



गृह मंत्रालय
MINISTRY OF
HOME AFFAIRS



Project Report

On

CitizenCOP Mobile Application (Project No.08/MM:03)

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'Promoting Good Practices and Standards'



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CitizenCOP Mobile App

Introduction / Background:

CitizenCOP Mobile Application for safety has been launched in Chhattisgarh since Sept 2015 and has become fulcrum of policing in urban areas. This App has been adjudged as the best Mobile App and has bagged Digital India Award 2016 (Platinum) from Govt of India.

There are a lot of mobile apps being used in various States in India but CitizenCOP has been found to be very comprehensive and is packed with all important features that fulfil the security needs of the citizens.

One of the most important features associated with this App is that it has been developed on PPP mode under CSR initiative. Thus, no government budget has been spent in its development. As no government budget is involved, it imparts flexibility to its operation, maintenance and upscaling as per the needs of the citizens. The software and system architecture has been designed in generic format for its efficient functioning so that it can be used uniformly across the country as a single App.

By using this as One Nation One App, MHA can gather very valuable data on crime patterns and the safety concerns of the citizens of various states. Another striking feature of this App is that it maintains the anonymity of the complainant/user so that the citizen can give information about any crime fearlessly. Therefore, no identification is required either at the time of downloading or at the time of logging a complaint. This App has the potential to evolve itself as the basis of contactless policing in the country.

If required at a short notice it can be launched as One Nation One App Security Application under Digital India Initiative by Hon'ble PM himself. This will help in bringing a sea change in the mind set of ground level policemen in the country. The App is designed with delivery centric objective. This App needs to be evaluated from the point of view of the above optics.

Overview:

CitizenCOP App is a unique platform that promotes community policing & enables citizens to interact with the Police anonymously and empowers common man to take responsibility of safety and security of their environment. *CitizenCOP* Mobile App has brought law enforcement authorities a click away from the common people. The citizens needed a platform, where help can be made easily available and citizens could themselves participate in ensuring safe and secure society.

With an aim to bring police and citizens together against crime, this influential tool has been developed to empower the common man. It comes with a bundle of compelling features to help citizens find instant help whenever they require. Additionally, it facilitates users to voluntarily report a crime without disclosing identity, secure themselves in safe zone, access quick help, call police and enjoy convenience through instant towed vehicle search and notifications. This Mobile App in nutshell has strengthened accessibility of public to police.

How can CitizenCOP bring a CHANGE?

- Procure and Send Evidence in Real-time.
- Guarantee Non-Disclosure of Identity.
- Easily connect and get help in Emergency.
- Facilitate reporting with location details.
- Platform for Instant communication.
- Hassle-free way to Report in Incidents.

Highlights:

- Easily Scalable across Different Cities & States.
- Distributed Storage of Data.
- Single Utility for Multiple Administrative Departments.

How can CitizenCOP assist in Community Policing?

- Promotes citizen participation.
- Motivates citizens to sharing responsibility of their city.
- Develop citizens into force multipliers that works towards betterment of the city.
- Assists administration.
- Leverages technology to empower citizens.

Why does a significant proportion of crime go unreported or unnoticed?

- Lack of COMMUNICATION PLATFORM.
- Fear of IDENTITY DISCLOSURE.
- Lack of EVIDENCE.
- JURISDICTION ISSUES.
- Lack of EMERGENCY HELP.
- Fear of Being TARGETED.

Project Title: CitizenCOP Mobile App

Vision:

- Women and Child safety.
- Empowerment of common man to participate in creating safe environment.
- Focuses on Delivery of services to common man.
- Unified solution throughout the nation is possible.
- Innovative use of technology to connect with people for securing cities.
- Streamlines the work flow of authorities on one hand and empowers common man on the other.
- Loaded with powerful features that offer convenience, safety and empowerment.
- Easy to use.
- Can facilitate Connectivity to different administrative departments through a single app.
- Completely scalable to include as many feature as possible.
- Available with latest User Interface in ANDROID as well as iPhones along with a secured and easy to use extensive web based back end MIS tool.
- Encourages citizens to participate in securing their cities.
- Facilities to recover lost/stolen mobile phones.
- Also an important tool to collect criminal intelligence as it maintains anonymity.

Objective:

In the process of modernization and implementation of Social Policing Concept, our police department has evolved “CitizenCOP”, which is a revolutionary mobile application that would bring the Common People close to the law enforcement officers in terms of developing a healthy relation of trust and assistance.

