5.   Police Control Room

5.1.   Introduction

The Police Control Room (PCR) Unit of Delhi Police aims to provide quick police assistance to public in need/distress by the quickest means and in the minimum possible time. The PCR Unit consists of the Central Police Command Room (CPCR) and Mobile Police Posts[35] (MPPs). All calls on Police emergency number 100, Help-lines (Crime Alert-1090, Women & Child Helpline-1091; Sr. Citizen & Student Helpline-1291 etc.) and 112[36], are received in CPCR from where they are dispatched to the nearest Mobile Police Post which, being the first responder, reaches the spot quickly and takes appropriate action. The PCR Unit is responsible to cover entire Delhi as field support units for handling distress calls, law and order arrangements and securing VVIP routes. The PCR Unit is headed by the DCP/PCR and is operationally divided into six Ranges (each headed by an ACP) and 15 zones (each headed by an Inspector). Delhi Police CPCR was using Police Assistance-100 (PA-100) system for last 10 years, and has implemented Emergency Response Support System-112 (ERSS-112) system (as replacement of PA-100 system) from September 2019. Under this system, all the existing emergency numbers like 100 (Police), 108 (Ambulance), 181 (Woman and Child Care) etc. will be gradually integrated to unified number 112. Prior to full-fledge setup of ERSS-112, '112' emergency number was mapped (July 2017) to PA-100 system.
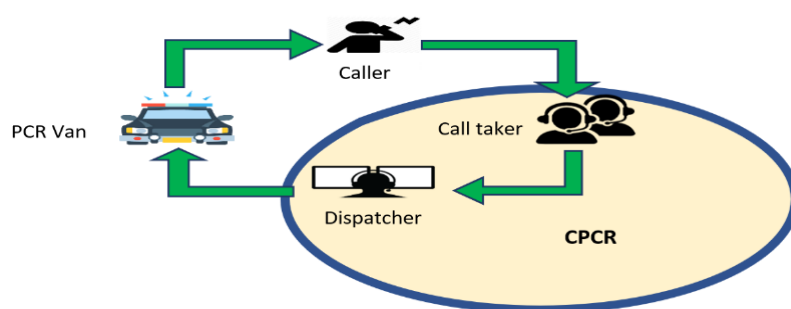

Figure 5.1: Flow-diagram of call to Delhi Police Control Room

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[35]   Mobile Patrol Vans (MPVs) and PCR Motorcycles to function as a "Mobile Police Post".

[36]   112 is a Pan-India single number (112) based emergency response system for citizens in emergencies. Each State/ UT is required to designate a dedicated Emergency Response Centres (ERC) to handle emergency requests. 112 is a globally recognized single emergency number, adopted by most of European countries, common wealth nations and mapped to emergency numbers in USA and Canada. Most of Phone handsets are manufactured with pre-programmed 112 as emergency number to be dialled with single key press. Telecom Regulatory Authority of India (TRAI) allotted this number for the purpose of single emergency number in India in May 2015.

Audit primarily examined the performance of the PA-100 system, which was later replaced with ERSS-112 in September 2019. Audit also did (March 2020) a preliminary review of ERSS-112 to examine if the issues seen in PA-100 system have been resolved in ERSS-112. On a preliminary review of ERSS-112 system, it was observed that a few issues observed in PA-100 system have been rectified whereas some issues still remain in the new system. When a caller dials the 100/112/Helplines, the call is received by an operator ('Call taker') in the CPCR, who then types the information on PA-100 (till September 2019)/ERSS-112 (September 2019 onwards) console, which is then sent to a 'Dispatcher' along with other units (depending on the type of complaint). It is the Dispatcher's job to locate the closest Mobile Patrol Van (MPV)/PCR Van and inform about the incident.
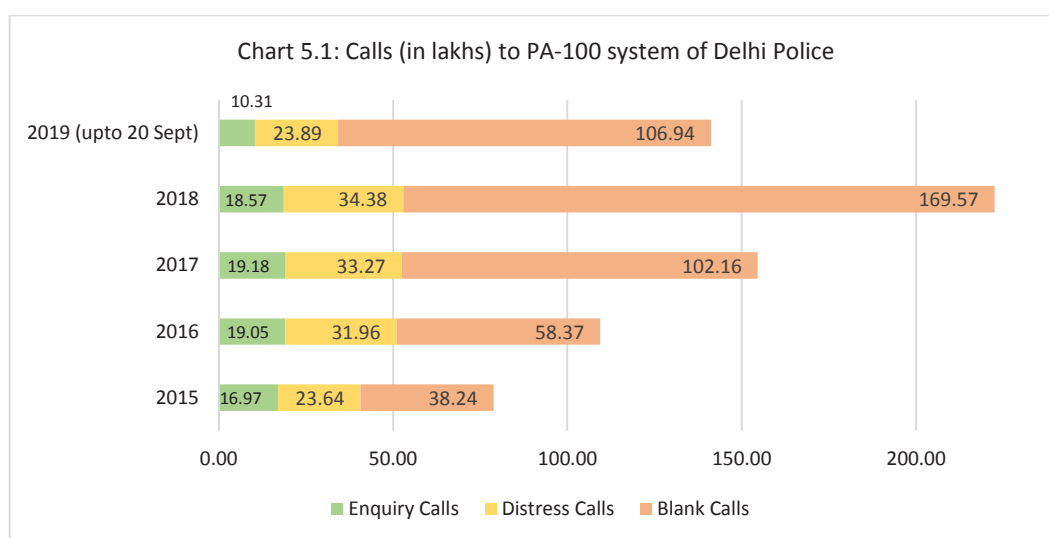
The MPV, once it reaches the site where a police intervention is sought, gives a ground report/ "Haalaat" to the CPCR (Dispatcher). In case medical assistance is required, it is the MPV which provides it, either by providing initial first aid or rushing the injured to a nearby hospital.

