



**STANDARD OPERATING
PROCEDURES(SoPs)**
FOR DAY TO DAY POLICING,
IN WAKE OF **COVID-19** CHALLENGES

COVID 19 STANDARD OPERATING PROCEDURE FOR DAY TO DAY POLICING



16.05.2020

KERALA POLICE

Table of Contents

Scope:	4
Objectives:	4
Problem Statement.....	5
General Guidelines for Routine Duties.....	5
A. Personal Protection- General Guidelines	8
Usage of protective gears.....	8
B. SOP FOR VARIOUS POLICE FIELD DUTIES.....	11
1. Arrest of the accused and related procedures.....	11
2. Vehicle Checking duty	12
3. Petition Enquiry	13
4. Janamaithri beat and other patrolling.....	14
5. Conference and Meetings	15
i. Guidelines to be followed in Conference Room	16
ii. Guidelines for participants.....	17
iii. Guidelines for Chairman	17
C. SOP FOR DISINFECTING ELECTRONIC DEVICES, INANIMATE OBJECTS AND INERT SURFACES IN POLICE STATIONS.....	18
1. Common procedure for disinfecting.	18
2. Disinfecting Electronic devices.	19
3. Common ways to disinfect the Electronic devices	19
4. Dos and Don'ts	20
5. Approved COVID 19 Disinfectants which are safe for application on computer accessories, electronic devices and their mode of application.	20
6. Cleaning and disinfecting furniture.	21
7. For cleaning and disinfecting police vehicles (Any one method mentioned below can be adopted)	21
8. Sanitisation of indoor areas.....	22
9. Toilets.	22
10. Precautions to be taken at Police Stations.....	23
D. SOP FOR HANDLING AGITATIONS, CROWDS DURING COVID-19 PANDEMIC SITUATION.....	24
a. Marches:-.....	26
b. Stationary Protests	26
c. Unexpected Mobs:-	27
d. Common prescriptions for police officials during all law and order duties, during protests & marches:-	27
NOTICE PROFORMA.....	28

E.	SOP FOR HANDLING THE DEAD BODIES IN UNNATURAL DEATHS, HOLDING INQUEST AND SHIFTING OF VICTIMS IN ROAD TRAFFIC ACCIDENTS.....	29
1.	Handling of dead bodies in unnatural deaths.	29
2.	Preparation of Inquest Report.....	30
3.	Shifting of Accident Victims.....	30
4.	Police Personnel deployed in hospitals and Corona Care Centres.....	31
F.	NEW INNOVATIONS TO BE IMPLEMENTED, IN WAKE OF COVID-19 CHALLENGES.....	32
1.	Online meetings and digital conferencing.....	32
2.	Increasing the use of citizen portal	33
3.	Mobile app for Citizen Services	34
4.	Mobile App for Police field works	36
5.	ITES and invisible traffic enforcement.....	36
6.	e-Summons.....	37
7.	Online payments	37
8.	Digital Integration of various wings of Criminal Justice System.....	37
9.	e-Tapals/Correspondences.....	38
10.	Video-conferencing between Jails and Courts	38
11.	Managing Policing through Body Worn Cameras	39
12.	Drones based beat.....	39
13.	Online Remote monitoring of Habitual Offenders/Dangerous Suspects.....	39
14.	Hotspots based targeted policing.....	40
15.	Encouraging Online Training methods and SMART classes.....	40
16.	Process re-engineering of ineffective processes.....	40
17.	Work at Home for limited Ministerial Staff.....	41
18.	Returning Home After Duty.....	41
G.	SOP FOR POLICE MESS.....	42
1.	SOP for Mess Staff	42
2.	SOP for groceries etc.	42
3.	Building, furniture and Cutlery	42
4.	Food	42
	Annexure I	44
	Annexure II	45
	Annexure III	45
	Annexure IV	46
	Annexure V	47
	Annexure VI	51

FOREWORD

Police played a very crucial role in enforcing the restrictions and regulations during the Covid-19 Lockdown Period. But for intensive policing, these restrictions and regulations could not have been put in place, the way it was creditably done. These restrictions helped the health workers and other stakeholders to identify the affected persons, their contacts and to provide them timely help and treatment. During this enforcement of lockdown, police have to come in contact with a large number of people and it is natural that some of such people were affected with the virus or they were carriers. Hence, it was inevitably expected that some transmission would take place in the police officials who are on the roads/ in the streets or are visiting affected persons in quarantine etc.



Policing, being a law enforcement agency, has to do policing duties to maintain public order. They have to investigate cases also. During such basic policing duties, they may physically “come in contact” with various people and police do not know whether such people are affected persons or are carriers of the virus.

Policing, being an important public service to be delivered to one and all, such services cannot be denied in a civil society and in a democracy, in any circumstance. In that situation the only method to keep the Police people healthy and without being affected by the virus is to take all safety precautions and obey all the social distancing norms. Though most of these instructions have been issued from time to time, yet a comprehensive set of instructions to discharge their duties has not been issued so far. Some innovations are also required in respect of examining documents/ making an arrest/ talking to a petitioner/ visiting a scene of crime/ using various gadgets etc. We may not have covered all police functions in this SoP booklet; we have covered all important ones.

A team of officers under the leadership of Shri. Manoj Abraham IPS, ADGP HQ was tasked to devise the protocols and methods of various policing functions. After four rounds of discussions and after taking the suggestions of experts, they have come out with a comprehensive **Standard Operating Procedure (SOP) for Policing during Covid-19.**

I compliment Shri. Manoj Abraham IPS, ADGP (HQ), Shri. P. Vijayan IPS, IGP (Admn.), Shri. Chakiram Nagaraju IPS, DIG (HQ), Shri. P. Prakash IPS, DIG AP Bn., Shri. Kori Sanjaykumar Gurudin IPS, DIG Tvp. Range, Shri. Ajith V, SP Special Cell, Dr. Divya V Gopinath IPS, SP ICT for their outstanding work. I also acknowledge the contribution of Dr. B. Sandhya IPS ADGP (Training) and her team and also the Doctors / experts who gave proper advice in drafting this SOP.

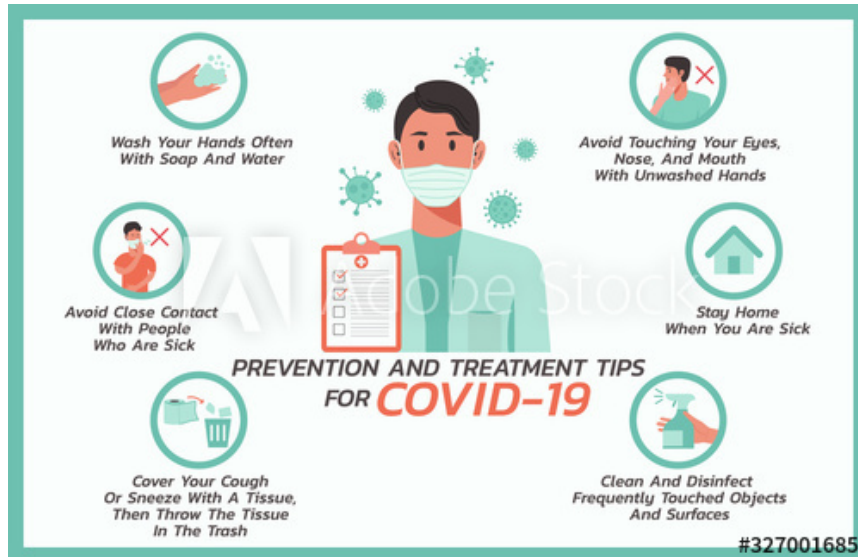
It is the responsibility of all the Unit Heads to comply with the instructions contained in the SOP. Safety and Social Distancing must be added to Police lexicon.

I also pay respectful compliments to the Hon. Chief Minister for issuing directions to prepare SoPs for Policing, which will go a long way to fight Covid-19.

Jaihind !

Loknath Behera IPS
DGP & State Police Chief

Thiruvananthapuram
16.05.2020



COVID 19

STANDARD OPERATING PROCEDURE

Scope:

In wake of the Pandemic, while social distancing measures and stay-at-home orders are being implemented across the country, the Police Force, with their obligations as first responders, need to be in the field. Although imposing social distancing and shelter-in-place measures, have already been implemented, the risk of police officers contracting the virus themselves, are very high, as is already witnessed among the police forces, from around the Globe. The present trying times call for a total re-hauling of the existing methodology and practices, based on which the police department operates, for delivering service to the people. Therefore, it is high-time to draw revised Standard Operating Procedures for every possible police activity and also generate awareness on the precautions to be taken, while performing their responsibilities, in order to ensure that the stratagem adopted for containing the pandemic is upheld & becomes successful.

Objectives:

The objectives of this Standard Operating Procedure are as under-

- To raise awareness amongst police personnel in the State, about steps for personal protection, while on duty.
- SOPs to effectively sanitize the physical environment at the police stations and other duty places.
- To understand the appropriate Personal Protective Equipments (PPE) to be worn, whilst discharging routine duties.
- To raise awareness on the method of sterilization and compounds used.
- Dos and don'ts whilst attending to routine duties.

Problem Statement

Coronavirus disease 2019 (COVID-19) is a respiratory illness, which is mostly transmitted through small droplets from the nose or mouth, that can spread from person to person.

- **Patients with COVID-19** suffers from mild to severe respiratory illness.
- Symptoms can include fever, cough, difficulty in breathing, and shortness of breath.
- The virus causing COVID-19 is called SARS-CoV-2. It is thought to spread mainly from person-to-person via respiratory droplets among close contacts. Respiratory droplets are produced when an infected person coughs, sneezes, or talks and can land in the mouths or noses, or possibly be inhaled into the lungs, of people who are nearby.

Close contact may include:

- Being within approximately 6 feet of an individual with COVID-19 for a prolonged period of time.
- Having direct contact with body fluids (such as blood, phlegm, and respiratory droplets) from an individual affected with COVID-19.
- Recent studies indicate that people who are infected but do not have symptoms also play a role in the spread of COVID-19.

