CybHER
- **Chhattisgarh Police** - Police Ki Pathshala
- **Kerala Police** - DCRC Project (Domestic Conflict Resolution Centre)
- **Kerala Police** - Hope Project
- **Chhattisgarh Police** - Lon Varatu Campaign
- **Uttarakhand Police** - E-Jansamwad (A Communication Initiative During the Pandemic)
- **Delhi Police** - Yuva
- **Uttar Pradesh Police** - Revitalising Beat Police Officer System
- **Uttar Pradesh Police** - Community Policing & Woman Safety
- **Madhya Pradesh Police** - Community Policing

Crime Investigation & Prosecution

- **Maharashtra State Police** - Maharashtra Intellectual Property Crime Unit
- **Andhra Pradesh Police** - E-Malkhana
- **Madhya Pradesh Police** - Advance Chain Protection (ACP)
- **National Crime Records Bureau** - Unify App
- **Andhra Pradesh Police** - Technical Analyis Wing (TAW)
- **Andhra Pradesh Police** - Disha Integrated Crime Scene Management
- **Madhya Pradesh Police** - Mobile Based Face Forensic Analytics Application
- **Bihar Police** - CHAKRA-AI Powered Criminal Search Technology
- **Madhya Pradesh, SCRB**- E-Vivechana
- **Chhattisgarh Police** - Crime Investigation & Prosecution
- **Delhi Police** - E-Beatbook
- **Kerala Police** - Operation Hunt

Cyber Crime Management

- **Tamil Nadu Police** - Cyber Crime Management
- **Madhya Pradesh Police** - Project Cy-Cops
- **Chhattisgarh Police** - Cyber Mitaan
- **Uttarakhand Police** - E- Suraksha Chakra 2.0
- **Maharashtra, RPF** - Cyber Crime Management
- **Andhra Pradesh Police** - District Cyber Wing
- **Telangana State Police** - Cyber Warriors and Unit Level Cyber Forensic Labs - Creating Safe Cyber Space for the People.
- **Andhra Pradesh Police** - Use of Technology in Crime Detection by Nellore Police

- **Telangana State Police** - She-Bharosa (AHT) Cyber Lab
- **Gujarat Police** - Cyber Crime Prevention Project
- **Uttar Pradesh Police** - "JARVIS-SIAN (Speaker Identification Using AI Network)"
- **Gujarat Police** - Cyber Sanjivani - An Online Safety & Digital Wellness Program
- **Delhi Police** - Cyber Prahar - Action Against Covid Cheats
- **Kerala Police** - Cyber Crime Management
- **Uttar Pradesh Police** - Cyber Crime Management
- **Maharashtra State Police** - Mission Cyber Secure and Aware Amravati
- **West Bengal Police** - Cyber Crime Management

Disaster & Emergency Response

- **Chhattisgarh Police** - संवेदना: बाढ़ आपदा नियंत्रण एवं रहत कार्य
- **Delhi Police** - Operation & Communication, Delhi Police
- **Gujarat Police** - Cyclone "Tauktae": Gir-Somnath Police Response
- **Maharashtra**, SDRF - Disaster & Emergency Response
- **Andhra Pradesh Police** - Rescue and Rehabilitation Operations by Nellore Police
- **Maharashtra State Police** - Policing a Pandemic in Rural Maharashtra: Beed & Amravati
- **Kerala Police** - Break Chain Make Change
- **Kerala Police** - Disaster & Emergency Response
- **West Bengal Police** - Disaster Risk Reduction in the City of Kolkata

Elderly Safety

- **National Crime Records Bureau** - Unify App
- **Madhya Pradesh Police** - Atmasamman (Elderly Safety}
- **Chhattisgarh Police** - Samarpan
- **Delhi Police** - Senior Citizen App (two entries)

Emergency Response

- **Haryana Police** - Haryana 112 ERSS (Emergency Response Support System)

Human Trafficking

- **National Crime Records Bureau** - Unify App
- **Delhi Police** - Child Safety and Human Trafficking
- **Andhra Pradesh Police** - Basata - We Care We Serve
- **Uttar Prdesh, RPF** - बाल श्रम के लिए मानव तस्करी के विरूद्ध अभियान
- **Telangana State Police** - Dhruva Portal
- **Telangana State Police** - Anti Human Trafficking Unit
- **Delhi Police** - Child Safety and Human Trafficking (multiple entries)

