



सत्यमेव जयते

# She RAKSHA

WOMEN SAFETY DIVISION NEWSLETTER

100% POLICE STATIONS  
USING CCTNS  
SOFTWARE TO  
TRACK CRIMINALS

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KOLKATA  
SAFE CITY PROJECT  
DEPLOYS PATROLLING  
VEHICLES FOR CURBING  
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## SPECIAL EDITION

MHA THROUGH ITS WOMEN SAFETY INITIATIVES MAKING PUBLIC PLACES  
SAFER FOR WOMEN TO MOVE FREELY

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## 112 India: App Downloads

More than 10 lakhs App downloads

**9,39,000**

Play Store (Android)



**84,324**

App Store (iOS)

## Crime & Criminal Tracking Network and System (CCTNS)

**31.56 Crore**

Police records available in CCTNS  
National database

**6.97 Crores**

Service request from citizens for  
various services on State  
Citizen Portals

**3.62 Crore**

FIRs have been registered using CCTNS software

**14.21 Lakh**

Searches conducted on the National Police Database on Crime and Criminals



## Delhi Police Projects for Safety of Women:

Safety of Women Scheme;  
Total

# 15,09,714

Number of women/girls imparted self-defence training (Capacity Building)



## Cyber Crime Prevention against Women & Children (CCPWC)

# 13,295

Number of personnel trained in handling cybercrime related cases



## Training on Forensic evidence cases in sexual offences

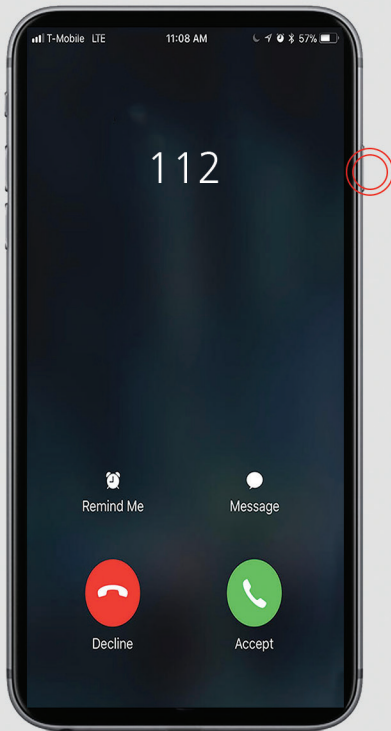
# 13,177

Investigation judicial officers trained



# Do you Know??

## You can reach 112 through Panic Button on your mobile phones.



Panic Button can be activated even when the phone is locked

In case of smartphone, Press power button 3 times quickly to activate panic button



In case of feature phone, long press '5' or '9' key to activate panic button

## ALL INDIA CONFERENCE OF DIRECTORS, FINGERPRINT BUREAU 2020 AND E-CYBER LAB INAUGURATED TO FAST-TRACK THE INVESTIGATION OF CRIMES

Union Minister of State for Home, Shri G. Kishan Reddy digitally inaugurated the 21st All India Conference of Directors, Fingerprint Bureau 2020 and the eCyber Lab set up by the National Crime Records Bureau (NCRB) on October 13th, 2020.

e-Cyber lab was launched to drive intelligence-led, coordinated action against key cybercrime threats and targets.

Shri G. Kishan Reddy mentioned that although law and order is a state subject, the Union Government is playing an important role in monitoring and tracking crime and modernization of Police forces & capacity building. The Union Government is also playing an important role extending assistance to State Government in improving policing.



**Shri Ram Phal Pawar, Director, NCRB (right) presenting a memento to Shri G. Kishan Reddy, Hon'ble Union Minister of State (left)**

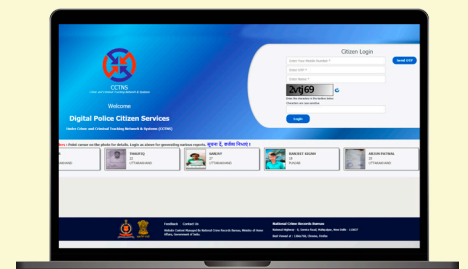
Emphasizing on the importance of fingerprint, Shri G. Kishan Reddy informed that National Automated Fingerprint Identification System (NAFIS) will soon become functional which will benefit the Police forces as the acquisition and digitization

of records and fingerprint data is an important step forward in documenting and tracking crimes and criminals. NAFIS will aid investigating officers in identifying criminals based on their fingerprints on a real-time basis.

