



# CRIME PREVENTION THROUGH THE POLICE CONTROL ROOM- FUNCTIONS AND FEATURES

<sup>1</sup>Dr. Mukesh Kumar Chaurasia, <sup>2</sup>Sneha Athya & <sup>3</sup>Prachi Deolia

<sup>1</sup>Assistant Professor Guest, Department of Criminology and Forensic Science, Dr Harisingh Gour Central University Sagar, M.P.

<sup>2</sup>PG Student, Dr Harisingh Gour Central University Sagar, M.P.

<sup>3</sup>PG Student, Dr Harisingh Gour Central University Sagar, M.P.

**Abstract :** Crime has existed in society ever since the beginning of time. Society cannot eradicate crime but it can prevent and reduce it. Prevention strategies and measures attempt to reduce the risk of crime, and its possible adverse impact on individuals and society, such as a fear of crime due to intervention in their multiple causes. Many technical revolutions have been made to avert and enhance the Police force execution, but we know very little about how they work. One of these innovations includes the Police Control Room. It is the main co-coordinating point for the entire district. It ensures the proper execution of law and order. CCTVs are one of the major sections of the Control Room.

This paper will provide insight into how the Police Control Room works in the Sagar district of Madhya Pradesh. The study employs a primary data collection method with prospective and quota purposive sampling. The conclusions drawn in this paper are based on a research study on this subject.

**Keywords** - Police Control Room, CCTV, Crime prevention, Dial 100, Artificial intelligence

## INTRODUCTION

### Police Control Room

Development is crucial for growth in the extent of quality of life in a society. However, development has a bidirectional relationship with crime. The actual development of a society is unattainable with a high level of crime. At the same time, crime continues to increase with development. Various studies have been conducted on the relationship between crime and development. According to a report published by the United Nations Office on Drugs and Crime, the rate of violent crimes is less in developed countries in contrast to developing or underdeveloped countries. However, if we look at this relation in India, the crime rate is increasing along with development. Regardless, development is infeasible without security. Thus, it is the most important duty of the state to provide its citizens with safety and security. A responsive system is required to safeguard the lives and property of the citizens. The police station is the sole office of the state that works all around the clock without any breaks. However, it can be difficult to reach them at the moment of emergencies due to various issues.

Therefore, to contact the local police, an emergency contact number 1-0-0 was initiated. The Dial 100 system is a part of the Police Control Room.

The Police Control Room is the main co-coordinating point for the entire district. It shall receive information and disseminate information to the concerned officer of the relevant department/ P.C.R. for immediate action. All the activities of the police department in the district are controlled by the Police Control Room. It also connects all police stations in the district. It is in contact with all police stations in the district at all times. The Police Control Room plays the role of communicator between field staff and controlling authorities at all levels. It ensures the proper execution of law and order. At times during critical situations and in the absence of Senior Officers/Unit Commander, the Control Room Officer has to make

decisions, give directions to the officers present on the spot, if required dispatch forces to assist the police officers on the spot and to promptly communicate important events to the Unit Commander, other senior officers and DG Control Room. The functioning of the Police Control Room is managed by the personnels of **DF** and Radio office.

The telephone number 100 is constantly functioning there. It is a free-of-charge service. It is expected that the calls received on this number will be immediately followed up. Citizens may also notify the Police Control Room of suspicious activity or disturbance in law and order through this number. Using the information provided by the informant, the Police Control room takes action as required by unsensed forces as immediately as possible if needed to maintain law and order. PCR mobile vans are patrolling within the city all the time for this purpose. The Police Control Rooms should be contacted right away in the event of a crime, accident, or emergency requiring immediate police assistance in such a way that the relevant police station will be notified and the appropriate arrangements can be made to dispatch Dial 100 to the crime scene.



### **Duties of the Control Room**

- 1) The Police Control Room shall receive information regarding various crimes and law & order situations.
- 2) They will convey all the important information regarding crime, law and order, etc. to senior officers as well as Circle Inspectors, Police Stations, etc
- 3) They will also direct the nearest PCR vans to attend to any accident, crime, and law and order situations.
- 4) The time of receipt of the call and the time of the information should be sent to the PCR vans along with the details of information, name of the caller, phone number, etc. which should also be entered in the General Diary.
- 5) They will coordinate with the efforts of the Police Department given the serious law and order and other situations.
- 6) The brief action taken report should also be entered in the General Diary.



### **Manpower of Dial 100**

Each PCR mobile vehicle shall consist of two Police Personnel and function 24 hours in four shifts.

### **Duties of Police Personnel of PCR vehicles**

- 1) The PCR vehicles shall patrol at a slow speed in and around Points and ensure that no untoward incident takes place in the area.
- 2) While patrolling, the van shall pay more attention to all kinds of crowded places such as bus stops, cinema halls and, even teasing points like schools and colleges, etc.
- 3) They will attend to all calls received from PCR regarding road accidents and take victims to the nearest hospitals.

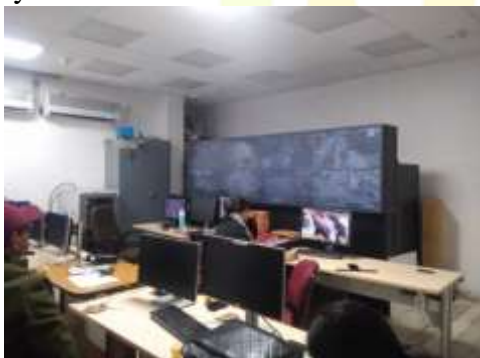
### **CLOSED-CIRCUIT TELEVISION**

CCTV surveillance systems served only as a deterrent at first. The fear of being observed by "Big Brother" was often sufficient to deter misbehaviour. However, the novelty of CCTV monitoring systems has now worn off, making them less effective as a basic deterrent, particularly in cases of violent crime or unauthorised entry. To prevent crime, both public and private venues, such as homes, businesses, and public areas, use video surveillance systems.

