

## Article

# Enhancement of police force through e- governance in India

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The present scenario shows a multi-tier FIR system in the police department, it reveals that citizen with some complaint first goes to the police station and reports his complaint to the Munshi who passes it to the station officer who in turn reports it to area in charge or sub- inspector. He tries to solve the problem, usually he is able to solve the problem but if it is not solved at this stage than it will be taken up to the next tier, that is, to circle incharge or town incharge, he tries to tackle the problem at his circle. If the problem is still not solved, then it is moved to the higher level that is SP/SSP. Still, if not solved it is taken up at the state level of chief minister or DGP and ultimately it may move to the national level to prime minister or president. Now with implementation of e- governance in police department the situation has been or will be changed drastically. Andhra Pradesh, Delhi Punjab Maharashtra and some areas of Uttar Pradesh have been exploiting the positive consequences of modernization of police force, subsequently our government and official are trying to implement it in each every police booth in our nation.

**Key words:** e- Government, criminal, police,

## INTRODUCTION TO DEPARTMENT OF POLICE

The term e -governance refers to the process of using information technology for automating both the internal operations of the government and its external interactions with citizens and other agencies. Computerization of internal operations reduces their cost and improves their proceeding time while at the same time allowing government processes to be more elaborate in order to increase their efficacy. Automation of interactions with citizens reduces the overhead for both the government and the citizens, thus creating value for the economy. The police department plays an imperative role in maintaining the law and order situation in any state. It is an area of high government-to-citizen interaction. Main ingredients of the police department are (Figure 1).

### Functions of department of police

Main functions of the department can be described as

- i.) Registration of cases.
- ii.) Investigation of crimes

- iii.) Law and order
- iv.) Prevention of crime
- v.) Licenses and permissions
- vi.) Intelligence and counter intelligence
- vii.) Maintenance of criminal records
- viii.) Disaster recovery
- ix.) Others functional processes: The police department performs various other key functions such as
  - (a) Verification services for passport applicants.
  - (b) Crime against women / SC/ST.
  - (c) VIP/special security and protection.
  - (d) Traffic management.
  - (e) Special cells to counter terrorist activities, etc
  - x.) Procurement.
  - xi.) Human resources Management

### E-Governance initiatives of department of police

Police department has initiated a interstate project of computerization of the department with a vision to build an improved information infrastructure for enhancing the operational efficiencies at all levels in the departments of police.

The e-Governance initiative of police department de-

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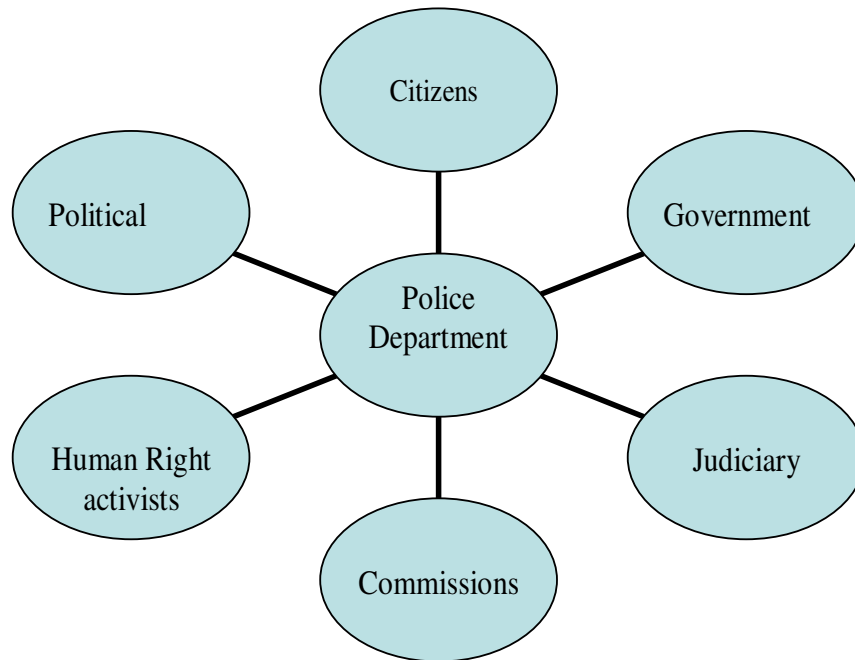


Figure 1. Main ingredients of the police department.

signs to computerize the department starting from the grass-root police station level and networking all the departmental offices in the entire nation to further increase the promptness, efficiency and operational readiness of the police force.

