

Third Party Evaluation

Projects/Schemes of Safety of Women Under the Nirbhaya Fund



Dr. Surabhi Pandey

INDIAN INSTITUTE OF PUBLIC ADMINISTRATION



गृह मंत्रालय
MINISTRY OF
HOME AFFAIRS



Towards a new dawn

Ministry of Women and Child Development
Government of India

Report on Third Party Evaluation of Projects/Schemes of Safety of Women under the Nirbhaya Fund



PROJECT HEAD

Dr. Surabhi Pandey



IIPA RESEARCH TEAM

Dr. Chandra Sen

Ayush Negi

Yumna Jamal

Munisha Chauhan

Shipra Bali

Spreha Jain

Sponsored by

Ministry of Home Affairs

Government of India



गृह मंत्रालय
MINISTRY OF
HOME AFFAIRS

सत्यमेव जयते

Conducted by

Indian Institute of Public Administration



Acknowledgment



We express our deep gratitude and thanks to the Women Safety Division, Ministry of Home Affairs, Government of India, for entrusting IIPA with the assignment of conducting Third Party Evaluation of Projects/Schemes for Safety of Women under the Nirbhaya Fund.

We express our special thanks to Shri Anil Subramaniam Director (WS) and the PMU of the Women Safety Division, MHA for providing their generous support and cooperation throughout the study.

We are also grateful to the SPOCs of MHA Mr. Pawan Mehta, Mr. Arun Sobti & Mr. Praveen Kumar Rai and Nodal officers of all the implementing States/UTs agencies and stakeholders under the scheme for cooperating with the IIPA study team and providing all the required data and insights.

Special thanks to Mr. Amitabh Ranjan, Registrar, IIPA for his guidance and extending all administrative support throughout the project.

Sincere thanks to Dr. Surabhi Pandey, Assistant Professor, IIPA for the excellent execution of the project study.

Finally, thanks to the Account Section of IIPA, Shri Jaswant Singh, Liaising Officer, and the Research Officers: Dr. Chandra Sen, Mr. Ayush Negi, Ms. Yumna Jamal, Ms. Munisha Chauhan and Research Assistants Ms. Shipra Bali & Ms. Spreha Jain for constantly assisting, as well as sincerely sharing all the responsibilities involved in the timely conduct and completion of this study.

S N Tripathi IAS (Retd.)
Director General, IIPA

LIST OF ABBREVIATIONS

A & N Islands	Andaman and Nicobar Islands
ASI	Additional Sub-Inspector
BPR&D	Bureau of Police Research and Development
CAG	Comptroller and Auditor General
CCTNS	Crime and Criminal Tracking Network & Systems
CFSL	Central Forensic Science Laboratory
CGO	Central Government Offices
CID	Crime Investigation Department
CP/ RGR	Child Pornography, Rape/Gang Rape
Cr. PC.	The Criminal Procedure Code
DD & DNH	Dadra Nagar Haveli and Daman Diu
DFSS	Directorate of Forensic Science services
DNA	Deoxyribonucleic acid
DOPO	Data on Police Organizations
DVD	Digital Video Disc
ERC	Emergency Response Centre
ERSS	Emergency Response Support System
FIR	First Information Report
GEM	Government E-marketplace
GER	Gross Enrollment Ratio
GIA	Grant in Aid
GOI	Government of India
GPS	Global Positioning System
IO/PO	Investigators and Prosecutors
IT ACT	Information Technology Act
IT	Information Technology
JSI	Junior Sub-Inspector

LIST OF ABBREVIATIONS

LBS	Location Based Service
LNJN NICFS	Lok Narayan Jayaprakash Narayan National Institute of Criminology and Forensic Science
M/o WCD	Ministry of Women & Child Development
MHA	Ministry of Home Affairs
MIS	Management information system
NCFL	National Cyber Forensic Lab
NCR	The National Capital Region
NCRB	National Crime Records Bureau
NGO	Non-governmental Organisation
NH	National Highways
OM	Office Memorandum
OOMF	Output Outcome Monitoring Framework
PMU	Project Management Unit
POCSO	The Protection of Children from Sexual Offence
R&D	Research and Development
RPC	Remote Procedure Call
SAEC	Sexual Assault Evidence Collection
SAEK	Sexual Assault Evidence kit
SC	Supreme Court
SHO	Station House Officer
SI	Sub-Inspector
TSP	Total Service Provider
UT	Union Territories
VC	Video Conferencing
WHD	Women Help Desk

CONTENTS

Executive Summary	1
Objective of the Study	2
Study Area and Methodology	3
Recommendations by IIPA	4
Introduction	7
Scope of Work	9
Objectives	10
Methodology	11
ERSS	15
Guidelines of the scheme	16
Financial Assistance	19
Data Analysis and suggestions by states/UTs	23
Safe City	60
Guidelines of the scheme	62
Data Analysis	65
Success Stories	73
Suggestions by states/UTs	74
SFSL	76
Guidelines of the scheme (SFSL)	77
Financial Assistance	78
Data Analysis	80
Suggestions by states/UTs	97
Success Stories	103
WHD	106
Guidelines of the scheme	107
Financial Assistance	110
Data Analysis	113
Suggestions by states/UTs	115
Success Stories	121

AHTU	123
Guidelines of the scheme	124
Financial Assistance	127
Data Analysis	128
Suggestions by states/UTs	137
Success Stories	138
Capacity Building	140
Guidelines of the scheme	141
Financial Assistance	142
Data Analysis	142
Delhi Police	149
Guidelines of the scheme	150
Financial Assistance	153
Data Analysis	155
Recommendations by IIPA	163
Bibliography	172
Annexures	173

LIST OF TABLE

Table 1.1 - Fund utilization - ERSS

Table 1.2 Emergency Calls Received (2020-21)

Table 1.3 Emergency Calls Resolved(2020-21)

Table 1.4 Emergency Resolution Response Time (Sept 2020- Mar 2021)

Table 2.1 Fund utilization - Safe City projects

Table 3.2 Manpower in DNA AND CYBER Division

Table 3.3 Cases Received , Case Reported, Cases Pending

Table 3.4 - Equipment status Till 31st March 2022

Table 4.1 - Fund utilization - Strengthening SFSL

Table 4.2 - WHD Established across the States/UTs

Table 5.1 - Fund utilization - Anti Human Trafficking

Table 5.2 - AHTU setup/strengthened across all States and UTs

Table 6.1- Fund utilization - Capacity Building

Table 7.1 - Fund utilization - Safety Scheme for Delhi Police

Table 7.2- Outcomes of Legal interventions made by SSUs

Table 7.3 -Details Of 'Various Other Activities' Carried Out By SPUWAC Unit.

Table 7.4 Self Defence One Day Workshop

Table 7.5- Gender Sensitization Programme

Table 7.6- Nukkad Natak

LIST OF GRAPHS

Graph 1.1 ERSS fund utilization in %

Graph 1.2 Percentage of funds utilized of all states and UTs

Graph 3.1 Percentage of utilized funds of all states and UTs

Graph 3.2 -Total Manpower in DNA and Cyber Division

Graph 3.3 -Monthly Average Cases in DNA and Cyber Forensics

Graph 3.4 - Average cases in DNA & Cyber VS manpower across all states.

Graph 3.6 - POCSO cases pending, recorded and examined

Graph 4.0 - Fund Allocation Status

Graph 4.1 Percentage of utilized funds of all States/UTs

Graph 5.1 Percentage of utilized funds of all States/UTs

Graph 5.2- Total Cases registered in AHTU from 2018-21

LIST OF MAPS

Map 3.1 Sexual assault evidence kit allocated to States/UTs

Map 4.1 - WHD across all States/UT's

Map 4.2 - WHD established across all States/UT's

Executive Summary

Ministry of Home Affairs, Government of India entrusted Indian Institute of Public Administration with the Third-Party Evaluation of its scheme titled “Projects/Schemes for Safety of Women under the Nirbhaya Fund” for continuance during the next finance commission cycle.

Terms of Reference

The terms of reference for this evaluation study, as mandated are as below:

- Objectively evaluate the performance of the schemes against its set objectives and clearly stating the extent to which the scheme has achieved its desired outcomes and whether has created the intended impact.
- Carrying out the physical audit of the infrastructure already created in the course of the scheme implementation
- Highlight whether the scheme has been able to contribute positively to improve women safety in India
- Understand the extent to which the Scheme has helped to build and increase the citizen trust in Authorities
- Identifying the areas of improvement for these schemes/projects at various levels (viz. planning, implementation, monitoring)
- Highlight any best practices or pro-active measures taken by the states to implement these schemes/projects
- Suggesting ways to improve the performance of the schemes especially for the improvement areas discovered during the evaluation
- Suggest any policy level changes/reforms needed to improve the overall design of schemes for safety of women in India

Women Safety Projects/Schemes

‘Women Safety Division’ of Ministry of Home Affairs (MHA) is involved in strengthening the measures for safety of women in the country and instill greater sense of security in them through speedy and effective administration of justice in a holistic manner and by providing a safer environment for women. The Division is responsible for policy formulation, planning, coordinating, formulating, and implementing projects/schemes to assist States/Union Territories to achieve this objective, as also prison reforms, anti-human trafficking, and related subjects This, inter-alia, includes increased use of IT and technology in criminal justice system and enabling a supportive ecosystem for forensic sciences and & criminal records. Women Safety Division at MHA has initiated an evaluation of the schemes funded under the Nirbhaya Fund. These schemes/projects are at different stages of implementation. The proposed list of schemes to be evaluated in the study is mentioned below:

- Emergency Response Support System (ERSS)
- Capacity building and training of Investigators and Prosecutors in handling sexual assault cases against women and children
- Strengthening DNA analysis, cyber forensic & related facilities in SFSLs
- Setting up / strengthening Anti-Human Trafficking Units in all districts
- Setting up/ strengthening Women Help Desks in Police Stations
- Safe City Projects in 8 cities
- Schemes for Safety of Women implemented by Delhi Police

Objectives of the Study

The main objectives of the study is to provide a comprehensive evaluation covering the following parameters:

- To evaluate performance of each project/Scheme against its set objectives.
- To examine the extent to which the project/Scheme has achieved its desired outcomes and has created the intended impact.
- To carry out the physical audit of the infrastructure already created during project/Scheme implementation.
- To highlight whether the project/Scheme has been able to contribute positively to improve women safety in India.
- To understand the extent to which the project/Scheme has helped to build and increase confidence of citizens on police.
- To identify the areas of improvement for these Schemes/projects at various levels (viz. planning, implementation, monitoring).
- To highlight any best practices or pro-active measures taken by the states to implement these Schemes/projects.
- To suggest the ways to improve the performance of the projects/Schemes especially for the improvement areas discovered during the evaluation.

Study Area

The evaluation of the schemes was carried out at Pan India level where applicable parameters were considered at the state specific inputs.

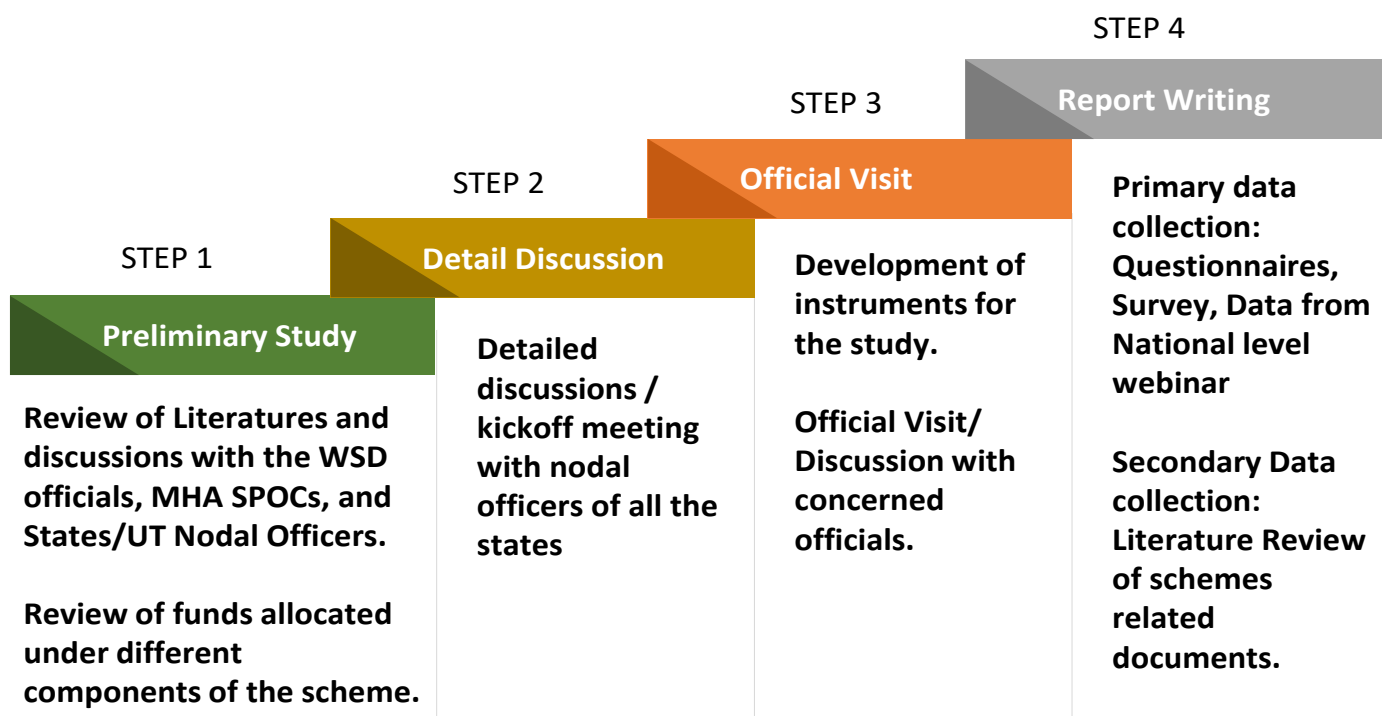
Duration of the Study

- The study took place during the Covid-19 pandemic period
- The meetings with all the State officials could not be arranged due to the limited availability of time and other restrictive factors
- Duration of the Study: 5th April 2021- 7th March 2022



Methodology

The study team applied a mixed methodology approach and used a combination of quantitative and qualitative tools of data collection and analysis. The research study involved identification of the primary and secondary sources of information. Based on the kind of data available, instruments for the study were developed and data was collected.



Data Collection and Analysis

The data collection began with the Kickoff meeting and follow up meetings with the Women Safety Division of Ministry of Home Affairs. The data pertaining to schemes and projects was collected through interview schedule and questionnaires via online VC meeting(s) with the stakeholders.

Collection of Primary Data:

The IIPA team collected primary information from the following sources: -

- Interviews and discussions with the SPOCs of MHA and States/UTs Nodal Officers.
- Online meetings via video conferencing with the nodal officers of the states/UTs.
- Data was collected from the field visits undertaken to different parts of the country.

Collection of Secondary Data:

The IIPA Research team collected secondary data from the following sources:-

- Official website of MHA Copies of scheme related documents as provided by the MHA officials.
- Schemes Guidelines, Project status and updated notifications related to the scheme.

Recommendations by IIPA

The schemes under Nirbhaya Fund are based on the “optimum use of infrastructure” and “innovative use of technology”, apart from directly impacting the safety concerns of women. Nirbhaya Fund can be best described as a policy and budgetary strategy for addressing violence against women. The schemes under Nirbhaya Fund stands testimonial to the need for a strong response on crimes against women. In a fast-changing society like ours, safety of women and children is a good metric of how well we are managing our economic growth and social transformation. Gender-sensitive infrastructure facilities, vigorous efforts to enhance awareness and skilled man-power are the backbone of the schemes for safety of women. The schemes for safety of women under Nirbhaya Fund are one of its kind schemes dedicated to women safety. Nirbhaya Fund is the current example of the government’s spending on women-specific interventions that address violence against women. In the last three years, Ministry of Home Affairs (MHA) has taken a very strong view on the issue of women safety for which it launched the Schemes for Safety of Women under Nirbhaya Fund. All the schemes under it are interconnected and presents a holistic picture on women safety in the country. The schemes are highly innovative and calls for the use of manpower and IT related solutions for women safety. Thus, IIPA strongly recommends continuation of the Schemes for Safety of Women under Nirbhaya Fund.

On the basis of received data/ documents and field visits, IIPA would like to put forth some of the recommendations regarding all the ongoing schemes under Nirbhaya Fund.

Continuation of the schemes

IIPA recommends continuation of all the schemes under Nirbhaya Fund. All the seven schemes under Nirbhaya Fund complement each other in terms of achieving safety for women. Continuation of the schemes is important for enhancing the capabilities of Police officers, criminal justice functionaries. Awareness at mass level and a dedicated human corpus can drive the schemes towards success. Schemes for Safety of Women under Nirbhaya Fund are one of its kind schemes which came to the fore for the very first time. Though women related schemes had existed in past in states too, however, no scheme has come close to match the encompassing nature of the schemes under Nirbhaya Fund. Schemes for the Safety of Women under Nirbhaya Fund have been constituted for the first time in the histories of development. These schemes cover the entire gamut of crimes against women and children, with such a vast scope, these schemes need to be continued for the betterment of women safety. ERSS based on 112 caters to the need of women in distress; Strengthening of DNA and cyber forensic scheme plays an important role in the collection of evidence against perpetrators of crimes against women; Women Help Desks are one its kind desks dedicated to counsel women ; Anti-Human Trafficking Units (AHTU) is fighting against the menace of child and women trafficking; Safe City Projects of 8 cities inaugurates the development of safe urban spaces for women in the form of dedicated women corridors ,safe public transport and CCTV based surveillance; Capacity building of Investigators and Prosecutors is another scheme under Nirbhaya which relies on training of Investigators and Prosecutors for timely delivery of justice to victims of sexual assault. The schemes under Nirbhaya Fund are crucial for ensuring safety of women, not only these schemes create women safety infrastructure but what is significant in these schemes is the call to reach out to every woman in distress living in different parts of the country.

Monitoring at the state level

A better mechanism to put in place is to expedite the tendering & procurement part of the schemes for safety of women under Nirbhaya Fund. At the state level, an apex committee & a PMU may be formed to monitor the functioning of the schemes under the Nirbhaya Fund. At the state level regular monitoring must be done by the state agencies because incorporating an evaluation process into the project timeline allows for the identification of successful and unsuccessful processes. IIPA recommends internal evaluation of schemes by state agency (ies) at regular interval in order to fill the gaps for smooth implementation of schemes at the state level. Moreover, a state-level committee may be constituted in every state to check the implementation of the scheme.

e-Procurement, e-tendering should be encouraged for procedural efficiency

Procurement for the Safe City Projects and Strengthening of DNA and cyber forensic and related facilities in SFSs can be expedited if the tendering process is fast-tracked, late procurement only derails the implementation, and effective monitoring by the state agencies can identify the loopholes in the procurement strategy. State government can encourage the use of GeM portal for procurement. E-procurement provides a good example for the benefits that accompany improvements in transparency and procedural efficiency. Procurement becomes more transparent, more open to dialogue with suppliers and more efficient than any present system. More specifically e-procurement can lead to substantial cost and administrative savings, wider market access, and enhanced accountability.

Inter-state coordination

Scheme of Setting up/Strengthening of Anti-Human Trafficking Units (AHTU) needs an inter-state coordination from the very outset. States must coordinate with each other through proper mechanism or by setting up some joint intelligence sharing facility to deliberate on trafficking. Further, AHTU functioning in the states bordering Nepal, Bangladesh, Myanmar may collaborate with the law-enforcement agencies and Border Forces deployed at the international border of the country. AHTU can achieve successful convictions in cases of trafficking through intense coordination with other agencies and civil society organizations.

Skilled Manpower

It has been noticed that within a very short span of time, the schemes under the Nirbhaya Fund are doing commendable job to curb the crimes against women and children. However, in today's globalized world, the nature of crime has changed drastically. Now days, criminals have transcended the regional and local boundaries. Therefore, keeping the new technological advancements and changing pattern and style of crimes against women and children, recruitment of more trained and specialised personnel in Forensics Science Laboratories as well as in Emergency Response Support System will not only strengthen the schemes under the Nirbhaya Fund but also help in expediting the pendency and piling up cases. Moreover, victims approaching Women Help Desks need to register the first information report but at the same time proper counseling of victim is compulsory. Thus, more specialised and professionally trained psychologists are required across the country to handle the women approaching police stations.

Centralized Database

It is a well-known fact that all the schemes under Nirbhaya Fund are integrated and function on the basis of Centre and state coordination and cooperation. Due to the advancement of new technologies, criminals/offenders travel and operate from different regions swiftly. Therefore, inter-state coordination as well as a centralized database is urgently required not only for rescue operations but also for effective execution and delivery of justice. As the country is plagued with illegal human trafficking across-borders (Bangladesh, Nepal), having a centralized data base with collaborative approach of state Police will lead to women safety measures getting effectively implemented. IIPA strongly recommend a centralized database for Anti-Human Trafficking Units (AHTU) for all the states. Moreover, it is also recommended that all the schemes under Nirbhaya Fund is required to have a centralized data base with strong cohesion from the states.

Upgradation of technology and basic infrastructure

To reach out to hilly and mountainous regions of the far east and north, not only basic infrastructure but also 4G network along with the use of cloud technology can help in providing emergency services across the country. Moreover, Additional PRI Lines are to be established and upgrading of band width may be done. Enabling of Location Based Services (LBS) can help in reduction of time in reaching out to the women in distress, it will boost the efficiency of Police in curbing crimes against women.

Awareness of the schemes

The common masses are increasingly getting aware of the various schemes, especially the urban educated lot. It is noticed that in the rural settings, people are less informed about these brilliant initiatives. Various stake holders have taken numerous initiatives, both online and offline, to spread the awareness about women safety across the country. Awareness about ERSS number 112 is very important, measures should be taken up to popularize “112” in every corner of the country. The schemes under Nirbhaya can be broadcasted at a large scale through multiple channels of communication. It is recommended that all the concerned parties must take it on urgent basis and launch several steps to reach out to every citizen of the country so that the resources could be materialized effectively. Moreover, the participation of citizens and civic awareness at grassroots level is required not only for more gender sensitisation but it will also spread information of AHTU Units and WHDs across the country. Awareness campaigns highlighting the schemes under Nirbhaya Fund will prove to be a milestone in restructuring women safety in the country.

Collaboration of states with NGOs and other agencies

In the era of globalization, expansion and role of state administration is tremendously increasing. Various schemes under Nirbhaya Fund are advised to involve NGOS, civil society groups to successfully implement the schemes. IIPA team deciphered that some states/UTs are cooperating with few international NGO's and agencies and local Gram Samitis, community policing, Gram Raksha Samiti and Police Jan Mitra to implement these schemes in their respective states. It is recommended that other states and UTs can also work with these groups and collaborate with local Universities and schools for more sensitization, awareness and trainings. Further, IIPA recommends that states which are far ahead in implementing the schemes under Nirbhaya Fund can help other states in implementation. For example, states like Delhi, Maharashtra, Uttar Pradesh can help other states like Bihar, Assam, Goa in implementing the scheme such as ERSS.

PFMS for effective monitoring of the funds

The financial transactions under the scheme may be done under PFMS for better funds management. PFMS is a web-based online transaction system for fund management and e-payment for implementing agencies and beneficiaries with the primary objective of establishing an efficient fund flow. MHA may consider aligning the disbursement of funds through the Public Financial Management System (PFMS) and states/UTs may also come forward to manage the financial assistance through PFMS. States/UTs can upload their annual performance reports, Audit Certificates, Utilization Certificates, achievements and other related data for better coordination and monitoring. Utilization Certificates may be insisted upon as a prerequisite for further release of funds in phases to the cities. PFMS addresses inconsistency, unorganized lacks and problem related to transparency and accountability, thus, PFMS improves decision support system by providing online status of fund utilization by states.

Chapter 1

Introduction

Introduction

The Nirbhaya Fund Framework provides for a non-lapsable corpus fund for safety and security of women to be administered by the Department of Economic Affairs (DEA) of the Ministry of Finance (MoF) of the Government of India. Further, it provides for an Empowered Committee (EC) of officers chaired by the Secretary, Ministry of Women & Child Development (MWCD) to appraise and recommend proposals to be funded under this framework. It also provides for the concerned Ministry/ Department to seek approval of the designated competent financial authority, as well as of the DEA for funding of such proposals under the Nirbhaya Framework. As per this framework, the MoF through DEA is the nodal Ministry for any accretion into and withdrawal from the corpus, and the MWCD is responsible to review and to monitor the progress of sanctioned projects/ schemes in conjunction with the concerned Central Ministries/ Departments. Budget allocations against approved projects are made in the budget of the respective Ministries/ Departments through Demands or Supplementary Demands for grants.

As such, in accordance with the Nirbhaya framework guidelines, the EC and the MWCD have been reviewing the progress of sanctioned projects/ schemes in conjunction with the concerned Central Ministries/ Departments with the aim to ensure proper and expeditious utilization of Nirbhaya Fund for improving safety and security of women and the girl child. Further, as per this framework, monitoring and reporting mechanisms are mandated at State/ UT level as well as at the level of the concerned Central Ministries/ Departments. The projects appraised by the EC are at various stages of complementation having staggered gestation periods for completion of the projects.

Women Safety Division' of Ministry of Home Affairs (MHA) is involved in strengthening the measures for safety of women in the country and instill greater sense of security in them through speedy and effective administration of justice in a holistic manner and by providing a safer environment for women. The Division is responsible for policy formulation, planning, coordinating, formulating, and implementing projects/schemes to assist States/Union Territories to achieve this objective, as also prison reforms, anti-human trafficking, and related subjects. This, inter-alia, includes increased use of IT and technology in criminal justice system and enabling a supportive eco-system for forensic sciences and criminal records.

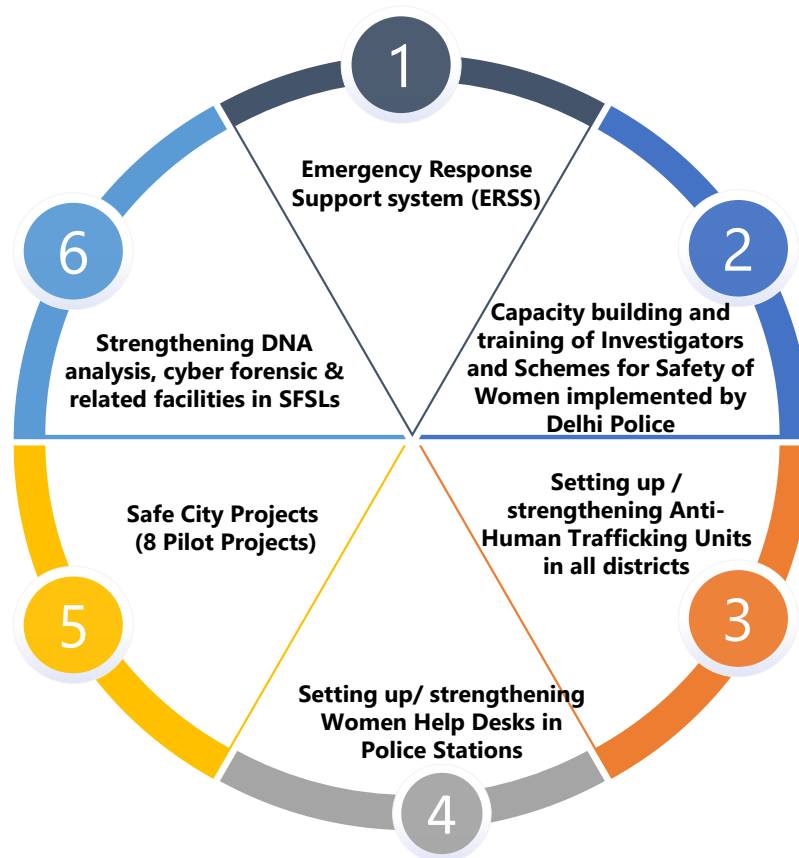


Source- <https://www.tribuneindia.com/>

The subject matters dealt in the Women Safety Division include:

- Coordination and implementation of projects being undertaken in MHA for enhancement of safety of women in the country (Emergency Response Support System, Safe City projects etc).
- IT interventions for increasing efficiency in delivery of criminal justice (Crime and Criminal Tracking Network and Systems-CCTNS, Inter-operable Criminal Justice System-ICJS, Investigations Tracking System for Sexual Offences-ITSSO, National Database on Sexual Offenders-NDSO etc).
- All matters relating to Directorate of Forensic Science Services and its affiliated Central Forensic Science Laboratories, Lok Nayak Jayaprakash Narayan National Institute of Criminology and Forensic Sciences and administrative and financial matters relating to Central Forensic Science Laboratory of CBI.
- All matters relating to National Crime Records Bureau.
- Crimes against women and children, members of scheduled castes, scheduled tribes, elderly persons and other vulnerable groups, but excluding crime against minorities.
- All matters relating to Trafficking in Persons and Smuggling of Migrants; and the two protocols of United Nations Convention against Transnational Organized Crime (UNCTOC) namely the 'Protocol to Prevent, Suppress and Punish Trafficking in Persons, especially Women and Children' and the 'Protocol against the Smuggling of Migrants by Land, Sea and Air', excluding legislative, rehabilitation, welfare and other promotional aspects specifically dealt with by the Ministry of Women and Child Development;
- All matters relating to Prison Reforms, Correctional Administration, Prisons/Prisoners legislation, Identification of Prisoners/Convicted and Suspected persons legislation, Repatriation of Prisoners Act, 2003, Transfer of Sentenced Persons agreements and matters related thereto.

Women Safety Division at MHA is initiating an evaluation of the schemes funded under the Nirbhaya Fund. These schemes/projects are at different stages of implementation.



Scope of Work

- Objectively evaluating the performance of each scheme against its set objectives.
- Clearly stating the extent to which the scheme has achieved its desired outcomes and has created the intended impact.
- Carrying out the physical audit of the infrastructure already created during scheme implementation.
- Highlighting whether the scheme has been able to contribute positively to improve women safety in India.
- Understanding the extent to which the Scheme has helped to build and increase the citizen trust in authorities.
- Identifying the areas of improvement for these schemes/projects at various levels (viz. planning, implementation, monitoring).
- Highlighting any best practices or pro-active measures taken by the states to implement these schemes/projects.
- Suggesting the ways to improve the performance of the schemes especially for the improvement areas discovered during the evaluation.

Methodology

The research team used both quantitative and qualitative techniques for data gathering and analysis, implementing a mixed methodology approach. Identification of the primary and secondary sources of information was a requirement of the research project. Instruments for the study were created based on the type of data that was accessible, and data was gathered. The study team followed the following thorough research methodology and sampling design: -

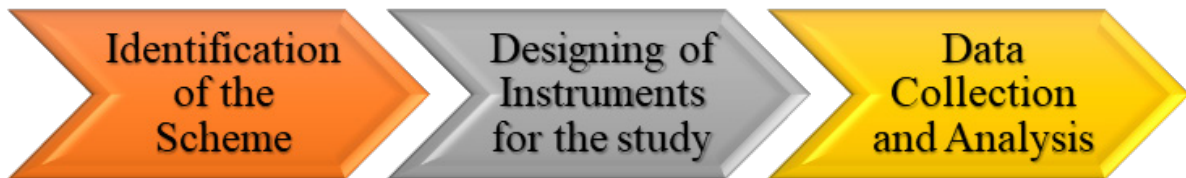
Identification of the Scheme:

Scheme Guidelines and other relevant documents provided by the Women Safety Division of MHA were analysed and parameters were formulated. Based on the parameters the agenda points and questionnaires were prepared and data was collected.

Designing of instruments for the study:

Following parameters were taken into consideration for the evaluation study. Based on these agenda points and questionnaires were prepared.

- Implementation mechanism and progress,
- Financial Assistance
- Achievement of deliverables,
- Need for extension of the implementation period and required time frame,
- Key Bottlenecks & Challenges.
- Recommendations and suggestions.



Chapter 2

Safety of Women under the Nirbhaya Fund



Emergency Response Support System (ERSS)

ERSS -112

Background & Introduction

Financial Outlay & Present Status

Data Analysis and Field Work

Success Stories

Suggestions by States/ UTs

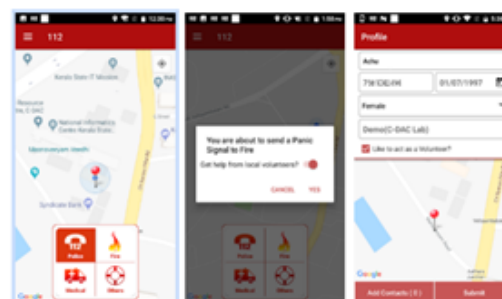
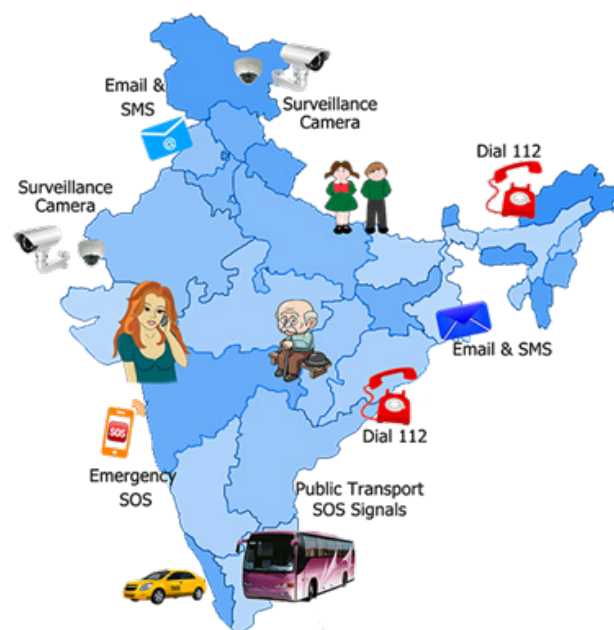
Introduction

Ministry of Home Affairs (MHA) on the recommendations of the Justice Verma Committee in the backdrop of unfortunate incident of Nirbhaya in December 2012 approved a national project by name of 'Emergency Response Support System (ERSS)', earlier referred as Nationwide Emergency Response System (NERS), with budgetary provision of Rs.385.69 Crore and with a view to introduce a Pan-India Single Emergency Response Number '112' to address all kinds of distress calls such as police, fire and ambulance etc. While 112 had been notified as the emergency number for the country by the Department of Telecommunications, the country did not have a uniform system or platform to enable 112 to operate seamlessly in all the States/UTs. This required setting up a dedicated Emergency Response Centre in each State/UT which could dispatch assistance in their jurisdiction through Emergency Response Vehicles on ground in a timely manner, especially during the Golden hour. The Union Home Minister Shri Rajnath Singh and Minister for Women and Child Development, Smt. Maneka Sanjay Gandhi, jointly launched the Women Safety initiative of Emergency Response Support System (ERSS) in 16 States/UTs and Mumbai city on February 19, 2021, at Vigyan Bhawan in New Delhi.

Emergency Response Support System (ERSS) Dial 112 is a milestone initiative of Government of India under the Nirbhaya fund scheme for ensuring safety of women and children. ERSS is designed to address all emergency signals received from citizens through voice call, SMS, e-mail, panic SOS signal, ERSS web portal etc. It is a pan-India, single, internationally recognized number for various emergencies such as police, fire, ambulance, etc., with computer-aided dispatch of field resources accessible through calls, SMS, e-mail, panic button and mobile app.

The automated facility being setup for this purpose in the capital cities of all States and UTs, called Public Safety Answering Point (PSAP), handle all these emergency signals, and provide assistance available to the people in distress within the best possible time with the help of Police, Fire & Rescue, Health services etc.

ERSS tracks the rescue and service vehicles of all services (Police, Fire, Health etc.) in real-time on a digital map of the State/UT and hence it will be possible to direct the right vehicle(s) to reach the service requestor and provide necessary support immediately. As a part of ERSS, a mobile App called '112 India' has also been introduced by Government of India that quickly raises a request for help when a person is in emergency, by pressing a button to send alert messages with location data and make an emergency call to 112. This facility aims to aid the concerned service agencies to reach out the requestor quickly.



Objectives of ERSS

Providing a single emergency response number across the country.

Providing (24x7) efficient & effective response system which can receive input from various services such as voice call, SMS, email, Internet of Things, panic buttons in public transport etc.

Identification of location of person in distress connecting through voice or data.

Automated response system for timely dispatch of field resources (police) to the location of incidence using the system.

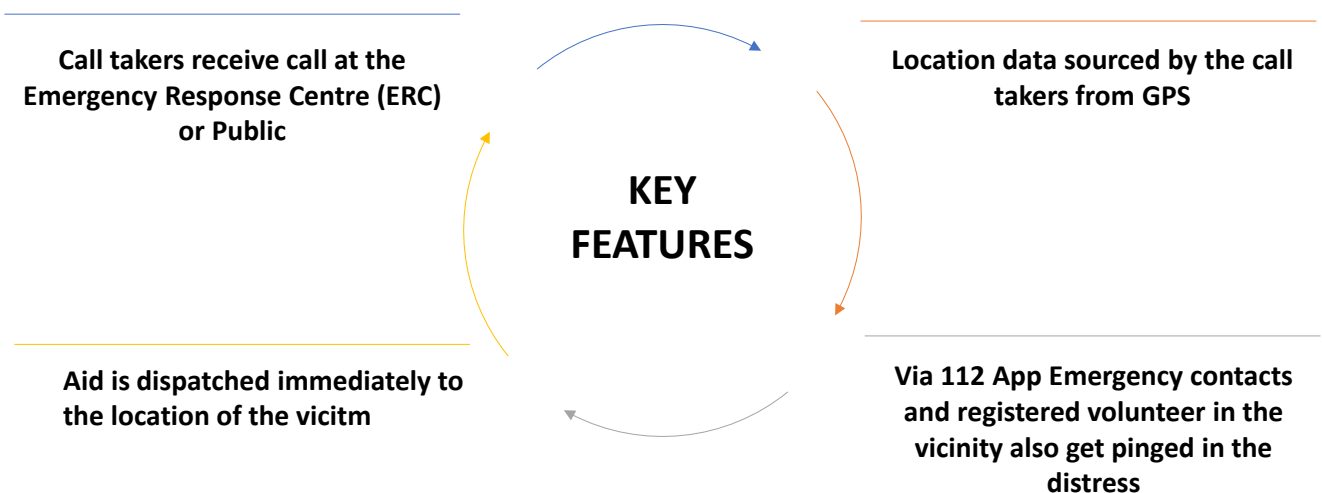
GPS (Global Positioning System) enabled dispatch of vehicles to locate nearest vehicles.

Integration with existing Dial 100, Dial 108 and other emergency response systems.

Integrate with other relevant systems like CCTNS etc.

Also, connect to TSP's (Telecom Service Provider) databases to update subscriber information and to connect to GMLC (Gateway Mobile Location Centre) for location update.

Provide standardized and easy to use mobile apps, IoT (Internet of Things) enabled applications on a Pan-India basis.



Implementation of ERSS

In its advisory dated 17 November 2016, the Ministry of Home Affairs has recommended that a Committee chaired by the Chief Secretary to the Government may be constituted by the State Government to regularly oversee, review, and monitor the establishment and operations of the SERC and ensure effective inter-agency coordination. While the monitoring of the ERSS project is being undertaken at the level of the Chief Secretary in States/ UTs, the Ministry of Home Affairs also undertakes regular review of the project.

Stakeholders

Ministry of Home Affairs (MHA)

MHA has taken the lead role in architecting the ERSS and deploying it in all States and Union Territories. MHA has nominated Centre for Development of Advanced Computing (C-DAC) as the Total Service Provider (TSP) to design, develop, customize and implement the ERSS across India.



गृह मंत्रालय
MINISTRY OF
HOME AFFAIRS

Ministry of Women and Child Development

Govt. of India has setup the Nirbhaya Funds various schemes and projects for women safety and security. MWCD is the nodal agency for schemes to be funded under Nirbhaya scheme.



Towards a new dawn

Ministry of Women and Child Development
Government of India

CDAC

MHA to be entrusted with the responsibility of developing the complete software for ERSS and an MoU was signed between them in 2015. Eventually, C-DAC is nominated as the TSP for the implementation of ERSS across the country C-DAC has developed the core ERSS solution as per the requirements of MHA and the States and UTs. Currently, the installation of the ERSS is in progress in various States and UTs.



Single emergency response number across the country(Dial-112).



24x7 Effective emergency response services for Citizens.



Live tracking of emergency response vehicles.



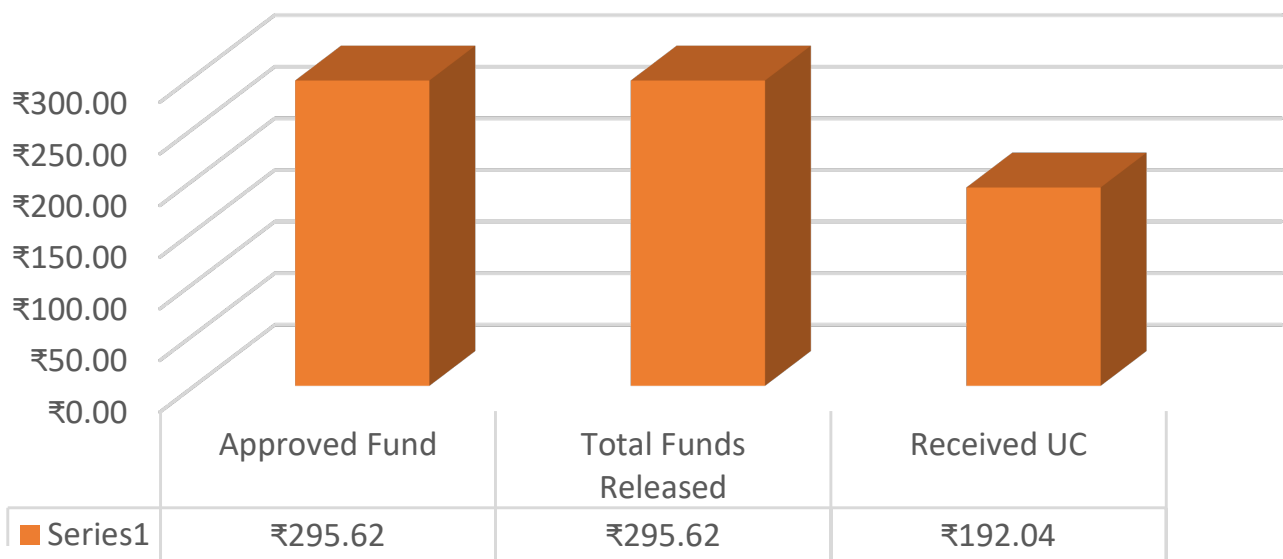
Totally 'indigenous' software solution developed by C-DAC.



Financial Assistance

ERSS is a Central Sector Scheme (100% funding by Centre), funded through the Nirbhaya Fund. MHA is providing financial assistance to all the States & Union Territories in the form of computer hardware, Contact Centre Solution stack which includes CAD (Computer Aided Dispatch), CRM (Case Record Management), ACD (Automatic Call Distribution), CTI (Computer Telephony Integration) Emergency Response (ER) Vehicles fitted with GPS/MDTs for effective last mile emergency service delivery in selected cities Further, additional expenditure for Operations & Maintenance of ERSS under the scheme for Modernisation of Police Forces as part of State Action Plan.

**Graph 1.1 ERSS fund utilization in % (Funds released to States/UTs)
(FY 2016-22)**



Source : MHA Women Safety Division

ERSS has been approved by CCEA in 2014 with a budget of ₹385.69 crore, of which 295.61 crore is the approved amount allotted for release to States/ UTs, 100% of which is released for utilization by States/ UTs. The remaining funds are for development of ERSS software and O&M costs of CDAC which is designated Total Service Provider for the project. The amount of Utilization Certificate received is ₹192.04 crore, which is 65.57% of the funds released.

Table 1.1 - Fund approved and UC received from States/UTs -ERSS (Figures in Crore) (Financial Year 2016-22)

State/UT	Approved Fund	Funds Released	UC Submitted	Committed Expenditure
Andhra Pradesh	₹9.81	₹9.81	₹8.47	₹1.34
Arunachal Pradesh	₹5.71	₹5.71	₹2.33	₹3.38
Assam	₹8.41	₹8.41	₹4.43	₹3.98
Bihar	₹13.03	₹13.03	₹4.32	₹8.71
Chhattisgarh	₹7.87	₹7.87	₹7.43	₹0.44
Goa	₹5.64	₹5.64	₹4.82	₹0.82
Gujarat	₹12.57	₹12.57	₹11.87	₹0.70
Haryana	₹9.21	₹9.21	₹9.21	₹0.00
Himachal Pradesh	₹5.00	₹5.00	₹4.34	₹0.66
Jammu and Kashmir	₹7.43	₹7.43	₹3.25	₹4.18
Jharkhand	₹9.38	₹9.38	₹7.68	₹1.70
Karnataka	₹10.05	₹10.05	₹9.96	₹0.09
Kerala	₹7.77	₹7.77	₹7.03	₹0.74
Madhya Pradesh	₹14.19	₹14.19	₹11.90	₹2.29
Maharashtra	₹12.85	₹12.85	₹0.00	₹12.85
Manipur	₹4.73	₹4.73	₹2.21	₹2.52
Meghalaya	₹4.90	₹4.90	₹3.46	₹1.44
Mizoram	₹4.64	₹4.64	₹4.15	₹0.49
Nagaland	₹5.17	₹5.17	₹5.17	₹0.00
Odisha	₹10.05	₹10.05	₹6.25	₹3.80
Punjab	₹9.83	₹9.83	₹7.37	₹2.46
Rajasthan	₹10.73	₹10.73	₹10.55	₹0.18
Sikkim	₹4.28	₹4.28	₹3.51	₹0.77
Telangana	₹10.14	₹10.14	₹5.29	₹4.85
Tamil Nadu	₹10.23	₹10.23	₹6.00	₹4.23
Tripura	₹4.64	₹4.64	₹4.24	₹0.40
Uttar Pradesh	₹15.95	₹15.95	₹0.32	₹15.63
Uttarakhand	₹6.62	₹6.62	₹6.62	₹0.00
West Bengal	₹9.30	₹9.30	₹3.73	₹5.57
A&N Islands	₹3.15	₹3.15	₹2.48	₹0.67
Chandigarh	₹4.02	₹4.02	₹2.96	₹1.06
Dadra and Nagar Haveli & D&D	₹8.12	₹8.12	₹1.58	₹6.54
Delhi	₹24.00	₹24.00	₹16.54	₹7.46
Ladhak	₹0.00	₹0.00	₹0.00	₹0.00
Lakshadweep	₹2.97	₹2.97	₹0.77	₹2.20
Puducherry	₹3.23	₹3.23	₹1.80	₹1.43
Total	₹295.62	₹295.62	₹192.04	₹103.58

Data source : MHA Women safety division

Average Response Time

- Engagement of C-DAC as Total Service Provider (TSP)
- The number of downloads of the 112 India mobile app since inception is 10.16 lakhs
- The present number of registered users of the app is 5.86 lakhs, of which 2.68 lakhs are women.
- Emergency Response Center (ERC) and District Coordination Centre (DCC)s established in States/ UTs,
- Of these 2.78 crore calls have been actioned through dispatch of field level assistance, of which 14.92 lakhs are CAW.
- The number of available volunteers of the app is 2.14 lakhs of which 6703 are verified.
- Development of ERSS applications & capacity building of responders, and development of required site software & 112 India mobile app by C-DAC.
- Since February 2019, a total of 12.46 crore distress calls to 112 have been handled by ERSS till April 2021
- Department of Telecommunications (DoT) has enabled 112 by routing all 112 calls to existing Dial 100 in all States & Union Territories.
- 112 India mobile app is integrated with the panic button in mobile phones and the Shout feature.
- As of March 2021, pan-India response time for assistance to reach a distressed caller is 22.66 minutes.

