Centralized Emergency Police Response System

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Security and Development are two facets of same coin. Without security, development is not possible. Providing security to citizens is a primary responsibility of the State. A responsive system is required to attend to citizens’ issues relating to lives and properties of its citizens. In emergency people look towards State to reach to it for assistance. Policeman and Doctor are two persons whom people need in most of the emergencies. Police station is the only office of Govt. that is operational 24X7 without break or strike. However, reaching police station has been a challenge due to various factors. Hence an emergency contact Telephone number 1-0-0 was defined to contact local police.

Typically, ‘Police Control Rooms’ at the district or city levels house the emergency service number 100. But the situation is far from ideal in most of 600 districts in the country. There can be situation when telephone lines of the control room may not be operational. Policemen may not attend the calls or may not ‘respond’ particularly in rural areas. In night ‘Assistance’ to victims may not be prompt. One may be moving on rail or road and hence may not know the jurisdictional district or P.S. Many minor incidents escalate to major situations if are not attended well in time. Out of 600 odd Districts in this country most districts PCRs are inadequately equipped for any meaningful emergency response.

Classification of emergencies and role of police-

Emergencies across the world may be classified as following according to the role of service agencies-

- Police response expected— 50%
- Medical Response— 45%
- Fire Fighters’ Response— 1%
- Multi Agency like Disasters— 1%
- Others— 3%

In many medical emergencies and in all the fire & disaster related emergencies, police response is also required either as a statutory requirement or for practical & operational reasons.

Status of ERS in India

Emergency response in India is fragmented and depends upon agency to agency, State to State, and department to department handling the task. While police related situations are handled by police, health matters are dealt by medical and health department in the States. Status of fire service varies from State to State. In some State it is with police, while in some other it is either a separate department or with department of urban administration. For various issues there are separate numbers to contact the concerned emergencies, Like, 100 for police, 108 for medical, 101 for fire, 102 for ambulance, 1090 for women helpline, 1098 for child helpline, 1076 for disaster related emergencies.
For one type of emergency there may be different number in different States. Citizens have to face lot of inconvenience in finding and contacting appropriate agency for assistance. So far as police is concerned, the 1-0-0 number is uniform across India, but service response status varies State to State and District to District and even police station to police station. In most of the 600 odd districts in India, situation is far from satisfactory. Situation may be like anything between Stage 2 to Stage 7 depicted as under-

**Journey of Emergency Service in Policing**

**Stage 1 – Primitive:**

In pre-Telephony Era citizens used to visit nearest police stations and as per the availability of resources response was decided by the police station officials

**Stage 2 – Telephonic Era:**

After the introduction of telephony services, police station started using telephone for receiving distress calls, but due to very low density of telecom networks pervious system continued to operate. Quality of response depended upon the resources of police station and workload on it.

**Stage 3 – DPCR:**

During 1970s in metro cities and at district level, police control rooms were established, and 100 number came into existence as common number for emergencies. In this stage, people started calling on 100 number, which was responded from DPCR or metro PCR. A manual data of complaints was maintained at DPCR and police stations were asked to respond. Some metros like Kolkata had few dedicated police response cars.

**Stage 4 – DPCR with Response Vehicle & Staff:**

In the next phase DPCR’s were assigned some First response vehicles which used to respond in synergy with police stations. Mostly the system continued to remain rudimentary and dependent on police station officials.