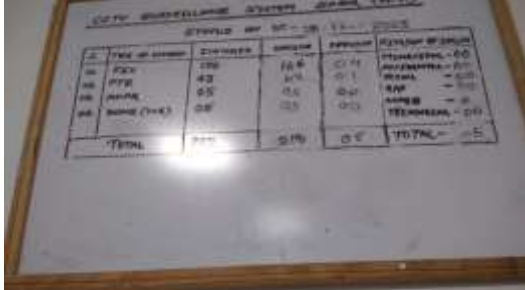
The CCTVs in the city were installed by specifying selected crowded areas and crossroads. The CCTVs of the Police Control Room were also installed at entry points, exit points, and checkpoints of the city. The movement of the Traffic police is based on the crowd as visible in the CCTVs across the region. The duty is divided in three shifts. One shift include a shift incharge, an operator, a technical team, associates from the Wireless section, and private engineers. The task of the technical team is to inspect the CCTVs around the city and repair or replace them with the help of the private engineers if required. The CCTVs from the Smart City Project can also be accessed by the PCR officials if called for.

### **WIRELESS SECTION**

The main task of the wireless section is to facilitate communication among the police workforce. The communication takes place using two mediums namely Wireless and Telephone. There are three to four shifts in the wireless section. The duties include operating the wireless system, operating the telephone system and recording in the logbook. The logbook records all the information received through the wireless system.







## LITERATURE REVIEW

A study completed by Eric L. Piza in 2018 named *The Crime Prevention Effect of CCTV in Public Places: a Propensity Score Analysis*, aimed at measuring the effect of CCTV in Newark, NJ across three separate crime categories: auto theft, theft from auto, and violent crime, the findings offer modest support for CCTV as a deterrent against auto theft while demonstrating no effect on the other crime types. The results suggest that CCTV appears to be a viable option for jurisdictions wishing to target auto theft.

Another study conducted by Shepherd Moyo in 2019 titled *Evaluating the use of CCTV Surveillance Systems for Crime Control and Prevention: Selected case studies from Johannesburg and Tshwane Gauteng* aimed at exploring the evaluation of CCTV for crime prevention, reduction, and control using a purposive non-probability sampling approach method. The results show that, despite a lack of empirical evidence as to the value of CCTV surveillance systems in preventing or reducing crime, there is strong public support for these systems and that the foundation for much of this support lies in the perceptions/feelings of members of the public of greater safety generated in areas with CCTV coverage.

The study *Proactive monitoring and operator discretion: A systematic social observation of CCTV control room operations* by Eric L. Piza. Lauren N. Moton explores police decision-making in the context of proactive video surveillance operations which resulted in range of model covariates significantly influenced CCTV operator decision making, inclusive of surveillance targets identified as prior suspects, the CCTV site being within a commercial area, visible obstructions impeding camera view, CCTV operator rank, and CCTV operator gender. Findings suggested that organizational culture, CCTV operator characteristics, and land usage of target areas may foster differential surveillance behavior across CCTV operators.

An article by Kesino published in 2022 titled *How does a police control room works?* Revealed that the police control room can significantly impact the community because their services and information to the community, such as police calls for help or information about crime or criminals, should focus on giving accurate information to the public. Control rooms provide contact between the people and the police to ensure a good relationship.

## THE PRESENT STUDY

The Police Control Room is a well-established concept in the modern policing system and it has a stellar role to play in providing an efficient and accountable system of Police work. A PCR employs advanced equipment in its quotidian methods of working. For this purpose, we scouted for any previous studies concluded regarding this subject. Anyhow, no studies were heeding the operation of a Police Control Room and how it combats crime. The purpose of the present study is to assess the methods and accountability of the Police Control Room along with its strengths and limitations.

## OBJECTIVES

The study has the following objectives:

- 1) To assess the organization of the Police Control Room in Sagar district.
- 2) To evaluate the functions of the Police Control Room in Sagar district.
- 3) To assess the budget and facilities allowed by the state government for the PCR in Sagar district.
- 4) To assess the e-gadgets provided by the state government for Sagar PCR.
- 5) To assess the correlation of PCR with the Smart City project in the Sagar district.
- 6) To assess the performance, and accountability of police officials in the PCR in Sagar district.
- 7) To assess the challenges & grievances of the police officials in the Police Control Room in Sagar district.

## HYPOTHESIS

- 1) The budget allocated to the Police Control Room by the state government is insufficient.
- 2) The facilities provided to the officials in the Police control room are inadequate.
- 3) The assistance received from the Smart City project is very helpful.
- 4) There is a fine surveillance system in the PCR nonetheless it calls for enhancement.
- 5) The manpower in Police Control Room is insufficient.

## RESEARCH DESIGN

### Pilot survey:

To comprehend the essence and functions of a control room and to develop a suitable instrument for data collection, a pilot study was conducted at the police control room, in Sagar district. High-ranking officers of the control room were interviewed with the intent to procure vital information. The insight and details provided by them were of great avail in laying the course of the study. The interview also helped in determining their opinions about the understanding of the study's aims and objectives.

### Research site:

This study aims to evaluate the process of crime prevention through the Police Control Room in Sagar which is a city, municipal corporation, and administrative headquarters in Sagar district of the state of Madhya Pradesh in central India with a population of 2,790,000.

### Tools and techniques:

In view of the objectives of the study, necessary tools for data collection have been developed. The major technique used was interview, through an interview schedule, which had 40 variables. The study utilises a qualitative approach considering that the purpose of the study is to analyse the efficacy, functions, and features of the control room.

### Sample:

The samples incorporated in the study were the police personnel of the control room. There were about 50 personnel on duty during two shifts in the control room and all of them were included in this study using quota purposive method.

### Data collection:

After seeking permission from the Superintendent of Police, Sagar district of Madhya Pradesh, the data collection embarked. The process of data collection faced a few barriers as the personnel in the control room were occupied with their duty all around the clock. Hence, the researchers had to make repeated visits to the control room. The respondents were asked to fill out the interview schedule in their spare time. The process of the interview was kept very formal.

## DATA ANALYSIS :

The data collected has been closely examined for missing information. All responses were then transferred to coding sheets to facilitate electronic data processing.

**Table 01- Motive of establishing control room**

Particular	Frequency	Percentage
Crime control	—	—
Crime prevention	—	—
Monitoring	08	16%
All of the above	42	84%
Total	50	100%

As per the given data in table 01, the motive of establishing a police control room, table 01 shows that 84% of the respondents take crime control, crime prevention, and monitoring to be the motive as a whole followed by only monitoring which makes up 16% of the total responses.