Awareness activities for ERSS 112

The Ministry of Home Affairs has undertaken awareness campaigns to popularize use of ERSS and the 112 India mobile app in print, electronic and digital media and advised all States/UTs to popularize its benefits.

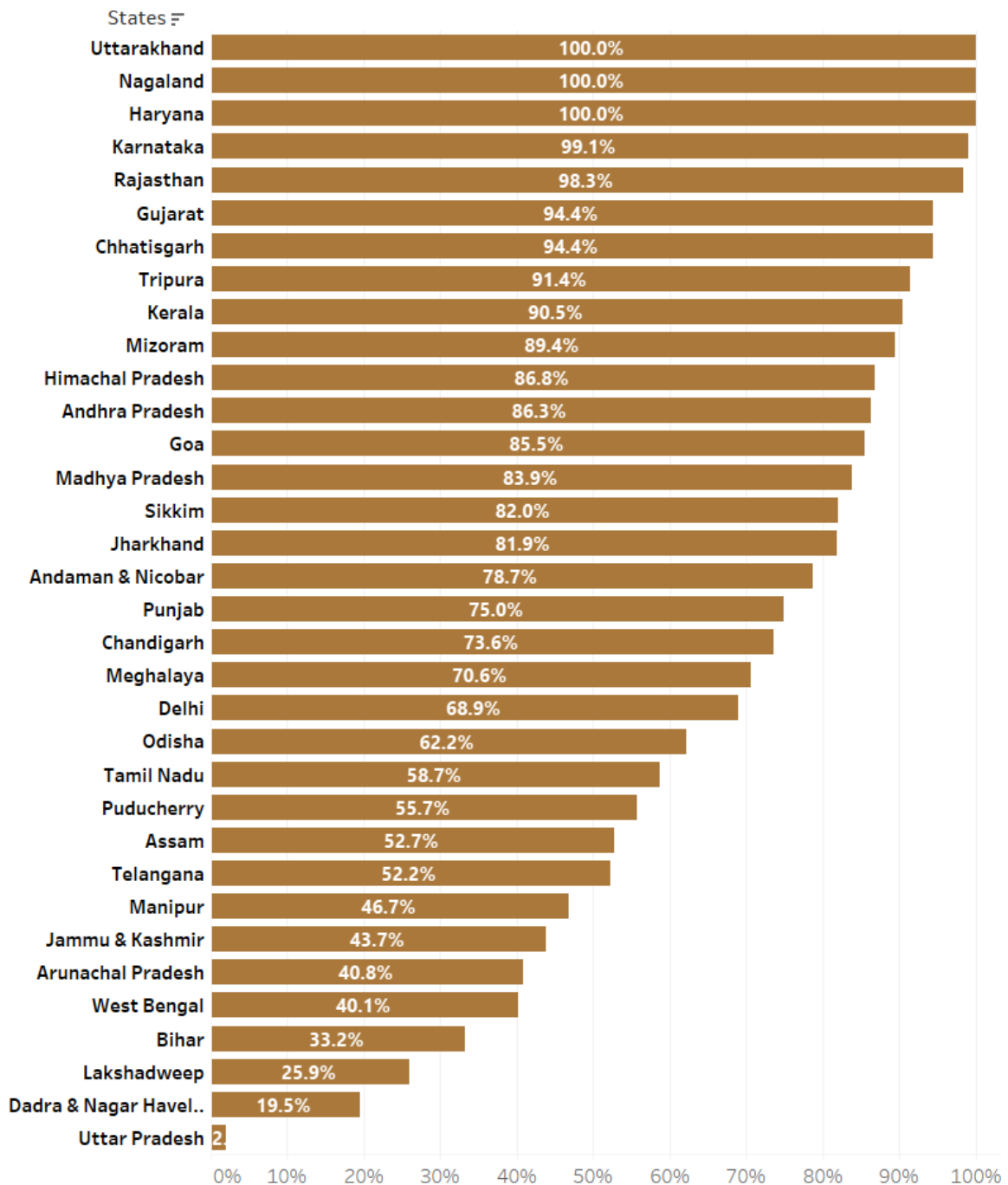
- Press release announcing launch of ERSS in 20 States/UTs on 19 February 2019 on PIB
- 112 awareness SMS - PAN India in Hindi & English News Ticker on all News channels
- Three editions of Newsletters titled She-Raksha - in English: available on the MHA website mha.gov.in
- Delhi Metro Campaign with UN Women -External wrapping and advertisements of inside panels of Yellow line metro (English + Hindi)
- MHA stall promoted 112 services at the Police Technology Exhibition from 31 October to 6 November 2019 at Kevadiya, Gujarat.
- 12 ERSS/112 promotional videos available on YouTube channel “112 India”
- Guest lectures by the Joint Secretary of the Women Safety Division, Smt. Punya Salila Srivastava at Miranda House, and Lady Shri Ram College at Delhi
- Regional promotional activities in print and electronic media conducted by every State/UT where ERSS has been operationalized.
- Social media posts on 112 on Twitter on International Women’s Day, Raksha Bandhan and Independence 11 social media posts on mygov.in



source- www.mangalorean.com

Data Analysis

Graph 1.2 Percentage of funds utilized of all states and UTs



% of utilized funds *Data Source - MHA Women Safety Division*

Table 1.2 Emergency Calls Received (2020-21)

Sl. No.	States/UTs	Received Calls
1	Andaman and Nicobar Islands	42,540
2	Andhra Pradesh	9,01,421
3	Arunachal Pradesh	1,24,276
4	Assam	51,791
5	Bihar	NA*
6	Chandigarh	1,89,429
7	Chhattisgarh	13,78,116
8	Dadra & Nagar Haveli and Daman & Diu	49,042
9	Delhi	46,18,345
10	Goa	1,36,127
11	Gujarat	83,34,135
12	Haryana	NA*
13	Himachal Pradesh	2,86,970
14	Jammu & Kashmir	10,86,441
15	Jharkhand	6,47,041
16	Karnataka	17,88,582
17	Kerala	12,35,121
18	Ladakh	1,46,849
19	Lakshadweep	1,099
20	Madhya Pradesh	28,24,854
21	Maharashtra	NA*
22	Manipur	19,608
23	Meghalaya	6,105
24	Mizoram	51,555
25	Nagaland	1,98,446
26	Odisha	78,141
27	Puducherry	57,223
28	Punjab	38,82,891
29	Rajasthan	42,33,212
30	Sikkim	NA*
31	Tamil Nadu	17,14,927
32	Telangana	8,38,798
33	Tripura	1,94,388
34	Uttar Pradesh	1,08,68,555
35	Uttarakhand	15,08,137
36	West Bengal	7,89,214
	Total	4,82,83,379

NA*= Bihar, Haryana and Sikkim were not operationalized when the data was collected. Data not received from Maharashtra

Data source: MHA Women Safety Division

Table 1.3 Emergency Calls Resolved(2020-21)

Sl. No.	States/UTs	% Resolved
1	Andaman and Nicobar Islands	98.33
2	Andhra Pradesh	90.78
3	Arunachal Pradesh	67.89
4	Assam	70.87
5	Bihar	NA*
6	Chandigarh	98.46
7	Chhattisgarh	100.00
8	Dadra & Nagar Haveli and Daman& Diu	89.89
9	Delhi	99.92
10	Goa	100.00
11	Gujarat	100.00
12	Haryana	NA*
13	Himachal Pradesh	88.43
14	Jammu & Kashmir	99.83
15	Jharkhand	78.08
16	Karnataka	100.00
17	Kerala	100.00
18	Ladakh	100.00
19	Lakshadweep	11.86
20	Madhya Pradesh	100.00
21	Maharashtra	NA*
22	Manipur	100.00
23	Meghalaya	58.06
24	Mizoram	91.95
25	Nagaland	93.75
26	Odisha	99.76
27	Puducherry	99.71
28	Punjab	94.11
29	Rajasthan	100.00
30	Sikkim	NA*
31	Tamil Nadu	100.00
32	Telangana	97.78
33	Tripura	83.96
34	Uttar Pradesh	100.00
35	Uttarakhand	86.62
36	West Bengal	89.32

NA*= Bihar, Haryana and Sikkim were not operationalized when the data was collected.

Data source: MHA Women Safety Division

Table 1.4 Average Response Time (Sept 2020- Mar 2021)

Sl. No.	States/UTs	Response time
1	Andaman and Nicobar Islands	14.90
2	Andhra Pradesh	NA*
3	Arunachal Pradesh	18.79
4	Assam	26.28
5	Bihar	NA*
6	Chandigarh	7.75
7	Chhattisgarh	28.32
8	Dadra & Nagar Haveli and Daman& Diu	16.70
9	Delhi	11.03
10	Goa	18.78
11	Gujarat	48.73
12	Haryana	22.15
13	Himachal Pradesh	18.97
14	Jammu & Kashmir	26.20
15	Jharkhand	26.00
16	Karnataka	17.47
17	Kerala	22.35
18	Ladakh	17.22
19	Lakshadweep	3.00
20	Madhya Pradesh	38.27
21	Maharashtra	NA*
22	Manipur	25.42
23	Meghalaya	NA*
24	Mizoram	17.50
25	Nagaland	NA*
26	Odisha	24.49
27	Puducherry	NA*
28	Punjab	NA*
29	Rajasthan	19.25
30	Sikkim	18.65
31	Tamil Nadu	16.12
32	Telangana	16.45
33	Tripura	14.41
34	Uttar Pradesh	12.60
35	Uttarakhand	17.36
36	West Bengal	29.24

NA* = Bihar, Haryana and Sikkim were not operationalized when the data was collected. Data not received from rest of the States/UTs marked.

Data source: MHA Women Safety Division

Andhra Pradesh

- Dial 112 in the State of Andhra Pradesh was officially launched on 19-02-2019 by MHA.
- All 112 calls are being landed at SERC.
- SERC is established at 3rd floor, Tech Tower, Mangalagiri.
- All the necessary infrastructure i.e., Video Wall, Servers, Dual Monitor Desktops, IP Phones, connectivity is established at SERC.
- SERC is equipped with necessary Infrastructure and working from 08-06-2018

ERSS Impact

- It has unified all Emergency Services; citizens can easily avail all the Emergency Services with single number.
- GIS based Call taking and GPS based call dispatching system provided in 112 which ensures quick redressal
- Centralized data available for reports generation which also helps in ensuring Data Driven Policy making
- Vehicle tracking system is available to live monitor the field level Police Personnel (Scientific Calculation of Response Time)
- MDT App is available to dispatch the actionable calls field level Police officers (Auto Identification of nearest Emergency response Vehicle).
- Computer Aided Dispatch system is available in Dial 112.
- Response time is improved which lead to improved Citizen Satisfaction.

Challenges and Issues

- PRI issues: Mostly PRI lines are not working due to the network issues and leads to disruption of the services. PRI lines are getting busy always.
- TSP's Issues: As part of ERSS, Call Routing, LBS, SMS, API based Subscribers Database to ERC and TSP Direct PRI Line to PSAP are the major services has to be delivered from TSP's.
- MDTs are in OFF Position: Most of the MDTs are in OFF Position and not able to track MDTs. The Actionable cases assignment to the MDTs also becoming impossible.

Awareness Activities

- Created awareness Campaigns to Public Regarding the importance of ERSS 112 during Emergency situations.
- Social Activities have been conducted regularly by AP police at Women Collages, Police Meetings with Public Regarding ERSS 112.

Suggestions and Recommendations

- Server Infrastructure- Existing Server Infrastructure has to be enhanced integration of other services
- SERC infrastructure – existing SERC Infrastructure is to be increased
- Additional Funding for Mobility (Procurement of Emergency Response Vehicles) is required.
- To Provide the better services, large number of ERVs and MDTs are required in field level
- Additional Manpower is required to integrate the other services
- To integrate other services, necessary hardware has to be procured at SERC and line departments will also be provided with necessary equipment.



ERSS Andhra Pradesh

Arunachal Pradesh

Overview

At present the state of Arunachal Pradesh has 3 (three) DCCs (District Coordination Centres) with 46 ERUs (Emergency Response Unit) / MDTs (Mobile Data Terminal).

Challenges and Issues

- SMS issue - SMS from other States are landing in the state PSAP
- Zero Code - Presently ERC has to add “0” manually to ring back any caller. Update of software required for addition of “Zero” before numbers.
- LBS - LBS service is not being provided by TSPs other than Airtel.

Suggestions and Recommendations

Most of the public are still unaware of 112 emergency service and they misunderstand it for some Telecom Customer Service/ Care, or for phone unlock/ password recovery service etc. Hence a nationwide publicity must be done through all the means of communication/ digital media.



PHQ Itanagar, Arunachal Prad...

IIPA Online VC meeting with ERSS Arunachal Pradesh

Vision for Future

Implementation of ERSS Scheme in rest of the 12 Districts of Arunachal Pradesh. Proposal for creation of manpower is initiated and taken up with state govt.

Assam

Overview

The overall system is functional in Guwahati city. The scheme is yet to reach out to other districts. Considering the necessity for an extensive emergency system On July 8, 2008, the Assam government signed a Memorandum of Understanding with the GVK-EMRI in Hyderabad. The official launch of the 108 Mrityunjoy Emergency Response Services took place in Guwahati on November 6, 2008. All 27 districts are served by a total of 696 ambulances. One of the most original ways to increase response effectiveness in the area is through the use of the Service's 7 boat ambulances, which are all equipped with emergency medications to respond to medical emergencies in flood-prone areas and along rivers.

Challenges and Issues

- Shortage of Lady Sub Inspector level officers for the scheme.
- Network issue
- Shortage of office infrastructure

Suggestions and Recommendations

- Requirement of manpower in the system.



IIPA Team with ERSS Assam

Haryana

Overview

Massive building built to manage all emergencies around the state during study and fieldwork period. On July 12, 2021, Chief Minister Manohar Lal Khattar launched a new integrated emergency number, "112," for all police, fire, and ambulance emergencies. The Emergency Response System (ERSS) integrates the police (100), fire (101) and ambulance (108) helplines into a single number that offers emergency assistance.

Challenges and Issues

Longer call handled time was observed in Haryana 112. Communication Officers were not much trained in the practical scenario to handle the emergency calls, they took longer time than expected to capture the details of event in the CAD application.

Suggestions and Recommendations

All the neighboring States should be able to exchange the emergency calls through dial 112 system.

Vision for Future

Currently, Police emergency service is being provided through Haryana 112/ERSS across the state of Haryana, while ambulances and fire services are running in an integrated mode in Gurugram and Faridabad in districts only. In the coming years, ambulance and fire brigade services will be on boarded for remaining districts also.



IIPA team with ERSS Haryana

Jammu and Kashmir

Overview

- Launched on 19th Feb 2019 in Jammu and Kashmir.
- PSAP established in PCR KASHMIR by CDAC.
- Installation of District Coordination Centres (DCCs) is done in all the districts of Jammu and Kashmir by CDAC.
- All DCCs are functional except Budgam and Pulwama due to BSNL MPLS connectivity issue.
- 168 ERUs are deployed in whole Jammu and Kashmir. For each district, 6 ERUs have been allotted except for Srinagar with 22 ERUs and Jammu with 20 ERUs.
- Integration with Disaster Support System is completed and is under testing.
- ERSS is also integrated with the Rail_Madad Service for Citizens travelling via Trains.

ERSS Impact

The implementation of ERSS in J&K UT changed the behavior and nature of work pattern in the redressal of grievances of general public. The time taken for redressal/help has reduced significantly. The whole system is now centralized and automatic which utilizes lesser time as all the calls are being received through a single number 112 and diverted to the concerned for immediate action. It is pertinent to mention here that with the integration of ERSS with other emergency departments the general public in distress receives help in the wink of time.

Details of Manpower and Equipment deployed

- There are a total 27 workstations at Public Safety Answering Point (PSAP). The breakup of these workstations is as under
- Call Record Management (CRM) = 20
- Computer aided dispatcher (CAD) = 06
- Command Centre Supervisor (CCS) = 01
- The manpower posted at PSAP, PCR Kashmir is mostly unskilled. Most of the operators have already worked on Dial-100 project during previous years. During their selection special consideration was given towards their qualification and technical skills

Challenges and Issues

- **MPLS Connectivity Issue at DCCs:** Since the MPLS connectivity for ERSS JK is being provided by the BSNL in all the districts of UT of J&K. The BSNL MPLS connectivity suffers lot of fluctuations and disconnections which is not restored immediately. It has been observed sometimes that BSNL takes days to restore the connectivity. This issue has grave concerns as restoration takes a lot of time and keeping in view the kind of emergencies ERSS is dealing with, it defeats the objectivity of the project. The issue needs immediate attention as restoration process is of paramount importance.
- **Power Backup at DCCs:** Many DCCs are working without any power back up facility at their locations. When the main power supply is off or suffers any problem, the ERSS system goes offline until the power supply is restored. There is no alternate power source to deal with this erratic power supply. Further, during winter season there is voltage dip in the main power supply which also needs special consideration for the upkeep of system.
- **MDT issues:** The tabs presently issued in J&K for ERSS as Mobile data Terminals (MDTs) are not robust or rugged ones. They are very delicate in handling while on duty there is an apprehension of their physical damage, making it difficult for the ERU staff to handle it during untoward situations. These needs to be replaced with the rugged ones.
- **Outgoing Calls issue at PSAP:** Since the technology for using PRI line is duplex based i.e., receiving/transferring calls on the same line. Whenever there is a high flow of incoming calls at the PSAP, all channels get occupied and make the outgoing calls from the PSAP difficult. To improve the working of outgoing calls during peak hours a special dedicated PRI line is requested for better efficiency.
- **PRI lines from other TSPs:** As per the directions from the DOT, all the TSPs were directed to provide their PRI lines to the PSAP. At present the state have PRI line from BSNL only. The JIO Telecom and Vodafone have started their work to provide the PRI lines to the PSAP. They have completed laying of PRI lines but are non- functional as on date. The Airtel TSP has yet to start their work as on date.

Suggestions and Recommendations

- Government should also direct other departments to place some dedicated staff at the disposal of the ERSS command centre (PSAP) to make it more effective. More augmentation of manpower in coming time would make system more robust.
- A mechanism should be created to connect all emergency departments like Disaster Management, SDRF, NDRF, Health, Fire & emergency, water service, Power Department Weather, Police, Flood Control, and Traffic etc. to work under single roof to tackle any unprecedented situation.



ERSS Jammu and Kashmir

Vision for Future

- **Integration with other Departments:** The process of integration of ERSS with the other Departments has been started. The integration with the department of Disaster Management is about to finish. Moreover, integration with Health and Fire emergency is on anvil, in this regard CDAC Kerala who is handling the ERSS project have been approached by J&K Police to suggest a proposal for the same.
- **Establishment of Mini PSAP:** The State has also started the process of establishing a mini PSAP at PCR Jammu in order to reduce the work load at the PSAP Kashmir. The calls from Jammu zone shall land at PSAP Jammu which will help to understand the kind and gravity of complaints raised by people of Jammu region as most of them are Dogri and Punjabi speaking. At times it becomes difficult for the PSAP Kashmir to understand the language of these areas. In this regard CDAC has been approached to work out the proposal for establishment of PSAP at Jammu.

Karnataka

Overview

The state police are becoming more adept at reducing response times every week. Bangalore is putting in place the necessary infrastructure to manage any emergencies in the state. All emergency phone numbers have been combined by the state into one, "112" number

Challenges and Issues

- While locating the address of the victim, faced system (map) hanging issue.
- Sometimes Jurisdiction Police station was not locating properly.
- Automatic location identifier (LBS) sometimes does not fetch the address of the victim.
- Sometimes CRM application was suddenly logging out during CRM handling case

Suggestions and Recommendations

- Use of Cloud technology in providing emergency services during the situations where it is difficult to operate such as natural disasters, sudden evacuation of PSAP with short notice, power failure etc.
- Introduction of video calling facility for victims will be incredibly useful in situations such as fires, car crashes, and domestic incidents. Video can show a much clearer picture of the case and the type of help that is needed.
- Setting up of Disaster Recovery Center for PSAP.
- Using MPLS VPN Sim connectivity for emergency response vehicles provide greater security and be able to provide emergency services in the event of an internet blockade.
- Interstate dispatch of events which is relevant in border areas.



ERSS Karnataka

Kerala

Overview

In the state of Kerala, ERSS project was implemented in February 2019. At the initial stage, the project has its operational area in the 5 Commissionerate and later on the project was extended to the remaining 15 districts. Now the project is functioning successfully in all the 20 police districts in the State. MHA has versioned ERSS project in such a way that it has to absorb all other emergency services and to have only one emergency number '112' pan India. In line with the purpose of the project, the state has taken time bound actions to integrate/ interlink all other emergency services pertained in the State with the ERSS project.

Challenges and Issues

- The TSPs Vodafone Idea & Airtel have not provided PRI Lines for 112 without commercial implications as directed by DoT, Govt. of India
- Insufficient ERUs for the dedicated service delivery
- Non availability of Location Based Services from TSPs
- Occasional delay in dispatching events from CRM to DCC and also from DCC to MDT due to network congestion

Awareness Activities

Maximum efforts have been taken to publicize the Project ever since its implementation in the State. Various social media and visual media platforms, FM radio stations, print media are being used for spreading awareness about the program.

Suggestions and Recommendations

- Emergency Response Units may find it difficult to reach the spot of emergency due to geographical barriers or some unforeseen incidents. In such situations, it would be helpful for an ERU if it can locate other nearby ERUs to seek assistance in rescue activities.
- As some of the TSPs have only weak network signals in some remote and low land areas, the event dispatching process cannot be completed promptly and hence it delays emergency support to the caller. A tower sharing facility may be helpful in solving such issues.
- It is suggested to have a separate disaster recovery unit (preferably in a different physical location) that will be connected to the ERSS state control unit for synchronising data
- Mobile Device Management Software for MDT management
- Upgrading of bandwidth from 512 KBPS to 2 MBPS in all DCCs throughout the state & migration of MPLS connectivity from existing copper wire to optical fibre
- It may be helpful to have 20 number of analogue telephone lines to ERSS to keep the system functioning case of unexpected crisis in the functioning of the existing ERSS system.

Madhya Pradesh

Overview

Dial 100 Madhya Pradesh has also been designated by Government of India as PSAP (Public Safety Answering Point) and is the Nodal agency for ERSS 112 (Emergency Response Support System). All the calls for 112 are terminating on Dial 100 IVR and being directed to Dial 100 Control room for all the Emergency services other than Ambulance service. Call for Ambulance services (IVR option 2) are being diverted through a dedicated leased line to 108 Control room of Government of Madhya Pradesh.



IIPA Team with ERSS Madhya Pradesh

Vision for Future

- Accessibility of Dial 100 through all possible medium including Call, SMS, Social media platform like WhatsApp, Facebook, Twitter, Email etc.
- Integration with various government services i.e. CCTNS, CCTV, Fire Services, Disaster Services, Women & Child helpline etc.
- Advanced utilization of City surveillance cameras by providing real-time feeds of crime spot to the dispatched FRVs to understand and assess the crime scene.
- Body worn cameras for FRV staff to capture the activities while handling the event on ground.
- Handheld Fingerprint Scanners to instantly fingerprint and identify persons with criminal records. With instant access to a suspect's criminal histories.

Maharashtra

Overview

Started the work from September 2019. Work mode is on a central number 112, once a citizen calls this number it comes to two different contact centres called as primary contact centre and secondary contact centre a distance of 1000 km apart. The whole system works on 46 PRI lines at present covering the all call centres. Daily there are about 50,000 calls coming to the system out of which 11% are actionable calls. Officially the 112 has not been launched but still whatever calls comes to 100 gets diverted to 112. The state has also developed a data centre to have the repository so that if any hitch comes to the system can be solved through the data recovery system running from Bangalore. The state has also developed district control room system for more work friendly and responsive support with 3700 vehicles at different location. Each vehicle has been fitted with MDT. The system works on centralised call taking system and decentralised dispatch system. The overall team for ERSS works 24 hours on rotation basis. From Pune city maximum calls have been generated so far. The feedback mechanism is in the manual mode.

Challenges and Issues

- Requirement of more Emergency Response Vehicle.
- The state has diminished the response time month by month by 5 to 10 mins.
- More requirement of MDTs.

Awareness Activities

- Seminars are arranged to create awareness about the ERSS.
- Further awareness strategy to be carried out after the inauguration of ERSS scheme officially.



IIPA Team with ERSS Maharashtra

Odisha

Overview

Conducting a detailed study of existing system, services, resources and proposing a suitable solution to address the requirements.

Setting up the PSAP, that consists of:

- Case Record Management (CRM) Agents - specialized workstations, to handle all emergency signals.
- Computer Aided Dispatch (CAD) Agents - specialized workstations, to send the service request to available emergency service units located closest to the incident.
- Command Centre Supervisor (CCS) Agent - specialized workstations, to monitor and control various components in the ERSS network.
- Backend system encompassing Application Server, Database Server, GIS Map Server, Vehicle tracking server, Voice Logger, EAI Server, Information Interchange Server, ACD/CTI Server.
- Universal Voice Gateway and other Signal Gateways.
- Setting up District Coordination Centres (DCC) in respective Police District Control Rooms with
- Computer Aided Dispatch (CAD) Agents.
- Installing Mobile Data Terminals (MDTs) in the emergency response vehicles of Police services,
- Serving as System integrator (SI) in the project implementation and coordinating various connectivity services (PRI, Broadband and 5MS) required for the project.
- Providing 24x7 support for the smooth operation of PSAP during the AMC period.
- Providing software customization required for the state on mutually agreed terms.
- Providing one-time training for PSAP, DCC and MDT users at a central location in the State.

Changes & Improvements:

- ERSS has impacted the emergency redressal mechanism in a great way. Earlier there was no automatic capturing of records, so there was no way to fix accountability on late or delayed response from the service providers.
- It has unified all Emergency Services. Citizens can now easily avail all the Emergency Services with single number.
- GIS based Call taking and GPS based call dispatching system provided in 112.
- Centralized data available for reports generation – Data Driven Policy making

Challenges:

- Call Routing to 112,
- Very slow response from CDAC Team
- Very slow response from BSNL
- LBS enabling from all Service Providers,
- SMS Routing to 112,
- All the MDTs in ON Position thereby, draining battery and longevity of the device.

Awareness Activities

- Created awareness campaigns to Public Regarding the importance of ERSS 112 during Emergency situations.
- Video Clips Regarding ERSS 112 in social media and cinema hall

Suggestions and Recommendations

- For improving the services for the citizens, sufficient ERVs and MDTs are required in field level.
- Best performers among CCS, CAD, DCC, ERV and CRM should be encouraged with suitable reward and appreciations.



ERSS Odisha



Punjab

Overview

As per instructions issued by the Ministry of Home Affairs, Govt. of India in August-2016, a proposal of Dial-112 project was submitted in prescribed proforma(s) sent by them. MHA, GOI has allotted 928.48 lacs in 2016-2017 to the state Govt. NERS/Dial 112 project has been launched in Punjab on 19.02.2019 and is presently operational in the entire State. Under this project, State level Centralized Call Taking Centre/P-SAP at Phase-7, Mohali & 26 District Co-ordination Centres (DCCs) have been established in Punjab.

In the 2nd phase, MDTs will be fitted in all the patrolling vehicles in the State which includes four wheelers and two wheelers. Mobile Data Terminals (MDT) will be installed in phased manner in police vehicles. Funds received from the Ministry of Home Affairs (MHA) are not sufficient to complete the project. Before the implementation of ERSS, during emergency situations Police helpline Dial-100 was functional in Punjab. Now, DIAL-100 System has been merged in DIAL-112 under Emergency Response Support System (ERSS) "Dial-112".

ERSS Impact

Before the implementation of ERSS, to provide a prompt efficient and effective police response, support and assistance, even in the remotest villages of the State within less than 20 minutes on Dial-100. After the implementation of ERSS, effective police response, support and assistance have been provided to citizens in 10-12 minutes.

Challenges and Issues

- PRI Lines - Sometime PRI Lines goes down.
- TSP - Sometimes 112 helpline not able to contact.
- ERC - ERC location has a space conjunction problem.
- Work Stations - Sometime Workstations Hangs due Connectivity Error.
- MDT - Not Operational
- LBS - Not functioning properly.
- BSNL – Sometimes BSNL Server down at district level and fiber cables also cut down at districts due to construction work in cities.

Awareness Activities

MHA GOI was sent the pamphlets for the promotion of ERSS "Dial-112" in State, which was circulated to all the 27 Districts in state for the awareness of Public. In addition, advertisement is given in public media time to time. Now, public have awarded about "Dial-112" and uses its services when they need assistance of police, fire and medical etc.

Suggestions and Recommendations

- The Space allotted for ERSS-112 PSAP is congested.
- Space for server room, call takers and store room is not adequate.
- MDTs in ERV vehicles are not there in Punjab.
- LBS service is not functioning properly.

Vision for Future

MDTs will be fitted in all the patrolling vehicles in the State which included four wheelers and two wheelers. As of now, this helpline caters as a police helpline and subsequently fire service, ambulance services, natural disasters etc. shall be added.

Rajasthan

Overview

On 25th December 2020, Rajasthan Chief Minister Ashok Gehlot launched the 1st phase of integrated ERSS that seeks to merge all the existing emergency toll-free numbers with 112. According to reports, the system would reportedly go live in 25 district police headquarters in the second phase and the remaining 145 urban bodies in the third phase.

Challenges and Issues

- PRI lines: Poor signal of BSNL network
- Blank calls: Ratio of blank calls is more than actionable calls



IIPA team at ERSS Rajasthan

Telangana

Overview

- In Telangana State Dial 112 / ERSS was implemented in line with Director General of Command-and-Control centre Dial100.
- Created Separate Skill Set in existing Dial 100 for ERSS / 112 at PSAP.
- Ensured that received voice Calls are independently answered by Call taker @ PSAP and it is processed through Dispatchers. All dispatches are processed, till the logical solution provided to the caller.

ERSS Impact

- Implemented Integrated Voice Recording System (IVRS) – 8 Seconds duration.
- Implemented Location Based Services (JIO, AIRTEL, VODOFONE and IDEA) subscriber's network.
- SOS India APP is Integrated with GVK EMRI (ERC) for entire State of Telangana
- Added 2200 rescue Vehicle in the system to reduce the Response time
- Added Call takers, Dispatchers and Monitoring team in ERSS @ PSAP
- Adding of Volunteers for India Mobile APP is in process.
- Calls of Women and Children related are transferred to WHL -181
- Implemented Mobile APP for Patrol Vehicles and integrated with PSAP
- Implemented SIP (Session Initiation Protocol) lines – instead of PRI lines (Primary Rate of Interface lines)

Challenges and Issues

- High calls flow with more than 8 lakhs calls/day.
- Ineffective calls are very high compared to effective calls (only 3%).
- To overcome this, the need to implement IVRS System in Emergency services so to serve the needy on time.
- PRI down time is very high and looking towards the call flow
- There is a need to improve sophisticated high end server firewalls for intrusion, detection, and protection of the system.

Tamil Nadu

Overview

Before the state's current system was put into place, the emergency services were already in place. In all districts, the state's sub units are operational, and a control room is located in Chennai. A single 112 number will soon be available throughout all of India through integration.

Emergency assistance from Police, Fire or Health departments or from any other services, which are:

- Dial 112 from your phone;
- Press power button on your smart phone 3 times in quick succession to activate Panic call;
- Long press '5' or '9' key on your feature phone to activate Panic call;
- SMS to 112 from your phone;
- Log-on to State ERSS website and place your SOS request;
- Use 112 India mobile app (available in Google Play store and Apple store) to activate a panic call.

Challenges and Issues

- MDTs- Shortage and replacement of MDTs.
- LBS- Connectivity issue and need filter mechanism at TSP level.
- Fake calls- 11 Lakhs calls are received daily from which actual calls are 12000 calls. The calls are been originated wrongly.

Awareness Activities

- Promotion through social media and the like (Twitter, WhatsApp)
- Build the app for women safety.



IIPA team with ERSS Tamil Nadu

Tripura

Overview

Since May' 2020, Women Helpline has been routed to 112. Then onwards, ERSS is attending calls related to WHL-181 and coordinating with SW & SE department. There are total of 6 Call Takers working in a single shift for attending the calls being landed at PSAP. Also O2 Call Taker desk have been created as agreed with SW & SE Dept. against Women Helpline (WHL- 181) for addressing the calls related to Women in distress, Domestic violence, and Women empowerment. There are total of 24 Call Takers in PSAP who are working 24 X 7. Other than the regular activities, 06 Call Takers are earmarked to attend calls related to Cyber Financial Frauds and to enter the information in Cyber Police Portal for immediate response of the bank in holding the deceit money.

Challenges and Issues

- Immediate replacement of the MDT sets is required as these have charging problem.
- On several occasion it is found that Event is dispatched by the CAD but MDT Operator receives it after a certain period of time which invariably increases the Response time in the system.
- Dedicated ERUs/ vehicle/ Ambulance with multiple numbers of MDT sets in Police stations/ Fire Stations and Hospitals are required for attending simultaneous events.
- Non-functioning/ Malfunctioning of MDTs - Battery bulge issue/ non-functional Touch screen/ Charging problem with vehicle charger.
- Fewer Ambulance available for ERSS activity - Due to unavailability of sufficient Ambulances, service could not provide to the distressed person in time which eventually increases the response Time.
- Lack of motivation and interest in handling MDT - Lack of motivation and interest to handle MDTs by the Fire and Medical Staffs literally increases the RT.
- Dealing with insane and drunken people - Often ERSS Control Room receives call regarding an insane person or a drunk person lying near the roadside. Due to lack of clarity regarding the priority of such cases and which stakeholder will address such cases things become difficult to be dealt with.

Suggestions and Recommendations

- Considering the present situation and increase in the events the facility of DCC may be incorporated in ERSS Tripura.
- Android based application for sending and receiving events and information w.r.t ERSS instead of MDT Based operation.
- Centrally there shall be a guideline for putting priority against the incidents while registering them as Events.
- In case of reviewing missed calls there should be the all the options in the drop down as available in normal cases in CRM window during closing a call without registering it.
- A guideline/ SoP may be circulated to assess efficiency of CAD/ Call Takers/ MDT Operators.

Vision for Future

- Procurement of new 300 MDT sets for Police Station/ Fire Tender/ Ambulance
- Procurement of dedicated vehicle for ERSS to be deployed in PSs.
- To accomplish the uploading of GIS map of PS boundaries in ERSS Map with the help of TSAC.
- Registration of 500 more active volunteers.

Uttar Pradesh

Overview

The process, technological and structural innovations implemented have led to the empowerment of citizens by democratizing availability of police services in emergency situations to all citizens, leading to fundamental police reforms, enforcing complete accountability of the police officers at different levels due to complete automated digital trail of all actions taken by them.

- Calls from entire urban, rural and remote areas of the State of Uttar Pradesh to Number 112 land at the Lucknow Centre.
- Non-police officers (Communication Officers- COs) answer public calls within 5 seconds. All calls are recorded fully.
- All these COs are women, so that they talk with empathy with the distressed callers.
- It is the CO who decides whether police need to be dispatched on a specific information and Event' is created by her and sent to district 112 control room for dispatch of PRV.
- The police staff of district 112 control room controls all PRVs under his jurisdiction and dispatches the event over internet on their mobile computer, phone or wireless.

Suggestions and Recommendations

- ERV location tracking by citizen of respective event
- Event location co-ordinates capturing by PRV staff during event closure
- Usage of e-Sims for GPS devices
- HRMS app over mobile
- Integration with SAFE CITY, SMART CITIES and CCTNS
- LIVE map for PRVs
- Training need assessment
- Optimization of available assets
- Body worn cameras use by PRV staff

Vision for Future

Project (UP-112) is entering Phase II after end of previous contract of 05 years on date 03/06/2021. Process of on boarding consultant and new system integrator (SI) is earmarked as proposed activities/ initiatives in upcoming time.



IIPA team with ERSS Uttar Pradesh

Uttarakhand

Overview

- Have a total number of 594 Active MDTs installed in Police Vehicles. As Uttarakhand is Disaster Prone area, have given 36 MDTs to Fire Station and 19 MDTs are given to Police Aapda Units which work as a first responder in any type of disaster. Fire Services Emergency number (101) and Women Helpline (1090) is merged with Dial 112 for quick and better enforcement. API integration is done with Transport Panic Button SOS.
- In case of a network issue in the system, RoIP devices are installed in ERSS to directly contact any Police Station of three districts (Dehradun, Haridwar, Udham Singh Nagar) and in case of any Data Loss in ERSS the state has the DR (Data Recovery) setup of Live Data Migration in State Data Centre.

Challenges and Issues

- Location of Victim - LBS is not integrated except Airtel
- Unwanted System generated SMS
- Some parts in State (Remote Hill Area) does not have proper 4G Data Connectivity

Suggestions and Recommendations

- Automated star rated feedback system.
- File attachment facility should be incorporated in ERSS.
- 112 Supervisor APP for district Police Administration.
- Vision for Future
- API integration of Medical (108) with Dial 112.
- API integration to CCTNS with Dial 112

Andaman and Nicobar Islands

Overview

Emergency assistance from Police, Fire or Health departments or from any other services, which are:
Dial 112 from your phone;

- Press power button on your smart phone 3 times in quick succession to activate Panic call;
- Long press '5' or '9' key on your feature phone to activate Panic call;
- SMS to 112 from your phone;
- Log-on to State ERSS website and place your SOS request;
- Email SOS alert to Emergency Response Centre in the State
- Use 112 India mobile app (available in Google Play store and Apple store) to activate a panic call.

Challenges and Issues

- LBS facility not provided by TSPs: - Location Based Service has not been provided by CDAC due to non-availability of infrastructure with Telecom service providers.
- Short code conversion of SMS: - SMSs need to be sent on a regular mobile number (long code) due to non- availability of Short code-112.

Awareness Activities

- Advertisements were played in the screen of inter-islands plying vessels.
- Advertisements were played in the Movie theatre.
- Templates/pamphlets were distributed at various location like schools, collages, bus stands, in local newspapers.
- School students were given opportunity to visit 112 control room.

Suggestions and Recommendations

- Upgradation of current internet connection of 2 Mbps, for better and fast internet connectivity with least attenuation.
- Enabling of Location Based Services (LBS) for our Islands by various Telecommunication Service Providers (TSPs) to further reduce the average response time of ERUs.
- Provide dedicated Diesel Electricity Generators for countering frequent power cuts and ensuring 24/7 service.
- Extending the backup capacity of the UPS/Inverter provided to handle the scaling infrastructure need.



ERSS A&N Island

Chandigarh

Overview

Chandigarh ERSS combines numerous emergency services, including police (100), fire (101), health (102 & 108), and others under a single emergency number, "112." Every call to the emergency number "112" SOS signals, SMS, and other emergency requests are received. Skilled "Call Takers" respond to the aforementioned requests and input the details of the emergency request into the system depending on the type of call or spot. GPS-enabled Mobile Data Terminals (MDTs) and other communication tools are included in Emergency Service vehicles (Wireless Sets).

Challenges and Issues

- Only Airtel TSP LBS is working.
- JIO, Vodafone and BSNL LBS is not working.
- LBS is Location Based service in which location of distress call will be automatically marked on GIS map of CRM agent
- Mobile Data Terminal (MDT) performance issue
- Due to 24*7 usage, MDT's (HP Pro 8 Tablet) battery is swelling frequently.
- GPS Location accuracy of MDT.
- Upgradation of GIS map for ERSS so that more layers will be added in GIS map.
- Sometimes calls from border area were landed at PSAP Chandigarh

Suggestions and Recommendations

Chandigarh police is using analog wireless communication system but now they are planning to shift on digital wireless communication, suggestion is to integrate digital wireless communication with ERSS 112 to improve the response time



IIPA Team at Chandigarh ERSS

Vision for Future

- Implementation of CMAPS (Crime Mapping Analytics & Predictive System) with existing C-DAC ERSS-112 project.
- Integration of CCTNS database with existing C-DAC ERSS-112 project is under process.
- Existing MDTs provided by C-DAC need to be replaced with Rugged Tough Book.
- Upgradation of the GIS map with more layers to make the search option easy for the CRM agent.
- Integration of Disaster Management service and Women and Child Helpline service with existing C-DAC ERSS-112 project.

Himachal Pradesh

Overview

Himachal Pradesh has become the first state in the country to connect all registered commercial vehicles equipped with Vehicle Location Tracking Device (VLTD) with Emergency Response Support System (ERSS). Now these vehicles can be tracked anywhere in the state through VLTD.

Challenges and Issues

- There are no dedicated vehicles in Police Stations for the ERSS during the period of implementation.
- Due to the hilly terrain of HP, MDTs face signals' problems.
- Online SDR is not provided by the Telecom Service Providers (TSP's).
- Only 87 MDTs are provided in main Police Stations during the period of implementation.

Awareness Activities

- Awareness through media, social media hoardings, banners, pamphlet, meeting with villagers CPS at beat level, Police Station level, Sub-division level and District level.
- Police Help Line No. 100, Guide Help line-1515, women help line-1091 and women Help Line-181 (Central Govt.) have already been merged in ERSS-112.

Suggestions and Recommendations

- Increase in the bandwidth of MPLS circuit in DCC's and PSAP.
- Upgradation of computer system from time to time.
- Integration of WhatsApp / SMS No.94591-00100 with ERSS -112 system.

Delhi

Overview

ERSS 112 Delhi Public Safety Answering Point (PSAP) was established and inaugurated on 25-09-2019. ERSS 112 is a system planned to handle the various type of distress signal viz. Voice call, SOS, SMS, E-Mail, Web Request and Social Media (Twitter) for all type of emergency requirements viz. Police, Medical and Fire in an integrated manner at the common platform designed by M/s CDAC being total service provider of the ERSS Delhi system. Currently ERSS-112 Delhi system is fully operational and handling all types of the distress signal viz. Voice call, SOS, SMS, E-Mail, Web Request and Social Media (Twitter) and providing the emergency assistance for all types of emergency services requirements viz. Police, Medical, Fire, Crime & Railway and Hotline, Women, Senior Citizen/Student/Child, Anti Obscene, Traffic, Missing Person Squad and Auto Match in dedicated manner for close monitoring of specific service requirements. Further the ERSS-112 Delhi system is handling various Voice & Non Voice signal through different help line numbers viz. 112, 100, 1090 (Eyes & Ears), 1091(Women), 1093(North East/ J&K), 1096 (Anti Obscene), 1291(Senior Citizen/Student/Child), 155270(Anti Mob Violence), 155271(Anti-Noise Pollution) along with different web portals viz. Himmat Plus App Web Portal, Noise Pollution Web Portal managed by CPCB, SAMEER App Web Portal, Green Delhi App Portal and Foreigners Helpline mobile no. 8750871111. ERSS-112 Delhi system has integrated Police, Medical and Fire services. Police & Fire services are connected through ERSS module & network designed by M/s CDAC and Medical service is connected through two-way external integration as CAT's Control Room is using their own call handling system

- ERSS-112 Delhi system is a state-of-the-art technology and designed with advance infrastructure to manage several types of distress signals. The Major changes brought in the emergency redressal mechanism are as under.
- Various distress signals viz. Voice Call, SOS, SMS, E-Mail, Web Request and Social Media (Twitter) being managed on common unified platform.
- SMS and E-Mail non-emergency signals being managed by skilled agents on dedicated console so that other general CRM agents may concentrate on emergency signals viz. Voice call and SOS.
- All emergency services viz. Police, Medical and Fire is integrated in the system and case is assigned to the concerned emergency services instantaneously.
- All help lines numbers 112, 100, 1090, 1091, 1093, 1096, 1291, 155270 & 155271 being managed on the common platform along with other web portals.
- Skilled and gender sensitive agents are deputed on the help lines viz. Women, Anti Obscene, Senior Citizen/Student/Child, Eyes & Ears , Foreigners and North East & JK.
- High Priority calls are escalated to the command room and being monitored by the supervisory officers on the 55” QLED display for close monitoring and concerned officials being informed as per defined SOP’s.
- All PCR vehicles GPS location, Running Status and Availability status being monitored on 4x3 Video Wall having GIS Map 24x7 by the supervisory officers.
- All agents’ performance being monitored by the supervisory officers on the 2x2 Video Wall in the command room for efficient working of PSAP.
- PCR vehicles Response time is closely monitored by the dedicated staff of GPS Cell to improve the efficiency of PSAP.
- On registration of an event and assignment of the PCR Vehicle distress caller is being informed through O2 no’s. SMS having details of the case, PCR vehicle and with feedback link.
- Feedback console is staffed by the skilled agents and works under the supervision of higher officials for improvements & ERSS-112 system.