## 100% POLICE STATIONS USING CCTNS SOFTWARE TO TRACK CRIMINALS

Shri G. Kishan Reddy, Hon'ble Union Minister of State addressed the inaugural session of the second conference on 'Good Practices in Crime and Criminal Tracking Network and Systems/ Interoperable Criminal Justice System (ICJS)' through video conferencing on 15th December 2020. The two-day conference has been organised by the National Crime Records Bureau (NCRB).

Shri G. Kishan Reddy mentioned that integrated database concepts like the CCTNS and ICJS have become indispensable to realise the dream of New India. The two-day conference has been organised by the National Crime Records Bureau (NCRB). He also added that crime does not follow jurisdictional boundaries and our response to crime should also not be restricted by boundaries. Immediate recording of crime and the access of the information to all the stakeholders



**CCTNS web portal sample screenshot**

is undoubtedly a key aspect of any effective law enforcement operation.

CCTNS aims at creating a comprehensive and integrated system for enhancing the efficiency and effectiveness of policing through adopting of principle of e-Governance and creation of a nationwide networking infrastructure for evolution of IT-enabled-state-of-the-art tracking system around 'Investigation of crime and detection of criminals'. It has managed to connect the police stations and other offices, even in the most far-flung areas.

CCTNS is now deployed in all 16,272



**Shri G. Kishan Reddy, Hon'ble Union Minister of State during inaugural session of Good Practices in CCTNS & ICJS through video conferencing**

police stations across the country, including the newly established police

stations. 99% of the police stations are registering 100% FIR in CCTNS.

## UNIFY WEBAPP TO IDENTIFY A SUSPECT OR UNIDENTIFIED PERSON BY CCTNS

**A** Valedictory Session of the 2nd Conference on Good Practices in CCTNS & ICJS on December 16th, 2020. The conference was aimed to provide a platform to all States/UTs to showcase their innovations and achievements with regard to CCTNS/ICJS that can be replicated by other States/UTs.

Union Home Secretary, Shri Ajay Kumar Bhalla was present as the Chief Guest and while addressing the valedictory session he said, it is satisfying to note that ICJS components such as eForensics, eProsecutions & ePrisons, have all been expanded manifold and many more databases integrated with the System. Apart from Union Home Secretary, other senior officials from the Union Ministry of Home Affairs and senior Police officers from States/UTs and CCTNS/ICJS Nodal Officers were present in the session.

A unique WebApp UNIFY was released on digitalpolice.gov.in platform that uses a Machine learning model to enable police personnel to search the photographs of missing



**(Left) Shri Ajay Kumar Bhalla, Union Home Secretary addressing the valedictory session with Shri Ram Phal Pawar, Director, NCRB**

persons/ criminals/ unidentified dead bodies against the national image repository in CCTNS.

Addressing the conference, Director NCRB, Shri Ram Phal Pawar mentioned about the release of UNIFY WebApp and said, that UNIFY WebApp can be used to identify a suspect or unidentified person by comparing his/her photo against the missing persons or

offender's database in CCTNS. This shows NCRB's commitment to realize the goal of having Tech-savvy police under the SMART acronym.



**Sample Screenshot of UNIFY WebApp**

## DELHI POLICE SIGNS MOU WITH NFSU TO ADVANCE CRIMINAL INVESTIGATION

**D**elhi Police signed an MoU with National Forensic Sciences University (NFSU) in the presence of Shri Amit Shah, Hon'ble Home Minister, Government of India on 19th January 2021.

This MoU will facilitate the services of NFSU trained forensic experts to the Delhi Police. 119 Forensic Assistants or Senior Forensic Assistants in different fields of Forensic Science will be inducted to help in various kinds of criminal investigation. Hon'ble Union Home Minister, Shri Amit Shah graced the occasion. Minister for State for Home Affairs, Shri G. Kishan Reddy, Union Home Secretary, Shri Ajay Bhalla, V.C. of NFSU, Dr. J.M. Vyas, Commissioner of Delhi Police, Shri S. N. Shrivastava, Gujarat Campus Director NFSU Prof. (Dr.) S. O. Junare and various other senior dignitaries were also present in the event.

