

Dial 100



Police Dial '100' Call Center Solution



“What is Dial 100 solution”

A solution to automate the existing Police Control Room.....



The Scenario



The Scenario

- Police Handling the Security of a Large City
- Large number of Calls Received
 - Information
 - Complaints
 - Panic Calls
 - VIP Calls
 - VIP movement
- A Large Force to be Managed Effectively

The Need.....

- Telephone should become an Intelligent means of Communication.
- To Track the Telephone Calls made.
- To hold a Record of Complaints Registered on Phone
- Speed up the response
- To Improve Communication Links

The Call Types

- Crime (Not Serious) already Taken Place
- Crime Already Taken Place with Other Related Issues like Shooting, Fire, Injury etc.
- Crime In Progress
- Distress Calls
- Information Calls
- Nuisance Calls
- VIP Calls



The Solution - A Call Center

- An Automated Call Center
- CLI & DID to help in Identification and Routing.
- Connectivity to Remote Handsets or 2 Way Radios
 - Local Police Stations
 - Emergency Services
 - Other Service Organisations (Voluntary, Govt.)
- Database will contain
 - Directory Information (Name, Address etc.)
 - Information Volunteered by the Citizens.
 - City Maps
- Conversation Recording facility.

The Process

- Individuals Dial 100 to Report a Crime
- The BSNL Switch Forwards the Call to the EPABX
- Based On the CLI the calls will be routed to
 - Agents with required Skills
 - Longest Idle in the group
- Agent Answers the Call.



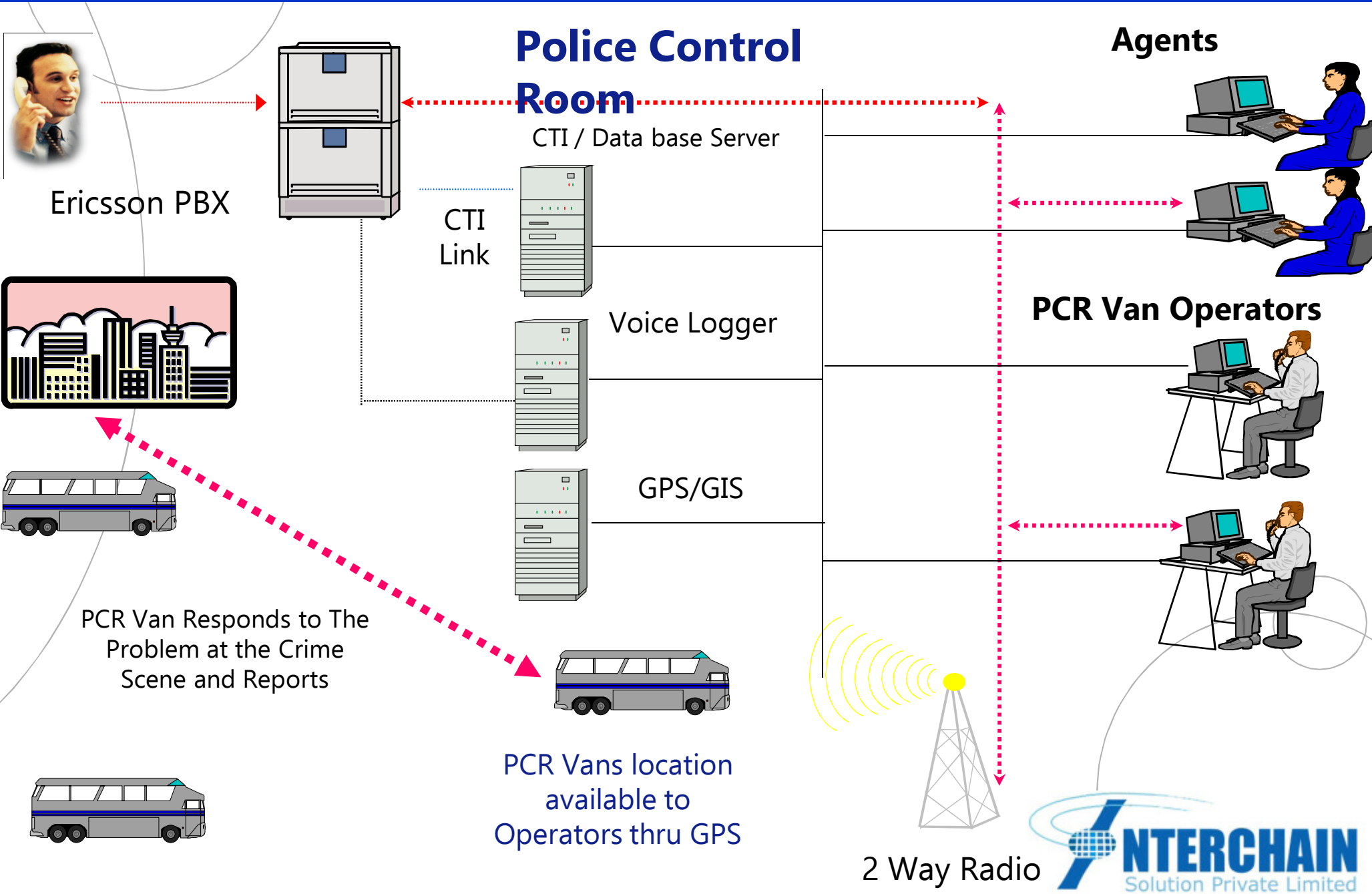
The Process

- The Information of the caller from the Database is already available on the Challan
- If required the map of area of the call can be brought up on the screen
- Agent Generates a Challan with Basic Information (English/Hindi / Regional Language Option available)

The Process

- Agent Dispatches Challan to PCR Van Network Operators which pops up at their Stations(PC).
- PCR operator can identify the nearest vehicle through GPS
- Operator Adds The Van Number to the Challan.
- PCR Operator informs the PCR van on Wireless
- PCR Van Reports the Findings to the PCR Van Network Operators
- Challan is completed with this Crime Information and Stored





The Features

- In Case of Emergencies the Call can be Escalated to the PCR Van Network Operators or the PCR Van.
 - For Crime In Progress situations
- Inform or Conference with other Emergency Services.
 - Situations where fire or injury is involved
- Route Calls to Service Organisations
 - In case of Distress Calls



The Features

- Connectivity to the Missing Persons and Vehicles Databases.
- Reducing Hoax calls
 - On Recurrence Identify through CLI, Call and Warn.
- Special Features for VIP calls
 - Identify Call Based on CLI/DID or a Special Number
 - Senior Officer answers the Call

The Features

- Call Logging and Conversation Recording facility
- Bilingual Challan Entry Form
- Variety of Reports
 - Crime Statistics
 - A Number of Agent Call Handling Statistics.



