

From The Commissioner's Desk

2015 has been a very satisfying year. Our digital initiatives have led to a paradigm shift resulting in total elimination of citizen's harassment. The journey which began in August 2013, after I took over as CP, Delhi, gathered full steam in 2015. The out of box solutions devised – both commonsense based and rooted in technology – have reduced hiccups in police-public interface.

At the outset, I do not have any hesitation in asserting that **truthful registration**, which we started in August 2013, is now firmly rooted in the culture and psyche of Delhi Police. Reluctance on the part of police officers to register crime, which was a commonplace experience, is now history. Complaints of non-registration of FIR have shown a substantial decline. As a result, the registered IPC crime rose to 80,184 in 2013, 1,55,654 in 2014 and 1,82,644 in 2015 (upto 15th Dec. 2015) as against 54,287 cases registered during the year 2012.

Alongwith truthful registration comes the onus of prevention and detection of crime and Delhi Police has given an excellent account in this regard. A total of 49,903 IPC cases, including 6,328 heinous cases, have been solved as compared to 43,431 IPC cases, including 5,784 heinous cases, during the previous year. This increase exhibits that many more criminals have been brought to book. Those arrested include 101 desperate criminals, 50 of whom carried rewards ranging from Rs.50,000 to 5 lakh for their arrest. Almost all sensational cases were solved in record time.

Crime against women is a blot on our society. The December 16, 2012 incident shook the nation's conscience and led to a realization of the need for a holistic approach by all organs of government and society to tackle such crimes. Needless to state that Delhi Police has been according high priority to crime against women. Once again one of my foremost concerns during the year 2015 has been the safety and security of women in Delhi. Various steps taken by Delhi Police in this regard were listed out by me in the Annual Reports of the years 2013 and 2014. While continuing to sustain those measures, newer path breaking Community Policing based initiatives have been taken during 2015. In this regard 'Nirbheek', 'Shishtachar' and 'Ab Nahin Hai Darna' deserve special mention. 'Himmat' app launched in February 25, 2015 ensures timely support from Delhi Police to women in distress. Crimes against women are being monitored on a regular basis. Consequently, approximately 70% of cases are being worked out within first fortnight of the reporting of an incident.

Delhi, being the capital city of India, is the seat of political power. Three apex organs of the state viz. legislature, judiciary and executive are located in Delhi. The security of these institutions and individuals holding top constitutional and statutory positions is of paramount importance. Besides, the Republic Day and Independence Day functions the Prime Minister of India participated in a mass yoga demonstration on June 21, 2015 and flagged off a Run for Unity on 31st October, 2015 – both at Rajpath, New Delhi. The year 2015 also witnessed visits by important foreign dignitaries including the President of the U.S.A., the President of Singapore, the President of Sri Lanka, Prime Minister of Sri Lanka, Prime Minister of Bangladesh and Prime Minister of Japan. Further, a number of international summits and conferences were hosted in Delhi including the Forum for India-Pacific Islands Co-operation Summit (FIPIC) and Indo-Africa Forum Summit 2015. The Indo-Africa Forum Summit held from 26th to 29th October, 2015 was attended by 54 Heads of States/Governments and their representatives. The onerous responsibility of making security arrangements for various dignitaries and events was shouldered with distinction by Delhi Police. It was ensured that fail safe arrangements made did not cause any inconvenience to general public in Delhi.

Delhi is a city of incessant protest demonstrations and rallies; major religious congregations and processions; and mega events and functions. These test the capacity of police to maintain public order on a daily basis. Performance of Delhi Police in managing law and order in this mega city has been commendable. Both the Special Branch as well as the local police have shown deep appreciation of developments having a bearing on the law & order scenario. During the year 2015, a total of 11,156 law and order events, including 2,259 demonstrations, 4,122 dharnas, 914 processions, 1,943 meetings, 605 strikes, 303 rallies/marches, and 1,010 miscellaneous events like union elections and press conferences, were handled by Delhi Police without impacting public peace and order.

The main thrust of the counter terror efforts of Delhi Police has been on neutralizing the sinister designs of terrorist organizations operating in this region of the country. Six terrorists have been arrested in the year 2015 including, three from Al-Qaeda (AQIS) one each from Lashkar-e-Tayyeba (LeT), CPI (Maoist) and Nationalist Socialist Council of Nagaland (Khaplang) NSCN (K).