Hon'ble Union Home Minister appreciated the importance of forensic and scientific evidence in providing and the efforts to strengthen the forensic capabilities across India through various initiatives of MHA. Dr J.M. Vyas, founder Vice-Chancellor of NFSU called this agreement a historic achievement.



*Delhi Police signed MoU with NFSU in the presence of Shri Amit Shah, the Hon'ble Home Minister, GoI*



*Shri Amit Shah, the Hon'ble Home Minister, GoI explaining the vision behind establishing NFSU and the advantages of MoU b/w Delhi Police & NFSU*

## NCRB CONDUCTS 2ND CCTNS HACKATHON AND CYBER CHALLENGE 2020-21

**N**ational Crime Records Bureau (NCRB) organized 2nd CCTNS Hackathon and Cyber Challenge 2020-21 in New Delhi on 3rd February 2021 through online platform. The event was presided over by Union Home Secretary, Shri Ajay Kumar Bhalla.

Director of NCRB and senior officials of the Ministry of Home Affairs & NCRB were also present at the inaugural function, as well as senior Police Officers of States/ Union Territories, and various other participants through the online platform.

The 2nd Hackathon CCTNS Hackathon and Cyber Challenge 2020-21 was held to enhance analysis and deepen the understanding of police personnel. Police official, especially those from the cutting-edge level, academia, industry, students and others were invited to participate





**(Starting from left) Shri Ram Phal Pawar, Director, NCRB, Shri Ajay Kumar Bhalla, Union Home Secretary and Smt. Punya Salila Srivastava, AS (WS & IS-I) at inaugural function**

in the event to help improve existing IT applications as well as help identify new IT applications to improve the CCTNS ecosystem.

In the view to improve the accessibility of the police to the citizens a new mobile app “Locate Nearest Police Station” was also launched. The App will help various

users including women commuters, interstate travelers, domestic and foreign tourists etc. especially during any emergency which has the facility to Dial 112. This app can be downloaded from the police portals [www.digitalpolice.gov.in](http://www.digitalpolice.gov.in) or [www.digitalpolicecitizenservices.gov.in](http://www.digitalpolicecitizenservices.gov.in) of the Ministry of Home Affairs (MHA).



**Sample Screenshot of the Nearest Police Station Mobile Application**

## MINISTRY OF HOME AFFAIRS CELEBRATES INTERNATIONAL WOMEN’S DAY 2021

**O**n International Women’s Day 2021 Bureau of Police Research & Development (BPR&D), under the guidance of the Ministry of Home Affairs, organized a One Day Webinar on “Woman Safety with Sensitivity” for police personnel. The Webinar aimed to sensitize the cutting-edge formations of the police, mainly Inspectors, Sub-Inspectors

and Constabulary ranks, on the safety of women, empathetic behaviour towards survivors of crime, evidence-based investigation of crime against women and children.

The Union Home Secretary, Shri Ajay Kumar Bhalla released two guidelines for police personnel:

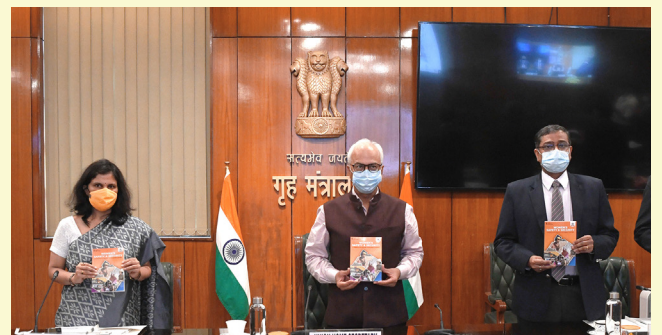
- Women’s Safety & Security - A Handbook for First Responders

- Investigators in the Police and Investigative Workflow Manual on Cyber Harassment Cases.

The Webinar was attended by 525 officers of ranks from Constables to SPs from 22 States and UTs Police Forces and 31 Officers of ranks from Inspector to JD from 17 CAPFs and CPOs.