The Features

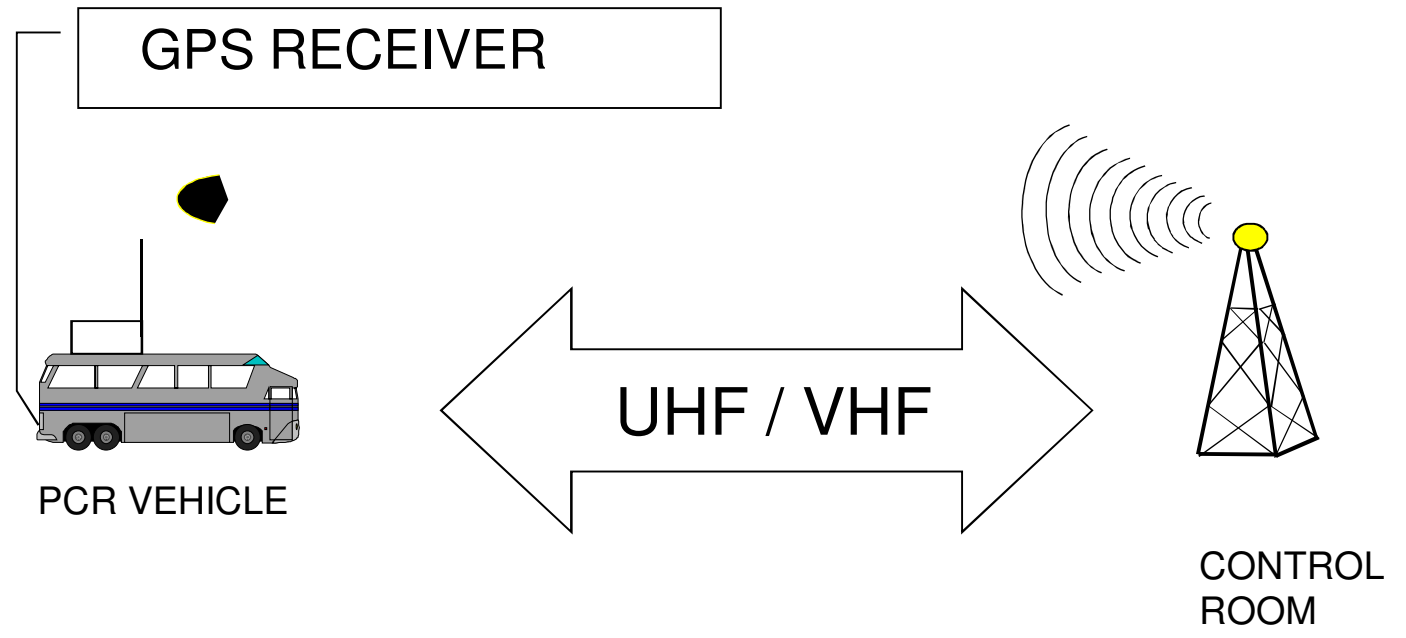
- Integration with GIS/GPS
- Each vehicle is mounted with a GPS receiver,which identifies its coordinates
- The location of each vehicle is available to the Call Centre Operator with Geo referenced maps
- The free vehicles are identified by different colors
- The movement of vehicles is monitored
- An on line conversation with Vehicle

GIS / GPS

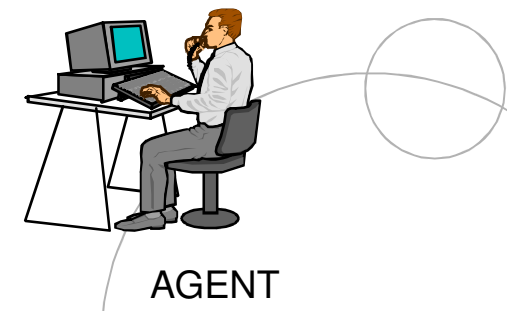
- Automatic Tracking Of Vehicle
- Routing
- Further Decrease In Response Time
- Real-Time Monitoring
- Greater Security Features

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AGENT MONITORS THE
MOVEMENT OF THE VEHICLE
AND GUIDES IT.



Benefits

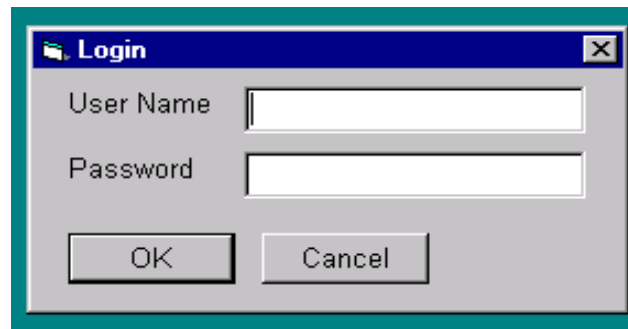
- ↯ Round the Clock Availability.
- ↯ Reassurance to the General Public.
- ↯ Proper Dissemination of Information.
- ↯ Immediate Response to a Call.
- ↯ Logical Distribution of Calls.
- ↯ Information on Service Organisations.
- ↯ Online Link with the Service Organisations.
- ↯ Availability of Information about the Citizens.
- ↯ Personalised Service



CALL FLOW

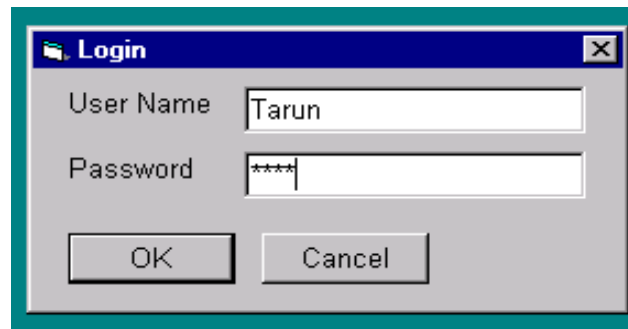


Login Screen



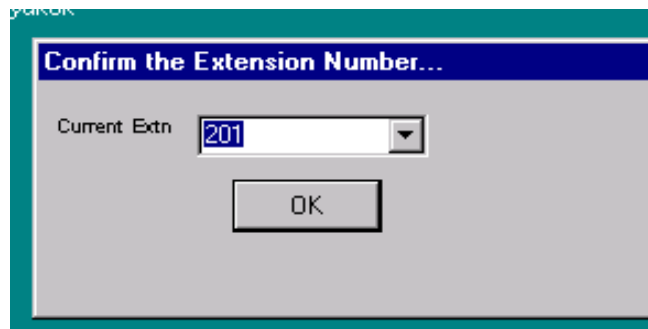
A screenshot of a Windows-style dialog box titled "Login". The dialog box has a blue title bar with a close button (X) in the top right corner. It contains two text input fields: "User Name" and "Password". Below the input fields are two buttons: "OK" and "Cancel".