General Guidelines for Routine Duties

- Gathering of Police officers for Roll calls, shift change, Parade/Classes to be avoided.
- Efforts are to be made by the Units/ Offices, to function on any particular day, with max. 50% of the total strength. The remaining 50% should be on rest.
- Ideally the duty detailing should be 7 days duty and 7 days rest, wherever possible.
- Duty Detailing should be finalised every evening and communicated to the Police officials over phone.
- The Police officer should directly report to the duty place, rather than coming to the Police station & then inform the Police station over phone.
- The officers resting in the Police Stations in groups/sitting in groups should be avoided, as far as possible.
- They should be allowed to return to their homes, after the duty. They should not go to other places(relatives, friends etc.)

- The police officers should be provided with the necessary safety equipments based on the nature and place of duty.
- They should be encouraged to carry their own food and water, rather than depending on outside food.
- The Police officers should be advised to take regular, healthy meals. They should refrain from fasting and coming for duty on empty stomach.
- They should be advised to do physical exercises/yoga etc. every day.
- They should be encouraged to ensure to wear clean and washed uniforms on a daily basis.
- The Police officers after duty, can return back to homes from their duty places, after reporting to the SHO, either through a video call or over phone or through wireless sets.
- All Police officers should ensure that if they fall ill or became sick, they should immediately inform the same to their superiors, for further medical advice.
- All SHO's all Company commanders in Armed Reserve and Battalion will detail one officer in their Units/office as the "Welfare Officer" who will look into all aspects of welfare, including supplies of Safety Kits / Medicines/ food / Water / PPE'S etc.
- Homeo/ Ayurveda Medical packages that have been released, to raise the resistance/immunity levels, which can be given to all Police officers, through positive encouragement.
- Friday Parades and formal briefings are banned until further orders.
- Day to Day instructions can be given by Superior officers to the men, only thru either online or through SMS/WhatsApp.
- The WhatsApp groups of Police officers should be effectively used for sending Health advisories.
- Routine vehicle checking to be avoided at all costs.
- Arrests in mirror cases, bailable cases to be avoided. Arrests and remand to be undertaken only in serious cases.
- All non-policing duties/Charitable, cultural functions to be avoided in these times.
- Uses of technology, cameras, CCTV's, Helplines to be encouraged.
- Avoid sending police officers over 50 years of age, with history of life style diseases to sensitive/critical areas of duty. They may be used for duties inside Police station of offices.
- Pregnant Women Police officers to be given-Office / Computer / Helpline duties.
- Traffic duties should be limited to important and busy junctions only.

- Deployments for routine duties/ bandobusts /duties and at Railway stations/ Airports / Check posts should be reduced to bare minimum.
- The tendency of over deployments should be curbed by intervention of Senior officers.
- No sharing of beds / equipments / water bottles, Glasses/ Spoons, PPE's, should be allowed among Police officers.
- The Police Officers should be instructed to avoid all kinds of accessories/ jewellery like necklace, ear rings, bangles etc, which can become a source for carrying the infection into their homes.
- Policemen should be encouraged to use "Speaker mode" as much as possible, while using mobile phones.
- Police officers will encourage the citizens to avoid coming to the Police stations for routine matters. Complaints should be encouraged over e-mail, whatsapp or by contacting ERSS-112.
- Police officers should try to innovate & create new practices / steps to ensure that social distancing is maintained, in day to day policing duties.
- All officers will ensure that the innovative practices / methods detailed in this SoP's, are implemented in letter and spirit.
- Necessary flexibility is allowed in the uniforms of Police officers. They are allowed to wear Rubber shoes / gumboots / Canvas shoes, when they are on field duty, which can be washed. Also when they are wearing face shields (not face masks), they can avoid wearing caps.
- Care should be taken to properly sanitise any new item purchased or brought to the premises. It should not be used immediately.
- All police officers should be given adequate rest and time to sleep, which is very important for healthy living.
- Individual Police officials to carry their own sanitizers everywhere.
- The Officers should keep themselves updated on the latest health advisories from time to time, for there is a lot of change in the directions, due to emerging data and new trends.
- Being a visible role model for the society each of the Police officials must obey all social distancing and safety norms & will preach them amongst persons in the society in the best possible manner.

A. Personal Protection- General Guidelines

Usage of protective gears

Police officials on duty, in normal duty places should wear masks and gloves, as advised below, and those in moderate/high risk zones should compulsorily wear the complete PPE kit (as supplied by the Department).

Gloves

- Wear gloves at all times while on duty.
- Use triple layer medical mask while on duty. Using a mask incorrectly may hamper its effectiveness and may cause harm to the personnel.
- Wearing of face shields will protect eyes, nose and mouth hence all personnel should preferably wear a face shield, while on duty.

Hand Hygiene.

- Perform hand hygiene before and after any direct contact with a person, if gloves are not worn.
- Perform hand hygiene procedures immediately after gloves are removed.

Physical distancing measures.

- Physical distance of minimum 1 meter must be ensured, while dealing with public.
- The Police Personnel should not put their head inside/near to the window shield of the vehicle.
- Non compliant persons who need to be interrogated/spoken to should be asked to come out of the vehicle.
- At the duty place, all the Police Personnel on duty should maintain physical distancing (of at least 1 meter) among themselves.

Specification of Personal Protective Gears to be used by Police Personnel performing duty in Covid -19 affected areas.

Gloves.

- It should preferably be latex gloves
- It should be Non Sterile
- It should be Powder Free
- Gloves preferably to reach mid-forearm.

Mask.

- Three layered medical mask of non-woven material, having filter efficiency of 99% for 3 micron particle size.

Face Shield (Preferred)

- Should be made of clear plastic and should provide good visibility to both the wearer and the public

- Adjustable band to attach firmly around the head and fit snugly against the forehead.
- Fog resistant
- Completely covers the sides and length of the face.
- Re-usable (Made of material which can be cleaned and disinfected)

Recommended Personal Protective Equipment (PPE)

Police Officers likely to contact with individuals confirmed or suspected to have COVID-19 or working in close proximity, should wear PPEs for performing operational duties. The minimum PPE recommended is:

- A single pair of disposable examination gloves,
- Disposable isolation gown or single-use/disposable coveralls,
- Any NIOSH-approved particulate respirator (i.e., N-95 or higher-level respirator)
- Eye protection (i.e., goggles or disposable face shield that fully covers the front and sides of the face)

Police officials on duty in moderate/high risk zones should especially be advised to sanitize uniform items such as headgear, belt, baton, shoes and other things like mobile phone, wallet etc. after duty hours, using a Sanitizer. The Uniforms and other washable items should be washed everyday.



Mask - Wearing and taking off instructions.

- Hold the mask in right alignment for the nasal clip to be placed over the nose. The external pleats of the mask should face downwards.

- Open the mask pleats and place the mask carefully to cover mouth and nose.
- Tie the upper strings first followed by the lower string. Fix securely to minimize any gaps between face and mask.
- While in use, avoid touching the mask especially its front side, because this surface is likely to be highly contaminated and pose a risk of infection.
- Remove the mask by untying the lower string first, followed by the upper string.
- Be careful NOT to touch the front surface of mask while removing.
- Dispose off the mask in the recommended manner.
- After removal or whenever you inadvertently touch a used mask, clean hands by using an alcohol based hand sanitizer (if available) or soap and water.
- Replace masks with a new clean, dry mask after every 8 hours or as soon as they become damp/humid.
- Do not reuse single use masks.

Procedure to dispose off used masks and gloves.



Used masks/gloves should be placed in a disposable leak proof garbage bag and sprayed with 1% sodium hypochlorite allowing a contact time of 30 minutes and allow it to air dry. Thereafter it can be disposed of through the general waste management system.

B. SOP FOR VARIOUS POLICE FIELD DUTIES

1. Arrest of the accused and related procedures



- In case of bailable offences, arrest may be avoided as far as possible.
- The Police personnel proceeding to arrest should wear mask and gloves and also carry sanitizers
- After informing the person of his arrest, the arrestee should be asked to wear mask and gloves.
- Arrestee may be turned away and handcuffed (wherever permitted) from behind to restrict movement. Conduct frisking. Prepare arrest/ memo and intimate concerned.
- Seat the arrestee at one-meter distance from Police personnel in the vehicle.
- Take the accused for medical examination. Conduct clinical exam and temperature check in addition to routine check.
- Proceed to Police station where the arrestee to be taken directly to the lockup. Social distance to be ensured in lockup, in case there is more than one arrestee.
- The station vehicle to be disinfected. Police personnel who effected arrest will clean themselves.
- Investigation will be conducted by the designated officer in a ventilated interrogation room at two-meter distance. Investigating officer and the suspect/ accused, shall wear mask and gloves.

- In the court the accused should be allowed to stand at an open place near the court room. He needs to be brought to the court hall only when production is required and to be taken out immediately after that.
- Lock up to be disinfected each time an accused is taken out.
- After transportation to jail, the station vehicle has to be disinfected again and the police personnel shall cleanse themselves.
- Prisoner escort for routine remand extension may be strictly avoided and video- conferencing may be extensively used.
- Seizure of vehicles
 - Seat, steering wheel, door handle, gear etc shall be disinfected.
 - Windows shall be opened for ventilation.
 - In case of two wheelers, the handle and seat shall be disinfected.

2. Vehicle Checking duty

These guidelines are to be followed in addition to the directions issued in previous Paras, in connection with the checking of the vehicles.



- At the first place, vehicle should only be checked in order to reduce or prevent an accident. A vehicle can be stopped on hard intelligence for carrying contraband.
- No routine checkup has to be carried out for document verification.
- All police personnel who will come into direct contact with the vehicle, persons or documents, should wear proper safety equipment, such as mask, hand gloves, and they should also keep sanitizers.
- Intercept the vehicles a few meters away before from the check point and examine the person from safe distance.

- The Police personnel must avoid leaning inside the vehicle through windows of the vehicles. If at all such requirement comes, proper precaution should be taken.
- Minimum interaction should only be done while vehicle checking
- The police personnel should not over expose themselves, in any way.
- It is also avoidable that the Police Officers doing checking, engage in long conversations with the motorists, passengers etc. They should be more professional in this regard.
- Document verifications should be avoided, as far as possible.
- The vehicles seized during the time of checking should not be transferred to Police Stations before disinfection procedures.
- Collection of traffic fines may be avoided, and the offender should be advised to pay it online or through the Bank.

