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Performance Audit Report of the Comptroller and Auditor General of India on Dial 100 Emergency Response System in Madhya Pradesh



Government of Madhya Pradesh
Report No. 6 of the year 2021

**Report of the
Comptroller and Auditor General of India**

on

**Dial 100 Emergency Response System in
Madhya Pradesh
for the year ended 31 March 2020**

Government of Madhya Pradesh
Report No. 6 of the year 2021
(Performance Audit)

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PREFACE

This Report of the Comptroller and Auditor General of India for the year ending 31st March 2020 has been prepared for submission to the Governor of Madhya Pradesh under Article 151 of the Constitution of India, for being laid before the Legislature of the State.

The Report contains significant results of Performance Audit of 'Dial 100 Emergency Response System in Madhya Pradesh', covering the period November 2015 to March 2020.

The instances mentioned in this Report are among those which came to notice in the course of test audit.

The audit has been conducted in conformity with the Auditing Standards issued by the Comptroller and Auditor General of India.

Executive Summary

Executive Summary

In order to upgrade and provide centralized emergency 24x7 response system from the police to distress calls, Government of Madhya Pradesh undertook Dial 100 project with effect from 1st of November 2015 in all districts at a cost of ₹ 632.94 crore.

The model adopted by the Department was that the call centre, fleet of First Response Vehicles and technical assistance would be outsourced to the System Integrator. The call-takers from the System Integrator forward the call details to dispatchers who are police personnel who assign the event to the First Response Vehicles which are manned by two policemen (and driver provided by the System Integrator). The Project Management Consultant was to mine the data and monitor the activities of Dial 100 on behalf of the Police Department and advise the Department on supervision, monitoring and strategic decision-making.

We audited the project to seek an assurance that the Department assessed the requirements of the project properly; awarded the contracts in a fair, transparent and ethical manner and ensured the service delivery by the contracted agencies in its implementation. The audit covered implementation of the project in eight sampled districts during the period November 2015 to March 2020.

Once implemented, the First Response Vehicle was expected to reach the site within five minutes of a distress call in urban areas and within 30 minutes in rural areas. Our audit showed that this objective was not met during the audit period. The average response time in Dial 100 was 24 minutes in urban areas and 56 minutes in rural areas. We noticed delays in dispatch and arrival of vehicles even in serious crimes like rapes, attempt to rape, kidnapping, domestic violence etc. Over the period 2016-19, we did not find any noticeable improvement in the response time to distress calls. These delays defeated the objective of Dial 100 system, which is to provide rapid response to distress calls. On an average, the Department spent ₹ 104 crore annually to run the revamped system. We found that despite centralization, the quality of data generated did not lend itself for effective monitoring. Out of every 100 calls made to the system, only 20 were categorised as actionable and out of these actionable calls only two had valid data to support the dispatch of a First Response Vehicle. The Project Management Consultant (PMC) contracted at a cost of ₹ 72 lakh annually also did not ensure that complete and useable data was generated to monitor the

service levels provided by the system integrator. The revamped system was to benefit from the use of technical equipment to be fitted in the First Response Vehicles such as Mobile Data Terminals which were either not fitted or not functional and when functional, the police personnel did not feed the data in the requisite sequence. The Department gave several concessions to the System Integrator through extension of timelines as well as in provision of fully equipped vehicles as envisaged in the contract. The Police personnel were also slack in monitoring and did not exercise the supervisory controls through either use of technology or discharge on-site duties as required in the system. On its part, the Department did not provide adequate number of police personnel in the First Response Vehicles despite surplus manpower in certain districts. The delayed responses were not appropriately analysed for remedial action by officers who were responsible for monitoring the operation of the system.

We found that the Department put the services of the System Integrator to tender even before the finalization of the Draft Project Report. The system suffered inherent deficiencies at the planning stage which impacted the ability of the system to deliver as could be evidenced in the delays in response. For instance, the number of First Response Vehicles to be deployed was arrived at on a simplistic assumption of one First Response Vehicle per police station, without taking into account other factors that would affect response time like traffic, road conditions and crime rate as well as geographical conditions. Similarly, the work of dispatchers was fixed district-wise leading to skewed distribution of calls and consequently, delays in dispatch of calls.

Our audit also showed that the Department did not ensure transparency in tendering the services. The Project consultant did not disclose a potential conflict of interest with the selected bidder and remained actively engaged in the selection. The evaluation criteria were tweaked to alter the preferred bid at the final stage of selection of the Project Management Consultant. We also noted that the deliverables of PMC included certain aspects of monitoring like coordination with various stakeholders, which would have been best carried out by the Department itself.

We concluded that the Project was deficient in contract management, system design and implementation which led to failure in achievement of its objectives. We recommend that the systemic deficiencies of Dial 100 system may be reviewed comprehensively to ensure that its objective of delivery of prompt response is achieved.

Chapter I

Introduction

Chapter-I: Introduction

1.1 Introduction

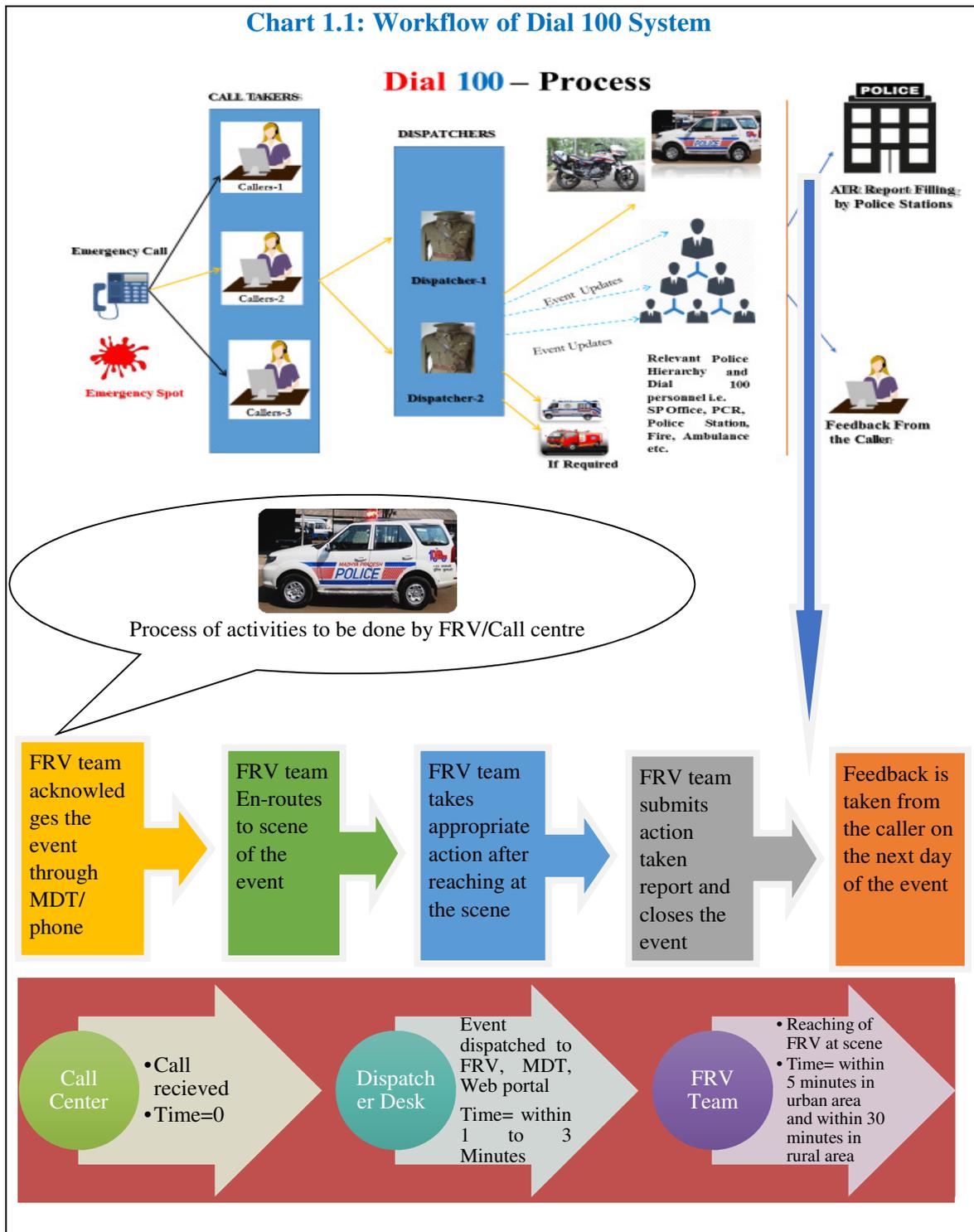
Dial 100 provides the first response to a distress call seeking help from the police. It is also mandated under Section 41C of the Criminal Procedure Code 1973. Since the existing dial 100 facility was found to have shortcomings¹, the Department of Home, Government of Madhya Pradesh (GoMP) decided to revamp it in March 2015 at a cost of ₹ 632.94 crore over a period of five years². Once operational, the facility was expected to provide 24x7 response within five minutes in urban areas and within 30 minutes in rural areas of Madhya Pradesh.

1.2 How does the Dial 100 System work?

On receipt of a call on the emergency number 100, the Call Taker inputs the details into the system. Computer systems validate the same from Caller Line Identification (CLI) database and Geographical Information System (GIS) database. Call taker forwards the details to the dispatcher (police personnel) who in turn examines the details and dispatches the incident to the nearest available First Response Vehicle (FRV) through Mobile Data Terminal (MDT), SMS and phone call. After attending to the event, the FRV staff (police personnel) submits Action Taken Report (ATR) to the district police control room through MDT for monitoring. FRVs in Urban Areas are required to reach for assistance to the citizen within five minutes and in rural areas within 30 minutes of the call. Work flow of the Dial 100 System is indicated in Chart 1.1 below:

¹ The calls from citizens to the police control rooms were being handled by persons who were not trained for the purpose. The software used and procedures followed were also not uniform across the state.

² 1 November 2015 to 31 March 2020, later extended to 31 December 2021.



In all, the deployment on Dial 100 included 80 call takers (outsourced to the System Integrator), 24 dispatchers (police personnel) and six supervisors per shift (three shifts per day). The Department also deployed 1000 First Response Vehicles (FRVs)—sourced from the System Integrator (BVG India)—with one driver (outsourced) and two police personnel in each FRV every shift. As on January 2020, the Project covers 1117 Police Stations and

623 Out Posts in all (52) districts of the State. The Superintendent of Police decides the deployment of FRVs within the district.

1.3 Audit criteria

Audit criteria were sourced from Detailed Project Reports (DPRs), Request for Proposals (RFPs) (Tender Documents) prepared by Department, Madhya Pradesh Financial Code (MPFC), Madhya Pradesh Treasury Code (MPTC), Terms and conditions of contracts, orders, circulars and guidelines issued by the Government from time to time.