**Table 02- Main tasks of the control room**

Particular	Frequency	Percentage
Maintaining harmony between different offices	—	—
Exchange of information	04	8%
Maintaining law & order	02	4%
All of the above	44	88%
Total	50	100%

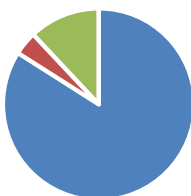
The main tasks of the control room consist of maintaining harmony between different offices, exchange of information among them, and maintenance of law of order as shown in Table 02 with 88%, whereas with 4% of the responses, maintaining law and order is the least opted task.

**Table 03- General tasks handled in the control room**

Particular	Frequency	Percentage
Centralized Monitoring	—	—
Handling emergency cases	02	4%
Receiving information	06	12%
Quick presence at the scene of the crime	—	—
All of the above	42	84%
Total	50	100%

As mentioned in Table no.03, Centralised Monitoring, receiving information, handling of emergency cases, and quick presence at the scene of crime were said to be the general tasks handled in a control room with 84% of the responses. Handling emergency cases was the least opted task with 4% of responses.

## General tasks handled in PCR



- All of the above
- Receiving information
- Quick presence at scene of crime
- Handeling emergency cases
- Centralized monitoring

**Table 04- Methods of work in the control room**

Particular	Frequency	Percentage
As per the prescribed manner	24	48%
With advanced technology	18	36%
With insufficient resources	—	—
With own resources	—	—
Can't say	08	16%
Total	50	100%

The work in a control room is completed in the manner prescribed by the authorities as opted by 48% of respondents, closely followed by the use of advanced technology in the control room. 4% of the responses could not state any particular method of work used in a control room.

**Table 05- Eligibility criteria for officials in the control room**

Particular	Frequency	Percentage
Familiar with technology	18	36%
Predefined minimum qualification	10	20%
No specific criteria	16	32%
Any other option	06	12%
Total	25	100%

As shown in Table 05, 36% of responses were in favor, of being able to work in a control room, one should be familiar with technology as the work in a control room is mainly technical. While the rest of them said that there are no specific criteria and the recruitment process is the same for all police officials at the entry level.



**Table 06- Training course provided**

Particular	Frequency	Percentage
Short term training	26	52%
Specialized training	04	8%
Fully trained	14	28%
No training	06	12%
Total	50	100%

When asked whether any training was provided for those working in a control room, 52% of respondents abided that there was short-term training mainly focusing on how the equipment in a control room works.

**Table 07- Roles and Responsibilities of Officials**

Particular	Frequency	Percentage
To prevent offences	—	—
Collection of intelligence	—	—
Maintaining law & order	08	16%
Recover unclaimed property	—	—
To prevent obstruction on assemblies	—	—
To prevent obstruction on public procession	—	—
All of the above	42	84%
Total	50	100%

As it appears in Table 07, 84% of responses held that prevention of offenses, collection of intelligence, maintaining law and order, recovering unclaimed property, and preventing. Obstruction on public assemblies and processions are the main roles and responsibilities of the officials disputed in a control room among others. In contrast to the 16% responses, for Maintaining law and order is the main responsibility of officials.

**Table 08- The most important thing while working in a control room**

Particular	Frequency	Percentage
Focus on work	02	4%
Presence of mind	04	8%
Knowledge	—	—
Sharp eyes	—	—
All of the above	44	88%
Total	50	100%

Table 08 shows that 88% of the respondents admitted that presence of mind, knowledge, and sharp eyes are the main things to remember while working in a control room. Whereas, 4% responded that focusing on work is the most important thing to keep in mind.



**Table 09- Work routine of officials in the control room**

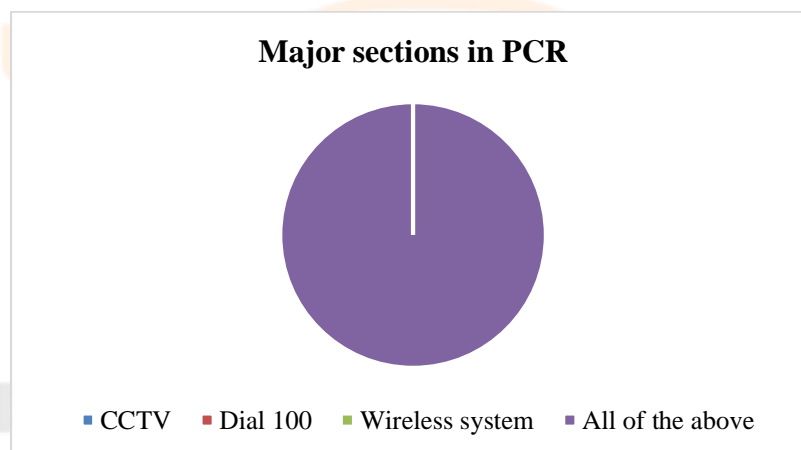
Particular	Frequency	Percentage
As per the prescribed manner	10	20%
As per the direction of the Superior officers	10	20%
According to situation	08	16%
According to yourself	—	—
All of the above	22	44%
Total	50	100%

We can see in Table 09 that the work routine of the officials in a control room mainly depends on the written rules, which can vary based on the situations and the superior's directions as agreed by the respondents with 44%. The work routine is also dependent on the situation in the control room as affirmed by 16% of the respondents.

**Table 10- Major sections in the control room**

Particular	Frequency	Percentage
CCTV	—	—
Dial 100	—	—
Wireless system	—	—
All of the above	50	100%
Total	50	100%

It is visible in Table 10 that CCTV, Dial 100, and Wireless systems are the main sections and technologies of a control room as unanimously attested by the respondents.



