

Chapter I

Introduction

Chapter-I: Introduction

1.1 Introduction

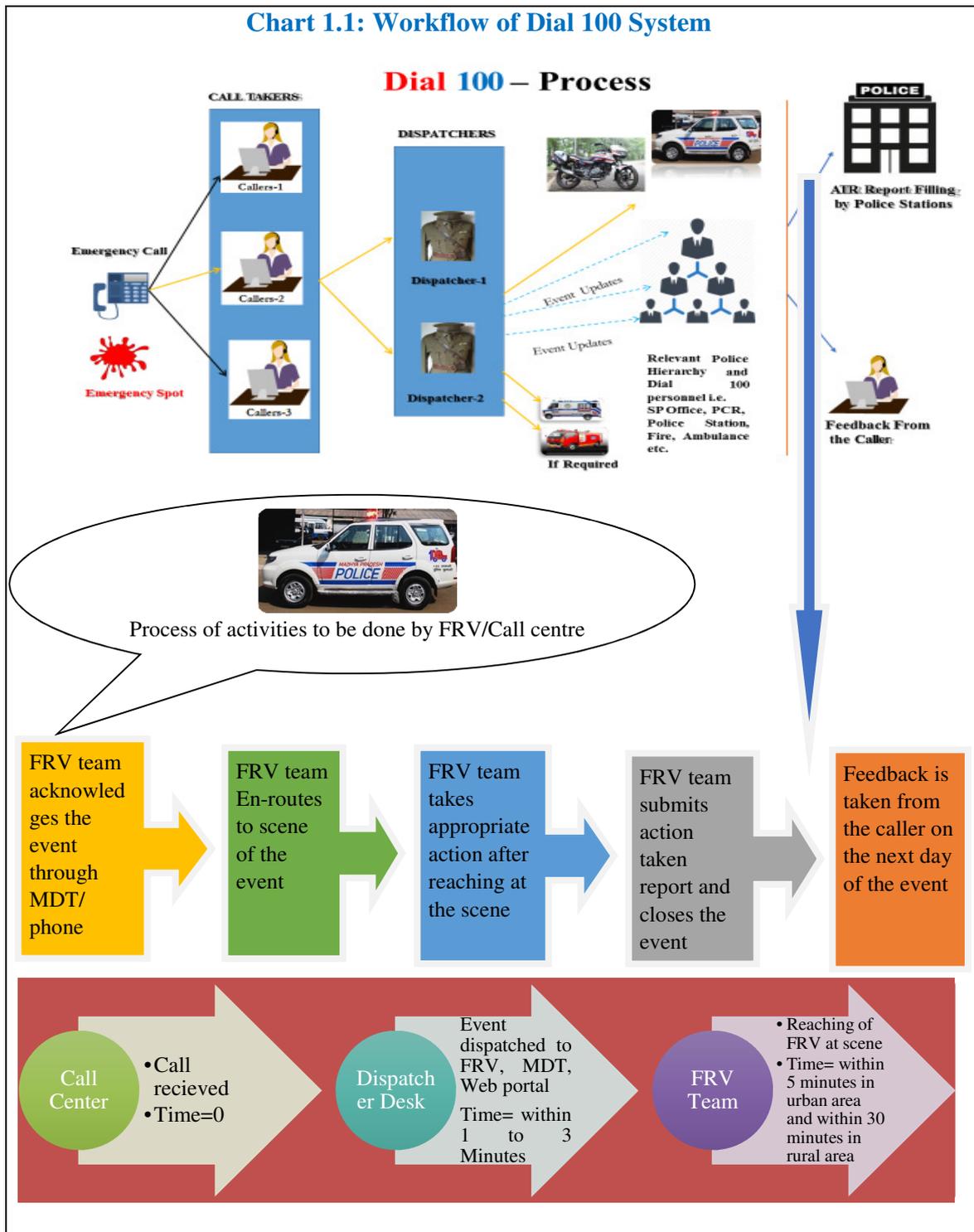
Dial 100 provides the first response to a distress call seeking help from the police. It is also mandated under Section 41C of the Criminal Procedure Code 1973. Since the existing dial 100 facility was found to have shortcomings¹, the Department of Home, Government of Madhya Pradesh (GoMP) decided to revamp it in March 2015 at a cost of ₹ 632.94 crore over a period of five years². Once operational, the facility was expected to provide 24×7 response within five minutes in urban areas and within 30 minutes in rural areas of Madhya Pradesh.

1.2 How does the Dial 100 System work?

On receipt of a call on the emergency number 100, the Call Taker inputs the details into the system. Computer systems validate the same from Caller Line Identification (CLI) database and Geographical Information System (GIS) database. Call taker forwards the details to the dispatcher (police personnel) who in turn examines the details and dispatches the incident to the nearest available First Response Vehicle (FRV) through Mobile Data Terminal (MDT), SMS and phone call. After attending to the event, the FRV staff (police personnel) submits Action Taken Report (ATR) to the district police control room through MDT for monitoring. FRVs in Urban Areas are required to reach for assistance to the citizen within five minutes and in rural areas within 30 minutes of the call. Work flow of the Dial 100 System is indicated in Chart 1.1 below:

¹ The calls from citizens to the police control rooms were being handled by persons who were not trained for the purpose. The software used and procedures followed were also not uniform across the state.

