National Conference on E-Governance
Technology for Accelerating Development

e-Governance Initiatives
Telangana State Police
Objectives
➢ Technology as a Force Multiplier
➢ Faster Emergency Response
➢ Bringing Accountability and Transparency in Police Services by interface separation
➢ Improvement in Quality of investigation
➢ Improved Conviction rates
➢ Safe & Secured Communities with help of Community Partnership
➢ Proactive Criminal intelligence
➢ Continuous Technological innovations
Technology Initiatives
Mobile Apps

Mobile Apps have been launched to enhance visibility, transparency, and responsiveness in policing.

- **HawkEye** - Empowering public to be a citizen Police
- **TSCOP** - Empowering the front-line Police officers
- **Traffic Live** - A tool for facilitating fast & Safe drive
- **Veryfast** - Mobile interface for accelerated Police Passport verification
- **Lost Report** - App for online police report on loss of Articles/Documents
- **E-Petty Case** - Evidence based enforcement towards zero tolerance on petty offences
- **Courts & Prosecution** - Faster, accountable and transparent process to improve the conviction rate
- **M Wallet** - Digital Driving License & RC
- **Online Fingerprint Verification**
e-Governing Applications

**Mee-Seva** - Eliminates physical visit and contact of Citizens, Brings Transparency and Accountability

**E-Challan** – Contactless, Cashless Evidence based Traffic Enforcement

**Video Conferencing Facility**: Enhancing the efficiency and productivity

**Community CCTV** - A unique Legislation to achieve CCTV Empowered Communities – Public Safety (Measures) Enforcement Act, 2013

**ITMS** – Integrated Traffic Management System

**Patrol Vehicle Tracking** - GPS Enabled Patrol Cars & Blue Colts

**Toll Eye** - Vehicle movement tracking through toll gate database

**CCTNS** - Crime & Criminal Network and Tracking System A national e-Governance Project

**Workforce Management** - Transparency and Accountability in Police functions

**JRMS** – Jail Releases Monitoring System for improved Surveillance on repeat offenders
Analytics

**Geo Spatial** - Crime Mapping to spatial analysis and integration of policing practices for analysis and decision making

**Video & Data Analytics** - Facial Recognition, AMPR, Traffic Analytics, insight into Crime & Criminal patterns and co relation for quick response

**Social media Lab** - Helps to connect the Public and Community forums, information gathering and information dissemination

**Forensic Analytics** – Enable to connect the forensic lab to the Crime scene in investigation process for quick results
Centre of Excellence

**Investigation Support Centre** - a Centre of excellence for Investigation and Prosecution Services

**Community Policing Support Centre** - a Centre of excellence to standardise Community Policing Practice

**Citizen Feedback Centre** - a Centre of excellence to gaze the Citizen Satisfaction Index in Policing Services and to take corrective measures

**Multi-Agency Command & Control Centre** – Efficient and Effective Policing to provide situational awareness and actionable intelligence
m-Governance
(Mobile Apps)
HAWKEYE
Empowering Public to be a Citizen Police

8,18,156 Downloads

1 | Report a Violation
2 | Register with Police
3 | Community Policing
4 | Theft Vehicle / Cellphone Search
5 | Traffic Updates
6 | Facebook links
7 | Job Connect
8 | Lost Report
9 | Notifications
10 | Know Your Report Status

Services now out stretching to nook & corners of Telangana State

The footprint of HawkEye expands to other Commissionerates and Districts

- Already implemented in Cyberabad, Rachakonda, Warangal, Siddipet, Karimnagar, Ramagundam, Nizamabad & Khammam Commissionerates.

“Emergency Responsive System”
ONE STOP APP FOR ALL CITIZEN SERVICES

e-Governance Initiatives

Emergency Services

SOS 1
Women Travel Made Safe 2
Emergency Contacts 3

Know Your Report Status

Report a Violation
Women Travel Made Safe
Register with Police
Emergency Contacts

Traffic Updates
Facebook links
Job Connect
Lost Report
Notifications
Traffic Live App

APP FEATURES

1. Public interface
2. Auto Fare Estimation
3. Live Traffic
4. Nearest Police Stations
5. E-challan status
6. Find your towed vehicle
7. Find Vehicle RTA Details
8. Public Service complaint
9. Public Information
VeryFast
Passport Verification

Very Fast Technology interface for fast Passport Verification with a Tab

Vision: - To reduce the duration of Police verification from 1 month to 5 days

❖ GPS enabled technology
❖ All Passport Verification Field Officers provided with iPads
❖ It enables expeditious and paper less Verification of PPFs.