Audit observations regarding the functioning of the PCR Unit are given in the following paragraphs.

5.2.   Central Police Control Room (CPCR)

The Central Police Control Room of Delhi Police receives mainly three types of calls: Distress Calls, Enquiry calls and Blank Calls. While police action is initiated for distress calls, enquiry calls are disposed of by call takers themselves and Blank calls are not acted upon.

The trend of calls received at CPCR during 2015-2019 is given in Chart 5.1.

Chart 5.1: Calls (in lakhs) to PA-100 system of Delhi Police

Year	Enquiry Calls	Distress Calls	Blank Calls
2019 (upto 20 Sept)	10.31	23.89	106.94
2018	18.57	34.38	169.57
2017	19.18	33.27	102.16
2016	19.05	31.96	58.37
2015	16.97	23.64	38.24

Source: Information obtained from CPCR, Delhi Police

As observed from the Chart above, there was a steep increase in the number of calls made to CPCR from 2015 to 2019. The percentage of blank calls to total calls increased from 46 *per cent* in 2015 to 77 *per cent* in 2018 and 72 *per cent* in 2019 (up to 20th September 2019). During the year 2018, more than 2.2 crore calls were received at CPCR. However, out of the 2.2 crore calls, around 1.7 crore calls (i.e. 77 *per cent*) were blank calls.

It is evident that the steep increase in calls to PA-100 system was primarily due to a huge jump in the number of blank calls (343 *per cent*), as there is nominal increase in enquiry (9.4 *per cent*) and distress calls (24.4 *per cent*) during the same period.

Audit analysed in detail the calls received during the period of one week from 22nd-28th May 2019. During this period, 4.50 lakh calls were received at CPCR. Out of these, 80 *per cent* of the calls were blank calls, 14 *per cent* were distress calls and six *per cent* were enquiry calls.

Upon further analysis, it was discovered that 52.35 *per cent* and 47.65 *per cent* of the total calls at CPCR were made to '100' and '112' respectively. However, 99.69 *per cent* of calls received at '112' were blank calls. Thus, 99.83 *per cent* of the distress calls which required police intervention, were received at the phone number '100'.

Blank calls to 112

As discussed above, 99.69 *per cent* of the calls received at '112' in PA-100 system were blank calls, and this was attributed to technical issues in mapping of 112 with the PA-100 system of CPCR, which remained unresolved till date since the mapping in July 2017. In order to filter out the blank calls, Delhi Police adopted Interactive Voice Response System (IVRS) wherein the moment one dials 112, the caller has to press '8' to connect with the call taker, else the calls automatically get disconnected. Audit observed that in February 2020, ERSS-112 system registered 1.27 crore incoming calls out of which 1.23 crore calls (i.e. 96 *per cent*) were rejected by IVRS system, and only 4.56 lakh calls were attended to by the call takers. Audit is of the view that IVRS has aided in filtering out the blank calls but in case of serious emergencies, it may adversely affect the response time and lead to difficulty/confusion to the person in distress, especially those who are not technology savvy. An analysis of the IVRS employed in the '911' response center (in USA) revealed that the system presents the caller with a simple selection menu. In these cases, the 911 IVR

answers the phone with a statement "If this is not an emergency, call the police at...". If there is an emergency, an option is presented to press "1" or simply wait and the next available 911 operator respond to the call. However, IVRS in ERSS-112 system automatically disconnects the call unless caller press "8", which is not intuitive and may be counter-productive.

Ministry of Home Affairs should take up the matter of enormous number of blank calls landing at 112 with Department of Telecom (DoT), so that the issue can be resolved in a more efficient manner.

Blank calls to '100'

Audit analysed the call data for one week from 22nd-28th May 2019 and observed that 61.27 *per cent* of the calls received at 100 during the period were blank calls. Out of 1,44,484 blank calls to '100', 45,362 calls were from 3696 callers only, who were responsible for repeated blank[37] calls during the period. Amongst these 3696 repeated blank callers, there were few callers from whom huge number of blank calls were generated and 20 *per cent* of these 45,362 blank calls were received from 15 callers only (details in Annexure 5).

Blank calls to emergency numbers cause congestion in the network, waste time and resources, and increases the response time required for the Delhi Police to address genuine distress/enquiry calls. Audit observed that the Delhi Police has not taken any action to identify the callers who were responsible for the repeated blank calls and for hindering the functioning of CPCR and thereby obstructing smooth functioning of the duties of government servants.