User Gives His User Name And Password



A screenshot of a Windows-style dialog box titled "Login". The dialog box has a blue title bar with a close button (X) in the top right corner. It contains two text input fields: "User Name" with the text "Tarun" entered, and "Password" with four asterisks "****" entered. Below the input fields are two buttons: "OK" and "Cancel".

Telephone Operator Selects The Extension For Receiving Calls



Operator's Main Screen



On Ringing Of Operator's Telephone Following Challan Pops Up With Caller's Number, Name and Address

POLICE CONTROL ROOM - CHANDIGARH

Challan Search ChallansToView Utilities Exit

MAP

IDLE Telephone Operator Tarun

User ID: Tarun Challan Number: 21NOV010007

Date: 21/11/2001 Time: 12:58:48 Extension No.: 201

Caller's Name: Ajay Sharma Telephone Number: 7234340

Caller's Address: D-41, West Enclave Police Station: NotEntered

Call Type: NotEntered

Crime Type: NotEntered

Call Description:

Incident Address:

Inform To::

East Zone South Zone West Zone North Zone All Clear

Answer Disconnect Sign Off Questions

Operator Answer's The Call

POLICE CONTROL ROOM - CHANDIGARH

Challan Search ChallansToView Utilities Exit

MAP

IDLE Telephone Operator Tarun

User ID: Tarun Challan Number: 21NOV010007

Date: 21/11/2001 Time: 12:58:48 Extension No.: 201

Caller's Name: Ajay Sharma Telephone Number: 7234340

Caller's Address: D-41, West Enclave Police Station: NotEntered

Call Description: Call Type: NotEntered

Crime Type: NotEntered

Incident Address:

Inform To::
 East Zone South Zone West Zone North Zone All Clear

Answer Disconnect Sign Off Questions

Operator Selects The Concerned Area's Police Station.

POLICE CONTROL ROOM , CHANDIGARH

Challan Search ChallansToView Utilities Exit

MAP

IDLE Telephone Operator Tarun

User ID: Tarun Challan Number: 21NOV010007

Date: 21/11/2001 Time: 12:58:48 Extension No.: 201

Caller's Name: Ajay Sharma Telephone Number: 7234340

Caller's Address: D-41, West Enclave Police Station: NotEntered

Call Description: Call Type: NotEntered

Crime Type: Incident Address: BanjaraHills

Abids

AfzalGanj

Amberpet

AsifNagar

BanjaraHills

BegumBazar

Begumpet

Inform To::

East Zone South Zone West Zone North Zone All Clear

Answer Disconnect Sign Off Questions

Operator Is Speaking To The Caller And Has Selected Shalimar Bagh PS

POLICE CONTROL ROOM - CHANDIGARH

Challan Search ChallansToView Utilities Exit

MAP

IDLE Telephone Operator Tarun

User ID: Tarun Challan Number: 21NOV010007

Date: 21/11/2001 Time: 12:58:48 Extension No.: 201

Caller's Name: Ajay Sharma Telephone Number: 7234340

Caller's Address: D-41, West Enclave Police Station: Shalimar Bagh

Call Type: NotEntered

Crime Type: NotEntered

Incident Address:

Inform To:: East Zone South Zone West Zone North Zone All Clear

Answer Disconnect Sign Off Questions

Operator Selects The Type Of Call

POLICE CONTROL ROOM , CHANDIGARH

Challan Search ChallansToView Utilities Exit

Idle Telephone Operator Tarun

User ID: Tarun Challan Number: 21NOV010007

Date: 21/11/2001 Time: 12:58:48 Extension No.: 201

Caller's Name: Ajay Sharma Telephone Number: 7234340

Caller's Address: D-41, West Enclave Police Station: Shalimar Bagh

Call Type: NotEntered

Crime Type: NotEntered, Blank, Complaint, **Crime**, Nuisance

Incident Address: [Empty]

Inform To: East Zone South Zone West Zone North Zone All Clear

Answer Disconnect Sign Off Questions

If The Call Type Is Crime Then He Selects type Of Crime being reported

POLICE CONTROL ROOM , CHANDIGARH

Challan Search ChallansToView Utilities Exit

Idle Telephone Operator Tarun

User ID: Tarun Challan Number: 21NOVD10007

Date: 21/11/2001 Time: 12:58:48 Extension No.: 201

Caller's Name: Ajay Sharma Telephone Number: 7234340

Caller's Address: D-41, West Enclave Police Station: Shalimar Bagh

Call Type: Crime

Crime Type: NotEntered

Incident Address: House Theft

Inform To:: East Zone South Zone West Zone North Zone All Clear

Answer Disconnect Sign Off Questions

The Operator Has Got The Important Information Noted In Only Three Mouse Clicks

POLICE CONTROL ROOM - CHANDIGARH

Challan Search ChallansToView Utilities Exit

MAP

IDLE Telephone Operator Tarun

User ID: Tarun Challan Number: 21NOV010007

Date: 21/11/2001 Time: 12:58:48 Extension No.: 201

Caller's Name: Ajay Sharma Telephone Number: 7234340

Caller's Address: D-41, West Enclave Police Station: Shalimar Bagh

Call Type: Crime

Crime Type: House Theft

Incident Address:

Inform To::: East Zone South Zone West Zone North Zone All Clear

Answer Disconnect Sign Off Questions

Operator Also Notes The Address Where The Crime Has Taken Place.

POLICE CONTROL ROOM - CHANDIGARH

Challan Search ChallansToView Utilities Exit

MAP

IDLE Telephone Operator Tarun

User ID: Tarun Challan Number: 21NOV010007

Date: 21/11/2001 Time: 12:58:48 Extension No.: 201

Caller's Name: Ajay Sharma Telephone Number: 7234340

Caller's Address: D-41, West Enclave Police Station: Shalimar Bagh

Call Type: Crime

Crime Type: House Theft

Incident Address: Caller's house

Inform To::

East Zone South Zone West Zone North Zone All Clear

Answer Disconnect Sign Off Questions

If Possible The Operator Tries To Get More Information From The Caller.

POLICE CONTROL ROOM , CHANDIGARH

Challan Search ChallansToView Utilities Exit

MAP

IDLE Telephone Operator Tarun

User ID: Tarun Challan Number: 21NOV010007

Date: 21/11/2001 Time: 12:58:48 Extension No.: 201

Caller's Name: Ajay Sharma Telephone Number: 7234340

Caller's Address: D-41, West Enclave Police Station: Shalimar Bagh

Call Type: Crime

Crime Type: House Theft

Call Description: Caller found his house burgled after returning from holiday. Cash and Jewellery missing.

