

FICCI SMART POLICING AWARDS 2022

COMPENDIUM OF BEST PRACTICES IN SMART POLICING

Compiled by:

Mr. Gaurav Gaur

Joint Director - FICCI

Ms. Aastha Gupta

Assistant Director - FICCI

Disclaimer:

This compendium presents a compilation of select SMART Policing initiatives in India, which were received for the FICCI SMART Policing Awards 2022. 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
2022

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I LIST OF ABBREVIATIONS

ACO	Anti-Corruption Organization
AIOS	Anti Infiltration Obstacle System
API	Application Programming Interface
BBN	Bayesian Belief Networks
BBNDA	Baddi Barotiwala Nalagarh Development Authority
BBNIA	Baddi, Barotiwala, Nalagarh Industries Association
BRISP	Baddi Region Industrial Security Plan
CAPEX	Capital Expenditures
CCTNS	Crime and Criminal Tracking Network & Systems
CCTV	Closed Circuit Television
CDR	Call Detail Record
CRBN	Chemical, Biological, Radiological and Nuclear
CRIS	Centre for Railway Information Systems
CRPF	Central Reserve Police Force
CWC	Child Welfare Committee
DC	Deputy Commissioner
DCP	Deputy Commissioner of Police
DDMP	District Disaster Management Plan
DPR	Detailed Project Report
DSS	Decision Support System
ECOPS	Electronic Commodity Operations System
EVs	Electric Vehicles
GeM	Government e Marketplace
GOI	Government of India
HPSEB	Himachal Pradesh State Electricity Board
HRTC	Himachal Road Transport Corporation
I3C	Integrated Command And Control Center
ICJS	Inter-operable Criminal Justice System

ICT	Information and Communications Technology
IEC	Information, Education And Communication
IIF	Integrated Investigation Forms
IMEI	International Mobile Equipment Identity
IMSI	International Mobile Subscriber Identity
IO	Investigating Officer
IPC	Indian Penal Code
IPDR	Internet Protocol Detail Record
IRCTC	Indian Railway Catering and Tourism Corporation
ITMS	Integrated Traffic Management System , Information Technology Management System
LWE	Left Wing Extremism
MHA	Ministry of Home Affairs
MoSJE	Ministry of Social Justice and Empowerment
NCB	Narcotics Control Bureau
NCRB	National Crime Records Bureau
NDPS	The Narcotic Drugs and Psychotropic Substances
NGO	Non-governmental organization
NMDC	National Mineral Development Corporation
OPEX	Operating Expenses
OSINT	Open Source Intelligence
PDS	Public Distribution System
PS	Police Station
PSTN	Public Switched Telephone Network
RPF	Railway Protection Force
SEVA	Service Excellence And Victim Assistance
SCA	Special Central Assistance
SOP	Standard Operating Procedures
SSA	Sarva Shiksha Abhiyan
TATA	Trainings and Activities for Technology Adoption
UAV	Unmanned Aerial Vehicle
VISWAS	Video Integration and State Wide Advanced Security



Foreword

The primary role of police forces is to uphold and enforce laws, investigate crimes, and ensure security for people in the country. In a large and populous country like India, police forces need to be well-equipped, in terms of personnel, weaponry, forensic, communication and transport support, to perform their duties well. Keeping up with time, the Indian Police and enforcement agencies have been embracing latest technologies and adapting to the digital way rapidly. Innumerable cases have proven that with the use of technology, they have successfully been able to turn around situations to deliver greater safety and security. While many impactful initiatives are being adopted all over the country, some of them are people driven and often get discontinued or kept on less priority as soon as the concerned officer gets changed. Hence, there is a need to establish an institutional mechanism to preserve and promote best practices and successful models of policing initiated by individual officers and ensure its continuity.

FICCI instituted the first ever SMART Policing Awards in 2016, with the objective to help government machinery and police departments in learning from the experiences of other states and for possible adoption of the best practices to further enhance policing initiatives. This edition of the 'Compendium of Best Practices in SMART Policing' published by FICCI provides know-how for improvement in capacity and infrastructure of police forces; legislative and administrative changes; and financial implications and technological scaling-up needed for realising the Hon'ble Prime Minister's vision for SMART Policing.

This is the seventh 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. I would like to express my heartfelt gratitude to all those who submitted entries for the FICCI SMART Policing Awards 2022, and to my colleagues in the Jury comprising, Ms Manjari Jaruhar, Mr Alok Bansal, Mr. Arun Kumar and Dr. Muktesh Chander, for their efforts, time, and support in selecting the winning entries that are documented in this compendium.

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 has attributes of sensitivity, modern and mobile, alertness and accountability, reliability and responsiveness, tech- savvy and well-trained police.

> "By 'SMART' policing, I mean,
> S for strict but sensitive,
> M for modern and mobile,
> A for alert and accountable,
> R for reliable and responsive and
> T for techno-savvy and trained."
>
> Shri Narendra Modi
> Hon'ble Prime Minister of India

The template of the Hon'ble Prime Minister's SMART Police Model has all the inputs and wherewithal that will allow the law enforcement agencies to galvanize itself into more modern and proficient one. It has the potential of filling the existing gaps in policing and taking care of critical areas of law enforcement trained police.

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 2022 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
- 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 2022' 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.

117 entries were received from from 23 organisations including 18 State Police Forces and 6 CAPFs & other Central Agencies. The esteemed members of the Jury comprised comprising, **Mr GK Pillai**, Former Union Home Secretary, Government of India; **Ms Manjari Jaruhar**, Former Special DG, CISF, Government of India; **Mr. Arun Kumar**, Former DG, Railway Protection Force, Govt. of India, **Mr Alok Bansal**, Director, India Foundation; **Dr Muktesh Chander**, Former Special Commissioner of Delhi Police, scrutinised each entry meticulously, in accordance with the definition of SMART Policing.

CATEGORY - CHILD SAFETY

Name of Initiative	Submitted by	Concerned Officer	Award Title
Work Site Schools	Telangana State Police	**Mr. Mahesh M. Bhagwat,** ADG, CID (The Then CP - Rachakonda)	**SMART Policing Award**

Worksite schools is an innovative concept designed with an aim to provide education to the children of migrant labour from Odisha who come in to the rural and sub-urb areas of Rangareddy and Yadadri Bhongir districts of Telangana.

CATEGORY - COMMUNITY POLICING

Name of Initiative	Submitted by	Concerned Officer	Award Title
Lon Varatu Campaign	Chhattisgarh Police	**Dr. Abhishek Pallava** SP, Dantewada	**SMART Policing Award**

LON VARATU is a word from locally spoken GONDI dialect which means come back home. Under LON VARATU Campaign, a transport exhaustive village wise list of about 1600 Maoists active in the district was prepared. The village wise lists were pasted in governmental building of respective villages distributed to government functionaries, local public representations, and family members of Maoists. Thus, a community pressure for surrender of Maoists began. As a result of which 437 Maoists including 116 rewardee Maoists surrendered in a year.

Name of Initiative	Submitted by	Concerned Officer	Award Title
Civic Action Plan	Railway Protection Force	**Mr. Chandra Mohan Mishra,** Sr. Divisional Security Commissioner, Asansol District, Paschimbadhman, Eastern Railway	**Special Jury Award**

Civic Action Plan is a type of operation designed to assist an area by using capabilities and resources of an organization to undertake long term programs or short-term projects. The plan was to bring people to national mainstream through various projects and plans of skill development and nourishing their skills to get employment. Unemployed youths were imparted vocational training and career counselling.

Name of Initiative	Submitted by	Concerned Officer	Award Title
Combating Narcotics &Weapon Smuggling in Border Areas	Jammu & Kashmir Police	**Mr. Yougal Kumar Manhas** SP, Kupwara District	**Special Jury Award**

In this initiative the J&K Police established Nasha-Mukht Committees at Local level, involving youth leaders, Panchayat members, teachers, and other respectable members and key stakeholders in the fight against drug-menace.

CATEGORY - CRIME INVESTIGATION & PROSECUTION

Name of Initiative	Submitted by	Concerned Officer	Award Title
AI Based Data Analytics Tool for Anti Corruption Efforts	Uttar Pradesh Police	**Mr. Raja Srivastava** Additional Director General of Police, Anti Corruption Organisation	**SMART Policing Award**

This initiative allows the detection of anomalous financial and other behaviour and helps connect the dots to otherwise disparate information from multiple sources such as adverse news, tax filing behaviour, and asset ownership. It also enables mapping of networks of relations, locations, and the potential use of shell companies.

Name of Initiative	Submitted by	Concerned Officer	Award Title
Crime Multi Agency Centre (Cri-MAC)	National Crime Records Bureau	**Director, NCRB**	**Special Jury Award**

NCRB has launched the Cri-MAC application for flashing alerts on important matters of crime and for inter unit communication among disjointed police units across the country. Using Cri-MAC application, a user can generate new alerts, view alerts, view state wise and district wise statistical report, search for an alert and communicate with other police stations through e-mail and SMS.

Name of Initiative	Submitted by	Concerned Officer	Award Title
Investigation Tracker	Andhra Pradesh Police	**Mr. PHD Ramakrishna** Addl. Director, Anti Corruption Bureau (The Then DIG, Technical Services)	**Special Jury Award**

Investigation Tracker is a new module developed by AP Police to speed up the investigation process. With the help of this tool, IOs were made accountable to do investigation in time bound manner, senior officers can supervise and administer the Investigation process, thus, victims of crimes will be ensured speedy justice.

CATEGORY - CYBER CRIME MANAGEMENT

Name of Initiative	Submitted by	Concerned Officer	Award Title
AI Based Data ACyber Crime Management in Indian Railwaysnalytics Tool for Anti Corruption Efforts	Railway Protection Force	**Mr. Pawan Kumar Shrivastava,** Divisional Security Commissioner, Rajkot, Western Railway	**SMART Policing Award**

Cyber Crime Investigation & Management of cases involving organized interstate gang using illegal ticket booking software for booking & black marketing of Indian Railway tickets illegally on large scale. In this initiative cyber surveillance & usage of OSINT proved very fruitful for intelligence gathering to unearth the criminal activity. Field Units were also deployed to collect ground level intelligence and to track the criminals.

Name of Initiative	Submitted by	Concerned Officer	Award Title
Cyber Crime Management	Haryana Police	**Ms. Nitika Gahlaut**, SP, Charkhi Dadri (The Then SP, Hansi)	**Special Jury Award**

The Cyber Investigation Data Networks System is a software wherein various types of details of each suspect found during Investigation can be added. Later, these suspect details can be utilised to solve various cyber complaints and cases simultaneously having common suspect details.

CATEGORY - HUMAN TRAFFICKING

Name of Initiative	Submitted by	Concerned Officer	Award Title
Athu Club	Jharkhand Police	**Dr. Ehtesham Waquarib** SP, Gumla	**SMART Policing Award**

Ahtu Club was inaugurated by Gumla Police to prevent human trafficking on World Anti-Human Trafficking Day. In Gumla district, one team of AHTU was formed in each block in which the team of that block (police officer + NGO + TEACHER + STUDENT) was given the responsibility to prevent incidents like human trafficking in their block.

CATEGORY - ROAD SAFETY & TRAFFIC MANAGEMENT

Name of Initiative	Submitted by	Concerned Officer	Award Title
Road Safety & Traffic Management	Haryana Police	**Ms. Nitika Gahlaut,** SP, Charkhi Dadri (The Then SP,	**SMART Policing Award**

In this initiative the main purpose of AVT app (mobile phone application based) is that the vehicle is blacklisted (stolen/latu/robbery vehicles) & Whitelisted (unspecified entry of the vehicle on occasion) in the application with ANPR (Automatic Number).

CATEGORY - SMART POLICE STATION

Name of Initiative	Submitted by	Concerned Officer	Award Title
E- Malkhana at NCB Jodhpur Zonal Unit	Narcotics Control Bureau	**Mr. Satya Narayan Pradhan** IPS, Director General	**SMART Policing Award**

This software-based system captures the data pertaining to the seized goods starting from the time of their first entry in Malkhana up to their disposal. The officer in-charge of malkhana bears the responsibility for not only safe keeping but also tracing the exact exhibit and its timely movement to and from court. The e-malkhana software is aimed at bringing about a major change in the overall system of malkhana management.

CATEGORY - SURVEILLANCE & MONITORING

Name of Initiative	Submitted by	Concerned Officer	Award Title
E- Malkhana at NCB Jodhpur Zonal Un'BRISP (Baddi Region Industrial Security plan)' & 'Community Eye'it	Himachal Pradesh Police	**Mr. Mohit Chawla** SP, Baddi District	**SMART Policing Award**

The purpose of BRISP is to detect, defend, and deter threats to the facility. These threats could be workplace violence, theft, vandalism, trespassing, and other factors that jeopardize the facility's effectiveness. COMMUNITY EYE aims to make BBN a crime free zone and this is only possible by proactive participation of stakeholder's departments.

Name of Initiative	Submitted by	Concerned Officer	Award Title
e - Hunt	Andhra Pradesh Police	**Mr. PHD Ramakrishna**, Addl. Director, Anti Corruption Bureau (The Then DIG, Technical Services)	**Special Jury Award**

E - Hunt provides comprehensive search of all the databases to Police Personnel through a single search page. Police Department has developed Enterprise eCOPS (EeCOPS) application for registration of Crimes.

Name of Initiative	Submitted by	Concerned Officer	Award Title
Trinetram (Third Eye) Centralised Village Surveillance System	Chhattisgarh Police	**Mr. Mayank Gurjar** City SP, Azad Chowk, Raipur	**Special Jury Award**

The basic idea which initiated the project was "why a village can't have a centralized surveillance system similar to big cities". With this thought TriNetram was conceptualised as a state of art Centralised Village Surveillance System.

Name of Initiative	Submitted by	Concerned Officer	Award Title
Trinetra: Integrated Command and Control Center (i3C)	Gujarat Police	**Mr. Narasimha Komar,** Chairman, Task Force on VISWAS and ADG (Law & Order)	**Special Jury Award**

Trinetra is the nerve centre for operations, exception handling, disaster management and decision support system (DSS) to respond to real-time events. Three eyes namely, cameras from poles, cameras worn on the uniform of Police Officers and cameras from the sky serve as 'third eye' of Police giving force multiplier effect.

CATEGORY - TRAINING & CAPACITY BUILDING

Name of Initiative	Submitted by	Concerned Officer	Award Title
Training & Activites for Technology Adoption (TATA)	Andhra Pradesh Police	**Mr. Siddarth Kaushal** SP, Kadapa District (The Then SP, Kurnool)	**SMART Policing Award**

Project TATA (Trainings and Activities for Technology Adoption) is a capacity building program, which aims to produce a "tech-savvy future-ready police force" to improve police performance and citizen satisfaction in Kurnool District. The project consists of capacity building interventions like classroom training, practical hands-on training, field assignments and onsite mentorship.

Name of Initiative	Submitted by	Concerned Officer	Award Title
My PTC Indore	Madhya Pradesh Police	**Ms. Hitika Vasal** SP, PTC Indore	**Special Jury Award**

This initiative has been taken by PTC, Indore where female trainee cadets can keep a caretaker along with their children during their training at a hostel "Vaatsalya" which is exclusively designed for them.