**Table 11- Vigilance through the control room**

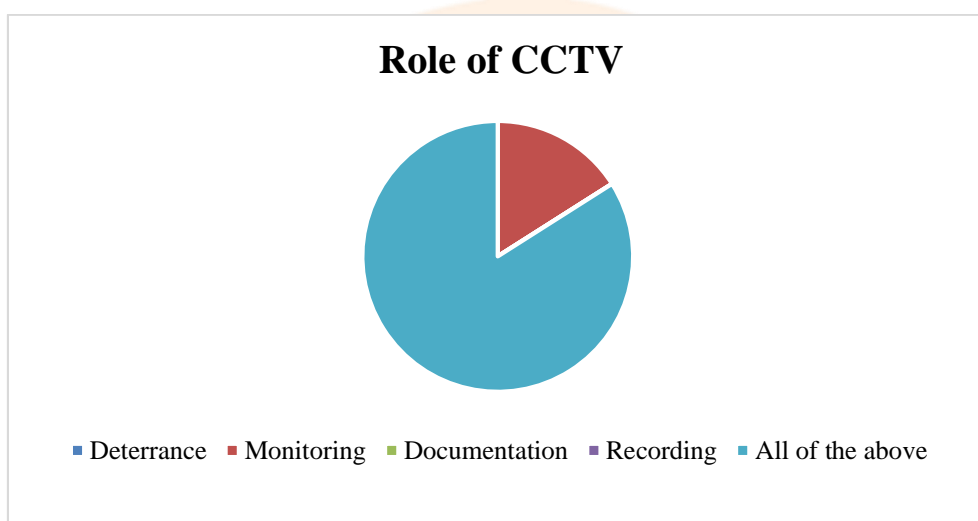
Particular	Frequency	Percentage
Patrolling	02	4%
Monitoring	06	12%
Surveillance	—	—
All of the above	42	84%
Total	50	100%

84% of the respondents urged that monitoring and surveillance are the main means of vigilance through the control room, while 4% stated it is patrolling.

**Table 12- Role of CCTV**

Particular	Frequency	Percentage
Deterrence	—	—
Monitoring	08	16%
Documentation	—	—
Recording	—	—
All of the above	42	84%
Total	50	100%

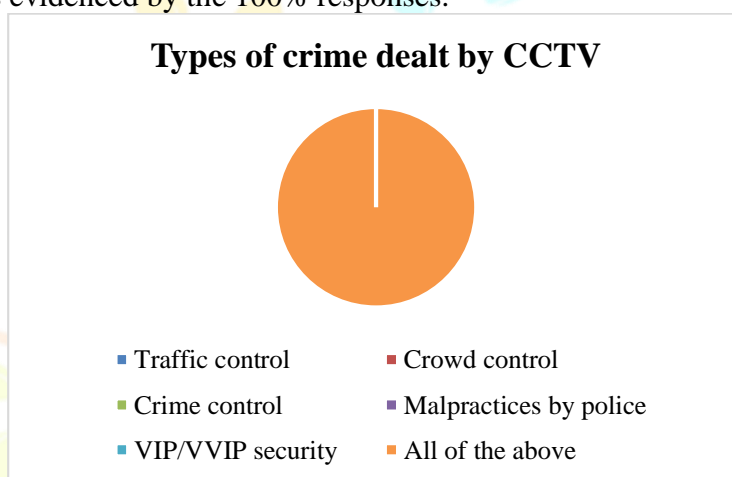
As revealed in Table 12, 84% of responses favored that a CCTV plays the role of a deterrent and also aids in monitoring and documentation. While 16% of the respondents believe it only helps in monitoring.



**Table 13- Types of crime dealt with CCTV**

Particular	Frequency	Percentage
Traffic control	—	—
Crowd control	—	—
Crime control	—	—
Malpractices by police	—	—
VIP/VVIP Security surveillance	—	—
All of the above	50	100%
Total	50	100%

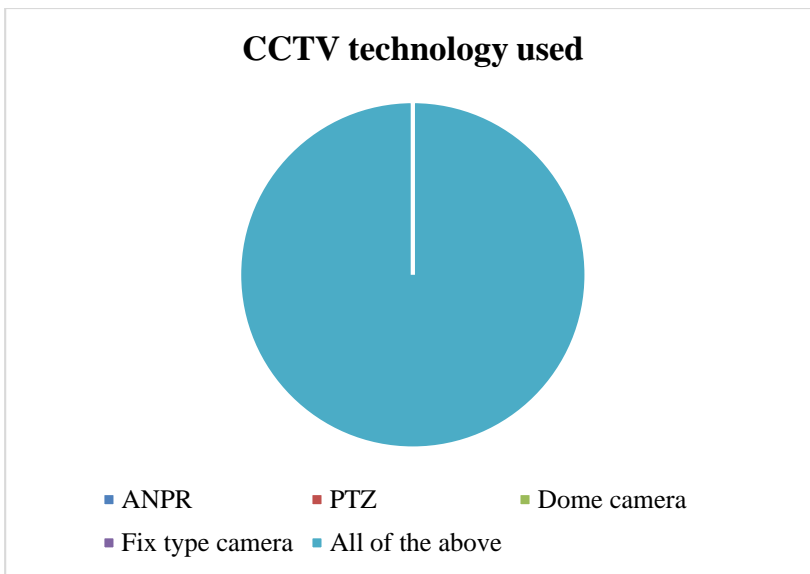
CCTV helps deal with many crimes such as crowd control, traffic control, VVIP security, and ill practices by the police as evidenced by the 100% responses.

**Table 14- CCTV technology used**

Particular	Frequency	Percentage
Automatic number plate recognition	—	—
Pan tilt zoom	—	—
Dome camera	—	—
Fix type camera	—	—
All of the above	50	100%
Total	50	100%

Table 14 shows that the main types of CCTV used by the control room are ANPR cameras, PTZ cameras, Dome cameras, and Fix type cameras confirmed by the 100% responses.