1.4 Audit objectives, scope and methodology

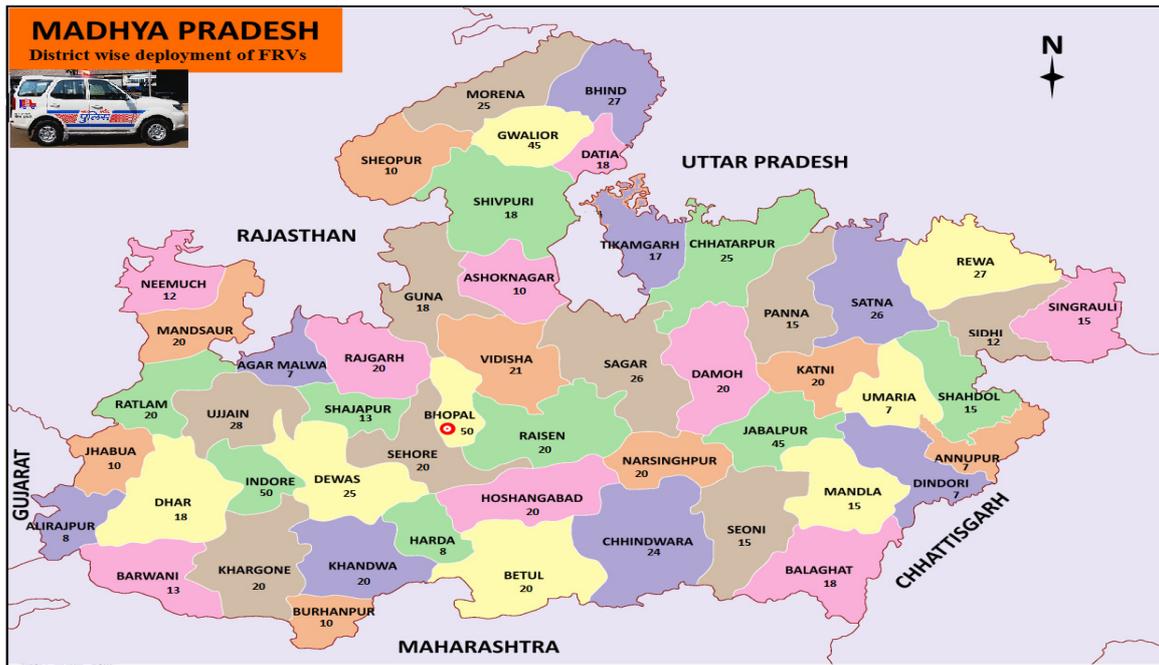
Performance Audit was conducted to draw an assurance that the department:

1. Assessed the requirements of the project properly;
2. Awarded the contracts in a fair, transparent and ethical manner;
3. Ensured implementation of the project especially with reference to the service delivery by the contracted agencies.

Organisational set-up is at **Appendix 1.1**. We examined records (manual and digital) in the office of the Additional Director General of Police (Telecom), Bhopal and at eight out of 52 districts Police Control Rooms for the period from November 2015 to March 2020. Chart 1.2 shows the District wise deployment of FRVs. We conducted joint physical verification of 103³ First Response Vehicles (FRVs) thus covering 35 *per cent* of FRVs in eight districts. The databases maintained in the state level data center at Bhopal were assessed on IT management.

³ Bhopal- 19, Dhar-6, Gwalior-17, Indore-19, Jabalpur-19, Morena-9, Narshighpur-7 and Vidisha-7.

Chart 1.2: District wise deployment of FRVs



We held the Entry Conference with the Additional Chief Secretary (ACS), Home Department in October 2020 to discuss the objectives, scope, criteria and audit methodology. Exit Conference was held on 11 June 2021 with ACS, Home Department to share the audit findings and recommendations.

Government's reply received in August 2021 has been suitably incorporated in the report.

This report has been prepared on the basis of the records, data, information and reports furnished by the Department. We disclaim any responsibility for any misinformation on the part of Department or for its inability to provide us the information.

1.5 Acknowledgement

We acknowledge the co-operation extended by the ACS, Home Department, GoMP, the Additional Director General of Police (Telecom) Madhya Pradesh and other officers and staff of the district police control rooms during the conduct of Audit.

Chapter II

Selection of Vendors

Chapter-II: Selection of Vendors

2.1 Engagement of Private Agencies

Dial 100 project involves management of Call centre, Dispatch, Fleet of FRVs and of the Incident as well as Technical assistance. Three components i.e. Call centre Management, Fleet Management and Technical Assistance stand outsourced to private agencies. Dispatch and Incident Management are managed by the department.

The Department engaged the following private agencies for the Dial-100 project (Table 2.1):

Table 2.1: Agencies engaged for Dial 100 project

Sl. No.	Agency	Purpose for engagement	Period of Service	Contract Amount (₹ in crore)
1	System Integrator: M/s B.V.G India Limited Pune	<ul style="list-style-type: none">• Provision of goods and services for setting up and operating the Centralized Dial 100 Call Center and Command cum Control Room;• Fleet Management	5 Years i.e. 30.4.2015 to 31.3.2020 (Extended up to December 2021)	541.03
2	Project Management Consultant: M/s Grant Thornton India LLP Gurgaon	For providing Project Management Consultancy Services.	5 Years i.e. 05.8.2015 to 31.3.2020 (Extended up to December 2021)	3.49

Our audit revealed conflict of interest and modification of bid evaluation criteria after the bids were received, the deviations impacting the sanctity of the tendering process. These are detailed in the paragraphs below:

2.1.1 Selection of System Integrator

The department floated an open tender (June 2014) for a System Integrator for the Dial 100 project in which only one bidder was found technically qualified. Since the policy required minimum of three bids, the department re-tendered in September 2014, against which three bidders participated and were found technically eligible, of which M/s BVG India Pvt. Ltd. was selected and awarded the contract for System Integrator in May 2015.

We found the following deficiencies in the selection:

- The Department hired (April 2014) the services of M/s KPMG Advisory Services Private Ltd, Mumbai as a consultant for six months for Information and Communication Technology (ICT) interventions and Enterprise Resource Planning (ERP) solution in the department including preparation of Detailed Project Report (DPR) and the Request For Proposal (RFP; for floating tenders) for the Dial 100 project¹, for which it was paid ₹ 1 crore. M/s KPMG submitted the draft RFP in June 2014. But the Department floated the tender (September 2014) for System Integrator, without waiting for the DPR from M/s KPMG. The Government replied (August 2021) that preparation of DPR and RFP for ICT intervention was included as deliverable in the scope of work. As DPR had already been submitted (July 2013) to the Government and approval of the project had been obtained (March 2014) the next action to be performed by the department was issue of RFP for selection of System Integrator.
- The Detailed Project Report forms the basis for seeking the approval from the Government and for preparation of tender documents. The Government informed us (August 2021) that the revised DPR for Dial 100 project on which the Government conveyed (11 March 2015) its final approval was based on actual price discovery in tendering. Thus the bids informed the DPR instead of the reverse i.e., the DPR informing the sanction for the project.
- Tenders must not contain ambiguities². The tender for the System Integrator included an indicative list of requirements³ with a provision that allowed vendors to modify the items as per actual requirement. As a result, three bidders— M/s Larsen & Toubro Ltd., M/s GVK Emergency Management & Research Institute and M/s. BVG India Ltd. — submitted list of 25, 50 and 548 items respectively against the indicative requirement of 43 items. As the details of deliberations of the Technical Committee were not made available to Audit, we could not verify as to how the department compared the technical bids of the three vendors to finally award the contract to M/s BVG India Ltd.
- Information we accessed showed that M/s KPMG Advisory Services Pvt. Ltd. was the Auditor for M/s BVG India Pvt. Ltd. during 2009-19. Clause 5.2 of the contract required the consultant to disclose any conflict of interest. M/s KPMG did not report this conflict of

¹ As per clause 7.3 of the agreement.

² MP Finance Code-Vol. I (Rule 21 (1), Part- IV of Chapter-II) stipulates that there should not be any ambiguity or misconstruction in the terms of contracts, where the expenditure is met from the consolidated fund of the state.

³ Bill of Quantity (BoQ).

interest and was also actively involved in the selection process of System Integrator (M/s BVG). The Government replied (August 2021) that while it was true that M/s KPMG did not report the matter, at the time of finalisation of bid, M/s KPMG was no longer consultant to the Department. So, there was no occasion that M/s KPMG could have influenced the process. The reply of the Government is not acceptable. We noted that M/s KPMG had in December 2014, provided the Department its opinion that the price quoted by M/s BVG was appropriate. Further the department itself had given completion certificate on submission of all deliverables (by M/s KPMG) on 19th May 2015, i.e., after the contract was awarded to M/s BVG. Therefore, M/s KPMG was actively involved in selection of System Integrator till the award of contract in May 2015 without disclosing its business relationship with M/s BVG as auditor.

2.1.2 Selection of Project Management Consultant

The department floated a tender in September 2014 for selection of Project Management Consultant (PMC), against which only two bidders were technically qualified. As the policy stipulated a minimum of three bidders, the department re-tendered in February 2015 for PMC wherein four bidders participated. The Technical Evaluation Committee⁴ accepted bids of two bidders as indicated in Table 2.2:

Table 2.2: Evaluation of Marks by the Technical Committee

Criteria for technical evaluation	Total Marks	Marks allotted to M/s			
		Deloitte	E&Y	Grant Thornton Pvt. Ltd. Gurgaon	PWC Pvt. Ltd. Gurgaon
1. Company profile	15	15	15	13.5	15
2. Experience of Company	20	14	20	11	20
3. Adequacy of the proposed methodology and work plan in responding to the terms of Reference and Presentation	15	10	10	10	11
4. Quality and competency of key professional staff proposed	50	30	21	38	38
Total:	100	69	66	72.5	84

⁴ Technical evaluation committee members: 1. IGP (Planning) 2. Principal scientist and Head MP Resource Atlas Division 3. Professor Electronic and Communication MANIT, Bhopal 4. Specialist nominated by Secretary IT Department Govt. of MP 5. AIG (SCRB) 6. SP/DSP (Radio) Workshop 7. Representative nominated by Director NITTTR, Bhopal 8. Inspector (Radio) Workshop, Bhopal.

Qualifying marks for technical eligibility was 70 in the RFP. Above table indicates that only two bidders i.e. M/s Grant Thornton and M/s PWC Private Ltd. were eligible technically.

The Central Purchase Committee (CPC) scrutinised the financial bids of the technically eligible bidders and on the basis of scores (Table 2.3), recommended award of contract to M/s PWC Pvt. Ltd.:

Table 2.3: Final Score of the Bidders

(₹ in crore)				
Sl. No.	Name of firm	Technical score as per TEC	Financial bid value	Final Score ⁵
1	M/s PWC Pvt. Ltd. Gurgaon	84.0	₹ 4.68	81.16
2	M/s Grant Thornton Pvt. Ltd. Gurgaon	72.5	₹ 3.49	80.75

However, the then Director General of Police (DGP) did not accept the scores on the ground that the Technical Evaluation Committee did not specify sub-category wise marking which added to the scores against “adequacy of the proposed methodology and work plan in responding to the terms of Reference and Presentation”. On this ground, DGP removed the above criteria from the score card, thus effectively reducing the total marks from 100 to 85, against which the L2 bidder M/s Grant Thornton Pvt. Ltd. became the most favourable bid (Table 2.4). In our opinion, the DGP extended undue favour to M/s Grant Thornton Pvt. Ltd., through a questionable deletion of a qualifying parameter after the bids were received.

Table 2.4: Final Score, as finalized by the DGP, after deleting the third parameter that carried a score of 15 marks

Sl. No.	Name of firm	Financial bid value	Technical score	Final Score
1	M/s PWC Pvt. Ltd. Gurgaon	₹ 4.68 crore	73.00	73.46
2	M/s Grant Thornton Pvt. Ltd. Gurgaon	₹ 3.49 crore	62.5	73.75
3	M/s Deloitte Pvt. Ltd., Gurgaon	Financial bid not opened	59.00	NA
4	M/s E&Y Advisory services Pvt. Ltd. New Delhi	Financial bid not opened	56.00	NA

⁵ Bb = $0.7 Tb + (0.3) * (Cmin/Cb * 100)$ where-
 Bb = Overall score of bidder under consideration (calculated up to two decimal points)
 Tb = Technical score for the bidder under consideration
 Cb = Financial bid value for the bidder under consideration
 Cmin = Lowest financial bid value among the financial proposals under consideration

The Government stated (August 2021) that the DGP found the evaluation of TEC erroneous and not objective. The technical parameter of “*Adequacy of the proposed methodology and work plan in responding to the Terms of Reference and Presentation*” was subjective and an indeterminate criterion. The DGP, in his wisdom, prudence and diligence and by giving a detailed reasoned speaking order, saved ₹ 1.19 crore for the department. The process of retendering and the consequent delay in implementation of the project would have been at a very high cost.

