

## Police Manual

### Emergency Response Support System (ERSS) @ Police Central Control Room (CCR)

STANDARD OPERATING PROCEDURE (SOP) Updated as on 09.05.2024

#### Introduction:

**Emergency Response Support System @ ERSS** functioning at ERSC @ CCR is the **Mission Mode Project of Women Safety Division, MHA, GoI** as per the directions of **Supreme Court** through Nirbhaiya Case. WSD, MHA nominated @ entrusted with C-DAC (Centre for Development of Advance Computing), Trivandrum as '**Total Service Provider**' (TSP) and periodically funded & monitored.

*ERSS is the “Dial 112” Toll Free “Single Emergency Contact” focusses on offence against women and to merge all Toll-Free number that exist in every State’s / UT’s*

#### Special feature - Roll model to all States /UT’s appreciated by DCPW & MHA

- ✓ Puducherry UT rolled out on 26.07.19 under “**One-Roof**” concept integrating all the **4 Regions** bridging IP from **Puducherry State Wide Area Network (P-SWAN)**.
- ✓ **“Integration of VHF Hybrid (VHF+IP) Wireless Communication” as “Complaint Despatcher”** for Police & Disaster Management.
- ✓ **Digitalization of Police Wireless** was executed through C-DAC, Trivandrum titled **DMR Repeater based (Master Slave) VHF Hybrid Network** established and integrated in the “**ERSS Server**” enabling **Voice Logger**.
- ✓ **Polnet-2.0: V-SAT** connecting all control rooms in India with IP Phone, VSAT mail, Video Conference and printer

#### Vision & Cardinal Principles:

As directed by DGP, the functioning of the ERSS System should be **professionally effective in reach and response on CITIZEN Service**. The effective onsite & interactive supervisory control by shift Inspector, In-charge officer and duty officer is the main nucleus of “**Emergency Response Support System**” for its systemic functioning.

Feedback analysis by “**Duty officer / Shift Officer**” is the key factors to gain **Public Confident** to **approach** Police Control Room through dial **100 / 1031 / 1073 / 1930 etc making the ERSS system live**.

- A. **ERSS @ ERSC** is the “**Central Nerve Centre**” of Police Administration acting as “**Indicator**” for **Response Support System** in Citizen Service. (G2C – Police Department)
- B. “**Response Time**” is sensitized between time of call received and the reach of Beat Officer to the complainant or SOC or Spot to make the system efficient and to build confident with CITIZEN is citizen service.
- C. **Compliance** recorded from officer will ensure “**Response Time**”
- D. **Feedback** recorded from Citizen will show the **System Efficiency**.

## STANDARD OPERATING PROCEDURE (SOP)

### Primary Duties:

#### **A. Facilitation Management System (FMS), CDAC, Trivandrum**

- ✓ Both the FMS deployed by C-DAC will ensure updating of contact details / stake holder's details in the Application Servers and the system configurations periodically.
- ✓ They should ensure periodical training to all staffs to make them understand about the facilitations available in the ERSS Application and how to do the work
- ✓ They will take the full responsibility on it and to liaise with C-DAC Trivandrum for necessary updating of software online by them as part of their conditions.

#### **B. In-charge ERSS @ CCR will ensure the following**

- ✓ Officer posted for **call attender duty at dial 112 / 1031 / 1073 / Cyber Crime / MITRA / SOS / Polnet-2.0 IP Phone / DMR Wireless etc** will ensure whether all **Service Provider Lines are working** (BSNL / Airtel / VI / JIO / etc) for the above **Services**.
- ✓ **Handing over and taking over** to be proper for follow up. and will record it.