Technical challenges are being faced in ERSS-112 as under.

(i) PRI Lines (MTNL):-

- Currently 10 PRI Lines of MTNL are being used for receiving calls from all telecom service providers (TSP’s) in Janpath Tendem of MTNL Exchange. Further the calls are routed to Delhi ERSS through Badli Exchange (06 PRI’s) & Shakti Nagar Exchange (04 PRI’s). The failure in Janpath Tendem affects the call flow in ERSS as fall back route of Karol Bagh Tendem is not capable of taking full load.
- Frequent fiber cuts of MTNL takes the time in restoration and hampers the efficiency of ERSS-112 system.

(ii) Telecom Service Providers (TSP's):-

- Direct PRI Lines: - Direct PRI line connectivity from all TSP's up to PSAP location is under implementation and taking time due to poor response from TSP's. Further the Mobile Data Terminal (MDT) device provided to PCR vehicle users are having Airtel TSP SIM card for communicating with ERSS server but at some location Airtel connectivity is poor or have dead zone which hampers the efficiency and response time of ERSS-112.
- Offline SDR Data:-Currently TSP's Subscriber Details Record (SDR) is being received and updated manually in the ERSS database.

(iii) Location Based Services (LBS):- At present only Airtel LBS is working & that too is intermittent having accuracy issues.

- Problem of irrelevant SOS/Call rate is very high due to emergency Call/SOS feature in smart phones by holding power button or pressing power button multiple times and pressing 5/9 No. keys in generic mobile phones.
- Accessories like Mobile Data Terminal (MDT) chargers, CRM calling headphones, charging cables are of very poor quality.
- Poor maintenance services for defective MDT's, Communication Devices and Dell PC's.
- All technical maintenance and system up-gradation are being done remotely by the M/s CDAC. Unavailability of dedicated responsible and capable technical official from M/s CDAC at PSAP Delhi location is a major concern being mission critical system.
- Currently only 02 Facility Management Staff (FMS) is working at Delhi PSAP. Initially total 05 No's FMS staff were available

(iv) India Mobile App: -

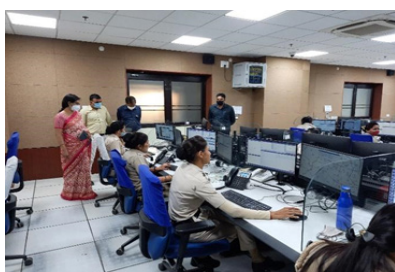
- Volunteer & Shout facility in 112 India App is not implemented by M/s CDAC.
- MDT App/112 India App latest android version compatibility not done by M/s CDAC pro-actively.

Awareness Activities

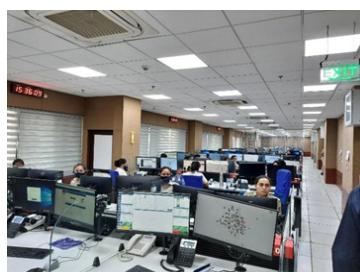
ERSS-112 related awareness program being conducted through print & digital media time to time.

Suggestions and Recommendations

- OEM suppliers of Hardware/Software should be the nearest to the state/UT PSAP for ease of maintenance.
- Hardware/Software purchase should be in the name of state/UT for ease of maintenance in the case of AMC required in future.
- There must be 02 No's FMS Staff in each shift (04 shifts), 02 FMS staff in general shift and a network administrator level officer deputed in PSAP ERSS-112 Delhi.
- Availability of service engineers of UPS & Video wall vendors must be ensured during national and critical arrangements being mission critical system.
- Availability of online Subscriber Details Record (SDR) data from all telecom service providers (TSP's).



IIPA team at Delhi ERSS



Vision for Future

- The basic ERSS-112 system does not have advance features and capabilities in order to make it state-of-the-art system. Therefore, the "Augmentation of ERSS-112 System" of Delhi Police has been proposed. The Augmentation of ERSS-112 proposal has the following major components and the proposal will be spread over in two financial year, 2021-22 and 2022-23:
- Maintenance Any upcoming integration with respect to panic signals (For example Ministry of Road Transport & Highway and DTC Buses) being escalated to ERSS-112, should only be forwarded after proper filtration at local control room level for ERSS-112 related supports.

Puducherry

Overview

In 2010, the Puducherry Police implemented the cutting-edge Integrated dial 100. Through the ERSS Project, the Puducherry Police aimed to integrate the four widely scattered enclaves under one roof by connecting the Puducherry UT's grievance redressal mechanism. While migrating to Dial 112 application, to improve the "Response Time and Citizen satisfaction" through Dial 112, it was added the following to the ensure service efficiency".

- VHF Wireless local communication
- Receiving of Compliance from the Field Officer
- Receiving of Feedback from the Victim / Caller sought assistance
- Sending of weekly remainder

Challenges and Issues

- Call Routing - Since Puducherry is the neighbouring state to Tamil Nadu few distress calls are received in Puducherry Control Limit.
- On these type of emergency signals the first aid help is given to them and it has been informed and forwarded to concerned PS limit in TN Control Room
- Centralized Subscriber Data Record (SDR) for Caller ID.
- Centralized Location Base System (LBS)
- Centralized system of Filtering of hoax calls / SMS and identified mischief mongers

Suggestions and Recommendations

- Call forwarding option to other state under "One Roof" concept.
- Centralized Database on Subscriber data with default update on porting of service providers to which it has been ported.
- LBS - Geolocation of the service providers from the centralized ERSS server on SMS.

Establishing ERSS at Karaikal / Mahe / Yanam 112 - Connecting Outlying regions of Puducherry UT

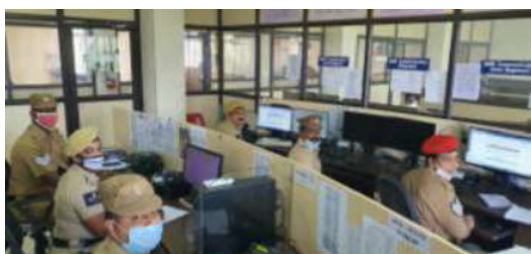
Karaikal - 132 Km from PY Mahe - 608 Km from PY Yanam - 813 Km from PY

- Establishing Phase - II connecting outlying regions Karaikal, Mahe and Yanam of Puducherry UT separated wide apart.
- One-Roof Concept - "Server" at ERSS @ CCR, Puducherry Region will be upgraded as "Central Server" and outlying regions (Karaikal / Mahe / Yanam) will be connected through PSWAN (Internet / Intranet) Lease-line Network connectivity to Puducherry enabling Single Point of Control (SPOC) on Software and hardware maintained by FMS already deputed at Puducherry.
- Complaints received at Puducherry Centrally and dispatched through Hybrid Wireless (VHF+IP) DMR Network @ Phone to the respective Police Stations / Officer / etc
- Compliance from authority and Feedback from complainant will be received, cross verified by call dispatcher and supervisory officers.
- All the above will be recorded synchronizing each other.

Police Dispatcher Wireless ; Hybrid Network

As Police is fully relied on VHF communication for routine activity, it was projected and got approved to adopt VHF as "Call Dispatcher" component. It supports as Mass Media Communication and Disaster management.

- The proposal was examined by C-DAC as directed by MHA. It was agreed and it was reflected in DPR by C-DAC and they adopted it in the core-application ERSS @ Dial 112.
- IP supported Simulcast DMR Repeater will be installed at Puducherry, Karaikal, Mahe and Yanam
- This will ensure local communication in all the 4 regions by all even by Walkie Talkies.
- Puducherry Region requires 8 numbers of S-DMR to cover entire Regions including Coastal Areas and borders, while the other 3 regions require one each.
- One stand-by S-DMR-Repeater is sensitive for replacement and maintenance in all the four regions
- DMR - VHF Walkie Talkies can be procured for Yanam regions.



ERSS Puducherry

Ladakh

Overview

On October 31, 2020, Ladakh officially adopted and inaugurated the UT ERSS. The women's helpline number (1091) and the police number (100) were the only numbers initially listed. The emergency helplines for fire, health, and disasters—numbers 101, 102, and 1078, respectively—will, however, be added later.

Awareness Activities

Since the inception of ERSS 112 from 31 Oct 2020, the ERSS 112 has been working hard for the awareness regarding the facilities provided by dial 112 via various methods.

Billboard Advertisement

Creating awareness by having billboards regarding dial 112 at crucial locations throughout Ladakh.

Media Coverage

Ladakh has covered the facilities provided by the ERSS 112 and the functioning mechanism for the awareness of the general public through Local News Channels.

Social Media

The current society is highly active on Social Media. ERSS unit made a short film regarding the functioning of the Dial 112 and used Social Media such Facebook, Instagram and Twitter for the spread of the above-mentioned film.

Challenges:

Medical Emergency:

The medical distress calls are not integrated with the ERSS, however, the ERSS unit of the UT receive many calls for medical emergencies.

Telecom Service Provider (TSP)

UT- Ladakh is having only 1 TSP which provides us with PRI Line i.e. BSNL. Hence, complete dependence on one PRI line. If some mishaps happen with BSNL, the whole system is down. Currently, one more TSP is testing for establishing the PRI line. TSP Network coverage of TSP to the whole UT- Ladakh is absent. It doesn't cover remote regions.

Mobile data terminal

There isn't any issue with MDT but whenever the network issue comes, it is difficult to update the status of the event. Further CDAC is yet to provide the remaining MDT's inspite of repeated requests and lapse of over 15 months.

Suggestions and Recommendations

Increasing the workforce:

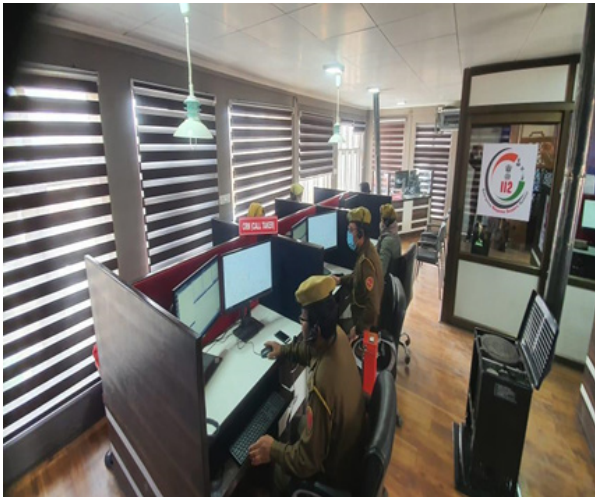
The workforce has to be increased as the service is 24*7 for better functioning and efficient response

Machine to machine integration:

Machine to machine integration is needed for the prompt and efficient response especially for the medical and fire emergencies. Machine to machine integration decreases the average response time. CDAC is required to be flagged with this issue on priority.

Increasing No. of Emergency Response Vehicle:

Number of ERV has to be increased and stationed or patrolled at various areas so as to respond to distress calls quickly. Thereby, decreasing the average reach time to Event location. The ERV's are available and the department awaits additional MDT's, original server and network solution from CDAC for commissioning such vehicles.



ERSS UT Ladakh

Success Stories : ERSS

UT: Andaman and Nicobar Island

On June 9, 2019, at 9:00 p.m., a passerby dialed the ERC and reported seeing a teenage girl crying and alone outside a Prothrapur movie theatre. She also resisted engaging in conversation with anyone. The ERC sent an All Women Patrol vehicle from PS Pahargaon after getting the information. It was learned through a female cop that the woman was from Ferrarpur and had missed her final bus. The police then dropped her off at her house.

Another incident occurred on March 22, 2019, when a distressed parent from Chunnabhata Bambooflat—a very isolated area with no vehicular service after dusk—called the ERC after 10 p.m. to request assistance for his 2-year-old son, who was having trouble breathing. The dispatcher discovered an ambulance from CHC Bambooflat, and it arrived at Chunnabhata in under 15 minutes. The child's life was saved by prompt arrival at the residence, quick emergency assistance, and transfer to CHC Bambooflat.

Uttarakhand

A boy who was working on the National Highway survey and repair fell from the slope unintentionally on April 20, 2019. One of the additional employees dialled 112. It was 2:00 p.m. When a team from the local police arrived at the scene, they found the youngster was stranded in a small valley that was impassable by foot or vehicle. Then, the ERC and local police called on the SDRF to launch a rescue effort. In two hours, the youngster was successfully removed from the dangerous circumstance, given first aid, and sent to AIIMS in Rishikesh for medical attention. As a result, a life was spared thanks to the prompt interaction and engagement of two state services.

A woman boarded a bus on April 10th, 2019 from Haridwar, Uttarakhand, to Panipat, Haryana. Within a short period of time, the bus driver and a few miscreants began making fun of and assaulting her. A passenger who offered to help her was harassed, beaten, and thrown from the bus. Fearing an escalation, she dialed 112. A team from Roorkee was sent, and they tracked down the bus, halted it, and arrested the driver and other criminals. Roorkee Police acted quickly to diffuse a possibly dangerous scenario because she was the only woman in the bus.

Telangana

At 6:20 pm on June 7, 2019, a man called the ERC to report that his sister-in-law had been stabbed. At 6:24 p.m., the Thorrur PS started its dispatch, and the First Response Vehicle was at the scene in about 5 minutes. The police responded quickly, arresting the culprits while saving the woman.

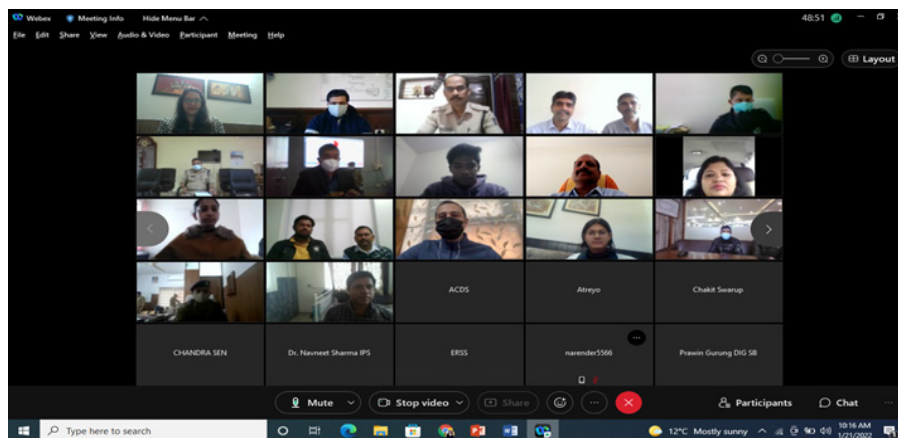
Chhattisgarh

A passerby informed the ERC on May 12, 2019, at 4:30 p.m., about a pregnant woman moaning in labour next to the Forest Depot in the Distt. Korba. Within three minutes, dispatch was started, and shortly after that, the first response car arrived at her position. The woman gave birth to a healthy child while travelling with a nurse and her husband. The FRV eventually transported them to the Ayushman Wellness Center, where the mother and infant received the necessary medical care.

Salient Findings

- States where ERSS is launched in all districts are Himachal Pradesh, Ladakh, Kerala, Punjab, Rajasthan, Tamil Nadu, Telangana, Uttarakhand, Andaman and Nicobar Islands, Madhya Pradesh, Dadra and Nagar Haveli and Daman and Diu, Uttar Pradesh, Lakshadweep, Chandigarh, National Capital Territory of Delhi, Goa, Karnataka, Tripura, Jharkhand, West Bengal, and Odisha.
- States with the highest number of distress calls received in FY 2020-21 are Andhra Pradesh, Arunachal Pradesh, Chhattisgarh, Karnataka, Punjab and Delhi.
- States taking the highest response time i.e. 33-40.7 mins Arunachal Pradesh, Jammu and Kashmir, Manipur and West Bengal, Nagaland.
- 23 states have resolved 100% Emergency calls. 4 States have resolved around 99% and lowest percentage of resolved emergency calls i.e., 60-63.15% are done by Assam and Meghalaya.

Online National Webinar on schemes for Safety of Women under the Nirbhaya Fund IIPA in collaboration with Ministry of Home Affairs



Suggestions given by the States/UTs

- Panic button in rural areas should be well connected and briefed up taking upmost consideration of time management.
- Location based services is needed to make area specific preparation.
- Requirement for more vehicles for rural areas.
- Removing panic button from mobile phones and just dialing 112 to diminish unwanted call rate.
- Navigation link in the Mobile Data terminal (MDT) to track location better.
- Speech to text facility will enhance the overall outcome of the scheme.
- Requesting C-DAC to upgrade and in this course all trouble shooting should be considered with specific needs.
- ERSS application should be bridged to the centralized database so the entire India can avail the facility of ERSS. Bridging of all states ERSS data will help in creating a centralized data needed for the future.



Safe City Projects

(8 Pilot Projects)

Background & Introduction

Financial Outlay & Present Status

Data Analysis and Field Work

Success Stories

Suggestions by States/ UTs

Introduction

The Constitution of India enjoins the Union to protect every state against external hostility and internal disorder in order to ensure that the governance of every state is carried out in accordance with the provisions of the Constitution. In pursuance of these obligations, the Ministry of Home Affairs (MHA) continuously assesses and monitors the internal security situation, issues appropriate advisories, shares intelligence inputs, extends manpower and financial support, offers guidance and expertise to the state governments for maintenance of security. Accordingly, MHA has issued guidelines for Safe City Project for safety and security of women.

Women form an integral part of society and their contribution in the economic development. Working women in the Indian cities are significantly contributing to the economic development of the city. With a view to build a safe and secure environment for women, the Safe City Projects came forth.

The Safe City Projects of MHA embarked on a strategic planning process to create safe cities for women. The idea is to have safe cities with safe urban zones for women. The core of the scheme is to work on women safety and to provide directions for partnership building and advocacy activities, as well as for capacity building. Using technology to aid smart policing and safety management, Safe City Projects have been sanctioned in phase-I in 8 cities (Ahmedabad, Bengaluru, Chennai, Delhi, Hyderabad, Kolkata, Lucknow and Mumbai) under Nirbhaya Fund.

The Safe City Projects undertakes advocacy on local crime and violence prevention, policy development on human settlements and on the governance dimensions of crime and violence prevention, documents and analyses experiences, and develops and disseminates tools for local governments and other actors. Among key outputs are an integrated set of tools and resources on crime prevention, policy documents on key issues such as women's safety, children at risk and the role of the police in urban governance, and an overall increased recognition of the key role of crime prevention in sustainable human settlements development promoting safe cities.

Women's safety involves strategies, practices and policies which aim to reduce gender-based violence (or violence against women), including women's fear of crime. Women's safety involves safe spaces. Space is not neutral. Space which causes fear restricts movement and thus the community's use of the space. Lack of movement and comfort is a form of social exclusion. Conversely, space can also create a sensation of safety and comfort, and can serve to discourage violence. Therefore, planning and policy around safety should always involve and consider women. Women's safety includes the existence and security of communal toilet facilities in informal settlements, gender-sensitive street and city design, safe car parks, shopping centres and public transportation. MHA synthesised the women safety in the form of Women Safety Scheme under which Safe City Projects forms a sub-part.

Safe City Projects are comprehensive and integrated projects developed by the Police and Municipal Corporations of the city, in keeping with the demands of their women residents and to plug any gaps in existing infrastructure.

Safe City Projects calls for the use of state-of-the-art CCTV surveillance to help in ensuring a cityscape that is safe and secure for women is a technology paradigm that has been extensively proven across the globe. The need of such a technology-enabled surveillance is more acute for ensuring safety & security at places frequently visited by women, such as market places, roads, bus terminals, metro stations, public parks, tourist destinations, areas around women schools/colleges/institutions, etc.

Guidelines of the Scheme

Following the Justice Verma Committee report and MHA advisories to all States/UTs in the past in the matter of women safety, these are the desirable components for ensuring safety of women and children in the metros and larger cities:

- Smart surveillance in the form of increased surveillance and demonstrative presence/visibility in public places through installation of cameras and deployment of dedicated women- safety Mobile Police Vans.
- Safe zone cluster (smart lighting, ECB etc.)
- Sanitation facility for women.
- Enhanced safety for women in public transport.
- Community outreach & awareness on gender neutrality and sexual crimes.
- Integrated Support Centres for women & children (Law Enforcement Agency, Legal and Counselling)
- GIS based crime mapping

Implementation and Monitoring mechanism

The implementation and monitoring of the Safe City Projects is undertaken through the



The States/UTs are required to constitute an Apex Committee for purpose of Project Implementation & Monitoring to be headed by Chief Secretary, and including Secretary, Home Department; City Police Commissioner/ City Municipal Commissioner, representatives from the State Nodal / Line Departments whose items of work are being undertaken in the approved 'Safe City Project'. The States/UTs can also invite representatives from M/o WCD and MHA. States/UTs may monitor the implementation of Safe City projects on a monthly basis and share the report with M/o WCD and MHA. Details on progress of assets created and set-up shall be uploaded on the Safe City Implementation Monitoring Portal set up by MHA.

The M/o WCD has set up an Empowered Committee of Officers on Nirbhaya Fund headed by Secretary, M/o WCD. The Committee will regularly monitor the progress and fund release for the project. Women Safety Division in the MHA shall provide updates to the Empowered Committee on progress in the Safe City Projects after taking inputs from concerned States/UTs.



Financial Assistance

Funding for the Safe City projects shall be undertaken through Nirbhaya Funds. Centre and states will share the funds for the projects in the ratio of 60:40 respectively, including in UTs with legislature. However, in case of projects falling in the north-eastern part of the country, the funding will be shared in the ratio of 90:10. In case of UTs without own legislature, the funding will be entirely borne by the Centre.

Rs.3080.16 crore has been approved for Safe City projects in 8 cities, of which Rs.2840.05 crore is funded from the Nirbhaya Fund. The projects will be funded as a Centrally Sponsored Scheme, i.e., cost to be shared between Centre and State in 60:40 ratio, except Delhi which will be funded 100% by Centre. The Central share of the project cost is being funded from Nirbhaya Fund.

The Safe City Projects have a majority components of capital expenditure requiring procurements of equipment/materials for project to commence, funds for the scheme are released in the form of installments:

- **First installment- 67% of the total project funds approved**
- **Second installment- 28% of the total project funds**
- **Third installment- 5% of the funds for the projects**

Table 2.1 (Financial Year 2018-22) Safe City fund utilization in % (Funds released to States/UTs)

State	Approved funds	Central share of funds approved	State share of funds approved	Total Fund Released	Received UC
Gujarat	₹ 220.11	₹ 132.07	₹88.04	₹ 132.06	₹ 29.33
Karnataka	₹ 667	₹ 400.05	₹266.95	₹ 167.26	₹ 103.25
Maharashtra	₹ 252	₹ 151.02	₹100.98	₹ 143.64	₹ 106.17
Telangana	₹ 282.41	₹ 169.45	₹112.96	₹ 160.97	₹ 49.24
Tamil Nadu	₹ 425.06	₹ 255.04	₹170.02	₹ 240.78	₹ 63.89
Uttar Pradesh	₹ 194.44	₹ 116.66	₹77.78	₹ 116.03	₹ 76.39
West Bengal	₹ 181.32	₹ 108.79	₹72.53	₹ 55.57	₹ 55.57
Delhi	₹ 617.71	₹ 617.71	₹0.00	₹ 333.27	₹ 252.28
Total	₹ 2840.05	₹ 1950.79	₹ 889.26	₹ 1349.58	₹ 736.12

Data source : MHA Women safety division

Safe City Ahmedabad

Present status of scheme

Presently the scheme is operationalized in the 8 cities of the country where safe zones for women are created at public places. It is in the implementation stage under which installation of CCTV Cameras, Patrolling Cars for Police, Surveillance using drones, GPS and Police Booths are proposed by the state government. The state police has created safe zones mandated under the Safe City Projects in Ahmedabad city.

Ekta Ground

- The development work of Ekta ground is work in progress. It would be completed by Dec. 2021.

One stop crisis center

- One Center operational at Asarwa civil hospital, second center is to be operational at Sola Civil Hospital published the tender for partition/ furniture/ modification/ renovation work of second center.
- Ahmedabad City Police has written a letter to Commissioner of Health for allocation of 500 Sq. meter of land in the Sola civil hospital campus for establishment of new one stop crisis center.

All women cyber unit

- Two kits of Cyber equipment are procured and made operational at Cyber Crime cell. For construction of All Women Cyber Unit at First floor of Shahibaug Mahila Police station, GSPHCL has published the tender.
- For furniture work of All Woman Cyber Unit at fourth floor, Paladi police station, GSPHCL has published the tender.

Capacity Building, Training & Awareness

- RFP prepared by Ahmedabad City police is approved by Project Implementation Committee (PIC) held on 11.10.2021.
- For Approval of SPC, Ahmedabad city police is working on preparing agenda.

Kobans

- AMC/SRFDCL has given approval of 8 locations.
- 8 Kobans are to be established by GSPHCL as per the approved sample Koban. Tender floated by GSPHC.

Speed Boat

- Tender is submitted for approval for procurement of two speed boats on GeM portal.

Electric Personal Transporter

- The department is working on procuring Electric Personal Transporter, Golf cart and electric bikes on GeM portal.

ICT initiatives of Nirbhaya Ahmedabad safe city project

- Tender is under finalisation stage



Safe City Ahmedabad

Safe City Delhi

Safe city is the vision of Ministry of Home Affairs (MHA), Govt. of India, to launch CCTV Surveillance at public places has been envisaged to be one of the tools to aid Delhi Police to combat women safety related challenges in Delhi and at the same time reducing the overall criminal activities in the city. This project aims to strengthen the system for safety and security of women in Delhi. The proposed solution will aid in the detection and response of incidents by:

- Providing alerts to the monitoring authority about abnormal situations involving women safety issues.
- Aiding assistance remotely and more effective public places through 24 X 7 surveillance.
- Provisioning faster response to women safety related alerts.
- Providing real-time monitoring, assessment and intervention in Women Safety related SOS situations.
- Aiding in investigation of the incidents involving crime against women and provide crucial evidence in the form of recording to the investigating authority.

The comprehensive video surveillance system will include setting up of CCTVs, local Police Stations (C2i) and district headquarter (C3i) throughout the city. The data collected from the mentioned terminals would be monitored and analyzed at the main Control Room (C4i) of Delhi Police. The closed-circuit television (CCTV), an integral component of video surveillance systems would be deployed at various locations in public places across Delhi to keep watch over areas vulnerable from the point of women safety and further to help in identifying any abnormal activity by transmitting real time video feeds from such locations. The video feeds would be viewed on a video wall installed at the C4i. Along with the static CCTV cameras are also mounted on Prakhar Vans for surveillance in this project. The system will also integrate with Automatic Number Plate Recognition (ANPR) cameras. ANPR cameras are devices which would be placed at pre-decided locations and would capture the registration number of vehicles. The captured data would then be mapped with a database containing details of suspicious vehicles which may be involved in crime-against women, such as abduction from road side, black listed vehicle etc.

Hardware- On Field Surveillance (Field Devices, Cabling, Digging and Restoration cost)

- Cameras to be deployed Approx. 10000 (Ten Thousand) at 3351 locations.

Tendering is in process

Hardware & Software Regional Police Station Office - Viewing Centers

- Various Police Stations & Police Districts will be given viewing rights of the feeds of the cameras corresponding to their respective coverage areas which is in process

Hardware & Software - Distt. - Command Centers - Viewing Centres

- Viewing of video feeds at PHQ (C4i),16 District Centers (C3i), all Police stations (C2i). The video feed from a Himmat Plus App user could also be viewed on the Video Wall of C4i.Tendering is in process

C4i Command Center, p-IRIS and up-gradation of existing DR Setup

- Storage of video feeds at C4i & Video analytics including FRS (Facial Recognition System). Two number of Mobile Command & Control Vehicles (MCCV). Tendering is in process

Mobile & Handheld Devices

- MDT at Prakhar Vans for attending the distress calls in emergency. Tendering is in process

Mobile Command Center -Tendering is in process

Police vehicles outside girls' colleges/ schools - Patrolling by Prakhar Vans

C-DAC has taken up the responsibility of Total Service Provider (TSP) for the implementation of Safe city project in Delhi, facilitating installation of total software solution, including server, client, network, IT equipment and mobile applications.



Delhi Police Prakhhar Vans patrolling in the city

IIPA Team, with Safe City Delhi Nodal Officer, Mr. Prem Nath (Joint CP)

Safe City Mumbai

The city accounts major portion of India's international trade and government revenue, from being one of the foremost centers of education, science and technological research and advancement. As Mumbai races towards becoming an economic hub, the woman of today is more and more a part of the public places, claiming her place in the society and the commercial world. It is only natural, then, that efforts toward public safety, are more keenly focused on gender sensitivity, inclusivity and safety against sexual assaults.

Under the 'Safe City' project, the state government will expand the existing CCTV surveillance system in Mumbai. This will be linked to the plan of developing victim and abuse tracking web applications. The Central government has asked the state to set up transit dormitories for women and children. The Centre has also asked the state to develop dedicated forensic and cyber-crime cells to tackle crime against women. The city has been allocated Rs. 252 crores for the implementation of the Safe City Project.

The following number of Project Components have RFP ready-Mobile Data terminals, Forensic and Fingerprint Investigation Tools, Digital Evidence Collection System, Forensic Evidence Collection System (ibike), Emergency Response Vehicle System, Mobile Data Terminals and Closed User Group Devices, Nirbhaya (Discrete) Patrolling Squad, Social Media Media Analytics Lab & Crime Analytics Cell, Mumbai Police Application, CCTV Surveillance –Mumbai City, Mobile Forensic Units, Awareness, Digital Billboard, Nirbhaya Mobile Victim Support Unit, Nirbhaya centre for Assistance and Counselling for Women

The following list of Project components; in which tendering is in Process via GeM are Public Address System, Capacity Building & Training.

Cyber Forensic Tools, Nirbhaya Sahayata Kaksha Cell project components are on portal. Forensic Evidence Collection System (ibike) – Additional Project Components have order placed in GeM Portal already. IT Equipment, Photography and Video Equipment project components have been awaiting Fund Transfer GR.

- DGIPR proposal is also being awaited for Social Survey project component.
- Nirbhaya Counselling Centre is in process.
- Nirbhaya Feedback call centre and Street Illumination project component have RFP in process.
- Integrated Grievances Redressal Management System (IGRMS) is ongoing MCGM and RFP in process.
- Project Management Consultancy project component is ongoing: PwC.



IIPA Team inspecting the sites of street illumination in Mumbai

Safe City Chennai

The Chennai Corporation along with the Police Department, Transport Department and other coordinating departments had conducted a study across the city and prepared a slew of initiatives, the officials said. The Union government had already sanctioned its share of 60 per cent, the concerned agencies drafted projects and wrote to the State government seeking approval for the project and also requesting its share of 40 per cent.

The Government had released the first instalment of Rs.282.28 crore. Out of which, Rs.154.30 crore as first year share has been allotted to Greater Chennai Police for the following 6 projects:

Surveillance Cameras

- 5250 Cameras (Fibre connected-2250; 4G connected-3000) in 1750 locations.
- Video analytics and alerts engine
- Control Centre at GCP
- Network connectivity via Fibre and 4G
- Workstations – 20 seater
- Conference Room – 15 seater
- Compute and Storage Infrastructure – to handle control centre requirements
- Network connectivity to Data Centre / Disaster

Cyber Crime Lab

- Compute and Storage Infrastructure
- Video Management System
- Video Analytics and Alerts Engine
- Network connectivity

Women Police Mobile Patrol

The Women Police Patrol project was implemented and 52 Pink patrol vehicles have been deployed.

Counsellors

“Nirbhaya Specialized Counselling and Support Centre for Women” was established at the Office of the Commissioner of Police, Vepery, Chennai-07 with complete infrastructure on 23-07-2021. For which, 3 specialized Counsellors for Social Counselling, Legal Counselling and Child Psychological Counselling and also one IT staff / Receptionist were recruited through Social Welfare Board. So far 117 cases have been dealt with by the Counselling Centre.

GIS based Crime Services

Use of Video Analytics

Capacity Building

Capacity Building of the executioners of the scheme



IIPA Team interacting with women and Police officials in Chennai.

Safe City Lucknow

Lucknow, the capital of Uttar Pradesh has been chosen as one of the eight cities in the country to be covered under the Safe City Project, under the Nirbhaya Fund. It is a Centrally Sponsored Scheme with 60:40 cost sharing between Government of India and Government of Uttar Pradesh. The project aims at creating a safe, secure and empowering environment for women in public places so as to enable them to pursue all opportunities without the threat of gender-based violence and/or harassment. It also aims at preventing/curbing all forms of crimes against women and girl child in public places by providing safer urban infrastructure and efficient and timely access to more professional law enforcement services. The project has a capital cost of Rs.101.19 crores and an operational cost of Rs 93.26 crores spread over three financial years – FY 2018-19, FY 2019-20 and FY 2020-21

Integrated Smart Control Room

PTZ CCTV System including installation and Bandwidth costs. AI based Video Analytics and Facial Recognition Software ISCR Technical Platform for CCTV Cameras (Tender under process)

Pink Patrols and Out Posts and SUVs

Pink SUVs-11 (including one for Asha Jyoti Kendra), 100 Pink Scooters for patrolling procured; 100 Pink Outposts created

Asha Jyoti Kendra

Augmentation of existing Asha Jyoti Kendra and revamping them to provide help to women in distress

Lighting and Pink Toilets

30 Pink Toilets completed

Safety Measures in City Buses

Safety measures in city buses (Tender under process)

Hiring of Consultant

It is in process

Delivering Women Safety Services through 1090

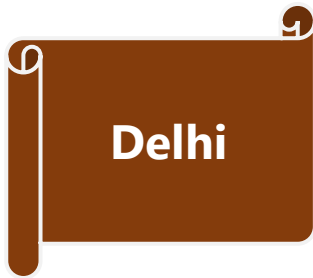
Setting up Interface between 1090 and UP 100, Upgrading Cyber Forensic Facility at Women Power Line 1090; 11 Pink SUVs deployed for patrolling



Community walk by IIPA Team: Interaction with the Safe City officials in Lucknow

*Note** - No data for Safe City Karnataka, Telangana, and West Bengal was provided by the state*

Infrastructure Development of Safe City



- ✓ Surveillance Cameras & Command Control Centre
- ✓ GPS enabled surveillance
- ✓ Patrolling Vehicles
- ✓ Cyber-Forensics



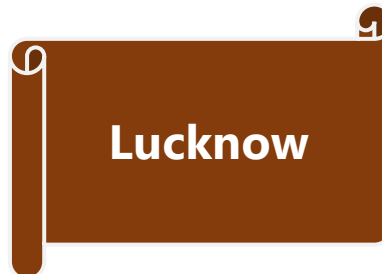
- ✓ Surveillance Cameras
- ✓ GPS enabled surveillance
- ✓ Patrolling Vehicles
- ✓ Cyber-Forensics



- ✓ Bharosa Centres/Counseling
- ✓ Capacity Building



- ✓ Surveillance Cameras
- ✓ Patrolling Vehicles
- ✓ Capacity Building
- ✓ Street Illumination



Infrastructure Development of Safe City

Bengaluru

- ✓ Awareness Campaign
- ✓ Counseling Centers
- ✓ Capacity Building

Chennai

- ✓ Bharosa Centres/Counseling
- ✓ Capacity Building
- ✓ Patrolling Vehicles
- ✓ Cyber-Forensics

Mumbai

- ✓ Surveillance Cameras
- ✓ GPS enabled surveillance
- ✓ Capacity Building
- ✓ Patrolling Vehicles
- ✓ Street Illumination

Kolkata

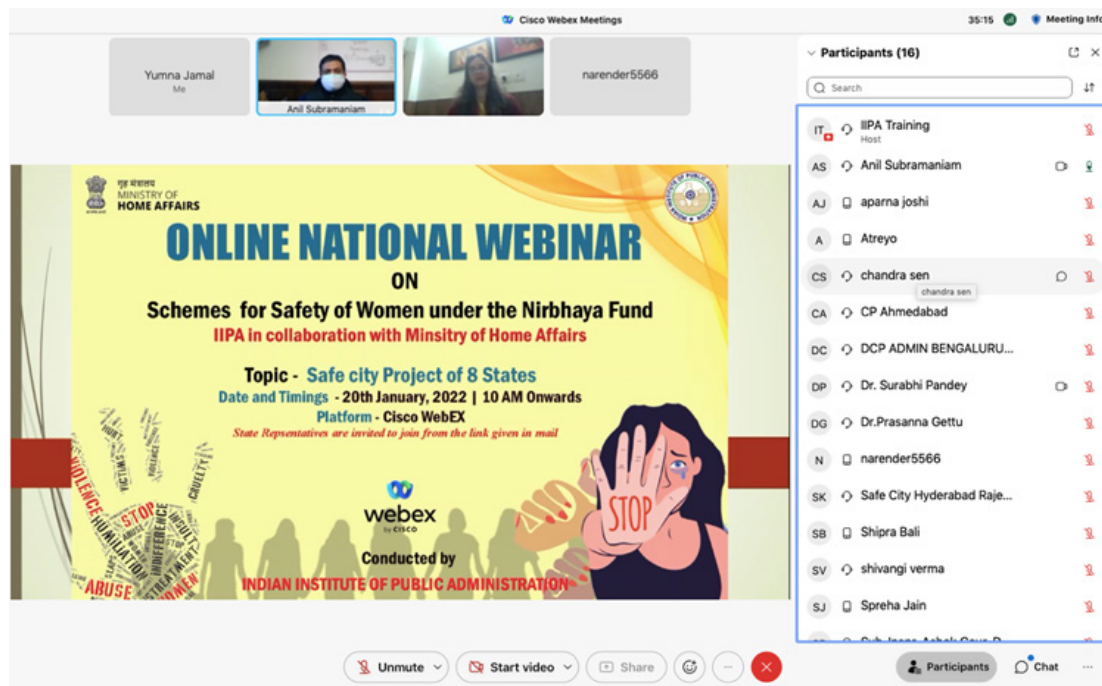
- ✓ Surveillance Cameras
- ✓ Patrolling Vehicles
- ✓ Cyber-Forensics
- ✓ Awareness Campaign

Salient Findings

- The Scheme of Safe City Projects has proved to be the game changer in terms of ensuring women safe the Scheme of Safe City Projects has proved to be the game changer in terms of ensuring women safety in urban places in the select cities of the country. The scheme covers different aspects pertaining to women safety. It stresses importance on involving women as beneficiaries in the implementation of the scheme aimed at increasing women safety. Safe City Projects recognise that the safe cities spatially reflect specific social, economic and historical characteristics that are unique to local women's situations. The scheme is being implemented in the states in a dissimilar way because every safe city is unique as per its geographical condition and the amount of funding received from the Ministry of Home Affairs (MHA). However, the scheme has much to achieve. The Covid pandemic wreaked havoc on the implementation of the scheme. The implementation process has been affected with factors like delay in allotment of tender to the prospective bidder or company.
- The states have been working to implement the women safety scheme of Safe City Projects. States have done planning and are in the process of designing safe public spaces for women by analysing the various uses of public spaces.
- On the basis received data the safe cities have made the provision of cyber forensics and forensic labs for the effective functioning of the scheme.
- During the field visits to these cities, it became apparent that police patrolling forms the key area in the project.
- All the safe cities have made the provision of upgrading of surveillance cameras in the key urban areas for women safety.
- In terms of promoting women workforce for women safety, Bengaluru has taken the lead with its Rani Chennamma teams comprising of Women Police Officers actively involved in patrolling at key areas with high footfall of women like schools, colleges. The same practice is seen in Gujarat and Chennai.
- Due to unprecedented covid crises in the country the most of the project components are in the pre-bidding stage only where RFP is yet to be finalized or approved by the higher authority for the commencement of work.
- Bengaluru Safe City has done remarkably well in the form of establishment of One Stop Crisis Centre for Women by the name of Nirbhaya Kendra and Critical Care Response Unit (CCRU).
- Delhi has utilized the highest number of funds as compared to other safe cities in terms of the implementation of the scheme, whereas Ahmedabad has utilized a small portion of the funds.

Online National Webinar on schemes for Safety of Women under the Nirbhaya Fund IIPA in collaboration with Ministry of Home Affairs

The Indian Institute of Public Administration (IIPA) organized a National Webinar on Safe City Projects in which all the Nodal officers who are currently looking after the scheme participated in the webinar and discussion were held over the current development pertaining to this scheme.



In the webinar conducted for Safe City Projects scheme on the 20th January, all the eight safe cities participated and shared their thoughts on the schemes. All the points are recorded and noted for the study. All the Safe Cities participated in the national webinar, namely, Delhi, Mumbai, Kolkata, Chennai, Bengaluru, Hyderabad, Lucknow & Ahmedabad.

Major Outcomes of the Webinar

- States are plagued in terms of implementation of the scheme on account of the pandemic and the consequent delay in tendering process.
- States have taken up few initiatives to utilize the funds under the scheme

Challenges faced by the Safe Cities under Safe City Projects

- Delay in tendering process
- Identification of competent bidder for the project implementation
- Issue of work order to the competent bidder

Success Stories :Safe City Project

Bengaluru

CRITICAL CARE RESPONSE UNIT (CCRU)

Critical Care Response Unit (CCRU) is one of the 11 project components of the prestigious Bangalore Safe City Project, a flagship initiative of the Ministry of Home Affairs (MHA) funded under the Nirbhaya Scheme.

CCRU is envisaged as an aid to women and child survivors of gender-based violence who have suffered from some form of physical or sexual assault and are in the need of medical care at hospital. CCRU is staffed by a trained counsellor, who liaises with the hospital administration to ensure priority medical treatment for the survivor. Once the requisite medical care is rendered, the counsellor coordinates for conduct of medical examination as per prescribed procedure, ensuring evidence is collected properly and chain of custody is maintained. Finally, as per the willingness of the survivor, the CCRU counsellor coordinates with the local police to ensure legal action as per law is initiated. Through this whole process, the counsellor provides psychological support to the survivor through empathetic listening and sympathetic understanding. As part of this project, 8 leading government hospitals have been identified throughout Bangalore city where CCRU units have been established to provide access to women and children in distress.

INTEGRATED SUPPORT CENTRE

The centre has been set up by the Department of Women and Child Development under a joint initiative of the central and state governments under the Nirbhaya Fund. The centre will provide counselling, medical check-ups, legal advice and other necessary assistance to women and children facing any kind of violence.

The Integrated Support Centre for Women and Children (ISCWC), christened Nirbhaya Kendra, is one of the 11 project components of the prestigious Bangalore Safe City Project, a flagship initiative of the Ministry of Home Affairs (MHA) funded under the Nirbhaya Scheme. The Nirbhaya Kendra offers all the services that are required to be extended to women and child survivors of gender-based violence by various government departments under one roof. The Centre facilitate the survivor to seek redress under the criminal justice system in a manner that avoids re-victimization. The survivor need not visit the police station, court or hospital for any of the procedures requiring her/his presence during investigation and trial as all the above facilities are made available through suitably sensitized staff from a single location in a comfortable, soothing environment.

The Nirbhaya Kendra is designed to be a one-stop solution for survivors of gender-based violence to effectively obtain redress through the harmonious cooperative action of all concerned agencies working to support them in this endeavour for justice.



CCRU and Nirbhaya Kendra in Bengaluru

Suggestions by States/UTs

- There is a need to create awareness regarding gender sensitization and women's safety on a sustained basis. Hence, a well-considered comprehensive annual publicity programme should be designed and implemented through concerned state government departments and public undertaking with committed annual grant of funds.
- Bangalore Safe City Project component of Rani Chennamma Teams (on the lines of Power Angels of Lucknow Police) envisages training in self-defense to be imparted to female students in schools and colleges by trained women constables. Such a system may be institutionalized to ensure an enduring link between the police department and female student community. Towards this end, a national-level programme could be designed on the lines of Student Police Cadet, with a uniform training programme and committed annual grant of funds.
- There is a need to expand the mandate of creating safe spaces in rural areas in cities as well.
- A separate cyber security component may be included under the Scheme for Women Safety
- Funding to be directly made to Nodal Officer's PD Account or non-lapsable fund with year-on-year automatic carry forward of balance amount.



Strengthening DNA analysis, cyber forensic & related facilities in SFSLs

SFSL

Background & Introduction

Financial Outlay & Present Status

Data Analysis and Field Work

Success Stories

Suggestions by States/ UTs

Introduction

To enhance the safety and security of women in the country, the Ministry of Home Affairs (MHA) has taken several initiatives such as the Nirbhaya Fund. A separate Women Safety Division has also been set up in the Ministry of Home Affairs (MHA) to sensitize the States/UTs on the Women safety related issues including completion of investigation of sexual assault cases timely.

Forensic science is an important aspect of any criminal investigation as it can allow the authorities identifying suspects in a crime, determining the timeline and other details related to the crime. To further improve the criminal investigation, strengthening of the Forensics Science facilities across the country is also included under the Nirbhaya Fund. In order to improve investigation, MHA has taken steps to strengthen DNA analysis units in Central and State Forensic Science Laboratories. This includes setting up of State-of-the-Art DNA Analysis Unit in Central Forensic Science Laboratory, Chandigarh. MHA has also sanctioned setting-up and upgrading of DNA Analysis units in State Forensic Science Laboratories in 23 States/UTs. Specialized units have been established for investigation of Sexual Assault and Homicide, Human Disaster Victim Identification to ensures standardization and quality in the examination of evidence in sexual assault cases

The use of forensics science in criminal investigation has grown tremendously in recent years. This is especially relevant in cases of sexual assaults. Forensic sciences, including DNA testing, cyber- forensics and mobile laboratory facilities for DNA, sample collection, preservation and examination, has helped law enforcement agencies to identify criminals and solve 'difficult crimes such as rape, murder with rape, paternity cases and in cases of Protection of Children from Sexual Offence- es (POCSO) etc. on time.