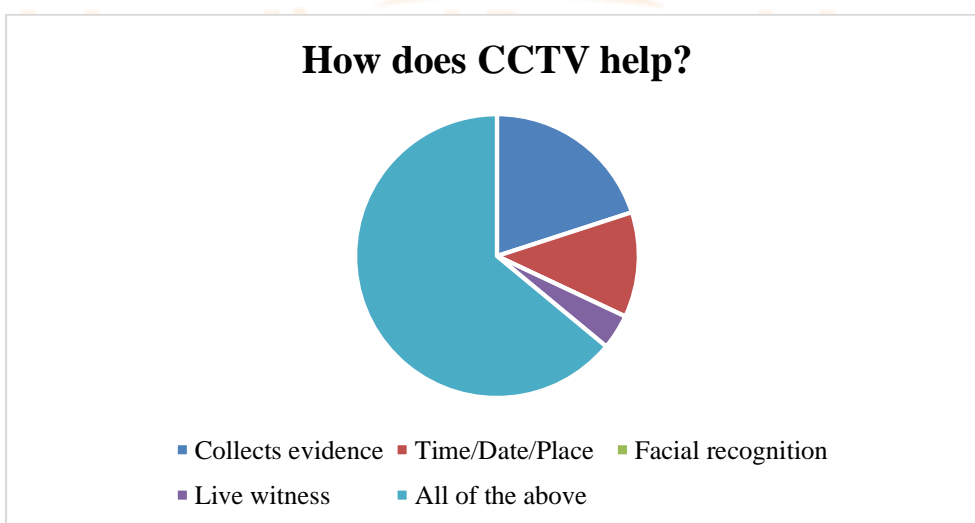




**Table 15- How does CCTV help?**

Particular	Frequency	Percentage
Collects evidence	10	20%
Time/Date/Place	06	12%
Facial recognition	—	—
Live witness	02	4%
All of the above	32	64%
Total	50	100%

About the help that CCTV does, 64% of respondents acknowledged that it helps with facial recognition, and collects evidence, time, date, and place. With 4% of respondents said that it only works as a witness as shown in Table 15.



**Table 16- CCTV unit consists of**

Particular	Frequency	Percentage
Shift in charge	—	—
Operator	02	4%
Technical team	04	8%
Smart city	—	—
All of the above	44	88%
Total	50	100%

Table 16 shows that 88% of respondents revealed that the CCTV unit consists of a Shift in charge, an Operator, a technical team, and the Smart City project.

**Table 17- Is the CCTV system effective in crime control?**

Particular	Frequency	Percentage
Strongly agree	34	68%
Agree	16	32%
Disagree	—	—
Total	50	100%

In consideration of the effectiveness of the CCTV system, table 17 reveals that 68% of respondents believe that CCTV is a highly effective system of crime control while 32% believe it is effective.

**Table 18- External assistance to the control room**

Particular	Frequency	Percentage
Smart city camera	—	—
Private CCTVs	02	4%
From any other sources	—	—
All of the above	48	96%
Total	50	100%

It was revealed in Table 18 by 96% of respondents that the control room receives assistance from the smart city project, Private CCTV, and other sources.

**Table 19- Is assistance received from the smart city project enough?**

Particular	Frequency	Percentage
Yes	50	100%
No	—	—
Can't say	—	—
Total	50	100%

In Table 19, 100% of respondents admitted that the assistance received from the smart city project is sufficient.

**Table 20- Does working with a smart city project help the control room?**

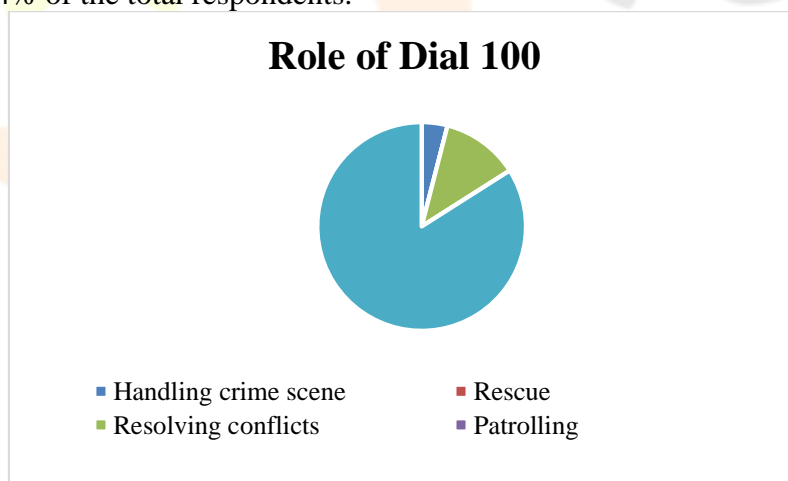
Particular	Frequency	Percentage
Effectively	40	80%
Moderately	10	20%
Insufficiently	—	—
Ineffectively	—	—
Total	50	100%

Through above Table 20, we can realize that working with the Smart City project helps the control room effectively as proved by the 80% of responses. 20% of respondents advocated that it was moderately helpful.

**Table 21- Role of Dial 100 vehicle**

Particular	Frequency	Percentage
Handling the crime scene	02	4%
Rescue	—	—
Resolving conflicts	06	12%
Patrolling	—	—
All of the above	42	84%
Total	50	100%

The role of Dial 100 vehicle is handling the crime scene, rescue, resolving conflicts, and patrolling as stated by 84% of respondents as shown in Table 21, whereas handling the crime scene is the only task of Dial 100 according to 4% of the total respondents.





**Table 22- Equipment available in Dial 100 Vehicle**

Particular	Frequency	Percentage
First aid	—	—
Firearms	—	—
Safety equipment	08	16%
All of the above	42	84%
Total	50	100%

Table 22 shows the equipment available in Dial 100 vehicles, listed as first aid, firearms, and safety equipment. 4% of respondents stated that it contains safety equipment only.

**Table 23- Medium of information exchange**

Particular	Frequency	Percentage
Wireless	10	20%
Mobile	—	—
Social media	—	—
All of the above	40	80%
Total	50	100%

Table 23 shows that there are means of exchanging information such as wireless, Mobile, and social media perceived by 80% of the respondents. On the other hand, 20% of respondents stand by wireless as the sole means of communication which is mostly used in the Police Control Rooms and is a salient feature of the PCR.