Incident Address: Callers house

Inform To:: East Zone South Zone West Zone North Zone All Clear

Answer Disconnect Sign Off Questions

On Getting Complete Information Operator Disconnects The Call And Signs Of The Challan. Which Automatically Goes To Concerned Radio Operator

POLICE CONTROL ROOM - CHANDIGARH

Challan Search ChallansToView Utilities Exit

CLEARED Telephone Operator Tarun

User ID: Tarun Challan Number: 21NOVD10007

Date: 21/11/2001 Time: 12:58:48 Extension No.: 201

Caller's Name: Ajay Sharma Telephone Number: 7234340

Caller's Address: D-41, West Enclave Police Station: Shalimar Bagh

Call Type: Crime

Crime Type: House Theft

Call Description: Caller found his house burgled after returning from holiday. Cash and Jewellery missing.

Incident Address: Callers house

Inform To:: East Zone South Zone West Zone North Zone All Clear

Answer Disconnect Sign Off Questions

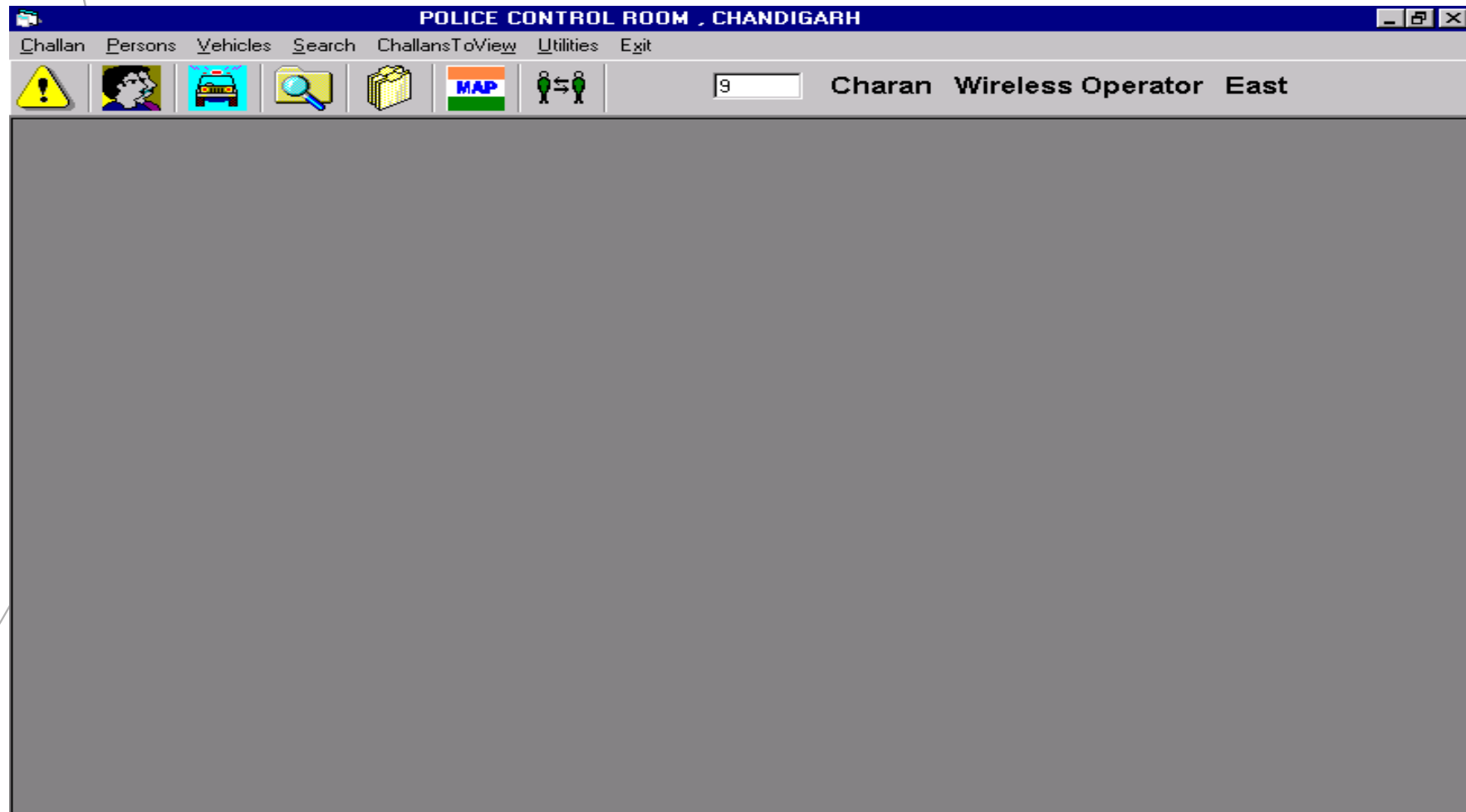
On Completion Of Call Telephone Operator Gets A Break From Next Call For 10 Seconds



WIRELESS OPERATOR'S SCREENS



Wireless Operator's Main Screen



East Zone Radio Operator's Pending Call. Different Colors Showing Different Types Of Calls

The screenshot shows a software interface for a Police Control Room in Chandigarh. The main window has a menu bar with options: Challan, Persons, Vehicles, Search, ChallansToView, Utilities, and Exit. Below the menu bar is a toolbar with icons for a warning sign, a person, a vehicle, a magnifying glass, a folder, a map, and two people. A search box contains the number '9', and the user name 'Charan Wireless Operator East' is displayed. A 'Pending Challan' window is open, showing a table with the following data:

Serial Number	Challan Number
1	22OCT010073
2	22OCT010080
3	22OCT010110
4	24OCT010001
5	28OCT010039
6	29OCT010148
7	30OCT010107
8	21NOV010003
9	21NOV010007

A 'CLOSE' button is located at the bottom of the 'Pending Challan' window.

The Radio Operator Selects The Latest Challan Which Was Sent By Telephone Operator

The screenshot shows a software interface for a Police Control Room in Chandigarh. The main window has a menu bar with 'Challan', 'Persons', 'Vehicles', 'Search', 'ChallansToView', 'Utilities', and 'Exit'. Below the menu bar is a toolbar with icons for a warning sign, a person, a vehicle, a magnifying glass, a folder, a map, and two people. A text box contains the number '9', and the user name 'Charan Wireless Operator East' is displayed. A 'Pending Challan' window is open, showing a table with 9 rows of data. The table has two columns: 'Serial Number' and 'Challan Number'. The rows are color-coded: 1 (green), 2 (blue), 3 (green), 4 (green), 5 (blue), 6 (orange), 7 (white), 8 (orange), and 9 (blue). A 'CLOSE' button is located at the bottom of the window.

