

STANDARD OPERATIONAL **PROCEDURE**

PINK POLICE PATROL



KERALA POLICE

Introduction

Kozhikode City Vanitha Police station is the first women police station in India, which was inaugurated by then Prime Minister of India Smt Indira Gandhi on 23.10.1973. Once again, the Kerala Police is opening a new chapter in Policing in the State, the Pink Police Patrol Control Room and the Pink Police Patrol Vehicle is indeed the first such attempt with intention to prevent atrocities and crime against the woman and children. At the 1st phase, the above system will be introduced in Thiruvananthapuram, Ernakulam and Kozhikode City and will extend the same to other parts of State. It is the primary duty of the State and Police to ensure safety & security of Women & Children. As such, the Government of Kerala and Kerala Police is bound and determined to safeguard women and children from all atrocities. It is also essential to create feelings in their mind that, they are protected from atrocities. The presence of Women Police Personnel in public places would enhance the confidence of women and would help to strengthen the perception of security in the minds of women. It is fact that, cities and urban environments are growing at an exponential rate, as millions move from rural areas to seek a better life. One of the major concerns for women in urban areas is safety in public spaces. The violence and sexual harassment in public spaces restrict women's freedom of movement, reduce their access to essential services and this would lead negative impact to their health and wellbeing. In these circumstances, in order to avoid atrocities against women and children, new methodology is to be adopted curtail the atrocities against women.

PART -I

PINK POLICE PATROL VEHICLE

Duties and Responsibilities

1. Attend distress call received from Pink Police Patrol Control Room
2. Conduct patrolling at public places ie., School, College, Office, Ladies Hostels, worship places etc where ladies and children gathered
3. Provide necessary help, guidance & awareness to Women, Children and Senior Citizen
4. Performing traffic regulation duty near Women's College & Girls Schools in peak time
5. Provide necessary assistance to Pink Beat Officers as and when required
6. Prevent eve-teasing at public places
7. Secure school/college students from the abuse of narcotic substances
8. Observe the students who bunk off classes
9. Ensure the safe travel of women, children, tourists in public vehicles
10. Attend other law & order issued assigned by PPP Control Room
11. Perform crowd control duty in the places where women & children gathered

Control, Strength & Duty Time

1. The overall supervision of Pink Police Patrol Control Room will be in the control the District Police Chief and Assistant Commissioner of Police, Control Room will be the reporting officer
2. The strength of PPP Vehicle is One Woman Police Officer and 3 WSCPO/WCPO including one WCPO driver. As such 2 Women Police Officer, 6 WSCPO/WCPO is required to perform duty in two shifts
3. Control Room Vehicles will operate in 2 shift from 8 AM to 2 PM & 2 PM to 9 PM

Uniform, Vehicle and equipments

All Police personnel should be in neat and tidy uniform and maintain vehicles neatly. The PPPV commander will ensure that all the duty personnel are in proper turnout. Sophisticated equipments installed at PPPV should be utilized to PPPV perform duty and utmost care should be maintained by the Duty personnel this regard. If any complaints noticed about these equipments, same should be intimated to the Control Room and C DAC officials immediately without fail. Important phone number of Police Officers/office, hospital, ambulance should be kept in the PPPV. Also the below mentioned equipments should be kept at each PPPV vehicles.

1. Torch Light
2. Reflective Jackets
3. Reflective battson
4. Rain Coat
5. First Aid Box
6. Handcuff
7. Riot equipments
8. Traffic batton
9. NFC Smart phone (e beat)

Maintenance of records

The below mentioned registers and documents should kept at CRV and proper entries should be recorded in the these registers

1. **Action Book** – The action received from Control Room and action taken by the CRVs should recorded in the action book by CRV Commander itself
2. **Movement Register** – The details of duty personnel, location covered etc and working status of equipments installed at CRV should be recorded in the Movement register in each shift by CRV Commander itself
3. **Vehicle Diary** – Details of Driver, places covered and Kilo Meter should be recorded in the Vehicle Register by the Driving Duty Personnel and same should be countersigned by the CRV Commander

Technology Partner

The Centre for Development of Advanced Computing (C-DAC) is a research and development organization under the Department of Electronics and Information Technology, Government of India is providing the state-of-art modern technology. The service of BSNL and Idea Cellular are also used to provide communication and GIS-GPS support to system rendered by the CDAC. The ISDN PRI line of BSNL and the Long Code SMS service is used in a dedicated mode in the new system.