The reply of the Government is not acceptable since the guidance on procurement states that relaxing the criteria during evaluation after the bids were received, create potential entry barriers to the other potential bidders. Should the DGP have felt that the criteria are not valid, he should have referred the matter back to the Technical Evaluation Committee or the Central Purchase Committee for re-consideration. Alternatively, he should have issued order for re-tendering. We concluded that deletion of a criteria at the stage of bid evaluation, vitiates the tendering process.

The contention that the DGP’s decision saved ₹ 1.19 crore is clearly an afterthought as the DGP never assigned any such reason in his speaking order. Further, the department had assigned 70 *per cent* weightage to technical capability and 30 *per cent* weightage to financial capability of the bidders under the Quality and Cost Based Selection (QCBS) method. The cost alone was not the sole criterion.

Recommendation 1:

Government may ensure that the laid down procedures are followed in the IInd phase of the project to ensure transparency in tendering.

2.1.3 Shifting of Departmental activities to the Project Management Consultant

The Department entered into an agreement (August 2015) with the Project Management Consultant (M/s Grant Thornton Pvt. Ltd. Gurgaon) for management and monitoring of the Dial 100 Emergency Response System. We noted that certain aspects of monitoring like coordination with various stakeholders, and payment of bills which were best carried out by the Department were included in the deliverables of the Project Management Consultant. We are of the opinion that it is not appropriate to outsource the above activities as they are core activities to be carried out by the Department itself.

Department (November 2021) stated that services of Project Management Consultant (PMC) were required for implementation, monitoring, maintaining and smooth functioning of the project and these services were taken as per instruction of State Planning Commission. Role of PMC was to guide and to recommend the penalties after verification and scrutiny of bills.

Reply of the department is not acceptable as co-ordination with various stakeholders should have been carried out by the department itself for effective monitoring of the project.

Chapter III

**Implementation of
Dial 100 System**

Chapter-III: Implementation of Dial 100 System

The system suffered inherent deficiencies at the planning stage which impacted the ability of the system to deliver as could be evidenced in the delays in response. For instance, the number of First Response Vehicles to be deployed was arrived at on a simplistic assumption of one Vehicle per police station, without taking into account other factors that would affect response time like traffic and road conditions, crime rate as well as geographical conditions. Similarly, the work of dispatchers was fixed district-wise leading to skewed distribution of calls and consequently, delays in dispatch of calls.

The project envisaged that a FRV will reach the scene within five minutes after a call in urban areas and within 30 minutes in rural areas. On an average, the FRVs reached the scene 24 minutes after a call in urban areas; it took 56 minutes in rural areas. Delays in dispatch were found in 90 per cent of events and delay in reaching of FRVs to the site were found in 65 per cent of events. Such delays also occurred in serious events like rape, domestic violence, kidnapping etc. The delays defeat the objective of dial 100 system to provide rapid response to distress calls.

We noticed that there was no improvement in the response time to distress calls over the period 2016-19. The delayed responses were not appropriately analysed for remedial action by officers who were responsible for monitoring the operation of the system.



Photo showing running First Response Vehicle

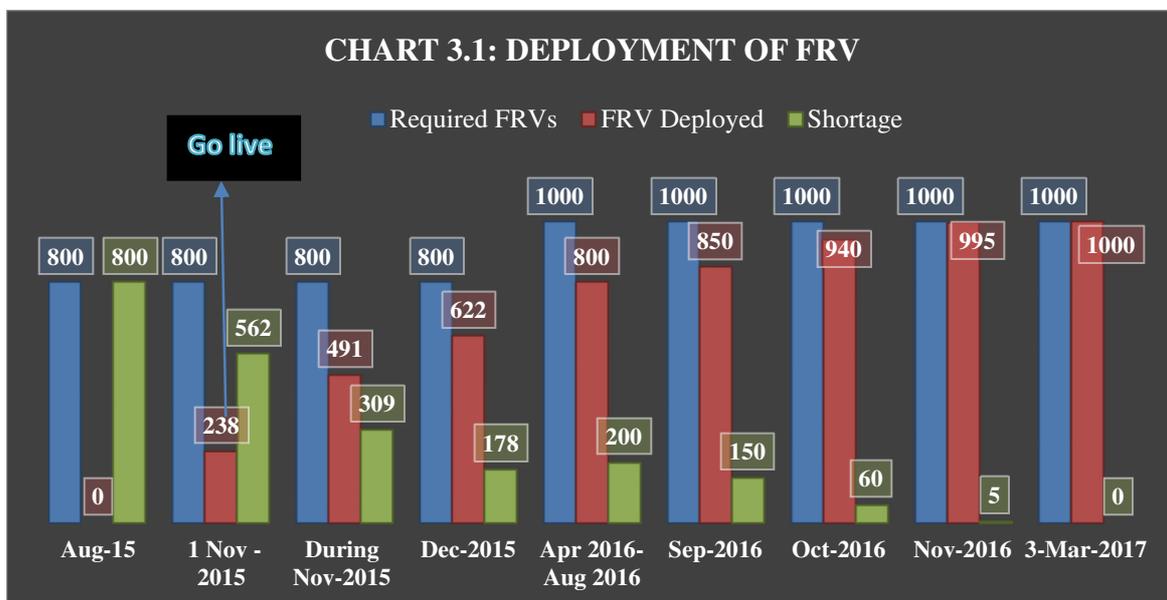
Over the period 2016-20, Dial 100 received 102.9 lakh calls annually, of which 20.7 lakh calls were found actionable. The gap of 82.2 lakh calls annually, representing 80 per cent of the calls were categorized as blank or prank or abusive calls or where the address could not be found. But no review was conducted of these unaddressed calls; the missed call desk was not established. Our analysis of the dump data provided by the department (containing data on 47.2 lakh calls pertaining to the period 2016-19) revealed that 79 per cent were either assigned a null value or invalid¹ value in dispatch of FRVs. Thus out of every 100 calls made to the system, only 20 were categorised as

¹ Time of dispatch was prior to the dispatch assigned.

actionable and out of these actionable calls only two had valid data in the system that supported dispatch of a FRV. As a result of data inconsistencies, we could not draw an assurance on the correctness of the data provided for analysis in audit.

3.1 Deployment of FRVs

The department used the existing number of police stations (900) as the basis to arrive at the requirement of 1000 FRVs in 2013-14, thus providing at least one FRV per police station. This was to be done in a phased manner, with provision of 800 FRVs on 1 August 2015 and remaining 200 FRVs on 1 April 2016. However, on the date of Go Live on 1 November 2015, the System Integrator could deploy only 238 FRVs which was less than 25 per cent of the requirement and increased to the required 1000 FRVs after six to 11 months (March 2017) from the targeted dates (Chart 3.1).



The Government acknowledged (August 2021) the delay and stated that the implementation of the project involved various steps² which took more time than scheduled, because of which the Go-Live was delayed (1 November 2015) against the scheduled date of 20 August 2015. Penalty of ₹ 35.42 lakhs were deducted from the bills of the System Integrator.

² Such as site preparedness for Call Centre, preparation of the GIS Database for Dial 100 and preparation of FRV jurisdiction by district police force. The FRVs were to be fitted with the Mobile Data Terminal (MDT) and the delivery of the MDT was delayed. All other processes like RTO registration, stickering of FRVs, training of drivers and supervisors were being performed by the respective organisations, which took more time as per the schedule.

3.1.1 Availability of FRVs

The System Integrator was required to make available at least 95 *per cent* FRVs (950 out of 1000 FRVs) at any point of time as per contract. Further, the System Integrator was also required to replace any FRV, if the deployed FRV was not available for any reason such as repair, non-availability of driver, etc. Our analysis showed one to eight *per cent* of FRVs were off-road during January 2018 to September 2020³. Against the permissible five *per cent* margin i.e., 49500 FRV days, we found that the non-availability of FRVs worked out to 29527 FRV days. Our physical verification (January/March 2021) of FRVs in eight selected districts revealed that 67 FRVs (24 *per cent*) out of total 274 FRVs deployed in these districts, were off-road. Further, out of 103 selected FRVs, 20 FRVs (19 *per cent*) were off-road for the period ranging between one and 111 days against which the System Integrator failed to provide any replacement FRV. Consequently, nearby FRVs were forced to share the workload.

The Government stated (August 2021) that in the event of unexpected increase in FRVs off-roads throughout the project duration, the department issued warning letters to System Integrator. However, we noted that the meagre amount of penalty⁴ did not have the salutary impact on provision of the contracted services.

3.2 Operational Performance of Dial 100 system

Under the Dial 100, the dispatcher is required to dispatch the call to a FRV in one minute, and to the Mobile Data Terminal (MDT) system of the FRV as well as on web portal within three minutes. Dispatcher software assists in selection of FRV for dispatch and the dispatcher also finds the shortest route to guide FRV with the help of GIS based map. The FRV team— after receiving / acknowledging an event from the dispatcher —would reach the place of event (Scene) within five minutes in urban areas and within 30 minutes in rural areas. The following paragraphs detail our findings serially on (i) dispatch following a call and (ii) arrival of FRVs at the scene.

3.2.1 Dispatch of calls

The Reports provided by the Department showed that the Dial 100 system received 514.4 lakh distress calls during the period January 2016 to September 2020 (Table 3.1).

³ For November 2019 and January 2020, no data is available.

⁴ ₹ 500 per FRV per day from 31 to 45 days, ₹ 1000 per FRV per day from 46 to 60 days and ₹ 2000 per FRV per day more than 60 days.

Table 3.1: Calls received at Dial 100 Call Centre

(Numbers in lakh)

Year	Total calls	Non-actionable ⁵ calls (Per cent)	Actionable calls (Per cent)	Dispatches (Per cent)
2016	174.2	155.2 (89)	19.0 (11)	17.4 (92)
2017	86.4	65.2 (75)	21.2 (25)	21.1 (99)
2018	93.9	72.0 (77)	21.8 (23)	21.8 (99)
2019	93.0	69.7 (75)	23.3 (25)	22.3 (96)
2020	66.9	48.6 (73)	18.3 (27)	17.3 (94)
Total	514.4	410.7 (80)	103.6 (20)	99.9 (96)

Source: MIS Reports provided by the Department.

Our analysis showed the following:

- Over the period 2016-20, Dial 100 received 102.9 lakh calls annually, of which 20.7 lakh calls were found actionable. The gap of 82.2 lakh calls annually, representing 80 *per cent* of the calls were categorized as blank or prank or abusive calls or where the address could not be found. The Department did not conduct any review of the calls to ensure that the calls categorized as non-actionable, were indeed non-actionable. Thus actionable calls formed only 20 *per cent* of the calls received in Dial 100, the incidence improving over the period 2016-20.

Missed or Blank calls

Dial 100 provided for a missed call desk which was to be established to verify missed calls and in case of doubt, FRV was to be dispatched for verification. Minimum three call back was to be done where from missed call was received. If the number was found switched off or out of coverage area, action was to be taken on such missed call. We noticed that missed call desk was not established and no action was taken on any of the missed or blank calls during 2015-2020. The Government attributed (August 2021) the lapse to heavy flow of calls. During the Exit Conference ACS, Home agreed that in case of call disconnection, the caller should be contacted back as it is possible that because of certain situation the caller may not be in a position to continue the call.

