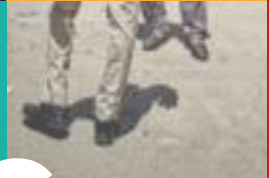




Promoting Good Practices and Standards

75
आज़ादी का
अमृत महोत्सव

Police aur Seva



POLICING THE PANDEMIC

Bureau of Police Research & Development
Ministry of Home Affairs



Promoting Good Practices and Standards



Police aur Seva

POLICING THE PANDEMIC

Bureau of Police Research & Development
Ministry of Home Affairs

Disclaimer:

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गृह सचिव
Home Secretary
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Government of India
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नई दिल्ली, /New Delhi



MESSAGE

I am glad to know that the Bureau of Police Research & Development (BPR&D) is coming out with a publication "Police aur Seva: Policing the Pandemic". I am aware that during the ongoing COVID-19 pandemic, the Indian Police personnel have gone out of the way to help the general public in 24*7 mode. Police personnel across the country have contributed immensely in implementing lockdown, providing relief, and assisting those in need.

2. This publication contains the experiences/success stories, videos, photographs, SoPs, surveys, write ups on specific topics related to pandemic policing, which include use of Technology/Social Media, Public Order Management, Effective Handling of migrant labourers issues, Orderly distribution of Medicine/Dry Ration, Crowd Management at vaccine centre & hospitals, providing Green Corridors to Liquid Medical Oxygen (LMO) transportation etc.

3. These inputs have been compiled in a very comprehensive manner.

4. I am quite sure that this BPR&D publication shall be helpful in building an image of the Indian Police as a Professional, Competent and Technology savvy force with humane touch.

I congratulate the BPR&D team for this impressive work.


(Ajay Bhalla)

Place : New Delhi
Dated : 11.11.2021

क्यात ह जोकरो] हकीस
egifuns'kd

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Message

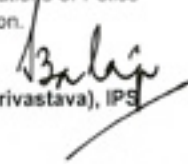
During the ongoing COVID-19 pandemic in the country, Indian police personnel have gone beyond the line of duty to help the countrymen in a 24x7 mode. In doing so, they have set an example before the country with their selfless service, humane approach, and highest level of dedication. During this process, police organizations have come out with new SOPs, good Practices, new Training programmes/methodologies, Surveys for vaccination for effectiveness, coverage etc.

It was strongly felt that all such developments/ learnings may be recorded for public and posterity. An overwhelming response from police forces of States/UTs, CAPFs and CPOs has been received in the form of Write ups, Videos, SOPs, Pictures, Survey findings etc. From the inputs received, it can be concluded that Indian police has done a stupendous job in handling various aspects of pandemic policing e.g. effective use of Technology, Management of migrant labourer's issues / Quarantine zones, Provision of green Corridors for Un-hindered transportation of Liquefied Medical Oxygen, Awareness and enforcement of COVID appropriate behaviour, Medical assistance/counselling to infected Police Personnel etc.

This publication is a result of sincere and dedicated endeavour of Dr. Karuna Sagar, IPS, Director/IG (Modernisation) and his team comprising of Dr. Raveesh Kumar, PSO (W) and Ms. Neha, DEO. I record my deep appreciation for their dedication and hard work in compiling this excellent publication "**Police aur Seva: Policing the Pandemic**".

I also express my sincere thanks to all CAPFs, CPOs and police forces of States and UTs for sharing their experiences, success stories etc. which enabled BPR&D to publish this compilation.

I trust that this publication shall inspire future generations of Police personnel for re-dedicating themselves in the service of nation.


(Balaji Srivastava), IPS

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MESSAGE

In response to the nationwide lockdown in the wake of a raging pandemic, the police forces rose to the occasion in service of the citizens. In doing so, they overcame multiple challenges, including reaching out to the migrant labourers, managing quarantine zones; tracking, tracing and affording treatment to the corona infected, including their own colleagues, and ensuring supply chain of essentials, such as lifesaving medicines and other auxiliaries.

It is a matter of pride that the Modernization Division has chosen to chronicle the trials and travails of the women and men in uniform in its publication styled, '**Police aur Seva: Policing the Pandemic**'.

I compliment and congratulate all personnel of the Modernization Division, and its Director Dr. Karuna Sagar, IPS for documenting such a significant chapter in the history of Indian Police.


(Neeraj Sinha)

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Executive Summary

To fight against the SARS-COV-2 virus, Indian Police rose to the occasion and whole-heartedly helped in managing the crisis in addition to their regular law and order duties often forced to disregard and overlook their own health risks. State Police and Central Police Forces, besides playing a leading role in the observance of law and order and creating awareness also provided varied unique services to the common people, especially poor families, women, asymptomatic patients, and more venerable senior citizens. The police force made commendable contributions by promptly identifying the infected person (s) and their contacts in COVID containment zones thereby preventing the spread of infection. Force also showed its humane face by distributing essential items, food items, and medicines to the poor and infected families, counselling them, and performing last rites of the deceased persons whose families abandoned them because of the deadly disease.