**Table 24- Purpose of wireless network**

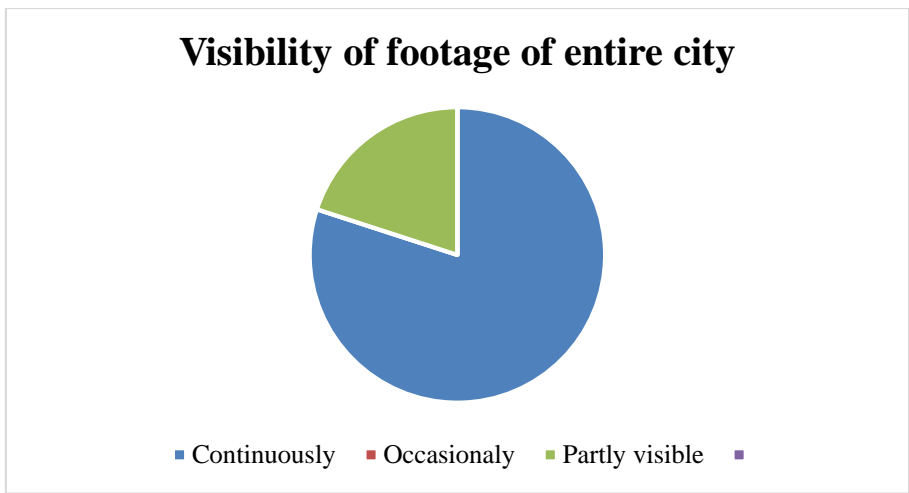
Particular	Frequency	Percentage
Incident response	—	—
Communication system	50	100%
Emergency	—	—
Other	—	—
Total	50	100%

The main purpose of wireless systems is communication as shown in Table 24 which is confirmed by all 100% of the respondents.

**Table 25- Visibility of footage of the entire city in PCR**

Particular	Frequency	Percentage
Continuously	40	80%
Occasionally	—	—
Partly visible	10	20%
Total	50	100%

The footage of the entire city is continuously visible in the CCTV unit of the Police Control Room as stated by 80% of the respondents. Contrary to that, according to 20% of respondents, it is partly visible implying that some areas are not being captured by the Police Control room CCTVs.



**Table 26- Main sources of data collection**

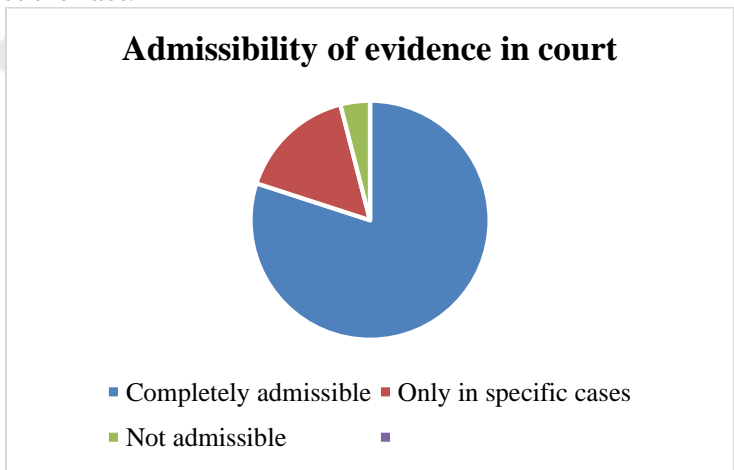
Particular	Frequency	Percentage
CCTVs	06	12%
Phone cells	—	—
FIR	—	—
Online database	08	16%
All of the above	36	72%
Total	50	100%

The main sources of data collection for PCR and Police stations are CCTVs, phone cells, FIR, and online databases opted for by 72% of the respondents. At the same time, 12% of respondents confirm CCTV as the main source.

**Table 27- Admissibility of evidence from the control room in court**

Particular	Frequency	Percentage
Completely admissible	40	80%
Only in specific cases	08	16%
Not admissible at all	02	4%
Total	50	100%

The evidence provided by the Police Control Room is completely admissible as per 80% of the respondents in Table 27. As for 4% of the respondents, they voiced that the evidence is not admissible in the court which may contradict the fact.



**Table 28- Methods of conveying messages to police stations**

Particular	Frequency	Percentage
Phone call	—	—
Wireless	02	4%
Fax	—	—
All of the above	48	96%
Total	50	100%

Table 28 shows that there are several methods of conveying messages to police stations such as phone calls, wireless, FAX, etc. stated by 96% of the respondents, and 4% of respondents stated that wireless is the most widely used communication system in the Police Control Room.

**Table 29- How are decisions taken during an emergency?**

Particular	Frequency	Percentage
By the officer in charge	04	8%
By higher authority	18	36%
Collectively	14	28%
Individually	14	28%
Total	50	100%

The decisions are taken by the higher authority and then followed by officials as per 36% of the respondents. According to 8% of respondents, it is up to the officer in-charge to make the right decision on time as visible in Table 29.

**Table 30- Challenges faced during work**

Particular	Frequency	Percentage
Not getting enough rest	30	60%
Communication gap	—	—
Lack of coordination	02	4%
Negligence of authority	—	—
Other	18	36%
Total	50	100%

As shown in Table 30, the main challenge faced during work is not getting enough rest as stated by 60% of the respondents. For 4% of respondents, lack of coordination is the challenge that they generally face. Whilst, the rest 36% of respondents chose other challenges that they face.



**Table 31- Restrictions in the Police Control Room**

Particular	Frequency	Percentage
Eating	—	—
Sleeping	10	20%
Outsiders	04	8%
All of the above	36	72%
Other	—	—
Total	50	100%

Eating, sleeping, and entry of outsiders are restricted in the control room as opted by 72% of the respondents. 8% of respondents stated that the entry of outsiders is restricted in the Police Control Room to maintain discipline and confidentiality.

**Table 32- Technology-related challenges and issues faced**

Particular	Frequency	Percentage
Network issue	08	16%
Configuration issue	04	8%
Guidance issued	04	8%
Training issue	20	40%
Other	14	28%
Total	50	100%

Training issue is the dominating issue as per 40% of the respondents shown in Table 32. Lack of awareness or training leads to different problems. As for the 8%, guidance issue is prominent, there is a lack of guidance compared to the workload.

**Table 33- Facilities provided by the state government**

Particular	Frequency	Percentage
Technical aid	02	4%
Electronic gadgets	—	—
Transportation means	—	—
Advanced investigation tools	02	4%
All of the above	46	92%
Other	—	—
Total	50	100%

Facilities provided by the state government are technical aid, electronic gadgets, transportation means, and advanced investigation tools in the opinion of 92% of the respondents. There is a separate budget for these under the home ministry for the police department. Whereas as per 4%, the government only provides electronic gadgets as the above Table shows.

**Table 34- Any special liberty to control the room?**

Particular	Frequency	Percentage
Power to freely handle cases	04	8%
Perform duties as per instructions	46	92%
Other	—	—
Total	50	100%

No liberties are endowed. The personnel have to perform their duties as per the given instructions as stated by 92% of the respondents. Contrary to this, 8% assume that they have the power to freely handle cases.