3. Petition Enquiry

- The entrance to the police station should be sanitized by using Bleaching Powder/Sodium Hypo chloride/phenolic disinfectant on a daily basis.
- Hand washing facilities using soap/sanitizer shall be made available near the entrance of the police station and hand washing should be insisted before entering the police building.
- All indoor area should be mopped with disinfectant with 1% Sodium hypo chloride or Phenolic disinfectant.
- All contacting surfaces like door handle, telephone, printers etc. should be cleaned twice daily with a linen/absorbable cloth soaked in 1% hypo chloride. For metallic surfaces where bleach is not suitable sanitizer having 70 % alcoholic content can be used.
- Use of face mask should be insisted for the persons entering the premises of the police stations. All police officers in the police stations are to compulsorily use face masks.
- Entry of the persons with symptoms of fever, cough, sneezing, throat infections and history of recent foreign travel or journey to hotspot / red Zones need not be entertained in the police stations unless it is an emergency.
- The habit of submitting petitions online and giving priority to it, should be encouraged so that visit to the police station by public for lodging complaint/petitions can be reduced.
- Recording the statement of the concerned can be made by video conferencing or video calls.
- Production of documents related to the petitions shall be insisted in soft form by email, Whatsapp etc. so that direct handing over of documents by the petitioner can be avoided.

- On-line platforms of video conferencing shall be used more for resolving the disputes, without calling the parties to the police station.
- Any person who visits a police station with a petition or is asked to come to a police station shall be disposed without giving him a chance to wait for a long time in the police station/premises.
- Waiting area should be arranged in such a way so as to be able to keep social distance among visitors.
- A safe distance should be observed by the police officer while talking to the petition parties and while recording their statements.
- Shaking hands and other physical contact should be compulsorily avoided.

4. Janamaithri beat and other patrolling



- The Janamaithri beat officer shall wear mask and gloves, while on the Janamaithri beat.
- Social distancing should compulsorily be observed, while interacting with the members of the public.
- Entering into the residence, buildings etc. should be avoided, as far as possible.
- Interaction with public on M-Beat should be done, observing social distancing norms and security precautions.
- Janamaithri Beat officers should carry sanitizers with them whenever they are on beat duty and it should be used frequently.
- Shaking hands and other physical contacts should be avoided.
- Meeting and interaction with the public may be done by telephonic conversation, where ever possible.

- Direct Contacts/conversations/interactions with the persons showing symptoms of fever, cough, sneezing, throat pain etc. shall be avoided.
- While visiting persons who are on Quarantine with recent history of visit to Red zone/Hot spot etc., all safety precautions should be taken.
- Holding Beat meetings and Janamaithri Samithy meetings may be avoided, at present.
- Janamaithri Samithy meetings, Beat meetings shall rather be organised through online platform like video conferencing.
- The wandering people found on the street, should be handled with utmost diligence. They shall be shifted to Homes/ Camps, with the help of medical team, following all medical protocols.
- Janamaithri beat officers shall continue their work related to migrant labour, but precautionary measures like social distancing should be observed. Special focus should be on awareness creation and their welfare.
- Special care should be observed while visiting elderly people as they are vulnerable.

5. Conference and Meetings



Police/security personnel are being deployed at places like public roads, Hospitals, Quarantine facilities, rehabilitation centres and guest workforce camps where they interact with public, who could be potentially affected by the Virus. Therefore, to alleviate the probability of the virus being spread amid direct conferences, it is suggested to rely on video conferences. The 'Zoom' and 'Google Duo' applications which have been in use for a while, for facilitating video conferences by police personnel, is no more entertained, owing to the suspicion of data security. Multiple vulnerabilities have been reported in these applications which

could allow an attacker to gain elevated privileges or obtain sensitive information on the targeted system.

The entire District Police Offices in the State have sophisticated video conference rooms equipped with RADVISION (Avaya) SCOPIA XT1000 Series system. The Telecommunication Wing is entrusted with its maintenance. Besides, **Crime Drive**, an online tool of Kerala Police Department which renders collection, analysis and dissemination of the crime data have come up with an update of video conferencing provision which could accommodate hundred users a time. Concerned District Crime Records Bureau deals with its operation. The rudiments of video conferencing using **Crime Drive** is represented beneath for easy understanding.

- Open class.crimedrive.com in your Google chrome browser.
- Or else use KeLS (an Online Tool of Kerala Police Academy) Android application and click on video icon.
- Enter the name and password provided by Host or Moderator
- Enter your Unit/PS, Number and designation
- Click on the video icon
- Enter meeting name
- Always use a headphone or mobile earphone while VC

i. **Guidelines to be followed in Conference Room**



- Conference rooms should be cleaned at least three hours prior to the meeting.
- If contact surface is visibly dirty, it should be cleaned with soap and water prior to disinfection.
- Prior to cleaning, the staff should wear disposable rubber boots, gloves (heavy duty), and a triple layer mask.
- Start cleaning from cleaner areas and proceed towards dirtier areas.
- All indoor areas such as entrance lobbies, corridors and staircases, escalators, elevators, meeting rooms etc., should be mopped with a disinfectant with 1%

sodium hypochlorite or phenolic disinfectants. The guidelines for preparing fresh 1% sodium hypochlorite solution is at Annexure I.

- Frequently touched areas like microphone, table tops, chair handles, pens, diary files, keyboards, mouse, mouse pad, tea/coffee dispensing machines etc. should specially be cleaned.
- Objects and surfaces like batons, caps, helmets, vehicle door handles, mobile and landline phones etc. require frequent cleaning and disinfection
- For metallic surfaces like door handles, security locks, keys etc. 70% alcohol can be used to wipe down surfaces where the use of bleach is not suitable.
- Tables, chairs, cushion covers, mats etc., must be sterilized.
- Hand sanitizing stations should be installed in office premises (especially at the entry) and near high contact surfaces.
- In a meeting/conference/office room, if someone is coughing, without following respiratory etiquettes or mask, the areas around his/her seat should be vacated and cleaned with 1% sodium hypochlorite.
- No tea or snacks should be supplied during the conference.
- Water if supplied should be given in disposable cups.
- Carefully clean the equipment used in cleaning at the end of the cleaning process.
- Remove PPE, discard in a disposable PPE in yellow disposable bag and wash hands with soap and water.
- All disposable PPE should be removed and discarded after cleaning activities are completed. Hands should be washed with soap and water immediately after each piece of PPE is removed, following completion of cleaning.

ii. Guidelines for participants

- Boots/Shoes should be sanitized before entering the facility.
- Hands should be sanitized before entering conference room.
- Seating should be arranged in such a way that social distance policy is upheld.
- Exchange of pen and other materials should be discouraged.
- Do not remove masks while speaking.
- Handshakes must be discouraged.

iii. Guidelines for Chairman

- Use masks and gloves during conference.
- Sanitize hands, pen, conference proceedings etc.
- Do not remove masks while speaking.
- Do not allow participants to come closer.

C.SOP FOR DISINFECTING ELECTRONIC DEVICES, INANIMATE OBJECTS AND INERT SURFACES IN POLICE STATIONS

Police are the frontline workers discharging duties to implement lockdown orders and government guidelines to control the spread of disease. Since the police personnel interact with the public on a daily basis, they are likely to be more vulnerable to the **Corona Virus Disease (COVID 19)**. They should take all precautions to disinfect the physical environment at the place of duty. Hence the police station and the electronic equipments needs to be disinfected.

To accomplish the above task, disinfectants are used which include chemical agents that inactivates or destroys disease causing micro-organisms.

COVID 19 is an acute respiratory disease caused by a **Novel Corona Virus** transmitted in most instances through respiratory droplets, direct contact with infected patients and also through contaminated surfaces or objects. Since the virus survives on environmental surfaces for a long period of time, it needs to be inactivated by chemical disinfectants.

In view of the above, to effect the disinfection process, the following guidelines are to be followed.

1. Common procedure for disinfecting.



- Wash hands and wear gloves prior to cleaning contaminated areas.
- Wear personal protective equipments (Masks, Gloves, Rubber boots if required.)
- Personal protective equipments should be changed if torn or soiled. If reusable follow the disinfection protocol.
- Apply sanitizing solution on a cotton cloth & clean all surfaces of the objects. All indoor areas such as entrance, corridors, staircases, office

rooms and toilets should be mopped with disinfectant which can be a 1 % hypochlorite solution or a phenolic disinfectant.

- After cleaning, properly dispose the cloth. If reusable, wash, disinfect and dry in sunlight.
- Sanitary workers should wear disposable protective gloves while cleaning toilets.
- Wash hands after cleaning is completed.

2. Disinfecting Electronic devices.

Common Electronic devices found in police stations include

- Wireless Equipments.
- Computer.
- Printer.
- Modem.
- Surveillance system.
- Telephone.
- Photocopier.
- Video Camera.
- Miscellaneous items

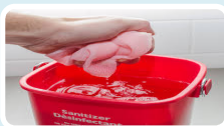
3. Common ways to disinfect the Electronic devices



Disconnect the devices from power supply or remove the batteries of the devices.



Remove the case or covers of the devices.



Wet a cloth with sanitizing solution.



Wipe the devices and cord thoroughly



Use a cotton swab with the sanitizing solution which can access the grooves and all around the buttons.

4. Dos and Don'ts

- Make sure the device is dry before reconnection and plug in.
- Use a lint free cloth such as a screen wipe or a cloth made from micro fibre.
- Avoid excessive wiping and submerged items in cleanser to avoid damage.
- Do not use aerosol sprays, bleach or abrasive cleaners.
- Ensure that moisture does not get in to any openings.
- Never spray cleaner or water directly on devices.
- Check the manufacturer's manual or product manual before cleaning the electronic devices.
- Equipments like telephone, printers, scanners and other office machines should be cleaned twice daily by moping with a linen or absorbable cloth soaked in 1% sodium hypochlorite solution.
- In case of computer keyboards, spray the keyboard with canned air to remove any leftover crumbs or dust. Dampen(wet lightly) a cotton swab in an alcohol based sanitizer. Do not over saturate the swab, to prevent moisture from getting retained in between the keys. Swab each key using a light circular motion. Do a spot test first to ensure that the alcohol does not remove any lettering. Dry the keys using a micro fibre cloth. Do not replace any batteries or switch on the power until the keys are completely dry.

