

PROCEEDINGS OF THE DISTRICT POLICE CHIEF, KOLLAM RURAL

Present: S. Ajeetha Begum IPS

Sub: - Installation of Police Emergency No. '100' in Kollam Rural
District - Orders issued - reg.

Read: - Nil.

No. 110/CAMP/DPC/QR-2016

Dated: 22.06.2016

As per the Government decision a Toll Free Telephone No. '100' have been allotted to each and every police district in Kerala for providing free access to the public to give vital informations and register their complaints which required immediate action. But this facility has not been allotted to Kollam Rural Police district and hence all the phone calls from landline and mobile phone in the Kollam Rural jurisdiction made to the toll free No. '100' are received in Kollam City Police control Room. In this situation, this information given to BSNL authorities, they have been provided a toll free No. '100' to District Police, Kollam Rural with immediate effect. These telephone lines have been installed in the wireless control room of Kollam Rural. For the smooth functioning of the toll free number '100' in Kollam Rural the following instructions are issued and should be strictly followed all officers in Kollam Rural district.

The '100' Control Room should maintain a register in the following proforma for each of the four lines.

Details of Incoming call	Name of the complainant & gist of the complaint	Name of Police Station	Action taken	Feedback

- 1) The duty chart of the officers detailed for duty will be prepared by the officer in charge of Telecommunication in Kollam Rural with approval from District Police Chief, Kollam Rural. Each duty officer will enter his name in the above register when he sits for attending calls.

- 2) The police officer who attend the calls in the control room will enter the details in the register as follows; 1) Name of the complainant 2) Number 3) Address 4) Gist of the complainant. Thereafter the officer will inform the matter to the duty personnel in wireless control room for conveying the message to the concerned police station immediately. Also he should ensure that the police station will attend to the complaint and report back what action has to been taken as per this message and these details should also be entered in the control room register.
- 3) One SI/SSI/GSI/ASI from special units will be detailed in 5 hrs shifts for supervising in the control room and entering the feedback informations by making a call to the complainant's number and taking their feedback on action taken and entering it in particular register maintained in the wireless control room.
- 4) When a message is received from control room all SHOs/CIs/SDPOs should take urgent action as per the information without any delay.
- 5) The officer who performs duty in the control room, will ensure that a random feedback of all calls received in '100' are taken and enquire from the complainant whether his/her petition has been properly disposed or not. This feedback will be entered in the register properly.
- 6) All DySPs/CIs in Kollam Rural district should visit in the wireless control room as per the duty chart which will be issued from District Police Chief, Kollam Rural every month for two hours and check the feedback column in the register maintained in the wireless control room and also send a compliance report in this regard to District Police Chief, Kollam Rural.

DISTRICT POLICE CHIEF
KOLLAM RURAL

To,

All Offices in Kollam Rural District for favour of n/a.
Copy submitted to : ADGP, SZ/IGP TR for favour of information.

ജില്ലയിലെ എല്ലാ എസ്.എച്ച്.ഒ/എസ്.ഐ/എ.എസ്.ഐ എന്നീ ഉദ്യോഗസ്ഥർ വയർലെസ് കൺട്രോൾ റൂമിൽ ദിവസത്തിൽ 05 മണിക്കൂർ വീതം ടി ഫോൺ അറ്റൻഡ് ചെയ്യേ തുടങ്ങും, ആയതിൽ ചുവടെ പറയുന്ന പ്രൊഫോർമ (പ്രകാരമുള്ള രജിസ്റ്റർ വയർലെസ് കൺട്രോളിൽ സൂക്ഷിക്കേ തുടങ്ങും, അതാത് ദിവസം വരുന്ന ഓഫീസർ-മാർ രജിസ്റ്ററിലെ ഫീഡ് ബാക്ക് കോളത്തിൽ സൈൻ രേഖപ്പെടുത്തേ തുടങ്ങും. ആയത് ജില്ലയിലെ എല്ലാ സി.ഐ/ഡി.ഐ.എസ്.പിമാർ ചെക്ക് ചെയ്ത് ആയതിന്റെ കംപ്ലയിൻസ് റിപ്പോർട്ട് ജില്ലാ പോലീസ് മേധാവിയ്ക്ക് സമർപ്പിക്കേ തുടങ്ങും.

Which officer attending the incoming call should be entered in the register name of the complainant, address and gist of the complainant. Attention existing which police station is pertaining to he will inform the control operators to person the message over the wireless set to the concerned police station and he should also ensure that the police station will attend to complaint and report back to the action taken the officer who attend the call will enter the what action the case was register or not in the register.

SI rank officer who come it five hours duty will ensure that at random feed back of certain calls are taken and duly entries should made in the register. He/She ensure that the complaint has been properly disposed.

The list of SIs/ASIs/SSIs/Gr. SIs available in the district should be pasted on the time table in the control room and every five hours should be summoned under the order of District Police Chief, Kollam Rural.

Monthly time table prepared by the District Police Chief, Kollam Rural for supervision of control room by all the Gazetted officers in the district. CIs/DySPs in Kollam Rural should visit in monthly and check the feedback column and compliance report send to DPC, Kollam Rural.