Recommendation 2:

The department may institute a mechanism for periodic review of calls categorized as non-actionable and establish the Missed Call desk.

⁵ Blank calls, Prank, enquiry/abusive, etc.

- The data derived from the system showed that 96 *per cent* of the actionable calls were dispatched to the FRVs. The data logged in the Call Centre (data dump) showed that the dispatch was 43 *per cent* (Table 3.2) lower than the numbers reported in the MIS during 2016-19. However, we noted improvement in the quality of the data over the period, with the difference brought down significantly to 25 *per cent* in 2018-19. The department stated that the difference could be because the dump data did not contain the data of call centre events, non-productive events and multiple dispatches of FRVs. We are of the opinion that without a reconciliation of data, the Department cannot draw an assurance that there was no actionable distress calls that was not provided a response.

Table 3.2: Data mismatch

(Numbers in lakh)

Year	Total events dispatched as per MIS	Total Events Dispatched as per the data logged (<i>Per cent</i>)	Difference (<i>Per cent</i>)
2016	17.4	7.8 (44.8)	9.6 (55.2)
2017	21.1	6.1 (28.9)	15.0 (71.1)
2018	21.8	16.1 (73.9)	5.7 (26.1)
2019	22.3	17.2 (77.1)	5.1 (22.9)
Total	82.6	47.2 (57.1)	35.4 (42.9)

Source: MIS Reports and Data provided by the Department.

- The data dump had null value in 76 *per cent* events dispatched and in respect of three *per cent* events, the time of dispatch was prior to the dispatch assigned (invalid data). Thus, we could analyse the data in respect of only 21 *per cent* events. Thus, out of every 100 calls made to the system, only 20 were categorized as actionable and out of these actionable calls only two (11.43 *per cent*) had valid data in the system that supported dispatch of FRVs. As a result of data inconsistencies, we could not draw an assurance on the correctness of the data provided.

The Project Management Consultant did not ensure that complete and useable data was generated to monitor the service level provided by the System Integrator.

Recommendation 3:

The department may examine the causes behind data inconsistencies and ensure that clean and complete data is available for supervisory review.

- Our analysis of the data dump (Table 3.3) showed that the requirement of a dispatch within three minutes of a call was achieved in less than 22 *per cent* of the calls, with no significant improvement over time. Around 75 *per cent* of the calls were dispatched within four to 60 minutes, 24 *per cent* of calls dispatched within 61 to 180 minutes and few calls

dispatched up to 12 hours (Table 3.4). There were significant delays even in serious events like rape, domestic violence, kidnap of female etc. as shown in the Chart 3.2. Delay in dispatches noticed during the period 2016-19 involved serious crimes like rape (302), attempt to rape (825), female kidnapping (1,130), family disputes (1,16,807) and domestic violence (24,909) (**Appendix 3.1**).

Table 3.3: Details of delay in dispatching the events

Year	Events (In lakh)			Dispatch (In number)	
	Total	Null or Invalid ⁶	Valid	Within three minutes (per cent)	> three minutes (per cent)
(1)	(2)	(3)	(4)	(5)	(6)
2016	7.8	7.5	0.3	6245 (21.8)	22364 (78.2)
2017	6.1	5.0	1.1	17648 (15.9)	93714 (84.1)
2018	16.1	12.3	3.8	38789 (10.3)	339688 (89.7)
2019	17.2	12.7	4.5	37663 (8.2)	419182 (91.8)
Total	47.2	37.5	9.7	100345 (10.3)	874948 (89.7)
<i>Per cent</i>		79.4	20.6	10.3	89.7

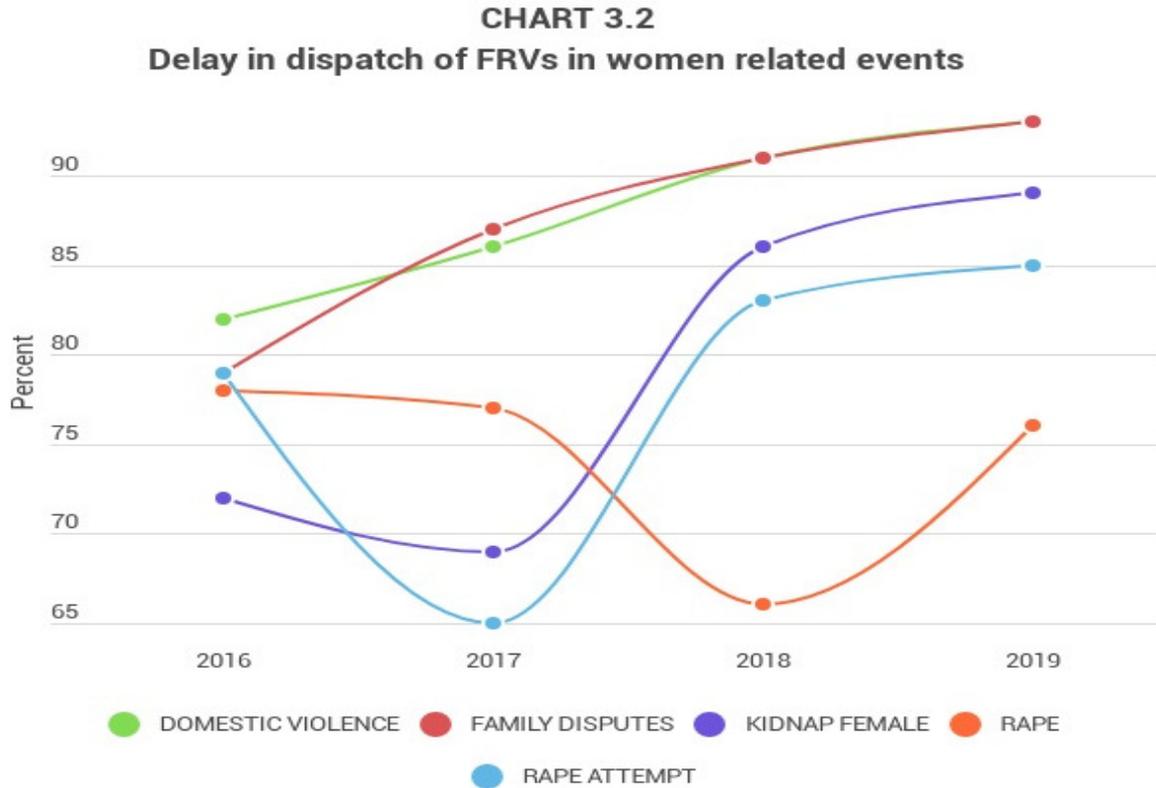
Source: Data provided by the Department.

Table 3.4: Range wise delay in dispatching the events

Year	No. of events dispatched in more than three minutes	Time taken for dispatch (in minutes)				
		04-60	61-180	181-360	361-540	541-720
(1)	(2)	(3)	(4)	(5)	(6)	(7)
2016	22364	15345	6354	594	61	10
2017	93714	75458	17499	697	53	7
2018	339688	255932	81089	2545	109	13
2019	419182	308047	108041	2996	87	11
Total	874948	654782	212983	6832	310	41
<i>Per cent</i>		74.8	24.3	0.8	0.04	0.01

Source: Data provided by the Department.

⁶ Time of dispatch was prior to the dispatch assigned.



The delay in dispatch defeats the objective of Dial 100 system to provide rapid response to distress calls. The Government stated (August 2021) that the event once received by the dispatcher was immediately transferred to the concerned FRV, subject to the availability of the FRV at the event location. During peak hours, almost every FRV was assigned with two-three events and the system implemented during 2015 was capable of transferring single event to MDT at any point of time. Therefore, rest of the events were put in queue at the dispatcher end.

We noted that the assessment of FRVs was based on a simplistic assumption of at least one FRV per police station. The other factors that impinge on the requirement of FRVs like



Photo showing dispatchers' section

district-wise crime rate, types of crimes, geographical conditions, traffic and road conditions etc, were not considered while assessing the requirement. *This indicated that a proper analysis of the ground realities was not carried out at the initial stages of planning, itself. As a result the FRVs could not reach the scene within the targetted response time.*

Further we noted that the work of dispatchers was fixed district wise. Since the call details are not dynamically assigned to the dispatchers, load on each dispatcher varied on an average between 120 calls to 297 calls per day as given in **Appendix 3.2**. Our findings showed that the call load analysis was not effective, leading to skewed distribution of calls among dispatchers and consequently, delays in dispatch of calls.

In reply the Government stated (August 2021) that districts were assigned among the 24 dispatchers. In case of excess event load at a particular dispatch desk, it is distributed among the desks with less load. Reply is not acceptable as no such dynamic allocation among dispatchers was noticed during audit.

3.2.2 Arrival of FRVs at the scene

The Dial 100 envisaged that the FRV team— after receiving / acknowledging an event from the dispatcher —would reach the place of event (scene) within five minutes in urban areas and within 30 minutes in rural areas.

We noted that equipment which provide real time information like Mobile Data Terminals were being used non-sequentially (on an average, 49 per cent) during 2016-19 (Table 4.3 of para 4.2.1 of the Report refers). As a result, we could not draw an assurance on data correctness.

Our analysis of the data dump showed that on an average, the FRVs reached the scene in 24 and 56 minutes after receiving a call in urban and rural areas respectively. FRVs reached the scene within five minutes in less than 13.2 *per cent* of the calls during the period 2016 – 2019 in urban areas. The adherence to the time schedule in rural areas was higher with the FRVs reaching the scene within 30 minutes in up to 59.9 *per cent* of the events. In respect of both urban and rural areas, the performance was erratic with significant variation on a year-to-year basis. Dispatched (DP) or FRV arrived (AR) events having null value were found in 51 *per cent* events during 2016-19. Thus, we could analyse delay in dispatching of events in only 49 *per cent* events. Details are shown in Table 3.5.

Table 3.5: Status of timely arrival of FRVs in Urban and Rural area

Year	Events (In lakh)		Events not pertaining to urban and rural areas (In nos.)	Valid data in the events (for urban and rural areas) (In nos.)	No. of events (Urban area) (In nos.)	Events attended within five minutes (in urban area) (In nos.)	No. of events (Rural area) (In nos.)	Events attended within 30 minutes (in rural area) (In nos.)
	Total	Null or Invalid ⁷						
(1)	(2)	(3)	(4)	(5) = (2) - (3) - (4)	(6)	(7)	(8)	(9)
2016	7.8	7.3	345	57268	32460	4274(13.2%)	24808	14849(59.9%)
2017	6.1	2.5	6123	357105	160272	14909(9.3%)	196833	113841(57.8%)
2018	16.1	7.4	8016	856618	401414	37784(9.4%)	455204	242594(53.3%)
2019	17.2	6.8	11342	1028995	450573	54864(12.2%)	578422	314638(54.4%)
Total	47.2	24.0	25826	2299986	1044719	111831(10.7%)	1255267	685922(54.6%)
<i>Per cent</i>		50.8	0.5	48.7	45.4	10.7	54.6	54.6

Source: Data provided by the Department.

We noted that FRVs reached the scene with delays in 2.5 lakh events during 2016-19. Out of these, delays only in arrival of FRVs was observed in 37,168 events (14.8 *per cent*) events whereas delay was attributable to both dispatch and arrival of FRVs in respect of 2,13,490 (85.2 *per cent*) events. Details are shown in Table 3.6.

⁷ Time of arrival of FRV was prior to dispatch.