The application empowers every common man to be a powerful CitizenCOP and join hands with the police men to control crime. It will help the users in reporting an incidence/petty crimes to the police at the click of a button. This can be achieved without undergoing any cumbersome process of appearing in person in Police Station. Its feature "Report lost article" is particularly very useful for the citizens. In order to make it popular, people should be made aware about its ease of use and citizen friendly features.

As approaching the police station, to report every petty crime is a lengthy process, this application would help citizens to report the crime, lost articles & seek emergency help at the time of distress at the click of a button. This user friendly safety application has been developed in response to the concerns and needs of the citizens to enlist their cooperation and participation in creating a safe, secure and crime free society.

Purpose:

Despite availability of modern technology Citizens are mired by impact of artificial boundaries/jurisdictions created by us. Integrity of Data collection is not above board. It does not reflect truthful trends and concerns of the citizens. There is plethora of safety and security apps across the country. Different cities and states have come up with their own apps with a limited functionality and high budget expenditures. Users have to carry multiple apps and get confused on which to use and where. Also, the structure of these apps is not uniform.

Sponsor:

Chhattisgarh Police

Financial Benefits:

CitizenCOP is a CSR effort by a registered NGO named CitizenCOP Foundation. Deployment, operational and implementation costs are negligible. There is no cost involved in implementation or execution at all. It is a well-accepted and extensively tested tool in Chhattisgarh, Madhya Pradesh and a few other states.

CitizenCOP is easily scalable to all states of Nation. It is very comprehensive and addresses wide gamut of Policing needs with over 25 utility features. It has a strong backend control panel / dashboard at district, range and state levels which can be further scaled up for National level.

A fare possibility of predictive policing can be seen if all the data is stored at central repository for monitoring. There is a back end mechanism to forward complaints to concerned authority and a provision to communicate back to Citizens closing the loop.

Important Features of the App

Report an Incident:

Report an anonymous complaint directly to police control rooms through images, videos or audios. This feature is helpful when you come across situations, where you could have helped a victim by reporting the witnessed incidence.

Call Police:

Get all police contact details gathered at one place, which can be filtered as per your current location. In an emergency situation we do not have time to find the right number to call. This feature helps us by giving those details immediately.

Help Me! SOS:

Send instant auto generated help messages to already added contacts for any emergency help. If you are in trouble, and cannot press a button for SOS on your phone, this feature will sense your proximity or the shake motion and send an auto generated SOS. It includes with Proximity Sensor & Shake Motion Sensor.

SOS Snooze:

Just like the alarm clock, this feature helps in sending multiple SOS messages within a time frame to your selected contacts. In any situation, your contacts would not miss the SOS from your side and would then be able to help you easily.

My Safe Zone:

Fence your device within a secure geographical boundary, and let your near ones know if you're in danger. If your child has gone out of a set boundary or his “safe zone” then this feature would send you an alert about the same.

News Updates:

This feature helps you receive latest news related to the city. Suppose there is a road diversion created due to some procession, you can stay informed with this feature.

Report Lost Article:

CitizenCOP's "Report lost Article" feature helps you file a complaint against any lost article instantly. If you lose a valuable item, like your phone and do not want to go through a lengthy process for filing the complaint, this feature can really help you.

My Close Group:

With this feature you can track live location of your children, loved ones, friends etc. Suppose your child is in danger and you had no idea about it, by tracking him you will immediately get to know his location.

Emergency Calls:

Get instant help while in trouble or any emergency situation. In an emergency where you need to get quick access to numbers like Police Control Room, Ambulance, Child Helpline, Fire Control Room and CM Helpline etc, this feature can help.

Vehicle Search:

This feature helps to know about the vehicle's history, its registration details, owner name etc. To use the facility of Online Vehicle Owner Search you just to enter the vehicle number which can be found on Certificate of Registration issues by Madhya Pradesh Transport Department / MP RTO or Number Plate of the vehicle or you can enter Chassis number or Engine Number to get the vehicle registration information whatever is easily available and click the 'Search' button.

Track My Location:

This feature gives your current location to the admin. If you are in danger, and need to be tracked by the officials, the feature records your activities and shows it on the map to them.

Inform Police:

- Domestic Helper / Servant
- Tenant Information
- Character Verification

With this feature you can easily inform and update the police about these three things. Suppose you get a new servant, and do not want to physically go to the police, to inform about the same, then this feature can help.

