

100

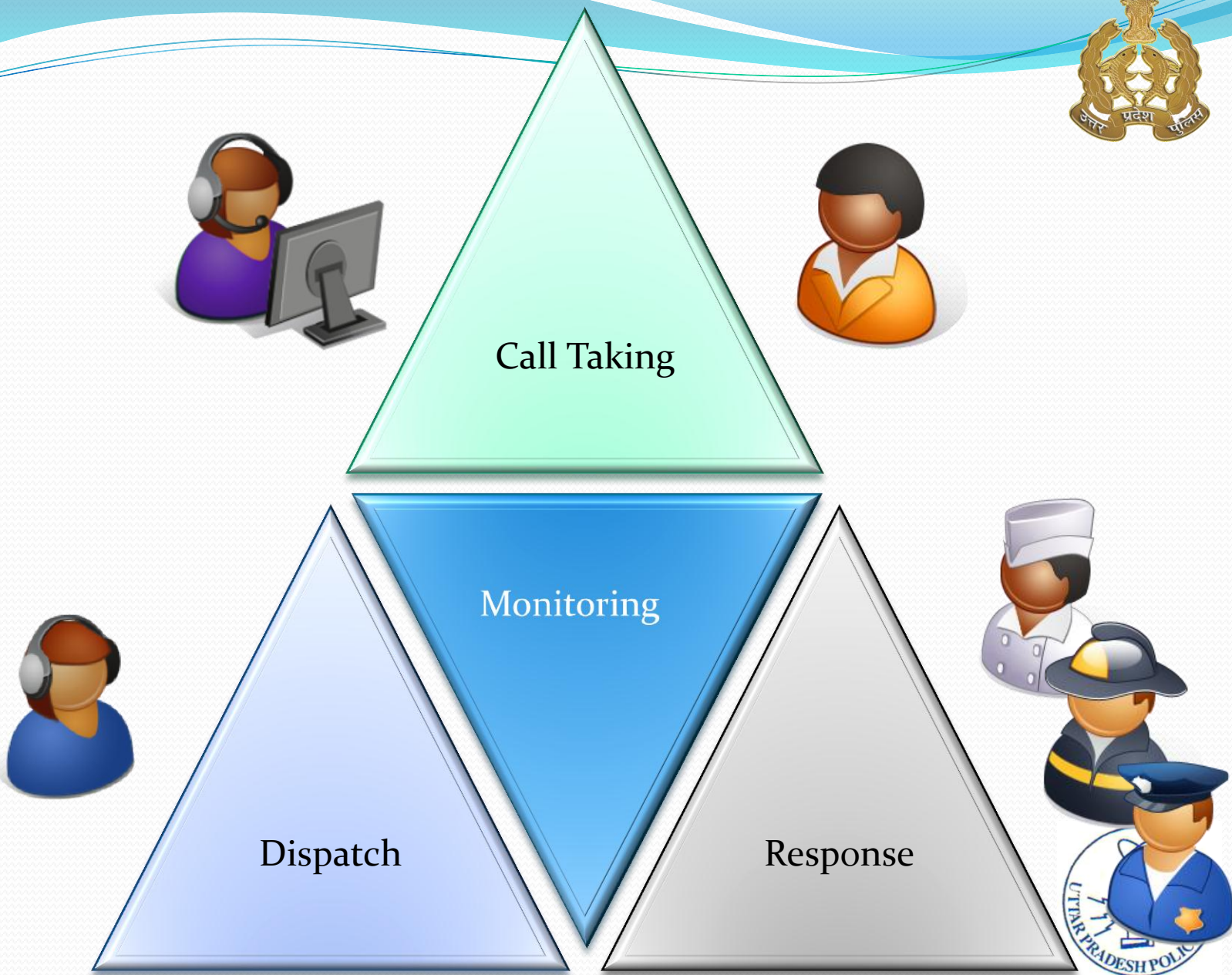
Building the Main Gateway
For Accessing Police Services