**Stage 5 – Dial 100 with basic Technology:**

Between 2000 and 2005, computers and some limited software were provided at DPCR to capture the data in word or excel formats. Response mechanism improved slightly or remained almost same

**Stage 6 – City based Dial 100 with high-end Technology:**

2005 onwards, some city-based Dial 100 Emergency Systems came into existence with EPBAX, CAD & GIS Maps. They used to respond with the support of police station resources. Delhi, Mumbai, Bhopal, Indore and some more cities took the lead in technology and response quality improvement. Dedicated vehicles directly taking instructions from PCR (City) were deployed

**Stage 7 – 2015, Statewide Centralized Emergency Response:**

Madhya Pradesh became the first state in the country to roll out state – of – art Central Emergency Response System with state level Contact Center and dedicated 1000 First Response Vehicles. UP is next. From 2016 onwards, many states started studying this model and few of them adopted with various modifications.
Shortcomings of prevalent (Stage 2 to Stage 5) Police Emergency Response System:

Unless a District or State is at Stage 6 or 7, there are following shortcomings in police emergency response system in various permutations and combinations:

- Unwilling district police staff postings at DPCR
- Untrained Police staff for handling Emergency calls.
- Shortage of Police staff and Supervisor staff
- Unavailability or shortage of dedicated Police Response vehicles.
- Absence of or ill-defined Standard Operating Procedures (SOP).
- No or negligible technological support
- Personality and crisis to crisis-based monitoring & supervision of emergency response actions of DPCR.
- Lack of space in district police control rooms for emergency response set up.
- Unavailability of GIS maps of the area.
- Absence of measurable ‘key performance indicators’
- Manual record keeping, no voice loggers and no business intelligence / analytical ability for optimum utilisation of available resources.
- No feedback mechanism in place.
- Limited coverage (mostly cities or Distt HQ) in terms of geographical spread.
- Jurisdictional disputes among Police Stations adversely affecting response quality and time.

Hence it is urgent that the police emergency response speed and quality is improved to help citizens in distress. Hence State wide centralized police emergency response is need of the time. It also need to grow into one stop unified single number for response in all kinds of or at least major situations unless requiring very specialized kind of response.

Why Centralized Response System

- Police Act mandates ‘One Police’ for whole state, so uniform service standards are imperative. In India we have State Police and not the City Police or Country Police or Borough Police. It simply signifies that standards and practices of policing should be uniform at least throughout the State.
- Adoption of technology is unavoidable and required for transformation of police into a service organization Landline/Mobile/SMS/Social Media/VOIP; GIS; GPS; Tracking; Voice logger; Multiple language handling; SOP; Feedback mechanism.
- Centralized model is suitable for the effective supervision and standardization of the processes across state.
- Cost effective as compared to District level Call Taking & District level response or District level call taking and police station level response mechanism.
- Optimum utilization of resources is possible only in Centralized State level Emergency Response
Emergency Response System – Centralized v/s De-centralized

1. Centralized State Level facility covers entire urban and rural areas of State while District level facility covers mostly urban areas.
2. Centralized State Level facility does not have jurisdictional limitation while District level facility has issues between districts/police stations.
3. Uniform level of service across the State over entire jurisdiction is possible only in Centralized facility while in De-Centralized level of service is heavily dependent upon personality and preference of District S.P.
4. In a modern Centralized facility, automatic detailed digital record keeping is done which is usable as evidence in courts and integrity of which is beyond doubt, while in de-centralized mostly traditional phone lines with manual working is there so its record would always be seen as suspect.
5. In centralized facility, detailed Business intelligence-based analytics can be implemented at lesser cost and it can be developed as center for predictive policing while manual analysis and reporting is there in de-centralized. So decentralized response system will always be confined to reactive response.
6. In centralized facility, sufficient resources – manpower, vehicle and arrangements for operations and maintenance can be provided while in de-centralized there is always lack of resources for operations and maintenance.
7. Dedicated supervisory structure in centralized facility while in de-centralized supervision by local SP/ASP/DSP who lack time for meaningful interventions.
8. In centralized facility, independent of police station, reports are directly available to DGP, IGP, DIG & District SP in addition to SHO too, while in de-centralized mostly staffed from police station mostly limited crisis management reporting to local officials.
Vision of Centralized Emergency Response System: -

To provide prompt integrated emergency response for public safety and security to all persons Anytime, Anywhere across the State.