It was also observed that though PA-100 administrator console has the option to generate letters to those responsible for blank calls, the same was not being put to use.

To prevent abuse of emergency numbers, the Delhi Police may consider forming a graded response policy in which thresholds for the number of blank calls from individual numbers may be set for action to be taken by the Delhi Police. It may include automated text messages to the caller as warning, followed by enquiry and punitive action, if required.

The Government replied (July 2020) that the recommendation is noted. The Delhi Police, in its reply (June 2020) mentions the ageing system and obsolete hardware as reasons for suboptimal performance of the system. The reply also

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[37]   More than one blank call from these 3696 callers

mentions that ERSS-112 has been instituted to replace the PA-100 system and to address the drawbacks highlighted in PA-100. The reply mentions that the only tenable reason for blank calls is inadvertent press of power button, resulting in SOS call (Call to 112).

The issue remains important nonetheless as Delhi Police needs to analyse and identify whether high number of blanks calls are landing at ERSS-112 (and filtered out by IVRS) from different number callers or from same callers as was observed for '100'. Also, IVRS in ERSS-112 system automatically disconnects the call unless caller press "8", which is not intuitive and may be counter-productive. Moreover, the reply was silent regarding audit observation on huge number of Blank calls from few numbers on Emergency number '100'.

Abandoned calls

Audit also observed that several calls to CPCR are also getting abandoned as the calls were not reaching/or being answered at the call taker position. On detailed analysis of calls to '100' during the period of one week from 6:00 AM, 22nd May 2019 to 6:00 AM, 29th May 2019, it was observed that 5.5[38]*per cent* of the calls were abandoned (not answered) at CPCR. Within the abandoned calls, 64 *per cent* calls were abandoned without an alert, i.e., while waiting in queue. This is probably due to the large number of calls received and congestion in network, for which the blank calls are a major factor. The probable reason for the remaining 36 *per cent* calls being abandoned after alert is that either the call takers are not available despite being logged in or the call is disconnected at the caller's end after waiting.

Delhi Police should ensure that appropriate action is taken to minimise the blank calls, and that the requirement of number of call taker positions is reviewed regularly to prevent calls getting abandoned while in queue.

The Government in its reply (July 2020) mentions that, in the current system (ERSS-112), the emergency calls are routed to IVRS to avoid the calls being abandoned and that such incidents have reduced. However, the premise of an emergency response system is minimal response time, which is likely to be affected due to routing to IVRS. While the initiative is in positive direction, the related parameters (shift wise average waiting time, maximum waiting time, logged-in agents) require further analysis by Delhi police.

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[38]   i.e. 11,350 of the total 1,95,419 calls

5.2.1. Call takers

When a caller in distress dials Police emergency numbers (100, 112 or other police helplines), the call is automatically assigned to a call taker designated for that emergency number, based on the availability. As a call alert is raised on the call taker's console, the call form is automatically populated with unique CPCRDD Number and other information (Date & Time and Phone number along with the name and address registered with the phone number) through CLI (Calling Line Identification). In case it is unavailable, the details are to be filled manually by the call taker.

Subsequently, the complaint type is selected through a dropdown menu (from the 107 crime heads), incident address and complaint details are typed in the form and the jurisdictional police station is selected. On the basis of the complaint type, the system assigns priority type to the call, which can be escalated by the call taker if required. Similarly, on the basis of the complaint type, the system automatically chooses the units to whom information shall be escalated and communicated, and the list of such units can be expanded by the call taker.

During joint visit to CPCR and demonstration by Delhi Police, following was observed regarding functioning at call taker positions:

Use of mix of Hindi/English by call takers:

It was observed that primarily, the incident details and incident address which are entered by the call taker are transliterated from Hindi to English, which severely limits the comprehensibility of details 'as typed' by the call taker. Moreover, the different call takers use different combination of alphabets to represent a letter, use or omit connecting phrases, verbs etc. Few illustrative challans are given in Figure 5.2.

Since Delhi Police was also undertaking initiatives involving analytics, in which one of the primary data sources would be CPCR call details, data quality in PA-100 consoles is essential. Interpreting the challans through a software utilizing natural language processing algorithms (which utilize statistical analysis of standards texts with definitive grammatical rules and syntax), would not be possible if the details are entered in such manner.

Figure 5.2: Illustrative Challans depicting mix use of Hindi English, which makes it incomprehensible

Source: Challan details obtained from Delhi Police

The Delhi Police replied (June 2020) that the audit observation is commendable and that the process of text to speech conversion and its standardisation is now being done in ERSS-112 project.

Categorization of distress calls

It was observed that 24 *per cent* of the distress calls during the period of 22nd-28th May 2019 were categorised under **'Miscellaneous'** category by the call takers, despite there being 107 categories for classification of distress calls.