Apart from the electronic devices, other accessories like plug points, electrical switches and miscellaneous devices shall be subjected to the disinfection procedure, as detailed above

5. Approved COVID 19 Disinfectants which are safe for application on computer accessories, electronic devices and their mode of application.

- Wipe Clorox disinfectant or a disinfectant containing 70% alcohol, gently and carefully on hard; nonporous surface of the item. This includes the display, keyboard, mouse and the exterior surface of the item. If you have concerns about the cleaning products being used, refer to the manufacturer's recommendations, product manual or warning labels.
- Do not use fabric or leather surfaces on items as, this can scratch or damage the items.
- Do not use bleach to disinfect computers and electronic devices.
- If the device has a screen protector, that does not have a coating, ideally use an isopropyl alcohol - water mixture with a micro fibre cloth.

6. Cleaning and disinfecting furniture.



- Furniture are easy to clean by spraying a disinfectant or wiping the surface with an antimicrobial wipe.
- Doors, door handles etc are to be sprayed with disinfectants.
- Select mild disinfectants, or else the disinfectants could bleach or damage the surface of the furniture.
- Frequently touched areas like table tops, chair handles etc should be specially cleaned.
- For metallic surfaces like door handles, security locks etc, 70% alcohol can be used to wipe the surfaces, where the use of bleach is not advisable.

7. For cleaning and disinfecting police vehicles (Any one method mentioned below can be adopted)



Wash the vehicle daily using soaps/detergents.



Disinfectant bath can be given to vehicles.

8. Sanitisation of indoor areas.

- Office spaces should be cleaned every evening or early in the morning before the rooms are occupied. The surface should be cleaned with soap and water prior to this disinfection process. Start cleaning from cleaner areas and proceed towards dirtier areas. The surfaces should be mopped with a disinfectant which can be a 1% sodium hypochlorite solution or a Phenolic disinfectant.
- Hand sanitisers should be installed in office premises and near high contact surfaces.
- Clean the equipment used for cleaning at the end of cleaning process.
- The employees should clean the work area in front of them with a disinfecting wipe prior to use and sit one seat further away from others, if possible.
- The police personnel should maintain physical distancing (at least 1 meter) among themselves.
- Adequate space should be maintained between chairs to reduce the risk of cross contamination.
- Remove all nonessential furniture and the rest should be cleaned so that it does not conceal or retain dirt or moisture within or around it.
- Frequently touched areas like table tops, chairs, handles, pens, CD files, helmets, books, wireless sets and other electronic equipments should specially be cleaned.

9. Toilets.

- Separate set of cleaning equipments must be used for toilets. 1% Sodium hypochlorite solution, detergent, soap etc can be used for disinfecting.
- 70% alcohol can be used to wipe surfaces where the use of bleach is not suitable.
- To prevent cross contamination, dispose the cleaning material made of cloth in appropriate bags after cleaning and disinfecting. If possible use a touch free bin to dispose such used bags.
- Disinfect all cleaning equipments before and after every use.
- Disinfect buckets and other containers by soaking in bleach solutions or rinse in hot water.
- All disposable personal protective equipment (PPE) should be removed and disposed after cleaning activities are complete.
- Hands should be washed with soap and water immediately after completion of cleaning procedure.

10. Precautions to be taken at Police Stations.

- Guidelines for disinfection should be followed for disinfecting the entire premises.
- Cleaning and disinfection efforts should especially be targeted to touched or contaminated surfaces that are frequently in use.
- A separate place should be earmarked for visitors and they should be allowed entry only to the designated area.
- A separate waiting area may also be identified to accommodate visitors in case more numbers of visitors are visiting the police stations.
- Non essential personal visits should be discouraged.

D. SOP FOR HANDLING AGITATIONS, CROWDS DURING COVID-19 PANDEMIC SITUATION

In Kerala, protests and agitations are very common. Police has to deal with large gatherings of protestors, mainly at the central areas of the cities where, major Government offices like, Secretariat, Collectorates, Legislative Assembly, Raj Bhavan etc. are located. In order to ensure health protocol during COVID-19 pandemic and prevent spread of infections, police force has to follow certain standard operating procedures. The following are the steps to be taken in scenarios such as marches, stationary protests, unexpected mobs etc.



- All the protestors should be warned in advance about the threat of the spread of the virus.
- The protestor should be made aware and advised to follow social distancing
- The police officers on duty must take all possible safety measures to prevent infection from the novel corona virus while performing their duty.
- All officers and men must use hand sanitizers, gloves and masks while dealing with riots/protests and demonstrations etc.
- They should be given face-shields. All the anti-riot equipments such as helmets, lathies, shields, body protectors etc. must be disinfected before they are being used.
- They should perform their duty by maintaining social distancing (at least 1 meter).

- It is also important for the police administration to create awareness of their personnel through health lectures, advisories etc. about the use of personal protective gears while on duty especially while dealing with agitators.
- They may be taught to properly dispose the personal protective items after use.
- The senior officers must ensure that the officers and men under them strictly follow all the above safety standards while on duty.

Safety measures for the protesters

- Police should issue clear and specific directions to the organizers regarding the use of personal safety measures to prevent the spread of novel corona virus disease.
- They must be asked to wear masks and gloves and move to the destination only by observing social distancing norms

Briefing

- The officers and men detailed for duty should be briefed properly.
- Senior officers should brief the police personnel not only about the nature of duty but also the safety measures to be adopted by them while dealing with the agitators.

Barricading and Blocking



- The protestors may be stopped without physical contact with them. For this, sufficient number of barricades may be erected to prevent them from entering in offices / premises.

- All the blocking equipments such as barricades, ropes etc. must be sprayed with disinfectants before it is installed.
- The officers and men should use gloves, masks and sanitizers while handling these equipments.
- Disinfectants must also be sprayed before it is removed from the place after the protest.

Arrest and Removal

- Arrest and removal should not be resorted to as routine.
- Arrest should be made only in deserving cases.
- During arrest and removal of the protesters, the police officers must use personal protective gears like masks and gloves.
- They should also use hand sanitizers before and after touching the agitators.
- If the offence is bailable, bail may be granted at the spot, as far as possible.
- In non-bailable offences, the agitators may be produced before the Magistrate, as early as possible.
- The vehicle used to transport the accused persons should be disinfected before and after use.

a. Marches:-

- Police personnel should wear PPE such as face masks and gloves.
- Police personnel should not physically touch any citizen. Instead they should use shields to gently nudge the marchers/protestors to be in their positions.
- Advance liaison with organizers should be done to make them prepare and comply with instructions.
- Issue notice to the organizers to ensure social distancing by the marchers/protestors.
- All marches should be in single or double file with a minimum of 2 meter distance between adjoining individual marchers/protestors. Flex boards if any held by the marchers should not be wider than 3 meters, if held in the front.

b. Stationary Protests

- Police personnel should wear PPE such as face masks and gloves.
- Police personnel should not physically touch any citizen. Instead use shields to gently nudge the marchers/protestors to be in their positions.
- Advance liaison with organizers to help them prepare and comply with norms.
- Issue notice to the organizers to ensure social distancing by the marchers.

- Protest zone should be earmarked with a boundary along the road, without obstructing the traffic. Individual positions should be marked with circles (O) in chalk by the organizers.

c. Unexpected Mobs:-

- Police personnel should not physically touch any citizen. Instead use shields to gently nudge the protestors to be in their positions.
- Police should use mike announcement to ask/warn the mob of violating social distancing norms and legal action therefor.
- Police should maintain a large circular boundary to enable protestors to stand freely, in the centre.
- If arrests are to be made, violent mobsters should be separately targeted, overpowered and arrested by a separate Squad of police officials who should be wearing fully covered PPE.
- Use of teargas/Varun/Vajra should be resorted only in extreme circumstances as it may lead to haphazard running and lead to social contact.

d. Common prescriptions for police officials during all law and order duties, during protests & marches:-

- Police personnel themselves should display social distancing while on duty; Ideally they should stick to their positions and not loiter around aimlessly around protest areas, if the crowd is protesting peacefully.
- All police personnel should, ideally take a thorough bath and change clothes after a law & order duty and before mingling with others in the P.S or DHQ or family members at homes.
- Police bus drivers, Jeep drivers, Vajra drivers should not allow unnecessary touching of their vehicles by others; They should disinfect the surfaces immediately after L&O duty.
- Supervisory officials should personally display and ensure exemplary social distancing and by wearing of PPE by all personnel on duty.
- Format of a standard notice to be issued to the organizers of protests is enclosed.

NOTICE PROFORMA

To

.....

You are hereby directed to ensure that all the participants in your proposed march/protest on (date) at (place) maintain social distancing and follow health and hygiene protocols. No two persons in your protest/March should be found to be less than 2 meters apart. If any violation is noticed, legal action will be initiated against the concerned organizers and violators.

Sign.....
Station House Officer
Police Station Name
Date

Copy to: i) DMO,(District Name)
ii)Thahsildar,(Taluk Name)

E. SOP FOR HANDLING THE DEAD BODIES IN UNNATURAL DEATHS, HOLDING INQUEST AND SHIFTING OF VICTIMS IN ROAD TRAFFIC ACCIDENTS

1. Handling of dead bodies in unnatural deaths.

1. The police team handling the dead bodies of unnatural deaths should liaise with the health team of the nearest Hospital.
2. The service of minimum Police Personnel should be taken to handle the dead bodies.
3. Thermal screening should be done for the persons or the Officers involved in handling the dead bodies.
4. The Officers who attend the dead bodies should use mask, gloves etc. If Personal Protection Equipments Kit is available, use it.
5. Understand the specification in wearing the PPE kit and also its items include gloves, coverall, (medium and large) goggles, N-95 mask, shoe covers, face shield etc.
6. Seek the assistance of Doctors and Nurses to wear the PPE Kit properly.
7. If the photograph of the scene is required, the Police Officer himself shall take the photograph in his cell phone.
8. Information regarding the deceased should be collected from the relatives and neighbors of the deceased, whether he had any history of fever, cough, shortness of breath, travel history of affected area and contact with COVID confirmed cases within 14 days before his death.
9. Police Officer should request the Health Authorities to collect Swab or samples from the dead body as per procedure.
10. Avoid the service of outside persons except Medical Staff.
11. During the time of shifting/handling of dead bodies, the Police Officers/Health Staff should maintain social distancing.
12. If the deceased is infected with COVID-19, handling the body under the strict direction of Doctors or Health Staff.
13. The Officers involved in handling the dead body should have minimum contact with the deceased.
14. Use ambulance for transportation of dead bodies.
15. After shifting dead bodies the place where the dead body was found and the ambulance, should be properly disinfected.

