

Chapter V

**Monitoring and
Supervision**

Chapter-V: Monitoring and Supervision

The system provided for monitoring and supervision through the following:

- Action Taken Report recorded through Mobile Data Terminals in the First Response Vehicles,
- Feedback by the Station House Officer or the *Thana Prabhari*,
- Net-viewer facility which gives supervisory officers outside the control room, an overview of the current operational status,
- Sample checks in the field by the Superintendents of Police in each District.

Our audit showed that Action Taken Report (ATR) was filled in 79 *per cent* events against 61.4 lakh events. Feedback was filled in 112 events (11 *per cent*) out of 1000 chronologies of events in selected eight districts. Net viewer facility was not utilized in 89 *per cent* login days. Gazetted officer/Police Station in-charge did not perform the duty on a FRV in a shift for one day or night in a month in selected districts.

5.1 Action Taken Report through MDT

The police personnel are required to fill the Action Taken Report (ATR) through Mobile Data Terminals (MDTs) after attending the event assigned and submit it to the district Police Control Room. The Police Control Room is required to monitor the ATR submitted by the FRV on the portal. ADG (Telecom) Bhopal also issued (October 2017) instructions to the SPs of all districts to update correct and complete action taken on the event by the PCR/PS of the districts.

We found that out of 61.4 lakh events dispatched during January 2018 to September 2020, ATR was filled in 48.2 lakh events i.e. 79 *per cent* against the norm of hundred *per cent*. Verification of 1000 chronologies in eight districts sampled in audit showed that the compliance was lower at 38 *per cent*. In addition, we found incomplete entries in 29 *per cent*. It may be recalled that only six *per cent* of MDTs were not used (para 4.2.1) and the sequential data was not being filled in 45 *per cent* of the events.

The Government stated (August 2021) that the filling of ATR was required to close the event assigned to the FRV. In many scenarios, the event was handed over to the police station and was not predictable that the event would be followed by any FIR or not. Hence, it was not possible for the FRV staff to fill all the columns of ATR. The monitoring of filling of the ATR was being done by the District PCR.

5.2 Feedback by Station House Officers (*Thana Prabhari*)

In January 2018, instructions were issued to constitute a feedback desk at Police Control Rooms (PCR) in all districts. Further instructions were issued (June 2019) to all Station House Officers (SHOs) to upload feedback of all the events related to Police Stations in an Integrated portal (<https://feedback.mpdial100.in>). All the SHOs were provided with a user ID and login password to access the feedback system and upload the information regarding events pertaining to police stations.

We noted that:

- Against the requirement of feedback on 3.2 lakh events of January and February 2020, feedback was found recorded against 2.0 lakh events. Entries were found to be less than 90 *per cent* in 545 Police Stations of 42 districts.
- In selected eight districts, feedback was filled in 112 events out of 1000 events.
- District PCR did not constitute feedback desk in eight selected districts.

Thus, the feedback mechanism was not fully functional across the districts. The Government assured us (August 2021) that with increasing training, the feedback would improve over the period.

5.3 Net Viewer Facility

Net-viewer facility gives users, outside the control room, an overview of the current operational status, showing active incidents and available resources, both in list form and on the map display, in order to monitor the performance of FRVs. The System Integrator provided 1500 user licenses of Net Viewer costing ₹ 3.31 crore for different levels of officials¹ of the department. ADG (Telecom) Bhopal issued (July 2016) instructions to the SPs of all districts for maximum utilization of Net-viewer software and to provide training in its use. The SPs were also to make sample checks periodically on its use by subordinate ASPs and to take corrective measures.

We found that against the available 25.2 lakh login days² during January 2016 to November 2020, the log-in counts were only 2.8 lakh login days, representing 11 per cent of the requirement. Details are at Table 5.1. The trends did not show an improvement over the

¹ Inspector General, Deputy Inspector General, SSP, SP, ZSP, CSP/SDOP, ASP, DSP, PCR and PS.

² Days in the particular month × number of user ID available for the post in that month.

years, except at the level of the police station which showed an improvement by 299³ per cent in 2020 from 2016. In the sampled districts audited, the login count of net viewers was only 8209 against the total available 53,630 days, representing 15 per cent. Details are shown in *Appendix 5.1*.