With the insertion of Rule 164A. in Code of Criminal Procedure, 1973, it became mandatory to conduct medical examination of rape victims which include collection of material for DNA Profiling. This requires every state should have suitable forensic capability to able to provide this service during investigation. Further, where facilities exist, strengthening of this aspect in State Forensic Science Laboratories would facilitate greater efficiency in investigation, particularly in case of sexual assault cases. However, in many states this facility is deficient.

To address this deficiency MHA came up with this scheme under which the states are given financial support to strengthen their forensic Science Laboratories as individual state-specific projects. The states who are interested for assistance under the Nirbhaya Fund scheme for strengthening their forensic facilities for investigations in sexual assault, including DNA testing, cyber forensic and mobile laboratory facilities for DNA sample collection, preservation and examination can apply for financial assistance as per the scheme guidelines.

Guidelines of the Scheme (SFSL)

The use of forensics science in criminal investigation has grown in recent years. This is especially relevant in cases of sexual assaults. Forensic sciences, including DNA testing, cyber forensics and mobile laboratory facilities for DNA sample collection; preservation and examination of the State Forensics Laboratory. On the basis of the gap analysis, each state have submit a project proposal on these following parameters:

- Crime Scenario in the state
- Total number of cases of DNA analysis and Cyber Forensics in last three years.
- Machinery & Equipment's including Mobile Facility for preservation of the samples.
- Manpower and Infrastructure Development.

1. DNA Division



2. Biology Division



3. Cyber Forensics Division



Objectives of the scheme

- To strengthen the infrastructure of all the State Forensics Laboratory across India.
- To increase the manpower of Cyber and DNA Forensics division which will help in expedite the cases.
- To make state of the art facility in forensic division by procuring latest equipment's and machinery used during investigation



Financial Assistance

For the capacity building of Forensics in India, MHA allocated funds to the states to strengthen their labs. Some of the states have submitted their utilization certificate and some of them are in the process of procuring the funds. As most of the states have utilized the funds, however, there are few states that are in stage of using the allocated funds in developing the infrastructure of their FSL.

**Table 3.1 Fund approved and UC received from States/UTs
(Figures in Crore) (Financial Year 2018-22)**

State/UT	Approved Fund	Funds Released	UC submitted	Committed Expenditure
A & N Islands	₹4.36	₹2.18	₹0.00	₹2.18
Bihar	₹6.12	₹3.06	₹0.00	₹3.06
Delhi (UT)	₹7.30	₹3.30	₹4.30	₹4.30
Goa	₹7.53	₹3.77	₹0.00	₹3.77
Gujarat	₹2.43	₹1.22	₹0.00	₹1.22
Himachal Pradesh	₹7.29	₹7.29	₹7.29	₹6.85
Jammu & Kashmir	₹3.47	₹3.46	₹1.50	₹1.96
Jharkhand	₹6.65	₹3.33	₹0.00	₹3.33
Karnataka	₹13.96	₹13.96	₹5.26	₹8.70
Kerala	₹6.50	₹3.25	₹2.40	₹0.85
Madhya Pradesh	₹8.66	₹8.66	₹4.02	₹4.64
Maharashtra	₹53.70	₹53.70	₹42.28	₹36.00
Manipur	₹4.95	₹4.95	₹4.50	₹0.86
Mizoram	₹4.19	₹4.19	₹4.19	₹0.00
Nagaland	₹5.45	₹2.72	₹0.00	₹2.72
Odisha	₹12.57	₹6.29	₹4.11	₹2.18
Puducherry	₹6.79	₹3.40	₹0.08	₹3.32
Punjab	₹7.98	₹7.98	₹3.99	₹3.99
Rajasthan	₹6.28	₹6.28	₹6.19	₹0.09
Tamil Nadu	₹4.87	₹4.87	₹4.59	₹4.60
Tripura	₹2.11	₹2.11	₹0.50	₹1.61
Uttar Pradesh	₹15.51	₹7.75	₹0.00	₹7.75
West Bengal	₹4.78	₹4.78	₹3.32	₹1.46
Total	₹203.45	₹162.50	₹98.52	₹105.44

Data source : MHA Women safety division

Status as summarized below provided by MHA, Women safety division (31st March 2021)

Delhi : Funds are utilized and mobilization of funds for 14 units requested to MHA.

Jammu & Kashmir : Major equipment 24 capillary DNA/Genetic Analyser found to be pending. Further purchase for DNA lab. Rs. 0.42 Cr been utilized and balance Rs.3.04 Cr is unspent which need to be revalidated during FY 2021-22.

Manipur : Purchase of equipments of DNA Analysis worth Rs. 3.50 Cr is pending. Supply order given to the firm for purchase of one Mahindra Bolero Camper 4WD PS BSVI. After delivery of vehicle fund will be transferred to the firm.

Mizoram : 4.10 Cr utilized and 0.09 under use. Fund is now under use by the State. One of the successful establishment under Nirbhaya fund.

Maharashtra : According to the information provided by the Director, SFSL, Maharashtra, 33.10 crore was spent on intended purchases. The application for 18.32 Cr is being sent to the State Government for Administrative Approval in accordance with the Directives. Following approval, funding will be used.

Punjab: The purchasing procedure is now underway. There have been no changes since the last update. In FY2021-22, a six-month extension is requested.

Rajasthan : The sanctioned sum of Rs. 6.28 crore has been fully utilised, and the UC has been given to the Ministry of Housing and Urban Development, Government of India. MHA, Gol has received a new proposal for additional allocation of funds in the amount of Rs. 33.61 crore through DFSS New Delhi for consideration in the current fiscal year 2021-22.

Tamil Nadu : Under the Nirbhaya Fund, instruments worth Rs. 2.72 crore were acquired, and staff were hired with the infrastructure costs Rs. 1.20 crore, while labour costs Rs. 0.67 crore.

Tripura : The proposal for the engagement of manpower for the clue vehicle has been modified/added and submitted for approval. Tender for equipment (DNA) costing Rs. 34 Lacs was issued, and when all code and procedures were met, the order was granted to the appropriate company.

Uttar Pradesh :Funds of Rs. 4.93 crore were handed to the Uttar Pradesh government on March 31, 2020. The fiscal and administrative approval for FY 2020-21 has been granted. Chemicals, kits, and consumables are now being e-tendered.

West Bengal : So far, 100% of the first installment has been used, and approximately 20% of the second installment has been used. Following the completion of hands-on training for available professionals, DNA analysis is scheduled to begin soon.

Puducherry : The cost of purchasing a van for DFMU was Rs. 0.08 crore. The process of contracting for Sc.Staff has been partially finished. Following the hiring process, the acquisition of laboratory equipment and chemicals would begin. Infrastructure is being built for the new units in the current laboratory.

Odisha : The process of utilization of the proposed amount of Rs. 6.285 Cr is under process. Currently, there is no expenditure. Various DNA and Cyber lab equipment totaling Rs. 4.48 cr is in the works. 1.80 crore is set aside for the hiring of contract workers.

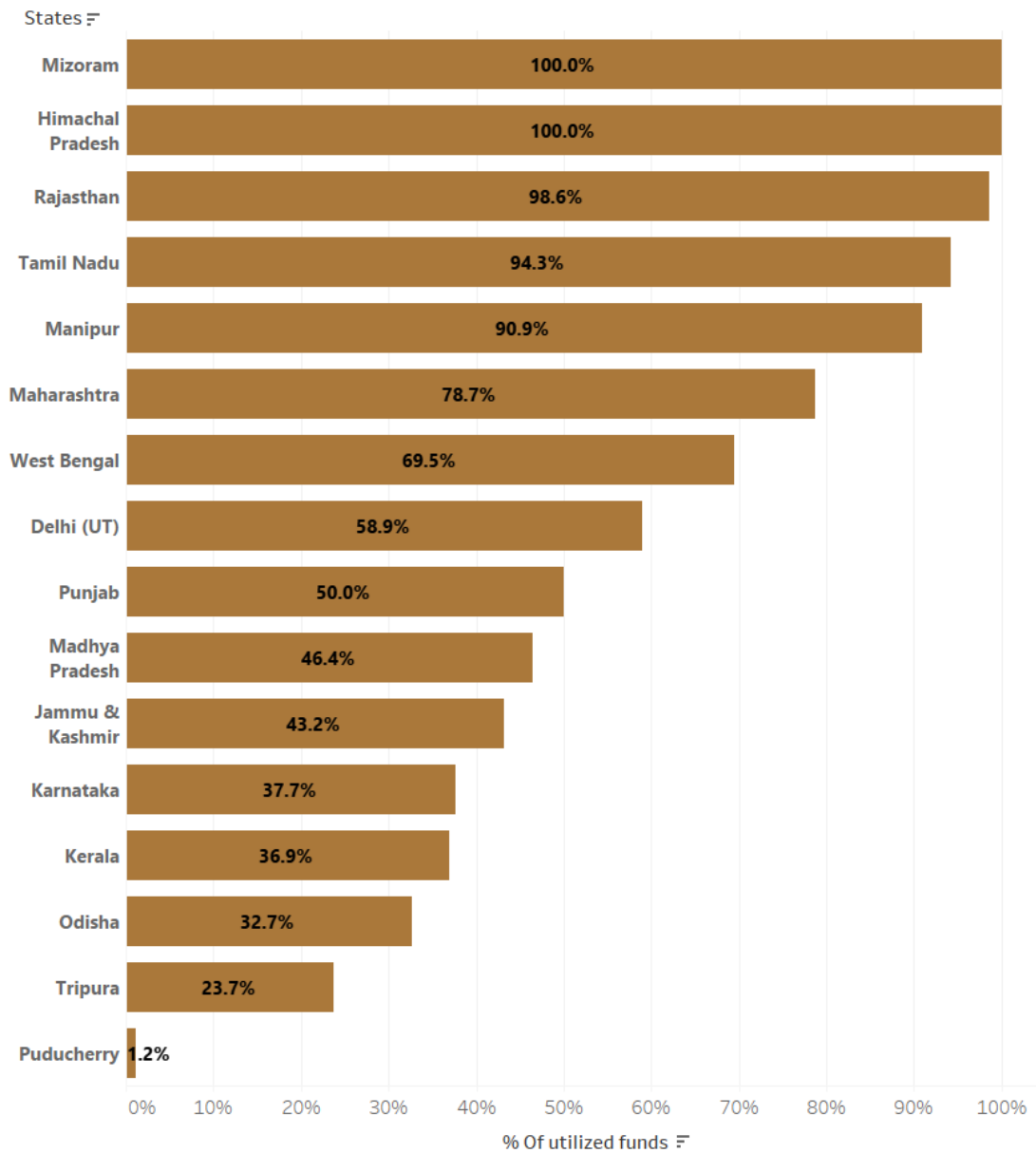
Goa : E-tenders have been issued for a total of Rs. 5.28 crore rupees. Following the extension of the deadlines and the subsequent opening of tenders, it was discovered that only 10 of the 41 equipments/items obtained multiple offers, while 23 received single bids, one of which was officially rejected. No bids were received for 08 equipments

Madhya Pradesh : Rs. 4.33 Cr is pending as 2nd installment to the State FSL. Recruitment rules for various posts have already been approved by DGP and sent for Government approval, after which recruitment will be taken up and completed.

Data Analysis

Current status of the fund utilized expenditure of all the States/UTs of State Forensics Science Lab under Nirbhaya fund (as on 31st March,2022)

Graph 3.1 Percentage of utilized funds of all states and UTs



Data source : MHA Women safety division

****Note** (No Data is available of the following states A & N Islands, Bihar, Goa, Gujarat, Jharkhand and Uttar Pradesh)

- States like Mizoram, Rajasthan, Tamil Nadu, West Bengal, Himachal Pradesh and Manipur have utilized more than 90% funds from the Nirbhaya Fund.

Table 3.2 Manpower in DNA AND CYBER Division

State/UT	Total Manpower in DNA Division	Total Manpower in Cyber Division	Total (DNA+Cyber)
A&N Islands	2	0	2
Goa	4	2	6
Himachal Pradesh	8	6	14
Jammu and Kashmir	7	4	11
Jharkhand	14	0	14
Karnataka	8	4	12
Maharashtra	21	25	46
Manipur	4	0	4
New Delhi	6	7	13
Puducherry	2	4	6
Punjab	4	0	4
Rajasthan	17	12	29
Tamil Nadu	10	7	17
Tripura	3	2	5
Odisha	8	8	16
West Bengal	3	0	3
Madhya Pradesh	17	0	17

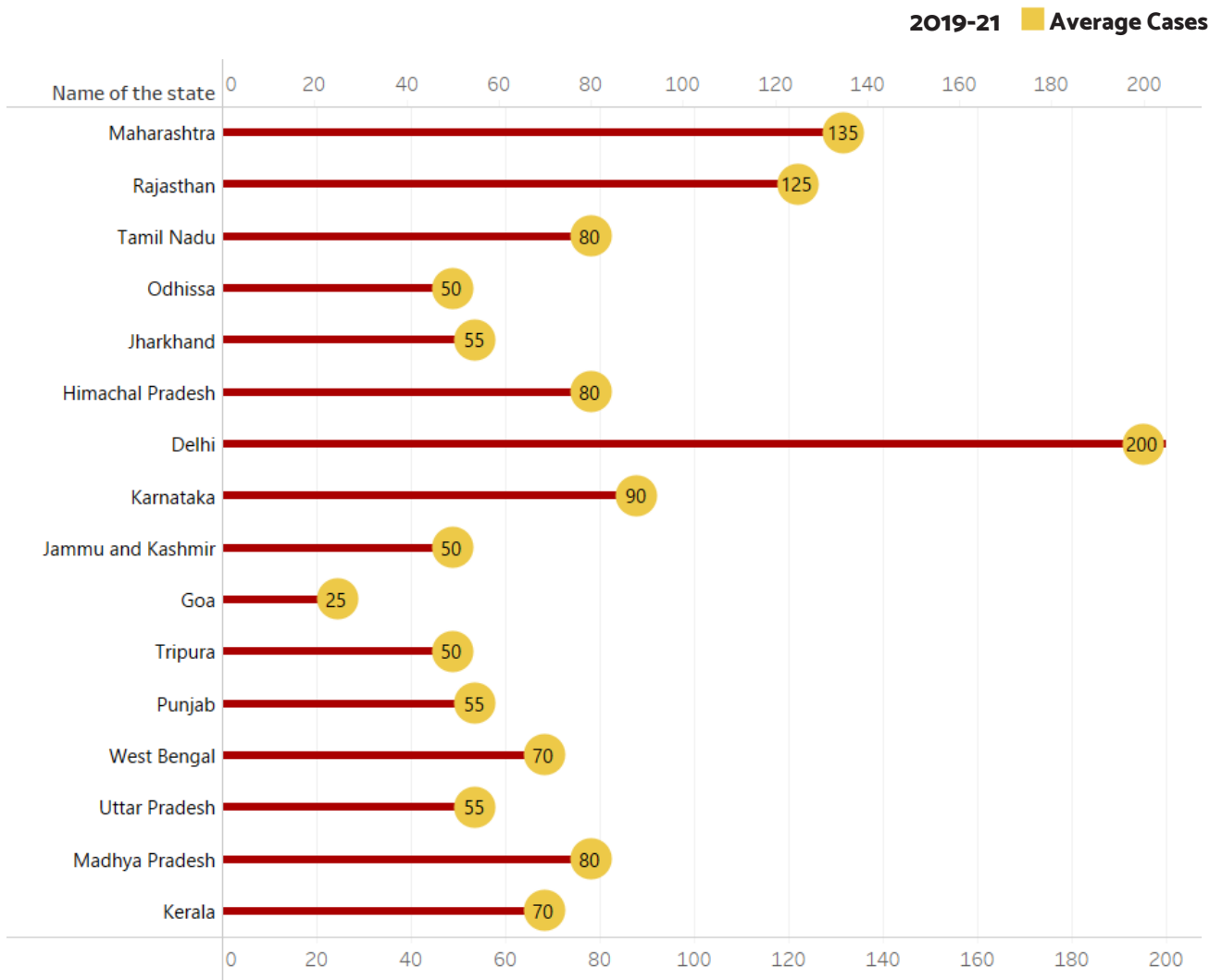
Data source : Data received through google form from states.

- Many states and UTs like A&N Islands, Jharkhand and West Bengal are one of those states which has 0 manpower because of establishment of Cyber forensics labs is yet to be done.
- Rajasthan, Maharashtra Jharkhand and Tamil Nadu are few states which have sufficient manpower in DNA division.
- Need of manpower in all laboratory is needed to expedite the pendency of the cases.



**Average Manpower in all state FSL
(Cyber and DNA division only)
10-15 Reporting Officers and Scientists**

Graph 3.3 -Monthly Average Cases in DNA and Cyber Forensics

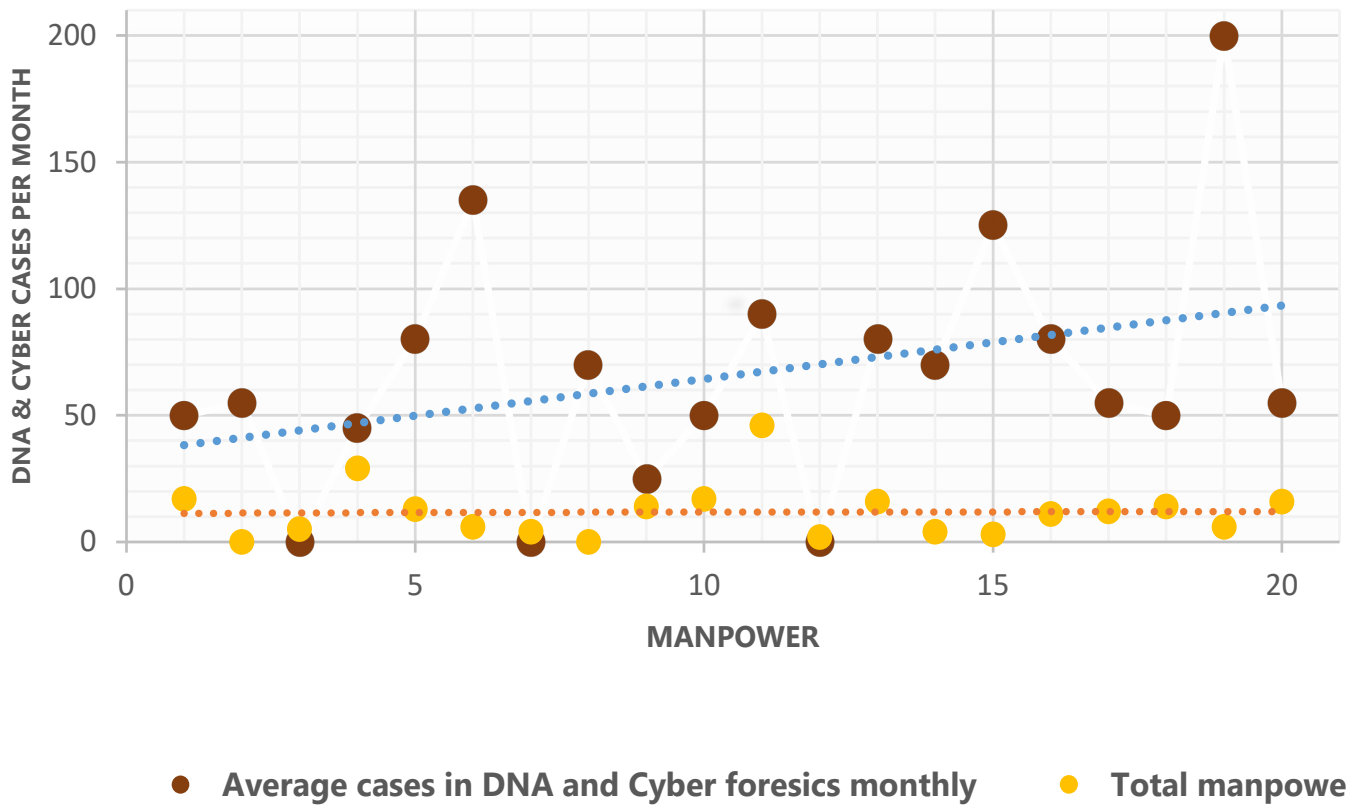


Data source : Data received from google form from states.

- As observed from the above table, states like New Delhi, Rajasthan, Maharashtra has high number of cases tested in a month.
- It was known from online meetings that some of the state FSL used sample 200 plus samples in DNA on an average every month.
- Lack of manpower has created lot of pendency in the sampling of cases.
- From the above graph, it can be concluded that the bigger the state region the greater number of cases are there, Rajasthan has recorded more than 4000 sexual assault cases in last two year.

Correlation b/w total number of cases tested in a month in Cyber & DNA division and the current manpower of the FSL (FY 2019-21)

Graph 3.4 - Average cases in DNA & Cyber VS manpower across all states.



The blue color line depicts the trend line of the Average cases in DNA and Cyber forensics and the Yellow color line highlights the trend line of manpower in the FSL. There has been an increase in the trend line of average cases and the manpower is constant vice-versa which depicts that there is shortage of manpower and the cases in DNA and cyber forensics are increasing.

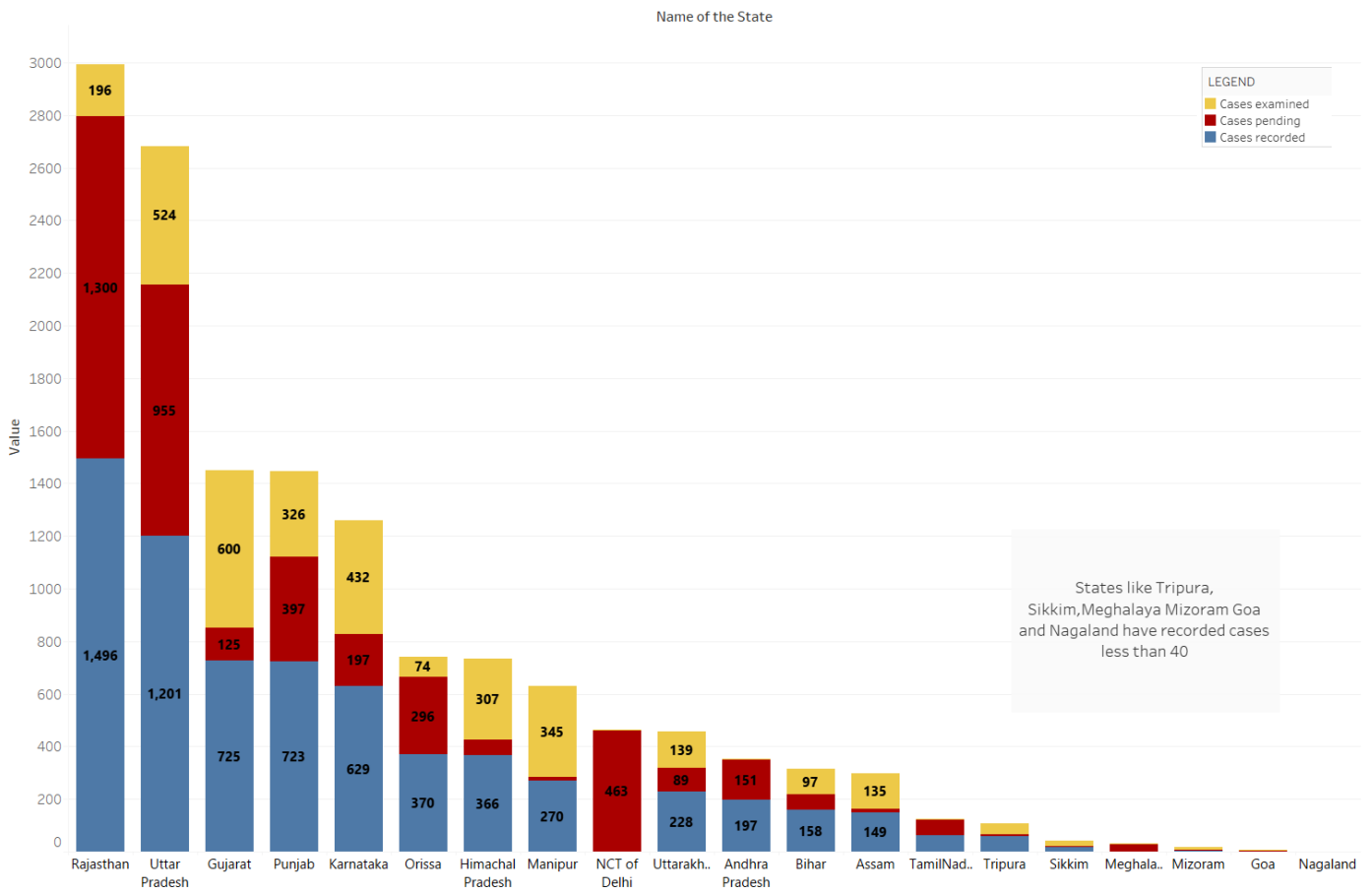
Table 3.3 Cases Received , Case Reported, Cases Pending

State/UTs	Cases brought forward	Cases received	Cases & exhibits reported		Total number of pending cases
			Cases	Exhibits	
Punjab	82	156	107	428	131
Mizoram	04	18	20	50	2
Rajasthan	1567	2096	1527	5722	2136
Madhya Pradesh	1704	1527	274	1168	2957
Manipur	12	75	59	360	28
Himachal Pradesh	972	230	283	1274	919
Uttar Pradesh	5870	725	525	899	6070
Goa	33	69	80	489	22
Jharkhand	91	23	114	121	179
Tamil Nadu	1136	557	203	453	998
Odisha	57	58	76	112	39

Data provided by MHA for the year 2019-2020

Uttar Pradesh recorded highest number of cases in 2019-21 and states like Madhya Pradesh and Rajasthan also recorded high number of cases in the same year. Shortage of manpower and insufficient funds is leading to piling up of pending cases.

Graph 3.6 - POCSO cases pending, recorded and examined

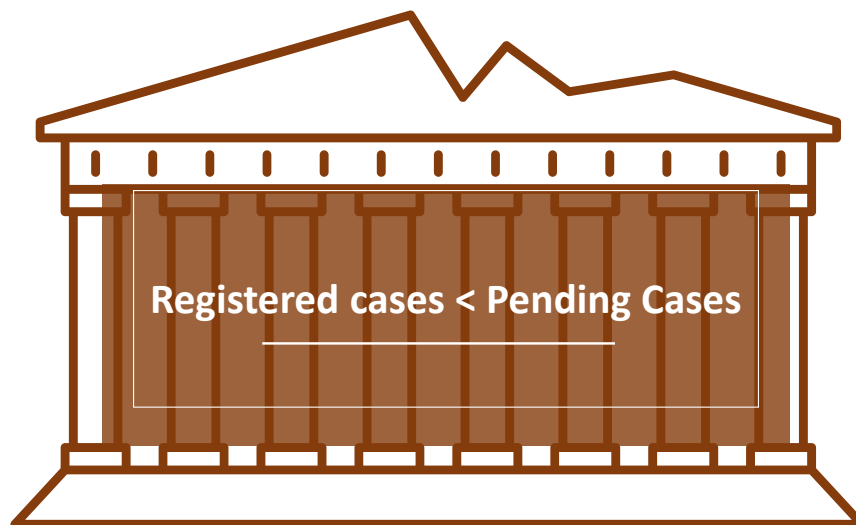


States like Tripura, Sikkim, Meghalaya Mizoram Goa and Nagaland have recorded cases less than 40

Pocso Cases recorded, examined and pending upto 2020

Data provided by MHA for the year 2019-2020

- Above graphs visualizes the cases registered, examined and pending of all the states in 2019-2020. These are the sexual assault cases including POCSO with states like Rajasthan, Uttar Pradesh recording high number of cases including POCSO cases, however, in these states case pendency is maximum.
- It is observed that the ratio of registered cases is more than the cases tested out in a year leading to pendency in the cases that are registered every month for sampling.



Forensic DNA Profiling

DNA analysis, also known as DNA profiling, DNA testing, DNA typing, or genetic fingerprinting, involve the extraction, purification, amplification, sequencing and detection of unknown or suspected DNA traces in a laboratory and their comparison with known/unknown DNA profiles to determine their source.

Types of Examination/Tests:-

- Extraction of DNA molecule from cellular material /other materials/bacteria etc.
- The quantization of the DNA Molecule.
- Amplification of extracted DNA molecule
- Determination of DNA Sequence/profile
- Comparison of questioned DNA Sequence with authenticated profile
- Examination of paternity disputes

Digital/Cyber Forensics/Computer Forensics

This branch deals with the examination of digital material such as computers, Hard Discs, CDs, pen-drives, DVDs, mobile phone etc. that are confiscated during the investigation. As electronic media is fast changing, it is very essential for any forensic laboratory to be equipped with the latest Hardware and software required for examining seized samples.

Types of Examination / Tests: -

- To recover the original data from the confiscated device for further analysis.
- Write protection of data.
- Imaging of digital evidence
- Hash value verification

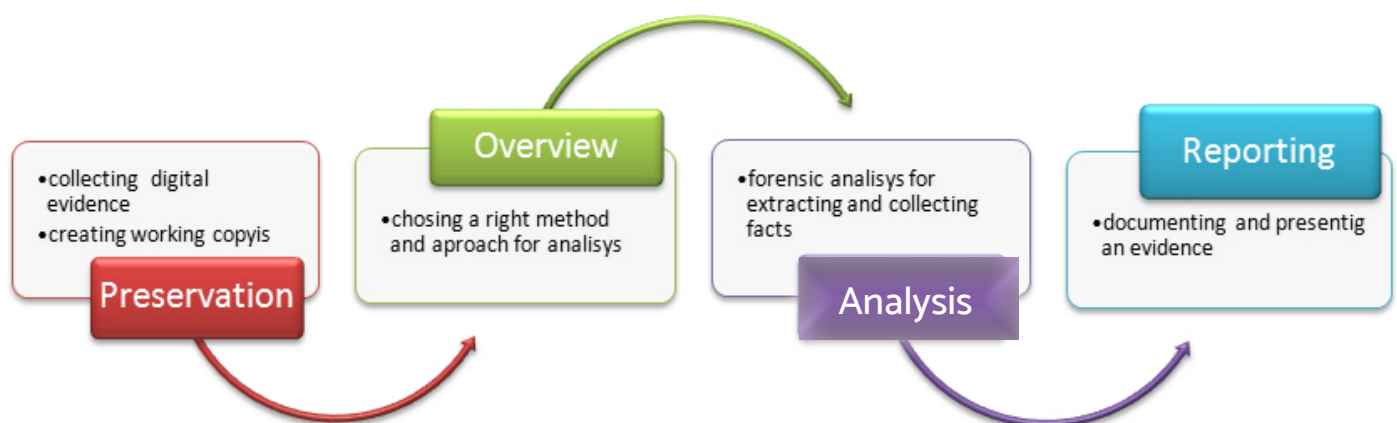


Table 3.4 - Equipment status Till 31st March 2022


State/UT	Total equipment till now in DNA division	Total equipment in Cyber division
Karnataka	40	50
A&N Islands	Nil	Some equipment procured under CCPWC Scheme
New Delhi	40	20
Tamil Nadu	20 at Chennai and 10 at RFSL, Madurai	15 at Chennai and 5 at RFSL, Coimbatore
Manipur	00	00
Himachal Pradesh	25	50
Goa	00, Supply order for 21 equipment being issued	12
Jammu and Kashmir	Genetic analyzer-1, PCR-1, Rt PCR-1, Centrifuge-5, Inverted Microscope-1, SLR Camera-1, Thermoshakers-2, Thermomixer-3, Tissue homogenizer- 1, Gel Doc-1, UV Transilluminator-1	05
Jharkhand	17	Not Applicable
Rajasthan	19	4
Punjab	26	0
Maharashtra	GA-24	Nil Under Nirbhaya
Tripura	7	7
Puducherry	Under Process	Under Process

Data Source :Data received from 14 states from google form.

- As observed from the above table, few states have sufficient equipment in both the divisions, however, some states are yet to start with their DNA facility as the procurement is not done till yet.
- Many states like Maharashtra, Jharkhand, Uttar Pradesh, Manipur, and many more have not established their Cyber Forensics facility. Consequently, they transfer their cases to the other neighbouring FSL.
- States like Tripura and Puducherry have stated that they are yet to get approval from state government to procure equipment and hence only after that they would start the facility of both Cyber and DNA division.

DNA and Cyber division equipment's status

Major portion of the funds have been utilized in buying new inventory of machinery and different laboratory equipments. Some of the important machineries to test samples in DNA and Cyber forensics are given below:



- Genetic Analyzer**
Cost around 2-3 Cr.
- Automated System for DNA Extraction**
Cost around 50 Lakhs
- Deep freezer**
Cost around 25 Lakhs
- Computer Forensic Tool Kits**
Cost around 15-20 Lakhs

State Forensic Laboratory equipments from FSL Karnataka



Images received from FSL of different states



Cyber labs of FSL Karnataka



Deep freezer and RT PCR : FSL Tamil Nadu

**Images from:
FSL Karnataka,
Tamil Nadu**

Infrastructure development

- It is noticed that the pending cases increases where the infrastructure and man power is not sufficient. Under the Nirbhaya Fund Scheme, the centre and state is working together to enhance the forensic facilities across the country.
- It is also studied that many states have fully utilized their funds and managed to build infrastructure in their labs for cyber division and DNA division.
- With the rapid increase in the volume of evidence requiring scientific examination, a need to expand the forensic facilities have been felt because the existing laboratories are already overburdened.

Some of the successful establishments of infrastructure in FSL across India:



- Pu-Lalchamlia, Hon'ble Home Minister inaugurated Cyber Forensic Lab at Directorate of Forensic Science Laboratory, MINECO, Aizawl on 24th February, 2022.
- Mizoram FSL received the Nirbhaya Fund amounting to Rupees 4.19 crore for Establishment of Cyber Forensic Division, strengthening of the existing DNA lab and related facilities.



- Rajasthan FSL in Jaipur has built state of the art laboratory and recently they have also established new Cyber forensics Laboratory in their division with around 20 manpower consisting of one Additional Director. They have approximately spent around 2.02 crore in establishing the lab.

Infrastructure development

India

Rohini Forensic Science Lab plans expansion, tech update to keep up with rising cases

Clipping provided by state

PTI 30 January, 2022 08:15 pm IST

- Delhi FSL is also looking to bolster its workforce in tune with its expansion plans. Apart from establishing 24 x 7 Mobile Crime scene facility at State FSL for capacity building of Forensic examination of crime cases, Delhi too established one more Regional Forensic Science Laboratory at Chanakyapuri, Delhi.



FSL Bengaluru

- Due to high number of pending cases in the state, the FSL is planning to upgrade forensic assessment and research in the State by investing on infrastructure and personnel.

Note- Data received from these states only

Overall status of the scheme

Strengthening of State Forensics Laboratory under the Nirbhaya Fund



Total fund allocated for this scheme
₹203 Crore



Total fund released so far
₹162 Crore



UC Submitted
₹94 Crore

Manpower



An average of 10-12 reporting officers and Scientist are working in FSL under Cyber and DNA division

Cases/Samples



An average of 60-70 cases in both Cyber and DNA division are being samples every month

Capacity Building

Major funds are utilized under these 3 parameters



Manpower



Machinery



Infrastructure



IIPA team with Chennai FSL

Map 3.1 Sexual assault evidence kit allocated to States/UTs



- States like Uttar Pradesh, Rajasthan and Haryana have been allotted high number of Sexual Assault Evidence Kit because of high number of cases recorded every year. From the data of the year 2019-20 provided by MHA in the table 3.3 it is evident that states recording high number of sexual assault cases need more kit to deal at the crime scene.
- Considering the fact that in sexual assaults, collection and preservation of evidence from the scene of crime is critical and is inter-alia, important not only for timely and efficient investigation but also for conviction, it is necessary for the Investigation Officers to utilize these Kits while investigating cases of sexual assault.

Salient Findings

- Rajasthan, Tamil Nadu, West Bengal, Himachal Pradesh and Mizoram are among the states that have utilized almost all the funds in their first phase of Nirbhaya Fund.
- Andaman & Nicobar Island, Goa, are still in the stage of procuring the funds in the first allocation.
- The FSL in Delhi, Odisha, Rajasthan, Tamil Nadu, and Andhra Pradesh have examined very few numbers of cases compared to the cases that were registered which clearly states that these state's FSL need to be strengthen under the scheme.
- Ratio of registered cases is more than the cases tested out in a year and due to that it has created enormous pendency in the cases that are registered every month for sampling.
- The rise of pending cases is because of improper facility and less crime cells in states due to which cases of POCSO are overlooked and delayed in the Courts.
- Manpower is another issue faced by almost all the state FSL as they have the manpower in place but each FSL has immense workload from the numerous cases they are handling and due to which there is always shortage of manpower.
- States like Maharashtra, Jharkhand, Uttar Pradesh, Manipur have not established their Cyber Forensics facility. Transferring of the cases to other FSLs requires extra cost and it consumes time.
- Cases in the border states have been increasing. Moreover, every year registered cases are almost doubled. This is creating pendency in the cases because of inadequate manpower and infrastructure.
- Uttar Pradesh recorded the highest number of cases from year 2019-21 and states like Madhya Pradesh and Rajasthan also recorded high number of cases in these years. This can be attributed to inadequate manpower and insufficient funds to develop the FSL in some states.
- Infrastructure is one of the major components under Nirbhaya fund which is important because pendency of cases increase if there is no proper labs and machinery to test the cases. Infrastructure constitutes the backbone of the scheme.



IIPA team with Himachal Pradesh, Junga District FSL

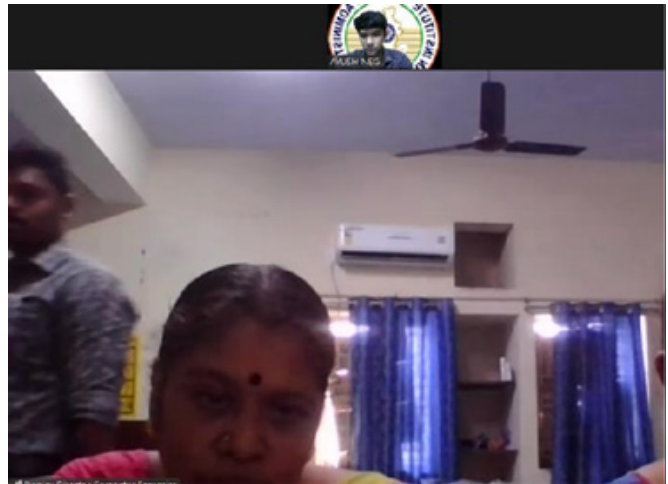
Suggestions by states/UTs

- Introduction of voice analysis devices in Nirbhaya fund. As these devices will help in evaluating of POCSO cases.
- Procurement of equipment from GEM Portal is quite complex these days as the prices keep on rising and there is no guarantee that the equipment will be available for the FSL to buy. There should be a proper process of token-based system in which the user should get intimation about the equipment availability so that they don't have to wait for procurements.
- Shortage of manpower in the lab which needs to be increased to expedite cases. As state as already utilized all the funds, they recommended to provide more funds to regional labs also as they want to bring new machinery to those labs also because of high number of cases that are being recorded every month.. Additional funding towards procurement of equipment for DNA and Digital forensics sections in Regional FSLs.
- Increase in manpower which is coming out as a major issue for handling large number of cases. Centralized system for the all the FSL should be there to provide state funds when there is immediate need of funding for procurement.
- Funding for manpower should be continued under the Nirbhaya Fund for at least three years as there is no dedicated supporting staff for the DNA and Cyber division so need of manpower to assist the scientists and reporting officer will ensure expediting samples.
Training of new manpower should be there every month so they get a hands-on experience of the equipment's they will be using in Crime scene which will seamlessly decrease the pendency of cases also.
- Proper Training of manpower in DNA division and all the medical personals who are working for preserving the DNA properly as if it does not gets preserved properly it gets difficult for the team work on it.
- Experts working in FSL should be trained outside India to get hands on experience and procedure of examining the samples on the technology that is being currently used there.
- There should be centralized DNA profiling data of all the locals residing in Kashmir as due to high militancy rate it would be easy for the FSL to filter out the DNA samples of any person who is associated with infiltrate organization.
- Sanction of grant for procurement of Mobile forensic science laboratories. These mobile labs can improve the identification, collection and preservation of vital evidence collected at scene of crime. Improvements in this regard can further improve case analysis rates in FSLs as time spent on analysis of insignificant samples is saved.

Online Meetings with various FSL across India during Covid Pandemic



FSL J&K



FSL Tamil Nadu



RFSL Himachal Pradesh



FSL Karnataka

Various online meetings were conducted by IIPA team to collect data from the questionnaire prepared to get current status of fund allocation under Nirbhaya fund and it was found out at some states have not started the procurements for the first phase and some are waiting for more funds after utilizing all the funds.



Source :www.thebalancecareers.com/

Few Glimps of FSL across India.



From Top to Bottom - RFSL Himachal Pradesh, FSL Karnataka, FSL Kerala

- Many states have not started with their DNA or cyber forensic laboratory as the procurement is still under process.
- States like Maharashtra, Goa, Manipur are also in process in setting up new infrastructure for a separate division of DNA because of too much pendency in cases sometimes.
- High number of rise in POCSO cases were seen in some state especially in South region and border states which requires more manpower and highly equipped machines and kits which most of the states have not as of now.
- Proper Training of manpower in DNA division and all the medical personals who are working for preserving the DNA properly as if it does not gets preserved properly it gets difficult for the team work on it.
- Sanction of grant for procurement of Mobile forensic science laboratories. These mobile labs can improve the identification, collection and preservation of vital evidence collected at scene of crime. Improvements in this regard can improve case analysis rates in FSLs as time spent on analysis of insignificant samples is saved.

Field visits done in different states for a physical audit of SFSL



Physical audits in different FSL:

In Picture

FSL Jaipur, FSL Punjab, FSL Chennai, FSL Benagaluru, FSL Maharashtra

Best Practices for sampling of DNA cases by registering online on website.

1. Submitting a testing request to FSL with an online portal to fill the form and automatically receive a copy of it in registered email.
2. Types of testing to be submitted: Testing request for DNA Forensics and Cyber Forensics can be submitted.
3. After completing and registering the form, one can check the status of their request and directly go to the FSL and submit the samples of the incident that has been reported. It will reduce the time of paper work and more number of cases can be sampled in a month.

Date of Request:	Case Complaint Number (CCN):	Other Case/ID Number(s):			
Date Recovered:	Suspect:	Location Obtained:			
Purpose of Submission?	<input type="radio"/> Investigative	<input type="radio"/> Court	<input type="radio"/> Warrant	<input checked="" type="radio"/> Information Only	
How was the submission obtained?					
	<input type="radio"/> Purchased	<input type="radio"/> Compliance Sample (Non-Criminal)	<input type="radio"/> Internal Body Carry*		
	<input type="radio"/> Seized	<input type="radio"/> Free Sample	<input type="radio"/> Stockpile Reverse Undercover		
	<input type="radio"/> Money Flashed	<input type="radio"/> Clandestine Laboratory Seizure	<input type="radio"/> Regulatory		
	<input checked="" type="radio"/> Other: _____				
*A biohazard warning label must be placed on the heat sealed evidence envelope containing the evidence from an internal body carry. NOTE: Syringes or sharps must be secured in a puncture-resistant container with a biohazard warning label					
ITEMS SUBMITTED (Up to 6 items per Request for Analysis): Note: Items of different types should be packaged separately.					
1	Item Number:	Suspected Drugs:	Item Description	Units Submitted	<input type="checkbox"/> Biohazard <input type="checkbox"/> Syringe <input type="checkbox"/> Sharps
2	Item Number:	Suspected Drugs:	Item Description	Units Submitted	<input type="checkbox"/> Biohazard <input type="checkbox"/> Syringe <input type="checkbox"/> Sharps
3	Item Number:	Suspected Drugs:	Item Description	Units Submitted	<input type="checkbox"/> Biohazard <input type="checkbox"/> Syringe <input type="checkbox"/> Sharps

Source- <https://dfs.dc.gov/page/forensic-science-laboratory-fsl-request-testing>

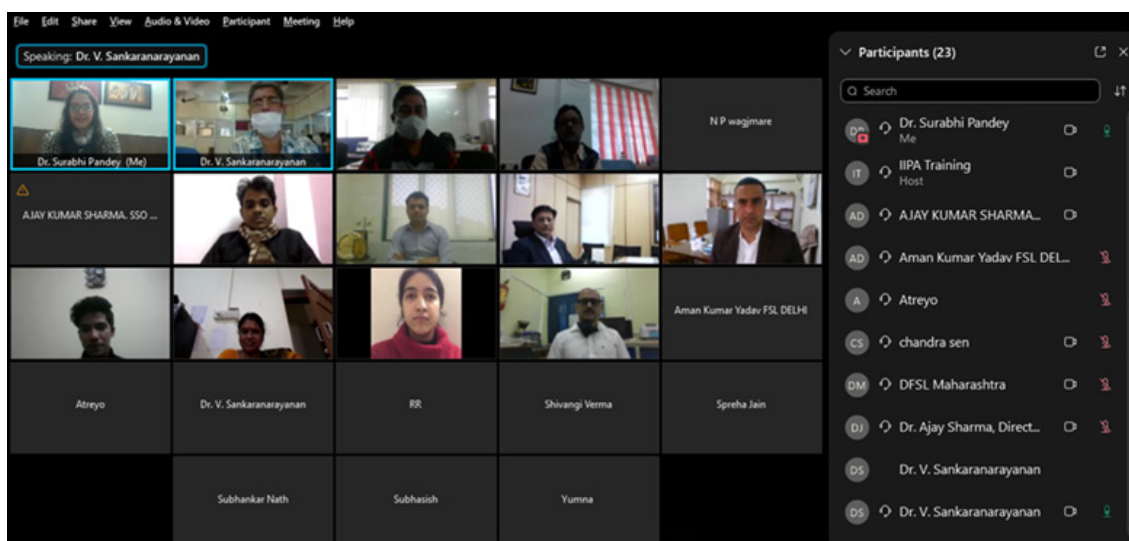
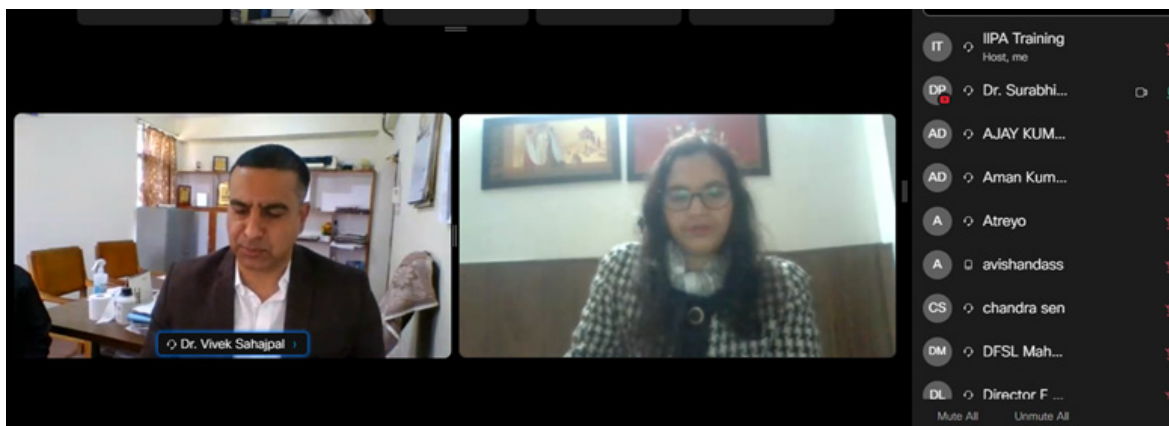
An example of a form that can be made and submitted online and the portal can be available for all Government agency

Online National Webinar on schemes for Safety of Women under the Nirbhaya Fund IIPA in collaboration with Ministry of Home Affairs

The Indian Institute of Public Administration (IIPA) organized a five-day National Webinar in collaboration with the Ministry of Home Affairs (MHA) on Schemes for Safety of Women under Nirbhaya Fund. Respective Nodal Officers of the states and UTs, looking after the various schemes participated in the webinar. Moreover, discussion and deliberations were held over the current developments as well as suggestions were also sought to ensure and strengthen the schemes in the near future.



