

DIAL 100



State Government subscribes to the view that development and security are two faces of same coin. Perception of safety and security is very important to attract large scale investment. People feel secure only when they believe that government agencies would be readily available at their service in case of emergency. State has statutory responsibility to establish the State control room under section 41-C of code of Criminal Procedure.

In emergency, people are generally made to contact local police station or police officers to get police services. But contacting appropriate police station or right police officer is always a challenge in the present police station centric system. Hence state government has approved setting up of a state level dial 100 based police control room cum command and coordination centre at Bhopal to empower, people to connect to police and get police assistance any time, anywhere at very short “response time”. This service will be comparable to legendary 9-1-1 service of United State of America.

Madhya Pradesh police is soon going to set up state level centralized dial 100 control room cum command centre in Bhopal for police related emergencies and other services to help people in distress. The proposed centre will be equipped with latest technological tools like GIS MAP for whole state, CAD (Computer aided dispatch) and GPS enabled 1000 first response vehicles to attend to handle public distress calls for services. First response vehicles will be deployed across the State. Around 6000 to 8000 police personnels will be dedicated for the service equipped with wireless Radios, CUG GSM connectivity and other model gadgets and weaponry.

As soon as a person makes a call on “ 100” number, it will be received at the centre by well trained staff who will take necessary person details, incident details, and location details. Besides computer systems will also valide at the same on the basis of CLI database, GIS MAP, Vehicle database, and other information available in public domain.

The trained dispatcher would immediately dispatch nearest available one or more well equipped first response vehicle. Each vehicle will be monitored and tracked through the GPS based AVLS equipment fitted in the vehicle. Calls by women will be attended by lady staff.

Each call and each activity would be recorded on centre's voice logger and web portal of activities.

Once the first response staff reached the destination, it will take necessary action including taking down FIR on the spot as per "standard operating procedure" of the centre. After the action is taken, state PCR's dedicated feedback team will contact the call maker and victim about the quality and satisfaction of the service provided by the police teams. Voice logger would ensure post incidence appraisal and third party audit of all call related information. There is also provision to facilitate the caller to be able to talk to senior officer of concerned District using three party conferencing and video conferencing.

It will also be integrated with other existing emergency number like Ambulance, Fire, Women help line and Child help line etc. This software based system would also be used for preparing daily patrolling plan, picket duty, point duty, traffic management and better management of recourses in general.

When the project becomes fully operational, no complainant would be required to visit police station. Police would itself reach the person calling on "100" number. This dream project of M.P. Government would be a "Game Changer" in true sense and path maker for others.

In the next phase video feed of CCTV surveillance cameras, being installed at 2000 locations across the State will be available in control room. The proposed "command and central" room would have CCTV surveillance data feed for 30 days. It will help in identifying the culprits and nab the offenders. The electronic data would be trustworthy evidence to get conviction and protect the innocent in the Court of law.