Magnitude: - 4,00,000 Applications per Year

Since April, 2015

Number of Complaints/Reports Received: 25401

Certificates Issued: 12945

Rejected (as user failed to prove authenticity): 8491

Out of Hyderabad City Police limits: 3965

Lost Report: Process

❖ This Report is Digitally Signed Document.
❖ Report will have Photo of the Applicant which is provided in Aadhar Database.
❖ Report will have Aadhar Number and Name mentioned in Aadhar Card
❖ Report will have unique verification Key Number for any future reference.

SLA with in 72 hours the applicant should get Digital Certificate

Number of Services offered to get Article/Document Lost Reports: 27
Zero Tolerance on Small Crimes will prevent Major Crimes

- Zero Tolerance to Crime, Small Crimes if not controlled in time leads to bigger crimes
- Tab based Field Enforcement Tool for Petty Offences
- Evidence based Enforcement System with Lat-Long and Photographs
- Enhanced punishment for repeat offenders including imprisonment

- **Total Cases Booked:** 40238
- **Convicted Cases:** 33941
  - Imprisonment: 1565
  - Fine & Imprisonment: 2189
  - Only Fine: 30153

## CONVICTION REPORT IN E-PETTY CASES

<table>
<thead>
<tr>
<th></th>
<th>1 to 5 Days</th>
<th>6 to 10 Days</th>
<th>11 to 16 Days</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>3500</strong></td>
<td>240</td>
<td>14</td>
<td></td>
<td>3754</td>
</tr>
</tbody>
</table>
Court & Prosecution Services

**Charge Sheet Status**
Updation of the status of Charge Sheet

**Court Committal**
Updation of the case Court committal status

**Court Transfer**
Updation of the Court Transfer form one to another

**Court Case Dairy**
Court proceedings updation right form the Court

**Summons & Warrants**
Summons & Warrants entry, entrustment and serving workflow

**Notice to Sureties**
Serving Notice to sureties in case of not obeying bail conditions

**Proclamations & Attachments**
Declaring as proclaimed offender and attachment of properties

**Court Disposal**
Updation of the Court disposals such as Convictions and Acquittals

**Stay Order**
Updation of the stay orders on the investigation

**Lok Adalath**
Updation of the Lok Adalath disposals such as Convictions and Acquittals

**Appeals**
Appeals in the higher courts by government and accused

**Result of Appeals**
Result of appeals updation
Helps to motorists to avoid physically carrying documents like driving licence, registration certification and other vehicle-related documents, since digital certificates can be uploaded through the App.

During checking by police or Road Transport Authority (RTA) authorities, a motorist can show M-Wallet App on their smartphone for verification of documents instead of physically producing the documents.

Notification of Penalty Points
e-Governance Applications
The objective of Mee Seva is to provide smart, citizen centric, ethical, efficient and effective governance facilitated by technology. Mee Seva also ended the 'tyranny of ink signatures'. The SHOs have been using the digital signatures to clear Mee Seva requests, making it the country’s largest such system.
### e-Challan

**Cashless & Contactless Evidence based Traffic Enforcement**

<table>
<thead>
<tr>
<th></th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cash less</td>
<td>Rs. 145,01,48,305</td>
</tr>
<tr>
<td>Contact based</td>
<td>Rs. 29,53,717</td>
</tr>
<tr>
<td>Non-Contact based</td>
<td>Rs. 51,25,745</td>
</tr>
</tbody>
</table>

#### Payment Gateways:
- Cash less: 100% cashless enforcement through technology
- Contact less: Towards totally Non-Contact Enforcement
- Evidence based: All challans generated along with evidences
- Regulation first Enforcement Next: No enforcement at peak hours

#### Rs.145,01,48,305
The amount collected from traffic violators from 2013 to till date

#### 27%
Increase in amount collection through cash less enforcement
Video Conferencing Facility for every Police Station (Total 145 Locations)-
Enhancing the efficiency and productivity of Policemen and responsiveness to the citizens, the Video Conference technology acts as a catalyst to meet the above goals.