Table 3.6: FRVs reached the scene with delay due to delay in dispatch and arrival of FRVs

Year	Total (In lakhs)	Events				
		With delay (In nos.)		Having value of DA, DP and AR and delay in arrival ⁸ (In nos.)	Delay in arrival where dispatch in time (In nos.)	Delay in arrival due to delay in dispatch and arrival of FRVs (In nos.)
2016	7.8	Urban	28186	224	108	116
		Rural	9959	63	35	28
2017	6.1	Urban	145363	22772	5097	17675
		Rural	82992	12909	2527	10382
2018	16.1	Urban	363630	63646	9599	54047
		Rural	212610	35099	4661	30438
2019	17.2	Urban	395709	72336	9997	62339
		Rural	263784	43609	5144	38465
Total	47.2	Urban+Rural	1502233	250658	37168	213490
		Urban	932888	158978	24801	134177
		Rural	569345	91680	12367	79313
Per cent		Urban+Rural			14.8	85.2
		Urban			15.6	84.4
		Rural			13.5	86.5

(Source: Data provided by the Department)

We also noticed that FRVs reached the scene with delays ranging from 31 to 720 minutes. Details are shown in Table 3.7. These included serious events like rape, domestic violence, and kidnap of female etc. as shown in Chart 3.3. Further details are at *Appendix 3.3*.

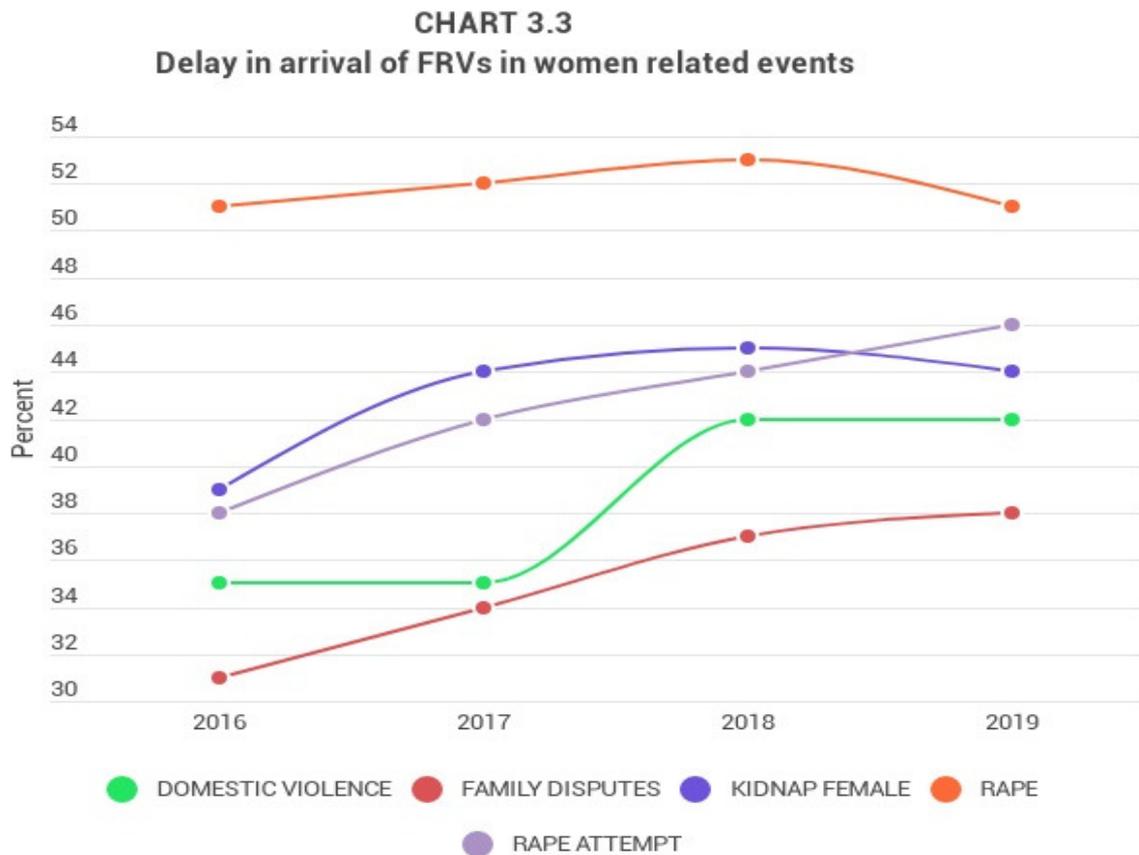
Table 3.7: Range wise delay in reaching of FRVs

Year	Total events (In lakh)	Total No. of events where delay in arrival (In nos.)		Delay in arrival (in minutes)					
				06-30	31-60	61-180	181-360	361-540	541-720
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)
2016	7.8	Urban	28186	22504	4646	1013	17	1	5
		Rural	9959		7347	2558	48	3	3
2017	6.1	Urban	145363	112983	24910	7291	165	12	2
		Rural	82992		58003	24302	654	27	6
2018	16.1	Urban	363630	277174	67556	18555	325	14	6
		Rural	212610		148081	63341	1155	27	6

⁸ Calculation was done in two stage: (1) the difference of valid data (excluding Null & Invalid data entries) of AR and DP for calculating delay in arrival of FRVs, and (2) the difference of valid data (excluding Null & Invalid data entries) of DP and DA for calculating position of dispatches of FRVs.

(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)
2019	17.2	Urban	395709	291265	79417	24601	414	9	3
		Rural	263784		182309	79932	1504	32	7
Total	47.2	Urban+Rural	1502233	703926	572269	221593	4282	125	38
		Urban	932888	703926	176529	51460	921	36	16
		Rural	569345	0	395740	170133	3361	89	22
Per cent		Urban+Rural	65.3	46.859	38.095	14.751	0.285	0.008	0.003
		Urban	89.3	75.457	18.923	5.516	0.099	0.004	0.002
		Rural	45.4	0.000	69.508	29.882	0.590	0.016	0.004

Source : Data provided by the Department.



We noticed that there was no improvement in the response time to distress calls over the period 2016-19. The delayed responses were not appropriately analysed for remedial actions by officers who were responsible for monitoring the operation of the system.

In reply the Government stated (August 2021) that FRV response time was dependent on multiple factors like multiple events assigned to the FRV in peak hours, high load of active events, number of events increasing significantly during festival days and caller not able to

explain the exact address of the event and road conditions in the rural areas. Therefore, responsibility of reaching on the event location on time could not be placed fully on the System Integrator. Hence penalty provision was not envisaged on this account.

We noted that the criteria of time for FRV to reach the scene—five and 30 minutes in urban and rural area respectively—were framed by the department. In the event of the wide variance, the Department must fine tune the criteria based on objective assessment of factors which affect the response time like condition of roads, traffic density, population, FRVs deployed, crime rate etc. This would ensure an effective review of the performance of the System Integrator.

We also noted that the Dial 100 model did not provide for scale up of deployment or re-deployment of FRVs on significant days— such as New Year, Holi and Diwali—when as our analysis (2019) showed, there was an upsurge of distress calls and consequent delays in arrival of FRVs (Table 3.8).

Table 3.8 :Analysis of data on significant days of the year 2019

New Year				Holi				Diwali			
Date	Total No. of events	Delay in Dispatch	Delay in arrival of FRV	Date of March 2019	Total No. of events	Delay in dispatch	Delay in arrival of FRV	Date of Oct. 2019	Total No. of events	Delay in dispatch	Delay in arrival of FRV
29/12/2018	1771	241	554	18	2459	560	754	25	3033	666	1117
30/12/2018	2032	335	630	19	2478	547	789	26	3246	838	1171
31/12/2018	2038	350	654	20	3024	775	916	27 Diwali	3725	1056	1375
New year	2638	349	746	21 Holi	5337	2365	1493	28	5074	2040	1834
2/1/2019	2185	421	698	22	3337	1006	1113	29	4003	1271	1508
3/1/2019	1687	293	598	23	2503	552	819	30	3467	995	1369
4/1/2019	1599	290	560	24	2233	403	709	31	3129	716	1229

Source : Data provided by the Department.

During the Exit Conference (11 June 2021) the department agreed to use predictive analysis of data generated from Dial 100 system to plan better for important events such as festivals and New Year etc.

Recommendation 4:

The systemic deficiencies of Dial 100 system may be reviewed comprehensively to ensure that its objective of delivery of prompt response is achieved.

Chapter IV
Resources Deployed
on Dial 100

Chapter-IV: Resources Deployed on Dial 100

Each First Response Vehicle was to be resourced with three personnel including driver and police personnel to ensure round-the clock availability of FRVs. During physical verification, we noticed that only 72 per cent of the FRVs had the requisite number of drivers and none of the FRVs had the requisite number of police personnel. The FRVs were to be equipped with Mobile Data Terminals and the personnel expected to log sequentially the events in order to provide real-time data on the Action Taken. The events were recorded sequentially only in 49 per cent of the MDTs during the period 2016-19. During physical verification audit found that 68 per cent MDTs were functional in FRVs. Other items like public announcement system, first aid box, fire extinguishers, dry cell torch and 10 metre long rope were also not found available in the FRVs as required. Integration of Dial 100 project with other emergency services have not been carried out even after lapse of more than five years.

We noted that the department instead of imposing penalty of ₹ 0.75 crore, irregularly withheld an amount of ₹ 0.90 crore from payment bills of System Integrator due to non-generation of monthly SLA reports. Before passing the monthly fuel bills, five per cent log books checked by the department were selected and submitted by the System Integrator. In our opinion this procedure is fraught with the risk of over payments to the System Integrator.

4.1 Deployment of Personnel

The System Integrator was required to provide three drivers (one driver per shift) in a day per FRV. Further, the police department was required to provide six police personnel (two per shift) in a day. We found that the deployment of personnel in FRVs fell short of these numbers. The departmental data (August 2019) showed that in 439 FRVs, one or two drivers were deployed and in 95 FRVs of 26 districts, only one Constable/Head Constable was posted for 24 hours. Audit verification (January and March 2021) of 103 FRVs in the selected eight districts revealed that three drivers (one driver per shift) were available in only 74 (72 per cent) FRVs and six police personnel (two police personnel per shift) were not available in any of the FRVs. The gaps in personnel deployment are shown below in Table 4.1:

Table 4.1: Deployment of personnel in FRVs for 24 hours

Sl. No.	District	No. of FRVs Verified	Staff deployment in FRVs								
			1 Driver	2 Drivers	3 Drivers	1 Police person	2 Police persons	3 Police persons	4 Police persons	5 Police persons	6 Police persons
1	Bhopal	19	0	10	9	0	17	2	0	0	0
2	Dhar	6	0	0	6	0	5	1	0	0	0
3	Gwalior	17	1	2	14	1	5	7	3	1	0
4	Indore	19	1	3	15	1	15	3	0	0	0
5	Jabalpur	19	5	5	9	3	12	4	0	0	0
6	Morena	9	0	0	9	1	4	4	0	0	0
7	Narsinghpur	7	0	0	7	0	5	2	0	0	0
8	Vidisha	7	1	1	5	2	5	0	0	0	0
	Total	103	8	21	74	8	68	23	3	1	0

We noted that while, the shortages in deployment of personnel on FRVs in Dial 100 were high in Gwalior and Indore. These districts also had posted 42 officials in Gwalior and 237 officials in Indore in Police Lines in excess of their sanctioned strength (June 2019).

The Government stated (August 2021) that some reserve force was kept for casual and accidental emergencies at reserve police lines of each district. We were assured that directions were issued to all district SPs for ensuring necessary staff in Dial 100 FRVs and regular warning letters were issued to System Integrator whenever shortfall of drivers was observed in the FRVs.

4.2 Performance of Mobile Data Terminals (MDTs) and Global Positioning System (GPS)

The following items of hardware and software were to be used in the Dial 100 System (Table 4.2):

Table 4.2: Details of main Hardware and Software

Category	Name of components	Purpose	Installed at
Hardware	Mobile Data Terminal (MDT)	Works as a navigator and suggests the route and provides textual information.	First Response Vehicles (FRVs)
	Global Positioning System (GPS)	Receives and transmits current positional information.	
	Voice logger (Call recorder)	Used to record audio information from telephones, radios, microphones.	
	Computer Aided Dispatch (CAD)	Comprising of call taking, dispatching and supervisory function.	
	Location Based Service (LBS)	Tracking system that uses mobile phone signal.	