#### **C. Work Flow Table:**

|  |  |  |
|--|--|--|
| <b>A</b>   | <b>Dial 112<br/>Call attender<br/>cum Dispatcher<br/><br/>Rank - PC<br/>SG-PC or<br/>HC or<br/>SG-HC</b> | <p>Will attend the all calls, collects caller details on the <b>Emergency Support</b> required. Records the information in <b>Log Register and on the online application</b></p> <p>A. Upgraded ERSS application has merged as Call Center.</p> <p><b>B. Scrutinize &amp; classify the Emergency Support information</b></p> <p>C. Select the <b>appropriate authority</b> to whom it as to be communicated for response. For complaints against Police Officers, SP (POP) will act as Nodal Officer as directed by DGP.</p> <p>D. Complaint dispatch</p> <ol style="list-style-type: none"> <li>1. <b>Web dispatch</b> to respective office</li> <li>2. Over <b>phone</b> by Call attender</li> <li>3. Post it in Police <b>Whatsapp groups</b></li> <li>4. Over <b>Wireless</b> for Police &amp; Disaster Management (EOC) <i>(Follow instructions applicable)</i></li> <li>5. Challan through postal service to respective office</li> <li>6. Email the soft copy</li> </ol> <p><b>E. In case of any crimes, Call attender will communicate</b> the same to the <b>IO or In-charge officer</b> with whom the complaint is conveyed</p> <p><b>F. In addition</b>, call agent shall watch for <b>“Camera” symbol</b> on the map near to the SOC and identify the location of CCTV marked on the online map of <b>Dial 112 @ ERSS Application</b>.</p> |
| <b>COMPLAINTS RE-ROUTING</b>   |  |  |
| <b>B</b>   | <b>Duty Officer<br/><br/>SG-ASI / ASI /<br/>SG-SI / SI</b>   | <ol style="list-style-type: none"> <li>1. Will ensure all the above instruction for proper execution, if action not initiated then send <b>reminder signal</b></li> <li>2. If ascertains that it related to <b>some other authority on point of jurisdiction, then</b> he re-directs the complaint / information to the jurisdictional authority and records the same</li> <li>3. If action taken, then records it and forward entire proceedings with his remarks to <u>Shift Inspector</u> for perusal.</li> </ol>   |
| <b>COMPLIANCES on action take from the Authority / Officer in-charge</b> |  |  |
| <b>C</b>   | <b>Duty Officer</b>  | <ol style="list-style-type: none"> <li>1. Getting <b>COMPLIANCE</b> from the officer with whom the compliant was communicated is the BACKBONE for <b>“System</b></li> </ol>  |