On further scrutiny of randomly selected 100 challans under Miscellaneous category, it was observed that 25 calls could have been classified under one of the existing categories such as molestation, threat to women, snatching, cow related, kidnapping, accident, missing person, burglary, gambling and detection of missing vehicle. Since the priority of calls classified under 'Miscellaneous' would not be immediately known, and dispatcher as well as field personnel would be dependent on the details recorded by the call taker, proper classification of distress calls is essential for prompt response.
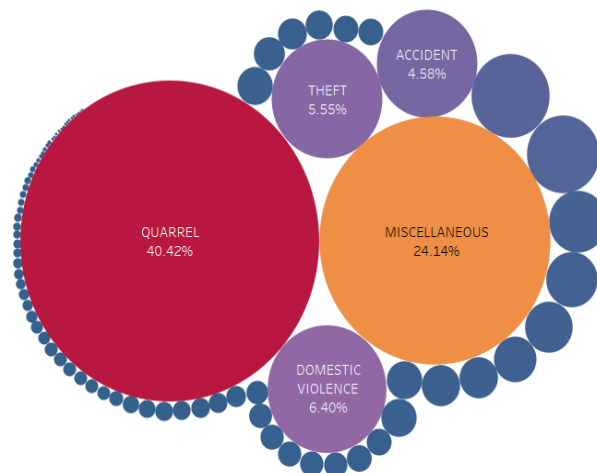
Figure 5.3: Breakup of Calls into Categories

Moreover, audit observed from the test-check of 100 challans that multiple calls belonged to some common and specific categories (grievance against police (7), parking (5), domestic feud (7), business-client dispute (6), labour grievance (7), grievance against civic agencies (6), but were not yet defined in PA-100 console.

Further, it was observed that certain heads for distress calls were impractical and were not fit to be used at call taker positions e.g. 'Missing person-false alarm, which should be recorded as only 'Missing person' by call taker and on basis of situational reporting by MPV to dispatcher, may be updated to 'Missing person-false alarm' by the dispatcher. Also, audit observed that the calls were currently not being re-categorized at dispatcher position after situational reporting from MPVs.

Thus, Delhi Police may consider designing a two-tier classification for the distress calls, in which the call takers may assign the first level i.e. broad category and dispatcher may assign second level i.e. specific category on receipt of 'halaat' report (situational report) by the MPV.

Delhi Police replied (June 2020) that now an Inspector has been assigned responsibility to check deviations in the call categorisation. Regarding the Recommendation of assignment of detailed category by the Dispatcher, no specific reply was given.

Delhi Police may consider implementing a two-tier categorisation of distress calls, wherein call takers would assign a broad category and dispatcher would update the detailed category after receipt of 'halaat' report. Also, the call

categories should be regularly reviewed to ensure that the number of calls categorised under 'miscellaneous' is minimised.
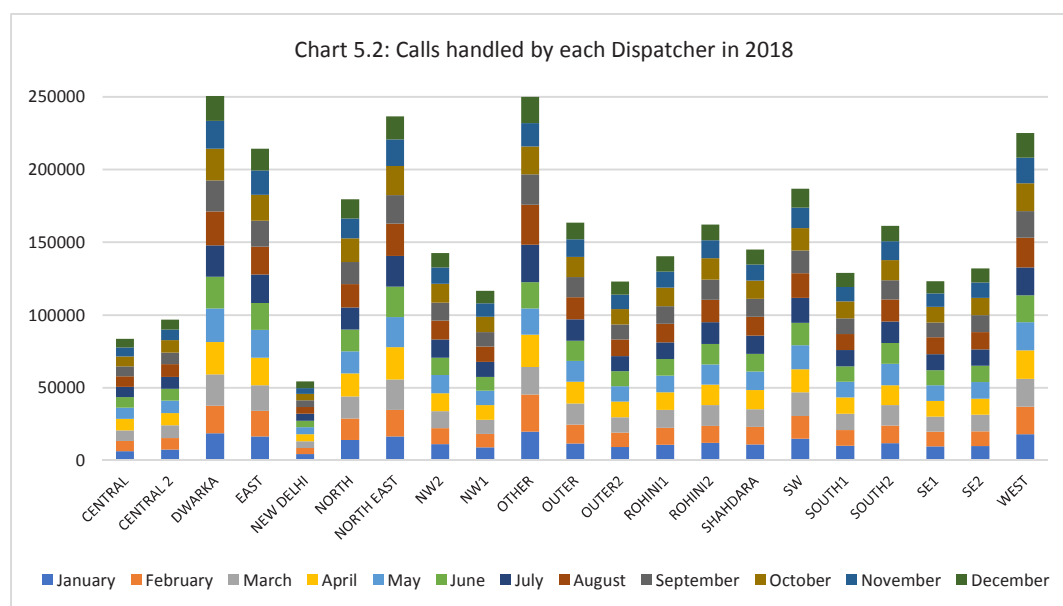
5.2.2. Dispatchers

In CPCR, there are 20 dispatcher positions and each of them is responsible for communicating to MPPs (PCR Vans and Motorcycles) in the geographically divided zones assigned to them. On the basis of the police station concerned, the challan is transferred to the specific dispatcher responsible for that area.