Pathik:

- Validate Public Transport Driver
- Send Public Transport Details to emergency contacts

When you enter an auto number in the feature, it will give the name of driver as well as a photograph. You can also send a message to your saved contacts and give details of the auto number, from and to location.

Fare Calculation:

Fare Calculator uses intelligent fare estimating to forecast the Auto/taxi charges. Now, you do not have to waste your time in checking whether the amount quoted by the driver is appropriate or not.

Towing Vehicle Search:

This feature helps you to check the details of your towed vehicle. Many times we are distressed due to the lack of information on our towed vehicle, but now we can take the help of this feature.

Call Administration:

This feature helps you contact senior administrative officials directly. If your problem has not been resolved and you need to contact a higher official, you can get their contact number in the app.

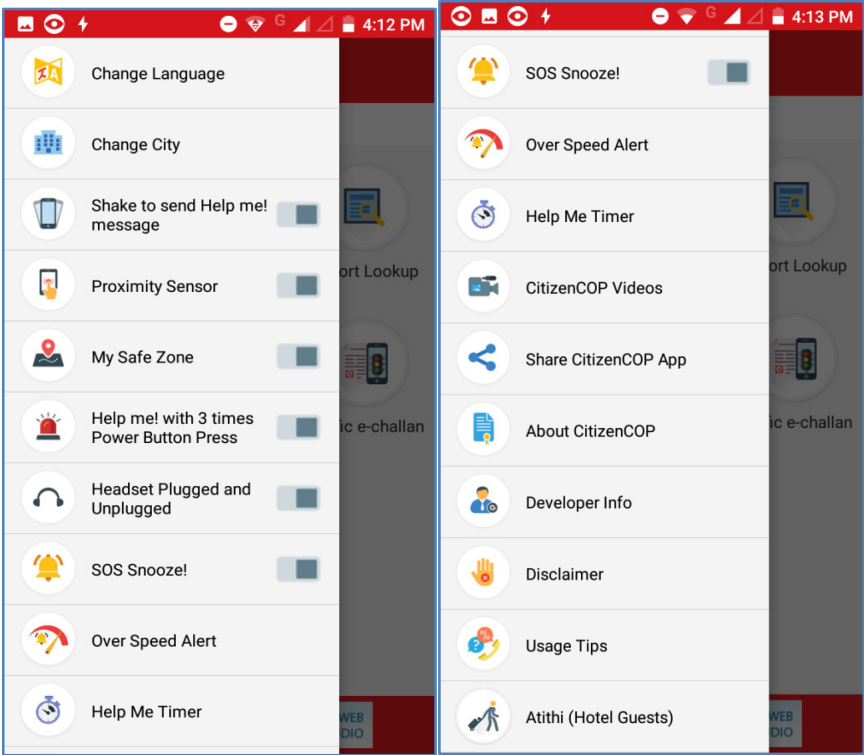
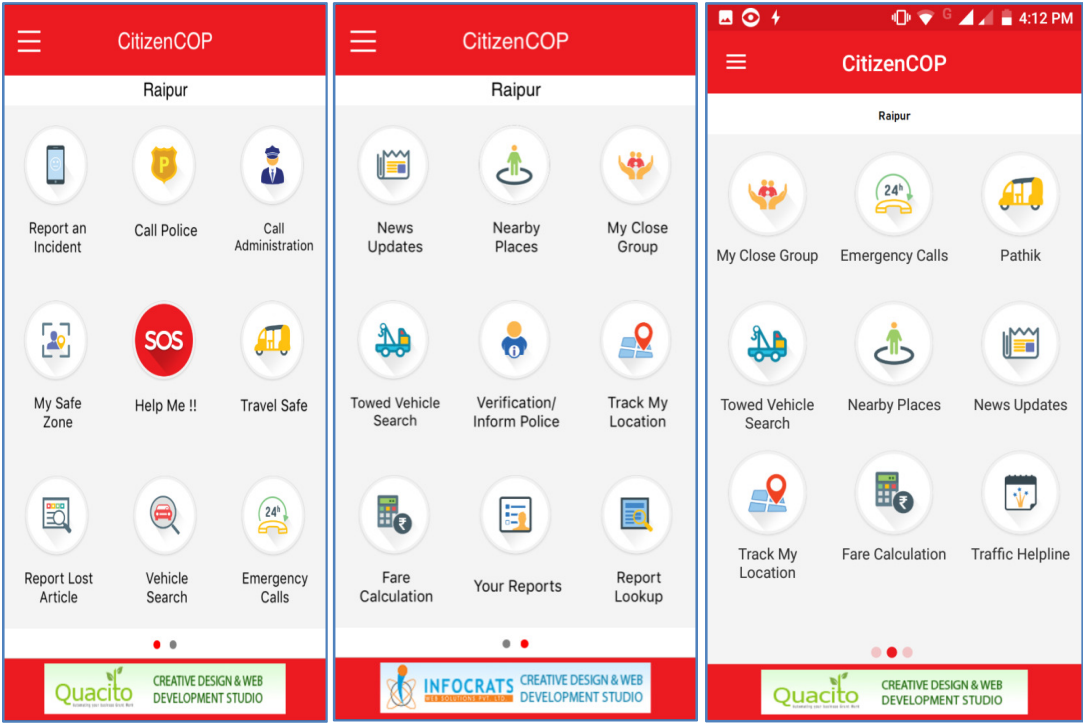
Nearby Places:

This feature helps to provide you with information on important places like police station, hospitals, Bank/ATM etc nearest to your current location. While travelling you might land up in a place where you have no idea about any geographical location, in which case you just need to tap the nearby option from the settings menu and it will quickly identify your exact location while helping you find the nearest place that you might be looking for.

Multi Lingual:

The application provides you with an option in the menu drawer to change the language to Hindi and other languages. Now, you don't have to know only a particular language to feel safe.

App Screenshots:



Creative Graphics:

LOST SOMETHING AND DON'T KNOW WHERE TO REPORT?

- "Report Lost Article" •



A FEATURE THAT HELPS YOU FILE A COMPLAINT AT THE RIGHT PLACE ABOUT YOUR LOST ARTICLE.

 **DOWNLOAD TODAY!**

  **BE SAFE. ALWAYS.**



1:12 AM

Do you think your PHONE can protect you?

How will you press a BUTTON for help?



"Aalamban"
(Help Me Timer)

AUTOMATICALLY sends SOS message if you don't reach your location on time.

 **Never WALK alone.**
Download TODAY.
Chhattisgarh Police



Hierarchical Control Panels:

Any complaint made to the District Police can be effectively supervised and monitored for action and follow up by senior officers at all levels.

- Superintendent of Police
- Inspector General of Police
- Director General of Police
- Ministry of Home Affairs (**Proposed**)

Information repository can be maintained.

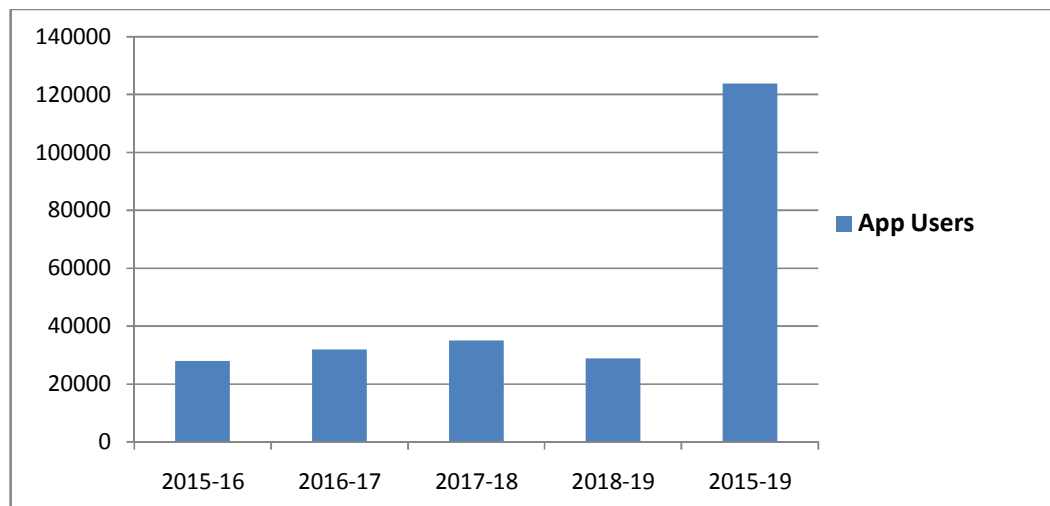
Follow-up Initiatives:

CitizenCOP mobile application has been launched on 8 September 2015 at Raipur the capital of Chhattisgarh. It is worth noting that this application is effective from different dates and successfully running in 11 districts of Chhattisgarh. Around 123750 users have already downloaded this application in a few time. By using various features of this application, common people have started easily accessing police services and getting status reports in response to their reports.