Key Objectives

- Provide round-the clock availability of operational phone numbers
- All urban, semi-urban and rural, and remote areas to be covered.
- Empathetic response to all calls
- State-wide coverage of Police Emergency Response Services
- Prompt Response for police emergency services
- Same standard of service to be provided to all citizens in urban and rural areas

Essential components of Emergency Response System:

Although most basic requirement is of a telephone, a wireless set, an operator to receive and disseminate incoming information and a couple of policemen to respond to the situation. But this is grossly inadequate in present circumstances. Following are the minimum essential components of any worthwhile emergency police response system:

1. Call Centre with CTI, voice call logger, Storage, CAD, GIS, EMS etc
2. Dedicated & trained Call takers
3. Dedicated Dispatchers
4. Dedicated Response vehicles with GPS, MDT, PA System, Wireless, Mobile Phone connectivity, First Aid box, compact fire extinguisher, Accident Extraction kit etc.
5. Earmarked Responder staff waiting at public places to rush to respond
6. Skillful Supervisors
7. Well defined Standard Operating procedures
8. Monitorable Key performance Indicators
9. Feedback mechanism

Way to Implement- Role of States and Central government-

Since police and public order are State subjects in the 7th Schedule of the Constitution of India so States must take lead and improve their emergency response mechanism and standards. However central government has huge stake in the safety, security and satisfaction level of citizens. Big or petty, hundreds and thousands of discontents continuing across the nation contribute to general state of
unhappiness of citizens with government service delivery status, so central government too is under obligation to provide necessary direct financial support to States.

Basic sovereign functions of internal security and public order maintenance cannot be outsourced but it is now is widely accepted that government cannot do every other job with efficiency, effectively & with economies of scale. It is also widely accepted that every organization should concentrate on its core strength and perform its core functions, while frill can be outsourced to private sector with due regulations. In policing too, while core functions of prevention and detection of crime, maintenance of public order, etc. are to be performed by police staff only. The core function like constructions of maintenance of buildings, housekeeping, maintenance and operation of general duty vehicles, technical jobs like setting up & maintenance of complete system, software development etc. can be outsourced to private sector. In view of above certain function in emergency response can also be outsourced.

Emergency response mechanism has four major components-

1. Contact center set up, maintenance, call taking / information pick up operations
2. Dispatch of incident for response, incident management, reporting, analyzing, response, supervision, training and skill upgradation content development
3. Fleet procurement / providing, fleet operations, maintenance of vehicle and gadgets
4. Technical assistance in whole operation, delivery of training and skill upgradation

Following is the graphical presentation of various operational models’ choices-

Operational Models:

1) Model - A

![Diagram]

- Call Center Management, Fleet Management & Technology are managed by third party vendor.
 ✓ Dispatch & Incident Management are managed by Police department.

2) Model – B

 ✓ Call Center Management& Technology are managed by third party vendor.
 ✓ Fleet Management, Dispatch & Incident Management are managed by Police department.

3) Model – C

 ✓ Call Center Management, Fleet Management and Dispatch & Incident Management are managed by Police Department.
 ✓ Technology is managed by third party vendor.
States may choose different operation models depending upon their financial conditions and policies. MP State has chosen model A in which:
A - Technical Assistance, B - Call Centre Management and D - fleet management are outsourced.
C - Dispatch, Incident Management & Supervision is being done by Police officials.
D - Fleet Management may be in-house or outsourced, depending on the State’s willingness.

In terms of level of centralization, States are having various models. While some States like MP and UP have preferred complete state-wide centralization, some others have gone for range or division level PCRs. Some have centralized dispatch while some are going for District level dispatch centers. Some states have provided state wide deployment of vehicles directly monitorable from contact center, others have preferred police station-based response vehicles.
Which Model is best?

- Every model has its own advantages.
- Every model has certain limitations.
- Local conditions and views of concerned political executives, secretarial officers and concerned police leaders primarily decide the matter.