On the dispatcher's console screen, a summary of all queued calls (i.e. where PCR Van is yet to be informed) and in-progress calls (i.e. where PCR Van has been informed but is yet to revert back with the status) is available. This information is colour coded based on the priority[39] of the call.

Unequal distribution of calls to Dispatchers

Audit observed that since the jurisdiction of dispatchers is fixed geographically (entire PCR zone or part of a zone), there is huge variation in the call load between dispatchers as given in Chart 5.2.

Chart 5.2: Calls handled by each Dispatcher in 2018

Source: Information obtained from CPCR, Delhi Police

Since calls pertaining to a particular area are assigned to a specific dispatcher, a high number of calls in that area would result in later calls ending up in queue, while some other dispatcher, assigned to another area, might be free and available at that point of time.

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[39] Priority is linked to the type of complaint and call taker may increase the priority, if required.

The Delhi Police replied (June 2020) that care shall be taken to ensure equal distribution of calls to each channel in future.

Delhi Police could consider devising a mechanism by which challans in queues are transferred to other available (free) dispatchers dynamically, to ensure that an MPV is informed about the distress call with minimum delay.

Haalaat Report

The actual response time of Police to distress calls is computed as time of MPV reaching the incident location after the distress call was made. It was however observed during analysis of call records that the time of MPV reaching the place of incident was recorded in only 2.54 *per cent* of the calls. Also, a test-check of the log books of 30 MPVs showed that the exact time of reaching the place of incident is not recorded by the MPV in-charge. In the absence of details regarding exact time of MPV reaching the spot, the actual response time cannot be computed and senior management cannot reliably monitor the performance of the PCR Unit and take decisions to optimise the resource allocation on the basis of such data.

Delhi Police should ensure that the time of reaching of MPV at the caller location is always recorded in the call book register as well as informed to the dispatcher. This would allow the senior management to assess the exact response time of MPVs of various zones and accordingly deploy the resources optimally.

5.2.3. Response Time

The Central Process Control Room acts as the link between aggrieved person/caller and MPPs, and in case of urgency, time taken by CPCR to inform the MPPs plays a vital role. Audit analysed the data pertaining to calls received during the period 22nd-28th May 2019, to calculate the time taken by CPCR from receiving the distress call to informing the MPP about the crime. It was found that information related to 84 *per cent* of the distress calls was communicated to MPPs within 10 minutes, i.e., CPCR took more than 10 minutes to identify and inform an MPP in respect of 16 *per cent* of the calls.

It was further observed that the PCR Van reaching time was recorded in only 1401 cases, out of which only 45 *per cent* of the calls were responded to by PCR Van within 10 minutes and 80 *per cent* of the calls were responded to by PCR within 30 minutes, i.e., MPP did not reach the scene of incident even in 30 minutes in 20 *per cent* of the calls.

Chart 5.3: Time taken to inform MPV
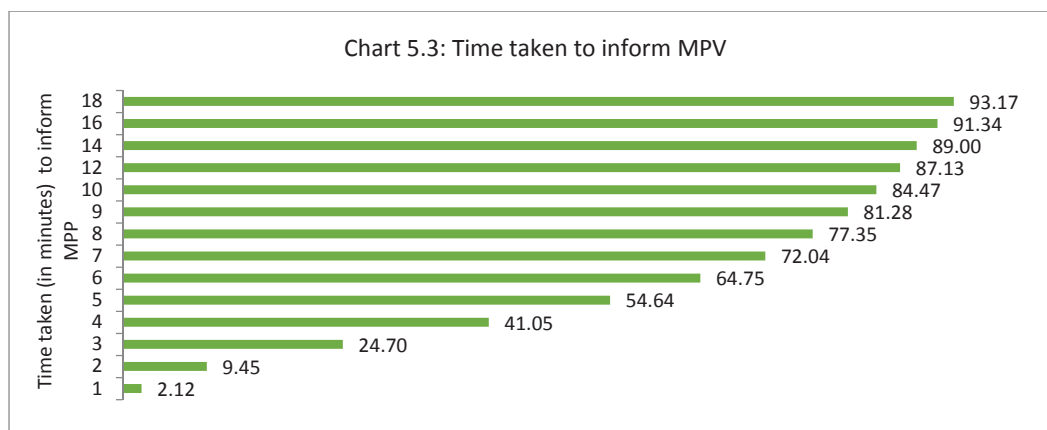
Source: Information obtained from CPCR, Delhi Police

It was also noticed that in response to the High Court's order, the Delhi Police had filed an affidavit stating that the response time of Delhi Police is 5 minutes in 80 *per cent* of the cases. However, methodology for arriving at this was not provided to Audit. Since audit's calculation regarding response time of the Delhi Police is displaying huge variance with Delhi Police's affidavit in High Court, the Delhi Police must ensure that the PCR Van reaching time is recorded for all the calls to allow senior management to monitor the performance of CPCR and make appropriate decisions. Delhi Police should also disclose the methodology used by them in calculating the response time, on the basis of which the High Court affidavit was filed.