Software	MP Dial 100 Dashboard	Used by the stakeholders to access/monitor the historical reports, Maps, Telephone Directory, FRV tracking etc. of the Dial 100 System.	Call centre
	Net-viewer	Gives users outside the control room an overview of the current operational status, showing active incidents and available resources.	Terminal of the officials of Police Department

4.2.1 Usage of Mobile Data Terminals (MDTs)

All FRVs were to be fitted with MDTs. The police personnel in FRVs were required to



intimate the State Police Control Room about its arrival at the place of event and about the action taken on event assigned to them through MDT. Photos, Audio-Video recording and statements of victims and witnesses etc., may be taken through MDT to attach with ATR (Action Taken Report).

Procedure of operating the MDT is envisaged in Chapter 10 of Dial 100 Handbook:

- All Events will be received by the staff attached to the FRVs by clicking “AK” button.
- The “ER” button will be clicked when FRV has been en-routed for place of event.
- The “AR” button will be clicked when FRV has arrived at the place of event.
- To close the event or transfer it to the in-charge of the Police Station clear event button is clicked.
- The staff (Two Police officials per shift) attached with FRVs will submit ATR (Action Taken Report) through MDT as per the procedure prescribed in the Handbook.

Thus, the use of MDT as required enables monitoring of response time of FRVs by supervisory officers.

Our analysis of data for the period 2016-19 revealed that MDTs are not being used as per the prescribed procedure in Dial 100 Handbook. The events were recorded sequentially only in 49 *per cent* of the MDTs during 2016-19. Activities not done through MDT are shown in Table 4.3. We also noted the significant improvement in the use of MDTs over the period,

especially since 2017. Regardless, there were 4.2 lakh events in 2019, representing 24 per cent of the total events, in which the police personnel did not follow the steps in the prescribed sequence, which would not have been possible, if adequate controls were built into the software to prevent non-sequential operation of the MDT. Details are shown in Table 4.3.

Table 4.3: Analysis of data related to activities not done through Mobile Data Terminal

Year	Events	Not Acknowledged		Not En-routed		Not Arrived		MDT Not used	
		No.	Per cent	No.	Per cent	No.	Per cent	No.	Per cent
(Number of events in lakh)									
2016	7.8	6.3	80.8	7.0	89.7	7.3	93.6	1.1	14.1
2017	6.1	1.9	31.1	2.3	37.7	2.5	41.0	0.7	11.5
2018	16.1	5.8	36.0	6.3	39.1	7.4	46.0	0.4	2.5
2019	17.2	5.4	31.4	4.0	23.3	6.8	39.5	0.5	2.9
Total	47.2	19.4	41.1	19.6	41.5	24.0	50.8	2.7	5.7

(Source: Data provided by the Department)

While accepting the facts, the Government stated (August 2021) that improvement in the operation was an ongoing process and all possible steps were taken to improve the productivity of MDT device and to resolve the issues to improve the performance.

Non-functional MDTs

The System Integrator was expected to keep 98 per cent of the MDTs functional at all times. We noticed that in selected months (December 2016, March 2018, January 2019, and January 2020) districts police control rooms intimated the Central Control Room regarding non-functioning of 226¹ MDTs, which was further brought to the notice of the System Integrator for replacement.

Reports on establishment/installation of hardware prepared by the Project Management Consultant, revealed that during 2017-18, 39 MDTs were out of order, of which only 26 MDTs were replaced by the System Integrator. During 2018-20, instead of showing the status of non-working MDTs, only position of replaced MDTs was shown that was 249 and 222 respectively out of which 211 MDTs were defective in both years. During physical verification of 103 FRVs in eight selected districts, we found that 27 MDTs were not

¹ 1.12.2016 to 15.12.2016 – 54 MDTs, 16.12.2016 to 31.12.2016 – 33 MDTs, 01.03.2018 to 15.03.2018- 27 MDTs, 16.03.2018 to 31.03.2018- 15 MDTs, 16.01.2019 to 31.1.2019 - 39 MDTs, 01.01.2020 to 15.01.2020 – 39 MDTs and 16.01.2020 to 31.01.2020- 19 MDTs.

functional and six MDTs were not available in the FRVs. Thus, only 68 *per cent* of the MDTs were found functional.

The Government stated (August 2021) that MDT status was monitored by the teams of the Department, Project Management Consultant and System Integrator. Based on the daily monitoring the System Integrator was intimated to replace faulty MDTs for operational improvement. Our findings showed that the mechanism could not achieve the prescribed norm of 98 *per cent*.

Recommendation 5:

The department may ensure that the FRVs are provided with manpower and fully functional equipment.

4.2.2 Global Positioning System

Global Positioning System (GPS) fitted in FRVs is configured for Data Transmission to a central computer application. GPS receiver of the vehicle transmits its current positional information. The time interval for this data transmission is as follows:

- For static vehicle - up to two minutes in urban area and up to four minutes in rural area.
- For a moving vehicle up to 30 seconds in urban and rural area.

One of the features of the GPS device was to store the GPS data up to a maximum of 12,000 logs during non-GPRS coverage area and forward the same when GPRS coverage is available. The facility also allows re-deployment of FRVs, whenever required. The Government informed us (August 2021) that due to some technical errors or faults in GPS system, the system could not show the GPS data for all FRVs available in the field. Therefore, an amount of ₹ 15.00 lakhs was kept withheld from the bills of System Integrator for non-working of GPS but no penalty was as yet levied.

4.3 Provision of equipment in FRVs

The System Integrator was required to provide, as per agreement, 1000 FRVs fitted with various equipment viz. Beacon Light and Siren, Public Address System, Automatic Vehicle Locations Systems (GPS), Basic First Aid Box, MDT, Basic Mobile Phone with SIM, SIM Card for MDT, Fire Extinguisher Set, Dry Cell Torch, necessary Tools for vehicle, 10 metre long rope, Mobile charging points, Extraction Kit and a battery pack.

Audit physically verified 103 FRVs in 8 selected districts and noticed shortage of equipment as shown in Table 4.4.

Table 4.4 : Non-availability/non-functioning of equipment in FRVs

Sl. No.	District	No. of FRVs verified	Name of components				
			PA System	Basic First Aid Box	Fire extinguisher Set	Dry Cell Torch	10 meter long rope
1	Bhopal	19	6	17	19	16	12
2	Dhar	6	0	3	4	1	0
3	Gwalior	17	12	17	16	13	3
4	Indore	19	3	19	17	17	6
5	Jabalpur	19	2	19	17	14	16
6	Morena	9	3	9	9	6	4
7	Narshinghpur	7	1	7	7	5	5
8	Vidisha	7	1	4	6	5	2
	Total	103	28	95	95	77	48
(Nos. indicates number of FRVs)							

We noted that the District Supervisor of System Integrator and the PMC did not indicate shortage or non-functioning of components at any time to the department. The department also did not receive any feedback of the police personnel attached to the FRVs regarding non-functional components.

The Government assured us (August 2021) that instructions were issued to all the SP (Radio) to conduct field audit to verify the details of equipment of FRVs. Based on the details received from SPs, the System Integrator was instructed to fill the gaps identified.

4.4 Integration of Dial 100 project with other emergency services

Executive Summary of RFP (Second Call) envisaged a Centralised Dial 100 call centre cum command and control room for better service delivery which can be used as an incident response centre for all sorts of exigencies across the State. With the help of integration the FRVs, Riot Control Vehicle, and other teams like Quick Response Team (QRT), armed police team, Dog squad, and Mobile forensic units will be dispatched to incident location based on real time vehicle tracking and type of response required for the incident reported. These response vehicles will have seamless communication with the Command and Control Room.

We noted that above integration activities have not been carried out even after lapse of more than five years. The Government assured us (August 2021) that integration would be ensured

with all the other available emergency service providers as soon as possible to help the citizen more efficiently in any situation.

4.5 Adherence to provision of Service Level Agreement (SLA) for delivery timelines

The contract² envisaged that the System Integrator would install a tool which would generate all the SLA reports required for monitoring the project. We noted that the monitoring tool namely Enterprise Management System (EMS) was not able to generate monthly SLA reports from May 2019 to February 2020. The department instead of imposing penalty³ of ₹ 0.75 crore, irregularly withheld an amount of ₹ 0.90 crore (10 lakh per month) from the payment bills of the System Integrator for the period May 2019 to January 2020. Details of the withheld amount are shown in *Appendix 4.1*.

Our findings related to Information Technology management are at *Appendix 4.2*.

4.6 Operational cost of the project

The department (March 2015) assessed the project cost to ₹ 632.94 crore for an extended period up to March 2020. Dial 100 Emergency Response System was launched on 1 November 2015. Against the budget allocation of ₹ 596.76 crore, Department incurred ₹ 534.67 crore in the implementation of Dial 100 project over the period 2013-20, at an annual operational cost of ₹ 104.3 crore during 2015-20.

The operational expenditure consists of two parts: fixed costs (₹ 68,500 per month per FRV) and variable costs (approx. ₹ 18,900 per month per FRV for fuel). Fixed cost includes FRV rent, drivers' salary, maintenance of FRV, maintenance of communication setup etc. The variable cost includes actual cost of fuel consumed during the month and telephone/mobile/data transmission bill charged by the telecom service provider. These costs— fixed and variable part —are reimbursed to the System Integrator every month on submission of bills.

System Integrator submits the monthly bills of operational expenditure to the ADGP Telecom, MP, Bhopal. The bills submitted by the System Integrator are authenticated with the help of system reports generated by the Project Management Consultant/Department. In

² Section 3.13 of RFP.

³ As per condition No. 3.15 of the RFP, liquidated damages (LD) may be invoked on violation of delivery timelines and would attract penalty as defined in Gazette Order Police (GOP) 126/07, which lays down penalty of 0.25 *per cent* of order value per week subject to maximum of five *per cent*.

case of deviation, a copy of the bill is sent to the district SP who will verify it with logbooks maintained by the drivers of FRVs. The logbooks are duly authenticated by the user police officer at the end of the shift daily. In addition, 50 logbooks selected and submitted by the System Integrator since June 2017, are verified centrally at Bhopal.

In our opinion, this procedure of central verification of logbooks selected by the System Integrator is fraught with the risk of over payments to the System Integrator.

This was also corroborated during our physical verification of 103 FRVs in eight selected districts where we noticed differences more than 10 Kms. in readings of milometers and logbooks of 28 (27 per cent) FRVs as shown below in the Table 4.5:

Table 4.5 : Differences in the readings of milometers and logbooks of FRVs

Sl. No.	Nature of Discrepancy	No. of FRVs	Range minimum to maximum (In Kms.)
1	Milometer reading in excess of more than 10 Km of logbooks	17	12-165 Km
2	Logbook readings were in excess of more than 10 Km of milometer	11	11-479 Km

Further the physical verification of FRV (IND-14) in Indore district revealed that the milometer of one FRV was not working. The milometer showed the reading of 1,45,533 kilometers and the reading of logbook showed 1,58,562 kilometers. There was a difference of 13,029 Kilometers between the milometer and the logbook readings. However, the logbook was found duly filled and signed by the FRV staff. FRV wise details are shown in **Appendix 4.3.**

The Government stated (August 2021) that as the checking of 1,000 logbooks was not possible within the payment timeline, checking of five per cent of the logbooks was ordered from March 2017.

However, the system is faulty and the risk must be mitigated using available technology.