2. Preparation of Inquest Report

Preparation of Inquest Report takes 1 to 2 hours. Therefore the Police Officer who are involved in this duty have to spend minimum 2 hours at the venue of holding inquest. The following instructions also should be carried out:

1. The witnesses present during inquest, should be subject to thermal Screening.
2. The witnesses should also use PPE Kit as per the direction of Health Staff. If it is not required, use mask, Gloves, proper wearing apparels etc.
3. The investigation Kit Box and other equipments used for holding Inquest should be disinfected after its use.
4. During the inquest, if it is revealed that, the deceased has died due to any history of COVID-19 or contact with COVID-19 persons or visited any Covid affected area, the officer and witnesses present during the time of Inquest should undergo the mandatory quarantine.
5. Police Officer should request the Health Authorities to collect Swab or samples from the dead body as per procedure
6. Information should be given to the Forensic Surgeon to take proper protection in conducting Postmortem examination, if the deceased has any history of COVID -19.

3. Shifting of Accident Victims

Shifting of accident victim requires quick action. Apart from the above guidelines, the following instructions also should be carried out in accident rescue cases:

1. In the case of shifting of accident victims the safety measures should be taken as prescribed in previous paragraphs. Use mask, gloves, protective equipments etc. No time will be lagged for the preparation of wearing protective equipment or collecting the gloves, mask etc.
2. Use Trauma care equipments like spine board, stretchers, wheel chairs etc for shifting the accident victim.
3. Use only ambulance for shifting.
4. The ambulance, equipments like spine board, stretchers, wheel chairs etc should be disinfected after shifting the accident victim.
5. The wearing apparel of accident victim should be disposed in a proper way after medical assistance.

4. Police Personnel deployed in hospitals and Corona Care Centres

1. Police Personnel should work together with Health Care Teams in hospitals and Corona Care Centres.
2. Thermal screening should be carried out of Police Personnel before reporting for duty, in every shift.
3. At the entry point Thermal Scanning equipments and sanitizers shall be provided.
4. Use of sanitizer, mask and gloves should be ensured by all Police Personnel engaged on duty.
5. Limit or restrict visitors. Visitors will be permitted according to the direction of Doctors or Health Officials.
6. Avoid physical contact with elevator buttons, handrails, handles of doors, escalators, telephone, printers/scanners, stretchers, wheel chairs, trolleys etc and other machines.
7. Inform cleaning staff to sanitize the above such materials and places, at regular intervals.
8. Don't interact with the COVID patients unnecessarily.
9. The duty personnel should keep Hand Hygiene and Respiratory Etiquettes, Social Distancing, Segregation, Security of patients and Health Officials, Health Monitoring, Minimum Movement, Tracking and Tracing of contacts and avoid gatherings.
10. Only one point of entry/exit should be permitted to the Centres/hospitals, as far as possible.
11. Inform cleaning staff to sanitize toilets, bathrooms, kitchen and common areas, where public has access in periodical intervals.
12. Don't permit other patients into the Corona Care Centres or Corona Wards.

F. NEW INNOVATIONS TO BE IMPLEMENTED, IN WAKE OF COVID-19 CHALLENGES

In wake of the COVID 19 pandemic, there is a need and opportunity to rethink and reprocess the way we do policing and to introduce new systems that are more safe, time saving and efficient. The following are some of the areas where we can make marked differences, using technology and also remain safe.

1. Online Meetings and digital conferencing apps
2. Increasing the use of Citizen Portal
3. Mobile App for Citizen Services
4. Mobile based solution for police field works
5. ITES and invisible traffic enforcement
6. e-Summons
7. Online Payments
8. Digital Integration of various wings of Criminal Justice System
9. e-Tapals
10. Video-conferencing between Jails and Courts
11. Managing Policing through Body Worn Cameras
12. Drones based beat
13. Online remote monitoring of habitual offenders/dangerous suspects
14. Hotspots based targeted policing
15. Encouraging Online training methods and SMART classes
16. Process re-engineering of inefficient processes
17. Work at Home for limited Ministerial staff

1. Online meetings and digital conferencing

The cost and complexity of digital meetings and conferencing systems has all but gone. Platforms like Google meet, Skype, Microsoft Teams, Cisco Webex etc. are now providing free solutions and they can be used to host one-on-one and large group meetings. Many offer free trials, messaging, recording facilities and office application integration.

The following criteria are to be kept in mind when selecting the right system:

- Limits on video feeds (some conferencing systems put limits on video feeds so it's best to find out before the meeting).
- Ease of use.
- Types of meetings supported (presentations, lectures, open forums, Q&As etc.).
- Mobile support.

- Video and Audio recording capability.
- Screen sharing.
- Application integration (Microsoft Word, PowerPoint, Google Docs etc.)
- Customer Support



Here for example are the steps to use Google Meet.

1. Go to **meet.google.com** (or, open the app on iOS or Android, or start a **meeting** from **Google** Calendar).
2. Click Start new **meeting**, or enter your **meeting** code.
3. Choose the **Google** account you want to **use**.
4. Click Join **meeting**. You'll have the ability to add others to your **meeting**, too.

2. Increasing the use of citizen portal

Kerala Police is providing services and information to citizens through the Citizen portal of Kerala Police. Users can login and download FIRs, raise complaints/service requests and know its processing status through THUNA. Police Stations/police offices should promote the use of Citizen portal so that physical visits to police stations/police offices can be minimised.



Following are the frequently used service requests

1. Filing of Complaints to Police Station/higher offices.
2. Obtaining the status of the complaint.
3. Obtaining the copy of FIRs and Accident GD
4. Submission of requests for issue of NOCs.
5. Police Clearance Certificate (PCC)
6. Event/Performance request
7. Protest/Strike request
8. Procession request
9. Mike sanction request

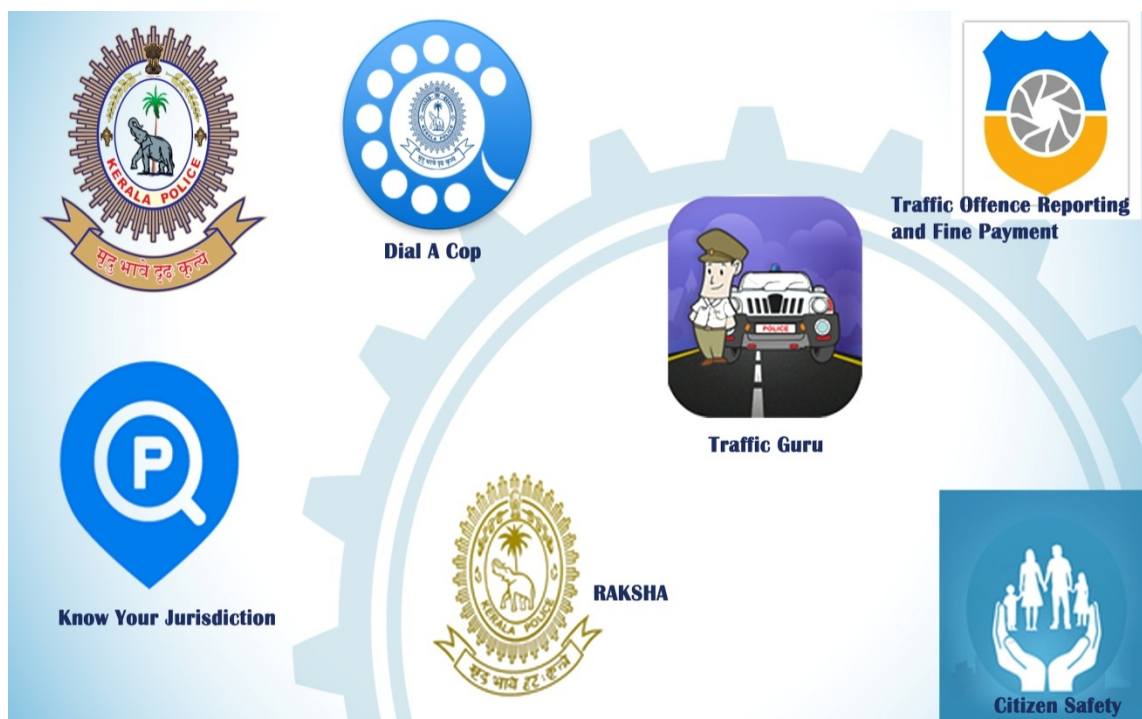
Encouraging digital interaction with the public more frequently using online reporting is the way forward. Using Video verification solutions to reduce physical verification in case of online requests like PCC will be the methodology to use in case of offering Citizen Services.

3. Mobile app for Citizen Services

Shortly to be introduced by the Kerala Police, the Integrated Mobile Application will enable more and more people to access policing services using their mobiles in a much short time span and with better quality of service. The more the public use the app, the lesser will be the visits to police stations/offices. The following services will be offered by the Mobile App.

1. SOS Service
2. All India Emergency 112 dial

3. Track my trip
4. Locked house information
5. Abandoned Child information
6. Abandoned Woman information
7. Abandoned Senior Citizen information
8. Single Women Living alone information
9. Find my PS
10. FIR download
11. Contacts of Police officers
12. Passport Verification Status
13. Fix an appointment for Woman and Child
14. Jurisdiction/Nearest Police Station
15. Report an Offense
16. Report Cyber fraud
17. Share Info Anonymously
18. Online Payment Services
19. Filing a Complaint
20. Police Clearance Certificate
21. Police Enquiry Certificate/No-Objection Certificate
22. Lost Property registration and Certificate
23. Copy of Accident GD



4. Mobile App for Police field works

Police personnel are performing various field level activities which require manual handling of paper based records. A mobile application for the use of police personnel has been planned to be developed as a part of CCTNS revamping process using which police officers can perform their field level activities like verification, serving of summons, checking of antisocials, strangers, Crime mapping, Aid prosecution, Beat management, Investigation assistant, Duty management, Traffic enforcement and Police messenger Services. This will immensely benefit the field level officers. Such a mobile application is expected to Go Live in December 2020.