Name of Initiative	Submitted by	Concerned Officer	Award Title
Training & Capacity Building	Madhya Pradesh Police	**Mr. Yogesh Deshmukh** ADG, State Cyber Police	**Special Jury Award**

The Training arm of State Cyber Hqrs has a well-equipped, specialised training facility "The Training Lab" to impart all kinds of knowledge in respect of cybercrime, be it beginner, intermediary or advance level. The training facility has theory as well as practical facilities. It's among one of the few facilities in India where the hands-on is possible on the best software's and hardware's in the realm of investigation as well as forensics.

CATEGORY - WOMEN SAFETY

Name of Initiative	Submitted by	Concerned Officer	Award Title
Abhivyakti	Chhattisgarh Police	**Ms. Pooja Agrawal** AIG, CID	**SMART Policing Award**

The Abhivyakti Initiative was started on 8th March 2021 on International Women's Day to commemorate the spirit of womanhood by the Hon'ble Chief Minister of the Chhattisgarh and to ensure the safety of women. It is an initiative dedicated to the well-being of girls and women, resting on 2 major pillars of Preventive and Curative initiatives, providing an all-round solution to women.

CATEGORY - OTHER POLICING INITIATIVE

Name of Initiative	Submitted by	Concerned Officer	Award Title
Love U Zindagi (LUZ) Programme	Central Reserve Police Force	**Ms. Charu Sinha** IG, Southern Sector (The Then IG, Srinagar Sector)	**SMART Policing Award**

Love U Zindagi is a special training programme which covers 5 critical aspects namely Mental Health, Gender conversations, anger management, Communication skills & Financial Management to ensure good mental health, better communication at home and workplace, better fraternity, bonding & camaraderie, as well as cohesion amongst ranks and a happy force.

Name of Initiative	Submitted by	Concerned Officer	Award Title
CHAT BOT Application to Trace and Recover Stolen/ Lost Mobile Phones	Andhra Pradesh Police	**Dr. Fakkeerappa Kaginelli** SP, CID (The Then SP, Ananthapuramu)	**Special Jury Award**

To simplify the procedure and reduce the burden on the complainant, an innovative tech solution called "CHAT BOT" service introduced in the district of Ananthapuramu with the WhatsApp number. The process of lodging compliant through CHAT BOT service made simpler and user friendly.

Name of Initiative	Submitted by	Concerned Officer	Award Title
Missing Mobile Tracing System	Andhra Pradesh Police	**Ms. Malika Garg** SP, Prakasam	**Special Jury Award**

The objective of this initiative is to track and trace the missing mobile phones and handover to their actual users free of cost.

Name of Initiative	Submitted by	Concerned Officer	Award Title
Service Excellence and Victim Assistance	Maharashtra State Police	**Mr. Retesh Kumar** Police Commissioner, Pune City	**Special Jury Award**

S.E.V.A. is a citizen centric initiative of Pune Police which aims to provide the best of services to complainants visiting the police stations as well as to impart victim assistance to the needy.

FICCI SMART Policing Award for Special Contribution to the Cause of Policing - Rashtriya Raksha University

Rashtriya Raksha University has been felicitated for **Special contribution to the cause of Policing** for the multiple initiatives undertaken for the betterment of state under various categories like Community Policing, Crime Investigation & Prosecution, Road Safety & Traffic Management, Training & Capacity Building & Women Safety.

Various initiatives in different categories undertaken by Rashtriya Raksha University are as follows.

Name of Initiative	Category	Concerned Officials
Police Image Lecture Series	Community Policing	**Mr. Sagar Ghodasara**, Teaching Cum Research Associate, School of Internal Security and Police Administration
Forensic Examinations at the Scene of Crime and in the Laboratory	Crime Investigation & Prosecution	**Dr. J. R. Gaur**, Chief Mentor and Emeritus Resource Faculty
Departmental Skill and Discipline (Police) Training for Regional Transport Officers	Road Safety & Traffic Management	**Mr. Siddharth Khatri**, Consultant, Centre for Traffic Management and Road Safety, SISPA
Capacity Building Training Programme	Training & Capacity Building	**Mr. Pavan Soni**, Assistant Registrar, Directorate of Professional Development and Training
Training & Capacity Building - VIP Security Training	Training & Capacity Building	**Dr. Vinay Kumar Srivastava**, Centre Head, School of Internal Security and Police Administration
Distinguished Lecture Series – Women Leadership in Police and Security Services	Women Safety	**Dr. Dolly Mishra**, Assistant Professor, School of Internal Security and Police Administration



1
CHILD SAFETY



WORK SITE SCHOOLS

TELANGANA POLICE

The initiative included setting up schools for the children of Odia migrant workers employed in brick kilns in two districts of Telangana. The schools are set up in odia medium and classes between 1 and 4 were set up on the premises in government schools for 6 to 7 months. Midday meals, Rs 1 per kg of rice were provided by the district administration, while transport for the children, uniforms and teachers's salaries were provided by the Brick Kiln Owners Association. Aide et Action mobilised and trained the teachers from Odisha, provided books and continues to track the children on return to their home state.

Mapping of brick kilns, children and neighborhood government primary school was carried out to identify eligible children and create linkages to the schools. Aide et Action initiated the mapping and the data was shared with the concerned district administration. The district administrations of Yadadri Bhuvangiri and Rangareddy have allotted the local schools to accommodate the children.

Aide et Action field staff and the EVs sensitised the brick kiln workers, parents about the safety, education and childcare and seeking government entitlements through the brick kiln owners.

Besides making access to education of children, close to 400 infant and young children under 5 years were identified in the brick kiln. The teachers created awareness among the mothers for healthy childcare and linked them with the local Anganwadi centers.

Remedial coaching sessions were also organised for the children in the worksites to prepare the children to study better and do well in the examination which is being conducted in the worksite school.

After the completion of seasonal migration, the children are back in their respective villages and so are the Education Volunteers. Aide et Action preparing the village wise and school wise reintegration plan and submitted the same to the SSA, Odisha. The EVs also help the children in reintegration with their native schools.

In the last four consequent years, this initiative has helped 1350 children in the age group of up to 14years were enrolled into schools and ensured their continuity of schooling and education in their mother tongue. After completion of their parent's migration, initiated to ensure they are repatriated to normal school in Odissa with support of NGO - Aide et Action which also works in Odissa. The worksite schools are functional from Dec to June and during this period, all children are ensured to go to school to learn and not to miss-out their education despite migration.

OBJECTIVES AND NEED FOR THE INITIATIVE OR PROJECT

Worksite schools is an innovative concept designed with an aim to provide education to the children of migrant labour from Odisa who come in to the rural and sub-urb areas of Rangareddy and Yadadri Bhongir districts of Telangana.

It was observed that the migrant labor from Odisha come to these areas only during a season and return to their state. This pattern continues every year. So, when the parents migrate, they bring along with them their children and they miss their school for that period. The discontinuity of education even discourages the parents and disinterests the children in continuing the schooling.

Moreover, the kids when at kilns are forced or bound to indulge in some work and they get gradually dragged into work eventually to become child labour.

KEY BENEFITS TO PUBLIC & GOVERNMENT

1. Preventing children from falling into the vicious cycle of child labour.
2. Facilitating migration of semi-skilled labour for the sustenance of economic activity in the receiving state.
3. Facilitating the children to have undisturbed academics in their native language.

STAKEHOLDERS

The CP sought the cooperation of Aide et Action an International NGO which works with migrant labour and the Brick kiln Association to support this noble initiative.

He further mobilised the support of the Yadadri Bhongiri district administration and Rangareddy district administration to enroll the children in the local government schools located near the brick kilns.

PROCEDURAL/ADMINISTRATIVE / LEGISLATIVE CHANGES

No changes were required but only coordination of various wings of district and state administration.

CURRENT STATUS

Phase 4 to be launched.

FINANCIAL IMPLICATIONS / COST ESTIMATES

All financial implications are borne by the district administration, action at aide and brick kiln association.



2
COMMUNITY POLICING



LON VARATU CAMPAIGN

CHHATTISGARH POLICE

LON VARATU Campaign was launched in June 2020 in Dantewada district by police. LON VARATU is a word from locally spoken GONDI dialect which means come back home. Under LON VARATU Campaign, a transport exhaustive village wise list of about 1600 Maoists active in the district has been prepared with the help of surrendered Maoists, local recruits, naxal crime records and past Maoist's profile. These village wise lists were propagated through social media, local print, and electronic media.

The village wise lists were pasted in governmental building of respective villages distributed to government functionaries, local public representations, and family members of Maoists. Thus, anonymity of Maoists was lost and everybody in village came to know about the past held by a person in Maoist's organisation. Thus, a community pressure for surrender of Maoists began. As a result of which 437 Maoists including 116 rewardee Maoists surrendered in a year.

Effective rehabilitation is hallmark of LON VARATU Campaign. As more than 90% of surrendered cadre did not have any identity proof. Aadhar card, voter card, PDS card, Ayushman card, and bank accounts were made for all surrendered cadre which helped them avail of benefits of state and central government sponsored social and developmental schemes. Liasoning was done with district administration which helped then avail benefits related to various departments self-group of surrendered cadres was made and distributed tractor and other agricultural equipment's for forming. Livelihood training by jobs were given and Community marriage was conducted for 15 ex-Maoists.

Reverse vasectomy was done for 6 Maoist's who were forcibly sterilized by Maoists. LON VARATU hub is being constructed at district head-quarter which would include residential quarter, livelihood training centre, recreation centre, transit hostel, anganwadi and schools for children. It will be the first of a kind township for surrendered cadre. As and when they feel safe, they could go back to village from LON VARATU hub.

LON VARATU model is an effective program which needs to be replicated in other LWE districts.

OBJECTIVES AND NEED FOR THE INITIATIVE OR PROJECT

Lon Varaatu campaign is a unique surrender cum IEC campaign launched in Dantewada district of Chhattisgarh.

Many times, family members even don't know that their children have been recruited by Maoists and are working with them. These recruited cadres gradually get promoted to higher ranks without family members realizing that their relatives have become rewardee Maoists. When Maoists surrender or get arrested or are killed in police encounters, family members and villagers alledge regarding fake surrender/fake arrest and fake encounters.

When villagers later realize that crimes have been registered against them, either they run away and join armed naxal formation, or start evading police by staying in forests and hills near their village or are prone to exploitation by disgruntled policemen.

As villagers don't have proper information regarding which individuals have cases pending against them, all villagers of naxal affected villages are living a life apprehensive of arrests at any time.

Maoists used to spread misinformation that policemen increase reward money on Maoists after being arrested or

killed for monetary benefits by increasing their ranks, thus, to motivate their cadres, Maoists will always describe those arrested or killed in encounters as villagers.

Lon Varratu campaign was designed to overcome these shortcomings and bring transparency and accountability in anti-naxal operations.

KEY BENEFITS TO PUBLIC & GOVERNMENT

1. 437 Maoist's including 63 women surrendered during the campaign in last 1 1/2 year which 116 rewardee Maoist's and total rewards 1,9700000 lakhs.
2. Due to Lon Varaatu campaign 15 villages become naxal free in last six months.
3. No deaths or injuries has been sustained by security forces in last 1 1/2 year.
4. Remarkable decrease in incidents of arson or damage to public property in last 1 1/2 year.
5. No surrendered cadre has been killed in last 1 1/2 year due to effective rehabilitation.
6. All the development activities gained pace and various government employees started going to interior areas to initiate and execute various schemes of government. The relation between security forces and citizen
7. LON VARATU Campaign to massive surrender which decreased the fear among villages. Community awareness and unity led to increased confidence among villagers. Village started demanding development of their respective villages and thus there was marked decrease in violence which saved many precious lives. Villagers restarted their customs and traditions which was restricted by Maoists. Villagers are now free to move from one village to another without scrutiny of Maoists. Surrendered Maoist cadre become mentors and marked for bringing back other Maoists. With surrender of all Maoists form the village, local support of Maoists has decreased, and Maoists are not able to hold meetings in village and gradually villages are becoming Maoists free.

STAKEHOLDER

1. Local representative
2. Local media
3. Local people

CURRENT STATUS

437 Maoist's including 63 women surrendered during the campaign in last 1 1/2 year which 116 rewardee Maoist's and total rewards 01 crore 97 lakhs.

FINANCIAL IMPLICATIONS/COST ESTIMATES

1. Civic action funds allocated to district from security related expenditure of MHA GOI and state government.
2. Advertisement funds from security related expenditure of MHA GOI and state government.
3. Civic action funds from NMDC
4. Funds from SCA of MHA

CIVIC ACTION PLAN

RAILWAY PROTECTION FORCE

Civic Action Plan is a type of operation designed to assist an area by using capabilities and resources of an organization to undertake long term programs or short-term projects. In this connection demand of employment of an area need to be surveyed and accordingly such vocational courses should be adopted in the project to assist the youth alienated from society to bring back in the mainstream.

OBJECTIVES AND NEED FOR THE INITIATIVE OR PROJECT

The ultimate objective of the plan is to win the hearts of the people by earning their faith towards Government body and bring them to national mainstream through various projects and plans of skill development and nourishing their skills to get employment. Unemployed youths will be imparted vocational training and career counseling.

The project seeks to inculcate the social norms and values in delinquent youth groups by developing a sense of responsibility and good conduct amongst them. It will work towards enhancing the chance of employability as well as promoting self-employment and entrepreneurship amongst them.

KEY BENEFITS TO PUBLIC & GOVERNMENT

1. Development of a sense of responsibility and volunteerism, which will lead to partial | reduction in petty crimes, drug abuse and family violence in the area. Counseling of the most aggressive and delinquent members of the group.
2. It is to submit that a civic action plan has been prepared in mining area especially in coal theft prone affected area of Kajoragram and Andal under ° Asansol Division to assist the youth alienated from society to bring back in the mainstream.

STAKEHOLDERS

1. Freight Corridor Corporation of India Limited - Fund Provider
2. Railway Protection Force. Asansol Eastern Railway- Facilitator, coordinator, and space provider
3. Manindranath Banèrjee Memarial Society City Tower, Kumarpur G.T.Road Asansol 4 Dist Paschimbardhaman- Training Provider

CURRENT STATUS

500 Candidates have already been trained in the vocation of tailoring (female) & unarmed security guard (male) in 02 batches and presently a third batch of 240 batch strength 00 is undergoing.

FINANCIAL IMPLICATION

Total Project Cost - Rs. 40,00,000

FOLLOW UP INITIATIVE

After training completion, 14 candidates have been employed and a few female trainees have become entrepreneurs.

COMBATING NARCOTICS & WEAPON-SMUGGLING IN BORDER AREAS

JAMMU & KASHMIR POLICE

In April-2019 cross-LoC trade was suspended as the same was being used for funnelling of illegal weapons, fake currency and narcotics. The terror outfits across the border started to explore alternate routes for pushing narcotics and weapons into India. Therefore, in order to curb this menace and to make District Kupwara drug-free, District Police carried out comprehensive studies on Narcotics and Narco-Terrorism within the district, especially border areas, and it came to fore that majority of the cases are traced to the border areas.

First Stage (Identifying Narcotic & Narco-Terrorism Hotspots): As a part of the Initiative, the border areas wherefrom narcotics and weapons are smuggled, were identified based on the cases traced, smugglers identified and the location of these areas beyond AIOS (Anti Infiltration Obstacle System). 08 villages in Karnah Sector and 01 village in Keran sector were identified.

Second-Stage:Census of Narcotics & Narco-Terror Hotspots: In the next stage of the implementation phase, the census of these Narcotics & Narco-Terror Hotspots was conducted. The census of these villages was compiled and studied, and it was found that almost every household has relatives in Pakistan, and a considerable portion of them push narcotics and drugs in these villages.