4.7 Construction of Building for State level Dial 100 Central Control Room and Command Centre

Under the project, a Dial 100 Central Control Room and Command Centre having area of 25000 square feet was to be constructed. For construction of the building, ₹ 25.72 crore was transferred (during October 2014 to December 2019) to Madhya Pradesh Police Housing and Infrastructure Development Corporation (MPPHIDC). Although initially (October 2014),

the building was to be constructed at Shyamla Hills, Bhopal, the site was changed to *Bhadbhada* Road (Telecom Head quarter Premises) Bhopal. The Government stated (August 2021) that the revised location was chosen for easy access.

We further noticed that despite providing ₹ 12.10 crore during 2014-15 and 2015-16, MPPHIDC did not start construction of the building till June 2018. Thus, fund released to the tune of ₹ 12.10 crore remained idle for more than two and half years. Due to delay in construction work of the building, the Central Control cum Command Centre of Dial 100 project was operating in a temporary makeshift arrangement (Telecom Headquarter Bhopal) since inception (1 November 2015).

Photo 4.1: Temporary arrangement of call center and under construction building



The Government stated (August 2021) that the construction which was to be completed by March 2020, was interrupted due to Covid-19 epidemic.

The work was yet to be completed (August 2021).

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.



(D. SAHU)

**Principal Accountant General (Audit-I),
Madhya Pradesh**

Gwalior

The 4 January 2022

Countersigned



(GIRISH CHANDRA MURMU)

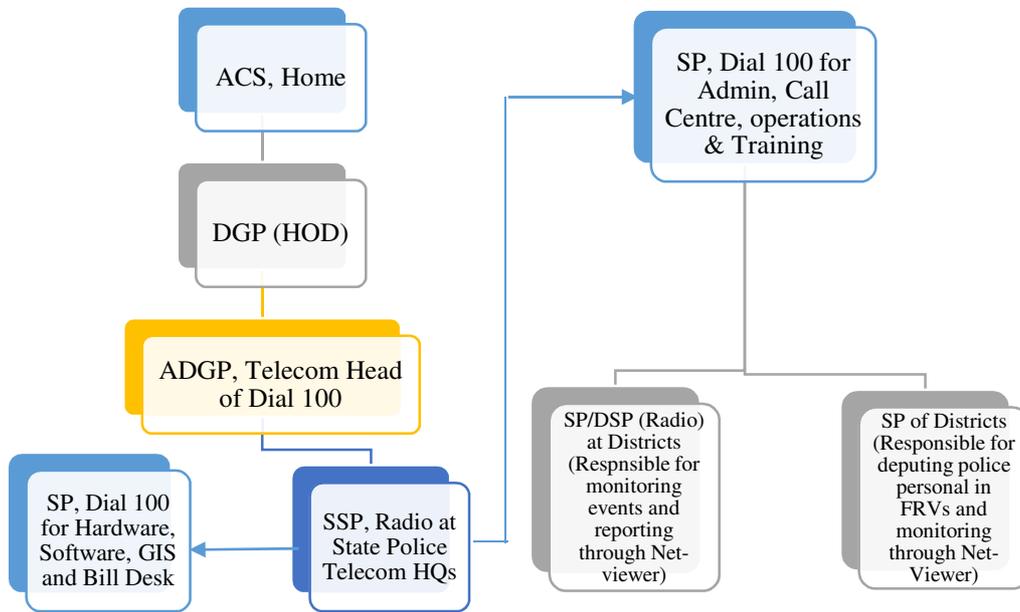
Comptroller and Auditor General of India

New Delhi

The 27 January 2022

Appendices

Appendix-1.1
(Reference: Para No. 1.4, Page No. 3)
Organisational set –up of Dial 100



Appendix-3.1

(Reference: Para No. 3.2.1, Page No. 16)

Women related events where dispatches were delayed

Event Type	Year 2016		Year 2017		Year 2018		Year 2019	
	Events	Delayed Dispatch						
DOMESTIC_VIOLENCE	399	329	4879	4195	8862	8086	13228	12299
FAMILY_DISPUTES	2038	1608	8413	7280	46532	42140	70908	65779
KIDNAP FEMALE	78	56	163	112	463	396	639	566
RAPE	18	14	78	60	120	79	196	149
RAPE_ATTEMPT	43	34	124	80	303	252	543	459

Appendix-3.2

(Reference: Para No. 3.2.1, Page No. 18)

Statement showing distribution of calls to dispatchers

Sl. No.	Host Names (Dispatcher)	No. of calls distributed in year						Total average (3+4+5+6+7+8)/ No. of 53 Months × 12	Average calls per day ((9)/ 365 days)
		2015 (from November)	2016	2017	2018	2019	2020 (upto March)		
1	2	3	4	5	6	7	8	9	10
1.	H1B034	3,720	79,152	98,004	24,758	1,07,735	29,265	77,578	213
2.	H1B035	10,456	74,801	82,410	15,700	82,232	20,610	64,802	178
3.	H1B036	3,074	78,986	96,807	25,536	98,007	23,508	73,793	202
4.	H1B037	3,163	97,487	1,07,151	32,544	1,19,299	29,864	88,190	242
5.	H1B038	0	73,489	89,346	30,238	95,449	24,341	70,837	194
6.	H1B039	6,333	69,136	77,940	18,454	92,769	22,965	65,116	178
7.	H1B040	3,236	62,304	70,665	17,446	79,962	20,194	57,466	157
8.	H1B041	0	63,330	78,260	24,645	89,203	22,244	62,871	172
9.	H1B042	867	71,556	75,132	25,048	81,466	21,484	62,389	171
10.	H1B043	2,073	87,572	93,085	27,611	97,118	23,378	74,906	205
11.	H1B044	8,618	64,649	79,762	17,768	1,00,775	27,353	67,681	185
12.	H1B045	1,129	81,838	97,539	30,746	1,10,624	27,437	79,090	217
13.	H1B046	2,328	88,665	93,944	25,997	1,00,564	24,069	75,977	208
14.	H1B047	0	69,857	84,272	26,425	90,237	21,939	66,278	182
15.	H1B048	10,864	85,934	99,126	18,692	1,15,641	30,150	81,602	224
16.	H1B049	1,179	58,021	83,991	35,955	99,251	25,626	68,835	189
17.	H1B050	13,402	1,27,736	1,34,011	20,926	1,39,511	36,386	1,06,862	293
18.	H1B051	2,472	46,692	53,628	16,993	59,495	13,814	43,719	120
19.	H1B052	1,361	67,250	79,123	22,116	83,767	21,267	62,238	171
20.	H1B053	2,722	96,901	94,533	29,187	97,388	24,951	78,268	214
21.	H1B054	14,535	1,15,713	1,29,364	21,765	1,53,666	44,321	1,08,535	297
22.	H1B055	0	59,472	65,810	21,133	70,938	18,173	53,327	146
23.	H1B056	2,680	85,520	94,014	31,110	98,080	27,216	76,669	210
24.	H1B057	6,617	62,344	66,071	15,194	63,864	16,644	52,242	143
	Total	1,00,829	18,68,405	21,23,988	5,75,987	23,27,041	5,97,199	17,19,271	4,710

Appendix-3.3

(Reference: Para No. 3.2.2, Page No. 20)

Women related events where FRVs were delayed

Event Sub-Type	Year 2016		Year 2017		Year 2018		Year 2019	
	Events	Delay arrival						
DOMESTIC_VIOLENCE	821	289	16315	5783	18569	7868	28574	11899
FAMILY_DISPUTES	4288	1345	26530	9043	94841	34919	146826	56040
KIDNAP FEMALE	155	60	636	283	1464	652	1894	833
RAPE	37	19	313	163	705	375	1149	587
RAPE_ATTENDANCE	73	28	459	192	1481	647	2229	1021

Appendix-4.1
(Reference: Para No. 4.5, Page No. 29)

Statement showing withheld amount and penalty not deducted from payment bills

(Amount in ₹)

Sl. No.	Month/ Year	Bill No.	Bill date	Invoice No.	Bill Amount	Amount proposed for hold by PMC	Amount actually deducted from bill	Penalty @ 5 per cent of bill amount
1.	Apr-19	335	05.07.2019	OA0192300095	1,51,28,914	NIL	NIL	7,56,446
2.	May-19	572	07.10.2019	OA0192300193	1,51,05,558	10,00,000	10,00,000	7,55,278
3.	Jun-19	607	18.10.2019	OA0192300314	1,51,71,427	10,00,000	10,00,000	7,58,571
4.	Jul-19	849	01.01.2020	OA0192300583	1,50,65,828	20,00,000	10,00,000	7,53,291
5.	Aug-19	849	01.01.2020	OA0192300584	1,51,42,410	10,00,000	10,00,000	7,57,121
6.	Sep-19	856	02.01.2020	OA0192300657	1,51,49,017	10,00,000	10,00,000	7,57,451
7.	Oct-19	942	16.01.2020	OA0192300692	1,52,04,960	10,00,000	10,00,000	7,60,248
8.	Nov-19	1116	14.02.2020	OA0192300777	1,51,63,052	10,00,000	10,00,000	7,58,153
9.	Dec-19	1239	29.02.2020	OA0192300862	1,51,61,929	10,00,000	10,00,000	7,58,096
10.	Jan-20	64	01.05.2020	OA0192300941	1,51,41,521	10,00,000	10,00,000	7,57,076
				Total	15,14,34,616	1,00,00,000	90,00,000	75,71,731

Appendix-4.2

(Reference: Para No. 4.5, Page No. 29)

Audit findings related to Information Technology management

Business continuity and disaster recovery planning

Business continuity planning is the process an organization uses to plan and test the recovery of its business processes after a disruption and how an organization will continue to function under adverse conditions like natural or other disasters. Disaster recovery planning is a subset of business continuity planning. It is the process of planning and testing for recovery of information technology infrastructure after a natural or other disaster.

We found that while adequate measures are in place for backup of data, there was no provision of offsite storage. The Dial 100 system also does not have any disaster recovery site. In its Risk and Mitigation Report (April 2020), the Project Management Consultant had also recommended the establishment of a Disaster Recovery site and cloud based backups for Dial 100. The Government acknowledged (August 2021) that currently Dial 100 did not have disaster recovery site. In Dial 100 Phase II, disaster recovery site or cloud based backup has been planned.

Password policy

Password policy is necessary to protect the confidentiality of information and the integrity of systems by keeping unauthorized users out of computer systems. We noticed that there is no password policy in the Dial 100 system. The Government assured (August 2021) that a Password Policy would be laid down in Phase-II of Dial 100.

Audit trails

As per Section 7A of Information Technology Act 2000, where in any law for the time being in force, there is a provision for audit documents, records or information, that provision shall also be applicable for audit of documents, records or information processed and maintained in electronic form. Accordingly, audit trails are to be provisioned, developed and maintained in the software/system. Audit trails can assist in detecting security violations, performance problems and flaws in applications.

Audit noticed that there was no audit trail in the Dial 100 system. Identification of role based modifications/changes or deletion in the data was impossible due to the absence of Audit trail.

While accepting the Audit observation, Government stated (August 2021) that Audit Trails would be ensured in the database through System Integrator of Dial 100 in Phase-II of the project.

