

**PROJECT SMART
E-POLICE**
UTTAR PRADESH





The world is changing and so is India, striding forward in unison. Information Technology (IT) is changing the way world functions. Police Departments are also embracing the possibilities on offer.

To bring policing up to speed with the changing times "Smart e-Police" app has been developed as a one-stop solution for police departments and citizens alike. Based on an ecosystem approach under "One nation-One app" concept, it encompasses more than 100 innovations across 6 verticals of law and order, crime, community policing, citizens services, police management and training.

"Smart e-Police" has the potential to mitigate, though the use of information technology, several internal and external problems faced by police organizations. The internal problems relate to functioning of the police under an archaic legal framework (Indian Police Act 1861) with minimal reforms, shortage of manpower and resources. As a result police personnel often suffer from poor work-life balance, depression, suicides, animosity, lack of public appreciation, lack of transparency & accountability, increased discretion and corruption within organization. External problems include non-professional behaviour, corruption and poor quality of services.

Past attempts at finding partial solutions to these problems suffered on account of following weaknesses:

- Top down approach
- Piecemeal approach.
- Developed by using outdated technology
- Inadequate feedback loops at district/user levels.
- Poor adherence/compliance tracking

"Smart e-Police" helps mitigate the above problems by enabling fusion between old processes and modern technology. It reduces discretion, and restricts avenues for corruption, and also increases transparency and accountability. "Smart e-Police" has features like bottom-up innovation (by market for government instead of top-down innovation by government for government), multilingual, mashing the product by feedback from stakeholders, data-driven top to bottom decision making, reduction of discretion for transparency and accountability reducing corruption by ecosystem trademark approach, self-correcting system based on policies not enforcement, reliance on information push not information pull.

COMPREHENSIVE ONE-STOP SOLUTION

Various modules of "Smart e-Police" achieve these objectives and help optimize efficiency of financial, material and human resources under "One Nation, One App" to integrate the national police system that has been traditionally divided across states. For example, the Leave Management Module of "Smart e-Police" addresses the conflict between having adequate force levels on the ground versus adequate leave for personnel welfare. It reduces discretion by auto-forwarding of leave applications older than one day to a higher level. It increases transparency and accountability by showing the status of leave application to the applicant, automatic accounting of leave and daily email reports about the health of the leave administration system. By trademark graphs providing all required information about the leave applicant it promotes data-driven, systemic and neutral decision making instead of personality-oriented decision making.

Similar "Smart e-Police" innovations deal with a vast variety of dimensions of policing as a state function. This includes resource control, crime against women; duty management, security maps, beat management, court monitoring, criminal database, facial recognition, history and verification, senior citizen safety, vehicle theft, charge sheet admission, citizen grievance etc.

The Smart e-Police project is in the pilot phase at present and is being nurtured by way of receiving, analysing and incorporating feedback from various stakeholders at various levels. The incremental approach is being followed in scale and implementation.

"Smart e-Police" has already been operationalised in all seven districts of Agra zone viz., Gorakhpur, Varanasi, Allahabad, Ambedkar Nagar, Mirzapur, Sonbhadra, Jampur and 8 districts of Government Railway Police (GRP). Smart e police app has seen 17000+ downloads from the Google Playstore with a 4.3/5 rating. "Smart e-Police" has already attracted attention as manifested in FICCI Smart Police Officer Award, 2018 and SKOCH Order of Merit Award, 2019 that it received with in a short period since its launch.

"Smart e-Police" has a strong potential to usher in long overdue changes in methods and procedures of law and order maintenance, police management and training and help in catapulting India as a leader in Smart Policing.



OBJECTIVES

- INJECT THE MUCH NEEDED MODERNISATION IN LAW AND ORDER MANAGEMENT.
- ENHANCE SPEED AND OBJECTIVITY OF DECISION MAKING.
- DEVELOP FEEDBACK LOOPS TO INFORM DECISION MAKERS.