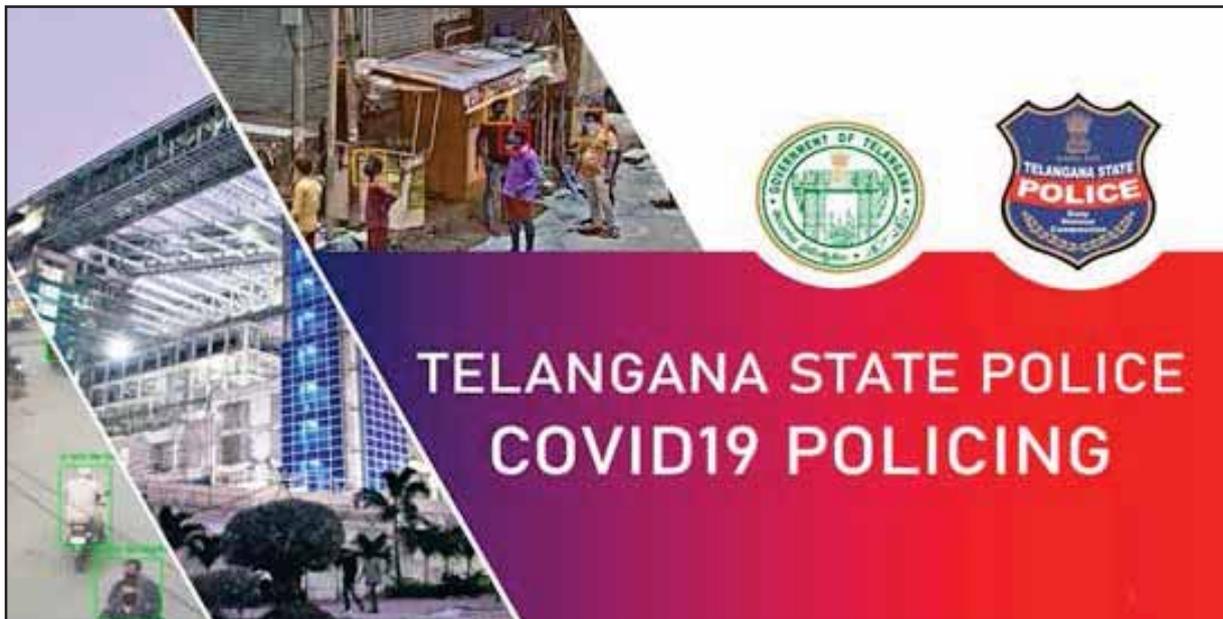




TELANGANA

Police Headquarters, Hyderabad, Telangana -500004
| Web : tspolice.gov.in



TELANGANA STATE POLICE

1. MEASURES OF TELANGANA STATE POLICE

Regulation and Enforcement Activities.

Educating and Awareness campaign to the public in general.

Coordinated efforts with stakeholders pertaining to COVID-19 suspects. (Identify, Track, Trace, Isolate, Surveillance and Security of suspects/contacts).

Humanitarian assistance, Supportive and Relief measures by Police.

Mobilization, preparedness, capacity building, welfare measures to the force.

Preparing the department (e.g., maintaining operational continuity).

Protecting the officers (e.g., educating them about transmission, vaccination, and treatment).

Protecting the community (e.g., maintaining public order).

2. DIGITAL TECHNOLOGY INTERVENTIONS DURING COVID-19

The digital tools were initiated to combat the spread of COVID-19 and maintain the public order and safety. It included collection, collation, compilation, analysis and dissemination of information and was intended to detect early warning signals of impending law outbreaks, surveillance of COVID contacts / suspects, and help in initiating an effective response in a timely manner.

Major technology interventions deployed during COVID-19 to contain the virus and maintain the public order.

3. COMMUNICATION TOOLS

i) Video Conferencing System

The regular and vigorous use of Multi-location Video Conferencing by the senior officers for online staff training and awareness sessions on COVID-19.

ii) WhatsApp Groups

The multiple WhatsApp groups were formed for seamless communication, to contain the spread of COVID-19 and improve safety and security of all the staff who are serving the COVID-19 contacts.