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|--|---|---|
|  | <b>SG-ASI / ASI / SG-SI / SI</b>                                      | <p><b>Efficiency”</b></p> <p>2. In-charge will call back the officer concerned to ensure whether the complaint was attended to <b>ensure “System RESPONSE”</b>.</p> <p>3. <b>It is sensitized that, complaints are many types and all cannot be resolved. It is the duty &amp; responsibility of the Officer. ERSS will focus only on RESPONDING to the complaint or Complainant was attended</b></p>   |
| <b>FEEDBACK from Complainant, Grading the feed, initiating remainder</b> |   |   |
| <b>D</b>   | <b>Duty Officer</b><br><b>SG-ASI / ASI / SG-SI / SI</b>               | <p>Getting <b>FEEDBACK</b> from the complainant is <b>another BACKBONE</b> to gain the <b>trust &amp; confident of the Citizen</b> on the system @ ERSS and will ensure whether the <b>compliance received from the officer concerned is True or False</b>.</p> <p>1. In-charge will call back the complainant concerned to ensure whether the compliance recorded is correct @ complainant was attended to <b>ensure “System RESPONSE”</b>.</p> <p>2. Response level - <b><u>Excellent or Very Good or Satisfactory or Not attended</u></b> will be recorded as “Grading”.</p>   |
| <b>E</b>   | <b>Shift Officer @ Command Center Supervisor (CCS) Rank Inspector</b> | <p>1. <b>Shift Inspector</b> will cross verify in random with the <u>complainant</u> and records for the Compliances and Feedback on the <b>“Emergency Response Support System” and its grading “Excellent / Very Good / Satisfactory”</b>.</p> <p>2. <b>Response Time:</b> He will ensure grading of <b>Response Time</b> on day-to-day basis</p> <p>3. Upon satisfaction on the proceedings, he will <b>close the complaint</b> after review of recorded compliance &amp; feedback from the application &amp; Log Register by endorsing it.</p> <p>Ensure maintenance of ERSS Application, updating the software and other components with special attention to the following utilizing FMS posted for the purpose</p> <ol style="list-style-type: none"> <li>1. ERSS Web @ 112: <a href="https://py.ners.in">https://py.ners.in</a>, as like CCTNS</li> <li>2. <b>112 SOS</b> Application: <a href="https://112.gov.in/">https://112.gov.in/</a></li> <li>3. <b>SOS Volunteers</b> – Registered Volunteers to be verified</li> <li>4. <b>Email - <a href="mailto:erss.py@112.gov.in">erss.py@112.gov.in</a></b></li> <li>5. <b>Creating awareness programme on all components</b></li> </ol> |
| <b>Support system - PENDENCY DISPOSAL</b>                                |   |   |
| <b>F</b>   | <b>Writer Section Rank PC or SG-PC or HC</b>                          | <ol style="list-style-type: none"> <li>1. Data recorded in the Log Register will be recorded in computer in Excel format in writer section for updating pendency and to prepare pendency report.</li> <li>2. Writer will provide pendency statement to Duty officer through shift inspector for follow-up action and liaising with appropriate authority and daily basis after roll call.</li> </ol>  |
| <b>G</b>   | <b>Duty Officer &amp; Writer</b>                                      | <ol style="list-style-type: none"> <li>1. On every Sunday, the Duty Officer will update the pending disposal complaints for sending weekly remainder through Inspectors.</li> <li>2. Writer will prepare weekly reminders, Monthly reports in liaise with Duty Officer &amp; Shift Officers</li> </ol>  |
| <b>H</b>   | <b>Weekly remainders</b>  | Shift Inspectors will ensure sending Weekly remainders to Nodal Officers on the pendency marking copy to DGP marking & SP(Wireless) to make the <b>Support System</b> live till disposal.   |
| <b>I</b>   | <b>Monthly Report</b>   | Shift Inspectors will ensure sending Periodical monthly report with graphical analysis will be sent to DGP covering all activities including Traffic Spot fine as directed by DGP and any other instructions extended time to time.   |
| <b>J</b>   | <b>Review Meetings</b>  | Periodical liaison meetings with nodal officers on pendency by Shift Officers and SP (Wireless) as deems fit will ensure proper systemic functioning of <b>“Emergency Response Support System”</b> of Central Police Control Room   |
| <b>K</b>   | <b>FMS</b>  | <ol style="list-style-type: none"> <li>1. 2 FMS deployed by C-DAC will ensure the periodical updating of the <b>ERSS application</b></li> <li>2. They will ensure periodical <b>configuration and customization</b> of</li> </ol>   |

|          |                        |  |
|----------|------------------------|--|
|          |                        | <p>the application to suit the <b>local requirements</b> of Puducherry UT</p> <ol style="list-style-type: none"> <li>3. Ensure generation of all <b>periodical reports online</b> from the database of the ERSS application.</li> <li>4. Categorization of the Integrated Toll-Free being added as part of the <b>Vision and Mission of the Project</b></li> <li>5. Liaise with C-DAC for developing MIS (<b>Management of Information System</b>) at the earliest. It is the backbone of the application for any type of “<b>Analysis &amp; Feedback to support Law &amp; Order mechanism</b>”</li> <li>6. One TV &amp; <b>DVR with 8 Camera as CCTV network surveillance</b> sponsored by Dr S. Bascarane, CDC-SP Wireless will be under the safe custody of FMS for data security.</li> </ol> |
| <b>L</b> | <b>Contacts</b>        | <p>It is sensitized that Contacts details of various stake holders is the backbone of ERSS. Periodical updating of all contact details and to ensure its correctness is the must to proceed further during contingencies.</p> <p>Contacts will be updated both on record as soft copy and in the ERSS Application by FMS without fail with the minimum gap period of not more than 3 months.</p>   |
| <b>M</b> | <b>CCTV Monitoring</b> | <ul style="list-style-type: none"> <li>✓ As per the directives of Supreme Court, CCTV cameras were installed in every Police Stations.</li> <li>✓ One monitoring terminal was provided at ERSS for additional monitoring. One ASI / SI will take care of CCTV Monitoring and TV News monitoring.</li> <li>✓ RTI – Feed will be provided by the respective Police Stations or from their SO Office</li> </ul>   |