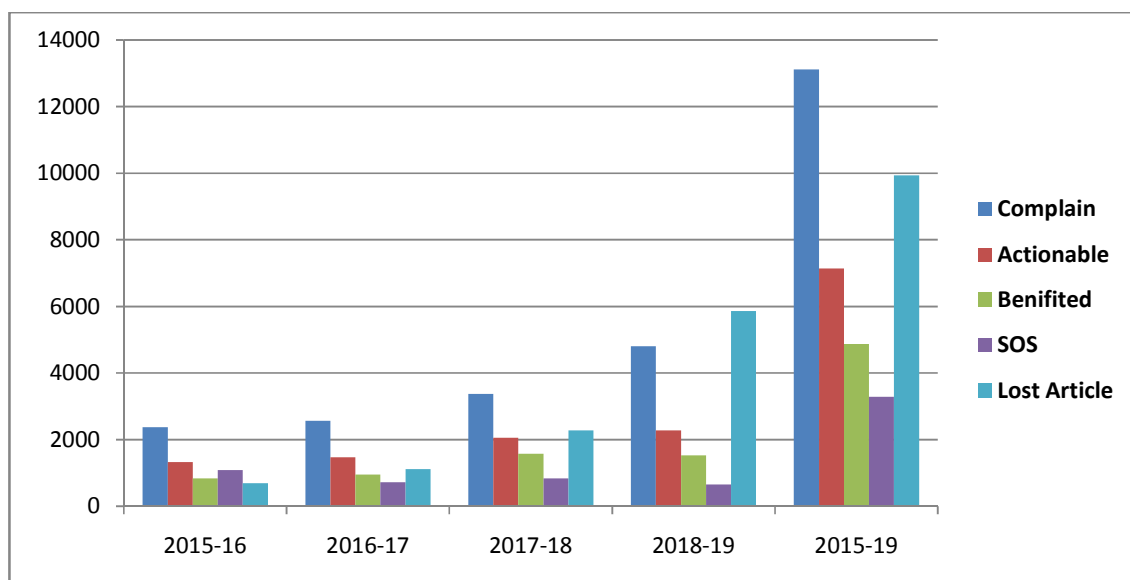
The year-wisestatistics of this application are as follows:-

CitizenCOP - Mobile Application									
Yearwise Total Users Download and DATAs									
Date Range	Total User	Total Complaint	Not Actionable	Actionable	Directly benefited to citizens	New	Total SOS	Total Towing Vehicle	Total Report Lost Article
08-09-2015 to 07-09-2016	27941	2376	906	1332	828	138	1087	2541	686
08-09-2016 to 07-09-2017	31874	2567	895	1469	944	203	723	1721	1108
08-09-2017 to 27-07-2018	35039	3365	1092	2057	1569	216	830	31	2280
08-09-2018 to 15-11-2019	28895	4805	895	2280	1525	1630	646	0	5860
08-09-2015 to 15-11-2019	123749	13113	3788	7138	4866	2187	3286	4293	9934
Current Data	123750	13113	3788	7138	4866	3286	3286	4293	9934

App Users:



Use Analysis:



Comparison – CitizenCOP and competing applications:

<i>Sr. no</i>	<i>Feature</i>	<i>CitizenCOP</i>	<i>MPeCop</i>	<i>Pratisaad</i>	<i>Family Locator - GPS Tracker</i>	<i>Citizen's Patrol</i>
1	Report an Incident	Yes	Yes	-	-	-
2	Police Directory	Yes	Yes	-	-	Yes
3	Directory for administrative officials	Yes	-	-	-	Yes
4	Seek SOS Help	Yes	Yes	-	-	Yes
5	My Safe Zone	Yes	-	-	Yes	-
6	Fare Calculation	Yes	-	-	-	-
7	Towed Vehicle Search	Yes	-	-	-	-
8	News Updates	Yes	Yes	-	-	-
9	Report Lost Article	Yes	Yes	-	Only Phones	-
10	Create Close Group of family members / friends	Yes	-	-	Yes	-
11	Emergency Calls	Yes	-	-	-	Yes
12	Vehicle Search	Yes	Yes	-	-	Yes
13	Track Real-time Location	Yes	-	-	Yes	Yes
14	Find Nearby Places including police stations, hospitals, ATM, Doctors	Yes	Only police stations	-	-	-
15	Request Domestic Helper / Servant Verification	Yes	-	-	-	-

