



# LOCKDOWN BEST PRACTICES - PUNE POLICE

## 1. ENFORCEMENT

### HOME QUARANTINE TRACKING SYSTEM

*Objective:* The HQTS system is developed developed by Pune Police in collaboration with Vigna Labs. It is used to keep watch on Quarantine patients using Facial Recognition system and Geo-location of the patient. The patient is asked to upload selfie twice in the day which is matched with the existing database for any anomaly.

*Outcome:* **3211 patients** watched through **Maha HQTS (Maharashtra Home Quarantine Tracking System)**. HQTS helped in keeping a track of quarantine in an effective manner and take corrective action whenever alerts were not sent on time.

### SPECIAL POLICE OFFICERS

*Objective:* It is an initiative to collaborate with citizens who are willing to assist police in bandobast and other duties. They are enrolled as Special Police officers, and assist police in nakabandi, contact tracing, rendering assistance to the social policing cell.

*Outcome:* 5616 Special Police Officers (SPOs) nominated by Zonal DCPs for community liason and assistance; Duty distribution by Police Station D.O.s. These SPOs acted as force multiplier and assisted police in enforcement and social policing.

## 2. STAKEHOLDER MANAGEMENT

### PERFORMANCE IMPROVEMENT MEETINGS

Constant **liason** with various departments to ensure coherence of purpose & policy.  
**Performance Improvement meetings** with all HODs

### FACT (FACILITY FOR ACCELERATED CONTACT TRACING)

*Objective:* **FACT** uses technical analysis to trace linkages to positive patients through CDR, tower-dump analysis. It also incorporates data from *chat-bot* and pharmacists.

*Outcome:* 7852 new contacts traced and sent for testing, out of which 282 found positive. FACT aides the effort of PMC in contact tracing



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#### DIN (DO IT NOW)

Objective: **DIN reports** comprises of checklists for every task which has to be done by PMC on daily basis, e.g. tracing of contacts, cleaning of toilets, distribution of masks, delivery of ration to through PDS. Local contacts and SPOs are utilised to verify the tasks as per checklist.

Outcome: DIN reports from all Zonal DCPs shared with PMC for smooth coordination and followup on daily tasks. It has helped in systematic improvement in accomplishment of tasks as well as better coordination at ground level.

### 3. AWARENESS CREATION

Objective: It was considered paramount to give correct information to public as well as police force regarding Covid19 virus. Also to apprise the PuneKars about various decisions taken by the local administration.

Outcome:

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#### PUBLIC AWARENESS CAMPAIGNS (PACS)

PAC on Social distance, Home stay, Personal Hygiene measures through wide announcement on Visual Media Displays throughout Pune city

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#### CREATIVE FILMS

*27 creative films* to sensitize Public about precautions during Covid19

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#### SMART BIKES

Bikes equipped with camera, PA system, sirens, flasher lights, batons etc. have been given by Honda and Suzuki.

Announcement through PA system on 185 smart bikes in city; Innovative use of *Drone cameras* to assess crowd density



## 4. CITIZEN ENGAGEMENT

### DEDICATED WHATSAPP NUMBERS

*Objective:* Once lockdown was announced, there was a huge surge of queries to the Control Room, most of which were of routine nature. To facilitate citizens, immediately four dedicated wtsap numbers were started where citizens wtsaped their concerns and were facilitated by *SEVA cell*.

*Outcome:* Responded to **37652** requests/calls, 478 emails, 5600 plus twitter messages. Prioritised serious ailments, hospital visits, emergency situations

### DIGITAL PASS SYSTEM

*Objective:* Digital Pass system [www.punepolice.in](http://www.punepolice.in) developed with help of Cybage is electronic mechanism to capture details of the applicants. Initially it was developed only for intracity travel, but post lockdown 3.0, features related to interdistrict and interstate movement were also incorporated. It removes quarantine patients automatically, and highlights the applications from containment zones, thus helping in weeding out the applications. Monitored by DCP rank officer, assisted by SEVA cell staff & officers.

*Outcome:*

Post extension of lockdown on 14<sup>th</sup> April, **353360** requests received, **111156** approved **112918** stranded persons facilitated for inter-district travel, while 14396 for interstate

### SOCIAL MEDIA ENGAGEMENT

*Twitter* Posts- 236, Likes – 131887 likes, 26732 retweets; *Instagram* Posts - 89, Likes 36688; *Facebook* post- 69, Likes-28162

More than 1 crore bulk SMSs sent to citizens to give updates on corona

### FAKE NEWS

Proactive action against fake news through constant monitoring of social media



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#### DIAL – A - RICKSHAW

Dedicated **Dial a rickshaw** service at RTO rates with **6305** sanitised rickshaws for emergency services for citizens; **43591 requests** received and **9618 people availed the service**

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#### COMMUNICATION

SEVA-*plus* bulletin on daily basis to engage staff and citizens

Timely updates to the Media regarding police work and policies

### 5. SOCIAL POLICING

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#### ASSISTANCE TO THE NEEDY

Objective: A large number of NGOs approached police to render assistance and collaborate to facilitate needy persons with ration, food, etc. There was a need to systematize the whole process, and social policing cell was setup. It is led by a ACP rank officer and assisted by staff from traffic and control room. The cell acts as a platform to match supply and demand and facilitates the logistics.