The WhatsApp groups were formed for various stakeholders based on the need were:

- a) Police – Exclusively for senior and field staff officers;
- b) Police, Doctors, Para-medical staff;
- c) Police, Municipal, Transport, and other government agencies;
- d) Police, Municipal, Transport, and essential goods suppliers;

iii) Social Media Platform

Extensive and positive use of Social Media, whether it was Facebook or Twitter was one of the digital tools used by the Telangana State police to curb the spread of the COVID-19 and alerting the citizens about the precautions that could be taken.

iv) Video Message Boards (VMB)

The VMBs were used to increase public awareness by running the promotional videos, guidelines, Dos and Don'ts and other aspects, signboards etc.



v) Public Address System (PAS)

The PAS were installed as part of the CCTV system in various locations.

4. OTHER TOOLS:

i) Integrated Command and Control Center (ICCC)

ICCC was used for increasing awareness among people, enhancing coordination between different departments, engaging with on field support staff to direct them.

ii) COVID War Room

An exclusive 24x7 COVID Command Center (war room) was established throughout the lockdown to combat the spread of COVID as an extension to the Integrated Command & Control Center (ICCC). It facilitated the real-time events by consuming video and data feeds from different sources and processed information disseminated to all the stakeholders.

iii) Dial-100 System

Dedicated COVID-19 helplines were introduced to address different issues of the public related directly or indirectly to COVID-19. Public raised all grievances related to various issues such as violation of home quarantine norms, social distancing, violation of lockdown orders, emergency issues etc.

iv) Geographical Information System (Gis)

The GIS was used to geo-fence the containment zones and tagged each COVID-19 contact on the map and monitor quarantined people and positive cases through their movement using Geo-fencing services.



5. EMERGENCY MEDICAL HELPLINE FOR POLICE

An exclusive 24x7 Call Center was formed for the police staff and their family members to seek the

medical advice on various health related issues such as mental stress, physical illness or any other diseases.

6. TELANGANA E-PASS SYSTEM

The online e-Pass system with an automatic approval mechanism was deployed exclusive to address the essential supplies and services and emergency requirements.

7. TRACKING AND ENFORCEMENT TOOLS

Lockdown Violation

During the lockdown period, the vehicular and public movements were restricted except the essential goods transport and emergency related movements. In order to enforce these movements, few technological interventions were deployed to control the movement.

Surveillance of COVID Suspect / Contact

The major objective of suspect surveillance was to detect, track and monitor the movement of contacts; escalating and maintaining the mitigation measures, their effectiveness were assessed at regular short intervals to ensure the desired reduction or interruption of COVID transmission into the population.

Lockdown violation tracking app for COVID19:

To track the violators of Lockdown on real-time, ITE&C Dept., TS provided an application. This real-time app helped in controlling the unnecessary movement of the citizens who were coming out and crossing 3 kilometers from his/her location.

Drone Based Surveillance

Print Media Articles:

1. <https://www.thehindu.com/news/cities/Hyderabad/crossing-3-km-radius-to-attract-challans/article31166781.ece>
2. <https://www.thehindu.com/news/cities/Hyderabad/telegana-police-to-start-online-monitoring/article31171889.ece>
3. <https://teleganatoday.com/cyient-helping-ts-police-via-drone-based-surveillance>
4. <https://www.deccanherald.com/national/south/t-covid-19-app-for-public-officials-launched-in-telegana-824066.html>
5. <https://timesofindia.indiatimes.com/city/hyderabad/cops-use-app-to-catch-those-breaching-3km-norm/articleshow/75088845.cms>

Electronic Media Articles:

1. <https://www.youtube.com/watch?v=2jn5S6H39RU&feature=youtu.be>
2. <https://www.youtube.com/watch?v=Q7nFDZql6y4>
3. <https://www.youtube.com/watch?v=dTV5hBelXic&v=1>
4. <https://www.youtube.com/watch?v=zTM16A3Tsds&v=1>
5. <https://www.youtube.com/watch?v=5hKGsB10AK8>

The drone-based surveillance assisted the ground forces to monitor sensitive areas in the city to prevent the spread of the virus. It helped in compliance with the measures like the closure of non-essential public places, avoid public gatherings, traffic congestion analysis etc.,

8. CAMERA BASED MASK AND SOCIAL DISTANCE DETECTION

The camera-based detection of mask violations was done at various locations in the city. The systems provided the heat map of violations to understand and assess the areas of non-compliances and initiate corrective measures.