16	Request Tenant Verification	Yes	-	-	-	-
17	Request Character Verification	Yes	-	-	-	-
18	Communicate auto/cab info while travelling	Yes		-	-	-
19	Check Authenticity of Officials	Yes	-	-	-	-
20	Shake Phone to Send SOS	Yes	-	-	-	-
21	Proximity Sensor	Yes	-	-	-	-
22	Headset plug and unplug to send SOS	Yes	-	-	-	-
23	Send SOS by pressing power button three times	Yes	-	Yes	-	-
24	SOS Snooze	Yes	-	-	-	-
25	Help Me Timer	Yes	-	Yes	-	-
26	Missing Person Search	-	Yes	N/A	-	-
27	Unidentified Bodies Search	-	Yes	N/A	-	-
28	Option to Call directly from the app	Yes	-	-	-	-
29	Link to Police Control Room	Yes	Yes	-	-	-
30	Registration Required	-	Yes	-	-	-
31	Available Multiple Languages	Yes	No (Only Hindi)	More	-	-
32	Helpline Number	Yes	Yes	-	-	-
33	Option to Change City	Across India	-	-	-	-
34	iOS and Android app	Yes	Only Android	Only Android	-	-

35	Time to Load	Less	More	More	-	-
36	User Experience	Easy to use application with intuitive colourful icons	Less intuitive UI	N/A	-	-
37	Viewing FIRs	-	Yes	-	-	-
38	Sharing success stories	-	Yes	-	-	-
39	In app purchases	-	-	-	Yes	-
40	Hotel guest entry interface	Yes	-	-	-	-
41	Travel safe	Yes	-	-	-	-
42	Group Broadcast	-	-	-	Yes	-

सिटीजन कॉप ने थानों में कम किया मोबाइल चोरी का बोझ, थोक में ढूँढ निकाले फोन

रायपुर @ पत्रिका

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शहर में आम लोगों की मदद के लिए तैयार पुलिस को सिटीजन कॉप काफी हद तक मोबाइल चोरी होने पर शान्ति दूर करती दिख रही है। 6 बार फिर सिटीजन कॉप ने गुप्त चोरी हुए 29 नए मोबाइल को ढूँढ निकाला।

शनिवार को आईजी जीपी सिंह की मौजूदगी में मोबाइल फोन मालिकों को उनका उनका सेंट दिया गया। फरियादियों ने बताया कि कई बार बाने जाकर मोबाइल गुप्त होने और चोरी होने की सूचना देने के बाद भी ट्रैकिंग में सुस्ती दिखाई गई। लेकिन सिटीजन कॉप में सूचना दर्ज करने पर 10 से 15 दिनों के अंदर ही उन्हें उनका फोन मिल गया। पुलिस के नए फार्मूले

चोरी होने के केस में पीड़ित को सहूलियत

► बार-बार धड़ों के चक्कर काटने से छुटकारा।

► कानूनी फॉर्मेट में शिकायत और एकआईआर की जटिल प्रक्रिया खत्म।

► मोबाइल गुप्त होने अथवा चोरी होने के स्टेशन को लेकर धारा

परिव का इश्ट नहीं।

► बरामद फोन को पैसे के लिए जबी और फिर व्हाट्सएप की जटिल प्रक्रिया से छुटकारा।

► सिटीजन कॉप में शिकायत के बाद बहुत ही कम समय में ट्रैकिंग।

का फार्मूला हैदराबाद पुलिस ले चुकी है। एप की तकनीक के बारे में रिपोर्ट लेकर वहां भी राजधानी की तर्ज पर हाईटेक प्लान चल रहा।

ऑनलाइन केस पकड़े

सिटीजन कॉप ने चोरी गए फोन को ऑनलाइन मॉनिटरिंग होने का खुलासा किया है। आधा दर्जन फोन दूसरे राज्यों से बरामद हुए। जिस चोरी के बाद ओएलएस जैसे साइट्स पर बेचा गया था।

से उन्हें काफी मदद मिली। बता दें इसके पहले भी दर्जनभर फोन सिटीजन कॉप की मदद से बरामद हुए थे। झारखंड से लेकर एमपी तक ठिकाने लगाए फोन को सिटीजन कॉप ने आसानी से ट्रैक कर लिया। आईजी सिंह ने बताया