Table 5.1: Year wise analysis of Net-Viewer login count

Post	Year	2016	2017	2018	2019	2020	Total
SP	Login days	23790	23725	23725	23725	21775	116740
	Login count	2908	2773	3176	3496	2689	15042
ASP	Login days	27084	27010	27010	27010	24790	132904
	Login count	3224	5347	5162	4470	2927	21130
CSP/ SDOP	Login days	99552	99280	99280	99280	91120	488512
	Login count	6610	12867	9467	8468	4279	41691
Police Station	Login days	363438	362445	362445	362445	332655	1783428
	Login count	14819	39981	35600	52899	59146	202445

Source: MIS Reports provided by the department.

The Government stated (August 2021) that number of factors, such as non-availability of internet/system and transfer of officials, etc. reduced the usage of Net-viewer. We concluded that an effective mechanism to enhance the use of the facility for supervisory control did not exist currently in the Department.

5.4 Duty of Gazetted Officer/Police Station in-charge on FRVs

DGP Madhya Pradesh ordered (February 2017) all Gazetted officers and Police Station in charge to perform duty on a FRV in a shift for one day or night in a month to understand the working of Dial 100 system and also to set an example for their subordinates. Entry of duty will be entered in general diary (*Rojnamcha*) of the concerning police station and the compliance report will be sent through e-mail to DGP.

In selected districts, Audit noticed that Gazetted officer/Police Station in-charge did not perform this duty. Government accepted the audit observation, and stated that strict instructions were being issued to all districts SPs in this regard.

Summarised position of analysis of Monitoring and Supervision of Dial 100 are shown below in Table 5.2:

³ 299 per cent = $44327 \frac{(59146 - 14819)}{14819} \times 100$

Table 5.2: Analysis of Monitoring and Supervision of Dial 100

Sl. No.	Monitoring tools	Functional	Extent of compliance (per cent)	
			Departmental reports (All districts)	In selected districts
1.	Action Taken Report (ATR)	Action taken reports to be submitted by FRV through MDT after attending the event	79 per cent	38 per cent fully filled 29 per cent partially filled
2.	Feedback	Feedback filled in all the events by SHO	63 per cent	11 per cent
3.	Net Viewer Facility	For supervisory officers to monitor FRV's performance	11 per cent	15 per cent
4.	Duty of Gazetted Officers on site	One full duty on FRV in a shift for one day/ night in a month	0	0

5.5 Conclusion

Dial 100 was introduced to provide the first response to a distress call seeking help from the police. Performance Audit of Dial 100 Emergency Response System (DERS) showed that department did not ensure fair and transparent evaluation of tenders. Issues of potential conflict of interest, ambiguities in tenders and alteration of the evaluation criteria after bids were received, vitiated the tendering. At the planning stage, the simplistic assumption of providing one vehicle per police station was ab-initio faulty as it did not take into account important factors like district wise crime rate, types of crimes, geographical conditions, traffic and road conditions etc. which resulted in delay in reaching of FRVs within the targeted response time. The deliverables of PMC included certain aspects of monitoring which would have been best carried out by the Department itself. The department did not provide adequate manpower in the FRVs despite availability of surplus man power in certain districts. Contract conditions were not enforced on the System Integrator who provided less than required manpower and inadequate equipment for the FRVs. The DERS could not ensure timely assistance to citizens as FRVs reached the scene with delay in 89.3 per cent and 45.4 per cent after a call in urban and rural areas as against the prescribed five minutes and 30 minutes. Such delays were also noticed in heinous crimes like rape, attempt to rape, abduction etc. which defeated the objective of DERS to a large extent. Despite such unacceptable delays, the monitoring of the system by the officers responsible, left a lot to be desired as no improvement was noticed in the response time during the period 2016-19. Our

analysis of the data provided by the department revealed that 79 per cent events had either null or invalid value which raises doubts about the integrity of the data itself. The department did not ensure capture, analysis and validation of calls received on DERS for effective evaluation of performance by the private agencies.

We, therefore, recommend that the department should review the performance parameters relating to DERS project and take suitable measures to optimize the performance of private agencies who provide services under DERS in Phase II of the DERS.



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