This is solely for helping women and children in distress. The system is a miniature version of National Emergency Response System developed by C-DAC. The aim of the system is to provide instant support to women and children in emergency situations. It will handle all calls (to 181,1091 & 112) and SoS signals, SMS, email and Web requests. A GIS map will indicate the location of the incident and the nearby rescue vehicles. Once the case is recorded, it will be dispatched to the nearest vehicle that can take up the mission. All voice and data will be logged and reports can be generated.

General Instructions

1. While commencing duty, CRV Commander should inform the details of duty Police personnel and Meter Reading of vehicle (MR) to Control Room through wireless

2. When an action received from Control Room same should be recorded at Movement Registered and attend the action immediately without fail. If the action beyond the control of Pink CRV, Commander should inform the same to Control Room or the concerned Police Station
3. During the patrolling, any atrocities noticed against women & children, proper action should be taken without fail and intimate the same to Control Room. A report should be given to the concerned Police Station
4. During peak time, Patrolling party, except drivers should perform duty at congested areas like School/College, Bus Stand, Office etc
5. PPP Vehicle shall be alert in their duty, particularly between 0800 Hrs to 1100Hrs and 0300 Hrs 07.00 Hrs to ensure safety of women & children during peak time and thereby boosting the confidence and brining in a sense of security in the mind of public in this regard
6. No members of PPP CRV use any offensive language or make any offensive gesture. They must be polite but firm while performing their duty
7. CRV duty personnel should report at least half an hour prior to the prescribed duty time at the base station.
8. Periodical service and maintenance of vehicle should be done in liaison with MT Wing

9. Periodical training should be given to Police personnel deployed in PPPV in every months to familiarize with the instructions of the SoP and to impart training about new methods to be adopted to perform duty
10. Keep a good liaison with Jagratha Samithies and try to understand the problems are being faced by woman in the respective areas
11. When an accident is noticed during patrolling, inform the details of the accident to City Control Room and arrange ambulance to bring the accidents victims to the hospital
12. If the accident victim is a woman/children, the PPP vehicle could use for hospitalize the victim
13. Never park the PPP vehicle in obstructive manner, footpath and at no park areas. Obey all the traffic rules and act role model to all public
14. The driver and duty personnel of PPPVs should use seat belt
15. Never stationed the vehicle in any Police Station other than base stations
16. Never stop the PPP vehicle more than 15 minutes in a place

PART - II

PINK POLICE PATROL CONTROL ROOM

Duties and Responsibilities

1. Attend calls received at PPP dispatcher
2. Issue necessary instructions to PPP vehicles
3. Provide necessary assistance to PPPV in liaison with City Police Control Room as and when required
4. Provide necessary guidelines to women and children who request help
5. Intimate the information other than the atrocities against women & children received at PPP Control Room to City Police Control and concerned Police Station

Control, Strength & Duty Time

1. The overall supervision of Pink Control Room will be in the control of the District Police Chief and Assistant Commissioner of Police, Control will be the reporting officer.
2. The strength of one PPP Control Room is One Women Police Officer and 2 WSCPO/WCPO As such 2 Women Police Officer, 4 WSCPO/WCPO is required to perform duty in two shifts
3. Control Room will operate in 2 shift from 8 AM to 2 PM & 2 PM to 9 PM
4. From 9 PM to 8 AM calls received at PPP Control Room should be handled by the Vanitha Help Line Police personnel

Operational Instructions

1. The PPP vehicles should concentrate at the places where women and children gathered and provide necessary help to them
2. Detection of petty cases is not their duty, so they need not detect petty cases. But they should perform their duties for the strict enforcement of law
3. Safety and security of women and children should be ensure and in such way the confidence of women & children could boost.
4. The duty personnel should not use any offensive/indecent language, even if the public try to provoke them. They shall always be cheerful and exhibit helping mentality
5. The PPP vehicles shall not be used for any duty other than Pink Patrol duty. They shall not be used for Pilot or Escort duty, personal use of officers, Thapal etc. The DPC's should ensure that PPP Vehicles are not used for any other duty.
6. A full fledged control room, Pink Police Patrol Control Room also functioning at City Police Control Room's with toll free No.1091, 181, 112. On receipt of a call, the matter will immediately be intimated to the PPPVs

7. In case of a cognizable offence of any type under any law is detected suomoto or otherwise, report should be given to the concerned Police Station for taking legal action
8. If any traffic obstruction is noticed during patrolling immediate action should be taken to clear the obstruction
9. The Pink Patrol shall patrol entire length of their sector at least twice or more in every shift