5. ITES and invisible traffic enforcement



Integrated Digital Traffic Enforcement System (ITES) is the need of the hour for detection of traffic offences. ITES using Sensor based automatic enforcement tools such as Speed Violation Detection System (SVDS) and Mobile SVDS, Red Light Violation Detection System (RLVDS), Helmet Absence Violation Detection System (HAVDS), AI based Camera System and Modern Control Rooms will enable invisible and a more efficient way of detecting traffic offences without physical checking of vehicles and direct enforcement. Kerala Police has already set in motion to implement ITES across the state on a Build and Transfer basis. Once implemented, the new ITES should be used for traffic enforcement on a large scale.

6. e-Summons

Issuing of summons can be performed via SMS, e-mail, or any other new messaging system introduced by Govt etc. State Police Chief, Kerala has already taken up this matter with the Hon'ble High Court of Kerala and it is under consideration of the Hon'ble Court. If it is approved, it should make the process services more efficient. Practice of recording mobile numbers, e-mail etc of offenders, complainants, witnesses should become a norm among police officers.

7. Online payments

Chagememo Id	Offence Date	Amount	Location	Sec.Name	Offence Description	Select
KE /12/123459/13	03-10-2013	1	Thodupuzha	sect100	redlight violation	<input checked="" type="checkbox"/>
KE /12/123410/13	03-10-2013	1	Thodupuzha	sect100	redlight violation	<input checked="" type="checkbox"/>
KE /12/123412/13	03-10-2013	1	Thodupuzha	sect100	redlight violation	<input type="checkbox"/>
KE /12/123415/13	03-10-2013	1	Thodupuzha	sect100	redlight violation	<input type="checkbox"/>
KE /12/123420/13	03-10-2013	1	Thodupuzha	sect100	redlight violation	<input type="checkbox"/>
KE /12/123421/13	03-10-2013	1	Thodupuzha	sect100	redlight violation	<input type="checkbox"/>

Online payments need to be encouraged more and more for all public services being offered by the Police. Payment collection through TR 5 should be minimised. Online payment facilities are already available to the public through the Citizen Portal "Thuna", while the integrated mobile app which is expected to be introduced soon will have linkages with e-Treasury using which the public can pay fee for services, fine etc.

An UPI (Unified Payment Interface) payment option and QR codes for the same can be provided at multiple locations for a more flexible payment option.

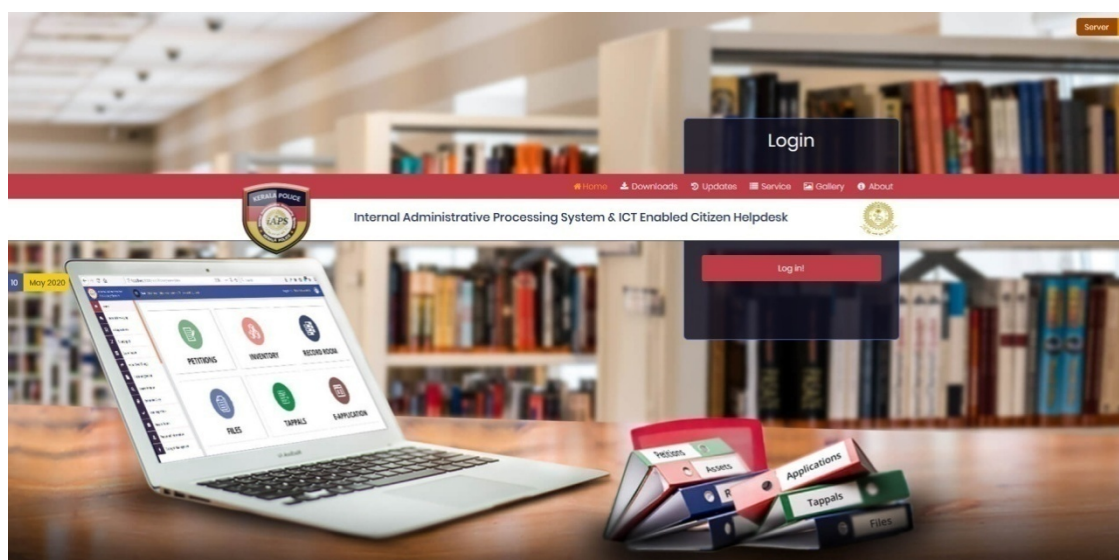
8. Digital Integration of various wings of Criminal Justice System

This is possible at present due to the implementation of National Digital Portal linking the Police, Courts, Prosecution, Prisons, Forensic Labs, Transport department and department of women and child development known as

Interoperable Criminal Justice System (ICJS) from last year. Now we are able to digitally transfer charge sheets from police stations to courts on a pilot basis apart from various search options across the Criminal Justice System and monitoring of offenders. Acceptance of digital signature across the CJS in future is expected to bring tremendous progress in digital transfer of documents between the various pillars of the CJS.

9. e-Tapals/Correspondences

Paper based Tapal systems should be restricted to the maximum extent and should not be used unless there is no provision for e-mail or any other form of online communication. Service of a large number of police personnel are being used for messenger or tapal duties, which needs to be avoided. Railway Courier service should be minimised. All the communication should be done through official email, iAPS and other such applications at the disposal of the police officers.



10. Video-conferencing between Jails and Courts

Prisoner Escort by police personnel is very risky especially at current times and therefore should be minimised to the most essential alone. Video-conferencing System between Jails and Courts has been fully operational at Thiruvananthapuram, Kollam, Pathanamthitta, Alappuzha and Kottayam. Even in rest of the districts where it is expected to be completed in a short time, the judges and jail authorities have been operating through digital Conferencing tools available online without physical movement of prisoners to Courts due to Covid. Even after the Covid issues are resolved, the experience gained in this regard should not be lost. This will save us so many police personnel who can be used in more fruitful policing work.

11. Managing Policing through Body Worn Cameras

Usage of Body Worn Cameras by field police officers will prevent bad behaviour by both the interacting public and the police, reduce the use of force by the police, reduce complaints against officers and will enhance police legitimacy. We are now using BWCs only on a limited scale in Thiruvananthapuram City and Kochi City, which is



expected to be used more widely and frequently in future. Usage of BWCs in investigation and in interactions with the public will become the norm and SoPs for usage and preservation of records using BWCs should be expected to be put in place sooner than later.

12. Drones based beat

Drones (Unmanned Aerial Vehicles (UAVs)) should be used by police to gain aerial vantage points for crime scene work, search and rescue efforts, accident reconstruction, crowd monitoring and more. Some of the more sophisticated models can be equipped with thermal imaging or 3D mapping software to offer GPS-enhanced precision to the areas being surveyed. They can be equipped with zoom cameras, making them incredibly valuable for delivering actionable, real-time, high-risk, “armed and dangerous” situations.

13. Online Remote monitoring of Habitual Offenders/Dangerous Suspects

While Geofencing as a technology has been widely used to monitor those persons on home quarantine as a Covid containment measure by various Governments, it will be advisable to use either the same technology or similar technology for monitoring habitual offenders and dangerous suspects by the police. Such mechanisms to monitor for example sexual offenders are in place in several western countries. Familiarising the Judiciary and Prosecution with the benefits of such technology for monitoring offenders is also important for successful implementation.

14. Hotspots based targeted policing

Most of the Police patrols both at the Police Station level and by Control Room vehicles are random and not focused. In future it will benefit us, if our field policing can target places of highest number of crimes and high concentration of serious crimes known as Hotspots or High Harm areas and focus our energy more on such places, it will be more effective. Such Hotspots/Harm spots should be identified through analytics at the Police Station level, Subdivisions and District level.

15. Encouraging Online Training methods and SMART classes



Indoor training through online methods should be encouraged more and more for both basic training and in-service training of police personnel. All classrooms at all Training institutions should be enabled with SMART facilities so that this is possible.

16. Process re-engineering of ineffective processes

Though a significant number of processes had been re-engineered in Kerala Police by introduction of new systems over the years including iAPS, there are still a lot many inefficient processes such as interaction between hospitals and police stations/offices, processing of files of motor transport etc. which can easily be re-engineered.

1. Current processes involved in the receipt of Wound certificates, Post-mortem certificates and Treatment certificates by the Police are most inefficient and involve several physical visits of police officers from Police stations or offices to receive them and the certificates are largely delayed

due to lack of coordination with hospitals resulting in delay in completing investigations.

2. Though iAPS has brought efficiency in handling files, Motor Transport is one area which requires elaborate process re-engineering right from procurement of spare parts, repair of vehicles and processing of repair files and Condemnation of vehicles.

17. Work at Home for limited Ministerial Staff

While Work at Home, with upto 50% of staff has been practiced during the Covid Lockdown, it is recommended that even after Covid containment, the concept of "Work from Home" with a limited number of Ministerial Staff, can be designed and implemented. A robust iAPS with a strong supervision and evaluation of daily work output will raise productivity more than it exists today. With all files being processed through iAPS, this is very much possible. The newly drafted Manual of Office Procedure for the Police department has already proposed this concept. The detailed SOP for "work from Home", issued from MHA is also attached with the report for reference and guidance,

18. Returning Home After Duty

- Maintain social distancing and avoid physical contact with family members or children when you reach home until you can change out of your work clothes.
- Immediately wash exposed body parts with soap and water, and, if possible, take a shower.
- Discard work clothes and get them washed with laundry soap.
- Clean or decontaminate your work equipment, including footwear.
- If you are bringing a vehicle to your home wash it with soap and water.
- Remember, you are equally at risk of potential infection of duty as you are on duty.

G. SOP FOR POLICE MESS

To protect the Police Personnel and their families, who are working on the forefront in fighting the COVID-19 pandemic, the following Protocols are suggested for Police Mess across Kerala.

