



NR 161 GR 200

**POLICE DEPARTMENT
KERALA**

No.T6-53367/2021/PHQ
POLICE HEADQUARTERS
Kerala, Thiruvananthapuram

Dated 18/06/2021

CIRCULAR No.20/2021

**Sub:-Police and Public – Interaction through video platform/video call –
Regarding.**

It has been decided that all the DPCs personally will interact with the public through a video platform by using the smart phones either through WhatsApp or through Skype or any other such platform on a fixed day every week. It has also been decided to conduct this on every Wednesday between 4 p.m. and 5 p.m. and wide publicity should be given. Phone numbers of the DPCs and DCPs must be circulated among the public through various means.


02. The DPCs need to receive a video call; by receiving such calls from the public who will speak about their problems, etc. and it is expected that DPCs to take prompt action on such problems and grievances. This will increase the acceptability of the Police and will give a great image to the Police.

03. The talks should be very professional, to the point and precise. Unnecessary talk should be discouraged. The DPCs can make arrangements for recording such video calls so as to refer them back afterwards. Action taken shall be communicated to the complainant or the petitioner by using an executive officer working in the DPO/CPO.

04. Similarly, the 3 DCPs (Law & Order) in 3 cities will do such video call on every 2nd and 4th Monday between 4 and 5 p.m. in a similar manner.

05. This project will be called '**DRISHTY**' for the Police.

06. All other supervisory officers like DIGs, IGPs, etc. should guide the programme to become successful.


(Loknath Behera IPS)
**Director General of Police &
State Police Chief**

To

All IGPs/All DIGs/All DPCs/All DCPs (Law and Order)

Copy to – All Officers in List-A/B/C/D
All Officers in PHQ/CA to SPC
All Unit Heads
Stock File

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