

**PRESS RELEASE**

**OFFICE OF THE COMPTROLLER AND AUDITOR GENERAL OF  
INDIA**

**New Delhi  
23<sup>rd</sup> September, 2020**

**CAG's Performance Audit report on Manpower and Logistics Management in Delhi  
Police" presented**

Performance Audit report on Manpower and Logistics Management in Delhi Police" of Comptroller and Auditor General's Report No. 15 of 2020 – Union Government (Civil) was presented in Parliament here today. The main objective of the Performance Audit was to examine whether the Delhi Police is managing its manpower and logistics efficiently and effectively for the safeguard of Delhites. Another area of emphasis is the examination of the adequacy of infrastructure across all units of the Organisation. The Audit Report primarily covered Law & Order Police (Territorial Police Districts), Security Unit, Police Control Room (PCR), Operations & Communications, Special Cell, Provision & Logistics, IT Cell and Police Head Quarters (PHQ), for a period of six years, from 2013-14 to 2018-19.

Important findings of audit as contained in the report are as under:

**Crime Incidence in NCT of Delhi**

- The incidence of crime registered under the Indian Penal Code (IPC) in the NCT of Delhi during 2019 increased by *275 per cent* from that of 2013. Delhi Police attributed this sharp increase to comprehensive reporting of crimes ("Other Theft" and "M.V Theft") and facility to lodge e-FIRs.
- There was an increase in heinous crimes from 4,159 in 2013 to 5,185 in 2019. Theregistration of heinous crimes increased sharply from year 2013 (4159) to 2015 (11187) however, thereafter it has continuously decreased during 2015-2019, indicating a positive trend.

**Manpower Position in Delhi Police**

- We found functioning of the Delhi police being affected by shortages in manpower. MHA had approved 12,518 posts with advice to operationalise 3139 posts firstand then remaining 9379 posts after deployment of 3139 personnel on ground. However, due to failure of Delhi Police to recruit against these 3139 posts, the remaining 9379 approved posts could not be operationalised (August 2020). Representation of

women in Delhi Police was 11.75 *per cent*, which was much lower than the desired target of 33 *per cent*.

- The housing satisfaction was quite low as there were only 15,360 quarters available for about 80,000 Delhi Police personnel.

### Police Districts

- Only one out of the 72 police stations, test-checked by the audit had staff as per the norms prescribed by BPR&D. In these 72 police stations, we found, there was 35 *per cent* shortage of manpower. Acute shortage of staff has put the police personnel under tremendous strain as their average daily duty hours in the six test-checked police districts (Central, New Delhi, South, Dwarka, North East and Rohini) ranged from 12 to 15 hours against eight hours as prescribed under the Model Police Act 2006.
- Shortage of manpower has also impacts investigation of crimes and bringing criminals to justice.
- Many police stations lacked facilities like barracks, Canteen/Mess, Kitchen, parade/play grounds etc., which are necessary for comfortable working. Facilities for public like reception/waiting areas, toilets, women help desk etc. were also below the required standards.
- Police stations in the selected districts also suffered from shortage of vehicles, which severely limited quick response to law and order situations.

### Police Control Room

- Distress calls are received at the Central Police Control Room via a Computer Aided Dispatch system (PA-100/ERSS-112). Increasing blank calls over the years has been a major irritant affecting the performance of Emergency Response System, however, a satisfactory solution has not been found.
- Several issues like dispatcher load, queuing time, response time etc. have been highlighted which need to be accounted for in an efficient Emergency response system. Some of the parameters have seen improvement with the new system but others remain unaddressed.
- PCR Vans and Tourist MPVs were operating with only 4,144 police personnel against a requirement of 6,171 and 55 *per cent* of the MPVs were operating without a gunman.

### Operations and Communication

- Delhi Police is using a 20 years old trunking system (APCO), which is 10 years beyond its normal life span. Proposals for up-gradation of these sets were initiated 10 years ago but even tenders have not been finalized yet.
- The number of wireless sets under the conventional system declined from 9638 in June 2009 to 6172 in June 2019 as the sets condemned during the period were not regularly replaced.

- Delhi Police has installed 3870 CCTV cameras in entire Delhi at strategic locations. The percentage of cameras functioning satisfactorily is abysmally low, ranging from entirely defunct camera (pilot phase) to 31 % to 44 % defunct cameras in various other phases.

### Special Cell

- Despite being the National Capital's specialized Counter Terror Unit, the Special Cell's Ranges were ailing from deficiencies in terms of availability of vehicles, protective equipment like bulletproof jackets, and arms & ammunition, which are vital for quick in real time response.
- SWAT, the first responder to any armed act by the terrorists, gangsters or anti-national elements in Delhi, was functioning with reduced efficiency in terms of bulletproof jackets as well as specialized training for their all-round development and preparedness.
- The Cyber Crime Unit of the Special Cell was suffering from non-deployment of sufficient number of trained and qualified manpower to efficiently handle the cyber related crimes leading to inadequate disposal of cases in the Cyber Crime Unit.

### Security Unit

- Against requirement of 3896 police personnel for protection of all the Protected Persons (PPs), only 2661 were posted for active duty, i.e., 32 *per cent* shortage of man power.
- Although there was overall shortage of manpower in Security Unit 207 police personnel were assigned permanently for the security of 12 PPs who were not residing in Delhi. Similarly, there were 15 PPs who were residing in neighbouring states, but were provided round the clock security (54 police personnel) by Security Unit. As per the norms, security should be provided by the concerned state governments.

### Digital Initiatives of Delhi Police

- Delhi Police has transitioned to a completely online and real-time version of Crime and Criminal Tracking Network and Systems (CCTNS) at 100 *per cent* locations. However, concerns remain about the quality of data entered into the system as several non-essential fields are still populated by junk data or left blank. Also, the validation of migrated legacy data was still under process.
- Vulnerabilities in the security architecture of CCTNS, largely due to an obsolete technology stack on which CCTNS is based, pointed out in the 3rd party audit have not been addressed.
- Safe and Secure Delhi, an enterprise-wide Data integration and Intelligence gathering project, to be implemented through ₹40 crore funding by the World Bank, was entirely shelved after repeated attempts to finalize vendors failed.

- A joint project of Delhi Police and ISRO-ADRIN (2015) to develop a Decision Support System by mapping crime data and generating actionable information (CMAPS) has since been functioning sub-optimally. The planned project objectives have been abandoned and its utility is questionable.
  - Himmat Plus Mobile App, which is a women safety centric application was launched by Delhi Police in February 2018, as an upgradation of the earlier Himmat App. In spite of sizeable expenditure (₹ 18.5 lakh on development Himmat Plus and ₹6.82 crore on publicity of Himmat and Himmat Plus), response of the users to the App was lukewarm. Out of a total 1.66 lakh installs of Himmat/Himmat Plus App, there were 1.32 lakh uninstalls leaving only about 0.34lakh users as of May 2019 which was much less as compared to users of woman safety Apps of Bangaluru Police (50,482) and Maharashtra Police (84,000)
  - MV Theft web application is also functional but numerous issues were observed with the procurement of applications itself and the subsequent functioning and veracity of data generated via the web application.
- 

BSC/SS/TT