12 states have participated in the national webinar which are Delhi, Himachal Pradesh, Manipur, Jammu & Kashmir, Maharashtra, Rajasthan, Tamil Nadu, Puducherry, Goa, A&N Island, West Bengal & Tripura.



Success Stories

Himachal Pradesh

One fine day 28-year-old youth was arrested for allegedly circulating the porn video of local politicians on social media platform. Later on, the female politician filed a complaint in the police station for the circulation of her porn video. An audio conversation wherein the male politician's wife asking the lady politician to stay away from her husband was also got circulated. On investigation, police seized mobile phones (Six Numbers) from the five suspects along with complainant. All the artifacts were referred to Regional Forensic Science Lab, NR, Dharamshala for Forensic analysis. The examination revealed that the porn video was found sent through WhatsApp by the complainant herself and audio conversation was recorded and made viral by the spouse of male politician. Further, screen shots of porn video file were also found circulated by her. In addition to these two more suspects made porn video and audio conversation viral. The recovered digital data from the mobile phone of male politician emphasized that the same was hard reset before seizure. Then the police booked lady politician, male politician, and his spouse sections under 67 and 67(A) of IT Act 2000 for publishing or transmitting obscene material and material containing sexually explicit act in electronic form. Thus, the Forensics unraveled the Stories of circulation of porn video and audio clips.

A young girl while taking bath in the bathroom in her home noticed a person making video from outside. The family on their own tried to catch the person but without success, lodged the complaint. The police chased a person and seized his mobile phone. The mobile phone was sent for analysis to the laboratory. The laboratory examination revealed no multimedia file related to incident, but the file with unknown file format having the date and time of the incident. The file was repaired using open-source tools and played in the available media players and found as video of victim. Thus, verified the version of young girl.

All news clipping and headlines are provided by the state

Rajasthan

Tamil Nadu

Disposal of cases has doubled after the purchase of instruments and sanction of a few posts under the Nirbhaya Fund. At the same time, the inflow of cases has increased manifold. Hence DNA Divisions should be opened at all the remaining nine Regional Forensic Science Laboratories in Tamil Nadu in a phased manner. A proposal has been sent to open a new DNA Division at each of the Regional Forensic Science Laboratory at Thanjavur catering to the Central Zone and the Regional Forensic Science Laboratory at Salem catering to the West Zone.

Jammu & Kashmir

This FSL has successfully disposed 300 plus cases in a month in DNA Division

जम्मू-कश्मीर: पुलिस को अब एफएसएल की रिपोर्ट मिलेगी ऑनलाइन, देश की चुनिंदा लैब में ही यह सेवा

अजय शर्मा, जम्मू Published by: रितिक शर्मा Updated Thu, 03 Mar 2022 03:29 PM IST

सार

प्रदेश में पहली बार एफएसएल ने नेशनल इंफार्मेटिक सेंटर (एनआईसी) की मदद से लैब इंफार्मेशन मैनेजमेंट सिस्टम तैयार किया है। इसका 70 फीसदी काम पूरा हो चुका है।



जम्मू-कश्मीर पुलिस को विभिन्न आपराधिक मामलों की जांच में महत्वपूर्ण फोरेंसिक साइंस लेबोरेटरी (एफएसएल) की रिपोर्ट अब ऑनलाइन मिलेगी। प्रदेश में पहली बार एफएसएल ने नेशनल इंफार्मेटिक सेंटर (एनआईसी) की मदद से लैब इंफार्मेशन मैनेजमेंट सिस्टम तैयार किया है। इसका 70 फीसदी काम पूरा हो चुका है। विशेषज्ञों और कर्मियों के पद भरने की भी तैयारी की जा रही है।

चालान पेश करने में एफएसएल कर रिपोर्ट सबसे महत्वपूर्ण

मार्च के अंत तक यह सिस्टम पूरी तरह से तैयार हो जाएगा। इसके बाद पुलिस को रिपोर्ट ऑनलाइन मिलने लगेगी। बता दें कि देश की चुनिंदा एफएसएल लैब में ही यह सुविधा उपलब्ध है। इन लैब में प्रदेश की लैब भी शामिल होने जा रही है। किसी भी मामले की जांच करने के बाद चालान पेश करने में एफएसएल कर रिपोर्ट सबसे महत्वपूर्ण है।

Kerala

KERALA

Phones of Dileep to be sent to forensic lab



Special Correspondent

KOCHI FEBRUARY 03, 2022 17:55 IST
UPDATED: FEBRUARY 03, 2022 17:55 IST

SHARE ARTICLE



The six mobile phones which were reportedly used by actor Dileep and some of his relatives during the alleged period of hatching a conspiracy to harm some police officers, will be sent to the Forensic Science Laboratory (FSL), Thiruvananthapuram, without opening the handsets.

Delhi

A minor blast took place on January 29 evening in a high-security zone of the national capital. No one was injured. A 10-member team from the Forensic Science Laboratory (FSL) on January 29 visited the blast site and collected residues which include metallic swab and ball bearings. Forensic experts have also collected some samples from the crime scene that will ascertain the chemical composition used in the low-intensity improvised explosive device (IED).



Setting up/ Strengthening Women Help Desk in all districts

WHD

Background & Introduction

Financial Outlay & Present Status

Data Analysis and Field Work

Success Stories

Suggestions by States/ UTs

Introduction

The Ministry of Home Affairs (MHA) has set up 'Women Safety Division' on May 28, 2018 to strengthen the measures for safety of women in the country. It aims to instill greater sense of security in women through speedy and effective administration of justice in a holistic manner and by providing a safer environment for women. It includes increased use of IT and technology in criminal justice system and enabling a supportive ecosystem for forensic sciences and crime & criminal records. The Division is responsible for the policy formulation, planning, coordinating, formulating and implementing projects/ schemes to assist States/Union Territories (UTs) to achieve the said objectives.

It is also notified that each police station would appoint a lady woman ASI across all the states and UTs in the country. The officials of women help desks would be trained to be sensitive towards victim women approaching police stations. These help desks would have enlisted a panel of experts like lawyers, psychologists and NGOs to facilitate legal aid, counseling, shelter, rehabilitation and training among others. This project would be implemented by the respective States and UTs. The women help desks are being set up to make all police stations across the country more approachable and women-friendly. The help desks will be the first point of contact for any woman going to the police station to file a complaint. The women will no longer have to deal with the long interrogation sessions or face the ordeal of not being taken seriously at the male-dominated police stations. The women help desks will be the single point of contact for them.

Union Women and Child Development Minister Smriti Irani had announced the government's decision of setting up the women help desks on November 2, 2019. The Minister had announced that the Centre will be setting up women help desks in all the police stations in all the districts across India using the Nirbhaya Fund. It has been said that priority should be given to those police stations where crimes related to women and children are recorded in large numbers. On 10th Jan 2020 Union Home Ministry issued notice to all the states and UTs to establish Women Help Desk across the country. Significantly, each police station to be allocated a sum of Rs.1,00,00 as per the directions issued by the Ministry of Home Affairs (MHA). Further, MHA on 5th April 2021, notified to all the states and union territories of India to set up women help desk and other infrastructure across the country.

Objectives/Aims of Women Help Desk

- To make the police stations more women friendly and approachable.
- The women help desk will be the first and single point of contact for any woman at police station.
- The officials of women help desk will be perfectly trained to manage any type of women related cases being registered in the police station.
- The desk will have enlisted panel of experts like lawyers, psychologists, NGOs who can provide shelter, rehabilitation, and training etc.
- The desk will register and transfer the cases to the concerned authorities and follow up the case giving required assurance and support to the women approaching them.

Guidelines of the Scheme

- i. Even though 'Police' and 'Public Order' are State subjects under the VII Schedule to the Constitution of India, and the responsibilities to maintain law and order, protection of life and property of the citizens' rests primarily with the respective State Governments. Post unfortunate Nirbhaya incident in NCR Delhi, the Central Government decided to intervene to supplement States/UTs endeavors in strengthening measures to ensure safety of women in the country.
- ii. Comprehensive advisories on crimes against women and children have been issued by the Ministry of Home Affairs (MHA), from time to time. Amongst other suggestions, MHA has been advising the States & UTs regarding setting up of women help-desks in every police station.
- iii. Central Government has set up a Nirbhaya Fund, which is available to States/UTs for projects for women safety and security within public spheres. As part of the several initiatives which have been conceptualized under Nirbhaya Fund projects, project of setting up/ strengthening of Women Help Desks in police stations is a pilot initiative for 10,000 police stations in the country.
- iv. On the basis of experience of the first year, the scheme can be expanded in other Police Stations in later years. As the primary drivers of this project, States/UTs have a critical role to play for allocation of funds to Police Stations which have higher incidences of crimes against women and/or lack adequate facility to cater to the requirements of women & children. The Nirbhaya Fund may be used to strengthen the critical gaps for providing safe environment for women.

Components of Women Help Desk

Following points should be fulfilled at each Help Desk:

- The help desk should be headed by a woman police officer who should preferably be not below the rank of JSI or ASI, but not below the rank of Head Constable.
- Training orientation and sensitization of both women and men police officials working at or in relation to Women Help Desks at Police Stations, will be taken up.
- This desk will register the case of the victim woman and send it to the concerned authorities and follow it up completely.
- A Nodal Officer will also have to be appointed in every district, who will monitor and coordinate the work of women aid desks established in that district.

Outcomes of Women Help Desk

The desirable outcomes of the Women Help Desk relate to increased comfort for women to approach police station. Critical outcomes inter-alia includes:













- Increase in approachability of women to police stations for counseling and reporting sexual crime.
- Increase in confidence of women to visit police stations.
- Reduction in response time by the law enforcement agencies to react to crisis or to track and identify criminals.

Infrastructure

Comprehensive advisories on crimes against women and children have been issued by the Ministry of Home Affairs from time to time. Amongst other suggestions, MHA has been advising the States & UTs regarding setting up of women help-desks in every police station. Now, Ministry of Home Affairs has approved the scheme to give assistance to the States & UTs for setting up of such a help-desk at Rs.1,00,000/- (Rupees One Lakh) per police station. This scheme will initially be implemented in 10,000 police stations in the country. States & UTs may allocate the funds to police stations which have higher incidence of crimes against women or lack adequate facilities to cater to the requirements of women & children

The permissible items for which expenditure can be incurred at each Police Station depending on their requirements will be as follows: -

INFRASTRUCTURE DEVELOPMENT

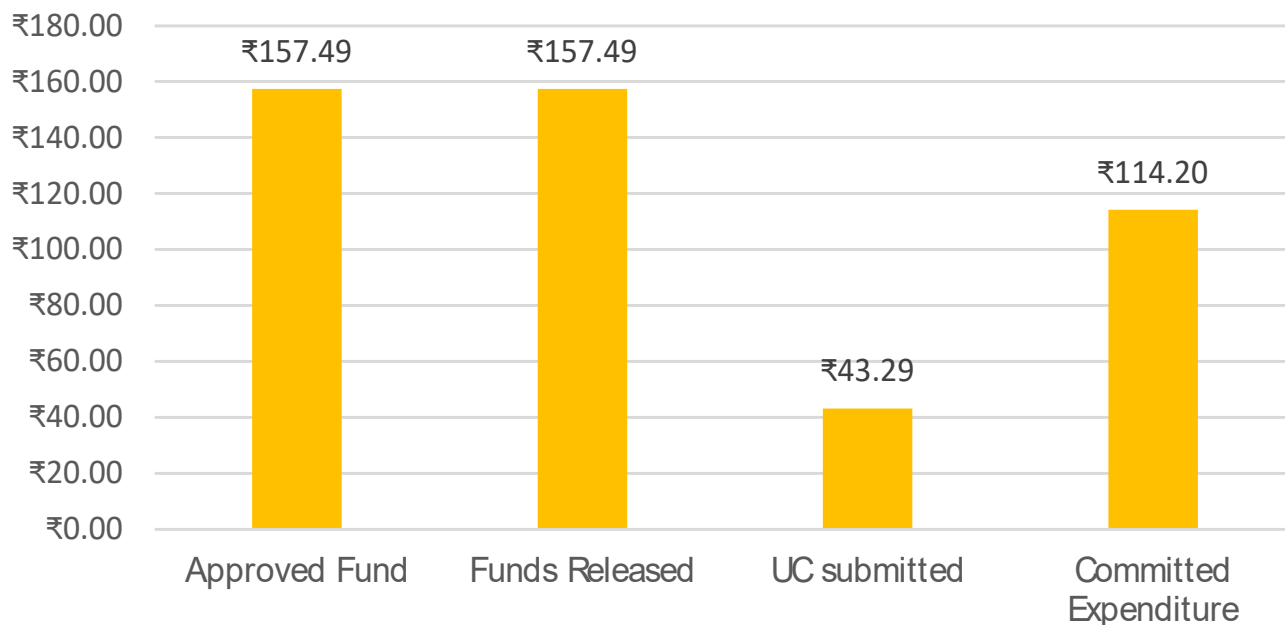
	2 Office tables 10 chairs	Landline phone installation with broadband connection	
	2 Computer tables	Two Desk-top /Laptop Computers/ Tablets with latest configuration and accessories	
	Almirah for books & records,	Relevant legal & other Books reference handbooks.	
	Two Mobile phone instruments (running expenses to be incurred by States).	Awareness generation material including Posters, Banners, DVDs etc.	
	Digital Camera with memory stick for evidence collection & short video recordings	Minor renovation work for setting up office	
	One two-wheeler, not to be diverted for other work	Legal Services	

Funding under the project has been utilized for the above items

Implementation and Monitoring Mechanism

The states/UTs shall notify a Nodal Officer at district-level, who will, inter alia, coordinate the functioning of Help Desks in every police station. The list of Nodal Officers may be furnished to the Ministry of Home Affairs. Moreover, Periodic meetings to be taken by State with District Nodal Officer of Women Help Desk and half yearly meeting between State and Ministry of Home Affairs at national level. Home department in the State/UT concerned shall furnish utilization certificate for the project fund received from the Central Grant in aid on an annual basis in format GFR-12 in terms of Rule 239 of GER 2017.

**Graph 4.0 - Fund Allocation Status (In Crores)
FY (2018-22)**



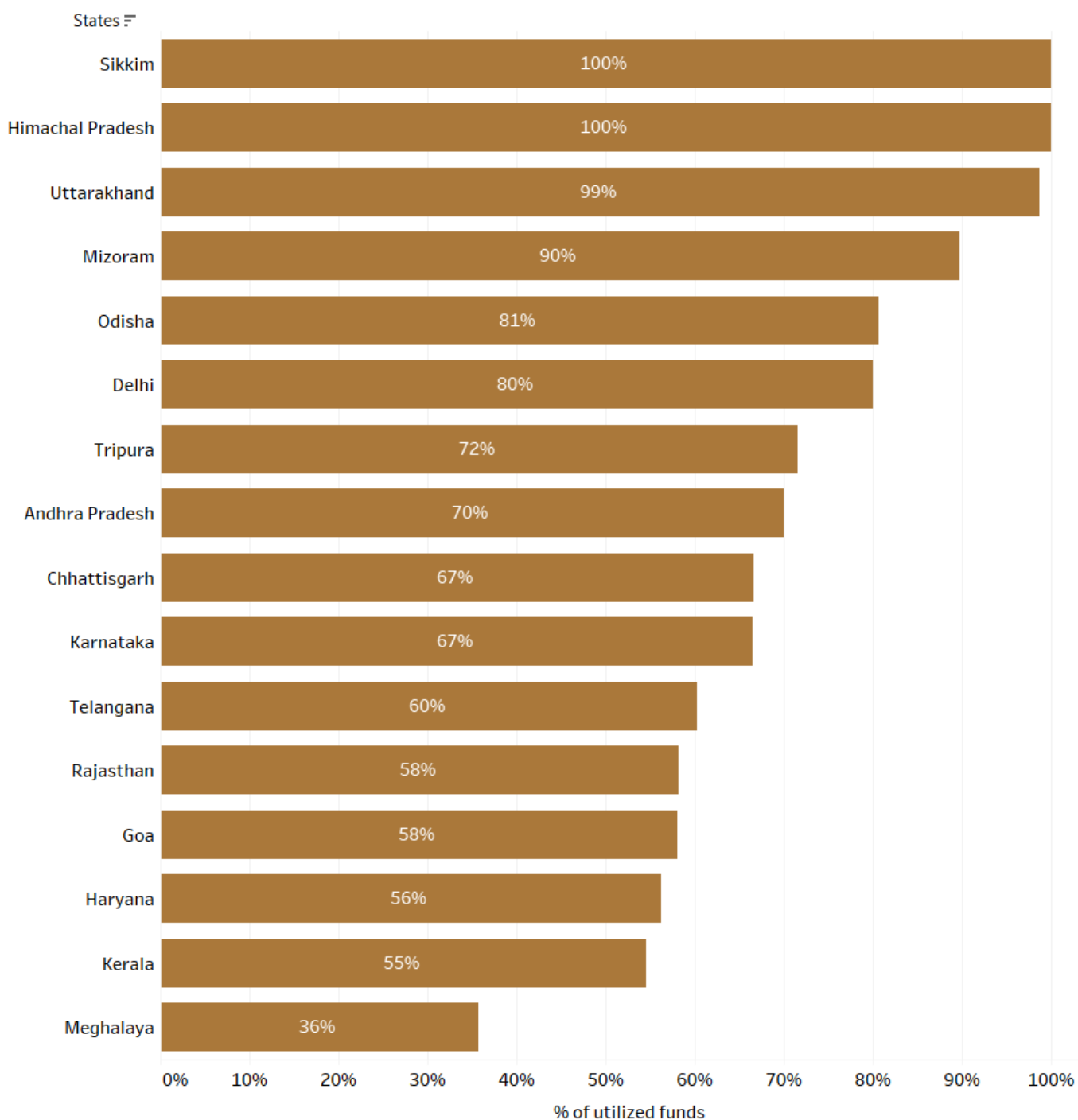
Data Source : MHA Women Safety Division

WHD has been approved by MHA in 2019 with a budget of ₹157.49 crore, which has been approved and released to States/ UTs, around ₹43.29 crore has been utilized so far.

**Table 4.1 - Fund approved and UC received from States/UTs
(Figures in Crore) (Financial Year 2018-22)**

State/UT	Approved Fund	Funds Released	UCs submitted	Committed Expenditure
Andhra Pradesh	₹10.00	₹10.00	₹7.00	₹3.00
Arunachal Pradesh	₹0.78	₹0.78	₹0.00	₹0.78
Assam	₹3.20	₹3.20	₹0.00	₹3.20
Bihar	₹8.50	₹8.50	₹0.00	₹8.50
Chhattisgarh	₹4.50	₹4.50	₹3.00	₹1.50
Goa	₹0.43	₹0.43	₹0.25	₹0.18
Gujarat	₹7.20	₹7.20	₹0.00	₹7.20
Haryana	₹3.50	₹3.50	₹1.97	₹1.53
Himachal Pradesh	₹1.46	₹1.46	₹1.46	₹0.00
Jammu and Kashmir	₹1.50	₹1.50	₹0.00	₹1.50
Jharkhand	₹5.00	₹5.00	₹0.00	₹5.00
Karnataka	₹10.50	₹10.50	₹6.99	₹3.51
Kerala	₹5.50	₹5.50	₹3.00	₹2.50
Madhya Pradesh	₹10.50	₹10.50	₹0.00	₹10.50
Maharashtra	₹11.00	₹11.00	₹0.00	₹11.00
Manipur	₹1.02	₹1.02	₹0.00	₹1.02
Meghalaya	₹0.70	₹0.70	₹0.25	₹0.45
Mizoram	₹0.39	₹0.39	₹0.35	₹0.04
Nagaland	₹0.65	₹0.65	₹0.00	₹0.65
Odisha	₹6.20	₹6.20	₹5.00	₹1.20
Punjab	₹4.20	₹4.20	₹0.00	₹4.20
Rajasthan	₹8.50	₹8.50	₹4.95	₹3.55
Sikkim	₹0.28	₹0.28	₹0.28	₹0.00
Telangana	₹8.30	₹8.30	₹5.00	₹3.30
Tamil Nadu	₹15.00	₹15.00	₹0.00	₹15.00
Tripura	₹0.81	₹0.81	₹0.58	₹0.23
Uttar Pradesh	₹17.10	₹17.10	₹0.00	₹17.10
Uttarakhand	₹1.58	₹1.58	₹1.56	₹0.02
West Bengal	₹5.50	₹5.50	₹0.00	₹5.50
A&N Islands	₹0.23	₹0.23	₹0.00	₹0.23
Chandigarh	₹0.17	₹0.17	₹0.00	₹0.17
Dadra and Nagar Haveli & D&D	₹0.05	₹0.05	₹0.00	₹0.05
Delhi	₹2.06	₹2.06	₹1.65	₹0.41
Ladhak	₹0.50	₹0.50	₹0.00	₹0.50
Lakshadweep	₹0.14	₹0.14	₹0.00	₹0.14
Puducherry	₹0.54	₹0.54	₹0.00	₹0.54
Total	₹157.49	₹157.49	₹43.29	₹114.20

Data Source : Ministry of Home Affairs Women Safety Division

Graph 4.1 Percentage of utilized funds of all States/UTs

****Note** (No Data is available of the following states - Arunachal Pradesh, Assam, Bihar, Gujarat, Jammu and Kashmir, Jharkhand, Madhya Pradesh, Maharashtra, Manipur, Nagaland Punjab, Tamil Nadu, Uttar Pradesh, West Bengal, A&N Islands, Chandigarh ,Dadra and Nagar Haveli & Daman and Diu Ladakh, Lakshadweep and Puducherry.)

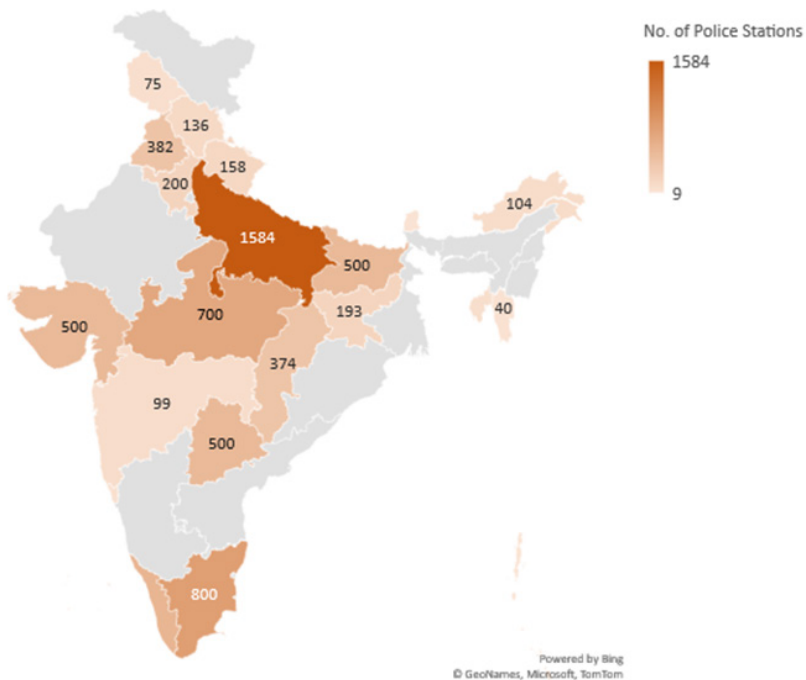
Table 4.2 - WHD Established and appointed lady officers at police stations across the States/UTs

State/UT	No. of Police Stations	WHD Established	No. of Lady Officers Appointed	Remarks
Andaman and Nicobar Islands	23	23	23	
Arunachal Pradesh	104	26	26	In the state of Arunachal Pradesh there are total 140 (One hundred forty) notified Police Stations, in which only the 104 (One hundred four) Police Stations are functional Apart from this total 52 (Fifty-two) Police Stations in which Women Help Desks has been established so far.
Bihar	500	500	500	
Chandigarh	17	17	17	From ASI to Constable officers
Chhattisgarh	374	374	374	
Dadar Nagar Haveli and Daman & Diu	19	19	19	14 police stations in Dadar Nagar Haveli 4 Police stations in Daman 1 Police station in Diu constable and head constable
Goa	58	58	58	Lady Police Sub Inspectors officers are posted at all Police stations in North and South District of Goa, specifically to deal with all types of crime against women and children.
Gujarat	500	500	1017	
Haryana	200	200	200	
Himachal Pradesh	136	136	136	11 ASI and remaining are constable and head constables
Jammu and Kashmir	75	75	75	09 Police Stations have posted lady ASIs in Kashmir Zone
Jharkhand	193	193	193	
Kerala	541	541	541	No ASIs have been appointed in the Help Desks and they are generally manned by Sr. Civil Police Officers or Civil Police Officers.
Lakshadweep	9	9	9	
Madhya Pradesh	700	700	700	Lady Sub Inspector/ Asst. Sub Inspector and Lady Head Constable have been appointed in All Women Help Desk.
Maharashtra (Brihan-Mumbai)	99	95	95	No fund released by state Government
Mizoram	40	39	39	17 have ASI and rest have constables and Head constable according to the availability
Punjab	382	410	832	Inspector-08, SI-33, ASI-42, Head Constable-32, Constable 717
Sikkim	28	28	28	
Tamil Nadu	800	800	800	
Telangana	500	500	500	In all Commissionerate and urban area Women Help Desk/ Receptions are Functioning with ASI/ Women Head Constable officer, and in the remote area police stations are functioning with women constable/ women HG officer.
Tripura	82	82	82	12 Police Stations, ASI are appointed
Uttar Pradesh	1584	1584	1584	
Uttarakhand	158	158	158	

Data Source : Online response from States/UTs through Google forms

Data Analysis

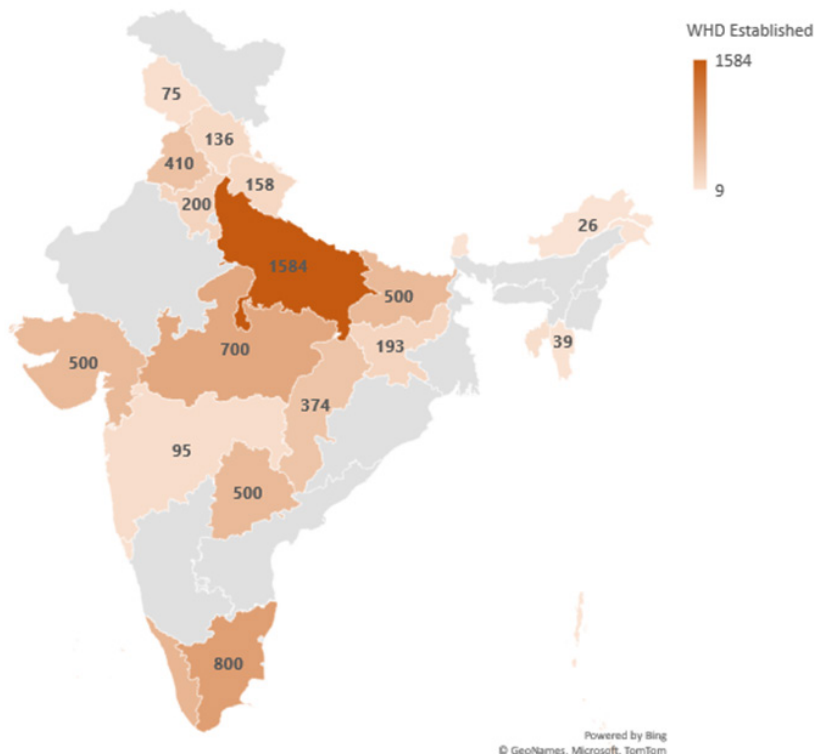
States/UTs With Number of Police Stations



From the map it is evident that the highest number of police stations are in Uttar Pradesh and the Lakshdweep has the lowest number of police stations due to the size of its territory and administration.

Map 4.1 (States with no label- No data was provided)

States/UTs with WHD Established



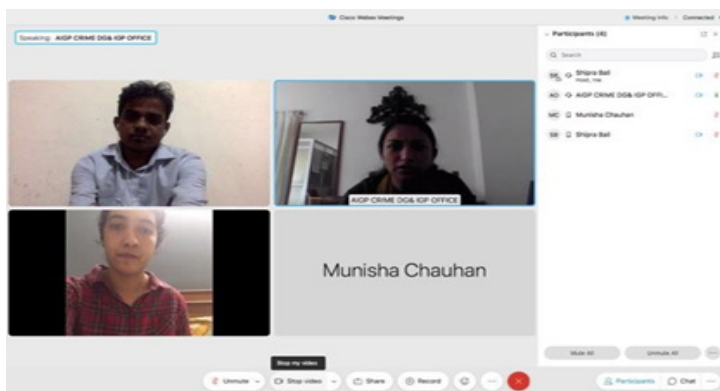
It is obvious from the map that the highest number of police stations are in Uttar Pradesh. Thus, each police station must establish a woman help desk as early as possible. The fund released by Centre to all the States and UTs clearly shows that Uttar Pradesh received the highest amount of Fund and thus established the highest number of women help desks. Further, the smaller states and Union Territories are geographically and administratively small and thus received fund accordingly. It is also noticed that the north eastern states are lagging behind in establishing the women help desks in the states because of territorial and administrative limitations.

Map 4.2 (States with no label- No data was provided)

Online Meetings with various Women Help Desks across India during Covid Pandemic

IIPA has Conducted 22 Online meetings with the Nodal officers of States/UTs for the WHD Unit. WHD Functioning and day- to-day activities were discussed in the meeting. Through these meetings, the IIPA research team got an insight of the WHD. A Questionnaire was sent to the states and UTs. Data received by the State/UTs is hereby attached in the Annexures. Primary data is collected from 22 states with the help of the questionnaire.

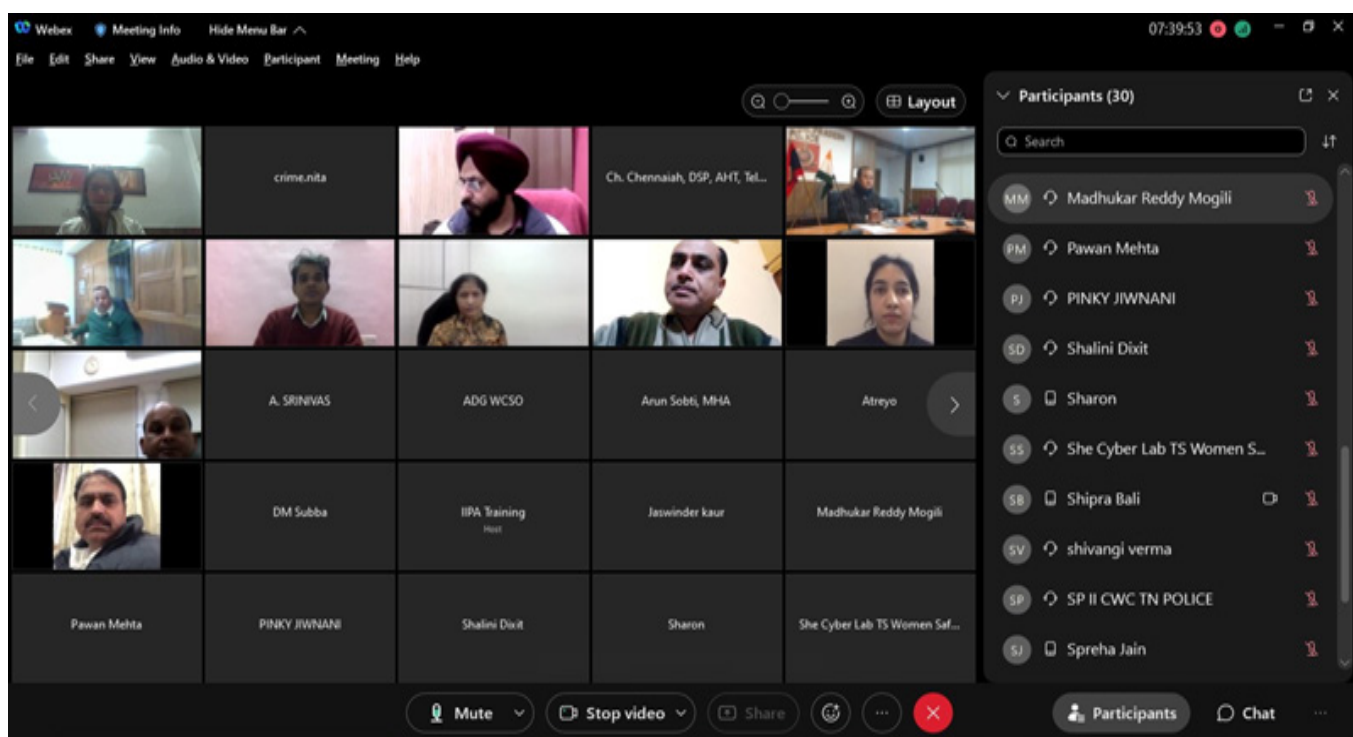
Data was collected from the WHD Units in Jammu & Kashmir, Kerala, Madhya Pradesh, Uttar Pradesh, Haryana, Jharkhand, Chhattisgarh, Maharashtra, Tamil Nadu, Karnataka, Mizoram, Lakshadweep, Andaman & Nicobar Islands, Arunachal Pradesh, Goa, Gujarat, Himachal Pradesh, Sikkim, Telangana, Daman & Diu, Tripura, and Uttarakhand.



Online National Webinar on schemes for Safety of Women under the Nirbhaya Fund IIPA in collaboration with Ministry of Home Affairs

The Indian Institute of Public Administration (IIPA) organized a five-day National Webinar in collaboration with the Ministry of Home Affairs (MHA) on the Schemes for Safety of Women under Nirbhaya Fund.

Respective Nodal officers of states and UTs, looking after the Women Help Desk (WHD) scheme participated in the webinar. Moreover, discussion and deliberations were held over the current developments as well as suggestions were also sought to ensure and strengthen the scheme in the near future.



Major Outcomes of the Webinar

Challenges faced by the States/UTs for WHD

1. Lack of trained staff and inadequate man power creates an obstacle for the functioning of the women help desks.
2. Masses are aware of other facilities like 112 dial numbers. But they are less aware about establishment of Women Help Desk at police stations. Therefore, more and regular awareness programmes/rallies/seminars are urgently needed in local communities and villages.
3. Lack of vehicle for women help desk also creates problem in a dire situation at the police stations.
4. Further, women are still approaching female officers and police stations. Awareness could help them reaching out the police stations directly through online or phone calls.

Suggestion from states/UTs

1. Women Help Desk is one of the Schemes of 'Women Safety Division' under Nirbhaya Fund. The Centre has already released fund to establish Women Help Desk in the states and UTs. The Centre has done a commendable job to appoint a Women police officer to take up the issues related to women. But women particularly from the remote areas of the country are less informed of such a scheme. It is advised to have more awareness programmes particularly among the poor and illiterate women, and encourage them to approach the Women Help Desk.
2. The brutal gang rape and murder of Nirbhaya is not a single and last incident in this country. Several such incidents are noticed in our society. Issues related to gender is a complicated issue in a society like ours. To save our women from all sorts of crime, bigotry need a rigorous and consistent strategy. Awareness and sensitization of every member, particularly at police stations is needed to handle the issues of victim with more empathy.
3. 21st century is known as the era of knowledge economy. Crime against women have being increased dramatically. The traditional modes of policing require an extra attention to the piling up of cases through online modes. Cyber-crime needs more technological advancement as well as trained and sophisticated man power. All such measures need adequate fund to tackle the grappling issues in the near future.

Field Visit



Delhi Women help desk



Tamil Nadu Women help desk



Uttarakhand Women help Desk



Kashmir Women help Desk

Suggestions and recommendations

- More awareness specially in the local areas is needed.
- Lady Police officers need a separate arrangement particularly for their children during duty time.
- Women officers need sanitary pads and other help at work place.
- Due to late-night work, women officers are concerned about their safety. They may be given nearby accommodation so that they can walk free to reach their place easily and safely.



Field Visits

Harayana, Assam, Mumbai



Community Walk

IIPA has done community walk during the field visit in various states. The IIPA Team tried to know the issue and grievances of the common people and enquire about the various scheme under the Nirbhaya Funds.



IIPA Team : Chandigarh & Uttar Pradesh

The southern cities are fully equipped and efficient in smart policing. The infrastructures, awareness, gender sensitivity is much better than the rural settings of the society. The current government has given special vehicle equipped with all the required instruments to spread awareness in school, colleges and at public places. The IIPA research team participated in a programme organized by one of the schools where gender sensitization videos were played along with the message of chief minister of the state. Elopements of younger generation particularly under the age of 18, happen in the nearby districts of Chennai. They elope to, Chennai for safety. So, the cases of POCSO are rampant. Trust with police is another arena where more emphasis has to be given. Poor people specially the Tribal community is victim of bonded labour in this district. They are only aware of 100 dial number. They still have fear to approach the police stations. More awareness and people friendly as well as sensitive administration is needed to address the historical suffering of the people.

Educated masses especially college and school going students are well aware of safe city, Women help Desk and ERSS scheme in northern part of India (Uttar Pradesh, Chandigarh, Delhi etc. However, lower classes, working community are still using 100 dial number, instead of 112. WHD desks are established and infrastructures are created across the state. Generally, victim women, register the cases of domestic violence at police stations. In the most of the domestic violence cases, police counsels both the parties and solve the cases at police stations only. Few cases are forwarded to court only. It is being observed that women help desks at police stations are considered relatively low significant to men police officers handling men and other issues. Moreover, the location and spaces of women help desks established at police stations sometimes are either in the corner or in bad conditions. Police stations along with the police officers need to be given more training especially on gender issues, to understand and unlearn the deep-rooted patriarchal notions of the society.



IIPA Team: Tamil Nadu & Karnataka

Sensitization programs/proper training for police and details of awareness programmes by States/UTs

Andaman & Nicobar Island

Pre-COVID, sessions and trainings were organised at PTS for Police personnel on how to respond with rape victims, how to deescalate a potentially violent situation, how to talk to child victims and substance abuse problems. Further, as per future requirement online training programmes for the Police officials would be recommended for effective sensitization on dealing with Crime against women and sexual offences to improve the skills.

Arunachal Pradesh

One day online training programme on Gender Sensitization conducted on 06/07/2021. 04 L/inspector and 06 L/SI attended the same. Three days training programme for prosecutors related to Safety of Women conducted w.e.f. 24/02/2021 to 26/02/2021. Str. Of Lady trainees were 15 and all had been Lady Constables. One day On-line training programme on Gender Sensitization conducted on 14/07/2021. Three L/inspector two L/SI attended the same. Besides, a lady batch of 37 lady recruit constables are presently undergoing basic training at PTC, Banderdewa.

Chhattisgarh

Rs 30000 allocated for awareness Pamphlets, banners, posters, circulated at various places. Public awareness program organised through Chalit Than, Gram Raksha Samiti, Police Jan Mitra and community Policing.

Daman and Diu

A training programme on “Role of Police Department in One stop Centre” had organized by Mahila Shakti Kendra. Lady Sub Inspectors are being trained on Gender Sensitized, soft skill and Crime against Women on regular interval.

Madhya Pradesh

To create public awareness state wide operation SAMMAN was launched in the month of January 2021 all over the state. Under which following steps were taken- Mascot ‘Guddi’ was created to reach out to adolescent girls who often become victim of many crimes. For Community Outreach, posters on stalking, street harassment, Cyber Security, Voyeurism, anti-human trafficking were conceptualized, designed, and developed by officers of Crime Against Women Branch. Cyber security awareness programs were organized as webinars, talks on media, Posters, jingles on issues of cyber, mobile, and social network security. Selected Asli Heroes in each district were awarded.

Uttarakhand

Like the above campaign, first of all, by preparing the list of schools, colleges, places of higher learning, industrial units, wards, towns, villages at the police station level in their respective districts, by coordinating with the concerned, awareness programs about crimes and legal provisions against women/girls being held. Gaura Shakti App has been created by Uttarakhand Police for the purpose of registering complaints of women online, which has been launched on 09.09.2021. The victim can also register a complaint through this app through online audio, video, and text message without going to Thane, the victim can know the result of the action taken on her complaint. In case of any emergency, dialing the sauce number of the victim can get police assistance immediately, apart from this, the victim can also call the mobile no of the police officers. One can also get information about police station location and legal provisions. The disposal of complaints received at the police station level is being ensured by the in-charge women help desk.

Goa

Online training programmes on POCSO was organised by PTS, Valpoi to Police Inspector/ In charge of the Police Station. Awareness session conducted by SCAN Goa in collaboration with Goa Police in all 58 Police Officers attended the session.

Gujarat

With certain confined NGO who are working with child & women related subjects remains through the work of WHD to sensitize police and other staff. Moreover 8 mass coordination meeting conducted for public awareness in the state.

Haryana

Time to time various meetings and awareness program conducted to sensitise the police personnel. No detailed document provided.

Jammu & Kashmir

Awareness programme through PCPG meetings is being ensured in most of the Police Stations where WHD are established. No detailed list is being provided.

Jharkhand

11 mass meetings organised last year to aware the common masses about the schemes. The police officers of all the districts related to women atrocities are trained from time to time by organizing workshops by the Crime Research Department, Jharkhand, Ranchi / NGO.

Lakshadweep

Since, WHD is functioning at concerned Police Station under OIC PS in islands periodic sensitization classes / programmes for women constabulary is done by OICPS concerned once in week. Moreover, the department of Women welfare is conducting periodic meetings for public awareness.

Punjab

In the year 2021, approximate 5953 number of mass coordinating meetings are held in various districts of state. Course on safety on women conducted in collaboration of NGOs conducted. Online "investigation Training course on women safety where ASI/INSP/DSP participated during covid times. Training courses on use of sexual assault kits. National webinar on acid attack was also organized for a day.

Maharashtra

Regular training programs are conducted, but due to covid, 17 online training sessions were taken by CAW office. Since, State government has not released the fund but the all the police stations have been conducting awareness programme across the state. Sensitization of the public, government officials are regularly done.

Tamil Nadu

12564 Awareness campaigns were conducted on the safety of women and children in 2020- 21. Same year 147 awareness rallies were also conducted. Same year total 88 times (2 days) awareness training session have been conducted to all the WHD officers.

Telangana

Total 13,928 psychosocial counselling sessions were given in to women who approached the help desk at through Sakhi centres, Bharosa Centres, AHT Units by the NGOs and psychologists. Counseling to minor delinquents through online mode with suitable counselors also being conducted. Initial orientation

training is given to all officers. Later depending on the requirement, refresher training is conducted. We take the help of Legal institutions, NGOs, Retd. police officers these trainings are being organized.

Uttar Pradesh

Mission Shakti operation for the women empowerment by the state government. Regular meetings and awareness programme conducted. Posters/banners/pamphlets are pasted in Uttar Pradesh Buses travelling across the states. Public spaces and government institutes including schools and colleges are covered massively. Various online platforms such as social media and WhatsApp groups are used to spread the mass awareness among the general public.

Bihar

Physical awareness has been carried out by all the police stations individually. Bihar police and state has collaboration with national and international institutes and NGOs such as UNICEF and Bachapan Bachao Andolan, Angan Prishth. Online platforms are also used to spread awareness across the state. More than hundred awareness programme has been done so far.