With regards to the response time, the Delhi Police, in its reply (June 2020), acknowledged the lacuna in the PA-100 system and stated that the same has been resolved in the ERSS-112 system.

Audit analysed the data for February 2020 from ERSS-112 system and found that the vehicle reaching time is now automatically logged in via information conveyed by Mobile Data Terminal (MDT) as the vehicle reaches the distress caller. Further, it was found that 91.4 *per cent* of the calls was responded to between 0-10 minutes and 6.7 *per cent* of the vehicle reached the distress caller between 11-20 minutes. This indicates improvement in performance of PCR Unit after implementation of ERSS-112.

5.3.   Mobile Police Posts (MPVs/PCR Motorcycles)

The prime objective of MPVs/Motorcycles is to immediately respond to a distress call to assist the caller within the shortest time possible. On receipt of instruction from dispatcher at CPCR to reach the scene of incident, the MPV/Motorcycle proceeds to the spot and confirms the incident and sends the

details back to CPCR and also to the District Control Room. The MPV/Motorcycle waits for the local police and preserves the scene of crime till their arrival. The MPVs/Motorcycles also take part in all the route arrangements of VVIPs/VIPs and other visiting dignitaries.

In the wake of the 28th November 2008 terrorist attack in Mumbai, Delhi Police had requested (December 2008) MHA for sanction of 370[40] MPVs in addition to its then sanctioned fleet of 630 MPVs in order to improve its response time to distress calls, law and order situations etc. The MHA accorded (February 2013) the sanction after a period of five years. Afterwards, on the basis of decision of High-Level Committee, MHA decided that there should be one MPV for every one km^2 area, and Delhi Police submitted (March 2018) a proposal for sanction of 541[41] MPVs in addition to the existing sanction of 1000 MPVs. This proposal was, however, pending for approval of MHA as on July 2019.

Delhi Police replied (June 2020) that the proposal is under consideration. The Government replied (July 2020) that 4444 new vehicles have been authorised. However, the reply was not specific as to whether these 4444 vehicles included the 541 MPVs.

Government should expeditiously take a decision regarding the proposal for sanction of additional 541 MPVs, since the shortage of MPVs adversely affects the efficiency of PCR Unit of Delhi Police.

5.3.1. Shortage of MPVs

Further, it was observed that against sanction of 1000 MPVs, the PCR Unit was functioning with only 843 MPVs (as on 1st May 2019) and the MPV fleet has been declining continuously over the last three years. This is primarily due to the fact that the Delhi Police has not purchased any additional vehicles for the PCR Unit in the last four years and only replacements have been purchased for the vehicles condemned. Further, though the vehicles of the PCR fleet were condemned and replacements were also purchased, new vehicles purchased were allotted to other units instead of the PCR Unit on many occasions, resulting in decline in PCR fleet size.

[40]   Additional 3684 posts were also proposed to operate these additional 370 PCR Vans
[41]   1483 Vans for 1483 km^2 area of Delhi + reserve, proposal for additional 7723 posts for these 541 PCR Vans was also submitted

Thus, against assessed requirement (August 2016) of 1541 MPVs and sanction (May 2013) of 1000, the PCR Unit of Delhi Police was functioning with a depleted fleet of only 843 MPVs (May 2019).

During the last five years from 2015 to 2019, while the number of MPVs with PCR Unit has been falling continuously from 1002 to 843, the number of distress calls have continuously increased from 26.23 lakh in 2015 to 29.86 lakh in 2019. The details are given in Chart 5.4. As a result, the annual average number of distress calls per MPV has increased from 2,618 in 2015 to 3,542 in 2019.

Further, out of total 843 MPVs (as on 1st May 2019), only 81 *per cent,* i.e., 685 were actually deployed on active/operational duty in field. The remaining 19 *per cent,* i.e., 158 MPVs, were attached with officers, diverted to other units, under condemnation process etc.

Chart 5.4 : PCR MPVs Fleet
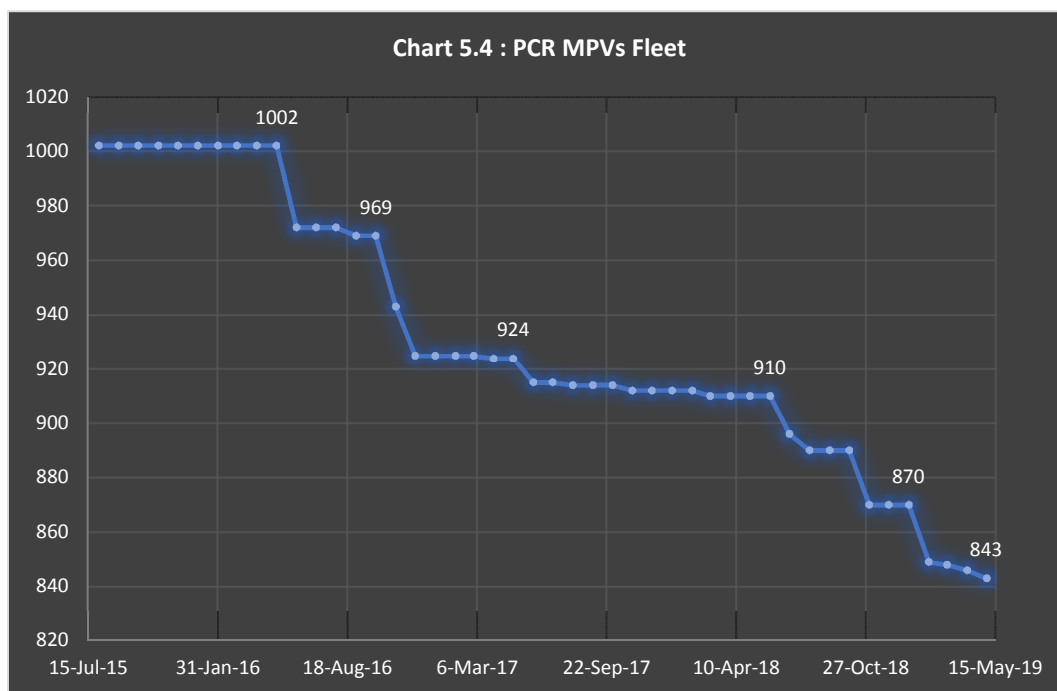
Source: Information obtained from PCR Unit, Delhi Police

