CIRCULAR

No. 30 /2012

SUBJECT: **STANDARD OPERATING PROCEDURE (SOP) FOR OPERATING "KNOW YOUR POLICE STATION" GIS APPLICATION ON DELHI POLICE WEBSITE, www.delhipolice.nic.in**

The general public in day-to-day life sometimes faces problem in knowing the Police Station jurisdictions and getting the details about their concerned police station. Further, they have following questions in mind while locating/approaching a Police Station:-

1. Which Police Station do I go for reporting my matter?
2. How do I reach there?
3. Who is the SHO of the area and how can I contact him/her?
4. How do I give my feedback to the police about criminal activity in my area?

In order to address this problem, the Delhi Police has introduced a GIS Application on its Website www.delhipolice.nic.in in collaboration with M/s Microsoft. The application named "Know Your Police Station" provides the necessary details about all Police Stations, with a click of button, in a user-friendly and interactive graphic mode.

There is a button by the name **"Know your Police Station"** on the home page of Delhi Police Website. A click on this button initiates the application. The Software first asks the user to download Microsoft Lite Software which is required to run this application. The application provides

for free download which takes 1-2 minutes. This application can be run in all environments and not just limited to Microsoft Windows environment.

Further, the main features of the application are as under:-

A. General public will access a map of Delhi showing geo-coded jurisdictions of all Police Stations. The map has Zoom-in and Zoom-out facility.

B. On hovering the mouse over the jurisdiction of any police station, it will change the colour of that Police Station area and show the name of the Police Station on a thumbnail.

C. On a click anywhere in the jurisdiction of the Police Station, the contact details of the SHO including his name and photograph, along with some other useful information, will be displayed.

D. There is also a facility to display the route from any entered location to the location of jurisdictional police station.

E. Along with Police Station details, there is a "Feedback button". On clicking the feedback button, a 'Feedback Form' will pop-up. The user can give on-line feedback in this form and has option of revealing or not revealing his name and e-mail address.

F. On submission of feedback by any citizen, an email will be generated for the concerned SHO. The SHO will get an SMS alert also that he has received a feedback relating to his Police Station on his e-mail. A copy of the e-mail will go to concerned Addl. CP/DCP District also.

G. SHO will ensure that each feedback received in the email box is read and appropriate action is taken. After this, the SHO will write his remarks/comment on the feedback, for the knowledge of his Addl.

CP/DCP. This comment will not go to the citizens, but will be for departmental use only.

H. There will be a **"Monitoring Module"** which will be accessed by officers of the level of Addl. CP/DCP and above only. The module can be accessed by clicking on a link named 'Monitoring Module' on the main page of the 'Know Your Police Station' application. The Addl. CP/DCP district will see the pubic feedback as well as the remarks/comments of the concerned SHO on this module, after which the Addl. CP/DCP District will add his own comments/remarks for record and for perusal of his senior officers. The Addl. CP/DCP may also separately give a suitable reply to the public person on his feedback if the sender has filled his email id.

I. Jt. CP/Ranges for the districts of their Range, Crime Branch and Special CP/L&O will have the access to the monitoring Module for viewing the public feedbacks, SHO's comments and reply given by Addl. CsP/DCsP District. Access to the monitoring module may be extended to other senior officers as well, as decided by Commissioner of Police.

The above application needs continuous maintenance and monitoring, to keep this useful public service up-to-date and effective. The following responsibilities have been assigned as indicated against each individual/section to maintain this GIS Application :-

1. **CAD Section Crime Branch:** SI/Draughtsman will maintain, monitor and coordinate the information on jurisdictions of Police Stations, Districts and Ranges on the above GIS Application under the direct supervision of Inspector/R.Cell and Addl. DCP/CRO.

2. **IT Centre, PHQ & CA Branch PHQ:** ACP/CB will maintain, monitor and coordinate the updation of information on transfer/postings of SHOs alongwith their name and photograph on above GIS Application under the direct supervision of Addl. DCP/IT Centre.

3. **SCRB, C&R:** ACP/CRO will maintain, monitor and coordinate the information about the email-ids of SHOs, Addl. CsP/DCsP District and senior officers, the mobile numbers of SHOs, Landline Number of each Police Station etc. ACP/CRO will also maintain and monitor the feedback mechanism as administrator under the direct supervision of Addl. DCP/CRO. He will ensure that any vulgar or abusive feedback received is removed immediately from the display.

4. **SHO**: SHOs will ensure that each feedback received in their email box is read and appropriate action is taken. After this, the SHO will write his comment on the feedback, for the knowledge of his Addl. CP/DCP. SHOs should inculcate the habit of opening their email box regularly. They will get SMS alert also in their mobile phone about the receipt of any feedback on this application. It may be noted that the comments of the SHO will be for his senior officers only and will not go to the concerned public person who had posted the feedback.

5. **Addl. CsP/DCsP District**: They will monitor the feedback mechanism and ensure timely response/comments of SHOs on each feedback in their jurisdiction. Further, the Addl. CsP/DCsP District will record their own remarks against each feedback and reply as appropriate, to the public person.

6. **Monitoring module:** - User id and passwords have already been issued to the concerned officers including Joint CP/Ranges. This module will display the following information in respect of each feedback from public viz. name of Police Station, District, Range,

Citizen's Name & e-mail id (if provided by user), feedback/comments of the citizen with date and time of posting, originating IP address & Geo-code (only available in this module), Mark read (by default it is unread) with date & time of reading, remarks/comments by SHO with date & time of posting, remarks/comments of Addl. CP/DCP with date & time of posting and reply sent to the public with date & time, if responded.

The above instructions should be complied with in letter and spirit, to make this unique initiative successful and popular among the general public.

(SANDEEP GOEL)
JOINT COMMISSIONER OF POLICE,
(CRIME), DELHI.

No. 3082-3281/Record Branch/PHQ dated, New Delhi, the 10/5/2012

Copy to:

1. All Special Commissioners of Police, Delhi/New Delhi.
2. All Joint Commissioner of Police, Delhi/New Delhi.
3. All Addl. Commissioner of Police, Delhi/New Delhi.
4. All Deputy Commissioners of Police, District/Units, Delhi/New Delhi.
5. SO to Commissioner of Police, Delhi.
6. Addl. DCP/CRO.
7. ACP/SCRB.
8. All SHOs, Delhi/New Delhi.
9. All Inspectors in Police Headquarters.
10. I/C Record Branch/Police Headquarters with 10 spare copies.
11. I/C Draftsman Unit, C&R