1. SOP for Mess Staff

- The cook and other personnel working in the mess should be compulsorily screened twice a day.
- Adequate travel history and any potential contact history should be regularly updated of the personnel working in the Police mess.
- The cook and the personnel in Police mess should be compulsorily made aware about their duties and responsibilities. Example of the famous '**Typhoid Mary**' should be told to them. They should be checked for wearing sanitized gloves, masks, aprons and caps and for using hand sanitizers and doing hand wash repeatedly.

2. SOP for groceries etc.

- All the items which are purchased for cooking purposes should be brought well in advance and should be kept at an isolated place for atleast 12 to 18 hours before being used. This will reduce the chance of infection getting in through outside purchased items. All items to be thoroughly washed before cutting and cooking.

3. Building, furniture and Cutlery

- The building premises shall be cleaned and fumigated regularly.
- All the cutlery items and plates and bowls should be regularly sanitized after every meal, by washing in hot water and soap.
- The Police mess should be fumigated and sanitized before preparation of food.
- The Police mess, including all the furniture and other items should be properly sanitized and cleaned after every meal.
- Proper techniques of hand wash should be instructed to everyone, repeatedly napkins shall not be used by several people. Tissue may be kept to wipe hands.

4. Food

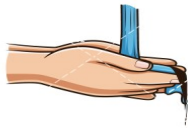
- Food should be properly cooked. Any uncooked/ semi cooked food item may act as a source of infection.
- Use of salads in open plates should be avoided in Police Mess, as they are

uncooked and may act as a source of infection if not properly washed.

- Boiled water (with dry ginger/pepper ചുക്കുവെള്ളം) may be kept for drinking.
- Buffet facilitating many persons to handle serving spoons shall be avoided.
- Preferably one person should be designated to serve the food to everybody. He should wear sanitized masks, gloves, apron and cap. No self serving should be allowed.

Annexure I

Guidelines for Preparation of 1% sodium hypochlorite solution		
Product	Available chlorine	1percent
Sodium hypochlorite – liquid bleach	3.5%	1 part bleach to 2.5 parts water
Sodium hypochlorite – liquid	5%	1 part bleach to 4 parts water
NaDCC (sodium dichloro-isocyanurate) powder	60%	17 grams to 1 litre water
NaDCC (1.5 g/ tablet) – tablets	60%	11 tablets to 1 litre water
Chloramine – powder	25%	80 g to 1 litre water
Bleaching powder	70%	7g to 1 litre water
Any other	As per manufacturer's Instructions	

Annexure II**Hand Washing Technique with Soap and Water**

Wet your hands with water



Apply soap



Rub palm to palm



Rub palm to palm with fingers interlaced



Rub back of each hand with the palm of the other



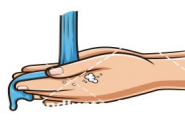
Rub each thumb using a rotational movement



Circularly rub the tips of your fingers in each palm



Rub each wrist with your other hand



Rinse both hands well with water



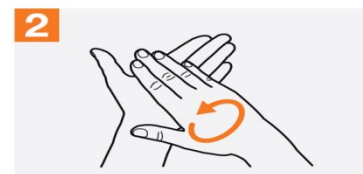
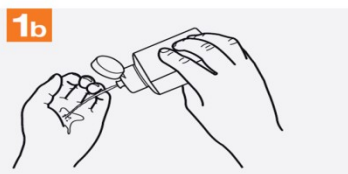
Dry your hands thoroughly with a towel

Annexure III**Hand rub Technique with Alcohol based Sanitizer**

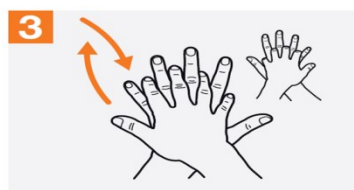
 Duration of the entire procedure: **20-30 seconds**



Apply a palmful of the product in a cupped hand, covering all surfaces;



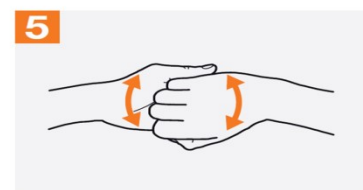
Rub hands palm to palm;



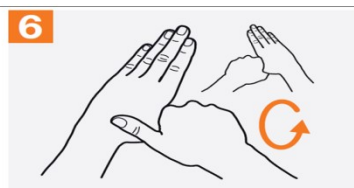
Right palm over left dorsum with interlaced fingers and vice versa;



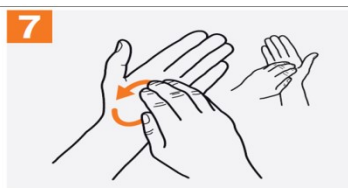
Palm to palm with fingers interlaced;



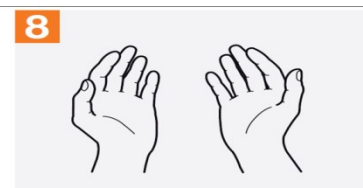
Backs of fingers to opposing palms with fingers interlocked;



Rotational rubbing of left thumb clasped in right palm and vice versa;



Rotational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa;



Once dry, your hands are safe.

Annexure IV

Mask management

For any type of mask, appropriate use and disposal are essential to ensure that they are effective and to avoid any increase in transmission. The following information on the correct use of masks is derived from practices in health care settings.

- Place the mask carefully, ensuring it covers the mouth and nose, and tie it securely to minimize any gaps between the face and the mask.
- Avoid touching the mask while wearing it.
- Remove the mask using the appropriate technique: do not touch the front of the mask but untie it from behind.
- After removal or whenever a used mask is inadvertently touched, clean hands using an alcohol-based hand rub or soap and water if hands are visibly dirty.
- Replace masks as soon as they become damp with a new clean, dry mask.
- Do not re-use single-use masks.
- Discard single-use masks after each use and dispose of them immediately upon removal.

Although awareness is being created through print, visual and social media about the basics of COVID-19, it is imperative for the supervisory officers to reiterate the same to their personnel through health lectures, advisories and talks in the daily roll-call or any other method considered effective. The risks peculiar to the police personnel must be emphasised, in order to insist upon police personnel to constantly observe preventive measures, while they are on duty. Since the corona virus pandemic is a challenge to the cops, it is high time to be proactive.

Annexure V

STANDARD OPERATING PROCEDURE	TITLE	SOP No: INDIA-000
Location: India	SOP for COVID-19 for Home	Revision No.: 00
Dept.: Home		Effective Date: 09/05/2020
Page 1 of 4		Distributed to: Home

1.0	OBJECTIVE :
1.1	To lay down the procedure for prevention from COVID-19 at home.
2.0	SCOPE
2.1	This procedure is applicable to the home of everyone.
3.0	RESPONSIBILITY
3.1	Every member of the home.
4.0	ACCOUNTABILITY
4.1	House lady in the home
5.0	PROCEDURE
5.1	Visits to the Market
5.1.1	Always wear a triple layer /N95/Surgical nose mask or use face cover when you go out of your home.
5.1.2	Wear dedicated plastic slippers for the market
5.1.3	Make a distance of minimum 6 feet from any person or shopkeeper in the market.
5.1.4	Don't touch anything unnecessarily outside your home
5.1.5	Don't touch your face with your hand when you are outside your home.
5.1.6	Keep a small pack of hand sanitizer (containing 70% alcohol) with you and always sanitize your hands if you feel you touched anything suspicious in the market.
5.1.7	Try to keep away the material from your body when carrying from market. It is better to have a plastic basket/bucket with you when going to the market. Put the material in bucket and carry it to your home.
5.1.8	In case you need to visit ATM for money, first sanitize the keyboard of ATM and Card after use, by hand sanitizer (containing 70% alcohol).
5.1.9	Go to market only when it is urgent. Try to go once or twice in a week.
	Note: You don't need to wear a nose mask at your home unless you have influenza like illness (ILI).
5.2	Payment in Market:
5.2.1	Try to make digital payment using G-Pay/Paytm App, Bheem App or your Bank App.
5.2.2	Don't take paper currency from any shopkeeper because it may carry corona virus.
5.2.3	If you give paper currency note to the shopkeeper then purchase with whole amount and don't take money back.
5.2.4	If in any circumstances you take paper currency from market then keep it in your hand until

STANDARD OPERATING PROCEDURE	TITLE	SOP No: INDIA-000
Location: India	SOP for COVOD-19 for Home	Revision No.: 00
Dept.: Home		Effective Date: 09/05/2020
Page 2 of 4		Distributed to: Home

	your home and disinfect it using cloth iron. Iron the currency on both sides. Person visited the market will not touch the iron, he will put the currency note on surface and other family member will iron.
5.2.5	Disinfect the currency coins with 70% alcohol based sanitizer or soap and water.
5.2.6	Wash your hands with soap and water after currency disinfection.
5.3	Use of Public Lift/Staircase
5.3.1	It is better to use staircase instead of public lift in current situation.
5.3.2	Don't touch the staircase with your hands.
5.3.3	If it is required to use lift then keep some paper pieces in your pocket and touch the push button with your finger covered with paper.
5.3.4	Remove and throw the paper in the waste bin immediately when you come out the lift without touching it from outside.
5.3.5	Maintain minimum 6 feet distance from others in lift, it is better to use it individually.
5.4	Entrance in Home
5.4.1	Don't touch the door, call house members to open the door when you enter.
5.4.2	Put the material at a dedicated place near the door like a table or any box.
5.4.3	Go to washroom and wash your hands and face with soap for at least 20 seconds.
5.4.4	Put off your cloths and dip those in detergent solution and bath with soap (you can skip this step if you feel that you have not visited a crowded area).
5.4.5	Wash your plastic street slipper properly with detergent solution.
5.5	Visit of the Outsider
5.5.1	If anyone outsider like plumber/electrician / mechanic visits your home then make sure he doesn't have fever. You can check it with digital /infrared thermometer.
5.5.2	First of all allow him to sanitize his hands with sanitizer or soap and water.
5.5.3	Don't allow him to touch anything except his work.
5.5.4	Sanitize the place and equipment's he used with soap solution after completion of work.
5.6	Disinfection of Home
5.6.1	Mop the floor daily in the morning with 2% detergent solution or 0.2%Lizol solution or Dettol/Savlon 3% solution.
5.6.2	Disinfect the main door handle and doorbell with 70% alcohol based liquid sanitizer.
5.7	Disinfection of Kitchen Wares
5.7.1	Kitchen wares are generally cleaned by dish washing soap/ washing liquid and don't need to disinfect separately

