

Dated: 05/03/2010

**CIRCULAR No.12/2010**

Sub:- Kerala Police Message Centre – Instructions – Regarding.

1. The Kerala Police Message Centre (KPMC) has come in to existence on 4<sup>th</sup> of March, 2010.
2. The Message Centre will function under the overall supervision of ADGP (HQ) assisted by AIG (PG) in all operational matters and under the charge of IGP (SCRB) in all technical and administrative matters.
3. AIG (PG) shall review the functioning of the Message Centre on a daily basis and forward a daily report obtained from KPMC at 12 noon everyday to the ADGP (HQ), in such form as may be prescribed by ADGP (HQ). The KPMC will function as part of the Hi-Tech Cell and be immediately supervised by the AC Hi-Tech Cell assisted by staff of the Hi-Tech Cell. Persons drafted for duty in the Message Centre will be deemed to be part of the Hi-Tech cell.
4. Kerala Police Highway Alert will be deemed to be a subunit of the KPMC, but subject to the operational control of the IGP Traffic. The Highway Alert will assist the KPMC and vice versa. They will constantly co-ordinate actions with each other.
5. Each SMS coming to the Centre will be read by the staff. If it requires verification by any police authority prima-facie, it will be forwarded forthwith, along with the details of the telephone number of the sender, to the officer who is to verify the complaint or to the group of officers which is to be immediately alerted for the verification. However, if it is a matter in which the identity of the sender is to be kept confidential, the identity of the sender as well as the originating number need not be forwarded.
6. Messages, which are prima-facie frivolous or mischievous or on matters in which no action is possible by police, may be moved at 12 noon every day, after verification by the AC Hi-Tech Cell, to a folder named NO ACTION. The periodicity with which the NO ACTION folder may be emptied on to a separate indexed Data Storage Device will be decided by ADGP (HQ).
7. Whenever a message is forwarded to a police officer individually or to a group, the message should be numbered. Two types of numbering may be done. One as AR, in which Action Taken Report is needed and another as NA which is for information, verification and necessary action. For brevity, numbering system may avoid date, year, subject etc.
8. If there is a plea for immediate police action as per the SMS, the message will be treated as on a par with a telephone message. Action will be taken immediately for verification of the contents of the message and, if warranted on such verification, action will be taken as per law to pursue any necessary police action. If found credible and true on preliminary verification, the appropriate authority may decide to institute criminal proceedings also wherever necessary.
9. No message from the public needs to be acknowledged by return SMS. But all SMS will be recorded and stored in DVDs, marked and archived for at least one year.
10. If there is any complaint against police received by SMS, the staff of the Message Centre will bring it to the notice of the AC Hi-Tech Cell before it is forwarded to any officer. If the complaint is about an officer of and above the rank of CI, it may be brought to the notice of AIG (PG) over phone before forwarding.
11. No reply will be sent to any SMS message. But in appropriate cases, if an e-mail reply address is given by the sender, in sufficiently serious matters, KPMC may inform the action taken to the SMS sender at the e-mail address furnished by him.

12. A police officer receiving a forwarded message from the KPMC requesting for action, may not send a reply by SMS to the KPMC unless he requires more information regarding the sender of the SMS for taking further action.
13. Messages to individual police officers or a group not larger than 20 members only should be marked as AR. In respect of AR messages, the recipient of the AR message may send an Action Taken Report by e-mail to KPMC at the e-mail ID of the KPMC. Large group messages will not be marked AR as the replies will be too many.
14. Any police officer, may send, if he so wishes, a report of action taken on any KPMC message, to the KPMC by e-mail at the e-mail address of the KPMC, if he wishes to report any significant circumstance or any further action with respect to the message. (**kpmc@keralapolice.gov.in**)
15. Once in every week, AIG PG may go through the messages received and shall verify the correctness of action by random checking.
16. Public may send any message on any matter in which some police action is expected as per law. Public may also send complaints against the police which will be brought to the notice of the concerned superior officers. Public may also assist police in any matter by giving any information regarding any crime, criminal activity or conspiracy, whether past, present or future or by giving any suggestion to improve police activity.
17. The member of the public need not reveal his name if he does not so desire.
18. Public may not send greetings, congratulations, jokes, thanks etc to the KPMC. Public may not seek any kind of information from the KPMC because the Message Centre is not designed to answer any message.
19. The public will be advised to limit their messages to 160 characters per message i.e. about twenty 5- letter words. If action is required at a particular place, then the place must be indicated. If action is sought against a particular person, then the name and address of such person may be specified. If message is too long, it can be sent as two messages. Public may use SMS abbreviations or Malayalam with English letters.
20. The SMS received in the Message Centre will not be treated as a document sufficient to initiate a legal action against any person unless the same is found actionable by a police officer after due verification.
21. The speed of SMS delivery or the accuracy of transmission because of error cannot be guaranteed. Similarly there may be system delays in forwarding of messages also. Because of this, those who need immediate help may, in addition to sending SMS, also call the local Police Station or the local 100 or the Highway Alert 9846100100 as the case may be.

**Director General of Police  
Kerala**