Kerala

The Police Training College and Kerala Police Academy conduct 'Gender Sensitisation Programmes' for police personnel of various ranks every year. In the last year three online training programmes on 'gender sensitisation' were conducted with the participation of about 1415 police personnel. Certain NGOs pass on information. However, Local Self Government members, community heads, neighbors and employees of Social Justice Department pass on information to the police. Awareness programmes and Workshops have been conducted in schools and colleges, Social Media campaigns have been made, pamphlets have been printed and spread. Beat Officers check on information received and also spread awareness regarding this. Creating 'Aparajitha' helplines, Nodal Officers for Women petitioners has been done. In

Suggestions by States/UTs

- A control room exclusively to deal with Women complaints manned by lady police personnel may be establish at State and UTs level through which in time being the matter may be conveyed to the other stakeholders for intervention. A round the clock Women Help Desk/booth may be set up in all villages for giving prompt service to the victims and for women safety. For smooth functioning of Women Help Desks a nodal officer in districts can be appointed to coordinate with all the Women Help Desks of the jurisdiction.
- Separate orientation classes to be organized by the women police attached with the Help desk by also involving other stakeholders connected with ensuring safety of women. Emergency medical assistance to victims of violence, shelter, legal assistance, and rehabilitation may be made available in one roof of Women Help Desk.
- Developing a common network of all WHD Centralized data sharing and communication system.
- All NGOs, Child group, Women groups, CDPOS etc. need to be connected through a common platform. Apart from this development of infrastructure & proper training of the police personnel engaged in Women Help Desks.
- Victim women need to be informed about the law for their own protection and the existing laws on women need to be strictly enforced.

- Proper training and sensitization of all the staff posted at women help desk should be organized. Proper action should be taken to telecast the awareness about child and women issues on all TV channels/Media repeatedly.
- Establishment of women help desk and lady police officer's appointment is risky such as in Kashmir, Naxal affected areas. States need more robust infrastructure in these areas.
- To conduct maximum awareness programs in view of crime related women, preventive action to be conducted like patrolling, visible policing, gender sensitization, self-defence programs etc.
- Women Help Desk strengthening along with Man-power may be increased. This can be done by having a separate strength to be provided to each Police station, instead existing strength of Police station. Moreover, Reward suitably for their excellent works as well as separate ID or batch may be issued to them. WHD Police personnel should be free from other work so that they can be available during time at the desk.

Success stories : Women help Desk

A&N Islands:

In a complaint that was filed with the Women Help Desk at PS Rangat on April 21, 2017, the victim girl claimed that she had been sexually assaulted by many people. An FIR was filed at PS Rangat based on her complaint, and the inquiry was given to the appropriate officer.

Chhattisgarh:

An 8-year-old girl was raped by the accused and reported to the police in 2020 under the POCSO Act in the Raipur district's Police Station Khamtra. 20 years in prison and a fine of 70,000 rupees were the sentences imposed by the court in its judgment.

Uttarakhand:

An old woman was wandering aimlessly and in poor mental health in the Araghar area was discovered at district police station on June 3, 2021. The woman was unable to provide any additional information, but in her mobile phone the name and address of a man from Hisar, Haryana, was saved. From that contact information provided the grand children of women came to pick up her from the police station.

Goa:

On March 5, 2019, at 15:00 hrs, a woman filed a complaint at TNK in Sankhalim on behalf of her daughter, age 21. The complainant's daughter was threatened by the accused, who was also her daughter's boyfriend, that he would publish her nude photos and videos. The accused also imprisoned her in one hotel room. The case has been charged and the accused has been arrested.



Setting up/ Strengthening Anti Human Trafficking in all districts

AHTU

Background & Introduction

Financial Outlay & Present Status

Data Analysis and Field Work

Success Stories

Suggestions by States/UTs

Introduction

The Trafficking of women and children is the gravest form of abuse and exploitation of human beings. Trafficking in person, especially women and children for sexual exploitation, prostitution, forced labor, forced marriage, domestic servitude, adoption, begging, organ transplant, drug peddling, etc. is an organized crime that gravely violates basic human rights of individuals. The Crux of the problem is that the trafficking of women and children, being a highly secretive and clandestine trade, remains unreported and untraced. This unit also focuses on enhancing cooperation between law enforcement agencies, concerned government departments, and NGOs who have the expertise and capacity to assist trafficked victims and to institutionalizing this cooperation. These units will mainly focus on Developing a detailed database on the criminal activity of trafficking by effective use of Information & Communication Technology and Sensitizing. Moreover capacity building and training of police & prosecution personnel, especially at the grass-root level to improve law enforcement response to the organized crime of human-trafficking.

About Scheme

MHA has set up Anti Human Trafficking Units for dealing with the matters of trafficking in human beings. This unit is responsible for collecting and analyzing the data related to trafficking from the state government /UTs administration, identifying problem areas, and analyzing the cause of the trafficking. The Scheme has been taken up to cover about 50% of the total police districts in each State/ UT which are most vulnerable to human trafficking. The districts will be identified by the State Government /UT administrations concerned to ensure that all the vulnerable districts are covered.

The AHTU will thus be the field level functional unit to address human trafficking holistically and to address the existing gaps in the law enforcement response to trafficking. MHA has also suggested that States/ UTs government shall evolve a coordination mechanism, which will be monitored at periodic intervals by the highest level in the states, to handle the issues of human trafficking. MHA has also recommended community awareness programs and engagement at the local level with Panchayats, leaders, and village ward.

The AHTUs have a comprehensive mandate for attending to the **3 P's**, that is Prevention, Prosecution, and Protection:



Prevention

To prevent trafficking crimes.



Prosecution

To prosecute all the offenders, conspirators, and abettors.



Protection

To ensure best care and attention to the survivors and ensure that they are not harmed further.

Objectives of the scheme

- AHTU are to be set up in locations that require focused attention. These places could be the source – transit – destination areas where trafficking is rampant. The aim is that the state police need to establish several AHTU (s) across the state and at all places which require focused attention and comprehensive responses to combat human trafficking. The widespread prevalence of human trafficking and administrative considerations are the criteria for deciding on a particular location and demarcation of jurisdiction, authority, and control of the AHTU. By establishing an AHTU, each district will have its own unit for preventing and countering human trafficking at all levels of the state/UTs, thus dealing with the problem of human trafficking.
- Take up the crusade against all criminal aspects of the crime of human trafficking particularly in women and children as a National Mission Mode Project by creating an institutional mechanism and working across all the stakeholders.
- Post rescue care and attention of the rescued persons, with a view to empower them and also prevent re-trafficking.
- Sensitizing, capacity building and training of police & prosecution personnel, especially at the grass root level to improve law enforcement response to the organized crime of human trafficking.
- Developing a detailed database on the criminal activity of trafficking in humans by effective use of Information & Communication Technology.
- Sharing of information across stakeholders, states organize for effective implementation of Anti-Human trafficking measures relating to its criminal aspect and promoting best practice in this area
- Enhancing cooperation between law enforcement agencies, concerned government departments and NGOs who have the expertise and capacity to assist trafficked victims, and to institutionalizing this cooperation.



Source : shutterstock.com

Implementation of the Scheme

The project has positive outcomes in most of the states and the Anti-Human Trafficking Unit (AHTU) model has been particularly effective. The project has contributed towards developing 12 important resource books about Protocols and Standard Operating Procedures (SOPs), and in setting up of Anti Human Trafficking Units (AHTUs) under the police department of the project States. The project has incredibly positive outcomes in some of the States especially in raising awareness.

Monitoring and Evaluation

The scheme will be closely coordinated and monitored by the Ministry of Home Affairs at the Government of India level. At the state level, the state Home department will monitor the implementation of the Scheme. A web-based Anti-Human Trafficking Portal for the collection /sharing of information, best practices, and effective monitoring has also been launched by the central government where all the concerned ministries and states could also participate. The state shall notify a Women Help Desk in every police station of the state. The women's help desk shall inter-alia also be responsible to undertake matters of rescue, prevention, protection, and support investigation for the cases of human trafficking.

Database/ Reporting format for the Scheme

Developing and sharing the databases on traffickers and victims should be one of the major activities of the AHTU. Building up a comprehensive database on traffickers and exploiters (including recruiters, buyers, sellers, harborers, transporters, financiers, 'customers', etc.) will help in breaking their 'organized crime networks' and maintaining a monthly database on traffickers, rescued victims, their origins, network, etc. This database must be shared with all the concerned police agencies to ensure prompt action when required. The AHTU database should contribute to the district database and to the state database which should eventually be amalgamated into the national database in the National Crime Record Bureau.

Funding of Anti Human Trafficking Units Project

Funding for AHTUs in districts shall be done on one-time basis in the manner indicated below:

- New AHTUs to be funded Rs.15 lakh per unit.
- AHTUs funded during 2010-15 to be provided a further grant of Rs. 12 lakh per unit to upgrade the unit.
- AHTUs funded during 2018-2019 to be provided funding of Rs. 8 lakh.
- In addition to strengthening/setting up AHTUs at district level, financial support to be provided of Rs. 15 lakh to SSB and BSF for setting up Special AHTUs in border areas for rescuing cross-border victims of trafficking.

Challenges and Issues for AHTU Scheme

One of the main challenges of human trafficking is its evolving nature such as the use of advanced technology by the traffickers, selfish and intense desire for money, and cowardly ways of conducting crimes these days. There are not enough AHTUs set up to tackle human trafficking. Also, the lack of infrastructure and proper training for the officials are seen as the major issue for the project, which enables in achieving the desired goal to combat trafficking. Lack of awareness is one of the issues faced during the implementation of the scheme. Though the AHTU has been created, these are operating with existing manpower. Unless a separate and dedicated staff with sufficient women police with proper orientation are posted, such problem will continue to exist in the process of preventing and detecting human trafficking cases. Inter-state coordination regarding trafficking, child/ bonded labor, missing children is to be established at the central level. There is no such exclusive manpower for the AHTU, additional duties and regular transfer of the officers take a toll on dealing effectively on such serious issues. If the manpower is augmented with dedicated staff for the purpose, this exercise can be made

INFRASTRUCTURE DEVELOPMENT



2 Office tables 10 chairs



2 Computer tables



Almirah for books & records,



Three Mobile phone instruments (running expenses to be incurred by States).



Digital Camera with memory stick for evidence collection & short video recordings



One Vehicle, not to be diverted for other work



Funding under the project has been utilized for the above items

Landline phone installation with broadband connection



Two Desk-top /Laptop Computers/ Tablets with latest configuration and accessories



Relevant legal & other Books reference handbooks.



Awareness generation material including Posters, Banners, DVDs etc.



Publicity material for sensitizing people



Legal Services



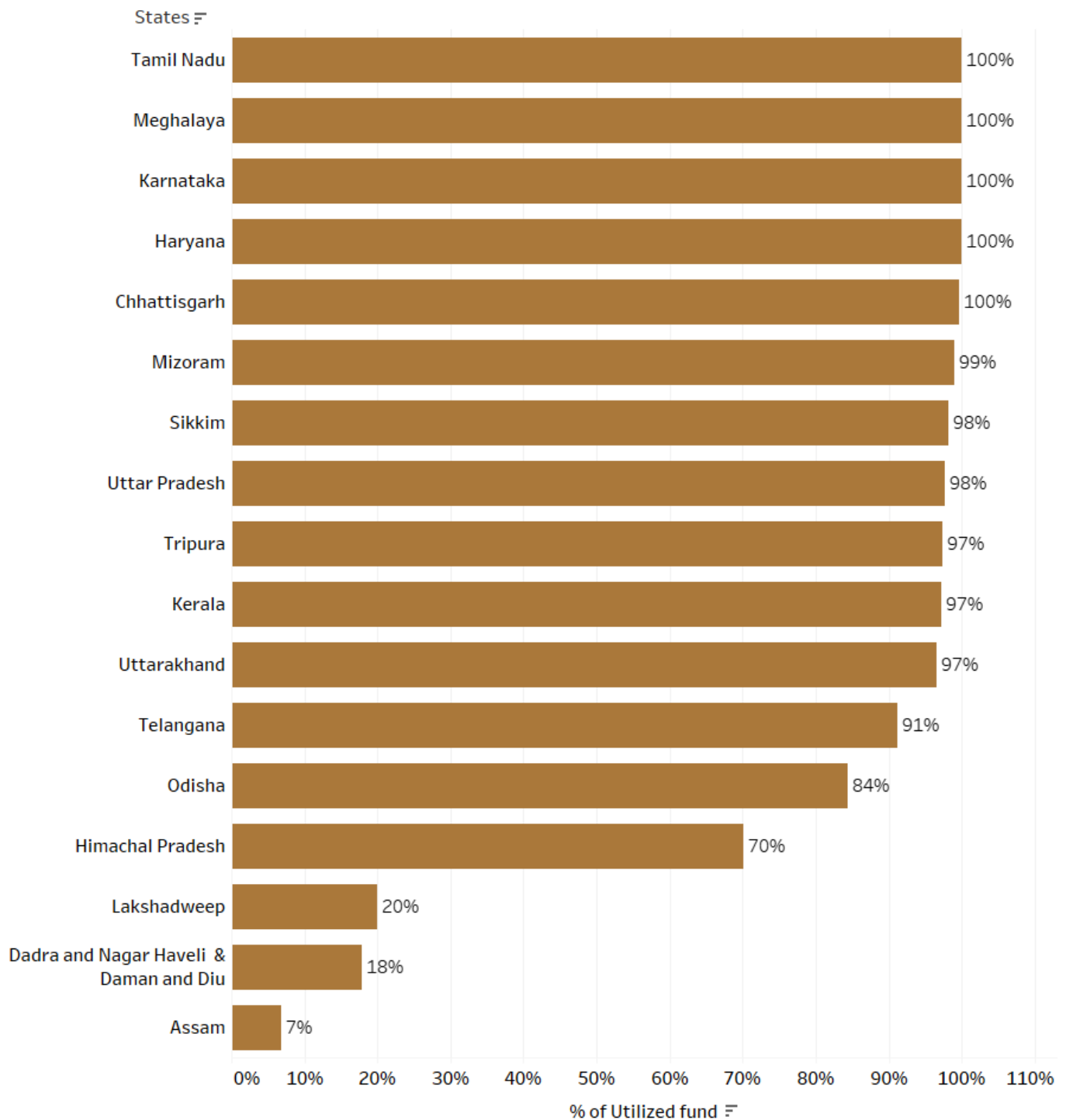
Infrastructure and Resources of AHTU

Each AHTU to include One inspector, Two Sub-inspector, Two Head constables, Two Constables, who are committed to anti-human trafficking work. Some efforts should be made by each state to ensure at least 30% of the AHTU personnel are females. One representative to be associated from the following State, Departments whenever it is required (Women and Child Development, Health and Family Welfare, Labor and Employment and Prosecution). The AHTU to be provided with One light motor vehicle, one motorcycle, one computer system, 3 cell phones, and a consolidated grant of Rs. One Lakh for post-rescue care of victims of trafficking. One Counseling expert at 8000 per month for 3 years would be provided to each AHTU. Officials supervising the AHTU should ensure that all stakeholders in anti-human trafficking are given regular training on all the aspects to enhance their knowledge.

**Table 5.1 -Fund approved and UC received from States/UTs
(Figures in Crore) (Financial Year 2018-22)**

State/UT	Approved Fund	Funds Released	UC Submitted	Committed Expenditure
Andhra Pradesh	₹1.60	₹1.60	₹0.00	₹1.60
Arunachal Pradesh	₹3.51	₹3.51	₹0.00	₹3.51
Assam	₹4.37	₹4.37	₹0.30	₹4.07
Bihar	₹4.86	₹4.86	₹0.00	₹4.86
Chhattisgarh	₹3.60	₹3.60	₹3.59	₹0.01
Goa	₹0.24	₹0.24	₹0.00	₹0.24
Gujarat	₹4.50	₹4.50	₹0.00	₹4.50
Haryana	₹3.00	₹3.00	₹3.00	₹0.00
Himachal Pradesh	₹1.54	₹1.54	₹1.08	₹0.46
Jammu and Kashmir	₹2.51	₹2.51	₹0.00	₹2.51
Jharkhand	₹3.08	₹3.08	₹0.00	₹3.08
Karnataka	₹3.88	₹3.88	₹3.88	₹0.00
Kerala	₹1.83	₹1.83	₹1.78	₹0.05
Madhya Pradesh	₹6.93	₹6.93	₹0.00	₹6.93
Maharashtra	₹4.62	₹4.62	₹0.00	₹4.62
Manipur	₹2.25	₹2.25	₹0.00	₹2.25
Meghalaya	₹1.49	₹1.49	₹1.49	₹0.00
Mizoram	₹1.08	₹1.08	₹1.07	₹0.01
Nagaland	₹1.47	₹1.47	₹0.00	₹1.47
Odisha	₹3.99	₹3.99	₹3.37	₹0.62
Punjab	₹2.78	₹2.78	₹0.00	₹2.78
Rajasthan	₹4.10	₹4.10	₹0.00	₹4.10
Sikkim	₹0.54	₹0.54	₹0.53	₹0.01
Telangana	₹3.95	₹3.95	₹3.60	₹0.35
Tamil Nadu	₹4.35	₹4.35	₹4.35	₹0.00
Tripura	₹1.14	₹1.14	₹1.11	₹0.03
Uttar Pradesh	₹10.20	₹10.20	₹9.97	₹0.23
Uttarakhand	₹1.74	₹1.74	₹1.68	₹0.06
West Bengal	₹2.96	₹2.96	₹0.00	₹2.96
A&N Islands	₹0.45	₹0.45	₹0.00	₹0.45
Chandigarh	₹0.15	₹0.15	₹0.00	₹0.15
Dadra and Nagar Haveli & D&D	₹0.45	₹0.45	₹0.08	₹0.37
Delhi	₹1.65	₹1.65	₹0.00	₹1.65
Ladhak	₹0.30	₹0.30	₹0.00	₹0.30
Lakshadweep	₹0.15	₹0.15	₹0.03	₹0.12
Puducherry	₹0.60	₹0.60	₹0.00	₹0.60
Total	₹95.86	₹95.86	₹40.91	₹54.95

Data Source : Ministry of Home Affairs Women Safety Division

Graph 5.1 Percentage of utilized funds of all States/UTs

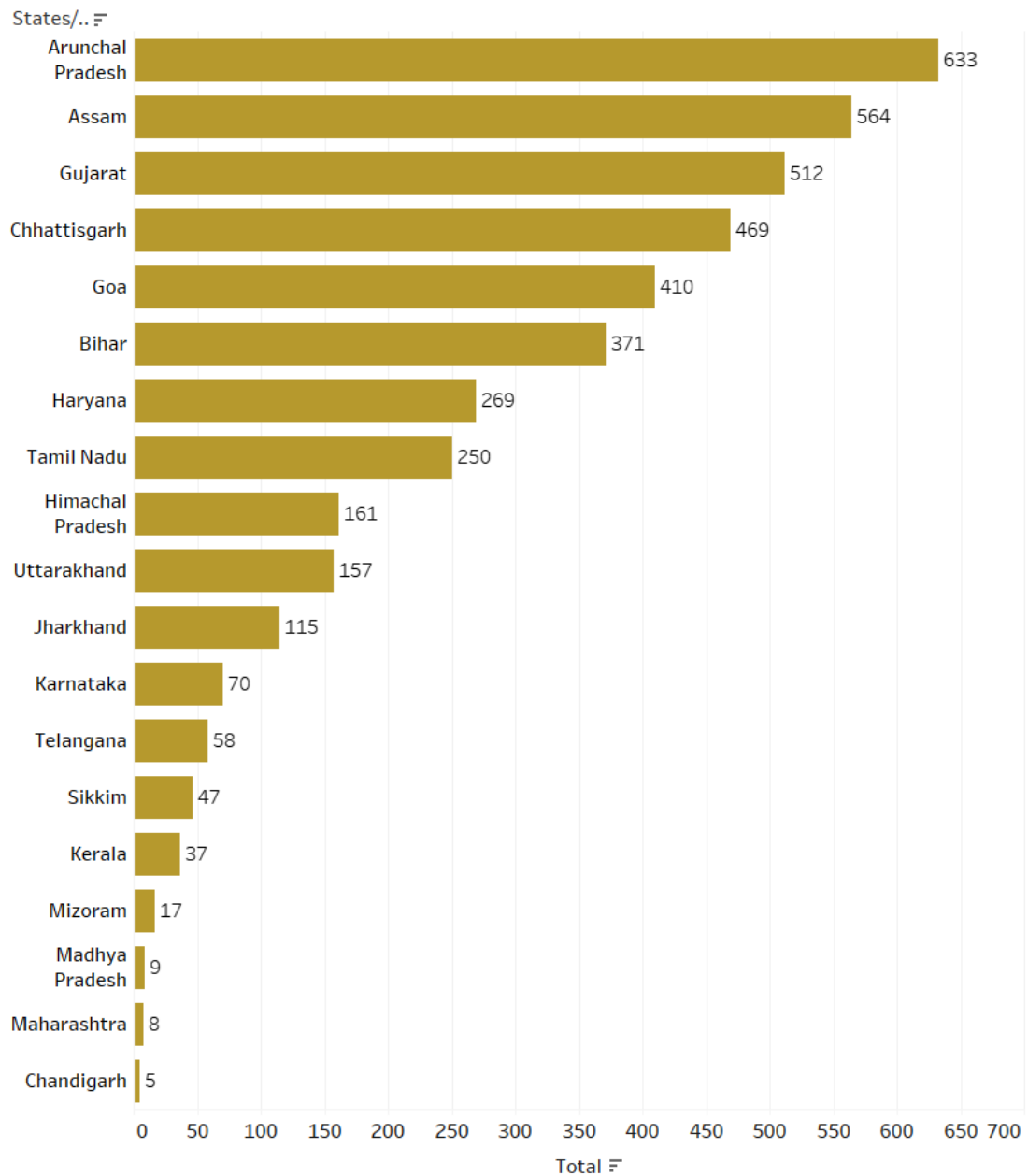
****Note** (No Data is available of the following states -Andhra Pradesh, Arunachal Pradesh, Bihar, Goa, Gujarat , Jammu and Kashmir, Jharkhand, Madhya Pradesh, Maharashtra, Manipur, Nagaland, Punjab, Rajasthan, West Bengal, A&N Islands, Chandigarh, Delhi, Ladhak and Puducherry

Data Analysis

Table 5.2 - AHTU setup/strengthened across all States and UTs

State/UT	Total Number of AHTU setup/strengthened
Andhra Pradesh	13
Arunachal Pradesh	25
Assam	33
Bihar	38
Chhattisgarh	27
Goa	2
Gujarat	33
Haryana	22
Himachal Pradesh	12
Jharkhand	24
Karnataka	30
Kerala	14
Madhya Pradesh	51
Maharashtra	36
Manipur	16
Meghalaya	11
Mizoram	8
Nagaland	11
Odisha	30
Punjab	22
Rajasthan	33
Sikkim	4
Tamil Nadu	32
Telangana	31
Tripura	8
Uttar Pradesh	75
Uttarakhand	13
West Bengal	23
Delhi	11
Puducherry	4
J&K	20
Andaman Nicobar	3
Chandigarh	1
Daman and Diu	3
Lakshadweep	1
Ladakh	2

Data Source : Online response from States/UTs through Google forms till 31st March 2022.

Graph 5.2- Total Cases registered in AHTU from 2018-21

*** Note - Year wise data for all states is provided in the Annexure**

Data Source - Data received from States/UTs from Google Form

- Arunachal Pradesh, Assam Gujarat and Chhattisgarh and Goa are states which have registered high number of cases from the year 2018-2021.
- Chandigarh, Maharashtra and Madhya Pradesh are some of the few states who's registered cases are in very less numbers

Setting Up / Strengthening Anti-Human Trafficking Units in All-District under the Nirbhaya Fund



Total fund allocated for this scheme
₹95 Crore



Total fund released so far
₹95 Crore



UC submitted
₹40 Crore

Salient Findings

- Uttar Pradesh out of all the states/UTs is the recipient of the highest funds allocated by the MHA to the states/UTs followed by Madhya Pradesh, Maharashtra, Gujarat. Chandigarh, Daman & Diu, Goa are some of the states that who are in stage of procurement of equipment.
- It can be observed from the data that the highest funds utilized by the states/UTs in Eastern region is Odisha followed by Mizoram and Sikkim. The highest funds utilized by the states/UTs in Southern region is Telangana followed by Karnataka and Tamil Nadu
- Assam has the highest number of cases registered in 2018, followed by Telangana and Jharkhand. Jammu & Kashmir and Mizoram have the lowest cases registered for the year 2018. UTs like Andaman and Nicobar Islands, Daman and Diu, Lakshadweep have no cases registered in the year 2018.
- Assam has the highest number of cases registered in the year 2019, followed by Kerala, Odisha, and Telangana. Telangana has the highest number of cases registered in the year 2020, followed by Kerala, Assam, and Odisha. Bihar has the highest number of cases registered so far in the year 2021, followed by Kerala and Karnataka. Jharkhand has the highest number of rescue operations conducted in the year 2018, followed by Telangana, Uttarakhand and Bihar for the year 2018.
- Bihar has the highest number of rescue operations conducted so far in the year 2019, followed by Jharkhand and Uttarakhand for the year 2019. States such as Tripura, Andaman & Nicobar has no rescue operation conducted in the year 2018-19. Uttar Pradesh has the highest number of rescue operations conducted in the year 2020, followed by Jharkhand and Bihar for the year 2020.
- Uttar Pradesh has the highest number of victims rescued followed by Jharkhand and Telangana for the year 2020. Madhya Pradesh has the highest number of victims rescued followed by Uttar Pradesh for the year 2021. Jammu and Kashmir, Andaman Nicobar, Daman & Diu, and Chandigarh have the lowest number of victims rescued for the year 2020-21.

Cases Registered



An average of 100-120 cases were reported under the AHTU scheme



Rescue operation conducted

An average of 45-50 rescue operation was conducted under the AHTU scheme

Capacity Building

Major funds are utilized under these parameters



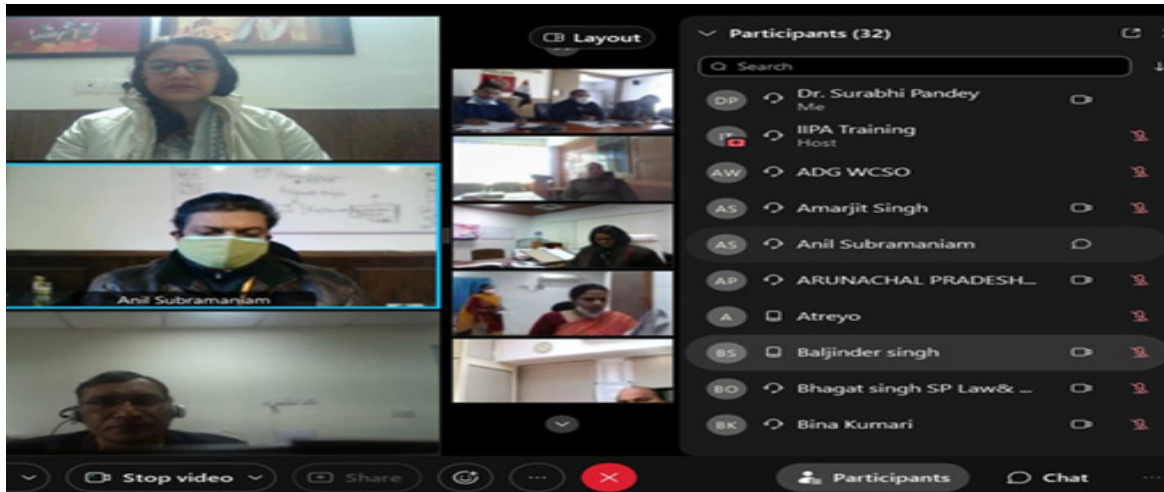
Manpower



Infrastructure

Online National Webinar on schemes for Safety of Women under the Nirbhaya Fund IIPA in collaboration with Ministry of Home Affairs

The Indian Institute of Public Administration (IIPA) organized a five-day National Conference in collaboration with the Ministry of Home Affairs for the safety of women under Nirbhaya Fund. Respective Nodal officers of the states and UTs, looking after AHTU Scheme participated in the webinar. Moreover, discussion and deliberations were held over the current developments as well as suggestions were also sought to ensure and strengthen the scheme in the near future.



List of state participated

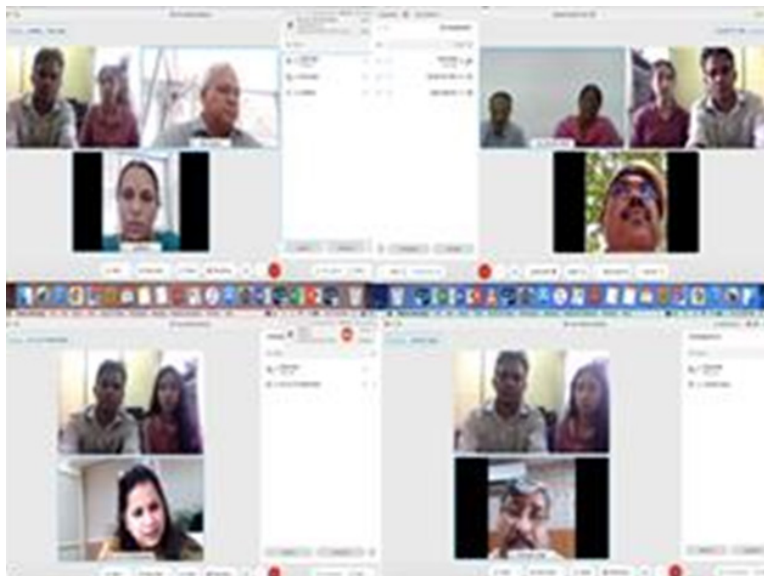
1. Arunachal Pradesh
2. Kerala
3. Madhya Pradesh
4. Maharashtra
5. Manipur
6. Meghalaya
7. Mizoram
8. Nagaland
9. Sikkim
10. Tamil Nadu
11. Telangana
12. Uttar Pradesh
13. Uttarakhand
14. Delhi
15. Jammu and Kashmir
16. Chandigarh
17. Assam
18. Bihar
19. Chhattisgarh
20. Goa
21. Gujarat
22. Haryana
23. Himachal Pradesh
24. Jharkhand
25. Karnataka

Challenges faced by the States/UTs for AHTU

- Though the AHTU has been created, however, these are operating with existing manpower. Unless a separate and dedicated staff with sufficient women police with proper orientation are posted, issues related to the process of preventing and detecting human trafficking cases will continue in the future.
- Inter-state coordination regarding trafficking, child/ bonded labor, missing children is to be established at the central level.
- There is no such exclusive manpower for the AHTU, additional duties and regular transfer of the officers take a toll on dealing effectively on such serious issues. If the manpower is augmented with dedicated staff for the purpose, this exercise can be made more effective.
- There is a lack of awareness among the public regarding human trafficking crime.
- Co-operation from other departments sometimes become an issue during the rescue operations. More collaborative methods and procedure must be outlined to execute the task effectively on time.

Online conference with states/UTs

Online Conferences and field visits were conducted to get holistic view and detailed insights of the scheme under the Nirbhaya Fund. Primary data has been collected from 28 states and UTs with the help of questionnaire. These are Jammu & Kashmir, Kerala, Madhya Pradesh, Uttar Pradesh, Haryana, Jharkhand, Chhattisgarh, Odisha, Maharashtra, Tamil Nadu, Karnataka, Assam, Mizoram, Lakshadweep, A&N Islands, Chandigarh, Arunachal Pradesh, Goa, Gujarat, Himachal Pradesh, Sikkim, Telangana, Daman & Diu, Tripura, and Uttarakhand.



Online meeting with various states

Field Visits:

For the purpose of evaluation and to check the on-ground status of the AHTU Scheme, AHTU Units of the states of Haryana, Chandigarh, Jammu & Kashmir, Uttar Pradesh, Uttarakhand, Tamil Nadu, Karnataka, Mumbai and Delhi, Assam, Maharashtra, & Madhya Pradesh were visited.



Field Visits Images from Delhi, Karnataka, Kashmir

Field Visit



Field visits Images

Uttrakhand, Mumbai,
Haryana, Chennai



Observations from the field visits by IIPA

- Awareness Programme: Awareness Programme are being conducted at different schools, poster/ pamphlets are being circulated at public places, training of police officials is being conducted.
- Lack of Manpower: On the basis of received data from the states and UTs and field visits by IIPA research team, it is being observed that there is lack of dedicated man-power in the most of the States/UTs. For better functioning and efficient work, more man power is required.
- No sufficient work space for the AHTU: During the field visits, it has been observed that there is a lack of sufficient work space. More space is required for proper function of the Units.
- It is also observed that Capital and metropolitan cities are at advantageous position to local districts in various terms regarding the infrastructures and man-power of the AHTUs.
- Generally, rescue operations against the child labor, missing children and beggars are being carried out.

Awareness Programme conducted by States/UTs

Public awareness is important for developing public knowledge of the crime and the initiative taken by government to tackle crimes. States like Assam, Mizoram, Gujarat, Himachal Pradesh, Arunachal Pradesh, Chhattisgarh, Uttar Pradesh have prepared Posters/Pamphlets regarding AHTUs and displayed them at prominent police stations /Police posts, posters circulated at the bus stand, railway station, markets, mall and other public places to aware the general public about human trafficking. Awareness Programmes are conducted in schools and colleges from time to time by Police Department. Awareness programs have been organized in collaboration with other stakeholders, government departments such as Labor, Education, Health, Social welfare and also with institutes like UNICEF and NGOs to create awareness.

State like Tamil Nadu has conducted 12564 Awareness Campaigns and 147 Awareness Rallies on the safety of Women and Children throughout the State. They have also raised awareness through the help of media about all the help units including AHTU, ACTU AWPS and Women help Desk 181. State Police has conducted cultural programmes, rural art show at important public gathering places, creating awareness through local TV channel.

Madhya Pradesh has launched Operation SAMMAN in the month of January 2021 to create public awareness. Under which following steps were taken:

- Mascot 'Guddi' was created to reach out to adolescent girls who often become victim of many crimes.
- For Community Outreach, posters on stalking, street harassment, Cyber Security, anti-human trafficking were conceptualized, designed and developed by officers of Crime Against Women Branch.
- Cyber security awareness programs were organized as webinars, talks on media, Posters, jingles on issues of cyber, mobile and social network security.

With the co-ordination of concerned departments and NGO's various public awareness seminars have been organized in Backward and remote rural areas and rural areas with low literacy rate etc. The fallout of the Human Trafficking crime is made aware to the public. A total of 1539 public awareness seminars have been organized by the Anti Human Trafficking Unit established by all the districts of Uttarakhand state.



Awareness Programmes and Poster Printed by the Uttarakhand state

Jammu & Kashmir Police are conducting Police Community partnership Group meetings regularly at each Police Station level to aware general public about the problem of human trafficking. AHTU Unit are organizing seminars, holding discussions and debates to make people aware about human trafficking, like, bounded labor and child labor. They have created an official Facebook page with day to day activities and functioning of AHTU by Police for public awareness



Awareness Poster for Missing Children in Srinagar, Jammu and Kashmir

Awareness Programme conducted by States/UTs

State like Assam has set up Special Cell with two social working women, who help the women in distress with co-ordination by National commission of women. The Special Cell for Women and Children was started as a joint project by the Tata Institute of Social Sciences (TISS). The Special Cell is a unique effort in a strategic collaboration between the state/UTS and an academic institution, in that it provides a vital connection between citizens and the state that is expected to protect and support them. All Special Cells are located within the police system and would offer immediate services such as psycho, social and legal services to women and child survivors of violence and help them access the criminal justice system.

A knowledge portal styled as 'Dhruva' has been successfully launched on 11th February 2021. The content on Dhruva is available both in English and Telugu. The 'Dhruva' portal is functional at [www.http://dhruvaht.org](http://www.dhruvaht.org). Anyone from Police, prosecutor, and an NGO employee to an ordinary citizen can use this portal to learn about human trafficking and test their understanding of the subject. The main objective of creating this portal is to increase awareness amongst various stakeholders like police, prosecutors, and citizens. In addition, it serves as a database to understand everything relating to human trafficking.

Uttarakhand State has also launched Gauri Shakti App for the effective prevention of crime against Women and Children. With Features like the SOS button which can be used in case of emergency and they will get immediate police help. App also has featured with Information of Nearest Police station, Police officers contact details, online complaints and to contact to 112.



Gauri Shakti App launched by Uttarakhand State

District Indore Mahila Thana has set up the 'Swavlamban' Helpdesk for the economic up-liftment of victims, it is functional since December 2020. Chhinit Apradh Scheme, Sexual crimes committed against girl child under 12 years of age and other sensational/heinous crimes against women and children are identified under the "Chhinit Apradh" category and are micro monitored from investigation till completion of the trial. Telangana Police has continuous surveillance and intelligence on the activities of rescued victims to ensure that they shall not fall prey to re-victimization. In coordination with Women Development and Child Welfare Department, the Police are taking steps to ensure that the victims are provided with appropriate financial assistance to make them self-reliant. Sakhi one-stop center for all assistance to women, where they will be given all solutions and help in one place. At these centers, women will be provided integrated support and assistance under one roof. Telangana state has these centers in 33 districts. She teams have been introduced in Telangana state to enhance the safety and security of women. The teams work in small groups to arrest eve-teasers, stalkers, and harassers and also provide counseling to victims.

Odisha has taken help of social media to create awareness in public. They have conducted awareness campaigns with the coordination of Labor department in the most vulnerable areas where maximum human trafficking takes place.



Poster/Banner for the Public Awareness regarding Child begging in Uttar Pradesh

Training conducted by States/UTs

- As one of the main objectives of the scheme is to Sensitize, Capacity building and training of police & prosecution personnel, especially at the grass root level to improve law enforcement response to the organized crime of human trafficking. Almost all the States/UTs are conducting Training Session with co-ordination of concern departments and NGO's.
- Haryana has organized a 5-day training session in the Haryana Police Academy campus, In the session all the unit in-charges were briefed about how to prevent human trafficking and sexual exploitation crimes and how trafficking takes place and the discussion that has been done to deal with such crimes.
- Mizoram has conducted Capsule course on investigation of Human Trafficking Cases at Police Training centre, Thenzawel. State level Training of Trainers and sensitization programme on Anti Human Trafficking. Three-day state level training programme on social defense Issue for middle level functionaries of Police department.
- Goa has conducted Training Programme "Training of Investigators on Women Safety" for Police Sub Inspectors at Goa's Institute Hall Altinho in from 6th to 17th January 2020 and from 15th to 26th February 2021.
- Online training programme session on POCSO was organized in Kolkata for sensitizing Police officials of the state.

Suggestions by States/UTs

- Sufficient and dedicated manpower to be provided to deal with human trafficking.
- For further enhancing of Anti-Human Trafficking Unit scheme infrastructure has to be built between all the Anti-Human Trafficking Unit and sensitizing of all the investigation officers of the police station and making the state's stakeholders aware about the crime of Human Trafficking.
- Proper training of the police personnel to be imparted on the rescue of the victims, their re-unification and proper handling of the data in the database is highly recommended.
- Traffickers often target people who are going through a difficult time or who lack strong support systems. Therefore, a team of mentors may be included in AHTU units of the State/UTs to be provided to a young person or someone in need.
- All AHTUs need to work uniformly to combat human trafficking effectively. All the units should share their data with each other so that all are alert.
- Traffickers are using the Internet as a way to target unsuspecting and vulnerable youth for their own personal financial gain. Hence it is suggested to establish a cyber petrol center for each state which will help with tackling online trafficking.
- Victim rescue funds released by MHA perhaps require to be revised as per the ground requirement, especially for interstate rescues.
- The procedure/system of release of such funds and utilization of the same may perhaps be made less complicated.

- Bharosa Centres that provide medical, legal, and psychological support services under one roof to women survivors to be sanctioned throughout India under Nirbhaya funds.
- Developing of facial recognition mechanism where one can share all information which can be beneficial while tracking the missing children.
- Centralized database system in coordination with all the states/UTs.
- Real-time exchange of information regarding trafficking throughout India.
- AHTU can be declared as a separate police station where officers are given responsibility for investigation so that the infrastructure created for the scheme can be specifically used for trafficking cases. Currently, AHTU's are mainly working on awareness and prevention of crime, by creating separate police stations it can fully utilize infrastructure created under the scheme.
- To encourage local schools or districts' schools to include human trafficking in their curriculum and to develop protocols for identifying and reporting a suspected case of human trafficking or responding to a potential victim. To use social media platforms to raise awareness about human trafficking.
- During inter-state rescue, language is the main challenge faced, it is suggested by the beneficiary to officially appoint a Translator. The hiring of at least two counselors per AHTU is needed.

Success Stories : Anti Human Trafficking Unit

Tamil Nadu:

Kanyakumari district of Tamil Nadu state in 2019, AHTU Unit rescued 24- female child labours who were brought from Indinchakarai, Ramnathpuram, and 125 female child labours from Odisha. The AHTU unit rescued 4 Juveniles from child marriage in the state as well in the same year.

Telangana:

The state's AHTU unit busted a classic example of child trafficking from Bihar state utilizing the youngsters as bonded labour in the hazardous bangle business as part of the "Operation Smile-II" campaign. As a part of its' search' conducted by Bhavani Nagar Police, more than 20 Children were also rescued successfully.

Uttar Pradesh:

In the years 2020-2021, from, Meerut, Lakhimpur Kheri, and Balrampur districts, Police rescued 61, 56, and 27 children, respectively. After the awareness campaigns, people are aware that in the event of any issue, they should call 1098 or another helpline. The Women and Child Protection Organization's catchphrase, "Chuppi todo kuch toh bolo," appears successful.

Bihar:

In all, 44 districts of the state saw the implementation of "Operation Muskan IV In the year 2021. During Operation Muskan, 106 victims were saved from the Muzaffarpur district, and 42 suspects were taken into custody. Same trend was seen in Patna in the form of 'Operation Muskan-IV' to trace out missing children



Capacity building

Training of Investigators and Prosecutors in handling sexual assault cases

Background & Introduction

Financial Outlay & Present Status

Data Analysis and Field Work

Success Stories

Suggestions by States/ UTs

Introduction

In areas characterized by a lack of confidence in the law enforcement or judiciary, victims of sexual violence may be more likely to seek medical care than police or legal assistance right after the attack. Consequently, strengthening the links between the legal system and the hospitals and clinics where victims seek medical care can increase the number of sexual violence cases that are ultimately filed in court. These linkages establish an entry point into the legal system for victims who decide to pursue a claim after seeking medical attention; they can also help ensure that case-related information is transferred properly between the medical sector and the legal sector. It was in this context that the MHA envisaged the “Capacity Building and Training of the Investigators and Prosecutors in handling sexual assault cases against women and children” to check the conviction rate in sexual crimes against women.

In order to strengthen measures for safety of women in the country, instill greater sense of security in them, and for speedy and effective administration of justice in cases relating to sexual offenses, the cabinet in its meeting held on 21.4.2018 approved stringent penalties for sexual crimes against women and several other measures to ensure speedy and efficient investigation in cases of sexual assaults. One of the measures included setting up of specialized units in Forensic Laboratories in States/UTs for dealing with forensic requirement for rape cases. Therefore, as a follow up to the Cabinet decision, MHA has taken up various initiatives for strengthening capacities in State Forensic Science Laboratories in DNA Analysis and Cyber Forensics capabilities. Along with strengthening of the laboratories, it was found out that there is also a necessity for capacity building of manpower, especially those who are involved in handling sexual assault cases. Ministry of Home Affairs, through the BPR&D and the LNJJN NICFS has accordingly, initiated a Training programme for Investigation Officers (Police), Prosecutors, and Medical Officers in collection, storage and handling of DNA evidence and use of Sexual Assault Evidence Collection Kits (SAEC Kits).

The Directorate of Forensic Science Services under the Ministry has issued Guidelines for collection, storage and handling of sexual assault evidence, and Specifications for Sexual Assault Evidence Collection Kits. Based on the standards, along with the training, the Ministry has distributed 14950 SAEC kits to the States/UTs to facilitate use of standardised kits.



Objective of the Scheme

The objective of the scheme is to ensure a pool of trained and skilled Investigation Officers, Prosecutors and Medical Officers in States/UTs dealing with sexual assault cases, especially in matters relating to collection, storage and handling of DNA evidence and use of Sexual Assault Evidence Collection Kits

Implementation of the Scheme

The project entails training to Investigators and Prosecutors (IO/POs) of State and Central Police forces in handling of sexual assault cases imparting skill relating to DNA evidence collection at the crime scenes by SAEC kits, sensitizing them towards victims of sexual assaults. The goal of the training is to enable IO/POs to identify, document and collect physical and biological evidences at the scene of crime with great care and thoughtful approach, so that the forensic report can withstand the judicial scrutiny. The training of IO/POs is being done by BPR&D in handling the cases of sexual assault as per Guidelines issued by Directorate of Forensic Science Services (DFSS) under MHA for collection, storage and transportation of Crime Scene DNA samples and other related function during investigation of a sexual crime. States were requested to follow these guidelines in the interest of efficient and effective analysis of forensic evidence, which can contribute to successful solving and prosecution of crimes. Further, IO/POs were advised to function as per relevant provisions of Cr.P.C which ensure strict privacy and confidentiality of women's

In the scheme "Capacity Building and Training of the Investigators and Prosecutors in handling sexual assault cases against women and children" the stakeholders are the following:

- **Ministry of Home Affairs**
- **Ministry of Women & Child Development**
- **Bureau of Police Research & Development**
- **Lok Narayan Jayaprakash Narayan National Institute of Criminology and Forensic Science**

Financial Assistance

The Scheme “Capacity Building and Training of the Investigators and Prosecutors in handling sexual assault cases against women and children” is a central sector scheme.