Third Stage: Revisiting Interrogation Reports of surrendered/released Terrorists/peddlers and Identification of Local Terrorists who are active from across the LoC and pushing narcotics and weapons in the Valley: In the third leg of the implementation phase, the IRs of surrendered/released. Terrorists were re-visited and it was found that in most of the cases, names of 24 terrorists handlers surfaced, who used to push narcotics/weapons in the Valley. 43 relatives/acquaintances of these handlers on this side of the fence were identified, and activities of potential peddlers among them closely monitored.

Fourth Stage: Understanding modus-operandi, Identifying Smuggling Routes & establishing new BPPs (Border Police Posts) along these routes: The smuggling routes were identified and using open tools, the routes were drawn.

Fifth Stage: Community Policing, Establishing Nasha-Mukht Committees at Local level &Vigorous Public Campaign against Drug-Peddling & Drug-Abuse: The last phase of the Implementation process was to cultivate public awareness about drugabuse, and to establish Nasha-Mukht Committees at local level, involving youth leaders, Panchayat members, teachers, and other respectable members and key stakeholders in the fight against drug-menace.

OBJECTIVES AND NEED FOR THE INITIATIVE OR PROJECT

1. The need for the initiative can be surmised from the immediate need of launching "Nasha Mukht Bharat Abhiyaan" by MoSJE (Ministry of Social Justice and Empowerment) on account of the disturbing figures that over 6 crore people are involved in substance abuse in the country, out of which 1.2 crore are children under the age of 18. And out of this 6 lakh drug-abusers are from Kashmir.
2. Bringing down Narcotics and weapon-smuggling to zero in the border areas of Kupwara District
3. Identifying Narcotic peddlers and Inquiry into their disproportionate assets
4. Busting major Narcotics-modules (Narco-terror modules)
5. Creating public awareness and proactive involvement of local populace in the fight against narcotics and narco-terrorism; and
6. Identifying drug-addicts, their counselling and drugde-addiction; inter alia

KEY BENEFITS TO PUBLIC & GOVERNMENT

Key benefits to Public:

1. Saving the young generation from resorting to drug-abuse.
2. Saving expenditure to be incurred on drug de-addiction.
3. Reduction in mental health problems.
4. Reduction in crimes in society.
5. Creating an environment of safety; inter alia

Key benefits to Government:

1. Saving heavy expenditure made on drug de-addiction schemes.
2. Saving time & effort of Govt Officials (Police, Court, etc.) consumed by drug-peddlers.
3. Choking Terror-financing in the J&K
4. Safeguarding the demographic dividend from being involved in substance abuse.
5. Economic growth

STAKEHOLDERS

1. Police
2. Social Service, Govt &Community Organisation
3. Health Service (Hospitals/Drug De-Addiction Centres)
4. Youth Clubs (esp Sports Clubs) to create awareness about drug-abuse.
5. Nasha-Mukht Committes at local level, to create awareness about drug-abuse, and act as first informers to police about drug-peddlers and drug-abuse
6. Media (Awrareness about drug-abuse, Campaigning against drug-peddlers), inter alia

PROCEDURAL CHANGES

1. Tracing out the source of the narcotics seized, and busting the whole module involved in it, which previously used to be of least concern,
2. Close monitoring of habitual offenders,
3. Close monitoring of NDPS Cases, etc.

FINANCIAL IMPLICATIONS

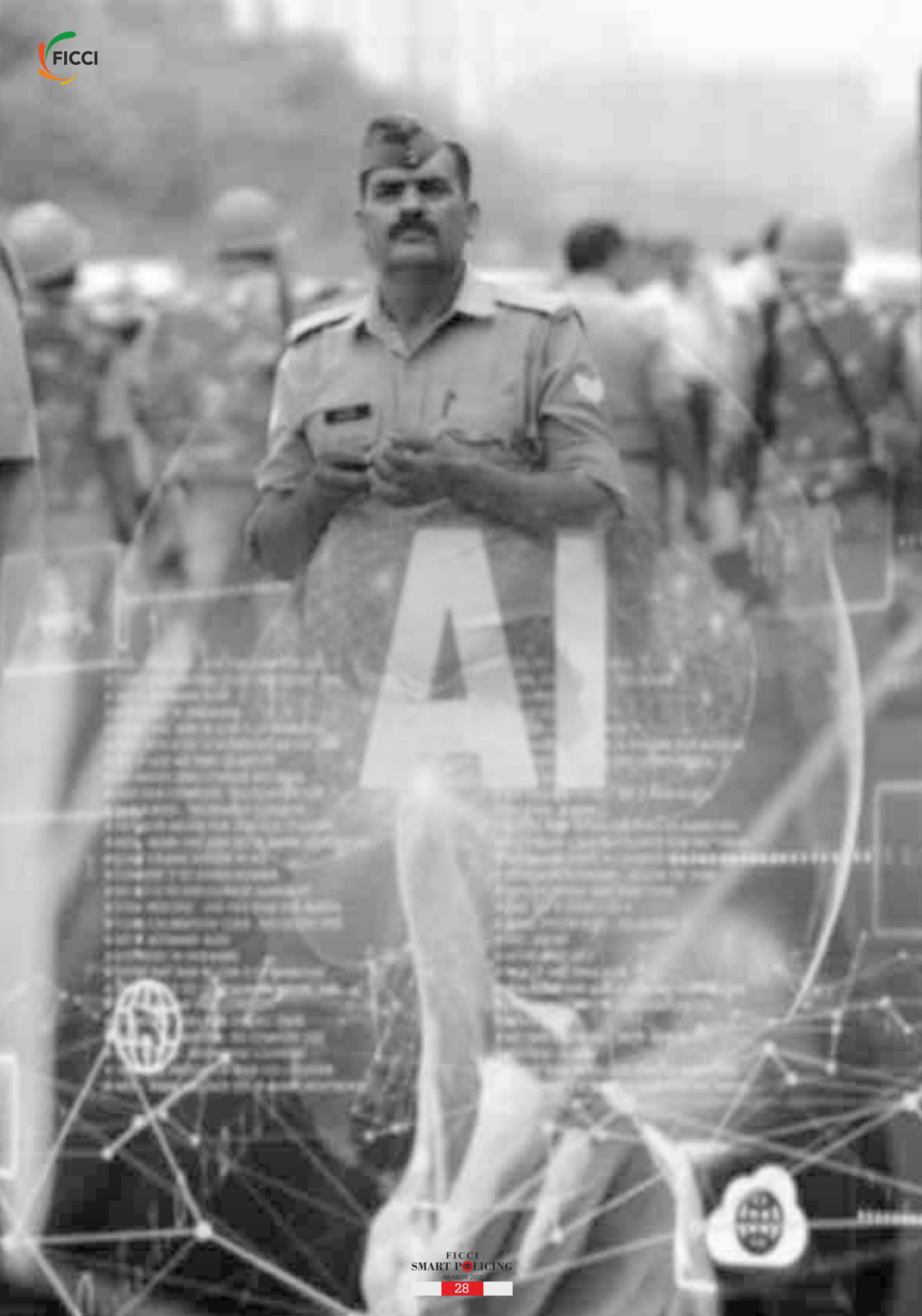
1. New BPPs: Land Acquiring & Construction of Posts
2. Forensic Equipment: Drug-Detection Kits, Digital Scales, etc.
3. Drones: Aerial Reconnaissance, Monitoring, Mapping, etc.





3

CRIME INVESTIGATION & PROSECUTION


AI

AI BASED DATA ANALYTICS TOOL FOR ANTI CORRUPTION EFFORTS

UTTAR PRADESH POLICE

Burdened by the large resource and time requirement to sift through data related to financials, disproportionate assets, etc. of the suspect and related parties across a "check period" of 10 years, the Anti-Corruption Organization (ACO) was seeking a technology leD solution to streamline the suspect analysis process. In the exploration of the potential of technology, specifically AI, to tackle corruption, the ACO engaged Jocata Financial Advisory & Technology Services Pvt Ltd (Jocata), a leader in AI based Risk Analytics for Anti-Money Laundering and Combatting Financial Terrorism.

The aim of the ACO's engagement with Jocata was to speed up the investigation process using the latter's digital data aggregation capabilities and AI based categorization and scoring engine. Jocata's technology platform, the Jocata GRIDTM, ingests data from various verified digital sources to generate a composite persona of the suspects on a spectrum of risky behaviour based on the identified data of the suspects and related parties such as Bank Statements, Call Records (CDR), etc.

Different data points are used to bring out different aspects of suspicious activity that are then analysed and blended using Jocata's proprietary AI model to create a composite "Digital Persona' of the suspect.

The AI model can analyse enormous and diverse sets of data and detect patterns that suggest the possibility of corrupt behaviour. This allows the detection of anomalous financial and other behaviour and helps connect the dots to otherwise disparate information from multiple sources such as adverse news, tax filing behaviour, and asset ownership.

It also enables mapping of networks of relations, locations, and the potential use of shell companies. The model looks at historic and new data to continuously learn and improve its ability to trap corrupt behaviour.

OBJECTIVES AND NEED FOR THE INITIATIVE OR PROJECT

1. Manually combing through enormous amounts of data and connecting the dots to identify red flags that allude to corruption, requires a large resource outlay and, entails a lengthy investigation process - the most time-consuming components of which involve Data Collection and Data Analysis.

2. The current process from case reporting to case closure is often long and cumbersome, often lasting anywhere between 18 - 24 months. Adding to the complexity of assessing a suspect, multiple data sources are identified, individually approached and data obtained from, for use in the investigation.

3. The various data points and sources considered include Financials, Property, Travel and Call Data. The data is either manually obtained from the source or self-declared by the suspect. The ACO, in its mission to fight corruption, found that the investigation process involved a laborious suspect assessment which was very time consuming. This meant there was plenty of room to make it more efficient, scalable, and digital using the right tools and technology. To this end, the ACO decided to Leverage AI for anti-corruption along with digital data aggregation and analytics, resulting in more efficient, timely and scalable anti-corruption measures.

KEY BENEFITS TO PUBLIC & GOVERNMENT

1. Automation: Use of an Artificial Intelligence based analytical model to automate suspect analysis process will help reduce time taken for processing and analysis of data from sources such as Bank Statements, Financials, etc. from several months to minutes.
2. Accuracy: High accuracy of predictions can be achieved over time using the volumes of digitally sourced data. The models will also continuously learn and adapt using a feedback loop and help accurately analyse and flag suspicious behavour. Since the data is obtained from authentic sources, the analysis outcomes will also be richer as opposed to manually sourced or self-reported data and likely less contestable.
3. Deeper Analysis: Progressive & adaptive learning algorithms will allow deeper analysis of interconnected data bringing new insights into suspicious behaviour. The model will adapt to new data to continuously generate new insights. The AI model can also build persona types using predictive analytics that can create a pool of individuals to be monitored for red flags, potentially allowing authorities to take pre-emptive measures.

STAKEHOLDERS

1. Investigating officers
2. Supervisory officers

FINANCIAL IMPLICATIONS / COST

Planned for Expenditure of Approx 15 Lakhs

CRIME MULTI AGENCY CENTRE (CRI-MAC)

NATIONAL CRIME RECORDS BUREAU

NCRB has launched the Cri-MAC application for flashing alerts on important matters of crime and for inter unit communication among disjointed police units across the country. Using Cri-MAC application, a user can generate new alerts, view alerts, view state wise and district wise statistical report, search for an alert and communicate with other police stations through e-mail and SMS.

The salient features of the application are as follows:

1. Alerts on the dashboard can be viewed at three different levels:
   - District level
   - State level
   - National level
2. Alerts can be generated about a particular crime category, simply by entering relevant information in the application's upload data module. Pre-formatted text has been provided for standardization of data as well as for easy generation of alerts.
3. Two types of searches can be performed on legacy data under any/all the windows:
   - Search based on FIR number.
   - Search based on crime category or any keyword.
4. Any PS across the country can communicate directly with each other using any of the two modes of communication provided in the application:
   - E-mails can be sent to any Police Station along with attachments after selecting state, district, and police station names from the drop-down menu.
   - SMS: SMSs can be sent to any police personnel after selecting state, district, and police station names from the drop-down menu.
5. State/District wise Statistical report can be viewed:
   - view the number of alerts generated by each state under each category.
   - view the total of alerts generated under each category for the entire country.

OBJECTIVES AND NEED FOR THE INITIATIVE OR PROJECT

1. Generation and flashing of crime and criminal alerts which are displayed in all the police stations across the country.
2. To provide a secure and seamless Peer-to-Peer communication for all the police stations across the country.

KEY BENEFITS TO PUBLIC & GOVERNMENT

1. With the Cri-MAC application, police stations from one state can now directly communicate with any other police station in the country, eliminating the need to search for email addresses and phone numbers.
2. The application has proven effective in assisting police in several human trafficking cases. The application's dashboard features seven scrolling windows for sharing information on critical crime events, such as jailbreaks, major heinous crimes, Important seizures and recoveries, jail releases of notorious criminals, human trafficking cases, information on wanted/arrested criminals, and high-priority alerts such as Hue and Cry Notices.
3. Before the introduction of the Cri-MAC application, there was no centralized system for real-time sharing of crime and criminal alerts among disjointed police and jail units across the country. Information was typically shared through PSTN lines, police wireless, or personal emails.
4. With the Cri-MAC application, alerts can be generated, and information can be efficiently shared online, leading to better and faster coordination, and ultimately resulting in the early detection and prevention of crime across the country.

STAKEHOLDERS

1. National Crime Record Bureau (NCRB)
2. All states/UTs and Law Enforcement Agencies (LEAs) who have the ICJS user id and password.

CURRENT STATUS

Presently the Cri-MAC Application is being used by:

1. No of Cri-MAC logins During December 2022-1,10,442
2. No of Cri-MAC Alerts During December 2022-2,81,638

INVESTIGATION TRACKER

ANDHRA PRADESH POLICE

As part of investigation, an Investigating Officer (IO) is supposed to investigate a Crime/Case and file a charge sheet within a specified time based on the gravity of the case. Due to lack of monitoring on investigation of Crimes/Cases and lack of alert mechanism, IO were not able to keep track of this investigation process.

Even there was no report for the Senior Officers to review long pending cases for Investigation as a result some of the cases were pending for Years. To overcome this, a new Module was developed by AP Police called Investigation Tracker. Based on gravity of Crime registered, target date will be automatically calculated, and accordingly timely SMS alerts are sent to IOs which remind them about due date to file charge sheet.

Further, if any IO fails to file charge sheet within due date, an alert will be sent to Senior Police Officers for taking necessary action on the IO.

OBJECTIVES AND NEED FOR THE INITIATIVE OR PROJECT

Even though there are clear instructions for IOs to complete investigation of cases within time bound manner, it is hardly followed. Earlier due to manual compilation of data, neither the IOs nor Senior Officers were able to keep track of the Investigation process. There was no alert mechanism for IOs and Senior Officers. They were not able to monitor the progress of the investigation.

Due to this, some of the IOs were lethargic and often made money from accused by delaying the investigation. An analysis of the data has revealed that, in large number of crimes particularly against the weaker sections like Children, Women and SC/STs where charge sheets are not filed within stipulated time of 60 days.