- Regular Administration
- Bandobust Planning / Incident Management
- Crime Review
- Real time Crime Scene Monitoring
- Trainings
- Victim & Witness virtual Prosecution

e-Governance Initiatives
A unique Legislation to achieve CCTV Empowered Communities – Public Safety (Measures) Enforcement Act, 2013

COMMUNITY CC CAMERAS HELPED IN DETECTION OF SENSATIONAL KIDNAP AND GRUESOME MURDER MYSTERY OF MINOR BOY ABHAY SOLVED IN A RECORD TIME OF 48 HOURS – THREE HELD.

Community CCTV Project: All the Police Stations covered by CCTV Surveillance

- With the help of CCTV Cameras till date we have detected 1522 Cases of various Police Stations in the jurisdiction of Hyderabad City Police
ITMS (Intelligent & Integrated Traffic Management)

Intelligent & Integrated Traffic Management System (ITMS). It is aimed at providing a universal view of traffic flows; modelling traffic flow optimization; best possible traffic routing; optimizing traffic junction signals and disseminating the traffic information, guidance, and awareness to the citizens and road users.

The ANPR & Red Light Violation automatically identifies all the moving vehicles in a scene with their number plates. Other information such as the color, silhouette and watermarked/encrypted snapshot of the vehicle is stored in the event log database.

Three seconds photos and video clip will be recorded on every violation.
Community Patrol Cars

GPS enabled Patrol Cars and Blue Colts empowered with
Geotagged Crime Mapping | Video Conferencing | Mobile App with Data Analytics

Armed Interceptor Vehicles at all Strategic locations
Vehicle movement tracking through toll gate database

- Real-Time / periodical vehicle data accusation from tollgates
- Proactive alert messages on crime involved vehicles/suspect vehicles to toll gates.
- Web interface to search vehicles and to add crime involved vehicles/suspect vehicles to watch list.
- Integration with HYDCOP mobile application to access "Anywhere & Anytime"
- SMS alerts to Police Stations once the watch list vehicle passes through toll gate.
- Alerts on vehicle type mismatch based on RTA database.
- Planning to have ANPR (automated number plate recognition) cameras at strategic toll gates to reduce the dependency on toll agents.
Enterprise eCops (CCTNS )

Ranked 1st in the Country among all States

- Petition Management
- FIR Management
- Investigation Management
- Courts & Prosecution
- Station House Management
- Higher Officers Module
- Monthly Crime Reports
- Online Monthly Crime Review
- Offline Application
- Intranet Portal
- Citizen Portal
- Learning Management System
- Police Messaging System
- Criminal Intelligence System
Police Work Force Management System

This is an internal application to improve the utilization and productivity

- Process based organization structure with roles & responsibilities
- Employee based Activity planning
- Time Management: Actual hours spent on each activity

Daily Performance Report (DPR) to measure the performance of each employee on a daily basis

- Technology enabled Process to capture work turned out on daily basis by every Policeman including Home Guards
- Aadhar based attendance

Work Force Management System: To empower the Police Personnel of all ranks of Hyderabad City Police to upload the details of work performed by them online on a daily basis through their Mobile devices in addition to Leave management etc. This will also enable the Police Personnel to access all reports online in their Mobile Phone Devices in relation to Police workforce Management System.

The Features of the Workforce Management:
- Workforce Daily Activity Reporting
- Workforce Leave Management
- Department Orders Management
- Workforce Transfer Management
- MIS and Dashboard
- Mobile App Support for Daily Activity Reporting
- Central Workforce Service Database
- Police Business Process Automation
Telangana State Police has implemented JRMS at all prisons in the Telangana State in 2017 for recording the details of the arrested, convicted & released Prisoners. JRMS enable the Telangana State Police to track the Jail inmates, Mulakaths, Jail acquaintances and jail releases for improved surveillance over the repeat offenders, thus preventing the probable Crimes.
Analytics
Hyderabad City Police has replaced STATION CRIME HISTORY PART II with digital crime mapping named imCAP (Interactive Mapping of Crime & Accidents for Police).