**Objectives of e-Governance**

- i.) To control all forms of crime and criminal activities by taking suitable and appropriate preventive measures accompanied by effective detection.
- ii.) To increase awareness of Law to public.
- iii.) To attain transparency in policing without compromising national security.
- iv.) To increase accessibility to common man so as to address grievances by way of improved police and public interface.
- v.) Providing a secure environment to citizens through better management of human Resources, equipment and use of law.
- vi.) To ensure speedy and effective justice thereby punishing the offender and to prevent recurrence of offences.
- vi.) To streamline internal administration by ensuring that there is efficiency and uniformity in recruitment, promotions, rewards, punishments, welfare activities etc., so as to inculcate a sense of discipline and commitment to the organization.
- vii.) To streamline other areas like procurement, stores and finance and budget.

**EXISTING E-GOVERNANCE INITIATIVES UNDERTAKEN IN DEPARTMENT OF POLICE**

**Intranet:** The police department already has software applications for specific functions. The details of the applications used by the department are

**Crime criminal information system (CCIS):** This is a criminal records management system maintained by National Crime Records Bureau (NCRB).

**Motor vehicle coordinating system:** This is used for punching and storing the data of stolen / recovered vehicles at SCRB / DCRB.

**Talash:** This is used for punching and storing the data of missing persons / unidentified dead bodies.

**Portrait building:** This application is used to prepare sketches of suspected criminals.

**Payroll/GPF:** It is used to prepare the pay rolls/GPF statements of police personnel.

**Identity card system:** This is used for preparing the identity cards of police officials / officers.

**Organized crime information system:** This is a web based application developed by National Crime Record Bureau (NCRB) for punching in information related to various agencies involved in organized criminal activities in-

cluding history sheeters, terrorist activities, robbery, theft etc.

**Training:** This training is being provided in collaboration with department of information technology in different states.

**IT training centers:** Considering the fact that various national and state level initiatives have been under taken to induce computerization in the police department

**Website:** Department has also got developed a website about the police department mentioning various offices of Police Department. The website is regularly updated.

**Polnet:** polnet project under implementation through DCPW, New Delhi is a satellite based Police Telecommunication system, free from terrestrial lines, for providing end-to-end connectivity between national capitals, State/ U.T. capitals, Range / Distt. Hqrs. and further countrywide link up between all Police Stations in India.

**FACTS (Finger print analysis and criminal tracing system):** CMC Ltd Hyderabad has supplied facts machine to FPB, Phillaur in the year 2003 comprising seven work stations, four for image data entry and three for criminals attribute data base entry.

### Internet

Internet connectivity is another important basic requirement in the police department. NCRB has hosted many applications on Internet. Police stations, sub-divisional police stations and district police offices have been made mandatory to upload information directly into these web based applications. Presently the lack of internet connectivity has hampered the police offices to transmit the required information to NCRB.

### Video conferencing

To check any activity of any police station, senior officers can virtually transport themselves to any police station. For this, a web-camera at every police station would be sufficient apart from connectivity. This would allow control, citizen interaction with officials and protection of fundamental and human rights. The web-camera would enable video-conferencing (of regular meetings) across various police offices, thus, saving time and money.

### Data resource center (Data warehouse)

Then as a futuristic step, the department of police proposes to create an integrated data resource center at Head Quarter level to host and consolidating all information system assets of the department. The data center would be able to provide the following:

i.) Centralized database

- ii.) Centralized network management and operations capability
- iii.) Facility for centralized management of enterprise client/server systems
- iv.) Various hosting options
- v.) Guaranteed service levels
- vi.) High quality support, operation and monitoring of department's applications
- vii.) Data and application availability 7 days a week 24 h per day
- viii.) Custom Security options, Multiple security levels
- ix.) Backup and archival services.

## SWOT ANALYSIS OF E- GOVERNANCE IN POLICE DEPARTMENT

### Strengths

- i.) Time saving
- ii.) One time reporting
- iii.) Criminal can not escape
- iv.) Transparency
- v.) Accountability
- vi.) Manipulation not possible

### Weakness

- i.) Lack of prevalent computer knowledge
- ii.) Resistance to change
- iii.) Rigidity
- iv.) Scarcity of Monetary resources

### Opportunities

- i.) Reduced corruption
- ii.) Report conveyed to all in standard format
- iii.) Morale booster for police personnel
- iv.) Prompt action
- v.) Prevent public harassment

### Threats

- i.) Misuse by computer hackers
- ii.) Increase of unemployment
- iii.) Illiterate people may suffer

### Concluding remarks

After explicating the several aspects of e-governance regarding police department we come on a Conesus that after introduction of e- Governance the scenario will be very improved. There will be maximum 2 or 3 tier FIR system. Citizen will make a complaint through email which will directly reach the Munshi, Inspector and station investigating officer at one go and action will be taken. Due to computer assess message will reach higher authorities

also at the same time in the same standardized form as given by the victim. No distortion will be possible. Now people will not have to approach again and again to the police station to lodge their FIR. Now people encountering any problem can compose their reports and email them from their residence. Now there will be no requirement of FIR register at the police station table.

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