KEY BENEFITS TO PUBLIC & GOVERNMENT

1. In 78% of the registered crimes, charge sheets are filed within the due date as compared to 48% before launching of this module.
2. Increases accountability on part of IOs.
3. Increases better monitoring on part of Unit Officers/SPs
4. Time-Based progress on crimes can be monitored.

STAKEHOLDERS

1. Approx. 2 lakh Complainants/Victims of Crimes
2. Approx. 30,000 Investigating Officers of Police Department.
3. Senior Police Officers in Police Department.

PROCEDURAL/ADMINISTRATIVE / LEGISLATIVE CHANGES

Police Department has developed Enterprise eCOPS (EeCOPS) application for registration of Crimes and further processing of Integrated Investigation forms as part of CCTNS Project where all crimes are registered by Station House Officers (SHO) and investigation of cases is being assigned to IOs.

Using database of EeCOPS Application, a separate module was developed on top of application using Java which pulls data from database and produce reports on a single click to Senior Officer. SMS integration has been done to application to trigger alert messages to IOs and Senior Officers.

CURRENT STATUS

With the help of this Investigation Tracker tool, IOs were made accountable to do investigation in time bound manner, Senior Officers can supervise and administer the Investigation process, Victims of crimes will be ensured speedy justice.

FINANCIAL IMPLICATIONS / COST ESTIMATES

Project carried out at free of cost to the Department but only efforts by Department Personnel in envisioning, designing and coordinating with incumbent System Integrator, thereby making this project a great winner from Returns on Investment perspective.



4

CYBER CRIME MANAGEMENT



CYBER CRIME MANAGEMENT IN INDIAN RAILWAYS

RAILWAY PROTECTION FORCE

Cyber Crime Investigation & Management of cases involving organized interstate gang using illegal ticket booking software for booking & black marketing of Indian Railway tickets illegally on large scale.

CASE 1: - MAC software was being used by organized interstate gang for booking of Indian Railway tickets in bulk illegally. This gang bypassed the advanced security features of IRCTC website and automated the whole booking procedure using MAC software to work as a parallel Indian Railway ticket booking network to extort money from innocent passengers.

CASE 2: -RealMango software was developed and being used by organized interstate gang for illegal booking of Indian Railway tickets in bulk bypassing the advanced security features of IRCTC website. They automated the whole booking procedure to work as a parallel railway ticket booking network to extort money from innocent passengers.

CASE 3: - In May 2022, COVID-19 & many other software-BLACK TIGER, COVID-X & ANMSBACK etc. were being used by organized inter-state gang for illegal booking of Indian Railway tickets in bulk. This gang manipulated the IRCTC website to work as a parallel Indian Railway ticket booking network to extort money from innocent passengers.

Parallelly, a gang was also involved in generation of fake IRCTC User IDs using fake details to support the illegal ticket booking network. All communications were through WhatsApp& Telegram Calls using virtual numbers which made the tracing very difficult.

Cyber surveillance & usage of OSINT proved very fruitful for intelligence gathering to unearth the criminal activity. Field Units were also deployed to collect ground level intelligence and to track the criminals. After much effort, Field units arrested suspects from Uttar Pradesh, Gujarat, West Bengal& Maharashtra, who were interrogated about the software, modus operandi & other criminals in the gang.

Cyber security tools & Investigation techniques were adopted to access the secure server to collect data about the organized all India network of criminals & their activities. Based on this intelligence, Raids were also conducted all over India to arrest and prosecute the criminals. TheRPF, in multiple nationwide raids, have seized and blocked 5,520 future journey railway tickets booked through software amounting to ₹1.27 crore and had recovered past journey tickets worth ₹28.13 crore booked in last 6 months alone.

OBJECTIVES AND NEED FOR THE INITIATIVE OR PROJECT

The seizure of illegally booked railway tickets worth more than Rs 139.10 Cr from the possession of touts in these cases alone shows the involvement of large-scale organized gangs who are preying on innocent passengers and Indian Railways. This necessitated the large-scale operation to act against these organized gangs and to protect the interest of Indian Railways & Railway Passengers.

KEY BENEFITS TO PUBLIC & GOVERNMENT

Benefits to Public

1. It ensured availability of confirmed Railway Tickets to Public at large. Therefore, fulfilling the social responsibility of Indian Railways.

2. People were saved from the clutches of illegal railway ticket booking agents who were charging hefty amounts of money to supply confirm Railway tickets to public at large.

Benefits to Government

1. It unearthed the interstate gangs using illegal software for railway ticket booking with more than 17500 criminals involved in illegal business of railway tickets across the country.
2. Data collected from the RealMango software & MAC software server revealed the identity of master minds and all other criminals involved in illegal business of railway tickets. In MAC software case, in multiple nationwide raids, RPF had seized and blocked 27,948 future journey tickets booked through MAC software amounting to ₹7.96 crore and had recovered used tickets to the tune of ₹50 crore. In RealMango software case, Total 994 criminals were apprehended with seizure of Railway Tickets worth ₹87.70 Lacs in raids conducted across the country. In Covid-19 software case, RPF, in multiple nationwide raids, have seized and blocked 5,520 future journey railway tickets booked through software amounting to ₹1.27 crore and past journey tickets worth ₹28.13 crore booked in last 6 months alone.
3. Many evidence and analyses gathered after the investigation in the MAC software, RealMango& Covid-19 software cases have also been shared with CRIS/IRCTC which in turn made suitable changes to their Passenger Reservation system to make the ticketing system more robust & secure.
4. Sopped Generation & Hawala transactions of black money generated through illegal booking of railway Tickets.
5. Since Railways is a key mode of public transport for rich & poor alike, a key responsibility of government is to ensure fair and transparent booking of railway tickets, dismantling of inter-state organized gangs have helped millions of needy Indian Railway passengers on daily basis.

PROCEDURAL/ADMINISTRATIVE/LEGISLATIVE CHANGES

1. It has led to the development of new skills & trained RPF personnel at the field level to target criminals.
2. It has led to attitudinal change in the organization to target the criminals through surveillance of cyber space & digital footprints.
3. IRCTC has also setup dedicated cell with RPF officers to trace the suspected illegal activity in Indian Railway ticket booking.

CURRENT STATUS

Using the actionable intelligence collected about the criminals, Raids were conducted all over India to arrest the criminals involved in illegal business of railway tickets using MAC, RealMango, Covid-19, BLACK

TIGER, COVID-X & ANMSBACK software.

Digital evidence helped in unravelling the whole organized network of criminals and to conduct all India raids against the criminals to arrest and prosecute them under Railways Act 1989.Cases were registered against the criminals and is in various stages in the railway courts across the country.

FOLLOW - UP INITIATIVE

1. Intelligence gathered and evidence collected in the cases have been shared with CRIS/IRCTCto strengthen their Passenger Reservation system to make the ticketing system more robust & secure to protect the innocent railway passengers & interest of Indian Railway.
2. Training has also been conducted for 17 Zonal Cyber Cells & RPF personnel and field level to develop requisite skill and expertise at the ground level.
3. Case studies of MAC, RealMango, Covid-19, BLACK TIGER, COVID-X & ANMSBACK software have also been used to train the officers & staff.

CYBER CRIME MANAGEMENT

HARYANA STATE POLICE

The Cyber Investigation Data Networks System is a software wherein various types of details of each suspect found during Investigation can be added. Later, these suspect details can be utilised to solve various cyber complaints and cases simultaneously having common suspect details.

OBJECTIVES AND NEED FOR THE INITIATIVE OR PROJECT

1. Cybercrime, as huge a problem as it may, has some common characteristics which set it apart than regular crime. Firstly, it is very difficult to identify a jurisdiction in these cases. The locations of victim (can be multiple), accused (which can be multiple) and the locations of the mobile numbers and bank account used can span through any part of the country or even offshore. So, cybercrime threat has unique characteristic of transcending boundaries and jurisdictions. So, in a single crime more than one police station or district or state can become the stakeholders.
2. Cybercrime has another unique feature that tools used for one crime can be used at multiple places and at multiple times like sim cards, bank accounts, digit wallets or IMEI.
3. Cybercrimes as individual crimes may be petty but put together, they involve huge amounts of money and targets are sometimes the most vulnerable section of society.
4. Prevention and detection of cybercrime is an area of concern of not only police but various other agencies like telecom companies, banks, public and private companies, all those in gig economy and digital economy.

Therefore, keeping this in view, there was an urgent need to create a portal like CCTNS which integrates all the police stations of the country together.

KEY BENEFITS TO PUBLIC & GOVERNMENT

1. IO can search by the name of the accused, address of the accused, bank account numbers, phone numbers, IMEI or IMSI numbers, digital wallet IDs, by district or by state etc. he can match the information already entered in the portal by the other IOs and if found a correct match, can coordinate with the IO of that police in any part of the country. He can this way not only enhance his investigation process but also can obtain addition documents or evidences by mail, can get information about the latest status of all those common cases, even get the information of accused if already arrested by any other IO or wanted accused which can be overlooked by one IO, he can obtain production warrants of wanted accused, the cases against the accused so identified in this portal can be quoted in the courts for purpose of remand, IO can thus make better recoveries and eventually identification of multiple frauds done by the same accused can help in the conviction of otherwise meagre 420 IPC cases. (Search page screen shot attached in DPR)
2. Software also helps senior officers to track the progress in cyber and cases district wise and police station wise.

PROCEDURAL/ADMINISTRATIVE/LEGISLATIVE CHANGES

IO can search by the name of the accused, address of the accused, bank account numbers, phone numbers, IMEI or IMSI numbers, digital wallet IDs, by district or by state etc. he can match the information already entered in the portal by the other IOs and if found a correct match, can coordinate with the IO of that police in any part of the country. He can this way not only enhance his investigation process but also can obtain addition documents or evidences by mail, can get information about the latest status of all those common cases, even get the information of accused if already arrested by any other IO or wanted accused which can be overlooked by one IO, he can obtain production warrants of wanted accused, the cases against the accused so identified in this portal can be quoted in the courts for purpose of remand, IO can thus make better recoveries and eventually identification of multiple frauds done by the same accused can help in the conviction of otherwise meagre 420 IPC cases.





5

HUMAN TRAFFICKING



ATHU CLUB

JHARKHAND POLICE

Gumla district is the second largest district in the state of Jharkhand. Mainly tribal communities reside here and about 60-70 percent of the people in the tribal community are not educated. Tribals are very naive non greedy. Human traffickers here take their advantage and children are easily trapped in their clutches and then taken away to make them work in some other city.

Ahtu Club was thus inaugurated by Gumla Police on 30.07.2022 to prevent human trafficking on the occasion of World Anti-Human Trafficking Day. In Gumla district, one team of AHTU was formed in each block. in which the team of that block (police officer + NGO + TEACHER + STUDENT) was given the responsibility to prevent incidents like human trafficking in their block. Along with this, instructions were given to run awareness programs in all the villages and panchayats of that block.

OBJECTIVES AND NEED FOR THE INITIATIVE OR PROJECT

It was found that there is a need to create a new squad to prevent the incident of human trafficking and to reduce the distance between the children and the police, so that the incident like human trafficking can be stopped and victim can be rehabilitated.

KEY BENEFITS TO PUBLIC & GOVERNMENT

1. With the formation of Ahtu Club in Gumla district, now instead of the parents of the victim, her sister and brother and college students are coming to Ahtu police station to report human trafficking, Which is a big thing for Gumla district.
2. Now if a girl from any village goes outside to work, then Ahtu police station gets information about it immediately.
3. After the formation of ahtu club , there is more than 50 child rescued from different state.
4. Due to formation of Ahtu Club team in selected schools in all the police station area of Gumla district, not a single child is becoming a victim of human trafficking from the selected schools.
5. By making the child a member of the Ahtu Club, there is a direct contact between the children and the police, and if the child who is a member of the Ahtu Club has any family member from the village and the children in the village are being victims of human trafficking, then its Immediately information is received by the police officer and the child is saved from being human trafficked.
6. In 2022 total 11 cases were reported in which 18 children were missing there after with the help of ahtu club team 17 children were rescued .and now we will rescue all the missing child from the input of ahtu club members.
7. There is only one police station related to human trafficking in Gumla district, in which FIR related to human trafficking of the entire district was registered. There was a problem in collecting information against human traffickers in the entire district. But in each police station area, one of the police officers of the police station

related to the construction of Ahtu Club has been kept as the mentor of the Ahtu Club, whose job is to solve all the problems related to human trafficking in that police station area and rein against human traffickers. Have to apply. Now due to this awareness of the people, there is a reduction in the cases.

8. With the formation of Ahtu Club, police officers of border railway station, airport and bus stand under the district area have been added as members in this club, so that information about smuggling is immediately received by the Ahtu Club and through the Ahtu Club. Action is taken. Such co-ordination has helped in rescuing children going to Delhi and other states and helping smugglers.

STAKEHOLDERS

1. Police Officer
2. NGO
3. Teacher
4. Student
5. CWC
6. Doctor
7. Dalsa
8. State Gov

FINANCIAL IMPLICATIONS / COST ESTIMATES

DC office fund and police fund (cost about- Rs. 70,000)



6

ROAD SAFETY & TRAFFIC MANAGEMENT



ROAD SAFETY & TRAFFIC MANAGEMENT

HARYANA STATE POLICE

OBJECTIVES AND NEED FOR THE INITIATIVE OR PROJECT

1. The main purpose of AVT app (mobile phone application based) is that the vehicle is blacklisted (stolen/latu/robbery vehicles) & Whitelisted (unspecified entry of the vehicle on occasion) in the application with ANPR (Automatic Number).
2. Plate recognition- From the plate, all the information is received simultaneously, including the macag, the speed of the card, the chassis and the engine number, the name and address of the mobile

KEY BENEFITS TO PUBLIC & GOVERNMENT

1. The stolen / robbed/ robbery vehicle will be checked on the spot and the vehicle will be recovered through the search engine.
2. Sort out of damaged vehicles through ANPR (Automatic Number Plate Recognition)
3. AVT App (Mobile Application) used during various events (rally, public meeting, eventuality/administration, fair)- The list of vehicles received in the application can be uploaded in the application through the Banayaktu Kamgachari app on the website.
4. The availability of e-challan machines is limited, and a lot of money is spent in new purchases. Lebakan AVT App (Mobile phone application based). Bajaj is easily installed in every public employee's mobile phone, Fear of theft/robbery/robbery on the road by the vehicle being caught in the parking lot.

PROCEDURAL CHANGES

The said app should be used more in place of the e-challan machine of the vehicle checker. Field police personnel empowered with vehicle checks.





7

SMART POLICE STATION


POLICE STATION

E- MALKHANA AT NCB JODHPUR ZONAL UNIT

NARCOTICS CONTROL BUREAU

The malkhana plays a crucial part in the criminal justice system. The seized property is received in the malkhana under proper documentation and is required to be meticulously stored in a secured place. The said exhibits/seized properties stored here are required to be displayed in the court during trial. In fact, the trial of any case is incomplete without the physical evidence associated with the case are presented in court. Thus, regular movement of case property from the malkhana to the court and back is a regular affair. This process of storage, preservation, transportation, and safe custody of the case property/samples is of vital importance for NCB functioning. The officer in-charge of malkhana bears the responsibility for not only safe keeping but also tracing the exact exhibit and its timely movement to and from court.

