



OFFICE OF THE INSPECTOR OF POLICE
POLICE CONTROL ROOM
PUDUCHERRY

No. 45/Insp/PCR/2012

Date: 06-11-2012

NOTE

Sub: Police Control Room - Action Taken for the calls registered - requested - reg.

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With reference to the subject cited above, it is submitted to state that as a part of revival of the Police Control Room, and the system of the method of functioning of the Police Control Room has been streamlined. Accordingly, instructions have been circulated by the Superior Officer for the police personnel working in the Police Control Room for strict adherence.

As per the instructions, information received through '100' toll free number has to be entered in the prescribed message form (numbered serially) by the concerned telephone operator and subsequently to be passed on to the Wireless Operator for further transmission to the concerned PCR mobile van and the Police Station. At the end of the day, compliance in respect of the information received requiring Police intervention has to be recorded specifying the GD Vol.No. and Serial No. of the concerned Police Station and a detailed compiled report including the action taken for the information warranting registration of FIR and the nature of disposal of each information as DOR to Superior Officers for scrutiny. Apart from this specific instruction has been given by the respected IGP to maintain a separate register to monitor and record the response time taken by the PCR mobile and the concerned Police Officer on field.

Further, the telephone operators and the Wireless Operators of PCR on duty are bound to follow up and note down the reference from the concerned duty in-charge of the Police Station. Also, as reported by the operators on duty that there is difficulty in obtaining the reference of recording from some of the PS and there is no positive response.

To avoid such embarrassing situation, it is therefore requested to kindly brief the concerned SHOs and Officer-in-charge of the Police Station under your control about the revised system of functionalisation of PCR and to record in writing the information received in the Station GD and subsequently the disposal of the case for future cross verification.

CS/Villiamur 4/9

INSPECTOR OF POLICE
POLICE CONTROL ROOM

SUPERINTENDENT OF POLICE (SO) (IN)
PUDUCHERRY TO

All CIs of Puducherry region

Copy submitted for kind information

1. SSP (Traffic), Puducherry.
2. SP (Wireless), Puducherry.
3. SP (North/South/Rural/Traffic), Puducherry.

Forwarded to SHO's Vill/Hang/Levi - OP

INSPECTOR OF POLICE
VILLIANUR CIRCLE
PUDUCHERRY