Serial Number	Challan Number
1	22OCT010073
2	22OCT010080
3	22OCT010110
4	24OCT010001
5	28OCT010039
6	29OCT010148
7	30OCT010107
8	21NOV010003
9	21NOV010007

The Radio Operator Views The Information Noted By Telephone Operator

POLICE CONTROL ROOM , CHANDIGARH

Challan Persons Vehicles Search ChallansToView Utilities Exit

Charan Wireless Operator East

PCR VAN CONTROLLER CHALLANS

Telephone Operator Wireless Operator

Tarun

Challan Number 21NOV010007

Date 21/11/2001 Time 12:58:48

Caller's Name Ajay Sharma Telephone Number 7234340

Caller's Address D-41, West Enclave, Shalimar Bagh Police Station Shalimar Bagh

Call Type Crime

Crime Type House Theft

Description
Caller found his house burgled after returning from holiday. Cash and Jewellery missing.

Incident Address
Callers house

Informed To.....

East Zone South Zone West Zone North Zone ALL

This Is Radio Operator's Part Of Challan.

POLICE CONTROL ROOM , CHANDIGARH

Challan Persons Vehicles Search ChallansToView Utilities Exit

Charan Wireless Operator East

PCR VAN CONTROLLER CHALLANS

Telephone Operator | **Wireless Operator**

Challan Number **21NOV010007** Charan

Vehicles

List Vehicles

PCR Vehicle	Infor

Inform Official.....
NotEntered

Inform Official

Informed Officials	Infor

Information From Vehicle

Arrival Time Of Vehicles
NotEntered

21/11/2001 14:28:53

Assign Arrival Time

F. I. R No.

Culprits

Description

Police Station

Shalimar Bagh

Date and Time of Information
21/11/2001 14:28:53

Assign Inform Time

Police Station Arrival Time
21/11/2001 14:28:53

Assign Arrival Time

Close Sign Off Update

Operator Assigns The Vehicle Nearest To The Incident Area.

The screenshot displays a software interface for a Police Control Room in Chandigarh. The main window is titled "POLICE CONTROL ROOM - CHANDIGARH" and includes a menu bar with "Challan", "Persons", "Vehicles", "Search", "ChallansToView", "Utilities", and "Exit". The user is identified as "Charan Wireless Operator East" with a station number "9".

The interface is divided into two main sections:

- PCR VAN CONTROLLER CHALLANS:** This section is further divided into "Telephone Operator" and "Wireless Operator" tabs. The "Wireless Operator" tab is active, showing:
 - Challan Number:** 21NOV010007
 - Operator Name:** Charan
 - Information From Vehicle:** Includes "Arrival Time Of Vehicles" (Not Entered), a date/time selector (21/11/2001 14:35:27), and an "Assign Arrival Time" button. Below are fields for "F. I. R No." and "Culprits".
 - Police Station:** Shalimar Bagh. Includes a "Date and Time of Information" selector (21/11/2001 14:35:26) and an "Assign Inform Time" button. A checkbox for "Police Station Arrival Time" is present, with a date/time selector (21/11/2001 14:35:26) and an "Assign Arrival Time" button.
 - Buttons:** "List Vehicles", "Inform Official", "Inform Official Details", "Close", "Sign Off", and "Update".
- PCR Vehicles Available:** A table listing available vehicles and their assigned police stations. The row for "RE025" is highlighted, indicating it is the selected vehicle for assignment.

PCR NUM...	VEHICL...	POLICE STA...
RE001	Gypsy ...	Abids
RE002	Gypsy ...	SultanBazaar
RE1	Jeep ...	AfzalGanj
RE2	Jeep ...	SultanBazaar
RE3	Jeep ...	ChikkadPally
RE4	Jeep ...	NarayanGuda
RE5	Jeep ...	Musheerabad
RE6	Jeep ...	NallaKunta
RE7	Jeep ...	Kachiguda
RE20	Gypsy ...	ChikkadPally
RE025	Gypsy ...	Shalimar Bagh

The Vehicle's Informed Time Is Noted For Calculating Response Time Later On

POLICE CONTROL ROOM - CHANDIGARH

Challan Persons Vehicles Search ChallansToView Utilities Exit

Charan Wireless Operator East

PCR VAN CONTROLLER CHALLANS

Telephone Operator | **Wireless Operator**

Challan Number: 21NOV010007 | Charan

Vehicles

List Vehicles

PCR Vehicle	Infor
RE025	21/1

Inform Official.....
NotEntered

Inform Official

Informed Official Details

Informed Officials	Infor

Information From Vehicle

Arrival Time Of Vehicles
NotEntered

21/11/2001 | 14:35:27

Assign Arrival Time

F. I. R No.

Culprits

Description

Police Station

Shalimar Bagh

Date and Time of Information
21/11/2001 | 14:35:26

Assign Inform Time

Police Station Arrival Time
21/11/2001 | 14:35:26

Assign Arrival Time

Close | Sign Off | Update

PCR Vehicles Available

PCR NUM...	VEHICL...	POLICE STA...
RE001	Gypsy ...	Abids
RE002	Gypsy ...	SultanBazaar
RE1	Jeep ...	AfzalGanj
RE2	Jeep ...	SultanBazaar
RE3	Jeep ...	ChikkadPally
RE4	Jeep ...	NarayanGuda
RE5	Jeep ...	Musheerabad
RE6	Jeep ...	NallaKunta
RE7	Jeep ...	Kachiguda
RE20	Gypsy ...	ChikkadPally

Assign | Close

Operator Informs Senior Police Officials Depending Upon The Nature Of The Call

POLICE CONTROL ROOM , CHANDIGARH

Challan Persons Vehicles Search ChallansToView Utilities Exit

Charan Wireless Operator East

PCR VAN CONTROLLER CHALLANS

Telephone Operator | **Wireless Operator**

Challan Number: 21NOV010007

Information From Vehicle

Arrival Time Of Vehicles: NotEntered

21/11/2001 14:35:27

Assign Arrival Time

F. I. R No.

Culprits

Description

Police Station: Shalimar Bagh

Date and Time of Information: 21/11/2001 14:35:26

Assign Inform Time

Police Station Arrival Time: 21/11/2001 14:35:26

Assign Arrival Time

Close Sign Off Update

Vehicles

List Vehicles

Informed Vehicles List

PCR Vehicle	Inform
RE025	21/11/2001

Inform Official.....

NotEntered

Inspector

SSP

DSP

ACP

Operator Has Informed Inspector Of The Area About This Call

POLICE CONTROL ROOM , CHANDIGARH

Challan Persons Vehicles Search ChallansToView Utilities Exit

Charan Wireless Operator East

PCR VAN CONTROLLER CHALLANS

Telephone Operator | **Wireless Operator**

Challan Number: 21NOV010007 | Charan

Vehicles

List Vehicles

Informed Vehicles List

PCR Vehicle	Informed
RE025	21/11/2

Inform Official.....