OBJECTIVES AND NEED FOR THE INITIATIVE OR PROJECT

The e-malkhana software is aimed at bringing about a major change in the overall system of malkhana management. Therefore, it is necessary to make an action plan for a smooth change-over from manual system to e-malkhana. The e-malkhana project is an important step towards introducing innovative technologies to malkhana management. This will completely transform the way the malkhana is handled. It can also see growth in the future in various ways. As the e-malkhana software was developed as initio, it was necessary to develop the principles governing the same. These principles guide the process of development of software and help in avoiding any deviation from the stated objectives.

- When evidence is received for storage, it should be maintained under the exclusive control of authorized officers.
- There should be an access control mechanism, which is strong enough to deny unauthorized access, at the same time efficient enough to allow smooth transfer of charge, in case of transfer of officers etc.
- There should be dual verification of all items of evidence received for storage to maintain an accurate chain of custody. This should include verification of all evidence stickers or tags against the evidence sheet, along with verification of weight and counts about drug and money evidence.
- All items of evidence should be entered into the evidence tracking system upon receipt reflecting identifiable information along with the location in which the item will be stored.
- All evidence should be maintained in the original packaging and stored in a consistent manner, taking safety, security, and ease of identification into consideration.
- The access, retrieval and replacement of evidence must be accurate and hassle-free. At the same time, the integrity of the exhibits & evidence must be maintained.
- Every log of the movement of evidence must be maintained in a tamper-proof system.

Keeping in mind the basic framework as mentioned above, the structure of e-malkhana software was developed.

KEY BENEFITS TO PUBLIC & GOVERNMENT

- The integrity of the exhibits & evidence.
- Easy & secured access and secured lifelong data and reports.
- Chain-of-custody.
- Records are properly maintained to ensure safety.
- Minimization of suspicion regarding theft, pilferage, or loss of drugs during & after the seizure process.

- This software-based system should capture the data online pertaining to the seized goods starting from the time of their first entry in Malkhana up to their disposal.
- Provide a benchmark for future weight calculations.
- Master Server at Headquarters, connected to systems in all zones.
- Data from all Zones will be collected, collated, and processed at the Headquarters.
- The master server will provide comprehensive reports for supervisory purposes.
- The module of Medical Record History and Centralized Fingerprint Records can be upgraded to store biometric data of the accused for ease of identification and verification.
- On the zone level, the hardware can be upgraded in future to create an automated material handling system with mechanical storage and retrieval system.

STAKEHOLDERS

All Zonal Units (Police stations) of Narcotics Control Bureau

PROCEDURAL/ADMINISTRATIVE / LEGISLATIVE CHANGES

1. The basic software will be developed based on inventory management system, combined with the experience of some sister agencies in electronic malkhana management.
2. The software will have following components:
    - Central Database.
    - Bar-code system.
    - Advance search options.
    - Comprehensive report generation.
    - Reporting of disposal status.
    - Administration module.
    - Supervisory module for Headquarter.
3. This module will help in assigning rights for accessing the software, as per the role of the officers.
4. The login ids and passwords will be assigned through this module.
5. This module will also give access to the activity logs of the software.

FINANCIAL IMPLICATION

1. Rs. 59,000/- (E-Malkhana Software)
2. One Computer set with Windows OS 11 Professional (Available on GeM at lowest price of Rs.88190.34/-
3. Digital Biometric Handle Door Lock - 02 nos. (Available on GeM at lowest price of Rs.25000/-)
4. Handheld Bar code reader cordless - 01 no. (Available on GeM at lowest price of Rs.2689/-)
5. Pre-printed Bar-coded labels - 500 nos. (Available on GeM at lowest price of Rs.4600/-)



8

SURVEILLANCE & MONITORING



BRISP (BADDI REGION INDUSTRIAL SECURITY PLAN)

HIMACHAL PRADESH POLICE

BRISP was inaugurated in 2022 by the then Industries Minister Himachal Pradesh Shri Vikram Singh. The implementation of BRISP has received very positive feedback from the industries. The purpose of industrial security is to detect, defend, and deter threats to the facility. These threats could be workplace violence, theft, vandalism, trespassing, and other factors that jeopardize the facility's effectiveness. Security plays an important role in controlling violations, maintaining discipline in the workplace, and ensuring rules and regulations are being followed.

There are two types of Industrial Security Threats;

Internal Threats

1. Sabotage and subversion
2. Terrorism including kidnapping and abduction.
3. Mob Violence
4. Thefts and pilferages
5. Cyber terrorism
6. White collar crimes
7. Chemical, Biological, Radiological and Nuclear (CRBN) Threats.

External Threats

1. Terrorism including kidnapping and abduction
2. Cyber terrorism
3. Chemical, Biological, Radiological and Nuclear (CRBN) Threats War like situation

OBJECTIVES AND NEED FOR THE INITIATIVE OR PROJECT

1. To formulate a multidimensional comprehensive plan on industrial security which helps in maintaining law of the land along with proper protection of men and material at BBN at not only normal times but also during the situations like Industrial disasters (both natural and manmade), disturbances, strikes, mob violence, transporters strike, militant attack, fire, cyber-attack etc.
2. To Pen down different parameters of Industrial security
3. To map the areas of security concern at BBN
4. To map the hazardous chemicals in industrial zones and to identify hazards, risks and vulnerabilities in the district.
5. To map the migrant Labor population in conjunction with department of Labor

6. To define roles and responsibility of different stakeholders. The BRISP incorporates an integrated approach that ensures the involvement of government agencies, numerous other relevant organizations, private sector participants, and local communities.

7. To develop a synergy between Industrial security and Disaster management. In compliance with Chapter IV, Section 31 of Disaster Management act, 2005, every district should make a DDMP after consulting the local authorities. The DDMP should be in accordance with the state and national DM plan.

KEY BENEFITS TO PUBLIC & GOVERNMENT

Safety improved with collaborative efforts.

STAKEHOLDERS

Police Department, Labour Department, Pollution control board, Meteorology, Weights and measurement Department, Department of Animal Husbandry, BBNDA, BBNIA, Department of Health and Family Welfare, Urban Development and Rural Development/ Irrigation and Public Health, Department of Transport/HRTC, HPSEB Ltd.

PROCEDURAL/ADMINISTRATIVE/LEGISLATIVE CHANGES

BBN is an industrial town with a migrant population of approx. 4-5 lakhs. There are approx. 1700 registered firms in which around 1 lakh Labourers work. Similar numbers is engaged in self-employed forward and backward linkages. However, currently there is no established mechanism to count the existing labour in BBN.

Women Security in industries.

COMMUNITY EYE

HIMACHAL PRADESH POLICE

To ensure a CCTV led safety net across BBN to promote not only sustainable economic development but also provide safety and security to its residents as well as lakhs of immigrants in a bid to make BBN crime free through Police Public Private Panchayat Partnership formation of "actionable teams" at each police station and at police post level to encourage community participation. Mass awareness towards benefits of CCTV cameras through actionable teams as well as through intensive use of social media. Formation of CCTV technical cells at district headquarters as well as at police station level.

OBJECTIVES AND NEED FOR THE INITIATIVE OR PROJECT

BADDI being a industrial cluster, it is the responsibility of all the stakeholders to fulfil the expectations of public. The need for COMMUNITY EYE arises: -

1. To ensure crime prevention and crime detection.
2. To provide safety to all its residents including migrants. To keep traffic-related offences in check.
3. To enable spatio temporal crime mapping.
4. Use of technology for enforcement of security.
5. Preparing for the future need of sustainable security.
6. Educate/ aware the common man/people regarding security issues.
7. Improving time saving delivery of truth and justice.

KEY BENEFITS TO PUBLIC & GOVERNMENT

1. Detecting offenders and preventing crimes, theft, sabotage, burglary.
2. Providing evidence for any investigation and offender's prosecution.
3. Preventing and responding effectively to any crises and harassment of any kind
4. Enhancing confidence and commitment to the security of premises.

STAKEHOLDERS

COMMUNITY EYE aims to make BBN a crime free zone and this is only possible by proactive participation of stakeholder's departments. COMMUNITY EYE provides actionable, tangible & participatory measures for the stakeholders.

Liasoning with all kinds of Government departments, small business enterprises/shopkeepers/market associations/beopar mandals for installation of CCTVs in their premises, being an industrial cluster, BBN has tremendous scope for installation of CCTV cameras in aforementioned areas. Teams formed at Police station and

Police post level to encourage residents/societies to install CCTV cameras at their premises, through a community-based approach on daily basis.

CURRENT STATUS

Total No. of CCTVs installed in this Police District Baddi is 4128. Out of which Govt. CCTV Camera are 244 and 3884 CCTVs have been installed by Private Industries/ Public. Total No. 170 case under Murder, attempt to murder, Theft/ Burglary, Rape, Snatching. The accident have been solved with the help of CCTV Cameras. And 198 accused has be arrested so far. Recovery amounting to Rs. 1.80 Crore has been done in the above cases.

FINANCIAL IMPLICATIONS/COST ESTIMATES

Fund amounting to Rs. 55 Lakh will be required as the CCTV Surveillance Camera installed on different locations of BBN Area must be repaired from time to time. New installations at important junctions are being done. CCTV Surveillance System under Intelligent Traffic Management System is also functional in this District. Monitoring through Command-and-Control System, UAV Arial Surveillance is also functional.

E - HUNT

ANDHRA PRADESH POLICE

As part of investigation, an Investigating Officer (IO) is supposed to investigate a Crime/Case and file a charge sheet within a specified time. For investigation of Crimes and tracing of criminals, access to various databases is required for Police Personnel. This would consume a lot of time and effort in gaining access to other government agencies information.

To overcome above problem and for effective Law and Order Maintenance - Various databases available with Government like RTA, eCourts, Passport Details, eChallan, Dial 100/112 integration, 3rd Eye, CCTNS and Fingerprints Databases are integrated on to a single search called "eHUNT".

OBJECTIVES AND NEED FOR THE INITIATIVE OR PROJECT

1. Initially all the databases were maintained independently, which in turn took a lot of time to access the data of other departments, especially vehicle numbers, person details etc.
2. It was very difficult to get the approvals within the timelines for accessing the data from respective departments which slowed down the investigation process.
3. Due to this, charge sheets couldn't be filed within the stipulated time. Vehicles couldn't be traced in time.

KEY BENEFITS TO PUBLIC & GOVERNMENT

It provides comprehensive search of all the databases to Police Personnel through a single search page. Information retrieval across various departments happens at click of a mouse. 960 Tracking Out of view criminals were traced through Integration of Databases. 127 Missing Vehicles were traced in the State.

PROCEDURAL/ADMINISTRATIVE / LEGISLATIVE CHANGES

1. Police Department has developed Enterprise eCOPS (EeCOPS) application for registration of Crimes.
2. Similarly, several departments like Road Transport Authority, Judiciary, Passport, eChallan, DiaL 100/112 and Fingerprints have been maintaining their own applications.
3. Using the database of EeCOPS Application, a separate module was developed on top of an application using Java which pulls data from database and produces results on a single click.
4. Through web services, the Police department has integrated with all the remaining departments.

FINANCIAL IMPLICATIONS / COST ESTIMATES

Project carried out at free of cost to the Department but only efforts by Department Personnel is envisioning, designing, and coordinating with incumbent System Integrator. Thereby making this project a great winner from a Returns on Investment perspective.

TRINETRAM (THIRD EYE) CENTRALISED VILLAGE SURVEILLANCE SYSTEM

CHHATTISGARH POLICE

The Project TriNetram is inspired by the state of art City Surveillance system in various metropolitan cities like Mumbai, Hyderabad, Bangalore etc. The basic idea which initiated the project was "why a village can't have a centralized surveillance system similar to big cities". With this thought TriNetram was conceptualised as a state of art Centralised Village Surveillance System. The project is conceived as a single centralised command which connects the Town Surveillance system in Dongargaon area by Optical Fiber and connects the CCTVs installed in the villages by either BharatNet or Individual wifi through Cloud connectivity of CP Plus cloud network. The main thrust of the concept developed under the TriNetram umbrella lies in the factor of connectivity, sustainability, transparency, and people participation. Project TriNetram also vows to decrease the trust deficit between the people and police. Community policing is the main ingredient which makes the people participation and confidence in the project.

OBJECTIVES AND NEED FOR THE INITIATIVE OR PROJECT

Project TriNetram was introduced to enhance the relationship between different sections of society and the Police. The Idea of TriNetram was conceived in 3P mode. The thrust of the movement was on the participation of the Public and Local Traders Association to realize Mahatma Gandhi's Principle of Trusteeship, equal participation of women to keep the movement alive, and synchronized participation of Public representatives. Project TriNetram was conceptualized to work on 3P mode, as it was realized that it is difficult to implement the project in silos.

KEY BENEFITS TO PUBLIC & GOVERNMENT

Trinetram is established completely on the concept of 3P i.e. Panchayat, Public and Police, it does not involve any direct cost or grant from the State Government. It has been established on the volunteer support of Nagar Panchayat and Gram panchayat. The CCTVs installed in town are aided by Nagar Panchayat and local business community and common people. The CCTVs in the village are installed with the help of Gram Panchayat Funds. Following are a few examples of how the project helped the public in rural India: Teacher Got the Lost Bag, Lost Bag Found Through Trinetram, Traced The Missing Girl Through Trinetram, Action Taken Before the Arrival Of The Applicant

CURRENT STATUS

At present, this scheme is fully and smoothly operated, so far more than 16 kidnapping molestation and more than 45 vehicle accidents, hit and run and sporadic pickpocketing and theft incidents are detected within a short span of time with the help of Trinetram. The situation is being controlled even in the event of public events, processions, demonstrations and law and order, as well as anti-social elements are also being monitored easily using limited force through it.

FINANCIAL IMPLICATIONS

Till now an expenditure of about 60 lakhs is incurred in the project, in addition to this, an amount of about three lakhs has been collected by the committee for operation, maintenance and other security for the routine maintenance with public cooperation. In the future, the target is to install public announcement equipment (in towns and villages) and CCTVs in the remaining villages, in which about Rs 35 lakh is proposed.

TRINETRA: INTEGRATED COMMAND AND CONTROL CENTER (I3C)

GUJARAT POLICE

Trinetra is the nerve centre for operations, exception handling, disaster management and decision support system (DSS) to respond to real-time events. Three eyes namely; cameras from poles, cameras worn on the uniform of Police Officers and cameras from the sky serve as 'third eye' of Police giving force multiplier effect. Trinetra with extensive camera network spread across the state, video analytical tools and a team of trained engineers has increased the capabilities of police to keep surveillance over criminal activities, post incident investigation, traffic management and enforcement.

Trinetra- Integrated Command and Control Centre is the centralized monitoring station of Gujarat State. Currently running multiple projects in state needs to be integrated with each other on the unified platform. Therefore, M/s. Gujarat Informatics Ltd. was appointed as Technical Consultant and Task Force on VISWAS having representatives from Gujarat Police, Home Department, Govt. of Gujarat; Science & Technology Department, Govt. of Gujarat and Gujarat State Police Housing Corporation Limited, other stake holders were constituted for smooth implementation at the field level.

A joint effort was made for carrying out survey, project architecture, preparation of notice Inviting Tender including specification and Scope of Work, scrutiny of tender documents, drafting of contracts, service level agreements etc.

The agile project management methodology over traditional waterfall project management methodology Adopted in this project, as traditional approach has no flexibility to cope up with frequent changes. We have specifically used Kanban boards in our Trinetra project to reduce waste and increase transparency while quickly addressing stakeholders' ever-changing needs.