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>State</th>
<th>Call Taking</th>
<th>Dispatching</th>
<th>First Response Vehicles</th>
<th>First Response staff</th>
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<tbody>
<tr>
<td>1</td>
<td>Madhya Pradesh</td>
<td>Centralized – Outsourced</td>
<td>Centralized – Police staff as Dispatcher</td>
<td>Private owned and operated Vehicles – Wet Lease Model</td>
<td>Deputed by PS on daily basis</td>
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<tr>
<td>2</td>
<td>Uttar Pradesh</td>
<td>Centralized – Outsourced</td>
<td>Centralized – Police staff as Dispatcher</td>
<td>Govt. owned &amp;operated Vehicles</td>
<td>Deputed to UP 100 for fixed tenure</td>
</tr>
<tr>
<td>3</td>
<td>Delhi</td>
<td>Centralized – Police Staff Operated</td>
<td>Centralized – Police staff as Dispatcher</td>
<td>Govt. owned &amp;operated Vehicles</td>
<td>Separate staff under CPCR command</td>
</tr>
<tr>
<td>4</td>
<td>Rajasthan</td>
<td>Semi-Centralized</td>
<td>De-centralized to District Level</td>
<td>Govt. owned &amp;operated Vehicles</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Telangana</td>
<td>Centralized Call Taking</td>
<td>Centralized–Direct to Police Station</td>
<td>Govt. owned &amp;operated Vehicles at Police Station</td>
<td>PS staff</td>
</tr>
<tr>
<td>6</td>
<td>Tamil Nadu</td>
<td>Centralized</td>
<td>Centralized - police</td>
<td>DPCR – PS; Govt Owned</td>
<td>PS Staff</td>
</tr>
</tbody>
</table>
Dial 100 – Madhya Pradesh

Madhya Pradesh police has set up state level centralized Dial 100 control room cum command center in Bhopal for providing response in police related emergencies and other services to help people in distress. The control center is equipped with latest technological tools like Computer telephony Interface (CTI), CAD (Computer aided dispatch), GIS MAP for whole state, 100 TB Datacenter, Call Management System (Analytics), Voice Logger and GPS enabled 1000 first response vehicles, MDTs in each vehicle to attend to handle public distress calls for services. These First Response Vehicles are deployed across the State at public places. Around 6000 police personnel are deployed for the services equipped with wireless, Mobile Handset along with other modern gadgets and weaponry. The services are in operation since Nov. 1st, 2015.

As soon as a person makes a call on “100” number, it receives at the center by well trained staff who take necessary personal details, incident details and location details. Besides computer systems also validate at the same from CLI database, GIS MAP, Vehicle database, and other information available in public domain.

The trained dispatcher immediately dispatches nearest available one or more well equipped first response vehicle. Each vehicle is monitored and tracked through the GPS based AVLS equipment fitted in the vehicle.

Call Takers                        Dispatchers                    First Response Vehicle

Well defined SOPs have been implemented and are updated regularly. It has standardized the response across the State without case to case intervention from senior officers in the decision making of field staff. Key performance indicators have been defined which are monitored daily by ADG Telecommunications MP. 3 lakh Polis have been defined in the satellite map procured form ISRO during GIS creation. Digital maps of each police station have been prepared to the precision of half a meter boundary of every police station. Every day 10% of calls are picked up randomly through computer systems and feedback is taken from the callers about their satisfaction about our services.

Each call and each activity is recorded on center’s voice logger and web portal of activities. Once the first response staff reaches the Event destination, it takes necessary action as per “standard operating procedure” of the center.

After the action is taken, state PCR’s dedicated feedback team contacts the caller/victim about the quality and satisfaction of the service provided by the police teams. Voice logger ensures post incident appraisal and third party audit of all call related information. There is also provision to facilitate the caller to be able to talk to senior officer of concerned District using three party.