Which an analytical application is for maintain and analyze the crime & accidents information on maps.

This application carries police station-wise (both crime and traffic police) information like crime/accident details – crime number, Crime type (like property offences, gender offences etc) sub type (snatching, house breaking-day, house breaking-day etc), date, time, SHO details along with geographical coordinates of landmarks and vulnerable locations.

This advanced crime mapping gives a comprehensive live crime pattern to the all police officers which enables them for efficient crime prevention and detection.
The aim of video enhancement is to improve the visual appearance of the video, or to provide a "better" transform representation for future automated video processing, such as analysis, detection, segmentation, recognition.

Facial Recognition

- Facial Recognition Software to identify antecedents of terror suspects, property offenders and other criminals at the click of a mouse once they are caught on CCTV camera.

- The software will help the police identify the accused and suspects, instantly by matching them with a data bank of photographs of known offenders.

This video is regarding to theft of a laptop which has occurred in the premises of Yashoda Hospital, Malakpet. The accused was found wandering inside the Hospital premises. After successful enhancement, the Police Malakpet trace out the accused person with in a short time.
01 With the rise of Social Networking Media, information sharing has been democratized.

02 User activities on social media generate behavioural data, which is massive, expansive, and indicative of user preferences, interests, opinions, and relationships.

03 Users are given opportunities to exhibit different behaviors such as sharing, posting, liking, commenting, and befriending conveniently and on a daily basis.

04 By analyzing behaviors observed on social media, we can categorize these behaviours into individual and collective behaviour.

05 This behavioral data provides a new lens through which we can observe and analyze individual and collective behaviours of users by monitoring.

### Classification Statistics

<table>
<thead>
<tr>
<th>Classification</th>
<th>Statistics</th>
</tr>
</thead>
<tbody>
<tr>
<td>Profiles</td>
<td>23,92,936</td>
</tr>
<tr>
<td>Friends</td>
<td>47,56,002</td>
</tr>
<tr>
<td>Posts</td>
<td>73,006</td>
</tr>
</tbody>
</table>
A dedicated Tech Savvy Mobile Forensic Team.

- Hyderabad City Police introduced **17 Scientific Clues Teams @ one at each Division** level covering three to four Police Station areas.

- The role of the Crime Scene Team is to assist the investigation agency in methods of securing the crime scene and to document the scene with photography, video; to ensure the proper identification, handling, collection and packaging of physical evidence found at a scene.

- Started from October-2015 and handling 15 to 20 cases per day.
Centres of Excellence
The new beginning to improve the quality in investigation

Investigation Support Centre (ISC)

Subject Matter Experts (SMEs)
- Senior Investigation Officers
- Asst. Investigation Officers
- Legal Experts
- Forensic Experts

Knowledge Management System
- Knowledge base with FAQs
- Case Studies
- Content

Peer Collaboration Platform
- Expert Forums
- Online Chatting
- Blogs
- Case Studies

Performance Support Tools (PSTs)
- Micro Learning Videos
- Checklists & Templates
- SOPs, Process Manuals
- Flash Cards, Podcasts

What I need to know right now?
What skills & competencies I need?
Who I can ask for help?

Its all bout me. My Job. My Role. My Assignment

e-Governance Initiatives

Wiki
- Acts & Sections
- Amendments
- Ingredients, Illustrations
- Judgement Copies
## COMMUNITY POLICING SUPPORT CENTRE

<table>
<thead>
<tr>
<th>Build Trust among the Police &amp; the Community</th>
<th>Develop Crime prevention initiatives in the Community level</th>
<th>Develop Community Relations</th>
</tr>
</thead>
<tbody>
<tr>
<td>By bringing police &amp; community together through partnerships &amp; consultation</td>
<td>By maintaining an understanding with community on crime control</td>
<td>For developing a participative leadership &amp; socialization in the Community</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Develop relationship with Media</th>
<th>Strengthen humane values</th>
</tr>
</thead>
<tbody>
<tr>
<td>To maintain public awareness &amp; public trust</td>
<td>Reduce the fear of crime, create a sense of security and enhance the respect &amp; improve human behavior</td>
</tr>
</tbody>
</table>
Citizen Feedback Centre