Inspector

Inform Official

Informed Official Details

Informed Officials	Infor
Inspector	... 21/1

Information From Vehicle

Arrival Time Of Vehicles

NotEntered

21/11/2001 | 14:35:27

Assign Arrival Time

F. I. R No.

Culprits

Description

Police Station

Shalimar Bagh

Date and Time of Information

21/11/2001 | 14:35:26

Assign Inform Time

Police Station Arrival Time

21/11/2001 | 14:35:26

Assign Arrival Time

Close | Sign Off | Update

Local Police Station Is Also Informed By Operator And Informed Time Is Noted.

POLICE CONTROL ROOM , CHANDIGARH

Challan Persons Vehicles Search ChallansToView Utilities Exit

Charan Wireless Operator East

PCR VAN CONTROLLER CHALLANS

Telephone Operator | **Wireless Operator**

Challan Number: 21NOV010007 | Charan

Vehicles

List Vehicles

PCR Vehicle	Informed
RE025	21/11/2001

Inform Official.....
Inspector

Inform Official

Informed Officials	Informed Time
Inspector	21/11/2001

Information From Vehicle

Arrival Time Of Vehicles
NotEntered

21/11/2001 | 14:35:27

Assign Arrival Time

F. I. R. No.

Culprits

Description

Police Station

Shalimar Bagh

Date and Time of Information
21/11/2001 | 14:37:26

Assign Inform Time

Police Station Arrival Time
21/11/2001 | 14:35:26

Assign Arrival Time

Close | Sign Off | Update

On Receiving Information From Police Vehicle, Operator Enters The Arrival Time Of The Vehicle.

POLICE CONTROL ROOM - CHANDIGARH

Challan Persons Vehicles Search ChallansToView Utilities Exit

Charan Wireless Operator East

PCR VAN CONTROLLER CHALLANS

Telephone Operator | **Wireless Operator**

Challan Number: 21NOV010007 | Charan

Vehicles

List Vehicles

PCR Vehicle	Inform
RE025	21/11/2

Inform Official....
Inspector

Inform Official

Informed Officials	Infor
Inspector	21/1

Information From Vehicle

Arrival Time Of Vehicles

RE025

NotEntered

RE025

Assign Arrival Time

F. I. R. No.

Culprits

Description

Police Station

Shalimar Bagh

Date and Time of Information

21/11/2001

14:37:26

Assign Inform Time

Police Station Arrival Time

21/11/2001

14:35:26

Assign Arrival Time

Close Sign Off Update

Operator Also Notes The Arrival Time Of The Local PS

POLICE CONTROL ROOM - CHANDIGARH

Challan Persons Vehicles Search ChallansToView Utilities Exit

Charan Wireless Operator East

PCR VAN CONTROLLER CHALLANS

Telephone Operator | **Wireless Operator**

Challan Number: 21NOV010007 | Charan

Vehicles

List Vehicles

Informed Vehicles List

PCR Vehicle	Informed
RE025	21/11/2

Inform Official.....

Inspector

Inform Official

Informed Official Details

Informed Officials	Infor
Inspector	... 21/1

Information From Vehicle

Arrival Time Of Vehicles

NotEntered

21/11/2001 | 14:38:27

Assign Arrival Time

F. I. R No.

Fir No 232Za

Culprits

Description

Police Station

Shalimar Bagh

Date and Time of Information

21/11/2001 | 14:37:26

Assign Inform Time

Police Station Arrival Time

21/11/2001 | 14:38:26

Assign Arrival Time

Close | Sign Off | Update

Operator Records All The Received Information Regarding The Call And Signs Off The Call

POLICE CONTROL ROOM - CHANDIGARH

Challan Persons Vehicles Search ChallansToView Utilities Exit

Charan Wireless Operator East

PCR VAN CONTROLLER CHALLANS

Telephone Operator | **Wireless Operator**

Challan Number: 21NOV010007

Vehicles

List Vehicles

PCR Vehicle	Inform
RE025	21/11/2

Inform Official.....

Inspector

Inform Official

Information From Vehicle

Arrival Time Of Vehicles

NotEntered

21/11/2001 14:38:27

Assign Arrival Time

F. I. R No.

Fir No 232Za

Culprits

Police Station

Shalimar Bagh

Date and Time of Information

21/11/2001 14:37:26

Assign Inform Time

Police Station Arrival Time

21/11/2001 14:39:26

Assign Arrival Time

Description

RE025 and Shalimar Bagh PS paryt have reached the incident site and are investigating