100

- Paradigm Shift in Policing
- CAD
- Mini CAD
- Government's topmost priority project
- Preparing a district for this shift





CAD (Computer Aided Dispatch)

Integration of Complex Technologies made simple for the user:

- GPS, GIS
- GPRS
- CCTV
- IP Radio
- IP Telephony



Call Taking



Call Taking

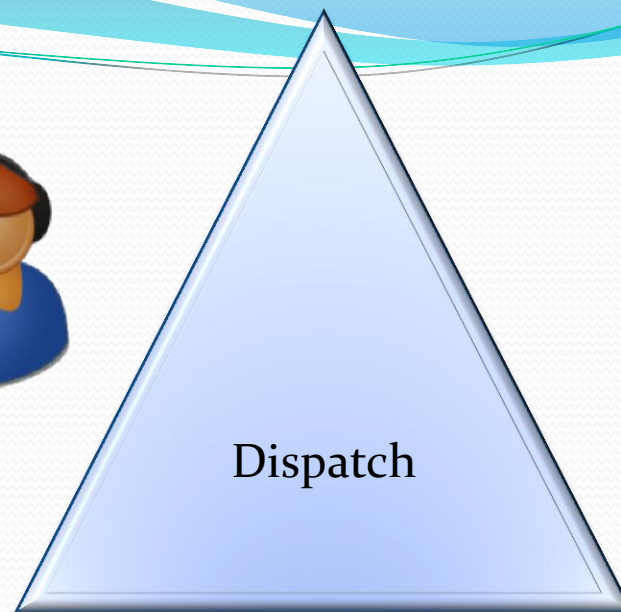


- ✓ Call Recordings
- ✓ Caller Information
- ✓ Call Classification
- ✓ Caller Location
- ✓ Alarm System Trigger Calls
- ✓ Duplicate Calls

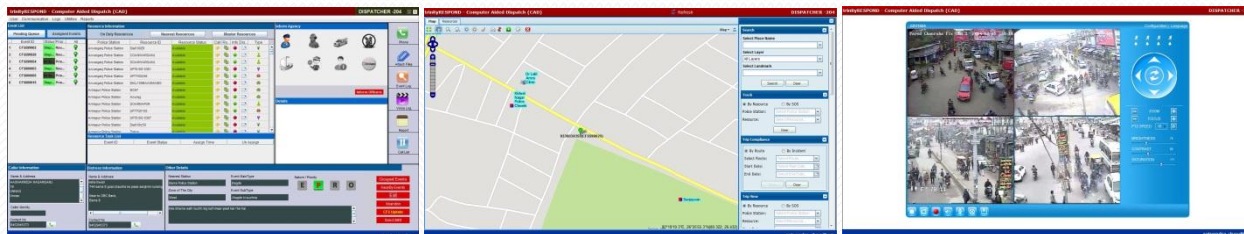




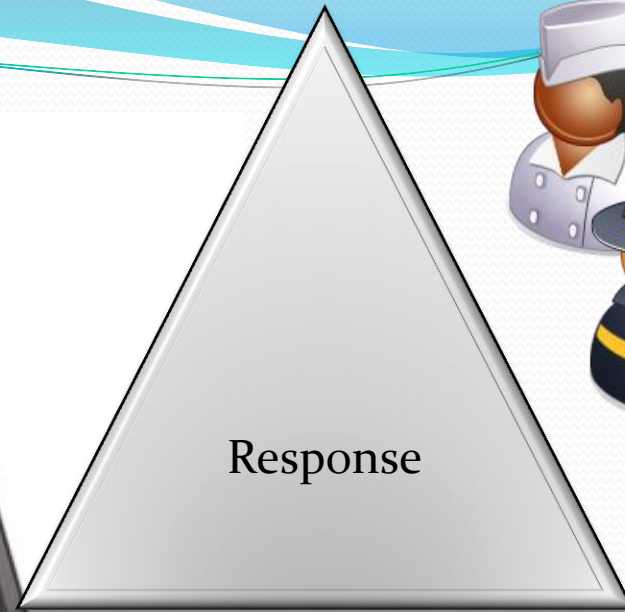
Dispatch



- ✓ CFS Location
- ✓ Caller History
- ✓ Dispatch Decisions
- ✓ Unit Status
- ✓ Radio Records