Third party Citizen Feedback Centre

Third party call centre to collect the feedback from citizens for services rendered (10% to 20% will be contacted)

Ratings for the Police Stations and Individuals

Advisory memo to the poor performers by Commissioner of Police

Reflection of feedback ratings in ACR

Services covered

1. Police Station Reception & Petition Management
2. Investigation Process
3. Passport Verification
4. Traffic Management

32% to 20%
Negative remarks have been reduced to 32% to 20% overall

20%
Bottom 20% performers will be removed and attached to HQ based on Feedback
Multi-Agency Command and Control Centre

A State of art 20 Storied Twin Tower Command Control Centre with Fusion Technologies

A unique Legislation to achieve CCTV Empowered Communities – Public Safety (Measures) Enforcement Act, 2013

Safe Colonies Community CCTV Networks

City Wide CCTV Surveillance System supported by high end Data Analytics

State level Operational Centre for all Departments

e-Governance Initiatives
Smart Command and Control Centre's
A cross functional CCTV convergence

- Grater Hyderabad Municipal Corporation (GHMC)
- Secundrabad Cantonment Board (SCB)
- Hyderabad Metropolitan Water supply & Sewerage Board (HMWS&S)
- Roads & Buildings

"The command control centre aims to identify various civic issues such as potholes, water and sewer leakages, and dumping of garbage by commercial establishments on roads. We can monitor traffic on the main roads in the cantonment area too,“- CEO, SCB
Impact
## Reduction of Crime in Hyderabad

<table>
<thead>
<tr>
<th>S. No.</th>
<th>CRIME HEAD</th>
<th>2014 (BASE)</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
<th>CUM. REDUCTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Chain Snatching</td>
<td>425</td>
<td>239</td>
<td>68</td>
<td>40</td>
<td>90.6%</td>
</tr>
<tr>
<td>2</td>
<td>H.Bs by Day</td>
<td>106</td>
<td>113</td>
<td>79</td>
<td>57</td>
<td>46.2%</td>
</tr>
<tr>
<td>3</td>
<td>H.Bs by Night</td>
<td>453</td>
<td>374</td>
<td>281</td>
<td>246</td>
<td>45.7%</td>
</tr>
<tr>
<td>4</td>
<td>Murder</td>
<td>78</td>
<td>68</td>
<td>58</td>
<td>49</td>
<td>37.2%</td>
</tr>
<tr>
<td>5</td>
<td>Automobile Theft</td>
<td>1073</td>
<td>919</td>
<td>808</td>
<td>724</td>
<td>32.5%</td>
</tr>
<tr>
<td>6</td>
<td>Fatal Accidents (304 A IPC)</td>
<td>322</td>
<td>303</td>
<td>303</td>
<td>240</td>
<td>25.5%</td>
</tr>
<tr>
<td>7</td>
<td>Other Thefts</td>
<td>1454</td>
<td>1582</td>
<td>1314</td>
<td>1022</td>
<td>29.7%</td>
</tr>
</tbody>
</table>