Road Safety & Traffic Management

- **Himachal Pradesh Police** - Road Safety & Traffic Management
- **Uttarakhand Police** - Operation Kamdhenu
- **Andhra Pradesh Police** - Safe Streets
- **Andhra Pradesh Police** - Road Safety & Traffic Management
- **Andhra Pradesh Police** - Cop on Board
- **Mizoram Police** - Traffic Unit, Aizawl, Mizoram
- **Andhra Pradesh Police** - Road Safety Initiatives by Nellore Police
- **Haryana Police** - Centralized Vehicle Towing Management System
- **Andhra Pradesh Police** - E-Challan Application
- **Uttarakhand Police** - Uttarakhand Traffic Eyes App
- **Gujarat Police** - iFollow Campaign
- **Gujarat Police** - Surat E-Cop Mobile Application
- **Madhya Pradesh Police** - Behtar Traffic, Behtar Bhopal (Better Traffic, Better Bhopal)
- **Himachal Pradesh Police** - Road Safety & Traffic Management

Smart Police Station

- **Maharashtra State Police** - Police Station Lakadganj Nagpur City
- **Maharashtra State Police** - Smart Police Station
- **Maharashtra State Police** - Kasarvadavli Police Station, Thane City (MS)
- **Maharashtra State Police** - Quick Response and GPS Mapping for Digital Policing
- **Telangana State Police** - For Effective and Uniformed Police Service Delivery
- **Gujarat Police** - Smart Policing
- **Kerala Police** - Smart Police Station
- **Kerala Police** - Smart Police Station
- **Andhra Pradesh Police** - Punishment Role Management

Surveillance & Monitoring

- **Andhra Pradesh Police** - Property Crime Prevention Strategy
- **West Bengal Police** - Drone Monitoring System
- **Andhra Pradesh Police** - Beat Tracking and Fingerprint Checking
- **Maharashtra State Police** - Quick Response and GPS Mapping for Digital Policing
- **Telangana State Police** - Community CCTV Project - Safe Colony, Safe City
- **Tamil Nadu Police** - Digital and Smart Bandobust for Effective Policing
- **Andhra Pradesh Police** - CC Cameras Installation in all Panchayats and Municipalities
- **Maharashtra State Police** - 2Plus - towards Safer Society
- **Maharashtra State Police** - My Safe Pune

- **Uttar Pradesh Police** - "JARVIS-SIAN (Speaker Identification Using AI Network)"
- **Chhattisgarh Police** - Raksha Serv Application
- **Bihar Police** - CHAKRA-AI Powered Criminal Search Technology
- **Kerala Police** - Project Thousand Eyes

Training & Capacity Building

- **CRPF** - Commando Course for Mahila Police Personnel of Bihar Special Armed Police Force
- **CRPF** - P.T. Drill and Weapon Handling in a Short Time
- **CRPF** - Enmass Awareness on CIED Tactics through Online Capsule Courses and Backtracking of Recovered Explosives & Detonators
- **Kerala Police** - Mindful Life Management (MLM) for Police
- **Chhattisgarh Police** - Cyber Mitaan
- **Kerala Police** - Social Policing Directorate - Training & Capacity Building
- **CRPF** - Virtual Test & Assessment
- **Andhra Pradesh Police** - Tech Support Team - Website
- **Andhra Pradesh Police** - Cheyutha
- **Himachal Pradesh Police** - New innovations in the field of police training in form of Module Training for Dy. SP, SI & RTC and promotional training in the field of Cyber Crime Investigation, Human Trafficking, Investigation of Drug Crime Investigation etc.
- **Telangana State Police** - Role Based Trainings for Effective Service Delivery
- **Andhra Pradesh Police** - RRR - Re-novate, Re-train, Re-assure
- **Rajasthan Police** - Online Training Classes Initiative in Covid-19
- **Maharashtra State Police** - Police Training Centre, Khandala, Pune, Maharashtra
- **Gujarat Police** - Skill Enhancement & Behavioral Training
- **Assam Police** - Assam Police Radio Organisation (APRO) Training School, Jalukbari, Guwahati
- **Assam Police** - Police Training College, Dergaon, Assam
- **Meghalaya Police** - Facilitation Program for Women Peddling Liquor Illicitly to Re-navigate them towards Alternative Employment
- **Delhi Police** - E - Nipun (two entries)
- **Madhya Pradesh Police** - Value Addition in the Basic Training of Constables
- **Madhya Pradesh Police** - My PTS Umaria
- **Madhya Pradesh Police** - Police Training College, Indore