Traffic management in this mega city is a complex challenge. As stated by me last year, mobility with safety has to be the guiding principle for any Traffic manager. Owing to a number of steps taken by Delhi Police, this mega city has witnessed a consistent reduction in fatal accidents during the last four years. In particular, Delhi Traffic Police identified 137 accident prone zones and remedial measures were initiated in coordination with road owning agencies. During the year 2015 (upto 15.12.2015) a total of 1,496 fatal accidents took place in which 1,532 persons lost their lives as against 1,575 fatal accidents and 1,616 deaths during the previous year. The decline in fatal

road accidents can inter alia be attributed to the systematic analysis of the accidents in terms of its cause, time, place and offending vehicle. Follow-up action includes emphasis on quality prosecution, special night checking-cum-patrolling, action against drunken driving, action against goods vehicles violating traffic norms and identifying road engineering faults and getting them rectified by various road owning agencies. A mobile app named 'Traffic Sentinel' has been launched on December 3, 2015. It empowers citizens to report certain traffic violations by clicking a photo or a video through the app and sending the same to Traffic unit for prosecution.

Delhi Police is committed to curb corruption. Systems have been devised to enable people to complain against corruption or harassment by police on toll free number 1064. Public has also been provided with the facility to send audio and video clips at a well publicised number 9910641064. The Vigilance Police Station registered 39 cases under the Prevention of Corruption Act against 77 police officials. This is in addition to the 14 such cases (2014-2015) registered by the districts and the Crime Branch against 15 police officials. These measures coupled with our path breaking e-initiatives have helped in improving probity in Delhi Police. A study by the Centre for Media Studies, New Delhi, confirms this. It has reported that 80 percent of respondents surveyed in 2013 had experienced corruption on the part of police. It is heartening to note that during the survey conducted in 2015 the number has fallen to 34 percent, a whopping 57.5 percent decrease in corruption levels.

A lot can be written about the achievements of various units of Delhi Police. However, I am not making an attempt in this regard but shall like to enumerate a few novel community policing and digital initiatives that shall be game changers if properly pursued. A number of them have been unveiled and a few others are in various stages of incubation and trial for being rolled out in the next few weeks.

Himmat a smart phone based application, was launched by Delhi Police on February 25, 2015 to help women in distress. Any woman user can raise SOS alert by either shaking the phone or by using a button switch installed in audio jack or by using the mobile soft button in the application. Alerts then go to her family members as well as the Police Control Room (PCR). Her location, video, audio of 30 seconds are also shared with the PCR along with user's location update every 10 seconds.

Operation Shishtachar a policing initiative, is based on the concept of 'detain and counsel'. It addresses the concerns of girls and women facing harassment in crowded places, especially markets, malls, bus stands and public transport, by nabbing offenders on the spot. This initiative has been designed to sensitise young men to refrain from sexual harassment and develop respect towards women. Under this operation, women police officers in civil clothes are posted at busy vulnerable places to keep a watch on the miscreants. In case someone is caught harassing or indulging in unwarranted behaviour, he is immediately detained. The parents of the detained person are also

called before his release. In appropriate cases, criminal action is initiated. Miscreants are also counseled to respect women and not to repeat such acts in the future.

Operation Bharosa has been launched to reach out to the general public. This is a door-to-door public contact and patrolling programme. Under this operation, police officers (Senior Officers and SHOs or Inspectors of respective police stations) patrol the area on foot, listen to the problems of people and make efforts to solve their grievances. During these patrols, on-the-spot corner meetings are also held to address area-specific concerns. In some cases, these meetings are prescheduled and are attended by the senior officials of the area.

While a number of modes are available to general public to seek help from police in case of an incident of sexual harassment, an urgent need was felt to create a specialized forum for the victims in school/college going-age group to effectively report such crimes. Under operation **Nirbheek**, Delhi Police officials pay visits to all-girls as well as co-ed schools and conduct interaction sessions with the girl students. Audio visual tools are used to explain the concept of 'Good touch & Bad touch' and highlight parameters that constitute physical and sexual abuse. The Delhi Police officials also install a complaint box at a conspicuous location and encourage them to report any form of abuse or harassment in written form. Women Constables visit the schools for an hour every week to collect complaints from the students, if any.

Cutting across class and profession, women can become targets of harassment, violence and exploitation in public places, offices and sometimes even within their homes. Miscreants feel emboldened when they know that a woman would be scared to resist their misdemeanours. Delhi Police is committed to removing this feeling of fear in women by ensuring that each one of them is equipped with skill-sets to thwart attackers. **Ab Nahi Hai Darna**, a self-defence training programme has been launched by Delhi Police and self-defence training sessions for girls and women are organized. Around two lakh girls have been imparted self defence orientation by Delhi Police during the year 2015.