Response



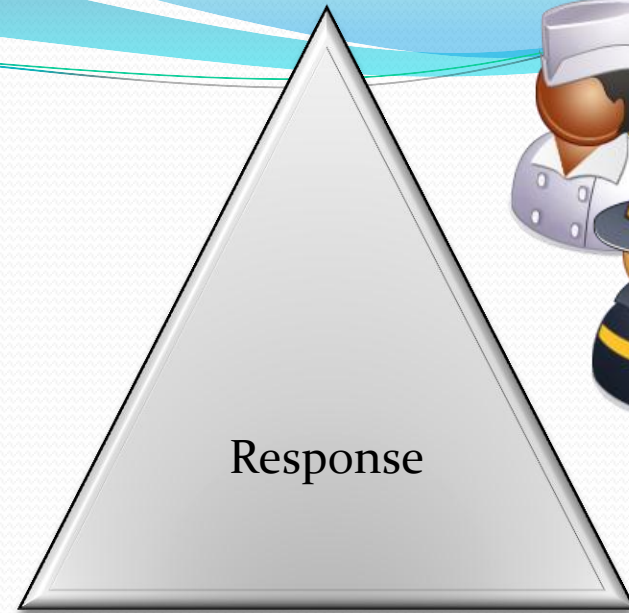
1. Voice Communication
2. AVLS

1. Data Communication
- 20: 11 to 13

- ✓Transmission of CFS
- ✓Navigator
- ✓Action Taken Reports
- ✓Patrol Charts
- ✓Task Allocation
- ✓Traffic Challan



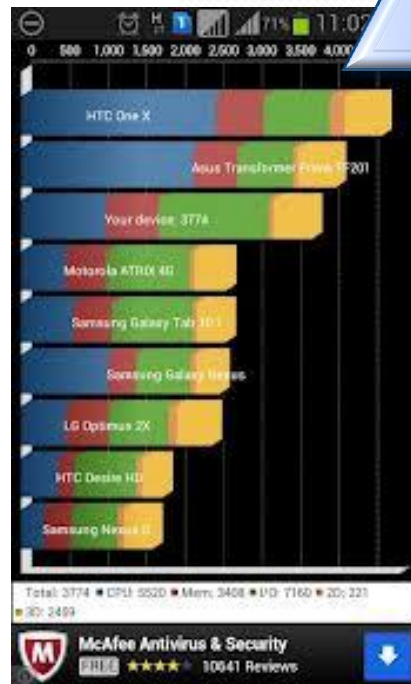
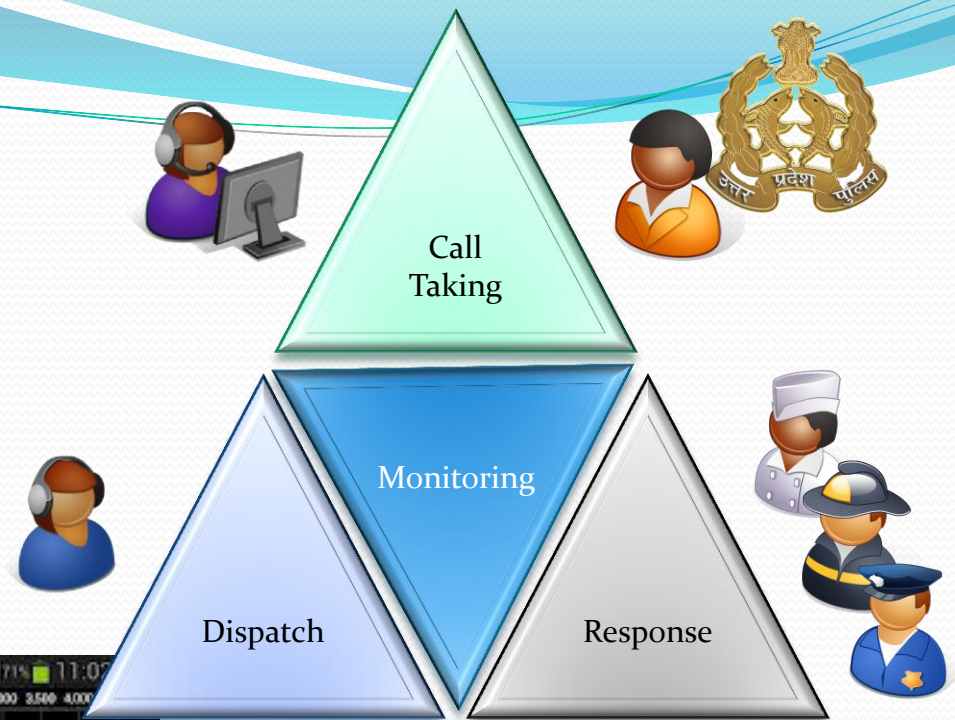
Response