STANDARD OPERATING PROCEDURE	TITLE	SOP No: INDIA-000
Location: India	SOP for COVOD-19 for Home	Revision No.: 00
Dept.: Home		Effective Date: 09/05/2020
Page 3 of 4		Distributed to: Home

5.8	Disinfection of Cloths
5.8.1	Wash your cloths immediately with detergent when you come from outside the home.
5.8.2	Wash your towel and daily use cloths frequently.
5.9	Disinfection of Hands
5.9.1	Wash your hands for at least 20 seconds with water and soap.
5.9.2	Rub the soap on palm, middle of the finger, nails and wrist properly for 20 seconds and wash with water.
5.9.3	Alternatively you can use sufficient quantity of the alcohol based (70%) hand sanitizer to disinfect the hands.
	<i>Note: You don't need to sanitize your hands frequently unless you go out of your home but sanitize your hand before eating anything.</i>
5.10	Disinfection of Vegetables and Fruits
5.10.1	In current circumstances it is necessary to disinfect the vegetables and fruits before consumption.
5.10.2	Depending upon type of vegetable, wash the vegetables and fruits with lukewarm water by adding salt/baking powder or water with 2% soap/detergent solution by rubbing with hands.
5.10.3	Clean with tap water.
5.10.4	Store in refrigerator for use.
5.11	Disinfection of Packaged Milk
5.11.1	Wash the packet with 2% soap/ detergent solution by rubbing with hand.
5.11.2	Wash with tap water.
5.11.3	Cut the pack; pour into pan and heat to boil.
5.11.4	If you take milk from milkman then make proper distance during the process and boil the milk immediately.
5.12	Disinfection of Food Material
5.12.1	Unpacked food material that can't be washed must be stored at a dedicated place for at least 72 hours or as per Annexure - I before its consumption.
5.12.2	Avoid purchasing the dairy product from market and you can prepare sweets and other product at your home.
5.13	Disinfection of Other Items
5.13.1	The non-food items must be stored at dedicated place for at least 72 hours.

STANDARD OPERATING PROCEDURE	TITLE	SOP No: INDIA-000
Location: India	SOP for COVID-19 for Home	Revision No.: 00
Dept.: Home		Effective Date: 09/05/2020
Page 4 of 4		Distributed to: Home

5.14	Boost your Immunity	
5.14.1	It is required for everyone to improve the immunity these days.	
5.14.2	Daily practice Yogasana, Pranayam and Meditation for at least 30 minutes.	
5.14.3	Drink herbal tea (Kadha) made from Basil (Tulsi), Cinnamon (Dalchini), Black Pepper (Kalimirch), Dry Ginger (Shunth), Mullethi and Raisin (Munakka) once or twice a day. Add jaggery (Gur) and /or fresh lemon juice to your taste, if needed.	
7.0	ANNEXURES 1	
	Surface	Time Duration
	Aluminium	2-8 hours
	Wood	4 days
	Plastic	2-5 days
	Metal	5 days
	Paper	3 hours to 5 days
	Ceramic	5 days
	Steel	2-28 days
	Glass	4-5 days
8.0	ABBREVIATIONS	
	COVID-19 : Corona Virus Disease 2019	

Annexure VI

No 30011/12/2015-O&M (C N: 6452)
 Government of India
 Ministry of Personnel Public Grievances and Pensions
 Department of Administrative Reforms and Public Grievances

New Delhi dated 13th May, 2020

Office Memorandum

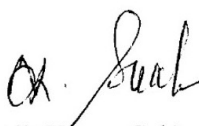
Subject: Framework for “Work From Home”

The COVID 19 Pandemic has necessitated many Ministries/ Departments to operate from Home to maintain social distancing. Many of the Ministries/ Departments in Government of India have successfully managed and rendered exemplary results in combat against the ongoing pandemic outbreak during the lock down period by leveraging e -office and video conferencing facilities of NIC. This was the first of its kind of experience in the Government of India.

It is quite likely that for the near future, the Central Secretariat will continue to go for staggered attendance and variable working hours to maintain social distancing at workplace. Therefore, a broad framework for **Work from Home** is important to standardize the operating procedure even post Lock down situation and to ensure safety and security of information, while accessing Government files and information remotely from home.

Accordingly a draft consultation paper for the **Work from Home** is being enclosed at Annexure for comments. We shall be grateful for considered views and comments of your Ministry/Department on the proposal latest by 21st May 2020. If comments are not received by 21st May 2020, then, it will be presumed that your Ministry/Department is in agreement with the proposed draft.

This issue with the approval of Secretary (DARPG)



(Ajit Kumar Sah)

Deputy Secretary to the Government of India
 Ph:23401408
 e-mail: ak.sah@nic.in

Encls: Annexure

To

1. All Ministries/Departments of Government of India
2. The DG (NIC)
3. JS (CIS) Ministry of Home Affairs

DRAFT**Subject: Framework for "The Work from Home"**

The COVID 19 Pandemic has necessitated many Ministries/ departments to operate from Home to maintain social distancing. The backbone of this remote operation is e-office and virtual meetings through video Conferencing. It is quite likely that for the near future, the Central Secretariat will continue to go for staggered attendance and variable working hours to maintain social distancing at workplace.

Therefore, a standard framework for Work from Home" across the Ministries/ Departments/ Subordinate offices in Government of India is needed for a smooth and seamless functioning of the government, which will ensure continuity of the office works besides imparting resilience in the ecosystem even post lock down situations. In this regard several rounds of consultations were held with the ministries/ Departments. Based on their inputs, broad framework for **The Work from Home**, which will be in place during and after lock down, is being proposed here as under:

1. Presently about 75 Ministries/ Departments are actively using e-office platform of which 57 Ministries / Departments have achieved more than 80% of their work in e-office. The remaining Ministries/ Departments would also make endeavour for expeditious implementation of e-office in secretariat/Ministries/Departments and also in their attached and subordinate offices in a time bound manner.
2. Box e.7.1 of Central Secretariat manual of Office Procedure (CSMoP 2019) provides for VPN to the officers at the level of Deputy Secretary and above to access the electronic files remotely on secured network. However, Ministries/ Departments with the approval of the respective HODs, can provide VPN to the officers up to the level of Section officers based on the functional requirements in their Ministry/ Departments subject to the proper due diligence for security aspects.

3. Chapter 13, Box e.13.1 of CSMoP 2019 deals with treatment of classified papers/files in e-office. However, as per instructions of ministry of Home Affairs no classified information shall be handled through e-office. Therefore, classified files shall not be processed in e-office during work from home. NIC may evaluate the existing security protocol for remote access of classified file/ information in consultation with MHA and propose suitable guidelines and standard operating procedures for handling classified information in e-office. Till the time classified files shall be processed on standalone computers only as specified in Para 2 of Box e.7.1 of CSMOP 2019
4. Logistic supports in the form of laptop/ Desktop, shall be decided by the Ministries/Departments in accordance with the orders issued by the Department of Expenditure 3(6)/2020-E-II(A) dated 27.03.2020. Ministries may use the inventory of laptops on rotational basis for the officers who are working from home and needed such logistic support.
5. Department of Expenditure may consider reimbursement for data uses to the officers working from home and if required may issue separate guidelines in this regards.
6. Central Registry Unit (CRU) shall remain functional to receive the physical Dak/ receipts in the Ministry. CRU Staff will scan and forward the receipt to the concerned officer in e-office as well as in his official e-mail.
7. It is important that SMS and email alert in e-office should be enabled so that the important files/daks get immediate attention. Departmental NIC teams may work out SMS provisions for e-receipts and e-files in consultation with their Ministries / Departments.
8. E-office has facility to link the important files and documents for referencing in e-files. However, to enable this feature in Work from Home environment, it is important that the important files/ folders /circulars are available in the Knowledge Management System of e-office. The Ministries are therefore advised to make use of this feature in e-office so that the important documents that may be

needed in examining the files are available while working from home.

9. To facilitate inter ministerial consultations ,exchange of files between the Ministries may be made seamlessly in e office.
10. E office has facility to dispatch a communication from the system itself. The dispatch is possible via e-mail or CRU (Central Registration Unit). In case dispatch is addressed to CRU, then the CRU on receipt of dak in e-mail immediately diarise and forward the same to the concerned officer to further process the dak in e file. If the communication is directly sent in e -mail of the officer, the concerned officer will initiate necessary action as required in e -office on receipt of the communication in e-mail and will make full use of all the functional features available in the e-office even during the **The Work from Home** environment.
11. Necessary emails can be made part of the e-file and maintained as digital record for future reference and processed as fresh receipts.
12. All VIP and parliament matters require utmost attention. Therefore, SMS alerts be sent for all such receipts and files to the next officer in the channel.
13. NIC video conferencing facility shall be leveraged to organize important meetings while working from home. Officers and Staff shall attend the meetings by activating VC link forwarded to them by NIC in formal meeting set up. VCs shall also be used as far as possible in office environment to maintain social distancing during COVID 19 pandemic. NIC may strengthen the VC to make it more facilitative. Officials working from home shall adhere to all norms of office environment while attending VC meetings.
14. It shall be incumbent on a Ministry/Department to create a help desk manned by technical persons. The NIC central help desk may be contacted in case of advanced technical assistance required during Work from Home. NIC will ensure that the contact details of central

help desk and Departmental NIC officers are communicated to all officers.

15. The officers to whom official laptops are provided shall ensure that they do the official work in official device only. NIC shall ensure that their devices are well protected against malware and malicious websites. The officers who are working on their personal computers/ lap tops shall ensure installing regular updates, running antivirus scans, blocking malicious sites, etc with the help of NIC to ensure safety of their device against information theft.

16. Officers who are working from home shall be available on phone as per requirements and directions of their officers.

17. Standard Operating Procedure for e- office has been elaborated in Central Secretariat manual of Office Procedure (CSMoP 2019) for further guidance.

18. DOPT may provide option for Work from Home to the eligible officers/ Staff for 15 days in a year as a matter of policy.

N.B.: Sofar as Kerala is concerned we have i-Aps – The digital file clearing and Digital Administration System. That is to be used to maximum by all concerned.