कि नए फार्मूले को आगे और बेहतर किया जाएगा, ताकि आम लोगों को जल्द से जल्द फायदा मिल सके।

हैदराबाद ने लिया प्लान

रायपुर में शुरू हुए सिटीजन कॉप एप

कई बार जस्टिसमेंटो को अनाधिकार रूप से भटकना पड़ता है। सिटीजन कॉप के सहारे मोबाइल चोरी के केस आसानी से सुलझ जा रहे। ओओ सुविधा को और भी बेहतर करने का प्रयास होगा।

जीपी सिंह, आईजी

Tue, 05 July 2016
patrika.com/c/11497119

Patrika Raipur, 5th July 2016

दैनिक भास्कर

रायपुर

रायपुर, सोमवार 12 अक्टूबर, 2016

3

एक विलक और जाम से मिल रही राहत

पुलिस के सिटीजन कॉप ने सुधारा रिस्पांस टाइम, शिकायत मिलते ही ट्रैफिक अमला तैयार

क्राइम रिपोर्टर | रायपुर

मोबाइल का एक क्लिक ट्रैफिक जाम में फंसे लोगों को राहत दिलाने में मददगार साबित हो रहा है। जाम में फंसे वाले पुलिस के मोबाइल एप सिटीजन कॉप में जैसे ही शिकायत कर रहे हैं, मिनटों में ट्रैफिक पुलिस वहां पहुंचकर रोड क्लीयर कर रही है। पिछले एक माह में सिटीजन कॉप में ट्रैफिक से संबंधित 100 से ज्यादा शिकायतें की गईं और उसी समय राहत भी दिखाई गई।

मोबाइल एप में मिल रही शिकायतों के अनुसार सबसे ज्यादा ट्रैफिक जाम कांतीबाड़ी चौक और उसके आस-पास लगता है। सुबह 10.30 और शाम 5 बजे से साढ़े

सात बजे के बीच सबसे ज्यादा स्थिति बिगड़ती है। ट्रैफिक जाम के कारणों की समीक्षा के बाद अब पुलिस चौराहे के ट्रैफिक सिस्टम को दुरुस्त करने के लिए प्लानिंग कर रही है।

अफसरों के अनुसार बसों के बेतर्तीव खड़ा होने के कारण चौराहे का ट्रैफिक सिस्टम बार-बार ध्वस्त होता है। पुलिस के सिटीजन कॉप एप में रोजाना औसतन 13 शिकायतें आ रही हैं। एक माह में अब तक 378 लोग शिकायतें दर्ज करवा चुके हैं। पुलिस के अलावा एप नगर निगम से संबंधित शिकायतें भी की जा रही हैं। उन शिकायतों को निगम के संबंधित विभाग के पास ट्रांसफर कर दिया जा रहा है।

सरेराह मारपीट और सड़क पर धूम्रपान की शिवप्रव्रत

एप में सरेराह मारपीट करने वालों की शिकायतें भेजने से लोग गुस्से नहीं कर रहे हैं। राजतलव, श्रीराम नगर और वेस्ट नगर में तो एप से सूचना मिलते ही पुलिस पहुंच गई और ऑन द स्पॉट ही आरोपी पकड़ लिए गए। सड़क या सार्वजनिक स्थानों पर धूम्रपान करने वालों की भी लोग शिकायत कर रहे हैं।

ट्रैफिक जाम की फोटो भी

अजीब शिकायत को सही साबित करने के लिए लोग ट्रैफिक जाम की फोटो खींचकर उसे भी एप में भेज रहे हैं, ताकि उसे गंभीरता से लेकर पुलिस की टीम तुरंत पहुंचे। इसी तरह मारपीट की भी लाइव तस्वीरें कुछ लोगों ने भेजी हैं। आईजी जीपी सिंह का कहना है कि मारपीट और गुंडागर्दी की शिकायत करने वालों के नाम और पहचान पूरी तरह से गुप्त रखी जा रही है। कोई भी किसी भी तरह के क्राइम की शिकायत देखीफ कर सकते हैं।

DainikBhaskar Raipur, 12th October 2016

Gap Analysis:

Prior to the existence of the CitizenCOP App, there was a lack in the recording system. The police department used to get complaints and reports; however, they could never properly arrange these records, eventually failing to address them easily. With this application, the department and the citizens got a mutual platform to share and receive the complaints.

