



USE OF SOCIAL MEDIA, ONLINE SERVICES AND FIR KIOSK BY BENGALURU CITY POLICE

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Introduction:

Community policing is a law enforcement strategy that encourages interactive partnerships between law enforcement agencies and the people they serve. Community policing has gained momentum in recent years with the police and community finding more effective ways to promote public safety and to enhance the quality of life in their neighbourhoods. With a steady rise in crime rate and other emerging challenges it is not easy for the Bengaluru Police to meet the rising expectations of the people in providing proper delivery of service. Citizens are apprehensive of going to a police station to report a crime and file First Information Report (FIR). *A system which bridges this gap is the requirement of the day!*

Bengaluru City Police is always determined to provide citizen-friendly initiatives has adopted advanced technology towards community policing. Bengaluru police is the first police force to make its presence on *Social Media* and use it as a medium to fight crime. Also, it has launched technology-driven first-of-its-kind in India **Remote FIR Registration Kiosk and online services for police clearance and reporting lost items.**

Social Media:

Social Media platform can be used by public to easily interact with the police for their grievances for quick and effective solution.

- **Social Media Desk**

Social Media Desk of Bengaluru Police started functioning in the year 2011 and is located at the office of Commissioner of Police. The Social Media Desk team works round the clock in three shifts.

- **Facebook**

The account was opened in the year 2011 which now has around 127k+ likes. Every day it receives around 100 to 150 public posts/messages regarding law and order, crime and traffic issues, suggestions, complaints, and appreciations, which are helping in taking immediate action to resolve public grievances by informing police officers concerned.

- **Twitter**

Bengaluru City Police Twitter account was opened in the year 2013 and presently has around 20k+ followers. Every day the account is receiving around 300 to 500 (including all official Twitter handles of BCP) public posts/messages on law and order, crime and traffic issues and suggestions, complaints and appreciations. PIs, ACPs, DCPs, Joint CPs and Addl. CPs concerned are informed through the Social Media Desk to resolve public grievances.



Bengaluru City Police Commissioner's Twitter account @CPBlr was opened on 01-09-2014 and presently has around 100k+ followers. It is a watershed in the history of public-police cooperation. Bengaluru City Police has also crossed milestone of 550k+ social media followers. Officers of the rank of DCPs and above are active on Social Media Channels.

- **Social Media Lab**

Social Media Lab started functioning from Feb 2015 to analyse the social media platform for better policing, intelligence and investigation. It is a dedicated centre to analyse contents of various social media websites and to monitor provocative postings for taking preventive steps in checking any negative fallout. The Social Media Lab Team works round the clock in three shifts.

Social media has also been used in the following ways:

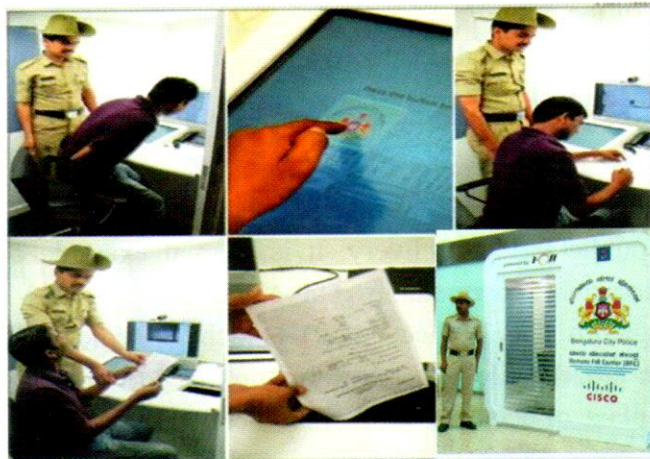
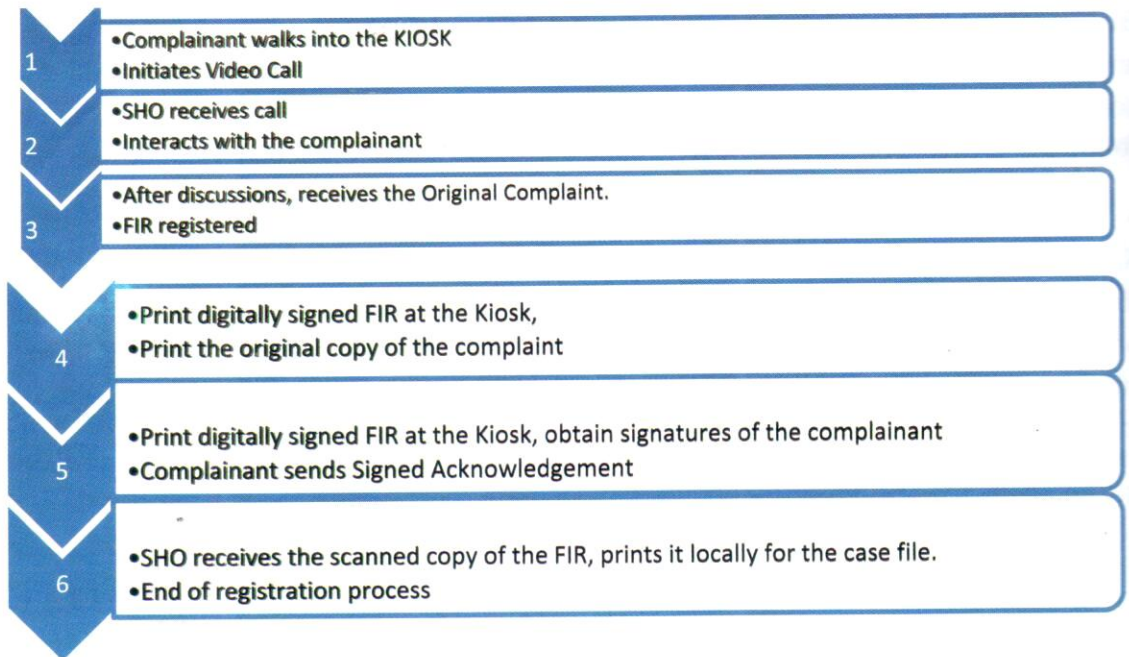
- Enables motivation of staff through projection of good work.
- Regular updates regarding chain snatching and modus operandi of cheating are told to public.
- Information sharing with road users and citizens.
- Harnessing ideas of the public.
- Urban traffic management needs exchanging real-time information during accidents, traffic jams and road blockades for effective traffic management.

