



**Project Report
on
Integrated and Effective Incidence
Response System
(Dial-100)**

(Project No.01/MM:04)

Prepared by
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Bureau of Police Research and Development
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‘Promoting Good Practices and Standards’



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Approvals

The following people have approved this document.

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1. Introduction/Background

A Dial-100 system of some kind exists in most cities/districts/states of the country. However, as of now, there is no appropriate or standardized police response mechanism to take care of different types of incidents/emergencies. There is also no measurement mechanism of the quality of service rendered and no way in which the response can be compared with the best practices obtaining elsewhere. Wherever Police control rooms are available, the despatch of PCR vans to the incident spots and their responses to the site situation is at best left to the individual initiative and is therefore necessarily ad-hoc. If the customer were to be asked, the expected reply would be that it was inadequate and mostly unsatisfactory. There is thus an immediate need to upgrade and improve the police response, make it more accountable so that the people are totally satisfied with the service delivery of police.

Unless immediate action is taken to ensure a common integrated response management system which ensures ***anytime, anywhere policing***, the police as a service provider cannot rise up to the people's expectations. What is required is to think globally and act locally- i.e. the best IT and communication technology should be leveraged to put in place a quick, effective and comprehensive police response to all reported incidents based on a call-centre model or on the lines of 911 (USA), Chicago Police model or the model of 108-EMRI available in India.

In future, the 24 x 7 control rooms set up under this project will actually become the single window system for addressing adequately all calls for police help and all policing responses including FIR registration and investigation (ref attached PPT document) will be closely monitored from the Centralised control room and ensured that they meet the expected standards of quality and are fully auditable.

2. Overview

2.1. Project Title

Dial 100 - Anytime Anywhere Policing

2.2. Vision

To **establish** a prompt and appropriate police incident response management system;

To **enable** delivery of all Police services at the door steps of the public;

While making police more accountable and transparent;

With a view to ensure total satisfaction of citizens with the delivery of assured quality of police service.

2.3. Organisational Objective

- To create a fully equipped, integrated communication and control system
- Leverage the modern state of the art technology available
- Capacity building
- Awareness campaign amongst the community to enable them to avail the police service





3. The Business Case

3.1. Purpose of the Business Case

- To establish the optimized and integrated police response management system

3.2. Sponsor

GOVERNMENT OF INDIA (MINISTRY OF HOME AFFAIRS)

4. Situational Assessment and Problem Statement

Today Dial 100 is no more than a fire fighting mechanism where it is working as a reactive response model. In most places it operates as a standalone system which is based primarily on situational responses without integrating all policing related inputs and without envisaging integration of all police functions ranging from first call to closure of all responses. Further in a state police context it does not envisage universal response in terms of anytime anywhere police response of a scale that is both effective and satisfactory.

The concept of **anywhere policing** is borrowed both from the world of commerce and banking. As in the election process where a polling station is meant to be available within 2 km of every voting citizen, in order to help the casting of votes, similarly, there should be a police outpost, reporting outpost or police station within 2 km of every citizen wanting to report a crime. Computerised and enhanced communication systems would enable the police to function as one unit with specialised teams being called in to assist depending upon the needs of the situation. Existing facilities can also be re-grouped accordingly and specialisation attempted to bring in more professionalism. This concept of *anywhere policing* would break the existing jurisdictional barriers for reporting of crimes; Like 'anywhere banking' brought the reforms in the financial sector, 'anywhere policing' could usher in the necessary Police reforms and make the police more accountable and people friendly.

5. Critical Assumptions and Constraints

Critical Assumptions

Government is committed to providing adequate resources to police across the country to enable the police to deliver effective service to the citizens of India in all situations. The Honourable Union Home Minister vide his letter dated 17th December, 2008 addressed to Chief Ministers of states has unequivocally recommended an integrated 24 x 7 control room.

Critical Constraints

- Non-availability of adequate funds
- Difficulty in identification and standardisation of resources
- Time delay in execution
- Lack of consistent political and administrative will



- Lack of commitment to police mission objectives by all states

6. Implementation Strategy

- To be implemented as pilot projects in at least representative locations across the country
- To be implemented in project mode with clear time-frame and schedules

6.1. Deliverables

1. Call Center:

The initial telephone calls for assistance from the public will be received at the call center fully equipped with Integrated Communication Control System and forwarded to appropriate control room (Police, Fire, Medical emergency) operator via a touch-screen user interface and headset. The toll free number 100 will be the single point of contact for all police help seekers irrespective of telecom service providers. Integration of other means of reporting like SMS, MMS, Email, Walk-in, Snail mail, Sat Phone, Wireless, Fax...etc to the Call Center has to be achieved. All calls for help and assistance from police will also get routed through the Call Center.

2. Integrated Control Room (Police/Fire/Medical Emergency):

An integrated command center that will enable call takers, dispatchers and other staff working in the control room environment to be able to efficiently access all communication and information resources required to effectively manage operational incidents. Seamless interaction among various Control Rooms of various departments (Fire, Medical Emergency, Water Supply, Corporation...etc) and that designated Control Room to take the lead position depending on the type of emergency. For ex: in case of Chikun Gunya the Medical Emergency Control Room will take the lead.

3. Response Management System:

GPS enabled Police Patrol Vehicles (Hoysala/Cheeta), Riot control vehicle QRT, KSRP, Dog squad, mobile Forensic units will be dispatched to incident locations based on real time vehicle tracking and type of response required for the incident reported. These response vehicles will have seamless communication with the Control Room.

4. Data Center and Data Analysis:

All type of information and databases to be maintained so that the patrol officers will be able to access data related to an incident. It will be a central repository of all information. The Data analysis unit will also perform Cyber Patrolling and monitor secure / protected networks

5. Incident Monitoring System:

A 'video wall' that will enable projection of all type of video feeds from public surveillance cameras, patrol vehicles and media for real time monitoring of the situation. The handling of the situations on site will be monitored and controlled



by the subject experts in the Incident Monitoring Unit. The monitoring unit will hand over the case to the jurisdictional Police at the end of 24 hrs or earlier after stabilization of the situation at the incident spot.

6. Unified Command Center:

A 'War Room' having resources to handle any type of emergency. Fully equipped with conference room, video conferencing, video wall, GIS maps...etc. Will be THE place for top policy decisions makers to meet during crisis situations to control incidents, communicate instructions and handle operations in real time.

7. Media Center:

For dissemination of news to the media through various means like web, press release, audio/video bytes...etc.

8. RTI Unit:

For processing of applications under the RTI.

9. Analysis Unit:

For analysis of the cases reported and prepare sequence of events, chart of evidence...etc

10. Evaluation and Audit:

For evaluation of quality of performance and ensuring security of data of all the units so as to ensure confidentiality.

6.2. Stakeholders

- CITIZENS
- INDIAN POLICE
- THE CRIMINAL JUSTICE SYSTEM
- GOVERNMENT (UNION, STATE, LOCAL)

6.3. Work Plan

PROJECT PHASES	MAJOR AREAS OF WORK AND KEY MILESTONES.
PHASE I	Pilot Projects in 4 representative locations in India 1. Mumbai (City)



	2. Amritsar (Rural District) or Agra (Rural District) 3. Goa (Urban District) 4. Kutch (remote & Terrain area district) or Guwahati (remote & Terrain area district)
PHASE II	Replication across 10 states
PHASE III	Replication across India