Women Safety

- **Bihar Police** - Pink Patrolling: An Effort for Women Empowerment
- **Madhya Pradesh Police** - Crime Against Women - Create Safe & Healthy Social Environment Through Asli Hero, Referral Form & Feedback Mechanism
- **Maharashtra State Police** - Damini Squad

- **Odisha, RPF** - Meri Saheli
- **Chhattisgarh Police** - Pink Gasht
- **Maharashtra State Police** - Home Drop
- **Maharashtra State Police** - Quick Response and GPS Mapping for Digital Policing
- **Andhra Pradesh Police** - Disha Nari Shakti: Victim Support Programme
- **Andhra Pradesh Police** - Cyber Nari
- **Andhra Pradesh Police** - Disha Initiatives and Success Stories by Nellore Police
- **Madhya Pradesh Police** - Jhagda-Natra Mukt Rajgarh
- **Telangana State Police** - She Teams
- **Chhattisgarh Police** - Abhivyakti
- **Meghalaya Police** - Facilitation Program for Women Peddling Liquor Illicitly to Re-navigate them towards Alternative Employment
- **Delhi Police** - Himmat App and Sashkati Program
- **Maharashtra State Police** - Project Sanmaan-Ensuring Women Safety
- **Madhya Pradesh Police** - Police Hamara Mitra, T.I. Hamara Bhai

Other Policing Initiative

- **Chhattisgarh Police** - Ek Rakshasutra Mask Ka" a Mask-Awareness Campaign and Other Measures as 'Response to Covid'
- **Haryana Police** - CCTNS Integration with Hospital Data, Rukka Notice, Auto GD, FIR and MLR/PMR
- **Kerala Police** - Centre for Employee Enhancement and Development (CEED)
- **National Crime Records Bureau** - Unify App
- **Jammu & Kashmir Police** - Satark Nagrik Mobile Application and Departmental Vigilance Officers Portal (DVO Portal)
- **Jammu & Kashmir Police** - Online Vigilance Clearance Portal
- **Maharashtra State Police** - Operation Parivartan
- **Andhra Pradesh Police** - Jail Released Tracking System
- **Andhra Pradesh Police** - META (Mobile Texting App)
- **Andhra Pradesh Police** - Public Calls Management System
- **Andhra Pradesh Police** - Revamped Spandana
- **Andhra Pradesh Police** - Project 'Kramasikshana'
- **Andhra Pradesh Police, RPF** - GRP GTL
- **Andhra Pradesh Police** - Project 'Na Hanyate'
- **Andhra Pradesh Police** - Other Policing Initiative
- **Andhra Pradesh Police** - Operation Hawk: Anti-Smuggling Surveillance Grid
- **Andhra Pradesh Police** - Antargat Spandana: An Experiment in Organizational Development
- **Andhra Pradesh Police** - Integrated 3netra 2.0
- **Andhra Pradesh Police** - Dial Your SP

- **Andhra Pradesh Police** - Project 'Sanmanam'
- **Andhra Pradesh Police** - Covid Treatment Tracker
- **Andhra Pradesh Police** - Police Performance Tracker-Task Tracker
- **Maharashtra State Police** - E-Tapal-An Initiative towards Digital Governance
- **Telangana State Police** - Interoperable Criminal D173 Justice System (ICJS)
- **Telangana State Police** - Crime & Criminal Tracking Network and Systems (CCTNS)
- **Andhra Pradesh Police** - Radio Over Internet Protocol
- **Gujarat, SCRB** - Citizen First Mobile Application
- **CRPF** - Right to Education (RTE)
- **Uttarakhand Police** - Uttarakhand Police Wives Welfare Association
- **Madhya Pradesh, SCRB** - E-FIR
- **Chhattisgarh Police** - Operation Cannabis
- **Meghalaya Police** - Drone Technology
- **Delhi Police** - Welfare Step for the Police Personnel
- **Kerala Police** - Online Examination Portal for Department Promotions in Kerala Police
- **Uttar Pradesh Police** - Rebuttal of Fake News
- **Andhra Pradesh Police** - Police Library (For Civil Services)

VII 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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