

Chapter 19

Control Room and Co-ordination

1. Police Control Room

Police Control Rooms (PCR) constitute an important part of the coordination, control and response mechanism. It is a vital instrument for the convenience and benefit of public, a source of immediate information to the Police and a nerve centre of varied police operations. They are also intended to enable public to contact the Police in urgent cases and obtain assistance immediately. The functions of the Police Control Room are:

1. To be an information centre to receive calls and rush help or send appropriate police assistance;
2. To keep the concerned police officers informed of all-important incidents/information.
3. To despatch L&O Police to deal with serious crimes.
4. To aid the public during fire accidents, floods and other natural calamities;
5. To coordinate the operations for maintenance of peace and public order in times of large-scale riots, strikes, processions and other situations when the peace of the city or town or of the district or State is likely to be disturbed;
6. Record all incidents, information in a given format and intimate the concerned officers so as to enable them to take decision;
7. Maintain prescribed records;
8. To alert concerned police stations for interception, seizure or search or arrest;
9. To provide necessary information to public.
10. Any other function to save life and property or rescue persons in danger.

2. Location

The State Police Control Room manned round the clock is located in the Police Headquarters at Gangtok. The Gangtok City Police Control Room is located in Sadar PS

and is manned round the clock. In other districts and towns the local PS also housing the police communication office functions as the Control Room for the said area.

3. Communication

Communications constitute the most vital part of an efficient coordination and control mechanism apart from ensuring better service to the public. The following communication systems should be installed in the State/district control rooms.

- A. Wireless communications: Radio telephone facility linking all mobiles, police stations, supervisory officers and their offices with separate channels for each district should be provided. Separate channels should be reserved for traffic, security and one spare channel, for radio alarms or mobile data systems. Hand held wireless sets are provided for local communication in a limited area particularly when field officers or those in charge of mobiles are required to leave the vehicles and yet remain in touch with the vehicle or the control room.
- B. HF Voice Communication stations particularly for district control rooms and state control rooms are necessary for distant communication and linking district to district and district to State Hqrs.
- C. All computers in the control room could be networked and connected to police station and other unit computers through telephone wires (telecom dept.) under the CCTNS scheme giving a dynamic access to needed information and deployment of forces.
- D. The guidelines to be followed in setting up the control room communication in district headquarters/small towns are given below. These are to be implemented and upgraded as per requirements and availability of resources:
 - (1) At least one direct line should be provided for the telephones. The State Police Control Room/Sadar Police Control Room will have at least two direct lines.
 - (2) A fax facility with a separate line, e-mail (internet) connection, a PC with a monitor, printer and one photocopier should be installed, to be integrated with the CCTN system in due course.

- (3) Arrangements to record all calls and every reply and response on telephones and wireless should be installed to work on 24-hour. It should be possible to activate communication at any moment.
- (4) The relevant useful information recorded should be transferred to the concerned either for working out clues or evidence in cases. The data should be erased only after expiry of the period prescribed for destruction of general diaries. A computerized system for the purpose may be installed in due course.

4. Wireless fitted Cars, Motorbikes, Vehicles, Equipment and staff

- (1) Wireless-fitted vehicle is sanctioned for the State Police Control Room for the ATS to respond in grave emergencies. In Gangtok city (PSCTR) wireless fitted vehicles/motorbikes are used for responding calls from the public or information from other sources. They will be utilised for planned patrolling, crime incident control, grave crime investigation, security duties, bandobust for festivals, strikes, processions, public meetings and for conducting raids, searches or seizures or arrests in pursuance of a case which require immediate attention. The mobiles should not be used as conveyance to the officers save in, very exceptional circumstances.
- (2) They should carry first-aid kit so that the Police during traffic accidents or other cases could render first aid to the injured persons.
- (3) Effective public address system and searchlight should be installed in such mobiles, besides siren and lights. Siren should be used only when proceeding to meet an emergency only to have precedence in traffic. If traffic conditions do not warrant there is no need to use the siren.
- (4) They may pick up L&O Police or Investigation staff if it is in pursuance of case investigation or follow up of incidents.

- (5) Those earmarked exclusively for patrolling should resume their normal duty after the other resources to deal with the incident or crime are in place.

5. Working of the Control Room and Wireless fitted Cars/Vehicles

- (1) When a telephone call for Police help is received in the city control room/PS in cases like petty theft, loud-speaker nuisance, minor quarrels, missing persons, etc., appropriate staff from the PS or those on duty in the area will be deputed by the Incharge at the city control room/PS for necessary action. .
- (2) On receipt of telephone call requiring immediate Police help in cases like drunken brawls, the criminal trespass, traffic accidents involving injuries or death to persons, apprehension of criminals or suspicious persons in residential areas, misbehaviour by rowdy elements in residential areas, etc., the mobile/Vehicle or the police station or with required staff and the beat area constables at the time when the call is received, should be immediately directed to the place of trouble for necessary action. Once the PS staff take control of the situation the mobile will return to the Police Control Room or continue patrolling.
- (3) In cases of serious disturbances, riots, serious crimes like murder, dacoity, kidnapping robbery or emergencies like out-break of fire or when there is likelihood of the staff of the concerned Police Station not being able to reach the spot promptly, or being unable to take control of the situation the Control Room Officer will ensure prompt communication of the situation to the district SP, DIG/Range, ADGP/IGP, L&O and in case of grave situation the DGP and others prescribed. The ADGP/IGP, L&O and in his absence the DIG/Range or in respect of a district CTR the district SP will direct further necessary response from or through the CTR as appropriate.
- (4) The mobile CTR vehicle should patrol the area according to a prepared programme and cover important places where people gather like bazars, schools, colleges, bus terminals, banks, sports stadia, residential areas, etc. Night

