

## 10. Conclusion and Recommendations

### 10.1. Conclusion

In NCT of Delhi, the Delhi Police faces enormous challenges, with the number of registered IPC crimes increasing sharply from 0.80 lakh in 2013 to 2.51 lakh in 2018. The functioning of the Delhi police is affected by shortages in manpower, with more than 11 *per cent* vacant posts, lack of regular/periodical recruitment of Constables and sub-optimal deployment of its existing strength. Representation of women in Delhi Police was 11.75 *per cent* which was much lower than the desired target of 33 *per cent*, despite its gradual increase from 7.16 *per cent* in 2013 to 11.75 *per cent* in 2019.

Only one out of the 72 police stations in the selected police districts had staff as per norms prescribed by BPR&D. Acute shortage of staff has also put the police personnel under tremendous strain as their average daily duty hours in the six test-checked police districts ranged from 12 to 15 hours against eight hours prescribed under the Model Police Act 2006. This shortage also resulted in inadequate number of investigation teams to carry out original work involved in investigating crimes. This compromised the ability of Delhi Police in bringing criminals to justice.

Infrastructure facilities at Police Stations were also inadequate. Out of test checked 72 Police Stations (PS), many police stations lacked facilities necessary for a comfortable working environment such as barracks (None had women barracks, three PS without male barracks, 17 without adequate space), canteen/Mess (four without canteen, 23 without sufficient space), Kitchen, parade/play grounds (47 PS without open space) etc. Facilities for public like reception/waiting area (57 PS lacking proper area), toilets (All 72 PS have common toilets for staff and visitors), women help desk (37 PS have women help desk in open space) etc. were also below the required standards. Police stations in the selected districts also suffered from shortage of vehicles, which severely limited their ability to respond to law and order situations quickly.

The Police Control Room also faced a number of issues such as a huge number of blank calls being received. These blank calls kept the call takers busy, causing abandonment of calls of distress from the public. In addition, time taken to respond to the distress calls was much more than ideal. In 20 *per cent* of the

test-checked cases, the PCR Van took over 30 minutes to reach the scene of incident. MPVs were operating with only 4,141 police personnel against a requirement of 6,171 and 55 *per cent* of the MPVs were operating without a gunman as of December 2018.

The communication system of the Delhi Police was mainly reliant on the 20-year-old APCO system, which has been giving deteriorating performance since it completed its normal life span of 10 years in 2009. Moreover, adequate replacement sets had not been procured for the police personnel and hence the number of functional wireless sets available kept decreasing even though the requirement increased over the years.

During April 2018-March 2019, the percentage of functional CCTV cameras ranged between 55 to 68 *per cent* out of a total of 3870 cameras. During the same period, the percentage of cameras which could be monitored at the Integrated Command, Control, Coordination and Communication Centre (C4i) ranged from 22 to 48 *per cent* only. Surveillance feed from the remaining cameras was not available either due to faulty cameras or network related issues.

The Special Cell was functioning with less than the desired personnel, vehicles, equipment or training. Besides the shortage of four wheelers and two wheelers, the number of bullet proof jackets available were far less than the personnel on operational/active duty.

As of July 2019, Delhi Police was using a completely online version of CCTNS at 100 *per cent* of the locations, but none of the police stations had completed the validation of the migrated legacy data. The 'Safe and Secure Delhi' project failed which resulted in avoidable loss of grants amounting to ₹40 crore.

In comparison with the personal safety applications of Bengaluru Police, Haryana Police and Mumbai Police, 'Himmat' App of Delhi Police had a smaller number of installs and actionable calls, more cluttered user interface, and much higher expenditure on publicity. In addition, six web-applications of Delhi Police were not secure as the communication was not secured using the HTTPS protocol. Also, there were inadequate data validation checks while filling online forms for registering FIR. The IT Cell of the Delhi Police requires trained and skilled personnel to address the growing need of information technology for effective functioning. Moreover, a dedicated IT policy to handle issues like

framing of guidelines, granting centralized approval, and deciding technical specifications is essential to meet the desired pace of growth in information technology required for the Delhi Police.

Addressing the above issues would be a big step in mitigating the shortages/shortcomings, which would enable the Delhi Police to live up to its full potential.

## 10.2. Recommendations

- Delhi Police should periodically assess the vacancies arising out of retirements/promotions envisaged in next two to three years. The system should be modelled towards regular, preferably annual recruitments against vacancies arising due to retirements, promotions and sanctions received from MHA, to avoid critical shortfalls and inadequate training facilities if too many personnel are recruited at same time.
- Police Stations, the basic and cutting-edge unit of policing, were reeling with 35 *per cent* shortages while District Headquarters have surplus staff. Delhi Police and MHA should closely examine deployment of the force other than at police stations and rationalize deployment to reduce the shortages at Police Stations. Similarly, deployment of vehicle needs to be rationalised.
- Delhi Police should assess the conditions in the functional spaces in the police stations and plan for their upgradation in time-bound manner to meet BPR&D norms.
- IVRS has aided in filtering out the enormous number of Blank calls however, it automatically disconnects the call unless caller appropriate response is given. This may be counter-productive in cases of serious emergencies. The Delhi Police should consider situation prevailing internationally. The intentional blank callers be penalised to avert them from misuse of system.
- Delhi Police should ensure that the vehicles marked for MPV fleets are utilised solely for the laid down purpose and not used by officers, PCR line, etc., which are not involved in responding to the distress calls on day-to-day basis. Further, these MPVs should be adequately manned and equipped as well.
- Delhi Police may consider outsourcing the call receiving jobs at Police Control Room to a private operator with due regulations in place. This would relieve

large numbers of police personnel, deployed on call taker positions and would enable them to carry out core policing functions.

- Delhi Police must give utmost priority to upgradation of communication system which is 20 years old and has outlived its life 10 years back.
- Delhi Police should implement IT projects in an iterative manner with staggered timelines and sufficient gaps for learning and feedback from user units and stakeholders.



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