Crowd and Vehicle Analytics

The existing city-wide CCTV system was used to keep a strict vigil on people and vehicular movement during the lockdown period.

Crowd Analytics used on CCTV video feed to identify the public gathering locations beyond permissible limits. The identified cases were reported for course of action.

Automatic Number Plate Recognition (ANPR) Analytics were used to identify the vehicle in violation and generated the challans and seizure of the vehicles if required.

ANPR Analytics

The ANPR system was used to identify the vehicles that were violated beyond permissible travel distance of 3 KMS from their home location. The violated vehicles were seized and penalized for the violation.

6. <https://www.youtube.com/watch?v=CHc6ZqxT2tY&feature=youtu.be>

7. <https://www.youtube.com/watch?v=iH1rc0EYPpQ>

Telangana state police has forwarded success stories of Hyderabad city, Karimnagar and Rachakonda. These are described in following paragraphs.

HYDERABAD CITY POLICE

Operational Initiatives

No Harm Policing Principle

Since the inception of the Covid crisis City Police consciously adopted the practice of "first, do no harm". City Police opted for Compassion and Sensitivity over use of force. Lockdown violators were initially counseled and arrest was also made as the last resort.

Personnel Safety and motivation, a top Priority

Police personnel soon realized that the police frontline workers would have to ensure their own safety lest they should become the agents of the pandemic themselves. PPE kits were used and regular thermal screening was ensured.

Communication

To curb misinformation, fake news, rumors and to spread awareness on COVID-19 protocols and government orders multimedia platforms were extensively used and utilized. These are described as under:

The awareness campaigns were implemented through staff and mounted police, press meets, VMS boards, flexes, Announcement through patrols, posts in social media, launching of videos.

Information Management

With a huge set of information that was captured pertaining to the pandemic, role of data analysis using cutting edge technologies became important to arrive at right decisions. These technologies were -

Working with the Citizens, for the citizens

Hyderabad City Police roped in volunteers to support other citizens in various areas, including elderly care, transport, food supply, data management etc.

Occasional food donation camps were also organized with strict social distancing norms. Dry ration was also distributed.

Professional Contact Tracing

From the early implementation of physical questionnaires to a more reliable blend of technology plus field investigation method, the Contact Tracing protocol of Hyderabad City Police

evolved based on new requirements. The chart below shows the transition:

Along with Contact Tracing, residences of COVID-19 patients were geo tagged and surveillance of quarantined patients enhanced. This helped in identifying and ring fencing of containment areas.

Tech enabled lockdown enforcement

Hyderabad City Police also used new age technologies such as Facial Recognition and GPS (App Based) citizen movement radius tracking. This helped us contain the spread to a very large extent :

KARIMNAGAR

Steps taken by Karimnagar Police during the COVID-19 crisis.

Identification and contact tracing of Indonesians

As a response to alert messages about the rail travel of Indonesian nationals, special teams were hurriedly formed to identify and trace the COVID-19 suspects. The said people were medically examined and one of them was tested positive for Corona. Special Teams also identified the primary contacts of the Indonesians. Teams made local enquiries, examined the CCTV, developed photographs in order to trace primary contacts and geo-tagged their houses without giving any room further and hence breaking the chain of the spread of the virus.

Establishment and Management of containment Zones:

To put a stop to further transmission of virus, containment zones were established on the basis of movement of the COVID-19 suspects. As a result maximum number of primary contacts was found in these containment zones. Later on, seven more areas were declared as containment areas. Surveillance using CCTV and Drones was carried out.

Awareness Programmes in Containment Zones:

The Mobile control room played a recorded audio message regarding precautions to be taken in containing the spread of COVID-19, such as social distancing, washing hands, use of face masks etc in all the Containment zones. Strict surveillance through drone and CCTV cameras was also ensured. A short film was screened in public areas to create awareness among the public.

Medical Tests in Containment Zones:

Medical Teams formed to conduct tests conducted a Rapid Fever Survey covering 36074 houses with a

population of 1.36 lakhs within a radius of 1 Km to check if anyone had symptoms of Corona virus and also to collect information on travel and contact history of the inhabitants.