patrolling may be done as and when necessary. While patrolling no siren should be sounded and vehicle should move at a slow pace, stopping at places to afford opportunity for observation and watch. A detailed working plan for day to day should be prepared and be available with the officer in charge of the mobile car.

(5) The State Police Control Room shall function under the IGP, Telecommunication & computer branch. During emergencies, however, the ADGP/IGP, L&O will direct necessary operations through it. In towns including district Hqrs town the district SP shall be in charge of the Control Room. The district Superintendent of Police, DIGP/Range, the Addl. DGP/IGP, L&O and the IGP, Telecommunication & computer branch shall visit the Control Room as often as possible and ensure that it (Control Room) works efficiently, that their equipment and recording system are in proper use and condition and that the response time to genuine calls is prompt and effective. There should be on the spot correction of any distortions, wastage or delay. Those in charge, as and when necessary, shall issue suitable instructions, from time to time. The Control Rooms are meant for all branches of the police, e.g. Investigation, Traffic, Armed Police, Intelligence, CID etc. As such the officers in charge should assist and provide all facilities to them and notify any information that is meant for them. But it should be remembered that the decision on priorities set by the ADGP/IGP, L&O and IGP, Telecommunication & computer branch for the State CTR and the district SPs in respect of city/PS CTR are binding on.

(6) A. The staff conversant in Nepali, Hindi and English should be posted to Control Room and should be trained to converse properly.

B. The CTR staff should have good knowledge of the working of the police in districts, topography of the city or town and suburbs location and jurisdiction of the Police Stations and outposts, location of hospitals, Fire Stations and residential addresses and telephone numbers of all officers of police of and above the rank of SI in smaller towns and Inspectors in bigger towns.

- C. The CTR staff should be polite and courteous while dealing with the public directly or over the phone. They should be capable of getting maximum information from the callers by a helpful and understanding approach, in quick time, as information determines the type of help to be given.
- D. They should always be helpful to the public should they desire any assistance or information regarding Police or other emergency services.
- E. They should be always alert and fully alive to the proceedings in the Control Room and keenly follow the movements of mobile vehicles/staff.
- F. They should be smartly dressed. The S.I. in-charge of the Control Room or in his absence, Officer in-charge should maintain the General Diary of the Control Room and other prescribed records and equipment. The computer, designed to store data and all calls and incidents should be maintained and used. Till the system is firmly established both manual and computer aided automated system should be used.

6. Striking forces

A striking force contingent of such strength and number as earmarked for emergency should be at the State Police Control Room with a fully equipped wireless fitted vehicle. These men should be instructed in advance by the Control Room Officer or the concerned superior officer on what they should do on reaching the spot. One or two of the police party going in the wireless fitted car should be trained in first-aid and also know driving.

7. Dissemination of information

The Police Control Room should serve as “Information Room” and “clearing house” to disseminate information to various functionaries so that they are fully posted

with the information received in the Control Room in the town or city from time to time. The dissemination of information to public or officers or press should be strictly on need to know basis. The police officers using the Control Room should realise that it is only meant to respond to emergencies and pass on information and is not a substitute for police station. Control Room is meant only to receive and convey information and urgent instructions from concerned police officer.

8. Records to be maintained

- (1) The following records should be maintained in the Police Control Room by the Sub-Inspector or, in his absence by the whoever is in-charge:
 - A. The Police Control Room General Diary
 - B. Incoming Telephone Message Register
 - C. Out-going Telephone Message Register

- (2) The General Diary should be maintained from 8 a.m. to 8 a.m. of the next day. In this, the details of telephone calls received from the public, details of telephone calls made to the Police Stations and Police Officers and instructions received from them and their compliance should be recorded. Information received from mobile vehicles should be recorded from time to time. It shall be the responsibility of the Duty Officer being relieved at 8 a.m. to note the various pending matters, instructions received from officers, etc., close the diary for the day, open a new diary and hand it over to his reliever. The incoming Duty Officer should despatch the previous days diary to the DSP concerned or to the Superintendent of Police.

- (3) The Incoming Telephone Calls Register shall be of foolscap size, and shall contain the following columns:—
 - A. Date
 - B. Monthly Sl. No.
 - C. Time of receipt of message
 - D. From whom received (with telephone number and address etc.)

- E. Details of message
- F. Nature of the action taken with time including to whom informed
- G. Signature

There should be sufficient space for recording details in column Nos. D, E and F. Only messages received for emergency help or action should be recorded in this book.