- ✓ Beat Management
- ✓ Update GIS
- ✓ Extra Modules:
Summons, HS Surveillance,
Community Policing Efforts



Monitoring

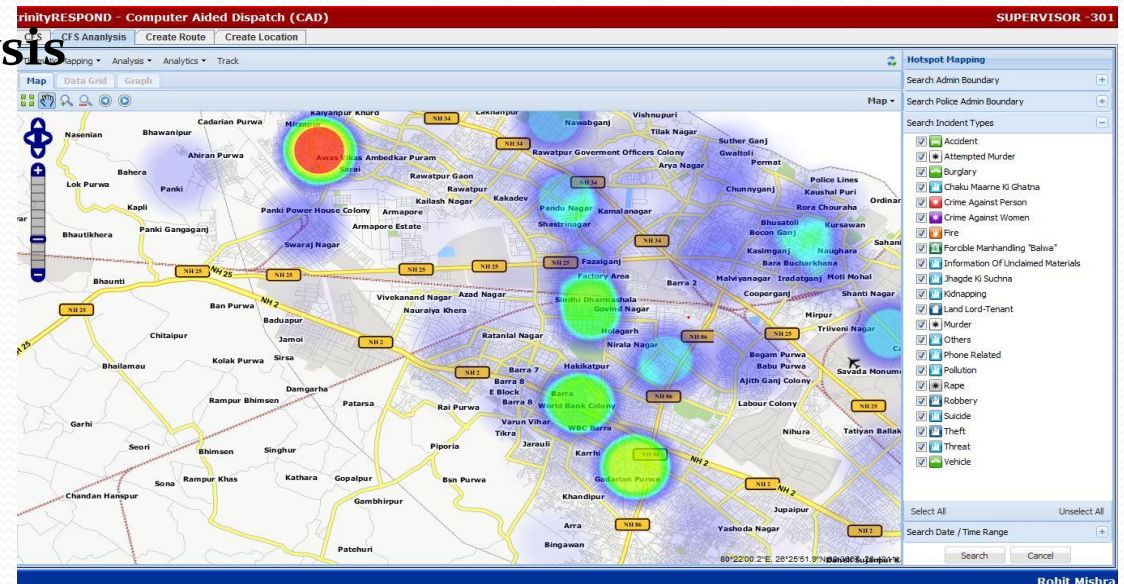
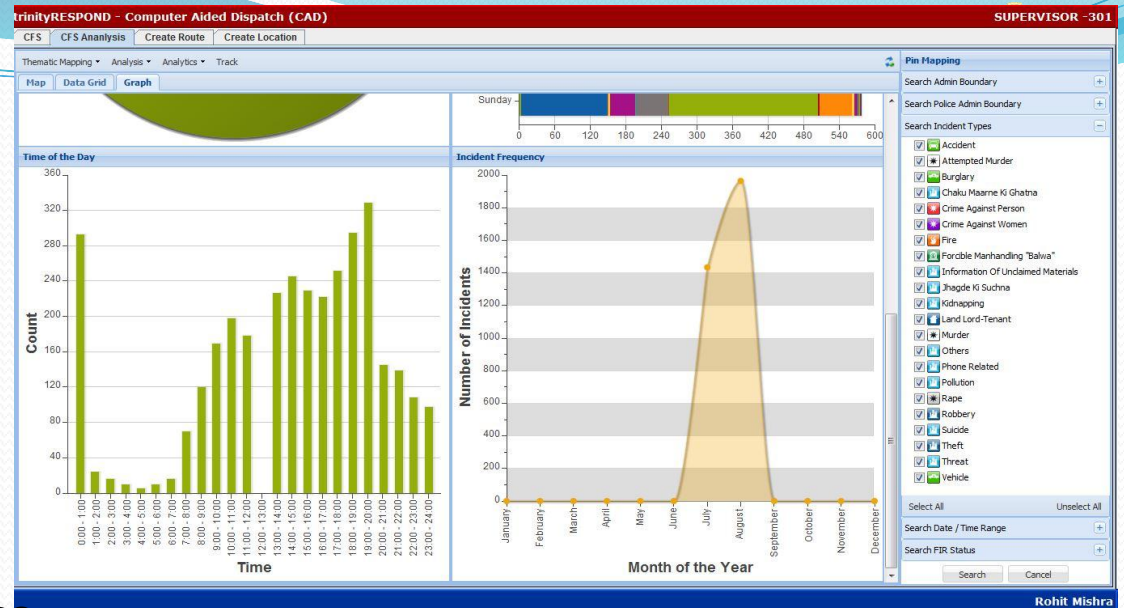


