



# TAMIL NADU

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The following document states how Tamil Nadu Police were able to provide help to the people during the trying times of Corona.

It also encompasses the struggle that the city police went through, the precautionary and practical measures taken by them. They stood by a humanely approach while dealing with the public and thus helping them stay indoors safely amidst the pandemic.

The below mentioned was the response from various city police departments of State of Tamil Nadu.

## MADURAI

The Madurai city police undertook various precautionary measures, enforced the guidelines issued by the Central and State Governments, initiated proactive measures and extended humanitarian assistance to the public to help them stay in their homes safely.

The following innovative and pro-active initiatives executed by the Madurai city police during COVID-19 crises immensely helped the public to stay home safely and played a vital role in preventing the spread of the virus.

### I. Rehabilitation of destitute people abandoned in the streets of Madurai city.

During curfew, a good number of abandoned homeless, mentally challenged and physically challenged persons were found wandering the streets of Madurai City and posed a threat of becoming carriers of COVID-19 in spreading the disease.

To ensure that they were safely guarded from the deadly virus and hunger, the Madurai City Police and other organizations rescued them and accommodated them in temporary shelters, and

provided them with food and medical attention. Around 250 abandoned destitute persons were sent to their native places. The Madurai City Police made needed arrangements to transport them to their native places.

### II. Initiatives to decongest crowded market places.

#### A. Distribution of Markets

Over 500 vegetable shops and about 240 fruit shops operated every day in Mattuthavani integrated vegetable market and fruit market from 1800 hrs to 0600 hrs in the heart of Madurai City. Shopkeepers, their employees, agents, association members, drivers, cleaners, auto drivers, cart pullers, tricycle operators, buyers and labourers were engaged in hectic business activities, which led to a substantial presence of crowd here. Put together on a given day over 10000-15000 people thronged this area. Various measures like awareness, creation of additional vehicle checking points, queuing, segregation of parking area, etc, access screening were undertaken to reduce the congestion in the market in order to enforce physical distancing. To enforce social distancing, it was decided to restrict their entry and hence pass system was implemented. As the aforementioned measures did not deliver results, the decision for diversification of the markets and in several areas of Madurai City to avoid crowd gathering was taken. This initiative helped in decongestion of crowded markets. The vegetable sellers were directed to keep their vegetable shops on the ground and vacant areas scattered across the city to ensure effective maintenance of social distancing.

#### B. Mobile markets

In addition to diversification of markets to different parts of the city, the Madurai City Police made arrangements to sell vegetables on the doorstep by deploying mini vans in markets.

## C. Door delivery of Groceries

Grocery merchants were roped in to help the public by supplying necessary groceries to the needy people by ensuring door-to-door delivery. Public was encouraged to get the groceries via home delivery.

## III. Adoption of one poor family by police personnel.

As a humanitarian gesture with the aim of helping the poor families, who struggled to cope with lockdown hardships financially, the Madurai City Police introduced a measure i.e. 'adoption of one family by a police personnel' to help them. The police personnel of Madurai City Police started adopting poor families residing under their police station limits and extended all necessary essential help to them by providing day-to-day requirements. Around 200 families received help from the police personnel. This scheme was implemented in all the police stations to help the poor people.

## IV. Establishment of exclusive control room for COVID-19 spread prevention:

On 25.03.2020, a special control room was formed at City Police Office headed by an Inspector of Police.

Ten exclusive phone lines were dedicated to the control room and the public was advised to contact the control room to meet their urgent requirements round the clock.

## TENKASI

### The Efforts Taken by the Department

To overcome the challenges posed by COVID-19 infection the department adopted various measures to contain the spread and took utmost care to ensure that the basic requirements of the people, who were kept under lockdown, were adequately addressed. Special police teams were established to prevent the spread of Infection, keep an effective check on the movement of people, create awareness that could reach out to the entire population, address the daily needs of the public, provide routine health care to patients etc.

### Steps taken:

Restricting the entry of outsiders by establishing check posts at all the entry points of town along with deployment of adequate force.

Classification of entire town into zones for better administration and bifurcation of zones on the

basis of number of cases found in each zone. Teams of police personnel were deployed in every zone. The containment zones were completely locked down and had CCTVs installed in them for close and effective monitoring. Drone surveillance was introduced. This helped in maintaining a complete lockdown with minimum contact of the personnel on the ground.

Volunteers chosen from within the zones were trained by a team of medical experts before helping people in meeting their essential requirements. The total control of all 9 zones was monitored by a special control room with three official mobile numbers made available to the public along with communication through social media.

In order to carry out the distribution of the essential items, relevant shops in each zone were earmarked and allowed to be operated by one person and only the volunteers in the respective zones were allowed to make purchases and deliver to the needy people.

Free food and other essential items to all daily wage earners and other needy people in the town through CSR initiatives and community kitchens.

Free ambulances were arranged to meet the medical emergencies of the non corona patients without any hassle.

Most containment zones did not have separate toilets therefore local arrangements were made for 100% disinfection after each use.

Mobile ATMs were introduced to avoid any cash crunch. Corona Autos (Awareness Autos) moved in every street creating audio-visual awareness, private security guards monitoring the areas at night using CSR etc. contributed significantly to maintaining the lockdown.

Surprise visits were made by the police personnel to identify outsiders not following norms of self-isolation.

Police department and a local college together created an isolation ward with the capacity of two hundred beds to quarantine the offenders who roamed around irresponsibly during the lockdown with the intention of creating a deterrent in the minds of the people.