Lost Report app is a first of its kind initiative in the world for lodging a police report for a lost article through the web or cell phone. Now, there is no need for a person to run from pillar to post to report anything lost in Delhi. Once information is lodged electronically, a printable digitally signed report is instantaneously sent to the complainant. Over twenty lakh individuals have lodged lost reports since February 27, 2014.

Police Clearance Certificate (PCC) required for emigration is another path breaking online initiative launched on August 8, 2014. Once online application and payment is made, the application is suitably processed and a printable digitally signed PCC is sent

to the applicant on email within seven days flat. Around 2 lakh persons have benefited since its launch.

Delhi Police has been providing **Character Verification Report (CVR)** to the employers. They had to apply manually for this service through a long and tedious process. But not anymore! The special Branch of Delhi Police has started an online Character Verification portal on August 3, 2015, which not only ensures timely (30 days) report generation but also leads to efficient use of manpower.

Police Control Room (PCR) System upgrade to simultaneously forward calls received on No. 100 to the nearest PCR van and the concerned Police Station in real time, is a first by Delhi Police in the country. It reduces the turnaround time for the PCR vans to proceed to the next call in queue. This system has the facility of sending SMS to the complainant as well as the concerned SHO through the Control Room.

Policing is a very dynamic and ever evolving subject. A professionally evolved police officer can serve the public better. However, imparting in service training to over 85000 personnel of Delhi Police through a classroom model is a daunting task. This has led to the designing of an **Online Test**. It is based on a self-study model, which helps the police officers refresh their basic professional knowledge and equips them with the information about new legal, forensic and administrative dimensions of policing.

Closed Circuit Televisions (CCTVs) play a significant role in day-to-day surveillance, crime prevention and monitoring of illegal or suspicious activities. However, it is difficult for the government to cover each and every nook and corner of Delhi. This has led to a unique community policing initiative called **Nigehban**. Private individuals and organizations were persuaded by Delhi Police to install CCTV cameras at vulnerable spots in the vicinity of their establishment at their own cost. During the year 2015 the Nigehban team managed to install over 1,60,000 CCTV cameras in the city with the help of public.

Delhi Traffic Police will soon deploy high definition CCTV cameras at 50 important locations connected to the Traffic Headquarters through direct Radio Link with the help of directional transmitters/receivers. The quality of video streaming achieved through this technology is far superior in comparison to other technologies and will greatly help the traffic in monitoring the live traffic situation across the city. The high quality video will also help in detecting traffic violations at these locations thus promoting traffic discipline. The project has initially been launched with 5 locations.

Automated Postings and Transfers (APT) system is a computerized program designed to ensure objective management of large scale transfers and postings of police personnel up-to the rank of Assistant Sub Inspector in Delhi Police. The process was earlier being managed by a manual system, which was not only tedious and

time-consuming but made it impossible to collectively take into account all relevant parameters while managing large scale transfers. APT, on the other hand, does not ignore any criterion included in the programme unless specifically desired otherwise.

Delhi Police...One Touch Away application has been designed to bring people closer to the department. It makes all police related apps accessible to the general public on a single platform. Developed for mobile platforms, the app can also be used by police officials to flash text, documents, audio and video as notifications within the department or to the public at large.

Aerial policing may be alien to Delhi and the rest of the country but forms a critical component for police agencies in the West. Delhi Police recently took up aerial policing as a pilot project to monitor crowd movement during the immersion of Durga idols in the Capital. A Euro copter AS 350 Ecureuil, was specially hired from Pawan Hans. The helicopter conducted sorties over relevant roads to spot congestion points which were conveyed to Traffic officers on ground through wireless for taking remedial measures. Feedback indicates that Traffic flows were better managed than previous years. Feasibility of hiring helicopters for regular traffic management is being explored.

Motor vehicle thefts constitute almost 1/5th of the total IPC crimes reported in Delhi. They were a major cause of public frustration and anger towards police. Since most of the automobiles were insured, victims expected police to speedily finalise the case. However, archaic investigation methodologies coupled with occasional reluctance to register FIR added to the victim's woes. Needless to say, the situation called for a fundamental shift in dealing with complaints of auto theft. An innovative user-friendly e-system was devised to ensure trouble free **e-registration of FIR with automated investigation and complainant's interface**. Time bound e-closure of undetected cases (which happens to be the fate in about 90% of the cases) with seamless e-acceptance of the same by the competent e-Courts now completely eliminates corruption and enables the victims to file insurance without facing even an iota of harassment from police.