**(From Left) Smt. Punya Salila Srivastava, AS (WS, IS-I), Shri Ajay Kumar Bhalla, Union Home Secretary and Shri V. S. K. Kaumudi, Director General, BPR&D**



**Dignitaries releasing the guidelines for Police Personnel**

## NATIONAL CRIME RECORDS BUREAU CELEBRATES 36TH INCEPTION DAY

**N**ational Crime Records Bureau (NCRB) celebrated its 36th Inception Day on 11th March 2021. Union Home Secretary, Shri Ajay Kumar Bhalla presided over the function. The function was also attended by senior officers of MHA and senior officers from various Central and State Police Organizations.

The Union Home Secretary complimented NCRB for its efforts for delivering timely Publications and IT Applications for criminal justice ecosystem and its role in creating an ecosystem of scientific and smart policing. He also requested States/UTs to provide crime data for the year 2020 expeditiously for getting them aggregated in NCRB publications.

On the occasion, the Union Home Secretary presented medals to NCRB officers and personnel during a brief



**Shri Ajay Kumar Bhalla, Union Home Secretary (right) presenting Police Medal to NCRB Officer (left)**

Investiture Ceremony. Officers who were presented medals are-

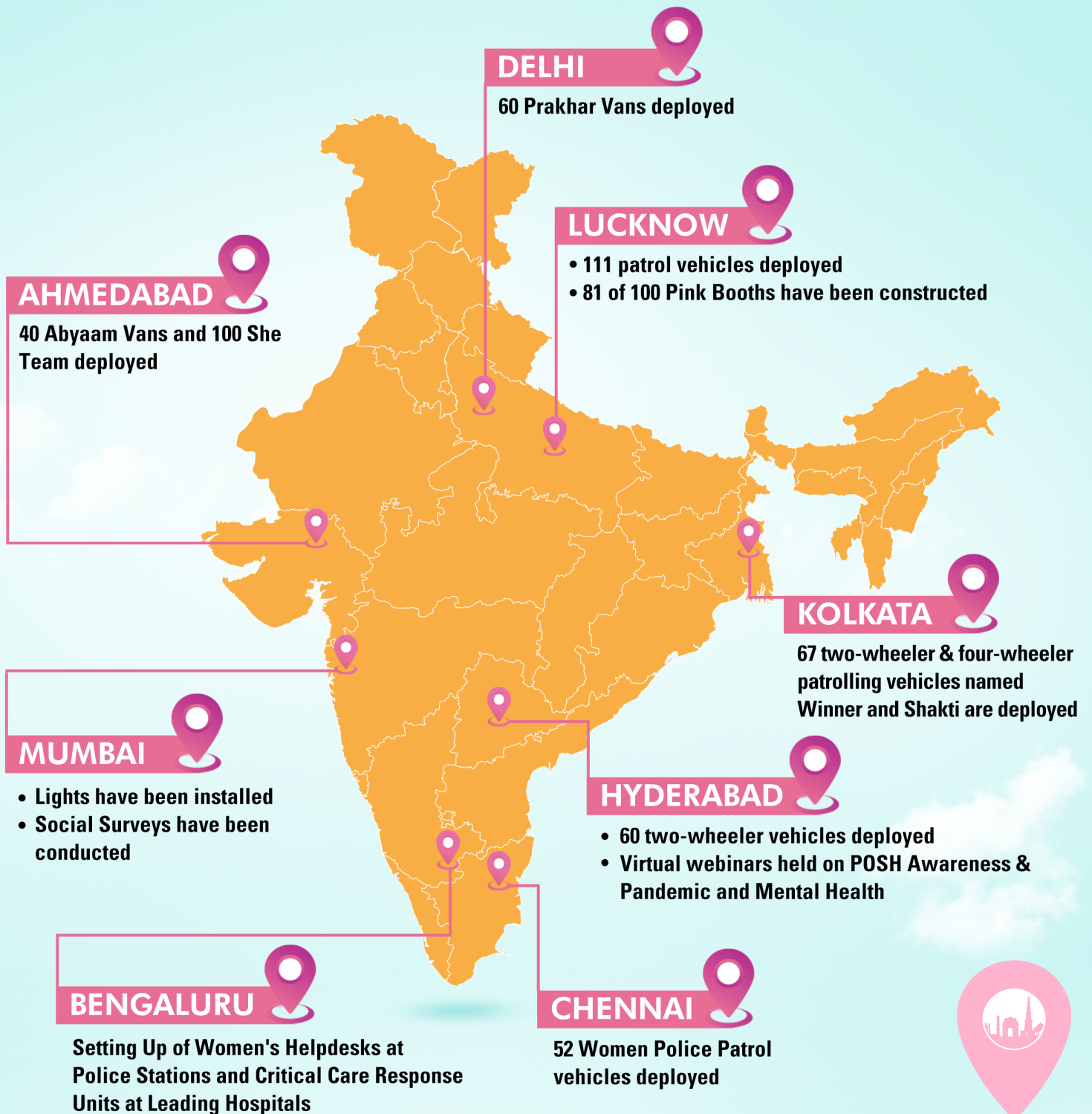
1. Shri P. K. Mishra (Inspector, CFPB-NCRB),
2. Shri S. K. Tiwari (Inspector, CFPB-NCRB)
3. Shri Akhilesh Kumar Tripathi (Sub-Inspector, NCRB).