It is integrated with other existing emergency number like Ambulance, Fire, Women help line and Child help line etc. This software based system is also used for daily patrolling.
Dial 100 Services and Components

**a. Technology Services**

- Data Center
- Contact Center
- Computer-aided Dispatching (CAD)
- GIS
- MDT Devices and Application
- VHF/HF Devices and ROIP application
- Other applications, interfaces and portals like CCTNS, CCTV etc.

**b. Telecom Services**

- PRI lines at DC
- **Dial 100** number mapping for entire State
- Location Identification Services
- Connectivity for MDT and phones

**c. Internet Services**

- Internet Lease Lines
- MPLS connectivity for all sites
- IP based location identification services.
- Internet usage charges

**d. SMS services**

- SMS charges
- SMS Gateway
- SMS location identification services

**e. Manpower**

- Technology resources
- Communication Officer
- Training and Change Management
- FMS (Facility Management Service) Manpower
- Operation and Maintenance manpower support
Emergency Response Process Overview

Stakeholders

Call Takers: Private party (System Integrator) employee to take distress calls.

Dispatcher: Police officials are dispatching FRV after getting information about event from call takers.

Fleet: Private party Vehicles & Driver (System Integrator) for driving and maintaining the FRV.

Police officials in FRV: Police Staff is available in FRV for any movement to crime location.

SP's / CSP's and other District Police Control room officers: Police officials are equipped with Web Portal to monitor the movement of FRV and remain connected with FRV staff over wireless or phone.

Project Management Consultant: Team of professionals to monitor each and every activity of project on behalf of the Police department and provide necessary inputs for day to day supervision, monitoring and strategic decision making.

Senior Police official at PHQ

Social Media integration –
We are available and respond on Facebook, Twitter and Whatsapp. We also respond to information received over SMS.

7587600100
Dialhundred Mp
@Dial 100_Mp

Language support-

Besides Hindi standard MP dialect, MP dial 100 has dedicated desk for regional dialects of MP like, Bundelkhandi, Bagheli and Malwi. Dial 100 has capability to take calls in English and has arrangement with volunteers knowing many Indian languages and foreign languages to help national and international tourists.

Bagheli Desk         Malwi Desk

Integration with CCTNS, CCTV control rooms and other emergency helplines

CCTV- Coordinates of CCTV Locations of different cities are plotted on GIS Map of Dial-100 project. As soon as any incident is reported in these locations, Dial 100 inform concerning CCTV Control room for monitoring and observation.

CCTNS- Complaints against police received on Dial 100 are also uploaded on CCTNS portal for further action. In General Diary Dial 100 event numbers are proposed to be entered for those reports whose informations are received in Dial 100 first.
Performance of MP Dial 100 - Facts and figures

Total Calls received from Nov. 1st, 2015 till 30th April 2018: 303.12 (in lakhs).

46,60,853 person have been helped.

Responded to more than 5 Lakhs women related events

Accident related Events – 3.05 Lakhs

Suicide Threats Handled – 33,937

Senior Citizens helped – 17,666

Missing Children traced – 5,491, abandoned Infants Rescued – 392

Average Answering Level - approx. 98.00%

Average AHT (Average handling time) for call is 1 Minute.

Average FRV Utilization across the state is 6.21

Satisfaction level of Dial 100 Service is 95% + as observed by third party

Accidents Events from 01 Nov 15 to 30 Apr 2018
Top 10 Informations Related Women - 01 Nov. 15 to 30th Apr. 2018

Women related information-Top Ten Districts

- Indore 36506
- Bhopal 29750
- Jabalpur 29759
- Gwalior 26793
- Rewa 17906
- Sagar 17813
- Chhindwara 17138
- Ujjain 16400
- Satna 15688
- Betul 11061