(4) The out-going telephone message register shall also be of foolscap size and shall contain the following columns:—

- A. Date
- B. Monthly Sl. No.
- C. Time when the message is given number.
- D. To whom message is given (with name rank and number)
- E. Details of message given
- F. Serial No. of in-coming message to which this message relates
- G. Signature

Only message given to the Police Station and Police Officers in connection with calls received from the public for emergency Police help should be recorded in this register.

9. Maps and charts

- 1) There should be a reasonable size map of Town, City, District as the case may be and of neighbouring areas marked with important Roads, Buildings, Hotels, Markets, Offices, Schools, Hospitals, Colleges, Police Stations, District Armed Reserve, Special Police Units, Armed Police Camp etc., displayed in the Police Control Room. This map will help the Duty Officer to know the locality from where a call has come, its distance from the

Control Room and the journey to be made by the Wireless fitted car or other police unit.

2) The following charts/lists should be maintained in the Control Room:

- A. Location of the armed police headquarters and camps with their contact telephone numbers.
- B. Deployment of striking forces at the Police Control Room and other places.
- C. A list of all Police Stations and outposts of the district/State(divisions) with their telephone numbers.
- D. A list of Senior Police Officers, their official and residential addresses together with their telephone numbers.
- E. A list of all Senior and important Government Officers in the town with their residential addresses and telephone numbers.
- F. A list of all important hotels, with location and telephone numbers.
- G. A list of all important Government and Private Hospitals with their location and telephone numbers.
- H. A list of all Fire Stations with their location and telephone numbers.
- I. A list of taxi stands with telephone numbers, if any.
- J. A list of Ministers, M.Ps, M.L.As with their residential addresses and their telephone numbers.
- K. A list of Courts having jurisdictions over the area together with their location and telephone numbers.
- L. A list of all important State and Central government establishments with their location and telephone numbers.

Note: These should be constantly updated and new chart or list prepared every year.

10. Opening of Temporary Control Rooms on important Occasions

Temporary Control Rooms should be opened where very heavy crowds are expected such as big fairs and festivals, visits of VIPs, etc. The working of this Control Room will be similar to that of the regular Control Room in towns and cities. A scheme should be prepared regarding the working of the temporary Control Room and circulated among all officers well in advance.

11. The Organisation and functioning of District and State Control Rooms

- (1) **District Control Room:** The Control Room in every District shall be located in the PS at the district hqrs with a Sub-Inspector of Police in charge. A reasonable strength of police personnel under an officer in each shift shall be present in the Control Room. The staff of the police communication organisation will man the wireless communication, which will be the part of the Control Room. The police stations will be in direct contact with the district control room for any information or help. The district control room shall work directly under the district SP. He may instruct Addl. SP or Dy. SP to be present in the control room on any occasion where he considers an officer's presence necessary to direct operations if any. The control room shall be common for all branches in the district.

- (2) **State Control Room:** This will be located in the Police Headquarters and shall work under the control of the IGP, Telecommunication & computer branch except during emergencies when it work for operations under the control of ADGP/IGP, L&O. It shall be manned round the clock by a gazetted police officer assisted by adequate number of police staff. The entire communication network shall be located in such a manner that the control room is at all times aware of every happening in the State. It shall also be responsible for receiving and communicating information to concerned authorities and for conveying any instructions to any officer or any police station in the State. The contacts with the other state police headquarters and also the control rooms at Delhi both in MHA and other organisations should be maintained round the clock. Complete record of every important communication and telephone calls should be maintained in the

control room. All information of significance from the public from anywhere should be recorded and action initiated as per the orders of the concerned officers. The despatch of fax messages and other communications will however be the responsibility of the police communication organisation and not that of the control room.

12. Coordination

Coordination within the District or local area

The control room should be utilised for coordination of on-going situations and to ensure coordination between different agencies of the police whenever an incident is reported.

13. Coordination within State and other States.

- A. The State Control Room shall be one of the instruments through which Intra- and Inter-state coordination is ensured.
- B. Close contact through the communication network available shall at all times be maintained with all the control rooms in the State.

14. Procedure for securing assistance from other States

The law and procedures prescribed permit direct contact with the other State police authorities to obtain assistance. Similarly, assistance from this State also has to be extended to other States as well. The senior officers should be kept informed of any problems or any permanent arrangements to be made regarding communications, reports, data transfer etc.

15. Coordination with National Organisations

The State Intelligence Branch is the nodal agency for liaison with the Intelligence Bureau and the CID for liaison with CBI and National Crime Records Bureau and other Investigation Agencies of the Union Government. In all internal security matters where specific case investigation is not involved the Intelligence Branch will deal with the

situation. In all investigation matters including investigation of cases involving security, the CID will be the coordinating agency. In most situations which require coordination with a central agency both CID and Intelligence require to be in close touch with each other under the direct supervision of the DGP.

16. Coordination with other countries and Interpol

All requests for investigative or other assistance from other countries has to be routed through Interpol, New Delhi. The CID is the nodal agency to take up such matter. All Units in the State who require help in accordance with the law should route their requests through the CID.