Outcome:

Facilitated distribution of Food / Ration to **1573156** with help of 163 NGOs

Helped 20830 Commercial Sex Workers, 1050 Transgenders, 25611 student

62914 ration kits, 51007 masks, 49297 sanitizers

**27084** Food packets and Water bottles given to Migrants in 17 train journeys

1047 beggars identified and moved to Beggar homes

**12379 migrant labours** facilitated in 48 centres

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#### SENIOR CITIZEN CELL

Reached out to **11391 senior citizens** and enquired their well being

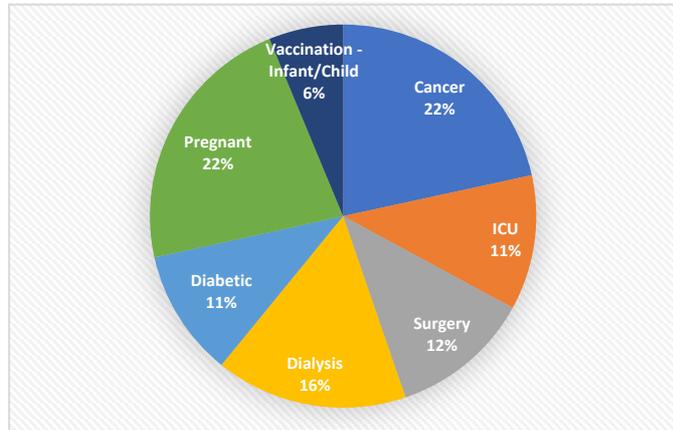
Assisted 534 senior citizens through ration, gas, medicines etc.



## ASSISTANCE IN MEDICAL EMERGENCY CASES

**26291** serious medical conditions facilitated passage through Digital Pass

Header	Count
Cancer	5671
ICU	2990
Surgery	3105
Dialysis	4229
Diabetic	2812
Pregnant	5849
Vaccination - Infant/Child	1635



## 6. WELLNESS AND WELFARE

### DEDICATED WELFARE OFFICER

**Objective:** Dedicated welfare officers appointed in order to have a focused approach towards physical and emotional wellbeing of the force. It is monitored centrally by DCP HQ and by designated officers at Police Station level.

**Outcome:** The welfare officers appointed for the whole city, police stations, branches take regular updates on sick staff, covid positive staff, and apprises senior formations.

### AWARENESS AND EDUCATION

Educative creative films and motivational videos circulated among staff

Sensitized staff on Covid-19 through printed *Information booklets* and *Educational Videos*

Senior officers, their staff given list of “Do’s and Don’t’s Covid checklist



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#### SUPPLY OF PROTECTIVE GEAR

Objective: The policeforce is at the forefront of fighting Covid along with other agencies. It is paramount that the force is equipped with best of protective gear so that they don't contact covid virus

Outcome: The Pune Police has made best efforts to equip the police force with latest protective gear which helped raise their morale

**1086** Personal Protection Equipments (PPE) distributed to staff

**32648** cloth masks, **27915** Disposable masks, **8775** N95 Mask, **6000** Livinguard, 16500 sanitizers of 50 ml and 22599 of 100ml given to all staff

**17744** Gloves and **13481** Goggles given to police staff & officers

673 Sanitizer bottles of 500ml, and 99 of 5 litres given to all police stations

**45** Thermal Guns, **13** oxymeters provided to all Police Stations

**21424** homeopathy tablets given to staff

*20 Rahuti and 137 umbrellas* installed at nakabandi points

10 Foot massage machines set up for policemen on duty

*9011 plastic face-shields* by NCL & Rotary provided to staff

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#### PROVISIONS TO POLICE & POLICE FAMILIES

Home delivery of Food / Grocery items to **3000 Police Families**

Ensuring supply of food supply to Police bandobast staff twice a day (808 tata snacks, 3000 maza cold drinks, 8209 snacks from ITC, Vitamin tablets)

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#### POLICE STATION HYGIENE

India's first **Sanjeevani** vehicle for contact-free sanitization

*46 Sanitization Tunnels* set up in all Police Lines and 2 Police Hospitals

**53 portable basins** installed with soap dispensers at nakabandi points

Regular sanitization of police station premises using *Pressure Sprayer Pumps*



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## EMOTIONAL WELLBEING OF POLICEFORCE

Dedicated 30 bed centre for suspected covid policemen at *Vamnicom*

**Emotional Intelligence** modules of 15-20 minutes circulated for staff

Meditation sessions organized through Art of Living

Senior officers speaking to staff and their families at regular intervals through meetings and visits to police lines

## 7. OTHERS INITIATIVES

**Mist-sanitation system** installed at APMC marketyard

**Sanitization tunnels** at police stations for ensuring field staff disinfection

*11 touch free vending machines* to encourage touch-free purchases and ease-of-access