Other Dist. Total 273199

Top Ten Women related events

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<tr>
<th>Events</th>
<th>Monthly Average</th>
<th>Feb-18</th>
<th>Mar-18</th>
<th>Apr-18</th>
<th>Grand Total</th>
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<tbody>
<tr>
<td>Family Disputes</td>
<td>10898</td>
<td>13770</td>
<td>18003</td>
<td>18746</td>
<td>316032</td>
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<tr>
<td>Domestic Violence</td>
<td>4007</td>
<td>2167</td>
<td>2672</td>
<td>2845</td>
<td>116192</td>
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<tr>
<td>Eve Teasing</td>
<td>1504</td>
<td>1090</td>
<td>1352</td>
<td>1127</td>
<td>43630</td>
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<tr>
<td>Beating Wife</td>
<td>1058</td>
<td>4940</td>
<td>5973</td>
<td>6210</td>
<td>30690</td>
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<tr>
<td>Kidnap Female</td>
<td>235</td>
<td>269</td>
<td>275</td>
<td>288</td>
<td>6814</td>
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<tr>
<td>Dowry Torture</td>
<td>159</td>
<td>125</td>
<td>153</td>
<td>178</td>
<td>4613</td>
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<tr>
<td>Rape Attempt</td>
<td>165</td>
<td>252</td>
<td>285</td>
<td>239</td>
<td>4787</td>
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<td>Couple Indecency</td>
<td>124</td>
<td>124</td>
<td>125</td>
<td>100</td>
<td>3582</td>
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<tr>
<td>Child Marriage</td>
<td>129</td>
<td>117</td>
<td>83</td>
<td>558</td>
<td>3737</td>
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<tr>
<td>Rape</td>
<td>98</td>
<td>100</td>
<td>138</td>
<td>123</td>
<td>2845</td>
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<td>Grand Total</td>
<td></td>
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Loud Sound

- Bhopal
- Indore
- Jabalpur
- Gwalior
- Rewa
- Sagar
- Chhindwara
- Ujjain
- Satna
- Betul

Other Dist. Total 273199
Suicide Threat Information

Senior Citizen Calls

Abandoned/ Missing Child Information April 16 to 30th Apr- 2018
E-Ticking Tool

E-Ticket tool been created for logging of issues identified by various stakeholders of the project and a dedicated team is available to track and resolve the same in defined TAT.

Web portal (Netviewer)
- Data access to DPCR, PS & all cutting edge level officers
- Regular updation on basis of feedback by field officers

Dashboard give access of statically analysis of calls, events, Emergencies, FRV tracking etc. to senior officers.
Business Intelligence Tools
We can retrieve and analyze the data available in any permutation & combination. We can generate heat map based on Time, Area, District, Festival, Event Type, Event sub Type etc.

Cyber Crime Incident

Eve Teasing

Family Disputes

Accidents

Population wise Call Analysis

<table>
<thead>
<tr>
<th>State</th>
<th>Population</th>
<th>Actionable calls</th>
<th>Call received / lakhs</th>
<th>Dispatch</th>
<th>Event Dispatch / lakhs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Madhya Pradesh</td>
<td>7,30,77,565</td>
<td>1,62,622</td>
<td>223</td>
<td>1,64,034</td>
<td>224</td>
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</table>

Top 5 Districts

<table>
<thead>
<tr>
<th>District</th>
<th>Population</th>
<th>Actionable calls</th>
<th>Call received / lakhs</th>
<th>Dispatch</th>
<th>Event Dispatch / lakhs</th>
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<tr>
<td>Bhopal</td>
<td>23,68,145</td>
<td>10618</td>
<td>448</td>
<td>11144</td>
<td>471</td>
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<td>Indore</td>
<td>32,72,335</td>
<td>11817</td>
<td>361</td>
<td>11991</td>
<td>366</td>
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<tr>
<td>Gwalior</td>
<td>20,30,543</td>
<td>7015</td>
<td>345</td>
<td>7233</td>
<td>356</td>
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<tr>
<td>Jabalpur</td>
<td>24,60,714</td>
<td>8382</td>
<td>341</td>
<td>8019</td>
<td>326</td>
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<tr>
<td>Ujjain</td>
<td>19,86,597</td>
<td>5254</td>
<td>264</td>
<td>5832</td>
<td>294</td>
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### Bottom 5 Districts