# **ERSC @ CCR - OTHER ACTIVITIES (SOP)**

## **II. CCTNS:**

2 Computer are available under CCTNS.

- ✓ Complaints received in the online citizen portal of CCTNS will be forwarded to the SHO / Officers concerned for necessary action.
- ✓ Arrest intimations will be received

## **III. ARREST INTIMATION:**

- Arrest Intimation received from Police Stations on day-to-day basis.
- Intimation will be displayed for the day on the **Notice Board** of ERSC @ CCR as per the directions of Supreme Court.
- Then it will be filed at CCR.

## **IV. Whatsapp and direct SMS - CUG Number 9489205039:**

- During 2018, as desired by DGP Puducherry, the CUG Number 9489205039 was dedicated to receive grievance through **Whatsapp and direct SMS**.
- Whatsapp attendee will forward it to the respective authority or its connected group through Whatsapp for necessary action at their end.
- Group SMS – CCR can pass any group message to all members of Puducherry Police.

## **V. Hot-line**

- **One Hot-line** is connected between CCR with Airport at Lawspet, Puducherry was also inducted.

## **VI. FM Radio for Traffic Information:**

- As desired by DGP, FM / HAM Radios operating in Puducherry UT had started propagating “Traffic Free flow Status” through radio in liaison with Traffic / CCR and on-line “**Google Street view map**” application. Then it is expanded to broadcast “**Good Work Done**” by various PS and Units including Traffic free flow status as part of the directives of MHA to disseminate good work done by police to reach the common citizen.

## **VII. TV Monitoring:**

Incharge CCR will ensure close monitoring of news from various channels, Whatsapp, etc and invites attention of SSP (L&O) / SP concerned and SP (SB) on sensitive issues within the scope of maintenance of Public Order as directed by DGP.

One AOC TV and one Old Sony TV, Fire Stick and Cable connection was sponsored by Dr S Bascarane, SP Wireless.

## **VIII. Email ([ccr@pv.gov.in](mailto:ccr@pv.gov.in))**

Email attendee (Writer) will forward it to the respective authority or its connected group through email.

## **IX. Mobile Patrolling (LMV and Bike):**

A. 4 LMV were purchased under ERSS Fund.

B. Regular Patrolling will be marched from CCR based on the availability of vehicles and man power to make **visibility of Police Presence** at public gathering places to support local Police.

- LMV will be manned with one (ASI / HC) assisted by 2 PCs and one driver
- Bikes will be manned with 1+1 but wearing of Helmet is must.

## **X. Police Ambulance:**

1. **Police Ambulance** is stationed at MTO to support **L&O and Traffic**.
2. On call received from IO / SHO / Senior Officers, the incharge CCR / Call attender / despatcher will liaise with MTO as support system.

## **XI. MITRA - (Mobile Integrated Tracking and Rescue Application)**

SOS mobile application “MITRA” was launched by His Excellency the Lt. Governor Puducherry on 28.02.16 in presence of Hon’ble CM, CS, IGP and IT Secretary and dedicated for the citizens of Puducherry UT. Designed and developed by **Dr. S Bascarane, while working as Inspector STF** during 2013 for Puducherry University as Women Safety application then customized for Puducherry Police through **M/s Ihorse Technologies**.

This Puducherry Police owned SOS Mobile application MITRA. It works both as **on-line & off-line**. It sends the predefined message (User Name, Mobile Number, Google Location Link, Nearest Police Station Phone number etc.) using both the SMS gateway / Internet facility available from the mobile of the person in Distress. It is initially linked to ERSS @ CCR CUG No. 9489205039 / email ID ccr.pon@nic.in to receiving the pre-defined SOS – **SMS / Email** and now merged to ERSS Application.