Audit is of the view that since the PCR Unit as such was facing shortage of MPVs and entire sanction of 1000 MPVs was meant to attend to distress calls from public, diversion of MPVs to other units and assigning of these MPVs to officers/offices is not justified.

Delhi Police replied (June 2020) that at present, there are 871 vehicles in PCR Unit, out of which 715 vehicles are deployed as MPVs and 61 vehicles are on operational duties by ACsP, Inspectors, and checking officers in the field. Audit is of the view that all the vehicles of PCR Unit should be deployed to fulfil the

current sanction of 1000 MPVs, and Delhi Police should seek separate sanction for the vehicles required by ACsP, Inspectors etc.

Delhi Police should ensure that the MPV fleet is operating at its maximum sanction, and all available MPVs are utilised/deployed for the assigned roles only.

5.3.2. Types of MPVs

In recent years, the PCR Unit has introduced specialised MPVs, i.e., 32 Parakram Vans, 15 All Women MPVs and 15 Tourist MPVs.

Parakram Vans	as first responder for incidents requiring armed intervention and to add further anti-terror backup in the city for situations warranting armed response and deployed in important vulnerable locations, i.e., high footfall area and crowded places
All Women MPVs	stationed outside colleges and metro stations
Tourist MPVs	stationed at spots frequently visited by tourists to assist the them

These specialised MPVs were generally stationed at their designated locations and have specific responsibilities. However, while assessing the requirement of 1541 MPVs for entire Delhi, the proposal was not clear as to whether these specialised MPVs have been considered as a regular PCR Van or not. Since these specialised MPVs generally do not attend to distress calls, the Delhi Police may consider seeking sanction for these also seperately. Reduced mobility would result in lowering the crime fighting effectiveness of the Delhi Police.

Delhi Police replied (June 2020) that as suggested by audit, Parakram Vans will be utilized as PCR MPVs once the additional vehicles are allotted, which is likely to be done shortly.

5.3.3. Equipment in MPVs

As per the prescribed norms, MPVs fitted with wireless sets and equipment and manned by police personnel have to be located at different strategic points all over Delhi. A total of 38 equipment has to be kept in a MPV to facilitate the police personnel in performance of their duty. Scrutiny of the details provided by 15 zones of PCR unit revealed that there was shortage of five important items (Chart 5.5).

Chart 5.5: % of MPVs in which items were not available
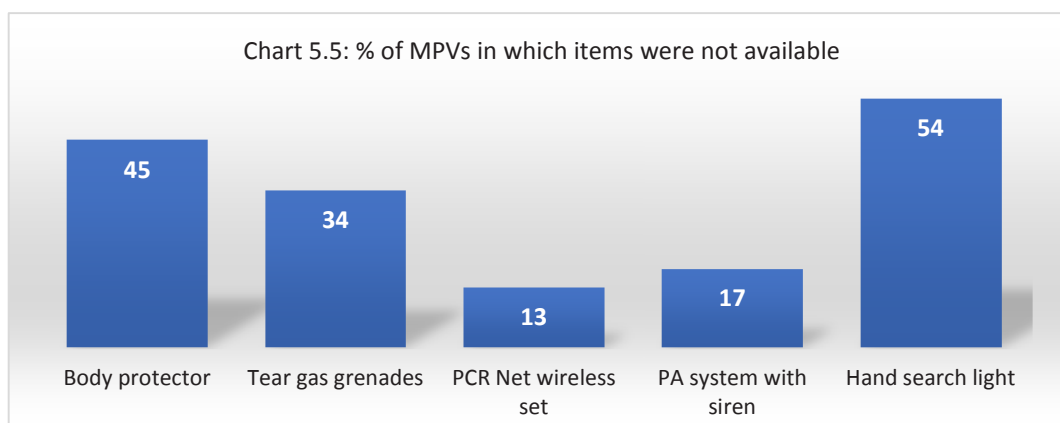
Source: Information obtained from CPCR, Delhi Police

Regarding Parakram Vans, which have been launched for situations warranting armed response, adequate protective gear should be provided to the police personnel in these Vans for full protection from any assault/terrorist attacks. Audit observed that while three Bulletproof (BP) Jackets were to be provided for three commandos in each of the 32 Parakram Vans in 10 zones, 18 Parakram vans in seven zones were operating with only 26 BP jackets against the requirement of 54 BP Jackets. Also, there was shortage of equipment like Ballistic glasses/goggles, half finger gloves, Advanced Tactical Elbow, Advanced Tactical Knee pads, Baton Stun Gun, Pepper Spray, and Camera Clip.