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<tr>
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<th>Dispatch</th>
<th>Event Dispatch / lakhs</th>
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<tr>
<td>Barwani</td>
<td>13,85,659</td>
<td>1397</td>
<td>101</td>
<td>1422</td>
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<td>Shajapur</td>
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<td>1747</td>
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<td>Balaghat</td>
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<td>2181</td>
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<td>Alirajpur</td>
<td>7,28,677</td>
<td>962</td>
<td>132</td>
<td>993</td>
<td>136</td>
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<tr>
<td>Dindori</td>
<td>7,04,218</td>
<td>992</td>
<td>141</td>
<td>985</td>
<td>140</td>
</tr>
</tbody>
</table>

### Average Hourly Call Analysis - Feb-2018

### Best Practices
- Collection of PoI
- SOPs
- Helpdesk
- Feedback desk
- Establishment of ATR (Action Taken Report) Desk
- E-Ticket tool
- Monitoring module
- Interactive Voice Response (IVR)

### Capacity Building and Change Management

Training and capacity building is integral part of the project. Continuous training and retraining and sensitization is given top most priority in the project.

- **Drivers Training at District level** – In this we train pilots to operate MDT, basic maintenance of FRV, repository of logbook and other documents w.r.t each FRV, Tools available in FRV & FRV maintenance.
- **FRV Police Staff and DPCR training in Districts** – In this we train Police staff to operate MDT and Netveiwer application. SI, ASI and constable are trained under this training module.
- **FRV staff, DPCR staff training in Bhopal** - In this we train Police staff about MDT, SOP's & Do's and Don'ts about movement of FRV's & resources.
- **Dispatcher training in Bhopal** - Details training on MDT, SOP’s, CAD application and Avaya tool for call taking.
SHOS, DSPs, ASPs and master trainers training in Bhopal - In this we train police personnel to operate MDT, Net viewer application, FRV dashboard, SOP's Do's and Don'ts about movement of FRV's & resources. SP's, CSP's, Add SP's, DySP's are also trained under this training module. They are imparting training in their districts, more than **6500** Police officers have been trained in Dial 100 Head Quarters, Bhopal and **35,000** Police personnel have been trained in districts. DGP himself addresses trainees quite frequently. He also addresses senior officers over video conferencing.

Training in training centers-- in this module we train recruits Constables , SI and DSPs and upgrade their skill sets in various aspects of Dial 100, communication skills, SOPs, MDT and Net viewer operations.

Training of District Supervision & Call takers –Detail training on MDT, Net viewer, FRV dashboard, CAD application and Avaya tool for call taking.

Impact of Central Emergency Response System: Police Accountability & Reform

- **Police Accountability**
  - All incidents recorded prior to police intervention
  - No burking possible

- **Police Impartiality**
  - Citizens Upload evidence in real time at heat of the moment.
  - Check and balance by FRV and Police Station

- **Confidentiality**
  - About 98% information about incidents passes on mobile devices to vehicles directly so that leakage of sensitive info stops

- **Transparency**
  - Recording of all calls by non-police officers
  - Complete automatic digital trail of all actions at different levels

- **Police Reform**
  - All call records stored for judicial purposes
  - RTI queries replied at district levels
  - Uploaded documents by citizens to be taken into investigations

✓ Fundamental police reforms are setting in Immediate relief is provided to poorest of poor and weakest of weak persons through single toll free number.Democratization of police services is setting in.

✓ Services like police assistance, ambulance, fire brigade and debris clearance (crane) etc. is available on single nodal point.

✓ Complaints of not taking call on 100 number in PCR or talking rudely or not responding properly or not reaching on the spot or reaching late is controlled.

