

**OFFICE OF THE SENIOR SUPERINTENDENT OF POLICE (HQ)
PUDUCHERRY**

No. 197/CR/SSP (HQ)/2016

Date: 15.06.2016

**STANDARD OPERATING PROCEDURE FOR TOLL FREE HELP LINE
NUMBER 1031**

1. **INTRODUCTION:** The New Toll Free Help Line Number 1031 commissioned into Public Service from 08.06.2016. This number is installed in the Police Control Room, Gorimedu, Puducherry for receiving information on Crime and Criminals and Corruption from the members of the public.
2. **PURPOSE:** This Toll Free Number is meant to receive confidential Criminal Intelligence, therefore, the caller will be under no obligation to disclose his/her identity to the Police Operator who receives the confidential information.
3. **NO QUESTION ASKED:** The Police Operator on Toll Free No. 1031 in the Police Control Room shall not ask the identity and whereabouts of the caller as a matter of rule in view of the safety and security of the caller.
4. **MISUSE:** The citizen having confidential Criminal Information shall have the moral duty to pass on correct information and not misuse the facility for settling personal score by setting the police machinery after some innocent person with intention to cause harassment. The mischievous caller shall be dealt with by the police as per law.
5. **OPERATORS:** The Control Room Operators of Toll Free No 1031 should be properly trained in handling such calls patiently and politely and possess the requisite skill to extract more information from the caller who may be scared, uncertain, incoherent and nervous. To this end, it is important to select operators who can communicate in Tamil, English as also in Hindi.
6. **PROCEDURE:** The Operators who receive the calls shall fill up form which will have columns for (i) Telephone number of the caller (ii) Time and Date of call and (iii) The information received and send it in sealed cover to I/C Control Room who in consultation with SP Wireless will mark it to concerned quarters for enquiry and necessary action, while holding back the phone number of the caller. This information will be further shared with the Inspector General of Police, Director General of Police, Chief Secretary, Hon'ble Chief Minister and Hon'ble Lt. Governor only when asked for.
7. The concerned SP of the local police or any specialized police agency such as CBCID or Police of Police or Anti Corruption Branch shall maintain discretion with regard to the identity of the caller and report the outcome of the call for its proper disposal to the SSP (HQ) in the sealed cover for perusal of the DGP/IGP.



8. **RECORDS:** The SP Wireless & Control Room must monitor the calls coming on 1031 and generate a weekly report for number of complaints / calls received under various heads such as (i) Criminal Matter (ii) Against Govt. Servant (iii) Corruption (iv) Against Private Individual & (v) Miscellaneous and ensure their timely and efficient disposal. All records pertaining to such calls be preserved for a year unless needed for further investigation or trial.
9. Calls relating to Criminal Intelligence and requiring quick action/raid, to be delivered to SP concerned directly.
10. The Calls meant for other departments, if received may be forwarded to the concerned for n/a at their end.
11. Complaints against Police Officers to be sent to POP.
12. All Complaints of corruption including those against police officials may be forwarded to the office of CVO.
13. The calls may also be analyzed in terms of numbers, content, time, frequency and place to devise methods for preventive policing or for any other study.
14. This Toll Free number being an important tool of Crime Prevention be publicized widely so that all concerned citizens become eyes and ears of the police.

Ranjana

(RAJIV RANJAN, IPS)
SENIOR SUPDT. OF POLICE (HQ)
PUDUCHERRY

Copy Submitted for kind information please:

1. The Chief Secretary to Govt., Puducherry.
2. The Director General of Police, Puducherry
3. The Inspector General of Police, Puducherry.
4. The Secretary to Hon'ble Lt. Governor, Puducherry

} for info. please

Insp. Pca Barua
[Signature]

SUPERINTENDENT OF POLICE
WIRELESS
PUDUCHERRY