**Shri Ram Phal Pawar, Director, NCRB (left) presenting a memento to Shri Ajay Kumar Bhalla, Union Home Secretary (right)**

# SAFE CITY PROJECT

THE SAFE CITY PROJECTS OF MHA EMBARKED ON A STRATEGIC PLANNING PROCESS TO CREATE SAFE CITIES FOR WOMEN



# BENGALURU SAFE CITY PROJECT SETS UP WOMEN HELPDESKS AT POLICE STATIONS AND CRITICAL CARE RESPONSE UNITS AT LEADING HOSPITALS

**B**engaluru Safe City Project has taken a unique initiative to deploy trained counsellors at Women Helpdesks in all police stations and established Critical Care Response Units (CCRU) at leading hospitals to provide speedy relief to women in distress. This initiative is expected to make law enforcement more approachable to women in distress, leading to healthier reporting of crimes against women as more and more women gain confidence in the criminal justice system.

The counsellor is the first point of contact for every woman complainant who approaches the police station. For the purpose suitable volunteers from Civil defence have been selected and extensively trained in counselling skills and deployed as counsellors at Women's Help desks set up in all 110 police stations of Bengaluru City. The trained counsellor provides holistic help and guidance to the woman complainant, covering a whole spectrum of legal and civil remedies, as well as facilitation to avail of social security programmes for women and children, and most importantly, extend much needed emotional support.

Another important intervention under the Bengaluru Safe City Project is the establishment of CCRUs at major hospitals in all 8 law and order divisions of Bengaluru City. The process of signing MoUs with the hospitals is currently underway.



**Women Complainant at Women Help Desk at Bengaluru City Police Station**

Once in place, women survivors of physical and sexual assault will be provided swift medical attention. It would also ensure proper collection of medical evidence in such cases of

gender-based violence, which will help achieve better conviction rates, greater deterrence due to certainty of punishment and effective delivery of justice.



**Women Counsellor Officer at Bengaluru City Police Station**

# KOLKATA SAFE CITY PROJECT DEPLOYS PATROLLING VEHICLES FOR CURBING CRIME AGAINST WOMEN

The Kolkata Police has introduced 67 two-wheeler & four-wheeler patrolling vehicles named *Winner* and *Shakti* as a part of Safe City Project initiative to ensure the safety and security of women and maintaining law & order in the densely populated metropolitan city.

*Winner*, two-wheeler patrolling vehicles will be useful in patrolling the congested urban areas, in high-density housing complexes and at special events and whereas *Shakti*, four-wheeler patrolling vehicles will be used for surveillance and the intercept of any untoward incidents like eve-teasing and other crime against women. Kolkata police will provide special training to the personnel who will operate these vehicles to deal with crimes against women.