**Table 35- Major contacts in the control room**

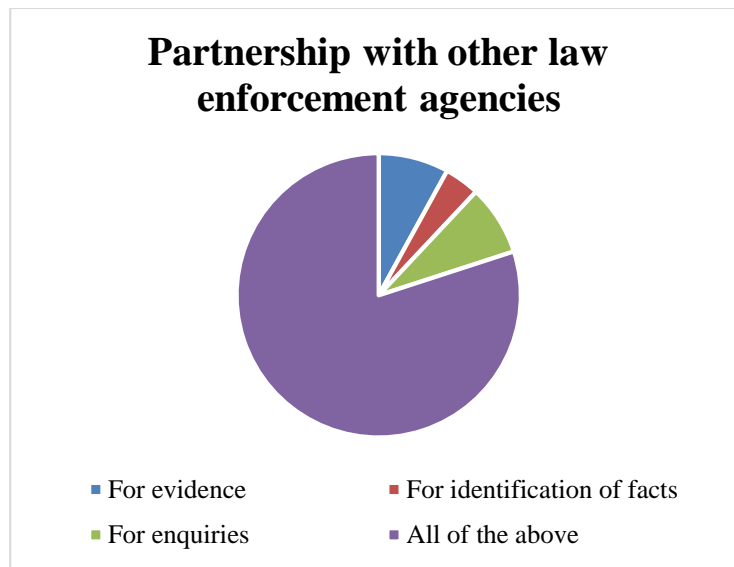
Particular	Frequency	Percentage
All emergency contacts	36	72%
Every citizen's contact	10	20%
Other	04	8%
Total	50	100%

All emergency contacts are available in the Police Control Room according to 72% of respondents visible in Table 35. Whereas 8% of respondents mention that there are some other contacts also.

**Table 36- Partnerships with other law enforcement agencies**

Particular	Frequency	Percentage
For evidence	04	8%
For identification of facts	02	4%
For enquiries	04	8%
All of the above	40	80%
Total	50	100%

Partnership of the Police Control Room with other law enforcement agencies is for evidence, for identification of facts and inquiries stated by 80% of respondents. The whole police department practices such partnerships for solving the cases and maintaining law and order. While 8% of respondents stated that the partnerships only **work** for the identification of facts.



**Table 37- Ways at the workplace to make ethical use of surveillance and monitoring technology**

Particular	Frequency	Percentage
Selective access	02	4%
Proper training	06	12%
Monitoring	06	12%
All of the above	36	72%
Total	50	100%

In Table 37, ways for ethical use of surveillance and monitoring are selective access to the Police Control Room, proper training of the police personnel, and monitoring of the Police Control Room itself. Varying to that, 4% of respondents believe that selective access could play a vital role.

**Table 38 How to involve community stakeholders in shaping the technology policies and strategies of departments?**

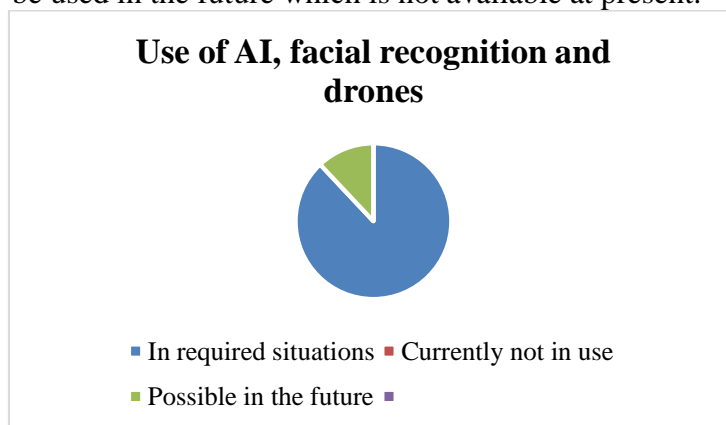
Particular	Frequency	Percentage
Through surveys	04	8%
Asking for public opinions	02	4%
Programs and campaigns	04	8%
All of the above	40	80%
Total	50	100%

Surveys, asking for public opinions, programs, and campaigns for the community stakeholders could help in shaping the technology policies of the department as opted by 80% of the respondents. For 4% of respondents, surveys could effectively help in the betterment of the technology.

**Table 39- Do you use Artificial Intelligence, facial recognition, and drones in operations?**

Particular	Frequency	Percentage
In required situations	44	88%
Currently not in use	—	—
Possible in the future	06	12%
Total	50	100%

Artificial intelligence, facial recognition, and drones are used in operations in required situations according to 88% of the respondents. Whereas 12% mentioned their use is possible shortly, Artificial intelligence will probably be used in the future which is not available at present.



**Table 40- Is the technology currently used satisfactory?**

Particular	Frequency	Percentage
More than satisfactory	—	—
Unsatisfactory	10	20%
Satisfactory	38	76%
Passable	02	4%
Total	50	100%

The technology currently in use is satisfactory for 76% of the respondents and is passable for 4% of respondents shown in Table 40. In this era of high technology, there will always be a need for betterment.

## FINDINGS

The Police Control Room is the main point of coordination in the district. It receives emergency information and forwards it to the proper police station. It oversees all the activities relating to Police in the district and also assists in communication among them.

Some major findings of the study are summarised below-

- Sagar district of Madhya Pradesh is the only district to have three Police Control Rooms in Sagar, Khurai, and Bina respectively.
- General tasks handled in PCR are centralized monitoring through CCTVs installed in the entire city, handling emergency cases by reporting to the concerned police station to deal with the case, receiving information from different sources, and conveying to police stations through wireless systems, and quick presence at the scene of the crime in required circumstances when the concerned police station is not available to handle the situation.
- The major sections in the Police Control Room include CCTV, Dial 100, and the wireless section. The CCTV section's main task is to monitor the entire city at all times to prevent any possible crime. Dial 100 section consists of First Response Vehicles. The task of First Response Vehicles is to reach the incident scene immediately after receiving information. Whereas the wireless section is responsible for the communication between police stations and for transmitting information.
- There are different roles of the CCTV system of the Police Control Room such as deterrence from the misdeeds that could happen, and monitoring the activities taking place through the Cameras, as there must be a personnel to monitor the CCTVs in the room at a time. Documentation of the evidence in the form of footage.
- The CCTV section is responsible for the continuous surveillance of the entire city to prevent crimes. It mainly deals with crimes such as traffic control, crowd control, monitoring of malpractices by police, and security surveillance of VIPs and VVIPs.