In Trinetra Implementation we had followed the hybrid agile project management; This signifies the ability to move something forward in a quick way that allows easy changes of direction. So, in our project, the five attributes of agility that form the building blocks of our Agile process are Transparency, User acceptance, Adaptability, Sense of Ownership (Effective Leadership), Continuous Improvement

They adopted IT Project Management Practices to ensure timely delivery, installations, testing and operationalization of systems. Several activities such as training of police officers, developments of standard operating procedures (SOP), securing clearances from various agencies etc. were taken up parallelly to avoid delay.

A project consultant was appointed for various activities such as Contract Management, Training & Documentation, Operations etc.

OBJECTIVES AND NEED FOR THE INITIATIVE OR PROJECT

1. Increasing the situational awareness by providing insights using data from District level command control centers (Netrams) across the State
2. Standardizing response protocol at district and city level through institutionalization of standard processes for recurring events, issues, and exigency scenarios.
3. Enhancing collaboration across multiple departments within and outside urban local bodies and government bodies.

4. Institutionalizing data driven decision making for regular operations and during crisis across the state - right from operators to city/state administrators.
5. Engaging with field support staff to address civic issues and citizen grievances.
6. Supervisory & Advisory for implementing proactive approach of Urban Mobility & Homeland Security
7. Centre of Excellence for Multi-Technology co-ordination like Body-worn cameras, Drone, Anti-Drones, Video Synopsis & Video Analytics, e-Challan, ITMS etc.

KEY BENEFITS TO PUBLIC & GOVERNMENT

1. With the deployment of ITMS and e-Challan System, Total 17,74,849 e-Challan issued worth Rs. 63,91,39,200 as on 25/02/2023, out of that approx. 55.35% e-challan is already recovered. E-challan Payment became more transparent and easier by using online Payment portal & Mobile app.
2. 2300+ person arrested, 1600+ criminal cases solved · 4900+ cases like hit and run/accident, kidnapping/ missing, post incident investigation, theft/robbery/chain snatching have been investigated by Trinetra as on 26/02/2023.
3. During Post Incident Investigation, Video Footage is presented as forensic evidence before the competent court. Having CCTV cameras in public places is helpful in creating deterrence against criminals and creating a sense of safety and security among the public.
4. The Drone Camera system gives a bird eye view & holistic picture to take a wise decision based on evidence & data, that's helps the Gujarat Police in effective & efficient management of the operations like:
    - Crowd Management, Law & Order Management
    - Vital Installation Security
    - Border & Coastal Security
    - Disaster Management
    - Search Operations
    - Traffic Management
    - VVIP Security

PROCEDURAL AND ADMINISTRATIVE CHANGES

1. Traffic Management & Enforcement, Increase in Public Safety, for Prevention, Detection, and Investigation
2. The Gujarat Public Safety Measures Enforcement Bill 2022 makes it mandatory for the installation of CCTV camera systems and Access Control measures for certain categories of establishments.
3. Under the provisions of the proposed law, it will be mandatory for these institutions and places of organized congregations to attract a large gathering of people to install CCTV camera systems.
4. The bill has a provision through which public safety committees and sub committees will be set up to inspect the premises of any establishment by an authorized official. These committees will have the power to penalize the erring institutions, where a fine of Rs 10,000 will be imposed for the violations of the provisions in the first month and Rs 25,000 for subsequent months. The penalties will be levied on the owner or the manager of the institutions.

5. It shall be obligatory for all the establishments to employ public safety measures within 6 months of the bill coming into effect. The provisions also make it mandatory for the establishments to keep CCTV footage record data for a month with them.

CURRENT STATUS

1. Transformation of Policing to SMART Policing
2. Change from Silos based approach to Integrated Project
3. Transition from Manual Challan to e-Challan System
4. Adoption of Agile Project Management Methodology

FINANCIAL IMPLICATIONS / COST ESTIMATES

Area in which Expenditure was incurred	**Approximate Expenditure/Cost (in Cr.)**
VISWAS Project: ICT Infrastructure + Bandwidth + Civil Infrastructure (CAPEX + OPEX for 5 years)	₹ 328.13
Trinetra - Integrated Command and Control Center	₹ 9.00
Body Worn Camera System	₹ 75.33
Drone based Camera System	₹ 1.63
Total Cost	**₹ 414**





9

TRAINING & CAPACITY BUILDING



TRAINING & ACTIVITES FOR TECHNOLOGY ADOPTION (TATA)

ANDHRA PRADESH POLICE

Project TATA (Trainings and Activities for Technology Adoption) is a capacity building program, which aims to produce a "tech-savvy future-ready police force" to improve police performance and citizen satisfaction in Kurnool District. The project consists of capacity building interventions like classroom training, practical hands-on training, field assignments and onsite mentorship. It also includes periodic assessment and evaluation of skills learned. The capacity building interventions are designed to increase the number of well-trained responsible decision makers at Police station level to take improve decision making in redressing the grievances of the citizens.

This investigation training module of the program covers the various techniques used to gather and process evidence at a crime scene, including documenting the scene, collecting physical evidence and preserving the chain of custody, that can be presented in the court and how specifically the Junior Investigation Officer scan investigate a case and upload 7 IIF (Integrated Investigation Forms) through CCTNS using technology for detection in the investigation like CDR, Tower Dump analysis.

A team of in-house and out-side expert trainers was created to develop a training methodology consisting of classroom teaching, practical activities, mock court, on-site mentorship etc.

OBJECTIVES AND NEED FOR THE INITIATIVE OR PROJECT

1. Objective of the program is to increase the proportion of policemen trained in the use of various Police Computer Applications and IT-enabled tools from the current level of 5 % to ultimately 100%.
2. The project aims to improve the speed of investigation, detection rate and recovery rate of crime. This will be accomplished by increasing the number of trained investigation officers. Only 87 Investigating Officers out of 375 eligible Investigating Officers were doing investigation work. remaining Investigating Officers were being underutilized due to lack of investigation skills and motivation.
3. The project aims to reduce the use of paper stationery in the office, replacing Physical files with virtual files to improve accountability and reduce the financial burden to the Government and on the environment.
4. To impart skills in important procedures for documenting the investigation, preparing reports, crime scene investigation, collection of evidence, witness interviewing and recording statements and bring perpetrators to justice. The quality of investigation was not up to the mark due to lack of skills.

KEY BENEFITS TO PUBLIC & GOVERNMENT

1. The speed of investigation and disposal rate of cases improved. The pendency of cases came down from 22,049 cases (highest pendency in the state of AP) to only 2,212 (lowest pendency in the state of AP) cases currently.
2. The average number of days taken to file charge sheet in criminal cases has come down from 6 months to 1 month. It has decreased the burden of investigation on police stations and improved the public image of police.

3. The rate of crime detection and crime property recovery has improved significantly. The recovery rate of stolen property increased from 25.30% to 72.13%.
4. The speed of enquiry upon public grievance petitions has improved. The average number of days taken to dispose of a grievance petition has come down from 1 month to 1 week.
5. Availability of trained manpower enabled the district police to offer new and better citizen services based on use of technology - like the Citizens Mobile Tracking Service. Using technical know-how, an online portal was created for citizens to place service requests regarding lost mobiles, and so far 5727 citizens have got their lost mobile phones traced and handed over to them.
6. Due to the technical capacity built, also launched an online portal under the "Kurnool safe city" banner, to enable citizens to lodge their requests for police patrolling in their area. So far 6,519 requests have been received and fulfilled.
7. Before the project, the maintenance of police databases was not timely and accurate. After the project the police databases are being maintained up-to-date and with accurate data. It has enabled the police personnel in the field to make productive use of police databases like CCTNS/ICJS etc for better law enforcement. It has also enabled the public to get updated and accurate information from Public Portals like Disha mobile App, Police Seva Mobile App, e-Challan mobile App.
8. After the project, E-Office implementation has been done successfully and all files are now moving electronically. It has resulted in better accountability and reduced the consumption of paper in the DPO by 40%.
9. As a result of the programme, as on 13.2.2023, almost 100% of the Investigating Officers are now trained in investigation, drafting skills, and using of technology in investigation like CDR, Tower Dump analysis, uploading 7- IIF forms (Integrated Investigation Forms) through CCTNS. It has boosted the moral and motivation of the Investigating Officers and given a platform to develop their talent in investigation skills and technology.

STAKEHOLDERS

1. Professors from the eminent engineering colleges of Kurnool rendered their valuable teaching services free of cost to our trainees during the program.
2. i - Cube solutions provided credentials for i9 CDR Analysis software.
3. Regional Forensic Science Laboratory, Kurnool imparted training on Digital Forensic Science.
4. 25 - Lenovo Desktop computers are donated by the Local Engineering Colleges for computer lab.
5. Technical Services Wing of the AP Police HQ came and imparted training.
6. IT core wing of Kurnool District Services were also used as a trainer.
7. District Police Training Centre
8. Senior Police Officers from Kurnool District as a Mentors
9. Prosecutors
10. Print Media and Electronic Media

FINANCIAL IMPLICATIONS / COST ESTIMATES

1. Sri Siddharth Kaushal, I.P.S. Superintendent of Police, Kurnool District took personal interest on this initiative and capacity building, sanctioned Rs.4 lakhs worth of teaching aids/tools to District Police Training Centre.
2. Smart classrooms were available in the DPTC.
3. District Police Training Centre used available infrastructure like furniture, 25 -desktops computers, 2 - Lenovo printers, 1 - HP Scanner, 1 - Konica Automatic Xerox machine, 4 - Philips Collar mikes, 4 - Philips Cordless mikes with speaker and teaching aids.
4. Separate mock Court setting is arranged with available equipment and extra cost of Rs.10,000/-.
5. Stimulation Scene of offence was arranged with available equipments and extra cost of Rs.15,000/-.
6. Total an amount of Rs.4,25,000/-

MY PTC INDORE

MADHYA PRADESH POLICE

Hostel named "Vatsalya" and crèche named "Kilkari" are being operated by PTC Indore for women trainees. At present, many female trainees who are appointed on compassionate ground are undergoing training at PTC,Indore. An initiative has been taken by PTC, Indore where female trainee cadets can keep a caretaker along with their children during their training at a hostel "Vaatsalya" which is exclusively designed them. Along with this, crèche "Kilkari" is being operated which keeps not only the children of trainees but also enrolls the children of women officers/employees working in PTC, as well as children of public too. A teacher has also been appointed to take care of them as well as to teach them. A fixed minimum fee is charged from the trainees for the said arrangement so that the said work can be conducted smoothly.

The hostel and crèche facility are being so designed to let the female trainees accomplish not only their professional goals but also can fulfill their motherly role and can see the growth of their little children. Thus, this initiative enhances the work life balance of the female trainees and aids to provide a better fulfilling work environment.

OBJECTIVES AND NEED FOR THE INITIATIVE OR PROJECT

To provide a friendly and favourable environment to the female trainees and for a comfortable accommodation a furnished hostel named "VATSALYA" is developed. This building has not only dormitories for trainess, their kids and their caretaker but also has a dining room, play area, small kitchen along with induction and some basic required materials.

KEY BENEFITS TO PUBLIC & GOVERNMENT

1. Apart from the police staff in the Police Training College, the public can also keep their children in the Vatsalaya Bhavan.
2. A fee of Rs 500 / has been fixed for PTC staff and Rs 800 / for outsiders. In-charge Subedar Neha Sharma and ASI Lina Rai, Private Caretaker Rashmi have been deployed at Vatsalaya Bhawan for the safety of the children.
3. In Vatsalaya Bhavan, swing and study facilities are provided for the children. Besides providing a conducive learning environment at a nominal rate, the hostel and crèche provides a safe haven for the kids as its situated on the campus itself.

STAKEHOLDERS

1. Trainees along with their caretakers are a part of this initiative. The caretakers are also scheduled to take care of the kids in the crèche in a shift basis. It's more of ai initiative by them, for them and of them.
2. Police staff whose kids are enrolled in the crèche.
3. The public whose children are in the crèche are also a valuable stakeholder because the mouth publicity is the best publicity and the pubic are in fact the ambassadors of our crèche KILKARI and hostel's working.

CURRENT STATUS

1. 25 Children of the trainees are enrolled in the crèche "Kilkari"
2. 10 Children of police staff are enrolled in the crèche "Kilkari"
3. Hostel Vatsalya has 20 Female Trainees, 15 Children and 9 Caretakers.

FINANCIAL IMPLICATIONS/COST ESTIMATES

Welfare Fund of the institute was used to Renovate an old building that was being used as a store total cost was 4 Lakhs.

TRAINING & CAPACITY BUILDING

MADHYA PRADESH POLICE

The State Cyber Hars is the Apex Cyber Crime Investigation, Capacity Building and Forensic analysis unit of MP. It is also the Nodal Office for all the coordination, both "Intra and Inter-State" as far as cyber-crime is concerned. While facing such vast catchment area of problems, the analysis finally culminates into the solutions through "Training and Capacity Building" at the State Cyber Hqrs, be it in the field of Investigation, Prosecution, or Cyber Forensics as the State Cyber Hqrs specialises in all. The Training arm of State Cyber Hqrs has a well-equipped, specialised training facility "The Training Lab" to impart all kind of knowledge in respect of cybercrime, be it beginner, intermediary or advance level. The training facility has theory as well as practical facilities. It's among one of the few facilities in India where the hands-on is possible on the best software's and hardware's in the realm of investigation as well as forensics.

OBJECTIVES AND NEED FOR THE INITIATIVE OR PROJECT

We are living in the cyber world and to make the cyber space safe, secure and trusted state cyber continuous working on it and ensuring the security and privacy of the people. This is the reason; State cyber police have been stated "Training & Capacity Building" programme to assist investigation officer, judicial officer's prosecutors, and advocates for making this world free from cyber-crime and cyber fraud. This training programme specialised our police personnel for effective working of their work like:

1. Analysis of CDR, IPDR, PSTN data, etc.
2. Monitoring of social media (especially Facebook, WhatsApp, telegram), to find out fake social media account and social media groups.
3. To identify the fake mobile number, email ID, and web sites.
4. Find out sites related to pornography, child pornography and shut them down. To find out open-source tools, which are helpful in cyber-crime investigation.
5. Analysis the types of crime using, call spoofing international call/virtual call, Crypto laundering etc.
6. To find links/sites used for illegal work on dark web and deep web.
7. Tracing of Crypto-Currency while dealing with crypto currency fraud.
8. To find fake apps on app platform.

KEY BENEFITS TO PUBLIC & GOVERNMENT

1. Cyber-crime cells/ Hi-Tech investigation Unit of State Cyber not only provide technical assistance wherever required by any Police Station in MP but also guides them in every aspect of the cyber-crime investigation.
2. Since past few years, the percentage of acquittal in the cases of State Cyber is less than 20% ie the conviction rate is higher than 80% in our cases. This can be easily attributed to the fact that the state cyber has not only enhanced the capacity of the IOS but also has trained a lot of Prosecutors and Judicial Officers in past few years resulting in higher percentage of Conviction.
3. These training programmes enhance the efficiency of police personnel's of MP to deal with serious cyber-crimes to provide cyber safe Madhya Pradesh.