*Dignitaries flagging off the Winner Vehicles*



*Winner Patrolling Vehicle*



*Shakti Patrolling Vehicle*

## FSL MIZORAM SUCCESSFULLY COMPLETES THE UPGRADATION OF ITS DNA LABS AND EQUIPMENT

In order to improve investigation, MHA has sanctioned setting-up and upgrading of DNA Analysis units in State Forensic Science Laboratories (SFSLs) in 20 States/UTs. As part of the aforesaid project, FSL, Mizoram has completed the upgradation as per the approved project. The endeavour of FSL Mizoram would help to augment facilities and

provide assistance to the criminal justice system in speedy trial and conviction in sexual assault cases and cases related to cyber forensics.

The FSL Mizoram has procured modern equipment that would enhance their capabilities in the examination of the cases related to DNA and Cyber Forensics.

FSL Mizoram has upgraded labs

and equipments like Renovation of DNA Room, Setting up of Cyber Forensic Lab, Procurement & Installation of DNA Equipment, Procurement & Installation of Cyber Forensic Equipment, Manpower, and Procurement of Crime Scene Van and Equipment.

## DIAL 112 – ONE INDIA, ONE NUMBER NOW SERVING IN 35 STATES/UTS

Emergency Response Support System (ERSS) provides a computerized system through a single number 112 for citizens to seek assistance of police, medical and fire service in emergencies. This facility is now operational in 35 States/UTs, including Andhra Pradesh, Arunachal Pradesh, Chhattisgarh, Haryana, Assam, Manipur, Gujarat, Goa, Himachal Pradesh, Jammu & Kashmir, Karnataka, Kerala, Madhya Pradesh, Meghalaya, Mizoram, Nagaland, Odisha, Punjab, Rajasthan, Sikkim, Telangana, Tamil Nadu,

Tripura, Uttarakhand, Uttar Pradesh, West Bengal, Andaman & Nicobar Islands, Chandigarh, Daman and Diu, Dadra and Nagar Haveli, Delhi, Lakshadweep and Puducherry, Ladakh and the city of Mumbai.

The 112 emergency services can be accessed through –

1. Dialling 112 from Landline/ Mobile
2. Activating panic button on smart phone - Pressing power button 3 times simultaneously on smart phone

3. Activating panic button on basic phone - Long Press '5' & '9' keys on basic/feature phone
4. Sending SMS to 112
5. 112 India mobile App
6. States/UTs dedicated 112 websites
7. Email to dedicated States/UTs email addresses

For more information visit [www.112.gov.in](http://www.112.gov.in)

## MADHYA PRADESH

A woman called on Dial 112 on 29-09-2020, at 12:45 AM-midnight at the Dial 112 ERC (Emergency Response Centre) at Bhopal informing that she is stranded alone near Khatkiya Tirahe under Kumberaja, district Guna police station. She could not find any vehicle to go to her village. Dial

112 ERC immediately forwarded the information to the local police station at Kumbhraj and the control room at Guna to alert the nearest Dial-112 First Responder Vehicle (FRV) for swift assistance. The Dial 112 first response vehicle reached Khatkiya Tirahe immediately and observed that the woman, a resident of village

Goria Khera, came from Bhopal to Guna on a bus and had to go back to her village but she could not find any conveyance at night. Police personnel of Dial-112 escorted the woman to the Goria Kheda village in an FRV vehicle. Her family thanked the Dial 112 service for their rapid action.

## TELANGANA

As per information received from a caller at Dial 112 on 15-10-2020 at 11:45 AM, a family, which included a pregnant lady, was stuck in flood caused by rain. They requested for immediate emergency rescue. The Call Taker noting the criticality of the situation, immediately informed the necessary details to Dispatcher at 11:47 AM. The dispatcher communicated the severity of the case information and

shared it with the nearby Chennur Police Station (PS) at 11:50 AM. The PS assigned the nearest Patrol vehicle to rescue the victims and simultaneously alerted the GHMC team. The emergency responders and rescue teams swiftly reached the scene within 15 minutes. Shifting the stranded family especially the pregnant woman was an arduous task because of the increasing water level. Withing minutes, the rescue officers

arranged a tractor to rescue the pregnant woman and her family and rushed them to the nearest Chennur Govt. Hospital. The GHMC team supplied food supplies for them. Later, a follow up call was made to know the status: due to Dial 112's persistent diligence, it was reported that the victims are safe. Dial 112 successfully saved lives.