## **XII. Communication:**

**Public Protection & Disaster management (PPDR)** concept of DCPW, MHA, New Delhi sensitized that **Communication Network** have to ensured Citizen Assistance in light of speedy disaster relief. Accordingly, VHF communication has to be extended to all LINE departments as per the SOP of Disaster Management and it is being carried out. Static VHF Sets have to be extended to the “Control Rooms” of all LINE-Department like Revenue, LAD (Municipalities / Communes), PWD, ED, EOC @ DM Control etc to ensure speedy communication from “ERSC @ CCR @ Central Police Control Room. It is sensitized that Polnet.2 also focuses on the same as “Control Room @ Single Emergency Contact” merging all “Toll Free” to Dial 112 of Police Control Room as “Mission Mode Project”.

- ✓ **Digitalization of Police Wireless** was executed through C-DAC, Trivandrum titled **DMR Repeater based (Master Slave) Hybrid Network** established and integrated in the “ERSS Server” enabling **Voice Logger**.
- ✓ **“Integration of VHF Hybrid (VHF+IP) Wireless Communication” as “Complaint Despatcher”** for Police & Disaster Management.
- ✓ **Polnet-2.0:**

As per the directives of DCPW, MHA, all Control Rooms in India is connected with the dedicated VSAT network connecting Police, DM, Para-military & Military forces to ensure anywhere connectivity.

  - It is the satellite-based communication as like Dish TV.
  - DCPW sponsors Frequencies and **spectrum Charges**.
  - Vendor selected by DCPW will be installed in all the 4 Control Rooms (Puducherry / Karaikal / Mahe / Yanam)

### **Structure:**

1. **Dish Antenna** is connected to **Wi-fi Modem (2.4 / 5.6)**
2. Modem connected to Computer / Printer / Video Conference / IP Phone
3. All the above will be mounted with Incharge CCR @ ERSS
4. **IP Phone will be installed with Call Attender for 24 x 7 service**

## **XIII. Contact Details:**

Inspector CCR will ensure maintenance of a **database on contact details** as both soft copy in computer and hard copies in very tables at CCR for responding to any situation and liaison related to disaster of any type and to resource man power of required nature. This includes Para-Military Forces, Rapid Action Forces, Airport, Sea Port, Coast

Guards, S-EOC of Puducherry UT and nearby states to Puducherry, Karaikal, Mahe and Yanam. This will enable speedy solution and movement of forces for rescue measures. These contacts to be periodically updated by directly dialing to the respondent stake holder as directed by DGP. He has to assist senior officers by sharing such contacts during contingency and wherever requested.

#### **XIV. REPORTS:**

- A. **Daily Activity Report (DAR): Incharge Inspector CCR** will be send DAR of CCR extracted from “100 or 1031 or 1073 or SMS or Whatsapp or FM”.
- B. **DOR report: DOR report** received from SSP(L&O) through Email, Activity report of the day received from Special branch DOR through email, Strength and Standby details collected from PAP, IRBn and HGs Units.
- C. Both the above reports shall be positively dispatched from CCR by 0730 hrs and will ensure it reaches the senior officers in time for morning briefing.
- D. **Pending compliance** report for the distress calls received and forwarded to connected stake holders to be followed up. Periodical reminders to be sent to connected stake holder marking copy to senior officers of the stake holder and DGP through proper channel to make the system live and responding pro-actively.
- E. **Periodical Analysis Report:** Incharge Inspector will make periodical **monthly analysis** by compiling all the “Emergency Distress Calls” received and attended by CCR through “100 or 1031 or 1073 or SMS or Whatsapp or FM and etc adopted time to time”. The report shall specify the previous balance, received for the month, complied and balance. Graphical display charts also to be incorporated wherever possible for easy understanding. This analysis report shall expose the head of offence / event as “trends” of complaint and response management system from the stake holders to Senior Officers. Inspector CCR will ensure its dispatch to SSPs and line officers after approval of DGP. This manual report generation will continue till C-DAC updates ERSS Dial 112 Application with MIS likewise by NIC in “Complaint Monitoring System” takes place and during its contingency.

All officers and Men drafted for ERSS / Police Central Control Room will adopt the above SOP and will ensure best service to Citizens to boost up the image of Puducherry Police towards its VISION & MISSION.

**Ensure “Zero Tolerance Zone” on communication and better utilization of  
“Emergency Response Support System” on Citizen Service**