4. Layered training modules such as Beginner, Intermediate and Advanced this helps us in developing and distributing our trained manpower scientifically and objectively.
5. Realising SOPs for Standard Operating Procedures for cyber-crimes of MP.
6. Provide updated contact details to all PSs such as contact numbers, e-mail ID and other details of intermediaries and bank.
7. Provide them hand-outs on specific kind of crimes and latest Modus-Operandi.
8. Provide them training on cyber-crime, cyber law, and digital forensics so they can investigate all serious kind of cyber-crimes.
9. Local and simple language used to train our police personnel's.
10. Organising, regular online sessions of National and International level resource persons to upgrade their skills and increase the latest know-how.
11. Provide practical knowledge and case study-based approach that helps in ground policing
12. Use PPT presentation and animation to train them for futuristic cyber-crimes. Meaningful content that helps in all kind of cyber-crimes.

Awareness program are really helpful in providing the pattern and modus operendi details to general public that leads to wide awareness of Dos and DONTS in cyber-crime and through theses awareness programmes general public will be safe from cyber frauds

STAKEHOLDERS

1. State cyber police station Bhopal with their 12 zonal offices
2. Forensic Lab Bhopal with their 13 regional units
3. Training Section

PROCEDURAL/ADMINISTRATIVE/LEGISLATIVE

1. Cyber Hi-tech-Police Station at Bhopal having jurisdiction pan MP. This is to investigate complex cybercrimes such as organised financial frauds, Crypto-currency, Cyber Terrorism, Hacking of Government Websites, attacks on Critical information Infrastructure etc. This Police Station also has a State-of-the-art Forensic lab, within the ambit of State Cyber Hars, to aid the investigation. This PS is headed by an SP.
2. Zonal Cyber Offices of State Cyber Hars functional in major cities such as Indore, Jabalpur, Gwalior, and Ujjain to handle big and complex cybercrime cases of nearby districts. All these offices are headed by SSP.
3. Cyber Nodal Police Station in each district to handle the cybercrimes of the concerned district.
4. A State-of-the-Art Cyber Forensic Lab has been established at state cyber police HQ. Its capacity has been expanded and upgraded in 2021. Further, in Dec 2021, thirteen Regional Forensic Units have been started to aid the Investigators at local level, saving time and providing the best technological solution to the police force at local level too.

FINANCIAL IMPLICATIONS/COST ESTIMATES

Total INR 3,25,60,000 (2022 -2023)





10
WOMEN SAFETY



ABHIVYAKTI

CHHATTISGARH POLICE

The Abhivyakti Initiative was started on 8th March 2021 on International Women's Day to commemorate the spirit of womanhood by the Hon'ble Chief Minister of the Chhattisgarh and to ensure the safety of women. It is an initiative dedicated to the well-being of girls and women, resting on 2 major pillars of Preventive and Curative initiatives, providing an all-round solution to women.

Preventive initiative includes - Awareness campaigns & Women Patrolling team

Curative initiatives include - Mobile App & Complaints and Investigation

The first phase of Abhivyakti awareness program launched in March 2021, was aimed at -

1. Setting up of women helpdesk in all police stations across the state.
2. Increase awareness on laws related to women and children.
3. Increase knowledge of the referral mechanisms
4. Engaging the youth in a positive way
5. Creating a positive image of the police as a trusted partner in the society.
6. Timely completion of investigation of case related to crime against women and children.
7. Increase in conviction rate of case related to crime against women and children.
8. A special woman patrolling team deployed at vulnerable and hotspot areas prone to crime against women and children.

In the second phase of the program, a special android-based app especially designed for ensuring safety and quick grievance redressal for the complaints raised by women and girls namely ABHIVYAKTI APP was launched.

This app has two main features -

- SOS- for help in emergency (integrated with the services of Dial-112)
- Complaint system - for registering complaints online.

Besides this, App also contains information about various laws and provisions related to women and children, Schemes of the Government and remedial measures related to the various health issues.

Since its launch, there have been 15064 SOS and 2054complaints received, approx. 134111 downloads through Google play store.

In the next phase, the app will be launched on the iOS Platform too.

OBJECTIVES AND NEED FOR THE INITIATIVE OR PROJECT

1. Increase awareness on laws related to women and children.
2. Quick response \disposal to complaints
3. Increase emergency response mechanisms for women in danger.

4. More accountability and transparency in resolution of complaints
5. Women friendly reporting mechanisms
6. Increase knowledge of the referral mechanisms among the community
7. Make Police more sensitive to the needs of the children, and women.
8. Creating a positive image of the police as a trusted partner in society.
9. Help police with legal advice on matters/ cases related to children through toll free helpline number.
10. Certificate Programs for the public on matters related to children.
11. Counselling services through toll free helpline number

KEY BENEFITS TO PUBLIC & GOVERNMENT

1. More than nine lakhs thirty thousand women and girls were reached out in the state of Chhattisgarh so far through awareness drives. (March 2021 to January 2023)
2. Police have resolved more than 2000 complaints registered through the app. This increases transparency and faith of people in the police.
3. More than 15000 SOS received and services provided in emergency.
4. Constitution of 455 Women help desk at the police stations. This help desk works as a first point of contact for women victim.
5. Increase in disposal rate (96.5%) of the sexual offences related to the women and children.
6. Deployment of a special women patrolling team at vulnerable and hotspot areas like school, colleges women hostels, public places-park, malls, cinema etc. prone to crime against women and children.
7. The police have taken a more pro-active role towards safeguarding the interest of women and children.
8. Every day, police officers are conducting different activities to increase awareness in their districts.
9. Coordination with NGOs has improved to provide any kind of help that they may need.
10. It has improved the image of the police in the eyes of the public.
11. Sensitized the police machinery towards the needs of the women and children.
12. This initiative is also expected to help cater to mental health needs of a police officer.
13. Create a band of individuals who are certified on various issues in child protection.
14. Women have better access to emergency response mechanisms during need.

PROCEDURAL/ADMINISTRATIVE / LEGISLATIVE CHANGES

1. Reactivation of the Women and Child Rights 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. Constitution of teams dedicated to implement Abhivyakti program.

4. Hosting of modules on Chhattisgarh Police Website
5. Release of guidelines for Investigating Officers

CURRENT STATUS

The program has been successfully running in all districts of the State of Chhattisgarh.

By the end of the January 2023, approximately 9,28,596 women and children have been reached out to make them aware of their legal rights and the benefits they are eligible for under various government schemes. Currently, there are more than one lakh thirty thousand registered users of the ABHIVYAKTI women safety app.

1. Out of 2054 complaints made between the period one year 95% have been resolved.
2. More than 15000 SOS have been received and responded to within time.
3. In 455 police stations women help desk constituted including some of the thanas of Naxal affected areas.
4. The disposal rate of case related to sexual offences rises up to 96.5%.

FINANCIAL IMPLICATIONS / COST ESTIMATES

1. During first phase of the initiative UNICEF Chhattisgarh supported the initiative to the tune of Rs. 500,000 and additional Rs. 3,28,000 was provided by the Police Department.
2. The money was spent towards developing IEC Material like different posters, pamphlets, brochures etc. on various child protection issues, compendium of booklet of circulars for sensitization and capacity building of the police officials.
3. During the second phase for the development of the women safety app Abhivyakti a sum around Rs.98000 was spent.





11

OTHER POLICING INITIATIVE



LOVE U ZINDAGI (LUZ) PROGRAMME

CENTRAL RESERVE POLICE FORCE

1. CRPF is the largest Paramilitary force in the World with 3.25 Lakh personnel with a mandate as "lead force" in Counter Insurgency and Counter Terrorism Operations. Approximately 25,000 personnel are deployed in Srinagar Sector in the districts of Srinagar, Budgam, Ganderbal and Leh in Ladakh. The Counter Terrorism Operational duties of Srinagar Sector are continuous, nonstop 24x7. There is no scope for family accommodation. Troopers remain committed throughout the year amidst extreme weather conditions & operational scenarios.
2. Prolonged deployment in conflict areas, long-distance relationships, breakdown in communication at home, conservative perspective about gender, and burden of patriarchy affects mental health.
3. Love U Zindagi is a Mental Health & Gender Understanding initiative configured for CRPF Units deployed in the districts of Srinagar, Budgam Ganderbal and Leh in Ladakh under the Suicide Prevention Strategy of Srinagar Sector, CRPF from January 2021 onwards.
4. Love U Zindagi is a special training programme which covers 5 critical aspects namely Mental Health, Gender conversations, anger management, Communication skills & Financial Management so as to ensure good mental health, better communication at home and work place, better fraternity, bonding & camaraderie, as well as cohesion amongst ranks and a happy force.

OBJECTIVES AND NEED FOR THE INITIATIVE OR PROJECT

The main aim of the programme is to create Happy individuals, Happy Families & a Happy force. The following objectives are an inherent part of this aim.

1. Create awareness on issues of mental health care & burden of patriarchy. Improve the working and living environment.
2. Create a 2nd home in the Unit, with support structures and bonding amongst the men, with the right attitudes, awareness and behaviour.
3. Enable personnel to become internally strong with coping strategies.
4. Enable empowerment of the wives of the personnel, through creating an understanding of how patriarchy affects men in our society, enabling them to treat their wives as equal partners in marriage.

KEY BENEFITS TO PUBLIC & GOVERNMENT

1. Awareness about mental health.
2. Officers and personnel can create a second home in unit.
3. Personnel are now able to share feelings and can afford to be vulnerable in front of each other.
4. Personnel can manage and handle their Anger.
5. To assess the impact of the programme on family, personnel were given 5 deliverables to teach their wives- driving, net banking, household financial management, digital literacy, and spoken English. Out of 5 they chose whatever they were comfortable with, as per aptitude and convenience of their wives. The results were encouraging. Dealing with burden of patriarchy enabled men to understand and empower their wives by supporting them to open cosmetic shops, Beauty parlors, tailoring shops, helping their wives to learn net banking (UPI payments) and become mobile by buying 2 wheelers and 4 wheelers for them and helping them to

learn driving. These steps constituted a major leap towards independence and women empowerment.

6. Improved interpersonal relationships with colleagues & spouses.
7. Enhanced the Gender understanding of personnel & thereby changed their relationship dynamics with their spouses.
8. Personnel learnt better financial management. They were able to organize their savings and investments more thoroughly.
9. A positive thinking attitude has developed towards work and life in many personnel.
10. The Training programme also helped in confidence building of CRPF personnel and their personality development.
11. Led to better team building, fraternity, bonding, and camaraderie in personnel. xii) Personnel could understand the importance of ideal family, conscious parenting, cognitive distortions in their thinking and how to handle their thoughts and emotions better.

STAKEHOLDERS

1. Core Team under IG Srinagar Sector monitored and supervised the entire programme at every step.
2. Core Team involved 6 Commandant Rank Officers along with 8 other Officers of different ranks.
3. Officers in rank of Deputy Commandant/Assistant Commandant were trained as Master Trainers to execute the programme.
4. 540 Front Line Trainers were trained by MTs to conduct the training programme for the rest of the force.
5. Amrita Vishwa Vidyapeetham- Faculty of Amrita Vishwa Vidyapeetham designed the programme in consultation with CRPF and imparted training to CRPF MTS/FLTS.

PROCEDURAL/ADMINISTRATIVE / LEGISLATIVE CHANGES.

1. 27,327 personnel of CRPF units of Srinagar sector underwent the training.
2. 23 Battalion locations and 1 Group Centre were selected to run the Programme. Every batch consisted of 12 to 16 personnel per unit, without impacting operational assignments.
3. Personnel were given short break from their operational assignment, to attend the
4. course.
5. Conduct of psychological autopsy of personnel was done by all units (Appendix-D) to enable the personnel to know & understand each other better.
6. Vulnerability mapping index of 26 parameters was created and done to enable Unit Commandants to focus on personnel prone to suicides (Appendix-E).
7. Conduct of Chaupal on weekly basis at unit locations to ensure better bonding, fraternity & Camaraderie.

CURRENT STATUS

In 2 years, span (2021-2022), through this programme, trained 27,327 CRPF personnel so far.

1. 2021: 19835
2. 2022: 7144
3. 2023: 348

CHAT BOT APPLICATION TO TRACE AND RECOVER STOLEN/ LOST MOBILE PHONES

ANDHRA PRADESH POLICE

Once the mobile phone is lost, one had to give written compliant in order to lodge police compliant, then FIR registration, IMEI updating and recovering lost mobile based on tower location is herculean task. To simplify the procedure and reducing burden on the complainant an innovative tech solution called "CHOT BOT" service introduced in the district of Ananthapuramu for the WhatsApp number 9440796812.

The CHAT BOT service formerly launched on 26th June, 2022. The process of lodging compliant through CHAT BOT service made simpler and user friendly.

Steps To Register Compliant

1. Send HI or HELP to WhatsApp number 9440796812.
2. Immediately self-generated CHAT BOT message appears.
3. Click link in the said message and enter details like Name of the complainant, IMEIs I & II of lost mobile, contact number etc.,
4. After submitting the details in 'Google Form', the said IMEIs are listed for activation.
   Through this, data is received in a organised way.

Process of Recovery

1. After receipt of complaint, IMEIs are put to service providers for details regarding their activation and usage.
2. The activated IMEIs are segregated into Police Station, District and State wise.
3. The dedicated control room having police personnel with good communication skill in multi-language are kept for the jobs of recovery of IMEI activate mobiles.

The methods adopted to recovery are:

1. Sending Bulk SMSs to the said person who is presently using such mobile.
2. Sending WhatsApp messages to such persons
3. Making phone calls and convincing them to surrender such mobile phones to Police through couriers.

OBJECTIVES AND NEED FOR THE INITIATIVE OR PROJECT

The existing mechanism to lodge lost mobile phone complaint at Police Station is cumbersome time consuming and not citizen friendly as one has to physically commute to Police Station to give written compliant and lodge an FIR to recover stolen mobile. The release of recovered mobile is also again through court only. The recovery rate is almost Nil. Hence in order to overcome above hurdles and make it citizen friendly initiative, the contactless, hassle free, online compliant lodging mechanism through use of CHAT BOTs, Google automated forms to collect information in a organized way is introduced through this application.

KEY BENEFITS TO PUBLIC & GOVERNMENT

1. No Need to visit Police Station to lodge compliant.
2. No registration of FIR
3. Free door delivery of recovered mobiles
4. Service is open to all districts and all state Citizens.
5. User friendly as no need to install separate application or any Apps for this purpose.
6. CHAT BOTs and auto generated 'Google forms' to help complaint to submit requisite information in a organized way.
7. A unique ID to each complaint helps in tracking of complaints.

The quantifiable and tangible benefits are as follows:

1. Since the launching of this initiative, the number of people availed benefits in the form of lodging complaints, No. of mobile phone lost/theft complaints received through CHAT BOT are 14,747.
2. The Number of mobile phones traced, recovered, and handed over to the concerned victims are 5,469 worth 8.89 Crore Rupees.
3. The beneficiaries are spread across 18 States in India and 22 Districts within Andhra Pradesh State.
4. 20 criminal gangs of mobile thieves, pick pocketers are arrested.
5. Educated the public extensively on "Not to sell or purchase" mobile phones without valid bills and invoices.
6. Warned and booked cases on 2 mobiles shops where they are selling stolen mobile phones. Some of the mobile phones are issued to Government employees, Company employees etc., and are recovered and handed over to them. Such mobile phones have many inbuilt applications related to that organizations.

STAKEHOLDERS

1. Technical cell: consists of 12 Police Officers having good communication skills in multilingual to convince effectively in recovering mobiles.
2. Mobile service providers: To provide technical inputs regarding location and usage of stolen mobiles.