Appendix-4.3

(Reference: Para No. 4.6, Page No. 30)

Statement showing readings of logbook and milometer of the FRVs

Sl. No.	District	No. of FRVs verified	FRV No.	Reading in KMs as per milometer of FRV	Reading in Km as per logbook of FRV	Difference in Reading (in KM)
1.	Bhopal	19	BPL06	164870	164822	48
			BPL12	168777	168612	165
			BPL37	182249	182275	-26
			BPL48	182634	182739	-105
			BPL03	144325	144350	-25
			BPL09	133200	133199	1
			BPL25	162061	162061	0
			BPL23	166839	166850	-11
			BPL15	161523	161523	0
			BPL18	176789	176789	0
			BPL17	197636	197639	-3
			BPL13	162774	162787	-13
			BPL19	236509	236509	0
			BPL29	173225	173225	0
			BPL30	203900	203900	0
			BPL32	218712	218712	0
			BPL26	181684	181687	-3
BPL42	226105	226105	0			
BPL05	163493	163493	0			
2.	Dhar	6	Dhar-12	191671	191671	0
			Dhar-11	204470	204470	0
			Dhar-03	240021	240021	0
			Dhar-01	236043	236043	0
			Dhar-08	212959	212959	0
			Dhar-09	281828	281828	0
3.	Gwalior	17	GWL-22	131156	131156	0
			GWL-20	125835	125835	0
			GWL-09	115815	115815	0

Sl. No.	District	No. of FRVs verified	FRV No.	Reading in KMs as per milometer of FRV	Reading in Km as per logbook of FRV	Difference in Reading (in KM)
			GWL-04	133953	133953	0
			GWL-25	178200	178200	0
			GWL-26	149076	149076	0
			GWL-08	202154	202154	0
			GWL-3	80969	80969	0
			GWL-16	207692	207692	0
			GWL-12	201480	201480	0
			GWL-32	128635	128588	47
			GWL-33	105379	105380	-1
			GWL-37	152527	152510	17
			GWL-23	133884	133884	0
			GWL-10	137645	137645	0
			GWL-15	158750	158750	0
			GWL-21	127302	127299	3
4.	Indore	19	IND-17	137550	137506	44
			IND-21	114303	114300	3
			IND-22	143090	143087	3
			IND-25	160658	160650	8
			IND-41	164762	164762	0
			IND-46	198293	198281	12
			IND-47	211620	211710	-90
			IND-49	147281	147280	1
			IND-04	137821	137821	0
			IND-05	120285	120285	0
			IND-11	148692	148719	-27
			IND-24	140722	140720	2
			IND-45	207179	207179	0
			IND-23	155235	155234	1
IND-38	181077	181078	-1			
IND-33	183892	183892	0			

Sl. No.	District	No. of FRVs verified	FRV No.	Reading in KMs as per milometer of FRV	Reading in Km as per logbook of FRV	Difference in Reading (in KM)
			IND-14	145533	158562	-13029
			IND-18	150524	150523	1
			IND-37	227497	227497	0
5.	Jabalpur	19	JBP-17	80034	80030	4
			JBP-27	90172	90170	2
			JBP-28	105223	105215	8
			JBP-29	151386	151390	-4
			JBP-30	120664	120660	4
			JBP-36	172288	172267	21
			JBP-38	265938	266035	-97
			JBP-13	217741	217724	17
			JBP-25	180481	180486	-5
			JBP-10	84903	84885	18
			JBP-09	271292	271315	-23
			JBP-14	151255	151199	56
			JBP-27	92918	92900	18
			JBP-43	214887	214911	-24
			JBP-06	115686	116165	-479
			JBP-22	90983	90985	-2
			JBP-24	217540	217521	19
			JBP-15	203954	203951	3
			JBP-44	204563	204558	5
6.	Morena	9	MRA-05	191994	191990	4
			MRA-10	162866	162866	0
			MRA-19	166634	166634	0
			MRA-13	155971	155971	0
			MRA-15	130474	130475	-1
			MRA-03	164511	164515	-4
			MRA-24	168400	168400	0
			MRA-08	185536	185470	66

Sl. No.	District	No. of FRVs verified	FRV No.	Reading in KMs as per milometer of FRV	Reading in Km as per logbook of FRV	Difference in Reading (in KM)
			MRA-01	208963	208963	0
7.	Narshingpur	7	NSP-12	212889	212889	0
			NSP-14	206588	206589	-1
			NSP-15	212760	212739	21
			NSP-06	202378	202352	26
			NSP-07	163142	163140	2
			NSP-13	209624	209617	7
			NSP-16	196757	196730	27
8.	Vidisha	7	VDA-4	235270	235268	2
			VDA-12	186680	186680	0
			VDA-13	186352	186346	6
			VDA-6	284320	284295	25
			VDA-9	223457	223457	0
			VDA-14	168296	168296	0
			VDA-19	225863	225861	2
	Total	103				

Appendix-5.1

(Reference: Para No. 5.3, Page No. 35)

Statement showing login count against available login days for net viewer users

	Month	Days in the month	SP			ASP			CSP/SDOP			PS			Total No. of user's ID	Total login days available in the month	Total Login Count
			No. of ID	Available login days	Login Count	No. of ID	Available login days	Login Count	No. of ID	Available login days	Login Count	No. of ID	Available login days	Login Count			
Bhopal	Mar-16	31	2	62	13	4	124	84	13	403	125	40	1240	636	59	1829	858
	Dec-16	31	2	62	19	4	124	118	13	403	165	40	1240	941	59	1829	1243
	Mar-18	31	2	62	0	4	124	17	13	403	30	40	1240	0	59	1829	47
	Jan-19	31	2	62	12	4	124	33	13	403	74	40	1240	116	59	1829	235
	Jan-20	31	2	62	0	4	124	0	13	403	46	40	1240	1256	59	1829	1302
Vidisha	Mar-16	31	1	31	20	1	31	0	5	155	41	21	651	23	28	868	84
	Dec-16	31	1	31	14	1	31	0	5	155	31	21	651	4	28	868	49
	Mar-18	31	1	31	6	1	31	0	5	155	28	21	651	41	28	868	75
	Jan-19	31	1	31	5	1	31	0	5	155	10	21	651	795	28	868	810
	Jan-20	31	1	31	0	1	31	0	5	155	15	21	651	1313	28	868	1328
Narsingpur	Mar-16	31	1	31	3	1	31	1	4	124	3	13	403	20	19	589	27
	Dec-16	31	1	31	0	1	31	0	4	124	0	13	403	1	19	589	1
	Mar-18	31	1	31	26	1	31	21	4	124	3	13	403	20	19	589	70
	Jan-19	31	1	31	0	1	31	0	4	124	0	13	403	33	19	589	33
	Jan-20	31	1	31	0	1	31	0	4	124	5	13	403	11	19	589	16

	Month	Days in the month	SP			ASP			CSP/SDOP			PS			Total No. of user's ID	Total login days available in the month	Total Login Count
			No. of ID	Available login days	Login Count	No. of ID	Available login days	Login Count	No. of ID	Available login days	Login Count	No. of ID	Available login days	Login Count			
Jabalpur	Mar-16	31	1	31	0	4	124	23	12	372	0	36	1116	0	53	1643	23
	Dec-16	31	1	31	0	4	124	37	12	372	39	36	1116	9	53	1643	85
	Mar-18	31	1	31	0	4	124	25	12	372	23	36	1116	42	53	1643	90
	Jan-19	31	1	31	0	4	124	17	12	372	1	36	1116	0	53	1643	18
	Jan-20	31	1	31	0	4	124	23	12	372	18	36	1116	0	53	1643	41
Morena	Mar-16	31	1	31	13	1	31	0	7	217	0	25	775	82	34	1054	95
	Dec-16	31	1	31	1	1	31	2	7	217	11	25	775	119	34	1054	133
	Mar-18	31	1	31	0	1	31	15	7	217	5	25	775	0	34	1054	20
	Jan-19	31	1	31	0	1	31	13	7	217	0	25	775	0	34	1054	13
	Jan-20	31	1	31	0	1	31	0	7	217	1	25	775	6	34	1054	7
Gwalior	Mar-16	31	1	31	0	3	93	0	10	310	3	38	1178	3	52	1612	6
	Dec-16	31	1	31	1	3	93	1	10	310	14	38	1178	15	52	1612	31
	Mar-18	31	1	31	0	3	93	2	10	310	14	38	1178	72	52	1612	88
	Jan-19	31	1	31	0	3	93	20	10	310	11	38	1178	95	52	1612	126
	Jan-20	31	1	31	0	3	93	22	10	310	5	38	1178	347	52	1612	374
Indore	Mar-16	31	2	62	0	6	186	0	15	465	0	45	1395	3	68	2108	3
	Dec-16	31	2	62	0	6	186	0	15	465	26	45	1395	56	68	2108	82

	Month	Days in the month	SP			ASP			CSP/SDOP			PS			Total No. of user's ID	Total login days available in the month	Total Login Count
			No. of ID	Available login days	Login Count	No. of ID	Available login days	Login Count	No. of ID	Available login days	Login Count	No. of ID	Available login days	Login Count			
	Mar-18	31	2	62	0	6	186	17	15	465	64	45	1395	10	68	2108	91
	Jan-19	31	2	62	0	6	186	3	15	465	224	45	1395	46	68	2108	273
	Jan-20	31	2	62	3	6	186	4	15	465	80	45	1395	65	68	2108	152
Dhar	Mar-16	31	1	31	0	2	62	2	7	217	2	23	713	2	33	1023	6
	Dec-16	31	1	31	4	2	62	5	7	217	2	23	713	2	33	1023	13
	Mar-18	31	1	31	0	2	62	58	7	217	22	23	713	20	33	1023	100
	Jan-19	31	1	31	0	2	62	49	7	217	7	23	713	14	33	1023	70
	Jan-20	31	1	31	0	2	62	76	7	7	217	6	23	713	9	33	1023
Total			50	1550	140	110	3410	688	365	11315	1154	1205	37355	6227	1730	53630	8209

Glossary

Glossary

Abbreviation	Full Form
ACS	Additional Chief Secretary
ADGP	Additional Director General of Police
AIG	Additional Inspector General
AK	Acknowledge
AR	Arrived
ASP	Additional Superintendent of Police
ATR	Action Taken Report
BOQ	Bill of Quantity
CAD	Computer Aided Dispatch
CLI	Caller Line Identification
CPC	Central Purchase Committee
CrPC	Code of Criminal Procedure
CSP	City Superintendent of Police
DA	Dispatch assigned
DERS	Dial 100 Emergency Response System
DGP	Director General of Police
DP	Dispatched
DPR	Detailed Project Report
DSP	Deputy Superintendent of Police
EMS	Enterprise Management System
ER	En-routed
FIR	First Information Report
FRV	First Response Vehicle
GIS	Geographical Information System
GoMP	Government of Madhya Pradesh
GOP	Gazette Order Police

Abbreviation	Full Form
GPRS	General Packet Radio Service
GPS	Global Positioning System
HOD	Head of the Department
HQs	Headquarters
ICT	Information and Communication Technology
ID	Identification
IT	Information Technology
KMs	Kilometers
LBS	Location Based Service
LD	Liquidated Damages
MANIT	Maulana Aazad National Institute of Technology
MDT	Mobile Data Terminal
MIS	Management Information System
MP	Madhya Pradesh
MPFC	Madhya Pradesh Financial Code
MPPHIDC	Madhya Pradesh Police Housing and Infrastructure Development Corporation
MPTC	Madhya Pradesh Treasury Code
NITTTR	National Institute of Technical Teachers' Training and Research
PA	Performance Audit
PA System	Public Address System
PCR	Police Control Room
PMC	Project Management Consultant
PS	Police Station
QCBS	Quality and Cost Based Selection
QRT	Quick Response Team
RFP	Request for Proposal

Abbreviation	Full Form
RTO	Regional Transport Office
SCRB	State Crime Records Bureau
SDOP	Sub Divisional Officer of Police
SHO	Station House Officer
SI	System Integrator
SIM	Subscriber Identity Module
SLA	Service Level Agreement
SMS	Short Message Service
SP	Superintendent of Police
SSP	Senior Superintendent of Police
TEC	Technical Evaluation Committee
ZSP	Zonal Superintendent of Police



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