Rolta in the News

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Mumbai Police Deploys New Public Safety System

The Mumbai police has deployed an incident command and control system to dispatch investigators faster to incident sites.

This system is being used for the Dial 100 service provided by the police department for emergencies and distress situations. It is on similar lines to the Dial 911 system available in US. According to rough estimates, the Mumbai police receives about 25,000 to 30,000 calls everyday on this service.

Sources within the police department said that the system, provided by Intergraph and deployed by Rolta India, was operational since the last three months but the administration had decided to monitor the actual improvement in response times before making a formal announcement.

One of the critical components of the new system is a map server installed at the control room. The server has detailed maps of Mumbai city, its geographic spread, roads, buildings and various other critical elements.

When a call is made to the service, the officer on call at the control room has a screen that collates the source of the call and also the place from where the call was made.

While these emergency call details are being registered, operators can also quickly locate the police patrol vehicle that is nearest to the reported incident site using data that is continuously transmitted to the control room from GPS units fitted to these vehicles.

Based on these details, the control room officials can immediately alert the closest patrol teams on the field thereby improving reaction times to any emergency incident and further better its services to the public.

Prior to this system being set up, the control room would wire the message to all patrol vehicles since it was not be aware of the whereabouts of the patrol vans. As a result of this, it was difficult to identify which patrol van would reach the site first.

Implementation of similar systems is already under way for the Jaipur police in Rajasthan, and at the police control rooms in Jammu town and Srinagar too.