Maintenance of records

The below mentioned registers should kept at PPP Control Room and proper entries should be recorded in the these registers

1. **GD** – Details of duty personnel at Control Room and PPPVs should recorded in the GD. Action received at Control Room and action taken by PPPVs should also record in the GD in time.
2. **Movement Register** – Separate movement register should be maintained for each PPPVs and location provided to PPPVs recorded in the movement register
3. **Indent for fuel** – Indent to fill fuel to PPPVs should signed by the Duty Officer and obtain countersign from the Assistant Commissioner of Police and Inspector of Police, Control Room. The counterfoil of indent should be paste in the indent properly

4. **Vehicle Diary** – Vehicle diary should be contemporaneously written. Completed diaries should be sent through Controlling officers concerned to MT Wing.

Uniform and equipments

All Police personnel should be in neat and tidy uniform and maintain the Control Room neatly. The Duty Officer will ensure that all the duty personnel are in proper turnout. Sophisticated equipments installed at Control Room should be utilized to perform duty and utmost care should be maintained by the Duty personnel this regard. If any complaints noticed about these equipments, same should be intimated to the C DAC officials immediately without fail. Important phone number of Police Officers/office, hospital, ambulance, short-stay home, Women Probationary Officer, Child Rights Commission officials, Women Commission etc should be kept in the PPP Control Room.

Review & Weekly Report

A week report regarding the performance of PPP Control Room and PPPV should be submitted to the Assistant Commissioner of Police, Control Room on every Monday before 10 AM.

Weekly review must be done by the District Police Chief concerned and give adequate instruction to duty personnel of PPP. The monthly review must be done by Zonal ADGP & Range IGPs concerned.

General Instructions

1. All takers should use polite language while attending call.
2. Duty personnel should report at PPP Control Room well in advance
3. Communicate the distress calls received at dispatcher to PPPVs quickly and Duty Officer should follow the action dispatched PPPVs
4. If any assistance is required to PPPVs and same should be intimated to the City Police Room or to the officers concerned
5. At the end of each shift, the PPP Duty Officer should brief the importance incidents to the Assistant Commissioner of Police, Control Room

Instruction to be followed to handle equipments provided by CDAC

The emergency voice calls from toll free numbers 181, 1091, 112 and SMS message, panic message from Sthree Suraksha Android app, e mail message, web request through Sthree Suraksha Android app will be landed at Call Taker system installed at PPP Control Room. A special training programme would be arranged by CDAC for PPPV and PPP Control Room duty personnel. The Police personnel of PPP Control Room should follow the below mentioned instructions.

1. PPP Duty personnel (CRM agents) must login to the system to attend calls
2. After attending the call, CRM if the assistance of PPPV is not required to caller, the call could close
3. If the call closed, then the CRM agent should record necessary information about the incident in the call taker system itself
4. If help of PPPV is needed, the incident should posted to dispatcher
5. Then dispatcher will automatically give the location PPPVs nearer to victim
6. Then dispatcher will select nearest PPPV and incident will dispatch to the Android based Tablets installed at PPPV. From the Tablets PPPV duty personnel could read all information provided by the caller and the location of the caller
7. After performing action, the details of action taken could record at Tablet and through which PPPV personnel could send action taken report to PPP Control Room. The dispatcher duty personnel could examine the action taken by PPPVs
8. The report could also be generated from dispatcher computer installed in PPP Control Room

Annexure - I

ROUTE OF PPPVS IN THIRUVANANTHAPURAM CITY

PPPV-I	East Fort – Padmanabha Swmay Temple – Manacaud – Attukal Temple – Bund Road – Neeramankara - Karamana – Killipalam – Thampanoor – East Fort
	Base Station – ACP office, Fort Controlling Officer - ACP Fort
PPPV-II	Thampanoor – Bakery Junction - Vazhuthacaud – Vellyambalam – Kowdiar – Peroorkada – Kuravankonam - Pattom – Keasavadaspuram – MG College – Nalanchira – Thampanoor
	Base Station – City Women Cell Controlling Officer – Inspector of Police,WC
PPPV-III	Kazhuttom – Technopark – Chakka – All Saint’s – Sanghumugham – Chakka – Pettah – Medical College – Sreekariyam – Technopark – Kazhuttom
	Base Station – ACP Office,Kazhakootam Controlling Officer – ACP, Kazhakuttom