Pilot Project on Filing FIR Remotely:

Bengaluru City Police has launched a pilot project on Remote FIR Center (RFC) harnessing technology to enhance public-service delivery. It is a great example of developing new solutions through public-private partnership. On November 14, 2014, in a first such initiative in India, Bengaluru City Police (BCP) launched Remote Expert Government Services (REGS) to help citizens file a First Information Report (FIR) remotely through a kiosk irrespective of the place of occurrence of an offence in Bengaluru.

This system works on Cisco Tele-Presence supported by high-definition video and high-quality audio, a touch screen, virtual keyboard and Cisco Collaboration Technology. The kiosk allows citizens to launch a live collaboration session with a designated police officer based at the Traffic Management Centre - the technology nerve centre of Bangalore Traffic Police.

The complainant can sign, print and scan documents and can also review his complaint with the help of police official to make it error free. Once the FIR is filed, the complainant receives instant acknowledgement in the form of printed copy of the FIR. FIRs related to 105 law and order police stations and 42 traffic police stations of the city are registered through the kiosk.



Abstract of Cases Reported Through Remote FIR Kiosk

Date	FIR	NCR	Total
14-11-2014 to 31-12-2014	85	57	142
01-01-2015 to 18-04-2015	197	40	235
Grand total	282	97	377

Committed to improving public services the Bengaluru City Police is all set to launch 25 such Remote FIR Kiosks which will be accessible 24x7.

Launch of Online Services:

This new service launched by the Bangalore Police can be used for obtaining acknowledgement from the Police for lost items/important documents irrespective of the location where it got lost. (The service is available only for items lost in Bangalore). Such acknowledgement is generally required for issue of duplicate document/insurance etc.

- For obtaining Police Clearance and Police Verification Certificate:



Now any person who wants a police verification certificate or police clearance certificate within the jurisdiction of Bengaluru city can apply online on Bengaluru City Police website (www.bcp.gov.in). All the guidelines and information related to pre-requisite conditions, fee structure, documents required, how to download forms etc. for issue of these certificates are available on www.bcp.gov.in website.

Status of Online Police Clearance and Police Verification Certificate			
Year	Received	Disposed	Pending
2015	1484	683	801

- For reporting loss of items and obtaining acknowledgement:

To apply for the acknowledgement, the applicant needs to visit the Bangalore City Police website <http://www.bcp.gov.in>, section ‘Report Lost Item’, and update all the required details in the form and submit it online.

The acknowledgement can be downloaded from the website and is also emailed to the applicant. Each acknowledgement is assigned a unique number which can be used to retrieve this acknowledgement at a later date.

One can obtain acknowledgements for electronic items such as laptops, mobiles etc. and for documents such as Passport, Aadhaar card etc.

This tool is only for reporting items lost in Bangalore and cannot be used for reporting stolen items. The acknowledgement is digitally signed and can be verified online by any authority which has to issue a duplicate document. The Police department does not investigate these cases. Any person can verify the “Acknowledgement” by entering unique number in the search link of the webpage.

Police has tied up with Lost and Found Service (www.lostclickfound.com) which keeps database of items found at various public places such as malls, public venues, as well as items handed over to various police stations in Bangalore.

Status of Online Services for Reporting Loss of Items and Obtaining Acknowledgement			
Year	Received	Disposed	Pending
2015	4307	4307	NIL

Conclusion:

The relationship between the police department and the citizens have definitely improved through the use of social media.

It has also brought a high degree of transparency in the functioning of the department. The other benefits have been -

- Faster inter-department communication
- Traffic tweets are very popular as they provide real-time updates



- Free publicity for a number of social and crime-based campaigns
- Dissemination of vital information and killing rumours
- Use of latest techniques - data analytics and OSM monitoring

The benefits of the Remote FIR Registration Kiosk are:

- Registering FIRs without visiting the police station concerned
- Improved employee productivity through centralization of expert police resources
- Increased access to Bengaluru City Police services in distant areas of the city
- Improved traffic flow management by dispersing 'Police One' Kiosks in key areas of Bengaluru City
- Better overall citizen satisfaction and perception of the police department
- Payment of traffic fines remotely
- Interacting with police officer in a confidential and secure manner

Through these technology-driven programmes the department has got fair idea of the requirements for successful implementation of citizen-centric services.

These are great examples to showcase what citizen services will look like in future. Bengaluru City Police is committed to deepen its presence, help citizens and transform police-public interface.