Monitor CFS Information
AVLS Information
Allot and Monitor Tasks
Situation Room



Analysis

- ✓ Response Analysis
- ✓ Crime Mapping
- ✓ Hotspot analysis
- ✓ Human Performance Evaluation Analysis
- ✓ Repeat Caller Analysis





Paradigm Shift in Policing

- From FIR to CFS (Call For Service)
- Rapid Response model
- Rule of Law
- Specialization
- Putting the Cops on the Dots





Roll Out

CAD

- Kanpur 6.6 Cr
- Lucknow 7.5 Cr
- Ghaziabad 7.5 Cr
- Allahabad 9.0 Cr
- Noida
- Varanasi
- Agra

Mini CAD

- All Districts 2.0 Lakhs





Mini CAD

- A system for tracking CFS and ensuring Quality Control
- Voice Logger
- SMS service
- Android App
- What it isn't: Computer Telephone Interface, AVLS





Benefits to Citizens

- Easy to enter the Criminal Justice System now
- High level of efficiency, accountability and, transparency
- Quick Response
- Acknowledgement by SMS
- Feedback from the Complainant





Operational Benefits

- Process not person
- Speed of Response
- Multi- level Supervision
- Reduction in Crank Calls: Call takers overcome ennui
- Free Registration of Crime





100 Quality Check

- After how many rings is the call answered?
- Is the operator courteous?
- Is the information collected systematically?
- What is the response time of the responding unit?
- Is there a system for collecting Action Taken Reports?
- How do you ensure Quality of Response?
- Do you take feedback from the complainant?





Thanks

Presentation by UP Police Telecom:

- Raghvendra Kumar Dwivedi, ARO
- Sunil Shukla, ARO
- Asim Arun, IG
- Devendra Singh Chauhan, ADG