## UTTARAKHAND

An SOS signal was received from 112 India App on 9th October 2020 at 09:21 PM from a 29-year-old resident of Madhopur Road, Roorkee. The complainant contacted Dial 112 requesting immediate rescue citing a fire emergency at her residence. She informed that the gas cylinder had caught fire at her house, and

she was worried about the loss of life and property. The information was immediately shared with the DCC (District Coordination Centre) Haridwar, Control Room Roorkee, local Police Station and Fire Station who were directed to reach the GPS location of the caller's mobile phone immediately. Patrol teams of Chetak 44, Chetak 49, Chetak 47 and the thana

Gangnagar Force were dispatched to the spot by DCC Haridwar. Owing to the coordinated efforts of the police and fire teams, the fire at the location could be extinguished quickly, saving the densely populated nearby houses. The caller expressed her gratitude to Dial 112 and appreciated the prompt rescue and response.

## KARNATAKA

A call was received on 20-11-2020 at 03:51 PM from a caller named Suraj from Child help line. He informed that there is a Child marriage going on in Venkateshwara Nagar Hulkoti Village Gadag District.

He gave all the information and asked for Police assistance to stop the child marriage. The call taker acted swiftly and dispatched to Emergency Response Vehicle. Dial 112 officers reached the place along with the caller

from Child Helpline and stopped the marriage. Child Helpline Officer received the bond from parents stating that until their daughter will not be married till she becomes 18 years old.



## PICK-AND-DROP FACILITY FOR PHYSICALLY CHALLENGED BENEFICIARIES

A unique step has been taken by Rewari Administration, Haryana to help and ensure complete vaccination coverage under the COVID-19 programme.

Dial 112 is providing assistance for travel and other support to the

physically challenged people eligible for vaccine in Rewari to ensure nobody is left behind from the vaccination programme to fight the pandemic.

For people requiring assistance for travel or any other support for the

vaccination, Dial 112 will assist them with transportation to the nearby campsites and back home in Dial 112 vehicles provided to the Deputy Commissioners for the purpose.

## DIAL 112 HELPED IN ARRANGING OXYGEN FOR HOSPITAL AND TRANSPORTING PEOPLE TO HOSPITALS

As COVID-19 infections rise across Delhi during second wave, residents asked for help by dialling 112 and requesting for Ambulance and arranging oxygen cylinders for Covid-19 tested positive patients. In response to this Dial 112 response vehicles were equipped with PPE Kits and in the case of emergencies the vans served as the

ambulances too.

In one such response to emergency call received from a west Delhi hospital, Dial 112 helped in arranging oxygen cylinders for the hospital. A call was received from resident doctor from the Hospital informing that the lives of critically ill COVID-19 patients was at stake as their oxygen

stock was about to get over. The police team immediately contacted oxygen cylinder suppliers in the nearby areas. 112 emergency response vehicle was rushed to the oxygen cylinder storage point and helped in transporting oxygen cylinders to the concerned Hospital.

## SHE TEAM GOES BEYOND DUTY, HELPS SENIOR CITIZEN COUPLE TO GET GROCERY AND MEDICINES

Mr Ajit Desai, an 80-year-old residing in Haridas Park, Nehru Nagar, Ahmedabad got in a difficult situation post the announcement of lockdown. He and his wife Varsha, 78, ran out of medicines and essential items which they never stocked in large quantities. The couple's dilemma was short-lived

as the Ahmedabad's SHE Team came to their rescue.

Mr Ajit Desai informed that works as a visiting Professor and there are only two members in the house, himself and his wife. They never thought to stock items in large quantities.

He got in touch with Help Age India who guided him to connect with Dial

112 number. SHE Team reached his house in 10 minutes and assisted to bought all necessary & medicines to last me two months. SHE Team also helped in transferring the bags inside the house and assured for future assistance.

He was touched by their gesture.



गृह मंत्रालय  
MINISTRY OF  
HOME AFFAIRS



One India | One Emergency Number

# Emergency assistance is just a tap away



to reach Police, Fire & Medical services

## Dial 112 or use 112 India App

Dial 112 Services now available in 35 States/UTs across India

Download 112 India App



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