Launching of **e-Saathi app** as a pilot in South East district has led Delhi Police Beat policing and Police Station level local public police interface in the realm of digital technology. It has two facets viz. one for policemen (**e-Beat Book**) and the other for public (citizen portal). e-Beat Book replaces traditional Beat Book. In its new avatar, the electronic log book collects and extracts data on a real-time basis. Further, its GPS-enabled feature allows easy mapping of data. Citizen portal of e-Saathi connects citizens to their nearest Police Station by identifying the person's location.

Crime Mapping, Analytics & Predictive System (CMAPS) is being operationalized by Delhi Police in partnership with Indian Space Research Organisation (ISRO) under the aegis of "Effective use of Space Technology-based tools for Internal Security Scheme", initiated recently by our Honourable Prime Minister, Mr. Narendra Modi.

CMAAPS has been built with free and open source tools which support Crime Mapping from Dial-100, CCTNS, archived crime data visualization on Satellite data and other vector layers corresponding to landmarks, built-up areas, road networks, Police Stations, etc. It will generate crime reporting queries. It will have the capacity of Crime Analytics for identifying hotspots by auto sweep on Dial – 100 database every 1-3 minutes, trend analysis, crime/criminal profile, suspect analysis, district ranking, police station limits, etc, with graph formats also. It will generate Law & Order reporting and hotspots based on law and order situation, annotation of SITREPs. In addition, there will be a news module for analyzing non-reported crime, which includes automotive geo-tagging & classification. Similarly, there will be a security module for VIP target threat rating, based on criticality vulnerability, security deployed at the target, advanced predictive analysis modelling trend, crime behavior pattern, migration of hotspots, etc.

The next stage in Delhi Police modernization involves - combining the data being created under various initiatives and available in open channels into meaningful information so as to make it available to the key stakeholders for better decision-making and reduced incident turnaround time. Systems like **Enterprise Information Integrated Systems (EI2S) and Open Source Analysis System (OSANT)** are planned under a World Bank Project. Under these, the information available at different units will be gathered on a single platform. This will be integrated with the information available in open source in the virtual world and made available to the police officers at a single click. For its effective utilization, the field officers shall be equipped with Personal Digital Assistants (PDA) and Mobile Data Terminals (MDT) to access this information. Through these PDAs and MDTs, field staff will also be able to cross-match the biometrics of suspects on ground with the available data of their criminal antecedents, apart from matching their photographs and other personal details, and take immediate remedial action.

Automated e-FIR to e-Final Report is an important milestone in our endeavour to achieve the goal set by the Hon'ble Prime Minister of India for 'SMART' policing during DGSP/IGSP Conference (November, 2014) in Guwahati. Our pan Delhi launch of 'e-Saathi' app shall digitise the basic policing tool i.e. beat system and shall enable real time interaction of people with area police officers making Delhi Police the first truly 'SMART' police. Initiatives like Crime Mapping Analytics & Preventive System (CMAAPS) shall put Delhi Police in the company of most advanced police organisation in the world.

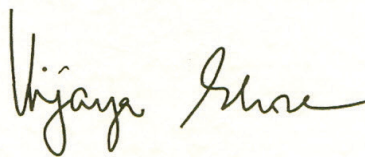
Lastly, I place on record my deep appreciation for all the officers and men of Delhi Police for excellent work done by them during the year 2015. It is indeed gratifying to know that name of Delhi Police has come in the Limca Book of Records for making the largest ever recovery of cash in India by the South-East District when they recovered Rupees twenty two crores, forty nine lakh eighty nine thousand and five hundred in a criminal case.

Limca

Book of Records

National Record

The largest cash recovery of Rs 22,49,89,500 was accomplished by a team of **Delhi Police South-East District** on Nov 27, 2015. The driver of a cash van carrying nine currency chests containing Rs 22.5 crore from Axis Bank had fled away with the vehicle and the incident was reported to Okhla Industrial Area police station at 5.48 pm the previous day. An intense operation launched by the police succeeded to apprehend the accused and recover almost the entire amount (except Rs 10,500 which the accused had spent) within 10 hours of reporting the case.



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