² 1 November 2015 to 31 March 2020, later extended to 31 December 2021.



In all, the deployment on Dial 100 included 80 call takers (outsourced to the System Integrator), 24 dispatchers (police personnel) and six supervisors per shift (three shifts per day). The Department also deployed 1000 First Response Vehicles (FRVs)—sourced from the System Integrator (BVG India)—with one driver (outsourced) and two police personnel in each FRV every shift. As on January 2020, the Project covers 1117 Police Stations and

623 Out Posts in all (52) districts of the State. The Superintendent of Police decides the deployment of FRVs within the district.

1.3 Audit criteria

Audit criteria were sourced from Detailed Project Reports (DPRs), Request for Proposals (RFPs) (Tender Documents) prepared by Department, Madhya Pradesh Financial Code (MPFC), Madhya Pradesh Treasury Code (MPTC), Terms and conditions of contracts, orders, circulars and guidelines issued by the Government from time to time.

1.4 Audit objectives, scope and methodology

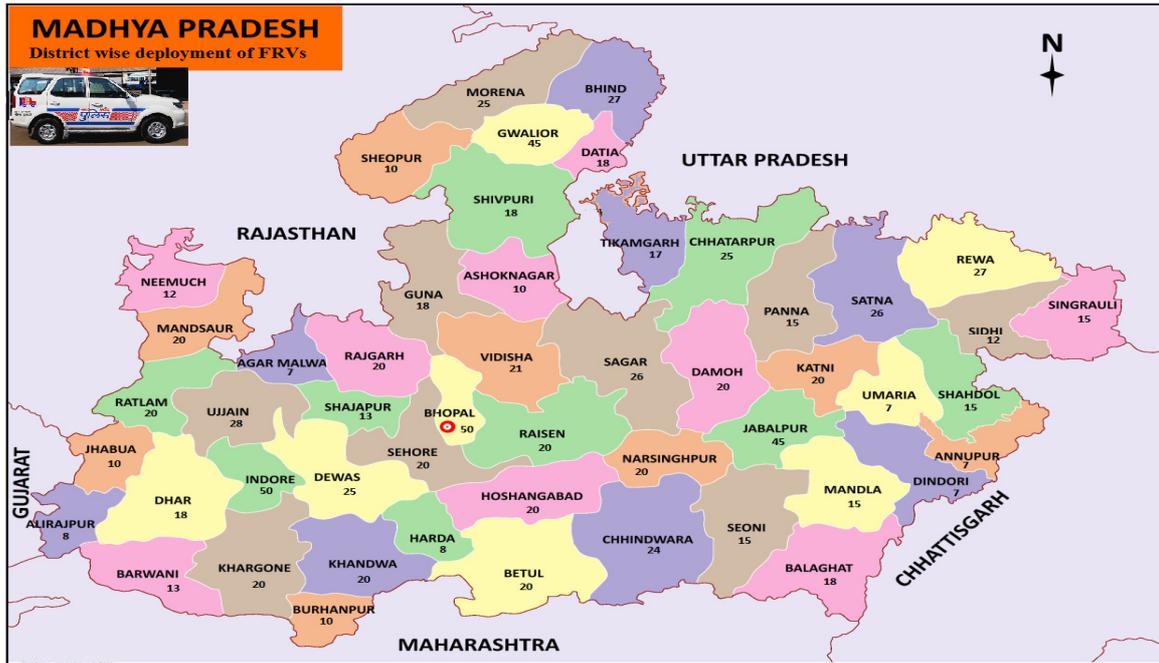
Performance Audit was conducted to draw an assurance that the department:

1. Assessed the requirements of the project properly;
2. Awarded the contracts in a fair, transparent and ethical manner;
3. Ensured implementation of the project especially with reference to the service delivery by the contracted agencies.

Organisational set-up is at **Appendix 1.1**. We examined records (manual and digital) in the office of the Additional Director General of Police (Telecom), Bhopal and at eight out of 52 districts Police Control Rooms for the period from November 2015 to March 2020. Chart 1.2 shows the District wise deployment of FRVs. We conducted joint physical verification of 103³ First Response Vehicles (FRVs) thus covering 35 *per cent* of FRVs in eight districts. The databases maintained in the state level data center at Bhopal were assessed on IT management.

³ Bhopal- 19, Dhar-6, Gwalior-17, Indore-19, Jabalpur-19, Morena-9, Narshighpur-7 and Vidisha-7.

Chart 1.2: District wise deployment of FRVs



We held the Entry Conference with the Additional Chief Secretary (ACS), Home Department in October 2020 to discuss the objectives, scope, criteria and audit methodology. Exit Conference was held on 11 June 2021 with ACS, Home Department to share the audit findings and recommendations.

Government's reply received in August 2021 has been suitably incorporated in the report.

This report has been prepared on the basis of the records, data, information and reports furnished by the Department. We disclaim any responsibility for any misinformation on the part of Department or for its inability to provide us the information.

1.5 Acknowledgement

We acknowledge the co-operation extended by the ACS, Home Department, GoMP, the Additional Director General of Police (Telecom) Madhya Pradesh and other officers and staff of the district police control rooms during the conduct of Audit.