Close Sign Off Update

Radio Operator Job For This Particular Call Is Over

POLICE CONTROL ROOM , CHANDIGARH

Challan Persons Vehicles Search ChallansToView Utilities Exit

Charan Wireless Operator East

PCR VAN CONTROLLER CHALLANS

Telephone Operator | **Wireless Operator**

Challan Number: 21NOV010007 | Charan

Vehicles

List Vehicles

Informed Vehicles List

PCR Vehicle	Inform
RE025	21/11/2001

Inform Official.....
Inspector

Inform Official

Informed Official Details

Informed Officials	Infor
Inspector	... 21/11/2001

Information From Vehicle

Arrival Time Of Vehicles
NotEntered

21/11/2001 | 14:38:27

Assign Arrival Time

F. I. R No.
Fir No 232Za

Culprits

Police Station

Shalimar Bagh

Date and Time of Information
21/11/2001 | 14:37:26

Assign Inform Time

Police Station Arrival Time
21/11/2001 | 14:39:26

Assign Arrival Time

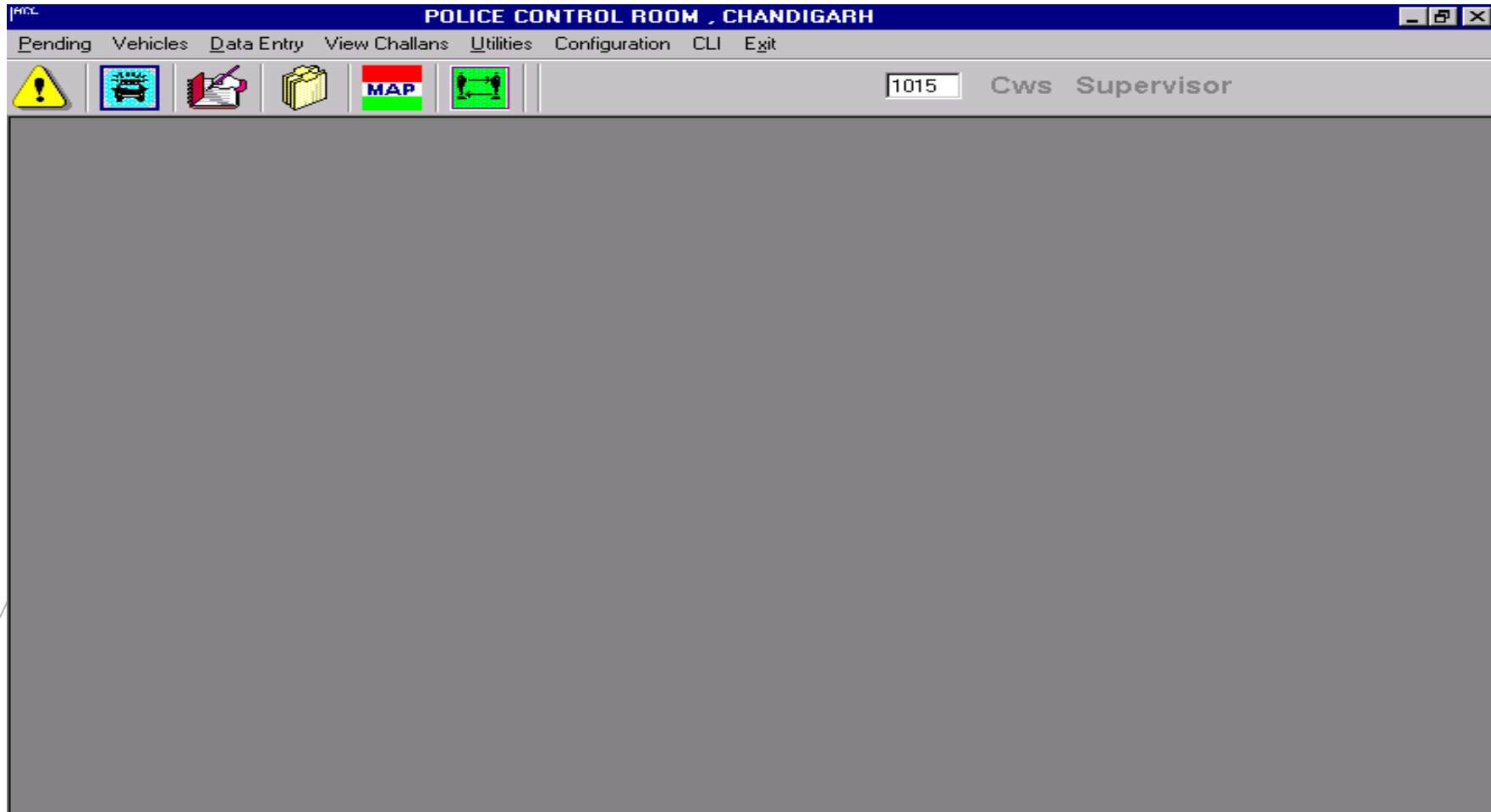
Description
RE025 and Shalimar Bagh PS paryt have reached the incident site and are investigating

Close | Sign Off | Update

SUPERVISOR'S SCREEN



SUPERVISOR'S MAIN SCREEN



Supervisor's List Of Pending Challans

POLICE CONTROL ROOM - CHANDIGARH

Pending Vehicles Data Entry View Challans Utilities Configuration CLI Exit

782 Cws Supervisor

ChallansPending For Supervisor

Serial Number	Challan Number
773	31OCT010031
774	31OCT010032
775	31OCT010034
776	31OCT010035
777	31OCT010036
778	31OCT010037
779	31OCT010045
780	21NOV010005
781	21NOV010006
782	21NOV010007

CLOSE

Supervisor's Opens The Challan And Views The Details Filled By Telephone Operator

POLICE CONTROL ROOM , CHANDIGARH

Pending Vehicles Data Entry View Challans Utilities Configuration CLI Exit

782 Cws Supervisor

Form For Supervisor

Telephone Operator Wireless Operator Supervisor

Tarun

Date 21/11/2001 Time 12:58:48 Challan Number 21NOV010007

Caller's Name Ajay Sharma Telephone Number 7234340

Caller's Address D-41, West Enclave, Shalimar Bagh Police Station Shalimar Bagh

Call Type Crime

Crime House Theft

Description

Caller found his house burgled after returning from holiday. Cash and Jewellery missing.

Incident Address Callers house

Informed To:

East West North South ALL

Supervisor Also Views The Action Taken By Radio Operator

POLICE CONTROL ROOM - CHANDIGARH

Pending Vehicles Data Entry View Challans Utilities Configuration CLI Exit

782 Cws Supervisor

Form For Supervisor

Telephone Operator **Wireless Operator** Supervisor

Challan Number Charan
21NOV010007

Informed Vehicles

PCR Nu...	Informed Time	Arrival Tim
RE025	21/11/2001 14:36:26	21/11/2001

Culprits

F. I. R
Fir No 232Za

Informed officials

Designation	Informed Time
Inspector ...	21/11/2001 14:37:44

Information
Description
RE025 and Shalimar Bagh PS paryt have reached the incident site and are investigating

Supervisor Can Play Back The Recorded Conversation Of The Caller And The Telephone Operator To Check Whether Proper Action Has Been Taken For The

POLICE CONTROL ROOM , CHANDIGARH

Pending Vehicles Data Entry View Challans Utilities Configuration CLI Exit

782 Cws Supervisor

Form For Supervisor

Telephone Operator Wireless Operator **Supervisor**

Date: 21/11/2001 Time: 14:57:47

Response Time

Vehicle: NotEntered

Informed Time: 14:57:47 Arrival Time: 14:57:47 Response Time: 00:00:00

Police Party: Shalimar Bagh

Informed Time: 14:37:26 Arrival Time: 14:39:26 Response Time: 00:02:00

Challan Number: 21NOV010007

Play Stop Play

Sign Off Close

Description

Supervisor's Challan Shows PS's Response Time For The Call

POLICE CONTROL ROOM - CHANDIGARH

Pending Vehicles Data Entry View Challans Utilities Configuration CLI Exit

782 Cws Supervisor

Form For Supervisor

Telephone Operator Wireless Operator **Supervisor**

Date: 21/11/2001 Time: 14:57:47

Supervisor: Cws

Challan Number: 21NOV010007

Response Time

Vehicle: NotEntered

Informed Time: 14:57:47

Response Time: 00:00:00

Police Party: Shalimar Bagh

Informed Time: 14:37:26

Arrival Time: 14:39:26

Response Time: 00:02:00

Description:

Play Stop Play

Sign Off Close

He Selects Assigned Vehicle For Calculating Its Response Time

The screenshot shows a software interface for a Police Control Room in Chandigarh. The main window is titled "POLICE CONTROL ROOM - CHANDIGARH" and has a menu bar with options: Pending, Vehicles, Data Entry, View Challans, Utilities, Configuration, CLI, and Exit. Below the menu bar is a toolbar with icons for a warning sign, a vehicle, a document, a folder, a map, and a person. The user's name "Cws Supervisor" and the number "782" are displayed in the top right corner.