✓ Technology has brought transparency and accountability in policing.

✓ Complaint of not lodging FIR or delay in writing or keeping complaint and waiting at police station is controlled.

✓ Complaint of misbehaving, indifference, manipulation of records, false reporting/ afterthought etc got reduced due to time stamped real-time record keeping.

✓ Most of the victims / injured / witness are not required to go to police station

✓ Web portal and SMS based information system, real time information of important incidents of whole State is available to all police officers.

✓ Feedback and audit has improved the performance of the system.

✓ An efficient police and security system has enhanced the confidence of people in democratic system of the nation and delivery capability of the State.
Visitors @ Dial 100

MP dial 100 has been hugely popular not only in MP but also across the Country. Representatives of at least 20 state police organizations including from UP, Bihar, Chhattisgarh, Haryana, Odisha, Gujarat, West Bengal, Tamil Nadu, Karnataka, Kerala, Maharashtra, Punjab, Rajasthan and North Eastern states have visited it so far. Probationers and officers from National police Academy, AIS trainees from RCVP Naronha Academy of Administration, Central Academy of Police Training, Indian Institute of Forest management, Students and teachers from various Universities keep on visiting our facility.

- **Leicestershire Police (U.K.)** has also visited the facility of Dial 100 and they are studying the Project as a model of police emergency service delivery.
- MP Dial 100 is a subject of study of J-PAL project of M.I.T. U.S.A.
- Students from MLC university of Mass Communication Bhopal and many engineering colleges are doing summer training at MP Dial 100.

Awards & Recognition

The biggest award is the satisfaction and appreciation of the citizens. Print and electronic media is full of success stories. Endorsements and appreciation over social media platforms encourages us always. Law makers from ruling as well as opposition political parties support MP Dial 100 in all sessions of Legislative assembly over budget and other discussions during committee meetings. We have been awarded liberally by different organizations:-

1. Hexagon Safety and Infrastructure Icon Award – 2016.
2. FICCI Smart Policing Award – 2017.
3. SKOCH Platinum Smart Governance Award – 2017.
In the light of our experience from Dial 100 and our learning from UP and elsewhere where CERS has been implemented, of course with local modifications, We Propose that every State Police should set up a modern Emergency Response System and in that it should have following minimum functionalities/features/services-

1. Call taking by persons independent of local police, having ‘empathy’ not ‘authority’ in the attitude.
2. Automated recording of all calls- complete voice logging and CCTV recording of call taking & dispatching rooms.
3. GIS Maps with navigation facility.
4. Location based services for correct record of ‘occurrence spot’.
5. Feedback system – independent Third Party.
6. Dedicated response mobility and dedicated staff for first response.
7. Response Vehicles to be fitted with MDT, Police Wireless, GSM mobile, Smartphone, First Aid Box, Fire Extinguisher, Accident Extraction kit, Basic Anti Riot Equipments.
8. Minimum 2 Police personnel with driver in each vehicle in each of three shifts a day as first responder.
9. GPS and CCTV fitted response vehicles.
11. Predefined SOPs for deciding -
   i. What Information will be responded?
   ii. Who will respond?
   iii. Within what time it will be responded?
12. System should be the master in response ‘speed’ & quality decision making and not the person on the chair be it SHO, CO, SP, or Police Chief – as a rule. Exceptions must be recorded for post- response third party analysis.
13. Taking Information (Call for Assistance) on non voice medium as well- like, SMS, E-Mail, Social Media directly or through special arrangement with interpreters.
15. Standard response time – Commitments of 5 minutes in urban areas and 5 minutes + travel time in rural areas.
16. Integration of Medical, Fire, Disaster response, Women helpline, Child helpline etc. and pre-defined SOP for sharing information with specialised responders like NDRF, SDRF, NSG, Civil Aviation & other agencies on need basis.

Gratitude:

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