- There are various types of CCTVs used by the Police Control Room which are present at different places in the city. The main type of CCTV used is Automatic Number Plate Recognition cameras which as the name suggests, are used to recognize the vehicle number plates added to the system if the vehicle is caught in an ANPR camera anywhere in the state. It automatically notifies the person who added the number to the system. Pan Tilt Zoom cameras are cameras that can tilt and rotate 360° and zoom in all directions. Another type of camera is Fix type cameras which are the most basic type of CCTV as it can neither tilt nor zoom. They are used for simple recording. Done cameras are mostly used inside buildings for surveillance purposes.
- CCTV assists in various ways, it collects evidence in the form of footage of the crime scene with
  - time, date, and place of the incident. Facial recognition by identifying the face from the footage as the culprit or victim.
  - It is also used as a live witness as the live footage is visible in the CCTV unit of PCR 24×7.
- As the main role of the CCTV section is monitoring the city at all times, it is impossible for the footage of the entire city can be visible in the control room due to the lack of space, personnel, and cameras throughout the city.
- The footage collected through CCTVs can be used as evidence in court. It is admissible in court as evidence except for some instances.
- The footage from one month prior can be accessed in the storage as it automatically gets deleted after 30 days.
- The CCTVs in the city are connected to Smart City junction boxes at different places which contain gadgets like batteries, UPS, etc. The junction boxes have switches inside requiring a voltage supply for the CCTVs to turn on. If there is a power cut, the batteries have a backup of 4 hours for the uninterrupted functioning of CCTV.
- The role of Dial 100 Vehicles is to handle the crime scene at the concerned police station as soon
  - as possible, rescue, when there are any problematic situations and any other rescue team is not available, and resolve conflicts as Dial 100 Vehicle patrols all the time. For any dispute taking place, it immediately takes action. Another task done is Surveillance, in the entire city various dial 100 vehicles are assigned to surveil their given areas to control criminal activities and any other disturbances. Currently, all the PCR mobile vehicles have GPS.
- A PCR vehicle operator is stationed in the Dial 100 section who is constantly in contact with a particular PCR van and routinely updates the whereabouts of the PCR van and the case they are dealing with. The officer in charge or other higher officials can access this information remotely. This aids in easier access of higher authorities to any grave accident taking place so that it can be handled faster and satisfactorily.
- The dial 100 vehicles that were supposed to be replaced in five years are still at use after nine years making condition of those vehicles substandard. Many of the dial 100 vehicles are cast aside.
  - \*This result in lack of dial 100 vehicles and cause them to reach the crime scene much later than the expected time putting lives in danger as dial 100 often plays the role of ambulance too.
- The main purpose of the Police Control Room is crime prevention and control. To fulfil these purposes, the Police Control Room works in partnership with other law enforcement agencies such as Police Stations for the identification of facts and other inquiries and courts to provide evidence.
- As for now, only facial recognition techniques are in regular use at the Police Control Room whenever required. Drones were used in the past and were used only in the event of crowds, although not anymore. As for Artificial intelligence, it will take some time for the Police Control Room to be provided with Artificial intelligence assistance.
- In regards to facial recognition techniques, Crime and Criminal Tracking Network & Systems is a software currently used by the PCR that helps identify and locate a wanted criminal with a picture if he/she is ever caught in a CCTV across the state.
- Major challenges faced by the PCR personnel are high number of fake **calls**,



## RECOMMENDATIONS

In light of the findings of the study, the following recommendations can be taken into consideration for the better operation of the Police Control Room and improved performance to achieve the ultimate goal of crime prevention-

- It must be a requisite for every police vehicle to have GPS. It will enable the Police Control Room to locate all police vehicles in real-time. GPS will correspondingly provide evidence in case the police personnel are not doing their jobs sincerely. The higher authorities can easily inspect with the help of GPS since many policemen aren't where they should be during their duty. GPS can also provide a prior location or location on a specific date and time of the police vehicle.
- Body Worn cameras, currently worn by the traffic police can be used to collect evidence in case civilians make false allegations about police personnel. Civilians also do not act brazen catching sight of body-worn cameras. These cameras shall also assist in controlling corruption among police. Body-worn cameras must be available to all the policemen on duty at a time.
- The newly elected C.M of Madhya Pradesh has issued orders to install CCTVs in regional areas such as villages, parks, schools, etc. to reduce the crime rate in those areas.
- Given that Dial 100 vehicles are effective in crime control and often acts as ambulance to rescue people, their number should be increased and should be replaced timely.
- The number of people currently working in the Police Control Room is far less than it should be. One individual has to take charge of many people's work at a time. The outcome is that they can not work efficiently. More personnel shall be employed in the Police Control Room to increase the manpower.
- There should also be a duty shift at the CCTV section because an individual is incapable of sitting in front of a computer screen for a whole day, as it is detrimental.
- Facial recognition cameras are very much called for as they can help find and locate wanted criminals.
- The police personnel working in the Police Control Room shall be well acquainted with the basic technology used in the Police Control Room such as the administration of CCTV and wireless, for its smooth operation.
- The sanctioned budget is approved by every authority for the first time. However, the budget for maintenance of the Police Control Room and its equipment is not furnished to them. The budget for the functioning and maintenance of the Police Control Room must be provided timely.
- The CCTV room can perhaps be larger so that additional screens can be installed and more computers can be arranged.
- The cars in the country should have Dash cameras installed. Even better if they are pre-installed by the company. Dash cameras will be very advantageous for the police investigating a crime and collecting evidence. The government should legislate for cars to have dash cameras. It will also prevent fake allegations and statements about any accident regardless of the claims made by the parties involved.

Ultimately, if the findings and recommendations put together through this study succeed in providing an understanding of the functioning of the Police Control Room and the suggestions are constructive in improving the functions of the PCR, the study can be said to have served its purpose.

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