The "Form For Supervisor" window is open and has three tabs: "Telephone Operator", "Wireless Operator", and "Supervisor". The "Supervisor" tab is active. The form contains the following fields and controls:

- Date:** 21/11/2001
- Time:** 14:57:47
- Supervisor:** Cws
- Challan Number:** 21NOV010007
- Response Time:** A section with a "Vehicle" dropdown menu set to "RE025". Below it are three time fields: "Informed Time" (14:36:26), "Arrival Time" (14:38:27), and "Response Time" (00:02:01).
- Police Party:** Shalimar Bagh
- Second Response Time:** A second set of "Informed Time" (14:37:26), "Arrival Time" (14:39:26), and "Response Time" (00:02:00) fields.
- Description:** A large empty text area.
- Buttons:** "Play", "Stop Play", "Sign Off", and "Close".

After Listening The Conversation & Viewing All Details, Supervisor Gives Closing Comments For The Call And Signs Off The Challan

POLICE CONTROL ROOM - CHANDIGARH

Pending Vehicles Data Entry View Challans Utilities Configuration CLI Exit

782 Cws Supervisor

Form For Supervisor

Telephone Operator	Wireless Operator	Supervisor
Date: 21/11/2001 Time: 14:57:47		Cws
Response Time		Challan Number
Vehicle: RE025		21NOV010007
Informed Time: 14:36:26	Arrival Time: 14:38:27	Response Time: 00:02:01
Police Party: Shalimar Bagh		
Informed Time: 14:37:26	Arrival Time: 14:39:26	Response Time: 00:02:00
Description: Case taken over by Shalimar PS. Under Investigation.		
Play		Stop Play
Sign Off		Close

Some Other Features Provided To The Supervisor.



Supervisor Can View All The Calls Made To Control Room By Date/Time And CLI Number.

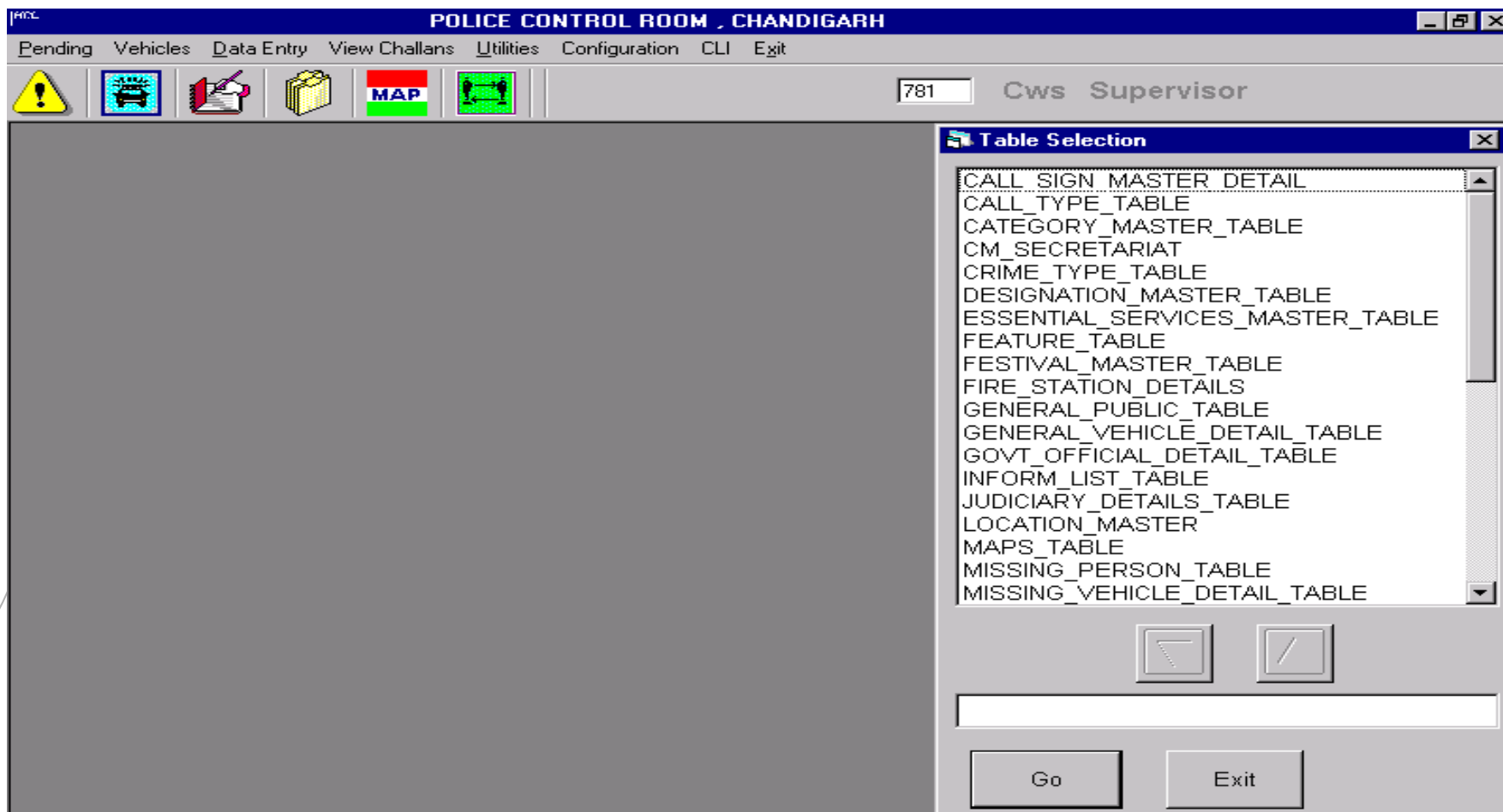
The screenshot displays the 'POLICE CONTROL ROOM CHANDIGARH' application window. The main menu includes 'Pending', 'Vehicles', 'Data Entry', 'View Challans', 'Utilities', 'Configuration', 'CLI', and 'Exit'. A toolbar contains icons for a warning sign, a vehicle, a document, a folder, a 'MAP' button, and a person. The user is logged in as 'Cws Supervisor' with the ID '781'. A 'CLI' search window is open, showing the following selection criteria:

- CLI_Number
- Trunk
- Date
- Time Stamp

The search parameters are: Phone Number (Starting With) [empty], Trunk Number [empty], Date: 31/10/2001, Time From: 00:00:00, Time To: 00:00:00. Below the criteria, it says 'To see Details, Double Click It :'. A table lists the search results:

Time Stamp	CLI	Trunk
31/10/2001 13:06:54	404380594	712
31/10/2001 13:06:52	9849063437	703
31/10/2001 13:06:13	404380594	706
31/10/2001 13:05:59	404472601	711
31/10/2001 13:05:46	403172916	700
31/10/2001 13:05:29	404361291	700
31/10/2001 13:05:17	403701867	702
31/10/2001 13:05:13	404361291	708
31/10/2001 13:04:46	404472601	707

Supervisor Has A List Organizations Of Which He Can Have Complete Data.



Over to Live Demo



Thank You