The application uses real time location and evidences to make everything smooth and effortless as well as authentic and precise. We aim to maintain anonymity through the application as well as focus on predictive policing. This would help to predict crimes in future by analyzing the pattern of theft on the basis of areas.

Implementation Strategy:

Deliverables

CitizenCOP - Mobile Application is free available on Google Play Store and Apple Store. It is really beneficial due to the fact that all features of this application are very useful for the common citizens and working at the quick pace for the police operations. Common man and media persons have shared features and impact of the app through print media, electronic media and social media such as Facebook, Twitter and Whatsapp. As a result of the app has become popular among ordinary citizens in a very short time.

Stakeholders

The information and complaints received through citizens forwarded by CitizenCOP Cell to the concerned Police Station/ Civil Administration and Local Body or Organisation for Necessary actions as per rules.

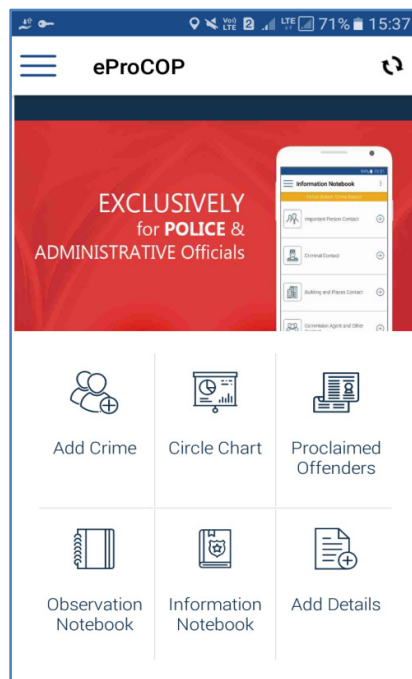
Related Projects:

eProCop App

A Mobile App, designed for the internal use by the police department for efficient and effective policing eProCop helps to make Policing Professionals Proficient and Proactive.

It addresses the internal issues like Explosion of Police Tasks, Lack of Internal Checks and Updates, Unstructured Way for Communication, Colossal Ignorance of Duty & Services and Poor Selection & Training Process. It is an Efficient & Interactive Tool with Geo-Tracking Technology.

The app provides Predictive Policing, Consolidation of records for Cross Thana's & Cross Districts, Beat wise Criminals mapping, Beat chart & Work Assignments for Policing and Geo-Tagging of CrimeLocation with Real Time Evidences. Most of all, it provides a way to maintain the “information book” online.



Work Plan:

National Level CitizenCOP : NCRB / MHA will have a strong source of incidences reported for Crime from Citizens across the Nation.

State Level CitizenCOP Cell: A state level cell will be formed under Shri G.P. Singh, Additional Director General of Police, (EOW/ACB, Raipur, Chhattisgarh)

Range Level CitizenCOP Cell: Computer with internet connectivity, printer, telephone, fax, and required furniture. At least two staffs will be deployed under the control of IGP Range, which will monitor the progress received from all districts, and regularly submit to IGP Range, who will also be guid the district level cell.

District Level CitizenCOP Cell: Computer with internet connection, printer, telephone, fax, and required furniture. Setup of CitizenCOP Cell -

Nodal Officer	-	01 Gazetted Police Officer
In-charge Officer	-	01 Inspector / Sub Inspector
Computer Operator Admin	-	04 Constable (tern duty on 24*7)

This Cell will ensure all kinds of complaints / information received from the application, district control cell ensuring necessary action on the entire complaint / information, through the radio set, email / fax / telephone and Whatsapp. Serious information and complaints will be submitted to the superintendent / nodal officer and will ensure immediate action.

Related Information:

Name of the Initiative

CitizenCOP (Mobile Application)

Implemented Since (Month/Year)

08 September, 2015

Name of the concerned Nodal Officer

Mr. G.P. Singh,

Additional Director General of Police,

(EOW/ACB, Raipur, Chhattisgarh)

Mobile No. 95899-89999

Email ID.- gpsinghplaha@gmail.com

State

Chhattisgarh

Category of the Initiative

Public Empowerment with Women Safety / Child Safety/ Road Safety / Elderly Safety.

Community Policing and Source of Intelligence

Technical Support

Mr. Rakesh Jain, CEO, CitizenCOP Foundation Indore (MP)