**Table 6.1- Fund approved (Figures in Crore)
(Financial Year 2019-22)**

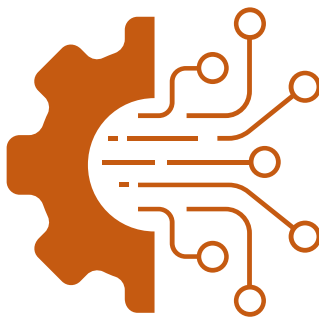
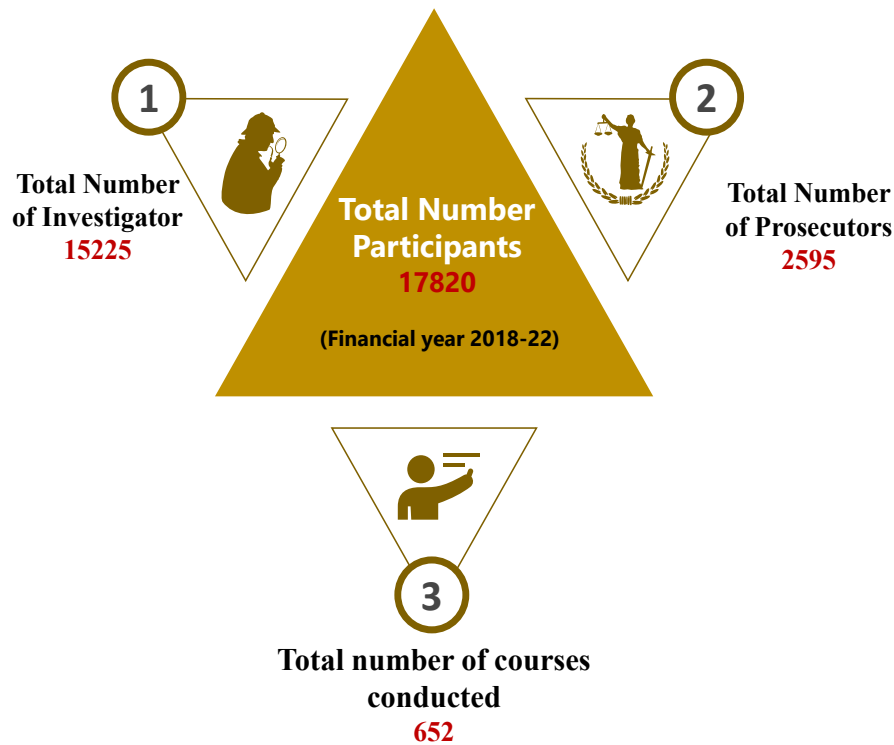
Year	Total Fund Allocated (in crore)
2018-2019	5.71 Crore
2019-2020	8.00 Crore
2020-2021	7.50 Crore
Total	21.05 Crore

*Data Source : Ministry of Home Affairs
Women Safety Division*

Present Status of the Scheme

- The Ministry of Home Affairs (MHA) has distributed 14950 SAEC kits to the States/UTs to facilitate use of standardized kits.
- From the year 2018-2019 to 2020-2021 total 13994 (1648+ 6256+6090) IOs/POs have successfully been imparted training in handling of Sexual Assault Evidence Collection Kit.
- The scheme has been a huge success cutting across different parts of the country with some states' academies conducting training programs for IOs & POs.

Data Analysis



Dispatch of Sexual Assault Evidence Kit (Year 2020)

14950

Capacity Building and Training of the Investigators and Prosecutors in handling sexual assault



Total fund allocated for this scheme
₹212,100,000



Total fund utilized so far
₹135,884,468

Training



Total number of participants (IOS/POS) in last four year (2019-22) 17820

Kits



Total SEAC kits allocated to all states in 14950

Capacity Building

Major funds are utilized under this parameter



Training of Investigator and Prosecutors

Curriculum taught to investigators under the capacity building:

- Legal Provisions of law
- Latest Amendment & important judicial pronouncements related to women safety
- SOP for dealing with missing women & children
- Supreme Court, National Human Rights Commission, Ministry of Home Affairs guidelines
- Custodial Rape Case: NHRC guidelines
- Victim Rehabilitation & follow up, compensation etc.
- Investigation of cyber-crime against women & women proceedings steps to be taken by the Investigation Officer
- Defects in investigation/ prosecution of cases
- Common mistake leading to non-prosecution
- Role of Forensic science in Sexual Assault case
- The Sexual harassment of women at workplace (Prevention, Prohibition & Redressal) Act, 2013
- Ingredients of FIR
- Drafting of FIR in cases related to crime against women (Practical) Group Exercise
- Introduction and importance of DNA evidence
- Introduction to Sexual Assault Evidence Collection Kit (SAECK)
- Syndicate Discussion on Women Safety
- Victim Counseling
- Recording Statement of victim
- Issues related to medical examination of victim

- Rape Case Simulation (Group Exercise)
- Securing the scene of crime and evidence collection using scientific aids & SAECK
- Evaluating Presumption: Onus and Burden of proof in case of sexual offence
- An Analysis of offences against women under Indian Penal Code and charges brought in by the Criminal Law (Amendment) Act 2013
- Adult learning, means and principles of adult learning
- Sensitization through understanding basic gender concept
- Gender concept, socially constructed gender role & responsibilities, gender perception, stereotyping, discrimination, patterns of gender inequality & gender inclusion
- Collection, packaging, preservation & forwarding of evidence in rape cases to FSL
- International framework & agreements on Gender equality/ women empowerment. Constitutional provisions regarding women in India
- Investigation success and lapses in handling cases of crime against women, Case Study- Nirbhaya case
- Types/ nature of crimes against women & general overview of the legal provisions related to it
- Domestic Violence Act 2005
- Prevention & dealing with child rape and other offences against children
- Immediate health/safety needs, medico legal aspects in dealing with rape cases
- General awareness on Cyber-stalking, defamation, morphine, trolling, cyber-bullying, cyber-pornography, Indecent representation of women in cyberspace
- Relevant provisions in IPC/ Information & Technology Act pertaining to crime against women in cyberspace and the know-hows/ procedures of dealing with such cases
- Sexual Harassment at workplace: Gender equality at workplace, concept of harassment, types of harassment, definition of sexual harassment, Vishakha guidelines, Sexual harassment of women at workplace (Prevention, Prohibition & Redressal) Act 2013
- Rights of women accused: Interrogation, search & arrest provisions of women accuse

Curriculum taught to Prosecutors under the capacity building:

- Medicolegal evidence in cases of natural death
- Procedural protective measures for victim of sexual offences
- Landmark judgments of the Supreme Court & High Court on women safety & protection
- Understanding Psychologist aspects related to crime against women in India. Women related Act (Psychologist)
- Collection of evidence in case of unnatural death
- Compensation to victim of sexual offences and rehabilitation including child victim of sexual offence
- Legal provision of law, latest amendments and important Judicial Pronouncements, Landmark judgements of the Supreme Court & High Court on women safety
- POCSO Act& Case Studies related to POCSO and various case related to crime against women
- Cyber-crime against women and collection of digital evidence online crime against women and issues and challenges in tackling cyber-crime investigation
- Constitutional mandate, legal framework, Policies and practices on women safety and protection
- Understanding role and duties of public prosecutors in trial of rape and other sexual offences through case studies
- Collection & Evaluation of sexual assault forensic evidence; hand on sexual assault evidence collection kit (SAECK)
- Critical analysis of Expectations of Police from prosecution and lacunas of prosecution during trials
- Identifying & preserving digital evidence; safeguarding victim privacy in a digital world
- Recording & appreciation of evidence of victims in cases of sexual offences including child victim
- Art & craft of chief examination and cross-examination of witness; protection and support for victims and witnesses of sexual offences
- Collection, storage and transportation of forensic evidence in sexual assault cases
- Cyber Pornography, step for blocking websites and taking down offensive content
- Evidentiary presumption and burden of proof in cases of sexual offences

Salient Findings

- Funding under the scheme witnessed an increase over a span of three years.
- Rate of participation (IOs & POs) was highest in the year 2019-20 as compared to all the years.
- Courses taught to Investigators outnumber the courses taught to Public Prosecutors.
- Curriculum taught to IOs & POs is satisfactory in terms of what is prevalent in global practices and set norms.
- 14950 number of Sexual Assault Evidence Collection Kits have been dispatched to the states/ UT's in 2020.



Safety of Women implemented by Delhi Police

Background & Introduction

Financial Outlay & Present Status

Data Analysis and Field Work

Success Stories

Suggestions by States/UTs

Introduction

About SPUWAC (Special Police Unit for Women & Children)

- SPUWAC was initially set up in 1989 under the name “Crime against Women Cell”.
- First Police Station was opened on 31.03.2008 at Nanakpura, Moti Bagh, New Delhi.
- In the year 2009, this special unit was renamed as Special Unit for Women and Children (SPUWAC) in view of JJ Act.

As the very name suggests, Special Police Unit for Women and Children (SPUWAC), is a special Unit of Delhi Police, which aims to safeguard the rights of women and children in the Capital. While on one hand it enquires the complaints and investigates the cases related to dowry and other crimes against women, primarily matrimonial disputes specified in section 498-A and 406 of IPC, on the other hand it caters to children by building a cadre of child-friendly police and child-friendly police stations across the city. Over the years, SPUWAC has witnessed a significant growth both in terms of its reach and scope of work. It is now present across all 13 districts of Delhi with a dedicated team furthering its commitment and objectives. This Special Unit is driven by a robust administrative structure, including special services like counselling, mediation, and self-defence training. As a Nodal body, it works with various NGOs, schools, colleges, and other agencies to gather insights and spread legal and social awareness about various issues concerning women and children in the present times, thereby, striving to create a more enabled and emphatic ecosystem.

SPUWAC's Histories

Protection of women has always been a priority of Delhi Police. As early as 1989, a specialized unit named crime against Women Cell was setup under an Officer of the rank of DCP. In the year 2009, the mandate was further redefined, and the unit was renamed as the Special Police Unit for Women and Children. The Special Police Unit exclusively dealing with the women and children issues, functioning at Nanakpura (Now in Malviya Nagar), is primarily engaged in reconciliation and amicable settlement in marital discords as well as undertaking variety of activities to help, guide, empower and equip women facing domestic violence, harassment etc.

The role of Police officers posted in this unit is specialized as they deal with women complaints and aid in their support and defence as a protection from both physical and mental violence. Counselling through trained counselors is also provided to women who have been victim of violence under the joint project of National Commission of Women, Tata Institute of Social Science and Delhi Police “A Violence Free Home-A Women’s Right”. Mediation cell of Delhi High Court Legal Services Authority is also running at SPUWAC Nanakpura (Now in Malviya Nagar), which provides a platform to both the parties to settle their differences through the intervention of trained mediators with an objective of reducing the litigation and offering solution outside the court.

An exclusive Police Station primarily dealing with crime against Women is already in existence in Delhi and has been functioning at Nanankpura (Now in Malviya Nagar), since 31.03.2008 having jurisdiction all over Delhi. Thus, this exclusive Police Station of Special Police Unit for Women and Children, Nanakpura (Now in Malviya Nagar) is providing a single window service to women victims whose complaints cannot be resolved through counsellings or mediation. Similarly, in each District of Delhi State, Crime against Women Cell is functioning under the supervision of District DCPs having focus on crime related to women.

SPUWAC Objective

“To enquire, file complaint and investigate the cases related to dowry and other crime against women. This unit is also a nodal agency of Delhi Police for Juvenile issues.”

SPUWAC Initiatives

- Matrimonial Complaint Processing.
- Counselling by Enquiry Officer.
- Counselling by Social Worker.
- Mediation by High Court Lawyers
- Registration of FIR and Investigations
- Self Defence Training.
- 24-hour Women Helpline 1091.
- Mobile Helpline for 1091.
- Programs for the empowerment of women and girls.
- Gender Sensitization Programs for Delhi Police Personnel.
- Crises Intervention Centres in coordination with DCW and NGO's.
- Coordination with other stakeholders included NCW, DCW, DSLSA, DWCD, JJB, NCPCR,
- CWC, NIPCCD, DCPCR, JJC and NGO's.
- Training of JWO's
- Sensitization of SHO's, JWO's and other Police Officials on child handling.

Aims of SPUWAC

- To provide immediate intervention and assistance to women and children in crisis.
- To address cases related to dowry, domestic violence, abuse, neglect, commercial exploitation, and trafficking.
- To provide support services to families and couples in dispute, in case of matrimonial issues and counsel parents and children in matters related to juvenile justice.
- To highlight and spread awareness about varied social issues pertaining to women and children.
- To voice concerns and lend a helping hand to aggrieved women and children.
- To liaise between media, public and police and share information on missing children and found children.
- To partner with various agencies and deliberate, document and disseminate information on child and women protection issues.
- To encourage participation of civil society in preventing crime against women and children.

The Nirbhaya Fund sanctioned by Govt. of India to SPUWAC Unit of Delhi Police is being utilized in carrying out following activities:

1. Social Service Unit (SSU):

A pilot project, namely “Social Service Unit” resourced through Nirbhaya Fund, implemented by Delhi Police, with technical support from the Delhi University, Jamia Millia Islamia, Delhi and the Tata Institute of Social Sciences, Mumbai, as Technical Support Agencies (TSAs) in order to give psycho and social services as well as legal aid to women victims.

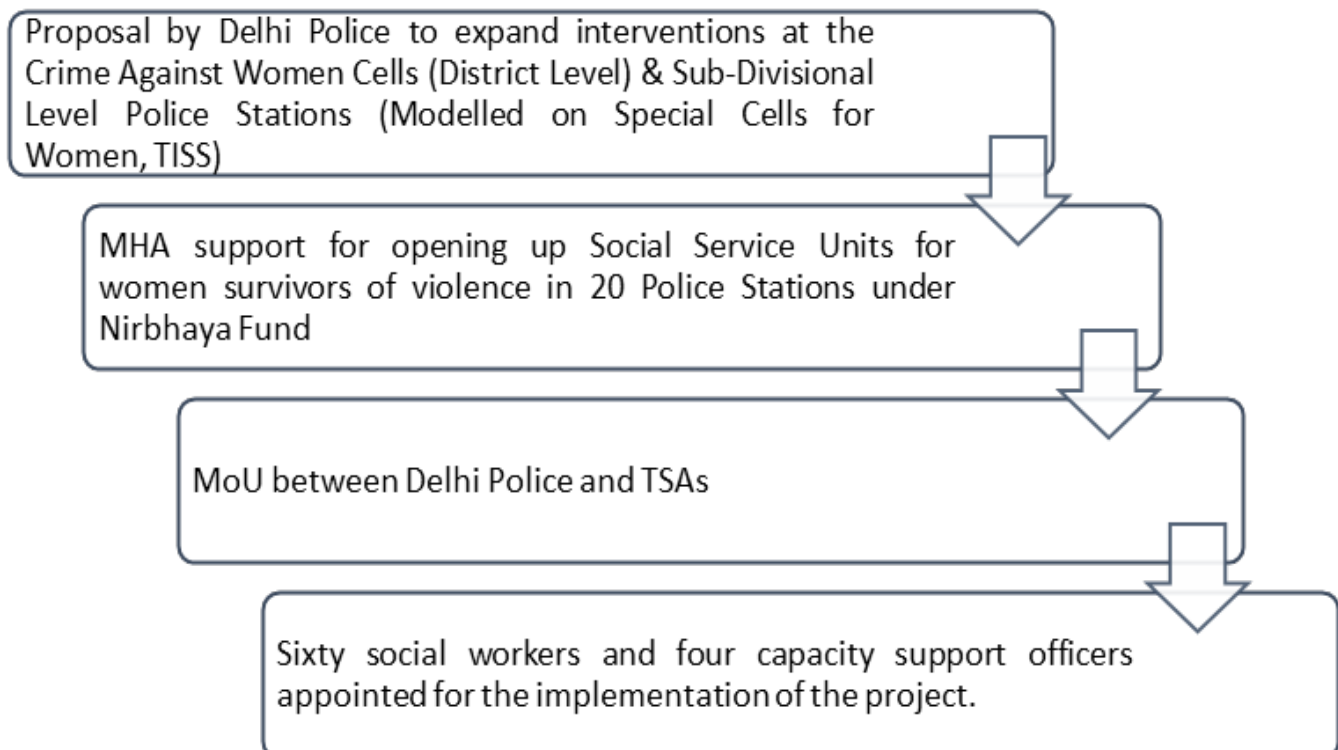
This SSU Project was started from September 2017 initially for a period of two years after approval of competent authority at estimated cost of Rs.5.07 crore. Subsequently, the project was extended beyond August 2019 for a period of 7 months i.e., up to 31.03.2020 within the earlier approved cost of Rs.5.07 Crore. Based on the advice of Ministry of Women and Child Development, approval was accorded for the project at a cost of Rs.2.70 crore during 2020-21 to be funded from the regular budget of Delhi Police.

2. Various Other Activities

SPUWAC Unit of Delhi Police is also having a separate wing namely Self Defence Wing which imparts Self Defence Technique Training to women in school /colleges as well as to working women, housewives etc. to instill a sense of security and confidence among them. In addition, Gender Sensitization workshops, Nukkad Natak on various issues, Motivational Videos, etc. are also carried out by Delhi Police.

3. Construction of New Building

Consequent upon approval of the Competent Authority for construction of new building of SPUWAC/ SPUNER and PS CWC (Crime against Women Cell) at Nanak Pura, Moti Bagh, New Delhi at a cost of Rs.23.53 Crore, after observing all codal formalities, the construction work was awarded by Delhi Police to M/s Uttar Pradesh Rajkiya Nirman Nigam Ltd. The construction was completed and the state-of-art building was inaugurated in Feb 2022.



Financial Assistance

**Table 7.1- Fund approved (Figures in Crore)
(Financial Year 2018-22)**

Project Name	Approved Fund	Funds Released	UC submitted	Project Status	Remarks
Providing facility of Social Workers/Counsellors at the District and Sub- Divisional Police Station Level in Delhi	5.07	5.01	5.01	Project was completed in March 2020	No data was provided
New building with women centric facilities for Special Unit for Women & Children (SPUWAC) and Special Unit for North East Region (SPUNER) at Nanakpura	23.53	21.35	21.35	The construction of building has been completed and inaugurated by Hon'ble Union Home Minister of India on 16.02.2022.	
Various other activities under Delhi Police 'Safety of Women' Scheme	10.20	9.96	9.96	Project was completed in March 2021	No data was provided

Data Source : Ministry of Home Affairs Women Safety Division

Social Service Units

Objectives of SSU

Providing a sensitive psycho-socio-legal first response to women, children, and elderly within the Police Stations. Rebuilding violated survivor's self-esteem, self-worth, and dignity. Negotiating a non-violent life for survivors of violence. Facilitating sensitive multi-stakeholder response for survivors of violence. Providing non-threatening and responsive environment within the Police system, that facilitates reporting and redressal. Creating awareness in the community as a method of preventing violence against women, children, and elderly.

Details of Social Workers/Councilors and Capacity Support Officers working in SSUs

- 20 Nos. of Social Service Units have been established in the year 2017, which are functioning at 20 Nos. of identified police stations at Sub-Divisional Level
- A total number of 60 Social Workers/Councilors and 04 Capacity Support Officers (CSOs) have been hired to provide psycho-social-legal support services on round-the-clock basis to the women/ children who are survivors of violence, for help with distress and trauma.
- Details Of Activities Carried Out By Social Workers Posted In 20 SSUs During The Period January 2018 To March 2021.

Inauguration of 20 SSUs by the then Commissioner of Police

दिल्ली के थानों में नियुक्त हुई प्रोफेशनल काउंसलर

नई दिल्ली, (पंचांग केसरी): राजधानी के थानों में तैनात करने आने वाले बच्चों और महिलाओं की सुरक्षा के लिए अब दिल्ली पुलिस की ओर से प्रोफेशनल काउंसलर भर्ती कराई जाएगी। अभी पायलट प्रोजेक्ट के तौर पर यह योजना शुरू की गई है, जिसमें 20 पुलिस थानों का चयन करके वहां प्रशिक्षित महिला काउंसलर को नियुक्त किया जाएगा। खजूरी बाजार, गोकुलपुरी, जहांगीरपुरी, श्रद्धा विहार, सूरदास विहार, सनसाइट कालोनी, पुल प्रहलादपुर, गंधीपुरी जैसे थाने शामिल हैं। प्रोजेक्ट की शुरुआत पुलिस आयुक्त अमृत्यु पाटनायक ने करते हुए महिला एवं बाल सुरक्षा की विशेष यूनिट (स्पूकेक) के काम को सराहना की। मौजूदा समय में इन काउंसलर को दो साल के कंट्रैक्ट पर रखा गया है, लेकिन अगर सब-कुछ ठीक रहे, तो भविष्य में काउंसलर की संख्या बढ़ाई जाएगी।

इस प्रोजेक्ट की शुरुआत करने के साथ ही पुलिस आयुक्त ने स्पूकेक के ऑफिस में बनाए गए कुमन रॉड चार्लस फ्रेंडली रिसैपल का भी उद्घाटन किया। इस ऑफिस के माध्यम से महिलाओं को सहायता दी जा सकेगी।



स्पूकेक में महिला-बच्चों के लिए फ्रेंडली माहौल हुआ तैयार

में बैठ सकेंगी, तो वही उनके साथ आने वाले बच्चों के पुलिस बरंबंद से प्रभावित न करते हुए खेलने-कूदने की व्यवस्था होगी। पुलिस आयुक्त ने बताया कि महिलाओं की सुरक्षा दिल्ली पुलिस का विशेष मूक है और दिल्ली पुलिस की ब्योचिरी है कि अगर कोई महिला पुलिस के पहुंचे, तो वहां उसे अच्छा माहौल मिले। एक स्पेशलिज्ड टीम भी बनाई गई है, जहां से महिलाओं के शिखर अपराध की मुहिम से जुड़ी जांच-पड़ताल की जाएगी।

को पुलिस आयुक्त दुकान के पहले प्रशाक बने। महिला सुरक्षा के विशेष आयुक्त संजय बेनीवाल ने बताया कि यूनिट पिछले वर्ष की भांति इस वर्ष भी महिलाओं को सलफ डिफेंस सिखाने के साथ युवाओं को भी महिलाओं की सुरक्षा करने के प्रति जागरूक किया जाएगा। स्पूकेक पुलिस उपायुक्त ईश पांडे ने बताया कि प्रोजेक्ट की शुरुआत कई महीने पहले ही हो चुकी थी, जिसके बाद काउंसलरों को नियुक्त करके उन्हें

दूध ५



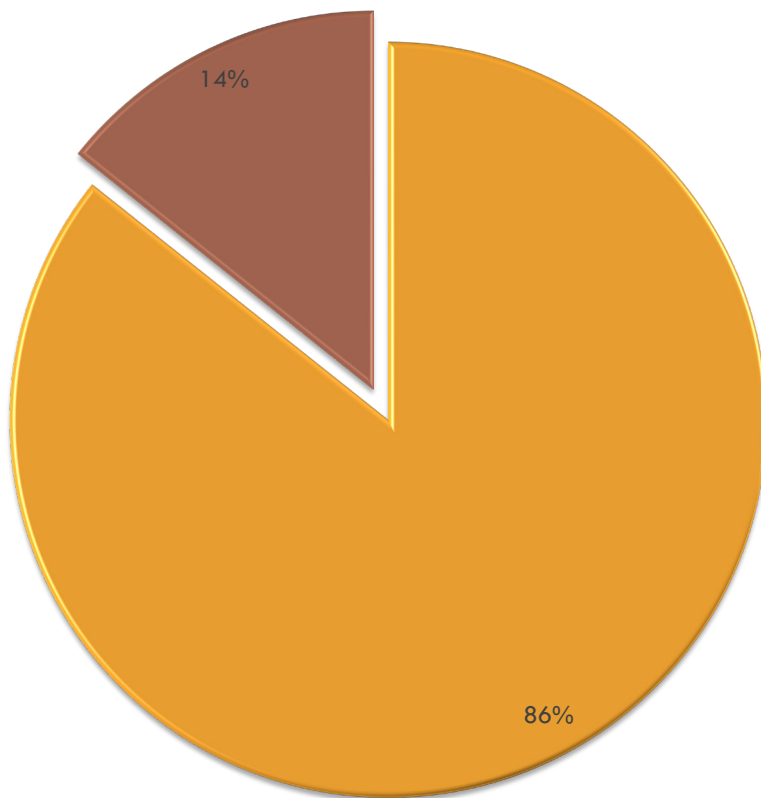
दक्षिणी दिल्ली, को शहीद पर पु र काम होता है, ले एक ऐसे पिता व जो अपने बेटे व पहले तक शराब आंगणियों की प (42), सोतेप कुमार और स्तीप जिनके पास से ही शराब फकती गई दक्षिण पूर्वी र चिन्मय विरवार पुलिस ने दो अ धरकाष्ट किया र गिरफ्तार किया र करीब हरिवाल जवत हुई है, रि



Source : Presentation given by Delhi Police

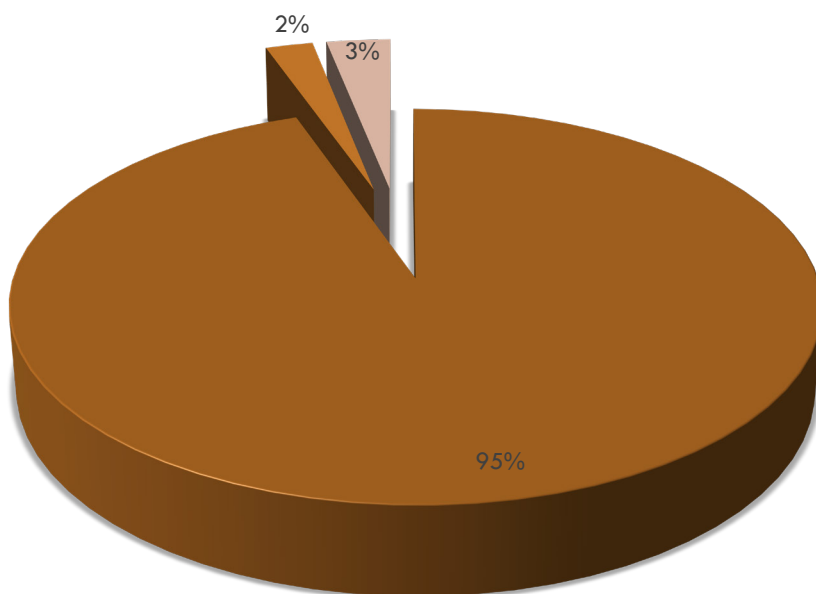
Total Victims approached SSU from Jan 2018 to Jan 2021

Total: 18,272



- OTI (Short term intervention: 15,660)
- In-Take (Long term intervention: 2,612)

Distribution of Victims



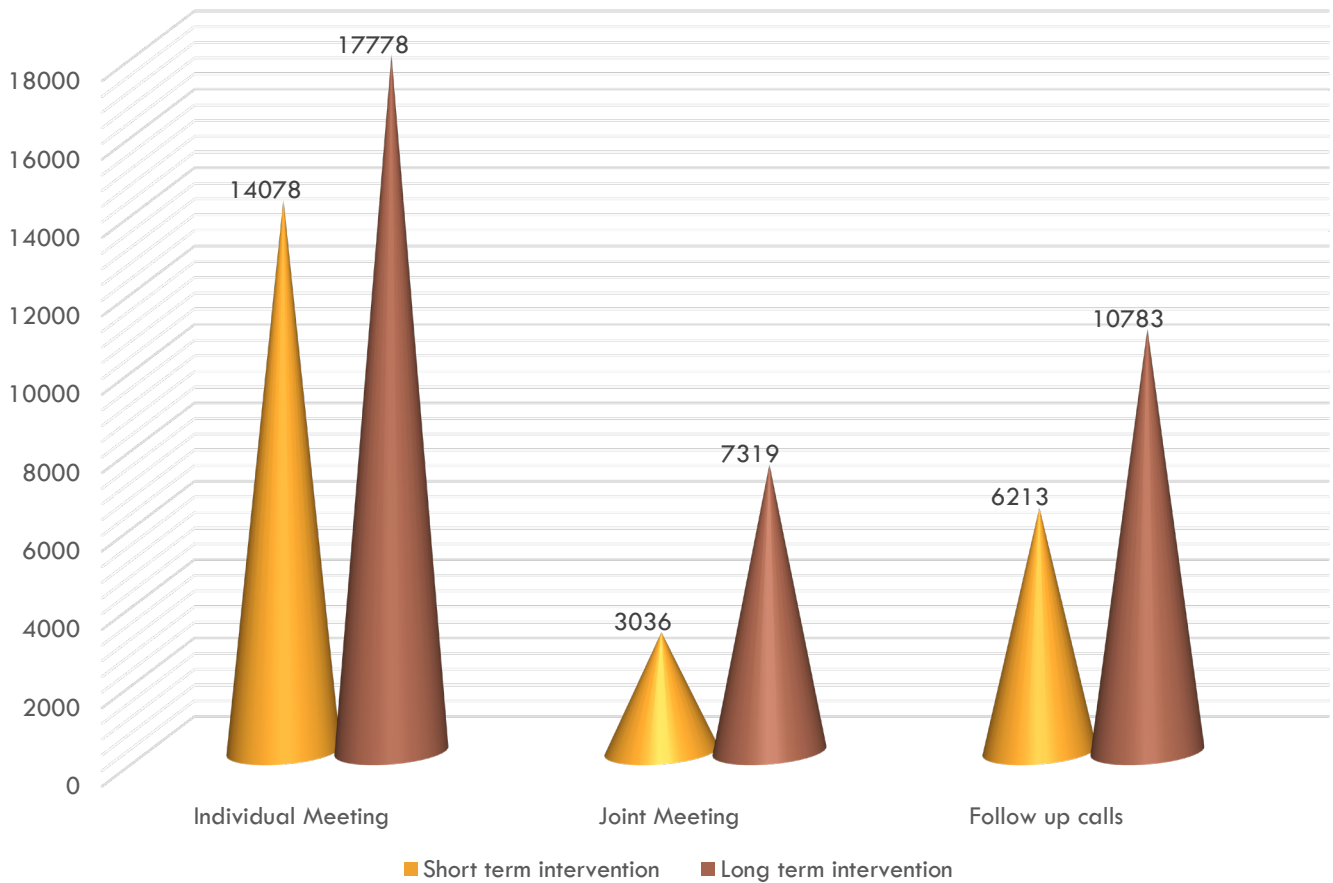
Total: 18,272

- Women (17,290)
- Children (417)
- Elderly (565)

Note: Emphasis was given to women survivors who were facing violence in the matrimonial family in the starting of SSU and the mandate was expanded to children and elderly after finalization of SOP (September 2019).

Interventions at the SSU (Meetings)

Total: 18272



Other interventions

Facilitated access to ration with the help of different organizations	1808
Facilitated to make e-coupon to avail ration	70
Mask and sanitizer distribution	65
Awareness on COVID-19 among community people	35
Assisted in availing financial assistance to PSV badge holders of Para-transit vehicle scheme	24
Assisted in availing procuring E-district Aadhar card	9

Total number of survivors supported (new clients)	376
1. In-take (long term intervention)	57
2. One Time Intervention (Short term intervention)	319
Tele-intervention details (new, ongoing of previous quarter)	
1. Individual sessions	2019
2. Joint sessions	272
3. Follow up calls	1999

Table 7.2- Outcomes of Legal interventions made by SSUs

Outcomes of Legal interventions made by 20 SSUs	No. of orders	Nature of order/Relief
Orders/Relief granted by court	2	
Protection Orders u/s 18 of PWDV Act, 2005	2	Protection against any further act of Violence
Residence Orders u/s 19 of PWDV Act, 2005	6	Got the right to reside in the shared household
Monetary relief u/s 20 of PWDV Act, 2005	6	Monthly maintenance for survivors and their children ranging from 3000/- to 10,000/-
Child Custody Order u/s 21 of PWDV Act, 2005	4	Temporary Child custody orders in the favour of survivors
Compensation Order u/s 22 of PWDV Act, 2005	1	Against any loss or damage or illness occurring due to an act of violence
Mutual consent divorce u/s 13 B of HMA	2	U/s 13 B of HMA, both survivor & respondent consented on some common terms and conditions
One time settlement	8	Mutual settlement by compensating and giving money to the survivor (within the range of 2 lakh to 20 lakh)
Maintenance orders under 125 CrPC	7	Order granted from various courts of Delhi within the range of 4000 - 15000
Restraining Order	1	Under section 18 of the PWDV Act, 2015.
Eviction Order	1	Under Rule 22 sub rule (3) (1) (i) Delhi Maintenance and Welfare of Parents and Senior Citizens Rules (Amendments) Rules, 2016

Data Source : MHA Women Safety Division

Other Highlights of SSUS:

Averted survivors from potential threat of trafficking.

Reported to Police and advocated to ensure local police action to stop sex racket involving women and children.

Restoration of two-month-old child with inter State coordination.

Networking with Police and allied agencies in other States to secure presence of respondent and facilitating them in retrieval of their financial entitlements.

Restored an abandoned survivor who had mental disorder with the help of Police.

Capacity Building of SSU teams



Note -Prepared for the purpose of awareness generation in Hindi and English

Challenges faced by SSUs

- Three months gap between completion of induction training and declaration of SSUs.
- Infrastructural constraints during initial stages which compromised on professional practice.
- Acceptance of social workers professional competence within the police system.
- Delay in the finalisation of the SoP.
- Challenges faced time to time regarding sustenance of services through institutionalization as long-term administrative measure/mechanism of Delhi Police.

Organization involved

Plan Scheme for Safety of Women –Financed from Nirbhaya Fund from the duration 2013-2017 (during 12th five-year plan).

SPUWAC team has been continuously making efforts to empower women and create a sense of confidence and legal awareness amongst them and to address their grievances especially during the last 5 years post Nirbhaya case in 2012 by providing:

- Counselling and mediation facilities to women victims
- Announcing radio advertisement on FM channels on safety of women
- Self-defence training (15 Working Days) through summer and winter camps for girls/women, self defense training (10 Working Days) across districts
- Social service units and providing two counsellors to each of 13 districts in Delhi state
- Gender sensitization training and Legal awareness training for sub-ordinates
- Skill development of enquiry officers of Delhi police
- Monthly meeting with various NGO's working for women safety
- Nukkad Natak/ street play with the help of general public in crime prone areas

“The only path towards a healthy family, safe society and progressive nation is an empowered woman.” This is the main theme of SPUWAC for empowering, improving self-esteem and motivating women/girls towards their safety and dignity.

Objective

Special Police Unit for Women and Children (SPUWAC) is an independent unit of Delhi Police presently located at Barrack Number 01, Police Training School, Malviya Nagar, New Delhi and dealing with matrimonial, disputes, juvenile issues and safety of women in Delhi. After Munirka Gang rape case of December 2012, various initiatives were taken by Govt. of India/Ministry of Home Affairs. Similarly, a project namely “Scheme for Safety of Women-Financed from Nirbaya Fund” was created during the financial year 2013-14.

The only path towards the healthy family, safe society and progressive Nation is an empowered woman. In this direction, Delhi Police has been continuously making efforts to empower women and create a sense of confidence, legal awareness amongst them and to address their grievances during the last 4 years by providing counselling, mediation, facilities to women victims, imparted radio advertisement on FM channels on safety of women, self-defense training through summer and winter camps for girls/women, creating Social Service Units and providing two counsellors to each district, organizing gender sensitization, training and legal awareness training for sub-ordinates, skill development of inquiry officers of Delhi Police, organizing monthly meetings with various NGOs working on women safety, organizing Nukkad Natak/street plays with the help of theatre groups for general public in crime prone areas, designing and distribution of women safety literature like pamphlets/brochures, booklets, preparing and screening of audio/video clipping on safety issues at public places, theatres spread awareness among school children regarding “Go to School” initiatives Protecting Children on the Net, launching of 24 Hours Helpline-1090, redesigning and redevelopment of website and Facebook of SPUWAC and made available of equipment for up-gradation of cyber lab and self defense training kits/articles/equipment etc.

Details of activities carried out by social workers posted in 20 SSU's during the period January 2018 to March 2021.

One Time Intervention complaints	15985
Intake (Matrimonial Complaints)	2648
Joint and Individual Counselling	28360
Total Home/ collateral visits conducted by these workers for networking and linkages.	235
Total individual meetings conducted with the survivors and the respondent.	14078
Total joint meetings conducted	10808
Total one-time intervention attended by Social Workers for information, guidance, referral etc.	18103
No. of workshop/conference/programmes/meetings attended by Social Workers	507
Programmes organized by Social Worker on Gender Sensitization Workshops and other topics.	450
Nonviolent reconciliation	1210

Table 7.3 -Details Of 'Various Other Activities' Carried Out By SPUWAC Unit.

YEAR	NO. OF PROGRAMMES	NO OF PARTICIPANTS
2017	247	62997
2018	330	66503
2019	382	77018
2020	73	10960
2021 up to 31.03.2021	12	487
TOTAL	1044	217965

Data Source : MHA Women Safety Division

Table 7.4 Self Defence One Day Workshop

YEAR	NO. OF PROGRAMMES	NO OF PARTICIPANTS
2017	80	15595
2018	145	22804
2019	150	21642
2020	34	5880
2021 upto 31.03.2021	46	6975
TOTAL	455	72896

Data Source : MHA Women Safety Division

Table 7.5- Gender Sensitization Programme

YEAR	NO. OF PROGRAMMES	NO OF PARTICIPANTS
2017	76	27020
2018	89	34368
2019	92	31190
2020	12	4412
2021 up to 31.03.2021	--	--
TOTAL	269	96990

Data Source : MHA Women Safety Division

Table 7.6- Nukkad Natak

YEAR	NO. OF PROGRAMMES	NO OF PARTICIPANTS
2017	148	45000
2018	161	59000
2019	163	49000
2020	23	10000
2021 up to 31.03.2021	01	250
TOTAL	496	1,54,250

Data Source : MHA Women Safety Division

Chapter 3

Recommendations

by IIPA

Suggestions and Recommendations

- In the last three years, Ministry of Home Affairs (MHA) has taken a very strong view on the issue of women safety for which it launched the Schemes for Safety of Women under Nirbhaya Fund. All the schemes under it are interconnected and presents a holistic picture on women safety in the country. The schemes are highly innovative and calls for the use of manpower and IT related solutions for women safety. Thus, IIPA strongly recommends continuation of the Schemes for Safety of Women under Nirbhaya Fund.
- The Ministry of Women and Child Development has decided to implement the umbrella scheme for safety, security and empowerment of women as an integrated women empowerment programme under the name 'Mission Shakti', including the component of One Stop Centres (OSCs). For providing speedy assistance and services to distressed and violence affected women at OSCs, the Ministry has decided to set up more OSCs in areas which are distant from district headquarters or are having high rates of crime against women, to enhance the costing provisions for OSCs, and to further enhance the synergy and coordination of OSCs with the other initiatives of the government, including those under Nirbhaya Fund and under Mission Shakti.
- In this regard, it comprises of seven different schemes, namely, Emergency Response Support System (ERSS), Capacity building and training of Investigators and Prosecutors in handling sexual assault cases against women and children, Strengthening DNA analysis, cyber forensic & related facilities in SFSLs, Setting up / strengthening Anti-Human Trafficking Units in all districts, Setting up/ strengthening Women Help Desks in Police Stations, Safe City Projects (8 Pilot Projects) and Schemes for Safety of Women implemented by Delhi Police.
- During the process of evaluation, the IIPA study team analysed all the scheme related documents and data in terms of implementing mechanism, fund allocation and utilization, present status, scheme achievements and issues or challenges. Based on the observation and field investigations, the study team found that the scheme has been able to perform satisfactorily under all its sub-components.
- Despite the limitations faced due to Covid-19 Pandemic, the trajectory of the scheme's performance further reflects that with state and centre coordination, the desired objectives of the schemes will be achieved in the near future.

Emergency Response Support System

Awareness at Pan India Level

The idea of having a single number at pan India level for the emergency is a step in the right direction. With the multitude of emergency numbers available, it is a challenge even for the educated and informed citizens to remember of all these numbers. It is less than a year since the launch of dial 112 number, the most of the states /UTs have been doing great in implementing the scheme at best. Despite dialing 112, the citizen of the country dial 100 number even today in some part of the country. Thus, there is an imminent need to increase awareness about dial112 number as well as the dial 112-India app to reach out the masses in near future.

PRI Lines to be increased

Primary Rate Interface (PRI) – is an end-to-end, digital telecommunications connection that allows for transmissions of voice, data, or video traffic between the network and the user. Moreover, these digital lines are not only reliable but also trouble shooting is easier with them. In the hilly and far flung terrain of the country, the disruptions of connectivity hampers the smooth functioning of the system. Therefore, additional PRI Lines should be established and increasing the bandwidth of the area may be done for improving network coverage.

Improve TSP availability LBS Integration

Enabling of Location Based Services (LBS) by various Telecommunication Service Providers (TSPs) is really crucial to further reduce the average response time. Moreover, MHA may issue clear guidelines to all Telecom Service Provider (TSP's) for sharing of caller location and providing PRI Lines at no cost to ERSS project in accordance with earlier issued guidelines. A tower sharing facility in harsh terrains may be provided by TSPs in solving connectivity issues. Availability of online Subscriber Details Record (SDR) data from all telecom service providers (TSP's) is also urgently needed.

Availability of Emergency Response Vehicles (ERVs)

The basic idea of having a 112 emergency dial number at the pan India level is to reach out the distressed victims to avoid any harm or causality. Therefore, the Ministry of Home Affairs has launched the Nirbhaya fund scheme to facilitate Emergency Numbers for the victims. The IIPA research team, during the field visits, noticed that emergency response vehicles are bought and stationed at high risks areas in states and UTs. More ERVs may be deployed to increase last mile connectivity and ensure fast redressals. Moreover, ERVs may also be equipped with substitute Mobile Data Terminal (MDTs) and proper charging facilities so that the average response time could be minimised across the country.

Strengthening of 112

112 India is a go-to app for certain emergencies with easy-to-use interface and services that can help people in distress. Just like the app is pitched as an all-in-one application that can be used to raise an SOS alert with just a single tap in any emergency – be it medical, emergency number of all the services across India may be integrated with 112 number. All the emergency services numbers like 100, 101, 102, 108, 1091,

Capacity building infrastructure and manpower

Through the launch of ERSS, the idea was to reach out to distress callers immediately to stop the crime likely to happen against women and children. It is a kind of smart policing to help out the people across the country. Infrastructures and other facilities must be upgraded to meet the real challenges. Thus, a guideline/ SoP may be circulated to assess the efficiency of CAD/ Call Takers/ MDT Operators. Moreover, refresher courses and pieces of training at regular intervals for the ERSS personnel will help to handle the distress callers easily 24*7.

Network issues, power connectivity and backup

India's terrain varies widely, from the Thar desert in the west to jungles in the northeast. To administer and connect the whole country is an arduous job. Connectivity (Power, road and internet facility) is a big challenge even today. Thus, use of Cloud technology helps in providing emergency services during crisis like natural disasters, sudden evacuation of PSAP, power failure etc. It is suggested that a Disaster Recovery Center may be set for PSAP's (public-safety answering point) in all State and UTs. Also, for better service of the equipment, OEM suppliers of Hardware/Software may be the nearest to the state/ UT PSAP to ensure ease of maintenance on regular basis.

Feedback mechanism to be automated

Dial 112 emergency number launched at pan India levels to reach out to the end-users. All the machinery is designed to stop the crime against women and children well in time. During the filed investigation, the IIPA team observed that the feedback form of end-users is being recorded manually. IIPA recommends that the ERSS may shift towards the automated feedback mechanism from the manual mode in near future.

Safe City projects for Eight City

Continuation of the scheme

Safe cities are an essential pillar supporting the development of smart cities. They provide the security and safety required to protect citizens from crime. The main aim of Safe City Project is to create a safe, secure and empowering environment for women in public places. Further, the idea behind implementing the safe city project is to reduce crime and induce a feeling of safety among the citizens. Thus, IIPA strongly recommends continuation of the Safe City Projects as it has benefited immensely the cities in which these projects were launched.

e-Procurement, e-tendering should be encouraged for procedural efficiency

Procurement for the Safe City Projects can be expedited if the tendering process is fast-tracked, late procurement only derails the implementation, and effective monitoring by the state agencies can identify the loopholes in the procurement strategy. State government can encourage the use of GeM portal for procurement. E-procurement provides a good example of the benefits that accompany improvements in transparency and procedural efficiency. Procurement becomes more transparent, more open to dialogue with suppliers and more efficient than any present system. More specifically e-procurement can lead to substantial cost and administrative savings, wider market access, and enhanced accountability.

More time for implementation

States may be given more time for the implementation of the scheme as the process was plagued by the pandemic. The safe cities lagged behind in implementing the Safe City Project primarily due to the pandemic and the resultant delay in issuing of work tenders to bidders of the projects.

Maintenance of the infrastructure created under safe city projects

The safe city project involves the deployment of field infrastructure such as outdoor cameras, network devices, poles. These field devices are exposed to the open environment, and in order to ensure their seamless functioning, it is imperative that they have access to regular power supply and protection against instances such as theft and vandalism. Longer functioning, protection and security of the field infrastructure maybe achieved through different methods of power supply such as solar power, use of technology for tracking and detecting instances of theft and vandalism of field equipment.

Integration with ERSS, CCTNS

Implementation of safe city projects integrated with ERSS, CCTNS will help deploy advanced information and communication systems. These can significantly reduce the economic loss. Crime and Criminal Tracking Network and Systems (CCTNS) creates a comprehensive and integrated system for enhancing the efficiency and effectiveness of policing at the Police Station level. At the heart of CCTNS is the evolution of IT-enabled state-of-the-art tracking system, Safe City Projects are also built around the need for the IT enabled solutions to curb crimes against women, ERSS plays a major role in building up a quick response service teams to women in distress. What binds the three (ERSS, CCTNS & Safe City Projects) is the component of IT, thus, integration of Safe City Projects with the ERSS & CCTNS will create harmonious and strong support network of IT enabled solution for curbing crimes against women. Further, it will boost the women safety infrastructure.