PROCEDURAL/ADMINISTRATIVE / LEGISLATIVE CHANGES

1. Dispensed with registration of FIR.
2. No legal formalities to released recovered mobile phones.
3. Mobile service providers are not insisting on registration of FIR

CURRENT STATUS

1. Many Districts in the State of Andhra Pradesh and many states are following this IT initiatives.
2. National Police Academy, Hyderabad conceptualising the said procedure to make it available all Police Organizations.

FINANCIAL IMPLICATIONS / COST ESTIMATES

1. Cost effective
2. Rs.15,000/- to develop "CHAT BOT' API to business Whatsapp number.

MISSING MOBILE TRACING SYSTEM

ANDHRA PRADESH POLICE

Due to the enormous usage of mobile phones, number of missing / stolen mobile cases also being reported through India and it is the bounded duty of the police to track and trace those mobile phones and hand them over to their actual users. In some rural areas, the users of missing / stolen mobile phones are not even giving complaints due to lack of awareness as to whom and how they must give complaint and losing crores of rupees throughout India.

In this connection, prakasam police raised to this occasion and took up the project of "Missing Mobile Tracing System" to track and trace the missing mobile phones and handover to their actual users at free of cost.

OBJECTIVES AND NEED FOR THE INITIATIVE OR PROJECT

1. The most common complaint registered in the city of late is of lost mobile phones.
2. 'Mobile Phone missing' cases have been a real challenge for investigators, with victims who have stored valuable information on their handsets intently pursuing the retrieval of the device.
3. Losing a phone might cause depression, besides an expensive loss lodging a complaint with the police and getting your phone back can be another ordeal.
4. Usually, the public make a formal complaint at the Police stations.
5. Thus far there has been no system which officially takes complaints of Missing Mobiles and tracks them. Hence the objective of our initiative is to introduce a new system in place to officially takes complaints at the police station level and trace the Phones and giving it back to the original users.

KEY BENEFITS TO PUBLIC & GOVERNMENT

1. As the line between mobile phones and personal digital assistant gets blurred, the potential impact of lost information becomes more severe, and it can be minimized by tracing them.
2. As per some scientific studies, a person who lost his mobile phone could experience vivid emotional grief. Getting back his mobile could be a great psychological relief.
3. Helps in securing the trust and confidence of the public in the Police and in turn in the Government.
4. Out of 5433 missing phones we have traced out 41% phones i.e 2250 and another 20% of the missing mobile phone's data is under process. The estimated cost of the traced out mobile phones could be ? 3.3 Cr of Public Money is saved.

CURRENT STATUS

1. Now people can go to the police station as soon as they lose their phone, fill out the form and hand it over at the reception counter, and receive the acknowledgment.
2. The Standard Operating Procedure (SOP) was designed by Prakasam district SP Malika Garg, IPS., in which if the data does not fetch, the details are again put to the providers after 15 days and the cycle goes on until the mobile is traced out.
3. The People of the District are made aware of the new system that is in place and a wide range of awareness campaigns were carried out by Police on social media and other platforms.
4. So far 5433 complaints are received under this project, out of which 2250 Mobile are traced which is 41% of mobiles were traced and handed over to the Actual users.
5. The estimated cost of the property recovered and handed over would be 3.3 Cr.

SERVICE EXCELLENCE AND VICTIM ASSISTANCE

MAHARASHTRA POLICE

S.E.V.A. is a citizen centric initiative of Pune Police which aims to provide best of services to complainants visiting to the police stations as well as to impart victim assistance to the needy.

Taking cognizance of seemingly trivial issues which, if ignored, may build up to large crimes, taking feedback, and devising actionable outcomes.

OBJECTIVES AND NEED FOR THE INITIATIVE OR PROJECT

1. To ensure that 100% of visitors to the Police Station / Chowkis are attended in an empathetic manner by the SHO and appropriate action is being taken on their complaint.
2. To guide the victims in terms of legal, financial aid, rehabilitation, progress of case or counseling etc. and to inform complainants about legal procedure with proactive approach, confirm whether victims are being helped properly, improve relations between police and public, provide experts suggestions.
3. To devise interventions at Police Station and Chowki level based on the feedback received.

KEY BENEFITS TO PUBLIC & GOVERNMENT

1. Feedback taken on the lines of MNC companies is a pleasant surprise for visitors and probably one of the first taking place in policing domain.
2. Each visitor to the Police Station is assisted by the SEVA staff during the registration process and guided to the concerned desk.
3. A dedicated team at CP Office called "SEVA CELL" connects to all the visitors and gauges their feedback.
4. Third party evaluation conducted by volunteers from National Service Scheme (NSS) in which their results were in line with the feedback taken by team members of SEVA Cell.
5. Unsatisfied visitors, senior police officers like Sr. PI, ACP and DCP speaks to these visitors to try and understand the problem and provide solution for effective grievance.
6. Regular feedback by senior officers ensure that they develop better understanding at the ground level reality and can intervene in a better way through process re-engineering.

PROCEDURAL/ADMINISTRATIVE / LEGISLATIVE CHANGES

1. The solution comprises of three components namely - 'The Handheld Tablet', Application and a Helpdesk Team called "S.E.V.A. Cell" for feedback analysis.
2. Handheld tablets have been provided to 33 Police Stations and 104 Police Chowkis and over 300 constables have been trained on this system.
3. The constable using the tablet is positioned next to the police station duty officer.

4. As soon as a visitor comes to the police station, the constable records contact details of the visitor along with the type of complaint. The nature of complaint is divided into various predefined categories and the system records in real time when a person enters the police station and how fast his or her queries are addressed by police personnel.

5. The data collected from handheld tablet is stored in a central server located at SEVA cell. The trained staff takes feedback by making calls to the complainants after a gap of 3 days, The aim of this initiative is not only grievance redressal of complainants but also to provide assistance to victims. Aided with technology, this is a simple yet effective initiative to improve service delivery at Police Stations and emboldening the belief of 'Citizens First'.

CURRENT STATUS

1. Handheld tablets have been provided to 33 Police Stations and 104 Police Chowkis and over 300 constables have been trained on this system.
2. The first level of feedback is taken by the SEVA Cell comprising of trained police personnel in handling calls and recording their observations as per a feedback questionnaire.
3. The SEVA cell consists of 1 Police Inspector, 1 Asst. Police Inspector, and 7 staff members.
4. The team reaches out to all the visitors who had visited the police station after a gap of 3 days.
5. Till now 3,33,385 calls have been made by the SEVA cell out of which 99.98% have expressed satisfaction.
6. The feedback primarily focuses on:
   - Kind of treatment meted out to the complainant during their visit to the police station or chowki.
   - Actual resolution of their complainant.
   - Any other suggestions to improve the service.

FINANCIAL IMPLICATIONS / COST ESTIMATES

1. The Project cost of the implementation of the system along with support and training was Rs. 1.5 lakhs.
2. Tablets were separately procured for each police station and the chowkis.

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.



Mr Arun Kumar
Former DG
Railway Protection Force, Govt. of India

Mr Arun Kumar is a 1985 batch IPS officer of Uttar Pradesh Cadre. He retired as the Director General of Railway Protection Force in June 2021. He has worked in several superior positions including UP Police, CBI, CRPF and BSF.

He got senior scale in 1989, and selection grade in 1998. Thereafter, he was elevated to DIG rank in 2001, to IG rank in 2006, to UP ADG in 2012, and ultimately to the highest-ranked police post, Director-General of Police (DG) of Uttar Pradesh, in 2016. He even formed the first "Special Task Force" of India in 1998.



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 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 2022

CHILD SAFETY

- Andhra Pradesh Police - Chinnariki Chedodu
- Andhra Pradesh Police - Initiative for Child Safety
- Chhattisgarh Police - Hamar Beti Hamar Maan
- Goa Police - Child Welfare Capacity Building & Drug Demand Reduction
- Madhya Pradesh Police - Operation Muskan
- Maharashtra State Police - Child Safety
- Maharashtra State Police - Child Sensitive Police Stations
- Railway Protection Force - Nanhe Farishteh (Phase II)
- Telangana State Police - Work Site Schools

COMMUNITY POLICING

- Andhra Pradesh Police - Camous Cops
- Bihar Police - Community Policing
- Chhattisgarh police - Fit Cop Fit City
- Chhattisgarh Police - Lon Varatu Campaign
- Chhattisgarh Police - Police Ki Pathshala
- Haryana police - Drug and Violence free- 'Mera Gaon Meri Shaan'
- Kerala Police - Janamaithri Suraksha Project
- Maharashtra State Police - Gondia Police Dadalora Khidki Yojna
- Railway Protection Force - Civic Action Plan
- Rashtriya Raksha University - Police Image Lecture Series

CRIME INVESTIGATION & PROSECUTION

- Andhra Pradesh Police - Auto-Mated Vehicle Alert System
- Andhra Pradesh Police - e - DSR

- Andhra Pradesh Police - Implementation of E-Malakhana
- Andhra Pradesh Police - Investigation Tracker
- Andhra Pradesh Police - Technical Analysis Wing (TAW)
- Chhattisgarh Police - Crime Investigation & Prosecution
- Karnataka State Police - Automated Finger print Identification System (AFIS 2.0)
- Kerala Police - Prosecution Wing
- Maharashtra State Police - Murder Detection in Less Than 2 Hours
- National Crime Records Bureau - Crime Multi Agency Centre (Cri-MAC)
- National Crime Records Bureau - National Automated Fingerprint Identification System (NAFIS)
- Narcotics Control Bureau - National Integrated Databases on Arrested Narco-Offenders (NIDAAN) Portal
- Rashtriya Raksha University - Forensic Examinations at the Scene of Crime and in the Laboratory
- Telangana State Police - CCTNS Version 2.0
- Uttar Pradesh Police - AI Based Data Analytics Tool for Anti Corruption Efforts

CYBER CRIME MANAGEMENT

- Andhra Pradesh Police - Cyber Crime Awareness and Detection
- Gujarat Police - Cyber Crime Prevention Project
- Haryana Police - Cyber Crime Management
- Maharashtra State Police - Cyber Crime Free Village
- Railway Protection Force - Cyber Crime Management in Indian Railways

DISASTER & EMERGENCY RESPONSE

- Bihar Police - Disaster & Emergency Response
- Haryana Police - Haryana 112 Emergency Response Support System (ERSS)
- Kerala Police - Disaster & Emergency Response

HUMAN TRAFFICKING

- Jharkhand Police - Athu Club
- Railway Protection Force - Nanhe Farishteh (Phase II)

ROAD SAFETY & TRAFFIC MANAGEMENT

- Andhra Pradesh Police - Safe Streets
- Andhra Pradesh Police - CARE - Commitment to A safer Roads Environment
- Andhra Pradesh Police - Implementation of Road Safety and Traffic Management
- Chhattisgarh Police - Zindagi Milegi Na Dobara
- Gujarat Police - iFollow campaign
- Haryana police - Centralized Vehicle Towing Management System
- Haryana police - Road Safety & Traffic Management
- Karnataka State Police - Decongestion of Traffic in Hebbala Fly Over
- Kerala Police - Road Safety & Traffic Management
- Rashtriya Raksha University - Departmental Skill and Discipline (Police) Training for Regional Transport Officers

SMART POLICE STATION

- Chhattisgarh Police - Trinetram (Third Eye) Centralised Village Surveillance System
- Maharashtra State Police - Kasarvadavli Police Station, Thane City
- Maharashtra State Police - Smart Police Station
- Narcotics Control Bureau - E- Malkhana at NCB Jodhpur Zonal Unit

SURVEILLANCE & MONITORING

- Andhra Pradesh Police - Sachivalayam
- Andhra Pradesh Police - Proactive Policing
- Andhra Pradesh Police - Radio over Internet Protocol
- Andhra Pradesh Police - Kurnool Safe City (KSC)
- Andhra Pradesh Police - Surveillance & Monitoring
- Assam Police - Cyberdome
- Central Reserve Police Force - Mobile Command Control Room
- Gujarat Police - Trinetra: Integrated Command and Control Center (i3C)
- Himachal Pradesh police - BRISP (Baddi Region Industrial Security plan)
- Himachal Pradesh police - Community Eye
- Maharashtra State Police - 2Plus - Towards Safer Society

TRAINING & CAPACITY BUILDING

- Andhra Pradesh Police - Training & Activites for Technology Adoption (TATA)
- Central Reserve Police Force - Commando Course for Mahila Police Personnel of Bihar Special Armed Police Force
- Kerala Police - Training & Capacity Building
- Madhya Pradesh Police - Hybrid Police Training
- Madhya Pradesh Police - Training & Capacity Building
- Maharashtra State Police - Training and Building Capacity
- Rashtriya Raksha University - Capacity Building Training Programme
- Rashtriya Raksha University - Training & Capacity Building - VIP Security Training
- Telangana State Police - Role Based Trainings for Effective Service Delivery

WOMEN SAFETY

- Andhra Pradesh Police - Disha SOS App
- Chhattisgarh Police - Abhivyakti
- Himachal Pradesh police - Mahila Jagriti
- Madhya Pradesh Police - Asli Hero Campaign
- Maharashtra State Police - Pink Box Initiative
- Pune Railway Police - Pune Railway District Police
- Rashtriya Raksha University - Distinguished Lecture Series - Women Leadership in Police and Security Services

OTHER POLICING INITIATIVE

- Andhra Pradesh Police - Dial Your SP
- Andhra Pradesh Police - CHAT BOT Application to Trace and Recover Stolen/ Lost Mobile Phones
- Andhra Pradesh Police - e - Hunt
- Andhra Pradesh Special Police - Project 'Kramasikshana'
- Andhra Pradesh Special Police - Project 'Fighting Fit'
- Andhra Pradesh Police - Missing Mobile Tracing System
- Andhra Pradesh Special Police - Project 'Na Hanyate'

- Andhra Pradesh Special Police - Project 'Sanmanam'
- Andhra Pradesh Police - Citizens Mobile Tracking Service (CMTS)
- Andhra Pradesh Police - Operation Parivarthana - Alternate Livelihood
- Andhra Pradesh Special Police - Project 'Desertion oddu'
- Bihar Police - Other Policing Initiative
- Central Reserve Police Force - Civic Action Programmes an Effective Tool to Counter Naxalism
- Central Reserve Police Force - Love U Zindagi (LUZ) Programme
- Chhattisgarh Police - Operation Cannabis
- Chhattisgarh Police - Disposal of Unclaimed Vehicles
- Delhi Police - Eradicate Drug Menace from Society under "Nasha Mukt Bharat Abhiyan"
- Karnataka, State Intelligence - Factcheck Publishing
- Maharashtra State Police - Sagar Suraksha
- Maharashtra State Police - Service Excellence and Victim Assistance
- Mizoram Police - Social Media Network
- Maharashtra State Police - "Third I" Nanded App
- Madhya Pradesh Police - My PTC Indore
- Maharashtra State Police - Development of Online Technical Work Job Registration System
- Narcotics Control Bureau - Narco Coordination Centre (NCORD) Portal
- Railway Protection Force - CDPEF - Model to Enhance the Efficiency and Efficacy of Grievance Redressal Mechanism in Indian Railways

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.

NOTES

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.

CONTACT US

Mr Sumeet Gupta
Assistant Secretary General
E: sumeet.gupta@ficci.com
T: +91-11-23487515

Mr Gaurav Gaur
Joint Director
E: gaurav.gaur@ficci.com
M: +91-9873111690

FICCI, Federation House
Tansen Marg, New Delhi 110001