**Overall Crime Reduction: 32%**
Emergency Notification pushed directly to nearest Patrol Vehicle

Parallel intimation to the concerned SHO about the Incident

Incident resolved by Patrol Officer with response time captured

Review and Closure of Incident by SHO

From 2017 April to Till Date

<table>
<thead>
<tr>
<th>Zone</th>
<th>Call count</th>
<th>Response Time(minutes)</th>
</tr>
</thead>
<tbody>
<tr>
<td>CZ</td>
<td>18505</td>
<td>3.83</td>
</tr>
<tr>
<td>EZ</td>
<td>18680</td>
<td>5.19</td>
</tr>
<tr>
<td>NZ</td>
<td>19163</td>
<td>4.96</td>
</tr>
<tr>
<td>SZ</td>
<td>17909</td>
<td>5.41</td>
</tr>
<tr>
<td>WZ</td>
<td>38285</td>
<td>4.26</td>
</tr>
<tr>
<td>Total</td>
<td>112542</td>
<td>4.65</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Police Station</th>
<th>Call count</th>
<th>Response Time(minutes)</th>
</tr>
</thead>
<tbody>
<tr>
<td>ABIDS PS</td>
<td>1233</td>
<td>3.51</td>
</tr>
<tr>
<td>AFZALGUNJ PS</td>
<td>1381</td>
<td>3</td>
</tr>
<tr>
<td>AMBERPET PS</td>
<td>3806</td>
<td>3.04</td>
</tr>
<tr>
<td>ASIFNAGAR PS</td>
<td>3013</td>
<td>2.7</td>
</tr>
<tr>
<td>BAHADURPURA PS</td>
<td>1200</td>
<td>4.27</td>
</tr>
<tr>
<td>BANJARA HILLS PS</td>
<td>7685</td>
<td>3.45</td>
</tr>
<tr>
<td>BEGUM BAZAR PS</td>
<td>531</td>
<td>4.13</td>
</tr>
<tr>
<td>BEGUMPET PS</td>
<td>2901</td>
<td>4.1</td>
</tr>
<tr>
<td>BHAVANINAGAR PS</td>
<td>518</td>
<td>4.35</td>
</tr>
<tr>
<td>BOLLARAM PS</td>
<td>276</td>
<td>2.96</td>
</tr>
<tr>
<td>BOWENPALLY PS</td>
<td>2139</td>
<td>4.08</td>
</tr>
<tr>
<td>CHADERGHAT PS</td>
<td>2018</td>
<td>4.52</td>
</tr>
<tr>
<td>CHANDRAYANGUTTA PS</td>
<td>2893</td>
<td>2.1</td>
</tr>
</tbody>
</table>
Suspects Verification Through Mobile App

Telangana State Police has introduced on 05.05.2017 A Mobile based Finger Print Suspect Verification System

<table>
<thead>
<tr>
<th></th>
<th>Verified</th>
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</thead>
<tbody>
<tr>
<td>Hyderabad City Police</td>
<td>33,799</td>
<td>1,594</td>
</tr>
<tr>
<td>Telangana State</td>
<td>60,364</td>
<td>5,035</td>
</tr>
</tbody>
</table>
Awards
2015: CSI-Nihilent e-Governance Award of Recognition

2015: Digital Telangana
Digital Telangana Award for Hawkeye Mobile App Presented by Sri K.T. Rama Rao, Hon’ble Minister of IT, Telangana

2015: Express IT
Express IT Award for Hawk Eye Mobile App presented by Sri Ravi Shankar Prasad Hon’ble Minister of Communications and Information Technology of India.

2015: Express IT
Express IT Award for hawk eye mobile app presented by Sri Ravi Shankar Prasad Hon’ble Minister of Communications and Information Technology of India.

2016: Social Apps
Social Apps Title winner, presented by Digital Empowerment Foundation during 3rd Social Media for Empowerment Awards & Summit 2016

2016: mBillionth
Digital Empowerment Foundation Award for the Category of Government & Citizen Engagement

2016: SWI - Security Watch India
2016 SWI - Security Watch India Award for Security and Policing - Innovative Use of ICT for Public Safety And Security

2017-National Award (Govt of India)
Gold - under Category "Innovative use of Mobile Technology in e-Governance"
Awards Gallery of other Initiatives of Hyderabad City Police

**HYDCOP**

- Skoch e-Governance Award - 2016 - e-Governance for HYDCOP MOBILE APP - Empowering the front-line Police Officers

**Bharosa**

- Skoch Smart Governance Award - 2016 - BHAROSA

**E-Challan**

- Skoch AWARD - 2016 for Advanced E-Challan system for smart and innovative initiatives in Traffic Enforcement.

**Verifast (Passport)**

- Skoch Platinum Award for Verifast Application - Expeditious Police Verification of Passport Applications.

**Awards Gallery of other Initiatives of Hyderabad City Police**

- **2016: CSI-Nihilent e-Governance Award for HYDCOP**
- **2015: National Award for Road Safety**
- **2016: Express Technology Award – for using Body Worn Cameras**
- **2016: FICCI– Smart Policing Award on Road Safety & Traffic Management**
- **2016: Certificate of Recognition for Verifast Application that revolutionised Police Verification process in issuance of Passports.**
- **2017: mBillionth Special Mention Award for HYDCOP Mobile APP**
Thank You....

Telangana State Police