Data centre to act as nerves

States in which Safe City Projects are going on may consider establishing “Data centres” that can act as the heart of the surveillance based safe city projects. The data centre acts as a warehouse for the data collected from the surveillance sensors. This will help in efficient policing. These data centres can be clubbed with the ERSS centres of different cities.

Follow up with service providers

A regular follow-up with the service providers of the Safe City projects may be taken up by the Ministry of Home Affairs and the State government/ agencies. MHA may regularly take updates from the Total Service Provider (TSP) implementing the Safe City Projects in the eight cities. This will lead to transparency and efficiency in the work of the TSPs and timely completion of the projects.

PFMS for effective monitoring of the funds

The financial transactions under the scheme may be done under PFMS for better funds management. PFMS is a web-based online transaction system for fund management and e-payment for implementing agencies and beneficiaries with the primary objective of establishing an efficient fund flow. MHA may consider aligning the disbursement of funds through the Public Financial Management System (PFMS) and states/UTs may also come forward to manage the financial assistance through PFMS. States/UTs can upload their annual performance reports, Audit Certificates, Utilization Certificates, achievements and other related data for better coordination and monitoring. Utilization Certificates may be insisted upon as a prerequisite for further release of funds in phases to the cities. PFMS addresses inconsistency, unorganised lacks and problem related to transparency and accountability, thus, PFMS improves decision support system by providing online status of fund utilization by states.

Strengthening DNA analysis, Cyber Forensic & related facilities.

Continuation of the scheme

With the advancement of innovative scientific techniques, new area of scientific investigation has evolved to resolve the conventional and new pattern of crime against women and children recently. Cyber forensic and DNA analysis are a part and parcel of criminal justice system of country. The Nirbhaya fund project has been doing an excellent work throughout to strengthen the Forensics Science facilities across the country. Therefore, the funding under Nirbhaya fund scheme should be continued in the future to keep pace with the changing scenario to ensure a speedy analysis of crime cases pertaining to DNA and Cyber forensics.

Skilled and inadequate manpower

To fight crimes against women and children, a well trained and skilled manpower is indispensable in DNA and Cyber Forensics . However, the staff handling of the cases at forensic labs are insufficient to handle the piling up cases across the country. Forensic labs may consider increasing and training manpower to solve pending cases on time. Moreover, the skilled manpower will not only help in assisting the scientists and reporting officers to expedite cases of DNA and Cyber division but they will also serve to solve the cases in courts as well.

FCS scheme introduction

FCS (Flexible Complementing Scheme) is a promotion scheme for scientists and technologists for which the criteria shall be proven merit and records of research. Introduction of FCS scheme, it is being observed that various time- bound promotion schemes may be necessary for scientific organizations as the morale of the scientists has to be kept high in order to keep them motivated and to stop the flight of talent from Government organizations involved in research and scientific activities. For incentive and quality work, scientists especially engaged in the handling the cases of forensic and DNA analysis need to be promoted to excel in their field.

Proper monitoring of the scheme

Scheme like and DNA and Cyber forensics analysis is excelling in delivering the criminal justice . Massive funds and procurement of latest technologies are being put in place across the country to strengthen the Forensic Science Laboratory in various cities of the country. Thus, a proper monitoring of the scheme in periodic manner is necessary to evaluate funds utilization in different phases. Similarly, the proper mechanism should be devised for procurements of latest technologies and infrastructure development in coming years for the better implementation of the scheme.

GEM portal accessibility

Procurement of equipments from Government E-marketplace (GEM) Portal is quite complex and a very time consuming process these days. As the prices keep on fluctuating and there is no guarantee that the equipment will be available for the Forensic Science Laboratory to purchase successfully, and as it gets difficult for the organization to buy it at low prices then eventually they have to procure it from outsource tender, thus IIPA recommends that there should be a proper process of token-based system in which the buyer should get intimation about the equipment availability and they can bid immediately without waiting to get listed on the portal.

Setting up/ Strengthening Women Help Desks in Police Stations

Establishing and strengthening of Women Help Desk

On the basis of received data/ documents and field visits, IIPA study team observed that women help desks have been established in some of the states for a long time before. Moreover, the Ministry of Home Affairs did a tremendous work to expedite in establishing and strengthening the Women Help Desks across the country through Nirbhaya Fund. Further, in the remaining geographical and administrative areas where women help desks have to be established could be accomplished by the joint efforts of the state and center in near future.

Streamlining the Women Help Desks to acquire centre-stage in the police stations

During the time of field investigations, IIPA team has observed and thus realized that the location of women help desks at police stations is significant. It is being noticed that the women help desks are either being established in one corner or gives the idea that it's just merely women affairs. We do operate in society where patriarchal notions are historical and deep seated. An extra caution must be taken in establishing and operating the WHD to challenge the stereotypical notions of the society. Thus, the Women Help Desks established in the prime location could help in more approachability of victims across the country.

Shortage of lady Police officers

Victims, especially women approaching the police stations, have not only physical or mental harassment but they do face social stigma in society like ours. The guidelines of the Ministry aptly recognized this fact timely. Therefore, the appointment of a lady ASI/SI at police stations, shall instill confidence in women to approach the nearby police stations confidently. However, it is being observed that due to paucity of lady officers especially ASI/SI, usually lady head-constables and constables are handling the desks. The massive recruitment of women police officers across the country could bridge this gap in near future.

Gender sensitisation and its local ties-up

States and police departments are creating the gender sensitisation in their capacity across the country. Along with the collaboration of NGOs and civil society groups, police stations could have ties up with the local Universities and concerned schools/departments to invites experts/professors for gender sensitisation programmes and lectures on regular basis.

Massive awareness and popularisation of the scheme

Masses are aware of other emergency numbers like 100/112 dial numbers. However, they are less aware about establishment of Women Help Desk at police stations especially in rural settings. Therefore, more, and regular awareness programmes/rallies/seminars are urgently needed in local bodies and villages.

Revision of the fund allocation

World is changing very fast (With the advancement of technology) so is the nature of crime across the globe. Revision of the fund allocation (especially conflict zones/Naxal/insurgency affected areas) to update and strengthen the required infrastructure of Women Help Desk in the coming future. It is also realized that a separate vehicle for women help desk could help in handling the day to day functioning of the scheme smoothly and swiftly.

Centralised platform and monitoring of the scheme

At the central level, a common platform could be established where all other parties can have access to the data related to culprits and others to prevent and curb the heinous crime against the women and child across the country. Further, IIPA recommends to have a proper monitoring of the scheme at state and central level to streamline the scheme.

Setting up / Strengthening Anti-Human Trafficking Units in all districts

Centralised database

There is a need to ensure proper intelligence sharing such as information regarding the traffickers, dealers and mediators among different states/UTs. In this regard, inter-state coordination is necessary to stop human trafficking running across several states.

Capacity building and consistent sensitisation

Technology related crimes have been evolving rapidly in the recent years. Police, law enforcement agencies, and other stakeholders should also get trained and prepare to combat newer forms of human trafficking. So, therefore, it is suggested that capacity building and sensitisation workshops of police personnel along with other stakeholders involved in AHTUs be conducted on a timely basis.

Institutional tie-ups with local NGOs and other parties to create awareness about human trafficking at a mass scale

It is suggested that Police may coordinate with the local NGOs and other parties working in the field of human trafficking to generate awareness about human trafficking at a massive scale and make use of their assistance during rescue operations, counseling and rehabilitation of the rescued victims.

Adequate staff

The staff involved in the AHTU units is inadequate and are assigned additional duties also. Therefore, it is suggested that adequate manpower could help the AHTU units in streamlining the work.

Collaboration among the law enforcement bodies, prosecutors, and victim service providers

AHTU units need to working collaboratively with other government agencies & NGOs to address human trafficking adequately and meet the needs of victims. Rescued victims can be provided with psychological counseling and vocational training courses to help them join the mainstream. The rationale is to stop trafficking and bring about positive change in the lives of the trafficked children.

Delhi Police Projects

Extension of SSU

The Social Service Unit project is a commendable initiative by Delhi Police SPUWAC. This project should be further extended for the next financial cycle as it benefits the marginalised sections of the society like women, children, and elderly.

Pan India execution of SSU Project

It is suggested that SSU project of SPUWAC may be operationalized in all the district Police Stations in National Capital Region. It is highly recommended that the project may be initiated in other States and UTs as well.

Standard operating procedure

SOP should be well defined for all the functions of a SSU so that there is a standardization of processes across SSUs. This will ensure better control and review of performance.

Training

SHOs and other Police Staff should be made aware of functioning of SSUs, and they should be called for common awareness sessions on a defined frequency. Social Workers should be trained on legal requirements and its implications to make the case stronger for survivor.

Awareness Programmes

Proper public awareness programmes at public spaces, or via TV or Radio may be carried out to reach

Capacity building and training of Investigators and Prosecutors in handling sexual assault cases against women and children

Continuation of the scheme

IIPA recommends continuation of the scheme for enhancing the capabilities of Police Officers, criminal justice functionaries.

Centralised data system

IIPA recommends establishment of a centralised data system which can enable officials to quickly and effectively identify risk, respond accordingly to manage the situation, and if necessary, investigate an event.

Training on situational awareness

Officers may be given training on situational awareness, this may enable them to accurately correlate data based on sensors, geo-location, as well as web and social media activity and intelligence.

Training on forensics science

Officers may be given training on Forensic search through video and other data, this may provide valuable insight into what happened and why, and how the response was carried out for better chain of evidence and accountability.

Availability of resources

Prosecution services are conscious of the need to use their discretionary powers, when such powers are available to them under the law, more strategically and to invest their efforts and resources in actions that promise the best return in terms of crime and terrorism prevention. In order to do so, they need timely access to the best criminal intelligence information available.

Digital platform

In order to enhance the capacity of the public prosecutors handling sexual assault cases related to women & children, a unique e-content comprising of Supreme Court and High Courts' decisions from 2017 till 2021 as well as central and state legislations of states pertaining to crimes against women may be created to be used both online and offline.

Bibliography

Emergency response support system (ERSS)

<https://112.gov.in/>

https://www.mha.gov.in/division_of_mha/women-safety-division/emergency-response-support-system-erss

https://www.mha.gov.in/sites/default/files/WSDivision_SheRakshaVol2_08112019pdf_0.pdf

Anti-Human Trafficking (AHTU)

https://www.unodc.org/documents/human-trafficking/India_Training_material/Protocol_on_AHTU.pdf

Women Help Desk (WHD)

Strengthening DNA analysis, cyber forensic & related facilities.

<https://ncrb.gov.in/en/crime-india>

ANNEXURES

ANNEXURES for all the schemes:

1. ERSS QUESTIONNAIRE (google form)

1. Name of the State/UT
2. Total fund allocated under the Nirbhaya scheme (Amount in numeric value)
3. Total utilization of funds as allocated under the Nirbhaya scheme (Mention number of items purchased for the infrastructure)
4. What is number of actionable calls received by your State/UT in ERSS unit in last 2 months?
5. Average number of victims rescued in year 2018-21?
6. Status of integration with Police, Fire and Medical Services, whether Manual or Automated?
7. How much time does it take to reach to the victim?
8. What is the major hindrance faced while working with the scheme?
 - a. IT Connectivity
 - b. Manpower
 - c. Physical Infrastructure
 - d. Others (Please Specify)
9. What is your ranking on the scheme on scale 1,2,3,4,5 (where 1 is Very Unsatisfied, 2 is Unsatisfied, 3 is Neutral, 4 is Satisfied, 5 is Very satisfied).
10. What is most sought undertaken awareness campaigns to popularize use of ERSS scheme presently sought?
 - a. Print
 - b. Electronic and digital media
 - c. Talk show
 - d. Campaign
 - e. Others (Please Specify)
11. According to you what should be the most sought undertaken awareness campaigns to popularize use of ERSS scheme in your state?
 - a. Print
 - b. Electronic and digital media
 - c. Talk show
 - d. Campaign
 - e. Others (Please Specify)
12. Do you have any feedback mechanism after readdress of the victim's problem?
 - a. Yes
 - b. No
13. Do you prefer full automation of the system for more hindrance free outcome?
 - a. Yes
 - b. No
14. How frequently this project guideline should be updated with the evolution of crime against women and children.
 - a. Yearly
 - b. After 2.5 years

1. ERSS QUESTIONNAIRE (google form)

1. Name of the State/UT
2. Total fund allocated under the Nirbhaya scheme (Amount in numeric value)
3. Total utilization of funds as allocated under the Nirbhaya scheme (Mention number of items purchased for the infrastructure)
4. What is number of actionable calls received by your State/UT in ERSS unit in last 2 months?
5. Average number of victims rescued in year 2018-21?
6. Status of integration with Police, Fire and Medical Services, whether Manual or Automated?
7. How much time does it take to reach to the victim?
8. What is the major hindrance faced while working with the scheme?
 - a. IT Connectivity
 - b. Manpower
 - c. Physical Infrastructure
 - d. Others (Please Specify)
9. What is your ranking on the scheme on scale 1,2,3,4,5 (where 1 is Very Unsatisfied, 2 is Unsatisfied, 3 is Neutral, 4 is Satisfied, 5 is Very satisfied).
10. What is most sought undertaken awareness campaigns to popularize use of ERSS scheme presently sought?
 - a. Print
 - b. Electronic and digital media
 - c. Talk show
 - d. Campaign
 - e. Others (Please Specify)
11. According to you what should be the most sought undertaken awareness campaigns to popularize use of ERSS scheme in your state?
 - a. Print
 - b. Electronic and digital media
 - c. Talk show
 - d. Campaign
 - e. Others (Please Specify)
12. Do you have any feedback mechanism after readdress of the victim's problem?
 - a. Yes
 - b. No
13. Do you prefer full automation of the system for more hindrance free outcome?
 - a. Yes
 - b. No
14. How frequently this project guideline should be updated with the evolution of crime against women and children.
 - a. Yearly
 - b. After 2.5 years

IIPA Detailed Questionnaire for State/UT ERSS Unit

In reference to the ongoing MHA evaluation study being conducted by the third party i.e., Indian Institute of Public Administration, IIPA, New Delhi, the following detailed questionnaire has been prepared for data collection. Please consider this as a follow up questionnaire to the first one that was emailed to the respective authorities of all the State/UTs. An online meeting has also been held between the concerned officials of many States/UTs & IIPA team, however, it was found that some important details and statistics were not covered in the previous questionnaire. Therefore, a second, more detailed questionnaire has been prepared keeping in view all the requirements of the evaluation study.

IIPA requests all the concerned Nodal Officers and Staff personnel to please cooperate once more and collate the required information as per the following questions below.

Note: Please provide data till date March 31, 2021, or 31.03.2021 ONLY.

Questions

1. What was the action plan prepared for the implementation of ERSS in your State /UT. Please provide details about the current status of ERSS Scheme as per its implementation and functioning in your State/UT.
2. Before the implementation of ERSS, what was the mechanism followed during emergency situations and their redressals in your State/UT? Please provide details.
3. After the implementation of ERSS, what changes have been brought in the emergency redressal mechanism in your State/UT.
4. How has ERSS 112 impacted the emergency redressal system in your State/UT? Please mention the changes, improvements or challenges being faced by your State/UT since ERSS 112 implementation.
5. What is the status of integration with Police, Fire and Medical services, whether Manual or Automated. What are the challenges being faced in upgradation and integration of services in your State/UT.
6. Please share the details about fund allocation and its utilization under ERSS in your State/UT. Share details about the amount allocated, and UCs submission.

S. No.	Fund Allocated	Fund Utilization	% of Utilization	UC details

7. In terms of Fund Allocation, is the fund amount being allocated to your State/ UT ERSS satisfactory? If not, Please state reasons.

(P.T.O.)

RESPONSE TIME IN URBAN AND RURAL

S. No.	States	Time	
		Urban	Rural
1	Andhra Pradesh	NA	NA
2	Arunachal Pradesh	10 min	
3	Assam	26.35 min	
4	Bihar	NA	NA
5	Chhattisgarh	16:34 min	28:53min
6	Goa	25.52 min	
7	Gujarat	47:04 min	
8	Haryana	21:34min	
9	Himachal Pradesh	20:43min	
10	Jammu and Kashmir	10 min	20 min
11	Jharkhand	NA	NA
12	Karnataka	26 mins	
13	Kerala	25.42 min	
14	Madhya Pradesh	36:09 min	
15	Maharashtra	NA	NA
16	Manipur	Data needs to be verified	
17	Meghalaya	NA	NA
18	Mizoram	7:35min	
19	Nagaland	45min	
20	Odisha	26min	
21	Punjab	12 min	
22	Rajasthan	NA	NA
23	Sikkim	NA	NA
24	Telangana	14:03min	16:50min
25	Tamil Nadu	28:08 min	
26	Tripura	24 min	
27	Uttar Pradesh	12 min	
28	Uttarakhand	19:05min	
29	West Bengal	23:24 min	
30	Andaman and Nicobar Islands	6 min	
31	Chandigarh	8:27 min	
32	Dadra and Nagar Haveli	NA	NA
	Daman and Diu		
33	Delhi	12.91 min	
34	Lakshadweep	NA	NA
35	Puducherry	7 min	
36	Ladakh	9:52 min	

Data received from online google forms

8. Please fill in the following table as per the details asked. (Please note that an example has already been filled for clarity.)

Table 1 : Details of No. of Emergency signal received/resolved and Women-Children specific ES till 31 March 2021

(A) S. No.	(B) State/UT	(C) District	(C) PSAP location	(D) Year	(E) Month	(F) Category of emergency signal [ES] received at PSAP	(F (a)) Mode of ES	(G) Gross Total No. of ES received (include both effective & ineffective)	(G(a)) Total No. of effective ES received (out of total no. of Gross ES received) G(a)/G	(G(b)) Total No. of ES resolved (out of total no. of effective ES received) G(b)/G(a)	(G(c)) Total No. of Women and Children (W&C) related ES received (out of total no. of effective ES) G(c)/G(a)	(G(d)) No. of Women and Children related emergency signal resolved (out of total no. of W&C-ES received) G(d)/G(c)	(H) Average Respon Time minutes
Example:	Delhi	Southwest	Dwarka Sector 5	2018	January	(Police, Fire, Rescue, Health, Natural Disaster, or other (specify))	(Voice call, SMS, E-mail, Panic SOS signal, ERSS web portal)	101	91 90.09 %	90	45	44	11:00 m
							E-mail	29					
							Panic SOS signal	40					
							ERSS web portal	12					
						Total							
						Fire							
							Voice Call						
							E-mail						

8/22, 1:52 AM

IIPA Questioner for Evaluation of Women Safety Division Scheme under Nirbhaya Fund

9. Please provide the Details of Manpower and Equipment deployed in your respective ERSS as on date 31.03.2021.

Please provide data as per the following:

- Number of personnel working in the ERSS units, their roles, and responsibilities.
- Number and other details about the vehicles deployed under ERSS
- Also, provide number and details of different equipment (Computers, Cameras, others) deployed in your respective ERSS.

S. No.	Head	Number	Specification	Role/Function
1.	Manpower			
2.	Equipment			
3.	Emergency Response Vehicles			
4.	Others (Kindly specify)			

10. Provide a detailed list of technical challenges being faced in terms of PRI Lines, Telecom service Providers, ERC, MDT, LBS, 112 Mobile App or any other. Please specify.

S. No.	Challenges

11. What is the current status of awareness regarding the ERSS 112 and its uses in your State/UT?
Please provide the details of the ERSS 112 related awareness activities taken place in your State/UT.

12. Is there a feedback mechanism in your State/UT for citizens who raise complaints with the help of ERSS 112 ? If yes, then please provide the details about the feedbacks received on redressals vis-à-vis 112 in your State/UT.

3/28/22, 1:52 AM

IIPA Questioner for Evaluation of Women Safety Division Scheme under Nirbhaya Fund

13. Please share and highlight some important achievements of ERSS 112 in your State/UT. Specifically highlight the women and children related achievements. Share the achievements in detail.
14. Please share how the Covid-19 pandemic affected the functioning of the ERSS 112 in your State/UT and how was it managed? What were the specific challenges faced and how were they overcome? Kindly share any achievements related to Covid-19 pandemic.
15. Lastly, keeping in view all the challenges, problems, or future needs, please provide a list of suggestions and recommendation which you consider important, and which can be applied to improve the ERSS Scheme further. Please also provide proper facts and reasons with your suggestions and recommendations.
16. Please share photographs related to implementation and current status of ERSS 112 in your State/UT. The photographs will help us highlight the achievements and functioning of ERSS in your State/UT.

Annexure

IIPA Questionnaire for States/UTs

Strengthening of State Forensics Laboratory Part 1

Qualitative questions for research work

- **Intro of the scheme and daily plan of actions**
- **Standard operation Procedure of testing DNA Sampling and Mobile Forensics cases**
- **Is current manpower enough for day-to-day operations and sampling.**
- **Are their enough funds for training of manpower and buying new machines?**
- **Since it is a regional office do you also patch with the state forensic labs if there is more workload or critical cases.**
- **Are there are any regional FSL in your state?**
- **Are there any gaps and loopholes that should be resolved to strengthen the Lab's facility and manpower?**

Quantitative questions for research work

- **Current status of fund Utilization in different machines for DNA analysis and manpower training.**
- **What all tools are used currently in the laboratory for DNA sampling, Cyber and Mobile Forensics**
- **Total manpower deployed in all ranges and total machines used for DNA Analysis**
- **Average cases tested every month**

3/28/22, 1:52 AM

IIPA Questioner for Evaluation of Women Safety Division Scheme under Nirbhaya Fund

- Suggestions and recommendations for strengthening of Manpower and Facilities.
- Future advancement and innovation to be expected for better and efficient DNA Profiling.
- Is budget playing an important role in strengthening the FSL labs or there is any other factor that will help the states to improve their facility of labs and manpower.
- Status of total capacity building in different regions of your state to strengthen the manpower and Infrastructure.
- Success story of FSL that achieved a great outcome of the team. **And photographs of labs and division**

Part 2

Please fill out the Questionnaire for evaluation of the "Strengthening of Forensics State Labs" under Nirbhaya Fund

1. Name of the state

2. Total Fund allocated to your state under Nirbhaya Fund (Crores in Numeric value)

3. Total fund utilized in first phase of the allocation (Amount in Numeric value)

4. Average cases tested in a month in DNA Division

Mark only one oval.

20-30

30-40

40-50

50-60

More than 100

5. Average cases tested in a month in Cyber Division (Including mobile forensics)

Mark only one oval.

- 20-30
- 30-40
- 40-50
- 50-60
- More than 100

6. Total Regional Forensics lab in your state (if any please mention)

7. Was their improvement in expediting cases after the fund allocation from NirbhayaFunds?

Mark only one oval.

- Yes
- No

8. Total Manpower in DNA Division (Numeric value only)

9. Total Manpower in Cyber Division(including Mobile Forensics), Numeric value only

10. Total equipments till now in DNA division Lab (Numeric value only)

10/03/2022, 139

11. Total equipments till now in Cyber division Lab (Numeric value only)

12. Estimate funds required in the next phase of the scheme to complete the pending procurements (Numeric value only)

13. Please state reason for estimate funds in next phase

Safe City Project

QUESTIONNAIRE ON SAFE CITY PROJECTS I

- Since when you have been implementing the Safe City Projects in your city?
- What all input components of Safe City Projects you have implemented so far?
- Has your state government funded any component for women safety from their ownstate budget?
- To what extent surveillance set up has been upgraded?
- How many safe zones have been created in your city?
- How many police stations are equipped to use GIS technology for crime mapping?
- Has the Safe City Projects reduced sexual crimes against women in your city?
- For the Safe City Projects, are the funds sufficient for your city?
- What kind of infrastructure has been created in your city as part of Safe City Projects?
- What are your suggestions and recommendations for the Safe City Projects?

QUESTIONNAIRE ON THE SAFE CITY PROJECTS II

1. What is the status of Safe City Project in your city?
 - It is in the implementation stage
 - It is not in the implementation stage

2. What makes the Safe City Projects different from other women safety initiative?
 - It is a consolidated project designed by MHA in consultation with the Ministry of Women & Child Development to create safe zones for women
 - It is similar to other state safety project for women
 - It is designed for rural areas
 - All of the above

3. What kind of infrastructure has been created in Safe City Project?
 - Installation of CCTV Cameras
 - Patrolling Cars for Police
 - Surveillance using drones, GPS etc.
 - Police Booths
 - Women Toilets
 - All of the above

4. Has the state government created another component under the Safe City Project in your city?
 - Yes
 - No

5. Have you created safe zones mandated under the Safe City Projects?
 - Yes
 - No

6. To what extent police patrolling is done around the crime hotspots?
 - Frequently
 - Very frequently
 - Not at all

7. Does the Police in your city use “Crime Mapping” to tackle crimes?
 - Yes
 - No
 - Frequently
 - Less Frequently

8. Has the Safe City Project increased the confidence of women in reporting crimes against them?
 - Yes
 - No
 - Cannot say

9. Has the Safe City Project reduced crimes against women?
 - Yes
 - No
 - Cannot say

2022, 139

10. Do you agree that funds allocated to your state government for the Safe City Project are sufficient?

- Yes
- No
- Cannot say

Third Party Evaluation of Safe City Projects

Ministry of Home Affairs has mandated IIPA to evaluate Safe City Projects in the eight cities of Ahmedabad, Hyderabad, Bengaluru, Chennai, Mumbai, Kolkata, Delhi & Lucknow

* Required

1. Email *

SAFE CITY PROJECTS



10/03/2022, 139

2. What is the name of your safe city?

3. Please provide your designation?

4. When did the Safe City Project commenced in your state?

5. Name the agency or agencies implementing the Safe City Project in your state.

6. How much fund has been received by your state from the Ministry of Home Affairs (MHA) for the implementation of Safe City Project?

7. How much expenditure has been incurred by your implementing agency in the Safe City Project?

8. How many components have been created under the Safe City Project in your state?

https://docs.google.com/forms/d/1tZGL8icu7UHkdQF0FIVZFj4FZvH8u_pRN36-0qZP3TE/edit

10/03/2022, 139

9. Name the components of your Safe City Project.

10. On which component of Safe City, maximum spending was incurred by the implementing agency of your state?

11. How many districts of the state have been covered under the Safe City Project?

12. Is the fund allocated for Safe City Project sufficient?

Mark only one oval.

Yes

No

No

13. Has the state government given any financial stimulus for the Safe City Project?

Mark only one oval.

Yes

No

No

10/03/2022, 139

14. Have you hired Consultant(s) or any private organisation/entity in the implementation of Safe City Project?

Mark only one oval.

Yes

No

No

15. Have you hired any external body for monitoring of the Safe City project in your state?

Mark only one oval.

Yes

No

No

16. Have you faced any challenges in the implementation of the Safe City Project in your state?

Mark only one oval.

Yes

No

No

17. If yes, what are those challenges or constraints?

10/03/2022, 139

18. Is the manpower sufficient in the implementation of Safe City Project?

Mark only one oval.

Yes

No

No

19. Have you initiated any inter-state coordination practice with regard to Safe City Project?

Mark only one oval.

Yes

No

No

20. Has the state government created any Special Purpose Vehicle created for the Safe City Project?

Mark only one oval.

Yes

No

No

21. Has the infrastructure for women safety improved after the coming of Safe City Project?

Mark only one oval.

Yes

No

No

10/03/2022, 139

22. What kind of infrastructure has been set up so far for the safety of women in Safe City Project?

23. According to you, what is the most important part in the Safe City Projects?

Mark only one oval.

- CCTV Cameras
- Safe zones
- Sanitation facilities for women
- Better public transport
- Safe public corridors for
- women GIS based crime
- mapping Women safety apps
- Police Patrolling vehicles
- All of the above

24. Have you rope in any NGO for spreading awareness about the Safe City Project in your state?

Mark only one oval.

- Yes
- No

10/03/2022, 139

25. Have you rope in any international organisation for the implementation of Safe City Project?

Mark only one oval.

Yes

No

No

26. If yes, please provide details about the international organisation.

27. Have you utilised the funds in the implementation of Safe City Project?

Mark only one oval.

Yes

No

No

28. Have you submitted the Utilisation Certificate to MHA from time to time?

Mark only one oval.

Yes

No

No

10/03/2022, 139

29. Cite reasons for under-utilisation of funds for Safe City Project.

30. Please provide your views on how this scheme can be improved further.

31. Do you think the scheme of Safe City Project should be continued in the future?

Mark only one oval.

- Yes
- No

32. Has the Safe City Project met its desired objectives in your state?

Mark only one oval.

- Yes
- No

10/03/2022, 139

No

33. Has your city become a Safe City?

Mark only one oval.

Yes

No

No

34. In what way your safe city is distinct from other safe cities.

35. Has your state documented any best practice as part of Safe City Project?

Mark only one oval.

Yes No

36. If Yes, Please provide details of the best practice in your Safe City Project.

37.

Mark only one oval.

Option 1

38.

Mark only one oval. Option 1**Annexure****(AHTU)****IIPA Video Conference with 23 States/UTs with their Concerned nodal Officers**

SR No.	STATE/UTs	DATE	TIME	OFFICERS
1	Odisha	28- June-21	4:00 PM	L. Divya V Superintendent of Police CID, Crime Branch, Odisha, Cuttack.
2	Andaman and Nicobar Islands	24 August-21	4:00 PM	DSP
3	Kerala	2-Sep-21	11:00 AM	S.Sreejith IPS ADGP Crime Branch Harshita Attaluri IG,SZ Kerala
4	Dadra and Nagar Haveli and Daman and Diu	2-Sep-21	12:30 PM	DIGP
5	Telangana	2-Sep-21	3:30 PM	B.Sumathi IPS(DIG) Ch.Chennaiah DSP Srmt.Swathi Lakra IPS ADGP
6	Maharashtra	3-Sep-21	11:30 AM	Dr Raju Bhujbal DCP CAW/ENFORCEMENT , Salil Bhosle PI AHTC, SMT. Aparna Joshi PI CAW
7	Jharkhand	3-Sep-21	12:00 PM Noon	Mrs. AMITA LAKRA DY.S.P CID
8	Sikkim	3-Sep-21	3:30 PM	SP DM Subba
9	Karnataka	1-Sep-21	11:30 AM	Seema Latkar (IPS) AIGP Crime
10	Uttar Pradesh	10-Sep-21	3:30 PM	SSP Birander Kumar
11	Uttarakhand	15-Sep-21	11:00 AM	Shweta choubey SP Law & order
12	Haryana	15-Sep-21	12:00 PM Noon	SP Virender Singh , SP Raj kumar Walia
13	Goa	15-Sep-21	1:00 PM	Sudiksha S. Naik , Police Inspector,(WHD) Ram Asare, Police Inspector, (AHTU)
14	Tamil Nadu	27-Sep-21	11:00 AM	SP Mrs Kingshlin
15	Mizoram	28-Sep-21	1:00 PM	John Laldina IPS DIG (WHD) C Lalnunmawia MPS AIGP(WHD)
16	Gujarat	4-Oct-21	11:00 PM	DGP Manjita Vanzara
17	Chhattisgarh	4-Oct-21	12:30 PM	Nodal Officer for the AHTU and WHD

10/03/2022, 139

18	Tripura	4-Oct-21	3:00 PM	Ajit Pratap Singh IPS SP(crime branch)
19	Himachal Pradesh	5-Oct-21	3:00 PM	SP L&O Bhagat Singh Thakur
20	Madhya Pradesh	11-Oct-21	12:00 PM Noon	AIG Shalini dixit, AIG SHASHIKANT SHUKLA , AIG Pinky Devlani
21	Arunachal Pradesh	12-Oct-21	12:00 PM Noon	DYSP Sri Nikom Riba
22	Lakshadweep	12-Oct-21	4:30 PM	Dysp gaurav gupta
23	Jammu and Kashmir	25-Oct-21	11:30 AM	SSP Crime hqr Amarjit Singh

Data analysis from Google form

IIPA Questionnaire for Evaluation of Women Safety Division Scheme under Nirbhaya Fund

Setting up/strengthening Anti Human Trafficking Units in all district

Name of State/UTs

Short answer text

Total Fund allocated to your state under Nirbhaya Fund (Crores in Numeric value)

Short answer text

Total utilization of funds as allocated under the nirbhaya scheme (Amount in Numeric value)

Long answer text

Responses of states are as follow

S.No	Name of State/UTs	Total Fund allocated to your state under Nirbhaya Fund	Total utilization of funds as allocated under the Nirbhaya scheme

10/03/2022, 139

Responses of states are as follow

S.No	Name of State/UTs	Infrastructure created in AHTU under the Nirbhaya funds. (please mention the number of items purchased for the infrastructure)
1	Sikkim	LMV (Bolero), Scotty, Computer Desktop (All-In-One), Digital Camera (DSLR), Mobile Phone, Office Table, Chair, Almirah with locker.
2	Chandigarh	Nil
3	Haryana	Procurement of 22 Bolero Jeep, 02 Scorpio, 22 TVs Apache-160 CC Bikes & Procurement of Laptop, Desktop, Mobile Phones, Almirah, Water Cooler, Furniture, etc. for 22 AHTUs established in Haryana has been completed.
4	Madhya Pradesh	Purchase of Smart Phone, Laptop, Multifunction Printer A-4 Size, All in One Computer, Digital Camera, Office Furniture, Installation of landline telephone is under process
5	Mizoram	132 Items including LMV, Motorcycles, computer sets, etc.
6	Telangana	<ol style="list-style-type: none"> 1. Desktop (HP Pro G5 MT) - 1 Quantity 2. HP 18.5 Inch Monitor HP V194 - 1 Quantity 3. Laptop (HP 240 G7 Notebook PC) - 1 Quantity 4. HP Laptop Bag - 1 Quantity 5. Printer (HP Never Stop Laser MFP 1200nw) - 1 Quantity 6. Tab (Samsung Galaxy Tab-A 32 GB) - 1 Quantity 7. Mobile Phone (Samsung Note 10 Light, 8 GM RAM, 128 GB Memory) - 1 Quantity 8. Digital Camera (Canon EOS 1500D) - 1 Quantity 9. Digital Camera Bag - 1 Quantity 10. Office Tables - 2 Quantity 11. Chairs (Visitor Chairs-4, 3-Seater Chairs-2) - 10 Quantity 12. Almirah - 2 Quantity 13. AHT Unit Office Name Board -1 Quantity 14. Form Board - Immoral Trafficking (Prevention) Act 1956 Flow Chart - 1 Quantity 15. Form Board - Balala Nestham Police - 1 Quantity 16. Full Canvas Bag. - 1 Quantity
7	Kerala	14 Number of Light Motor Vehicle and 5 Number of Motor Vehicle
8	Jammu and Kashmir	Vehicles, office furniture, etc.
9	Gujarat	33 items were purchased

10	Puducherry	Office items (Tables, steel almirah, chairs, computer tables, etc.) for AHTU in the 4 enclaves of Puducherry UT (Puducherry, Karaikal, Mahe, and Yanam)			
11	Uttarakhand	All 12 items concerned			
12	Uttar Pradesh	As per the MHA guidelines necessary infrastructure has been created.			
13	Arunachal Pradesh	NIL			
14	Chhattisgarh	24 46 124 57 19 73 79 291 128 Other relevant books	Desktop	Light Digital Mobile Land-line with Office	vehicles Motorcycle camera phone phone printer table chairs Almirah
15	Delhi	Not utilize (under process)			
16	Karnataka	Establishment of 21 No. New Ahtus- Jeep -01 No, Two Wheeler - 02 No., Chair- 10 No., Desktop - 02 No. were purchased for each unit and Strengthening of 9 Existing AHTUs- Jeep -01 No. , Two Wheeler -01 No. , Table- 02 No., Chair -05 No. , Desktop- 02 No. Laptop -02 No. were purchased for each unit.			

States/UT	2018	2019	2020	2021	Total
Arunchal Pradesh	308	201	124	0	633
Assam	243	137	184	0	564
Gujarat	75	187	154	96	512
Chhattisgarh	130	139	123	77	469
Goa	127	106	75	102	410
Bihar	130	105	100	36	371
Haryana	61	98	68	42	269
Tamil Nadu	0	147	103	0	250
Himachal Pradesh	52	51	38	20	161
Uttarakhand	0	0	90	67	157
Jharkhand	52	38	17	8	115
Karnataka	31	8	17	14	70
Telangana	0	0	36	22	58
Sikkim	0	0	0	47	47
Kerala	13	11	13	0	37
Mizoram	0	0	6	11	17
Madhya Pradesh	2	7	0	0	9
Maharashtra	0	4	2	2	8
Chandigarh	0	2	2	1	5
Daman and Diu	0	0	2	0	2
Andaman Nicobar	0	0	1	0	1
Delhi	0	0	0	1	1
Odisha	0	0	0	0	0
Tripura	0	0	0	0	0
Uttar Pradesh	0	0	0	0	0
Jammu & Kashmir	0	0	0	0	0
Lakshadweep	0	0	0	0	0
Puducherry	0	0	0	0	0

Average Number of Rescue operation conducted in a year (2018-21)

- 0-50
- 50-100
- 100-150
- 150-200

Average Number of victim rescued in a year (2018-21)

- 0-50
- 50-100
- 100-150
- 150-200



Third-Party Evaluation of Project/Schemes for Safety of Women of women safety Division, MHA under the Nirbhaya

Fund

IIPA Questionnaire for States/UTs Scheme : Anti Human Trafficking Unit (AHTU)

1. What kind of infrastructure has been created in your units as part of AHTU Scheme?
2. What are the different roles and responsibilities involved during a normal day of functioning ?
3. Share the Year wise fund Allocation and Utilization of your State/UT's AHTU in the following format:

10/03/2022, 139

Year	Allocation (in Rs.)	Utilization (In Rs.) (with UC Details)	% of Fund Utilization	Amount of Funds left unutilized (in Rs.)	Justification

4. Please Share Year wise detail on the

Year	Number of Cases Registered	Number of Rescue operation held	Total No. of victims rescued	Cross border rescue, restoration	Challenges/Issues faced during conducting rescue operation

5. What is the standard of procedure followed and the investigation done before rescue, during rescue and post rescue?
6. How is the Data for the database of all categories of offenders including recruiters, traffickers, etc has been maintained ?
7. How is the family of Human Trafficking victim traced and how is the Reunification with family is done?
8. Is there any Follow up done once the victim is reunified with the family and any kind of counseling done to the victim after reunited with family?
9. What steps has been taken regarding creating public awareness? Please share details if any.
10. What are the challenges faced during the implementation of scheme ?
11. Share latest details about the success stories/scheme achievements. Please highlight

Covid-19 related success stories, if any.

12) What are the activities/initiatives earmarked for the upcoming years?

13) Please share your suggestions and recommendations for further enhancing the AHTU Scheme in details.

Month	District	No. of Success Story/Achievements	Highlights If any

10/03/2022, 139

ANNEXURES (WHD)**IIPA Video Conference with concern State/UTs 's Nodal Officers of Women Help Desk(WHD)**

SR No.	STATE/UTs	DATE	TIME	OFFICERS
1	Andaman and Nicobar Islands	24 August -21	4:00 PM	DSP and team
2	Kerala	2-Sep-21	11:00 AM	S. Sreejith IPS ADGP Crime Branch Harshita Attaluri IG, SZ Kerala
3	Dadra and Nagar Haveli and Daman and Diu	2-Sep-21	12:30 PM	DIGP
4	Telangana	2-Sep-21	3:30 PM	B. Sumathi IPS(DIG) Ch. Chennaiah DSP Smt. Swathi Lakra IPS ADGP
5	Maharashtra	3-Sep-21	11:30 AM	Dr. Raju Bhujbal DCP CAW/Enforcement, SalilBhosle PI AHTC, SMT. Aparna Joshi PI CAW
6	Jharkhand	3-Sep-21	12:00 PM Noon	Mrs. AMITA LAKRA DY.S. P. CID
7	Sikkim	3-Sep-21	3:30 PM	SP DM Subba
8	Karnataka	1-Sep-21	11:30 AM	Seema Latkar (IPS) AIGP Crime
9	Uttar Pradesh	10-Sep-21	3:30 PM	ASP Birander Kumar
10	Uttarakhand	15-Sep-21	11:00 AM	Shweta Choubey, SP Law & order
11	Goa	15-Sep-21	1:00 PM	Sudiksha S. Naik, Police Inspector, (WHD) Ram Asare, Police Inspector, (AHTU)
12	Tamil Nadu	27-Sep-21	11:00 AM	SP Mrs. Kingshlin
13	Mizoram	28-Sep-21	1:00 PM	John Laldina IPS DIG (WHD) C. Lalnunmawia MPS AIGP(WHD)

10/03/2022, 139

14	Haryana	1st October	11 AM	SP Raj Kumar Waliya
15	Gujarat	4-Oct- 21	11:00 PM	SP Manjita Vanzara
16	Chhattisgarh	4-Oct- 21	12:30 PM	Pooja Agrawal, IPS
17	Tripura	4-Oct- 21	3:00 PM	Ajit Pratap Singh SP (crime branch)
18	Himachal Pradesh	5-Oct- 21	3:00 PM	SP L&O Bhagat Singh Thakur
19	Madhya Pradesh	11-Oct- 21	12:00 PM Noon	AIG Shalini Dixit, AIG Shashikan Shukla, AIG Pinky Devlani
20	Arunachal Pradesh	12-Oct- 21	12:00 PM Noon	DYSP Sri Nikom Riba
21	Lakshadweep	12-Oct- 21	4:30 PM	Dysp Gaurav Gupta
22	Jammu and Kashmir	25-Oct- 21	11:30 AM	SSP Crime HQ Amarjit Singh



Third-Party Evaluation of Projects/Schemes for ‘Safety of Women’ of Women Safety Division, MHA under the Nirbhaya Fund

IIPA Questionnaire for States/UTs

Scheme: Women Help Desk (WHD)

• Strengthening and Setting up of *Women Help Desk* in All district and UTs:

1. 10th Jan 2020 home ministry issued notice to all states and UTs to establish women help desk across the country, please inform us number of women help desk in existence?
2. **Women Help Desk and Appointed Lady Officers. Please provide with us the latest data?**

S. No.	Name of the State/UTs	No. OF Police Stations.	No. OF WHD Established	No. OF Appointed (Lady Officers) ASI	No. OF Appointed (Lady) Head Constable	No. OF Appointed (Lady) Constable	Remark

• Funds Allocation:

- i. How much financial assistance given to you? What is the reason for not receiving the funds?

ii. Share the Year-wise fund allocation and utilisation of your State/UT's WHD Unit in the following format:

Fund Allocation and Expenditure by States (2019-2021). Please provide with us the data?

Yearly Data

		(2019-2020)	(2019-2020)	(2019-2020)	(2019-2020)		(2020-2021)	(2020-2021)	(2020-2021)	(2020-2021)
S. No.	Name of the State/UTs	Fund Allotted	Fund Received	Fund Utilised	Unspent Amount	Name of the State/UTs	Fund Allotted	Fund Received	Fund Utilised	Unspent Amount

• **Infrastructure and others:**

Infrastructures Created

Yearly Data

		Infrastructure (detail)	(2019-2020)	(2020-2021)	Remark
S. No.	Name of the State/UTs				

I. Do you have any sensitization programs/proper training for police (ASI) every year? Provide the details?

II. How does NGOs Assist officers from pre-rescue to post trail stages for all relevant activities? Provide the list of NGOs working with you?

III. What are the problems faced by women help desk and concerned authorities with networking with other agencies/department?

IV. Number of Mass coordinated meeting with the purpose of Public Awareness How many trainings held for the officers after 2018? Give the list of all the programmes

V. Is there any centralized mechanism to monitor all the women help desk operating across the state? If Yes then provide detail?

VI. Share latest details about the success stories/scheme achievements. Please highlight Covid-19 related success stories, if any.

VII. What are the activities/initiatives earmarked for the upcoming years?

VIII. Please share your suggestions and recommendations for further enhancing the WHD Scheme in details.

The image shows a screenshot of a Google Forms questionnaire. The browser address bar shows the URL: docs.google.com/forms/d/1omte9uXNplcKuyt8ZNGaFJ-9lf5Vzq7Nr_rTPu0_ht4/edit. The form title is "Third-Party Evaluation of Projects/Schemes for 'Safety of Women' of Women Safety Division, MHA under the Nirbhaya Fund IIPA Questionnaire for States/UTsScheme." The form has three questions:

- Question 1: "Women Help Desk (WHD)" (Short-answer text)
- Question 2: "Name of the State/UT" (Short-answer text)
- Question 3: "Total amount of Fund allocated under Nirbhaya Fund (Crores in Numeric value). Please provide with us the latest data from 2018-2021?" (Short-answer text)

The form interface includes a "Send" button, a "Responses" count of 15, and a "Settings" tab. The bottom of the browser shows several open documents: "SAFE CITY PRO...docx", "Annexure of Saf...docx", and "Questinnaire AH...pdf".

The screenshot shows a Google Forms document in edit mode. The browser's address bar displays the URL: docs.google.com/forms/d/1omte9uXNplcKuyt8ZNGaFJ-9lf5Vzq7Nr_rTPu0_ht4/edit. The form contains three questions:

- Question 1:** Total amount of Fund allocated under Nirbhaya Fund (Crores in Numeric value). Please provide with us the latest data from 2018-2021?
Short-answer text
- Question 2:** Total amount of Fund expenditure under Nirbhaya Fund (Crores in Numeric value). Please provide with us the latest data from 2018-2021?
Short-answer text
- Question 3:** Infrastructure created to establish Women Help Desk under the Nirbhaya funds. (please mention the number of items purchased for the Infrastructure)
Long-answer text

A vertical toolbar on the right side of the form includes icons for adding new questions, deleting, duplicating, undo, redo, and a help icon.