Hassle Free Supply of Essential Commodities In Containment Area:

Apart from enforcing the lockdown, Karimnagar police rendered other services to the people by ensuring an un-interrupted supply of the essential commodities to the people. The police helped the migrant labourers and poor, old age homes by providing cooked food and dry ration to them. Unobstructed movement of vehicle carrying essential goods was ensured and their prices were also monitored.

Helping the People in Emergency Situations:

The police personnel helped numerous senior citizens and children in emergency situations such as medical aid, thereby saving the precious lives during the lockdown period. Further, police helped the pregnant woman and the sick people by using police vehicles to ferry them to the hospitals.

RACHAKONDA POLICE

Initiatives taken by Rachakonda Police are detailed below.

Hunger management

A special unit at Commissionerate level was formed to act as a single point for all the helping hands approaching and offering their services including food and ration to the needy. So far, nearly 600 individuals, 80 companies and 90 NGOs were associated with Rachakonda Police in serving the needy and poor. Around 50 lakhs meals and per head meal kits were served during the lockdown period.



Migrant workers

To end the woes of the migrant workers, several donors fed them in their areas. Areas with high concentration of migrant workers were identified and cooked food and dry ration were supplied.

Under a pioneering initiative of Rachakonda Police in partnership with Tata Institute of Social Sciences, nearly 10,669 workers were interviewed personally and their requirements were assessed. Wherever interventions were required, they were provided with dry ration kits, medicines, health checkup specially to sick and pregnant women, water supply, rental issues with owners etc.

Addressing the Lockdown Blues – Loneliness

To assist those who required assistance and counselling, Rachakonda Police initiated a psycho-social counselling call center manned by professionals.

Adoption of Shelter Homes –

Old Age Homes, Orphanages and Homes for Specially Able persons were adopted by Commissioner of Police Rachakonda on behalf of Rachakonda Police Commissionerate. The requirement of each of the home was assessed by the SHO concerned and furnished to the CP Office.

Caring for Mothers –

One of the most vulnerable categories was pregnant mothers and therefore the Rachakonda Police initiated a programme to support them with a nutrition kit comprising ragi malt, dates, dry fruit, milk in tetra pack, a carton of eggs and fruits.

Ensuring dignity of Women –

Added to the plight of migrant workers, is the menstrual issue faced by women walking kilometers or at makeshift shelters. To meet the untold agony, Police distributed 8000 sanitary napkin packets to the women.

Transgender inclusive –

The often missed out or neglected community in service is a transgender community. Rachakonda Police distributed dry ration kits to all transgenders in the pockets of areas where they mostly inhabited.

Singing Cops –

Couple of officers used their passion to address the COVID-19 policing needs. While one urged the

public through his song to be cautious of and take safety measures, the other composed a song on a positive note to motivate people.



Celebrating in adversity –

Rachakonda Police happily obliged the request of people living outside the state to wish their relatives and bring a smile to their faces.



Tapping the Energy and Time of Youth –

Scores of volunteers came forward to manage food distribution and food supply management, TISS survey of migrant workers, medical check up to staff and migrant workers, psychological counselling, dog feeding, etc.

Facilitating the Public movement amidst Lockdown -

Electronic Pass - Enabling an e-platform to obtain an e- pass for a hassle-free movement.

Non-Medical Emergency Transport Services –

Since the public required transport for treatment of other ailments apart from corona like a regular dialysis treatment, a critical injection to be taken

periodically, a follow up checkup after surgery, for physically handicapped or elderly couple. Rachakonda Police partnered with Mahindra alyte and Srinivasa Tours and Travels to cater to the public needs as noted above.



VIDEO LINK

<https://twitter.com/GadwalSp/status/1270266826862112768>

TWITTER

Rachakonda Police May 29

Along with the coordination of Smt. Satyavathi of Bhoomika Foundation and her team, 85 Odisha Migrants were sent to their native state, while they were proceeding on foot by road.



Mahbubnagar Police @MBNRpolice

Rural Police team took the stranded migrant labourers to shelter and was arranging transportation.



Dr Chaitanya Singh @MidnightReportr May 20
Mahesh Bhagwat, IPS (Rachakonda Police) distributes biscuits, food grains & masks among workers & their kids at a construction site at Parvatapur Road.



FrontLineWarriors one in support of one another.
May 17