Delhi Police replied (June 2020) that the equipment in the Prakaram Vans are under active consideration for procurement.

Delhi Police should ensure availability of all the required gear and equipment for all the Parakram Vans as per the prescribed norms.

5.4.   Manpower for PCR Unit

The total sanctioned strength of police personnel for PCR Unit was 8422 against which actual strength was only 5,456 (March 2019). As per the prescribed norms, each PCR MPV is to be manned by a minimum of three police personnel in three shifts of 12 hours each. Accordingly, 6171 police personnel were required for 653[42] PCR MPVs.

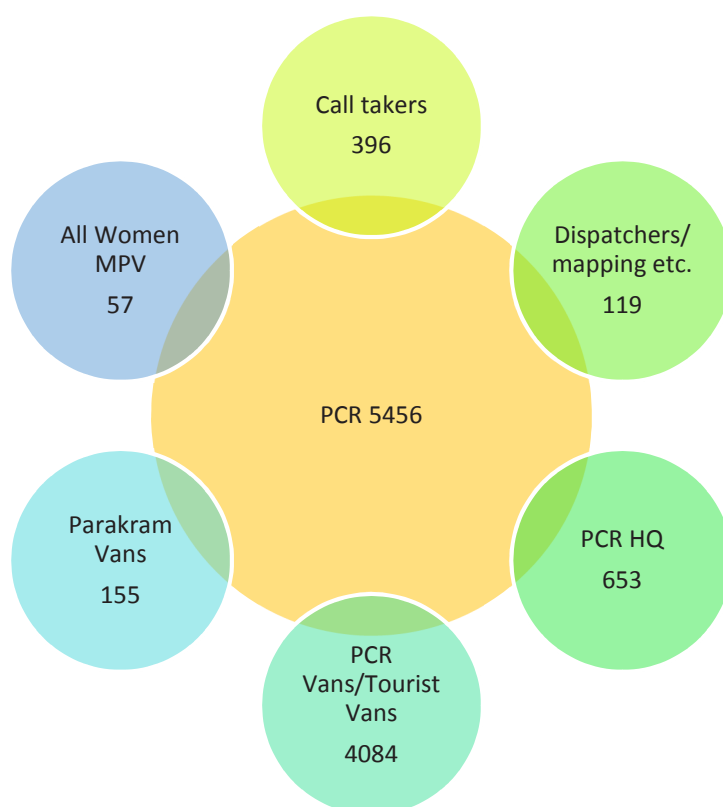[42]   As on 12 March 2019 (Excluding 32 Parakram Vans)

Figure 5.4: Manpower available in PCR Unit

However, these 653 MPVs were operating with only 4,141 police personnel, which indicates that either the MPVs are operating with less than three police personnel or the police personnel are doing longer duty hours. Also, 55 *per cent* of the MPVs were operating without a gunman (as on 1st December 2018).

Delhi Police must ensure that all the operational MPVs are manned by minimum required number of police personnel including gunmen, to ensure that they are adequately capable to handle any sort of emergency or incident while attending to distress calls.

Besides the MPVs, 396 police personnel were deployed on call taker positions in CPCR. Audit observed that the Police departments of Madhya Pradesh and Uttar Pradesh have outsourced the call taker positions.

Delhi Police may also consider outsourcing the call taker positions to persons, who are duly trained in soft skills and call centre related tasks. These functions can be outsourced to the private sector with due regulations in place. This would help in relieving at least 396 police personnel currently deployed on call taker positions and enable their deployment elsewhere for core policing functions

Delhi Police in its reply (June 2020) accepted the fact that due to shortage of staff, gunmen are deployed only on MPVs stationed at vital installations and sensitive areas. Thus, immediate steps should be taken to ensure that staff is made available for deploying gunmen in each and every MPV.

Delhi Police in its reply also accepted that if the proposal to replace the permanent staff with outsourced manpower is finalized, 556 Head Constables/Constables can be spared, but the matter has to be dealt at higher level due to sensitivity of certain issues (there are regular VVIP movements and calls regarding routes and arrangements are received by the call takers).Regarding the sensitivity concern, it is to be mentioned that the Police departments of Madhya Pradesh and Uttar Pradesh have already outsourced the call taker positions. Besides, Delhi Police may consider dedicated call taker positions for such enquiries regarding VVIP routes and arrangements, which can be manned by police personnel.