Mumbai Police Emergency Response System

Industry: Law Enforcement
Location: Mumbai, India

Summary

Mumbai Police has a force strength of about 40,000 personnel, and is responsible for ensuring law and order for the city of Greater Mumbai (spread over 603 sq kms. with a population of 14 million). For administrative purposes, the entire area is divided into 5 regions and 83 police stations. The Commissioner of Police faced a challenge due to the lack of a proper Decision Support System required for optimum resource deployment. Rolta was approached to help devise a system for the Automation of the Police Control Room operations as well as for the provision of an effective Emergency Response System by modernization of the existing business processes using GIS/ GPS technology. The project was the first of its kind, where a Computer Aided Dispatch System was implemented in the field of public safety.

> " Rolta has been engaged with Mumbai Police for 5 years for maintenance and support of this project. We have an excellent track record of Operations & Maintenance with the customer

Details of Rolta's solution

- Distress Call Response Management System (Dial 100) implemented in a short time frame for a high distress call rate (20,000 calls per day)
- Computer Aided Dispatch System (Call taking & Dispatching)
- Design and development of GIS analytical tools for Crime and Incident analysis and reporting
- Automatic Vehicle Tracking System for around 500 vehicles
- Creation of high resolution GIS Map for the Mumbai Police
- Installation, commissioning, training and support provided
- Implementation at multiple sites (Main and Traffic Control Rooms with Disaster Recovery Sites)
- Integration of Legacy Police Databases
- Highly accurate digital map to be provided with building level information
- Integration with EPABX, ACD / CTI, AVLS and GIS systems

Key Solution Innovation

Enabled the user to perform queries and analysis to generate Crime/ Incident and GIS based Analytics reports.

Impact

- Enabled efficient response to approx. 20,000 calls per day
- 24 x 7 support provided for 5 years
- Improved management analysis and reporting capability
- Reduced workload on Control Room operators
- Historical data became available, leading to improved planning
- Helped in the GIS classification of city jurisdiction boundaries (police stations, chowkis, beats, etc.)
- Security features keep juvenile data restricted and ensure safety of data
- Enabled demarcation & analysis of high-risk areas (based on existing crime data and so forth)
- Route-planning & network analysis for VIP movement facilitated
- Improved reaction time to emergency incidents

About Rolta

At Rolta, we envision a better future, and then design technology to create that future. Our innovative IT solutions span various verticals, including Utilities, Transportation, Process, Power, Banking and Insurance. Through our cutting edge software for mapping and earth sciences, we also provide a complete array of solutions for Defense and Homeland Security, including C4ISTAR information systems, Military Communications, Digital Soldier and Vehicle Systems. Our team diligently works to exceed our customers' expectations, and has successfully executed strategic projects in over 40 countries.