### Technology used to battle COVID-19:

TDTP App: Developed by Tenkasi Police where general public sent photos of riders who violated lockdown and challans reached their homes.

## INDIAN POLICE RESPONSE TO COVID - 19

GAMS Software: Guest Worker Accommodation Management System to monitor the migrant labourers and address their basic needs.

COVID-19 Quarantine Monitor: Application that tracked foreign returnees and those under home quarantine.

CDR: Call Detail Record Analysis to enable effective Contact Tracing.

### CORONA AWARENESS – CORONA AUTO



#### Providing basic supplies to the needy:

The local officers took the initiative and efforts to supply essential commodities on the doorstep of such needy people.

#### Creative awareness campaigns:

Public address system was fixed in all major towns and villages of the district and the contents creating awareness regarding seriousness about the disease and also the do's and don'ts were played continuously.

#### Welfare of guest workers:

A nodal officer was nominated in each police station to monitor the guest workers in that jurisdiction. The police nodal officers sensitized the migrant workers about personal hygiene and social distancing and contributed masks, sanitizers and food items.

#### Crowd regulation in markets:

In order to ensure social distancing especially in the market areas, 3S strategy of splitting, shifting and spreading the markets was followed.

## TIRUPPUR

### Best Practices for COVID Management-Tiruppur District

Special Police Liaison Officers nominated to trace guest workers, 25773 guest workers were sent to their native states.

Effective implementation of lockdown and effective contact tracing of positive cases and ruthless containment. The last positive case was reported in the district on 2nd May 2020, and no new case was reported in last 40 days.

Home quarantine check officers appointed and Call Center was established at Corona Control to monitor the returnees.

Proper deployment of police, Health and Revenue officials and their perfect coordination with local bodies.

## THIRUVALLUR

### Contact tracing by CDR analysis in Cyber Crime Lab.

#### Co-Buddy Application

App designed to identify the location of COVID-19 positive persons.

#### Maintenance of social distancing in wholesale market Chennai:

Police functioned round the clock to enforce social distancing and regulate traffic in the market.

#### Garuda application for parking

Application Garuda to track the vendors through their vehicles by scanning the coming vehicles and keep them as a data base.



Vehicle scanning by Garuda Mobile App.

**RAMANATHAPURAM**

**I. RAMANATHAPURAM DISTRICT POLICE DURING POLICE RESPOND TO JUVENILE CANCER PATIENT'S DISTRESS CALL**

A woman called on the designated helpline number of the Superintendent of Police, Ramanathapuram informing that her daughter was suffering from leukaemia and had to be periodically taken to Government Rajaji Hospital, Madurai for treatment. She expressed her helplessness to treat her child due to lockdown and lack of resources. She was immediately helped by the District Police by arranging a police vehicle to take the girl along with her parents to the hospital for treatment.



**II. POLICE HELP PREGNANT WOMAN REACH HOSPITAL**

In April, SI, Thirupullani PS received a call from a relative of a pregnant lady who got labour pains and urgently needed to go to hospital as no transport was available during lockdown. The Sub-Inspector of Police instructed an auto driver to transport the pregnant lady to the Government Hospital, Ramanathapuram and informed the nearby police station to provide all assistance to the pregnant lady.

**III. RAMANATHAPURAM POLICE HELP SICK CHILD GET MEDICINES FROM SALEM**

Superintendent of Police, Ramanathapuram helped a girl who had multiple medical complications including difficulty to speak due to the neurological problem in getting treated by a Homeopathic doctor in Salem and the special medicine was dispatched usually by courier every month. The Superintendent of Police, Ramanathapuram contacted the Superintendent of Police, Salem, who in turn contacted the doctor the same day. Salem police brought the medicine to Ramanathapuram and medicine was handed over to the girl's family within 14 hrs.

**IV. POLICE DISTRIBUTED RICE, VEGETABLES AND GROCERIES TO THE NEEDY**

A family involved in circus business from Sivagangai got stuck in Andavoor Village, Thondi due to the lockdown and the family with its 20 members was starving. The Superintendent of Police, Ramanathapuram came forward to help the family and the police distributed 100 Kg of Rice, 200 Kg of vegetables, groceries and few safety masks.

**V. RAMANATHAPURAM COPS HUMANITARIAN AID AMID LOCKDOWN**

Amid nationwide lockdown in the wake of the corona outbreak, the services of good Samaritan were rendered to the needy people by the District Police Ramanathapuram as a humanitarian aid.

A group of 14 police constables headed by the DSP, Paramakudi donated blood to Government hospital due to the shortage of blood owing to the lockdown.

Relief materials were provided by police personnel to a poor family who could not return their home town Salem due to the lockdown.

The DSP, Keelakarai distributed 800 Kg of relief materials to the handicapped with the Sathiyapathai Trust.

Mr.Pugalenthi Ganesh, DSP, ThiruvadanaI distributed relief materials to the migrant workers of the UPPUR Thermal power plant.

Mr. Shankar, DSP, Paramakudi Sub Division distributed relief materials to the migrant workers residing in the Paramakudi region.

Mrs. Jansirani, Inspector of Police, Perunali PS distributed relief materials to the starving migrant labourers,

Rs. 1,00,000/- (One Lakh Rupees) worth relief materials were distributed among the Samathuvapuram Village people by HC 294 Suresh and other police personnel.