During this process, police organizations have come out with new SOPs, good Practices, new Training programs/methodologies, etc. It is felt that all such developments/ learnings may be recorded for public and posterity. A request was made to LEAs to share their experiences, write-ups, Photographs for this publication **Police aur Seva: Policing the Pandemic**, as a sequel of earlier BPRD edition "Indian Police Response to COVID 19 crisis".

BPR&D received quite a good number of contributions in the form of write-ups on various policing facets e.g. i) The setting of Command Control Centre /Help Desk/ Help Line numbers, ii) Use of Technology /Social media for providing contactless police services, Communication, Contact tracing, Detection of violation of Containment Zones, curfew, traffic, etc. iii) Effective Handling of migrant labourers issues, iv) Awareness and enforcement of COVID appropriate behaviour-mask, social distancing, use of sanitizer, v) Management of stress, mental health,

motivation among Police Personnel vi) Helping vulnerable sections by dedicated helpline for medicines, ration, etc., and many more.

This compilation has been divided into three chapters, Chapter 1: Policing Facets - has inputs received from various police organizations, Chapter 2: The Corona Police Martyrs- has been dedicated to the police personnel, who laid their lives while saving others' and chapter 3: Multi-Media - provides the coverage by social and print media in the form of web links.

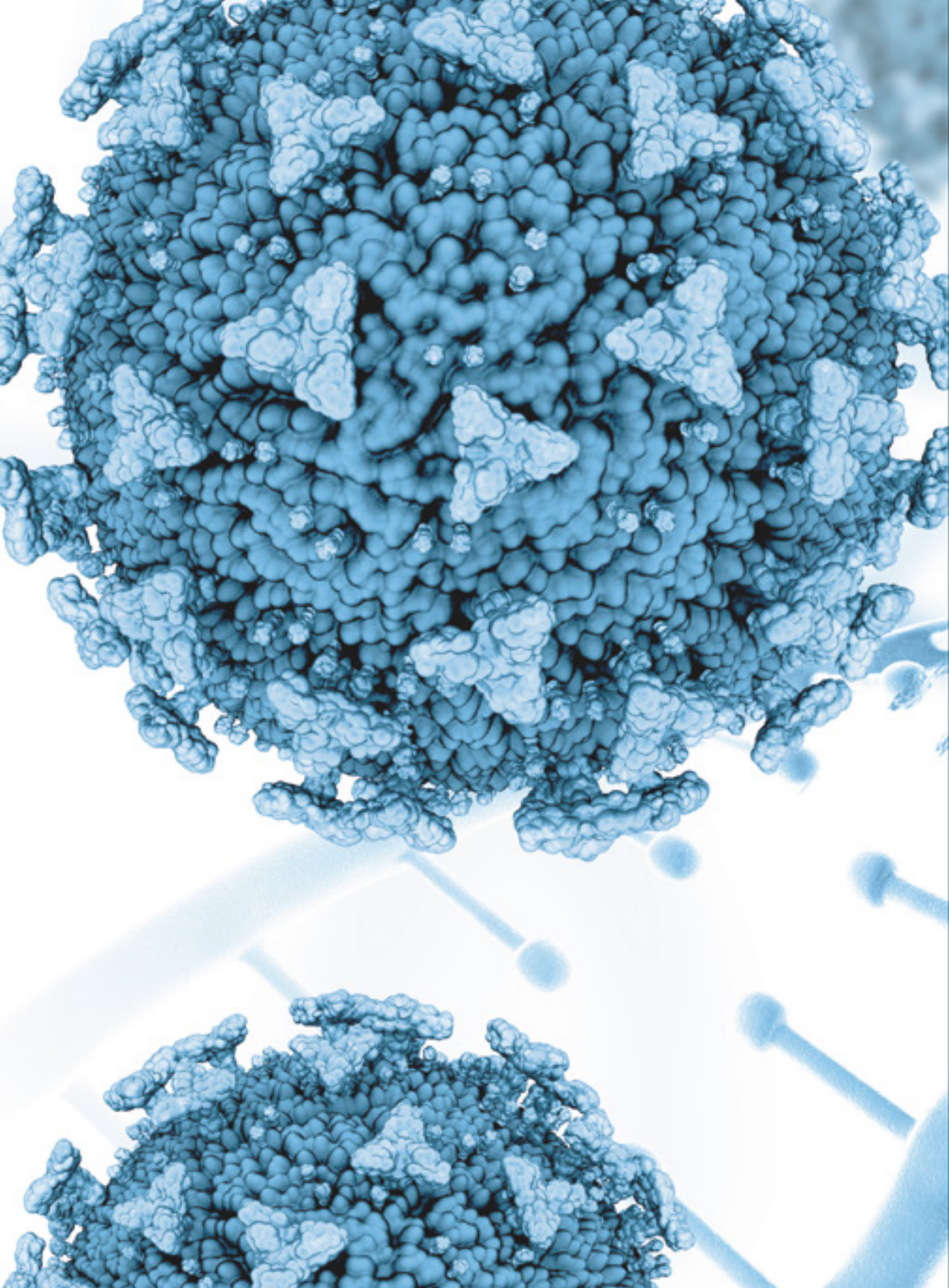
In addition, write up based on the presentations made by various police organizations during a webinar jointly organized by Sardar Vallabhbhai Patel National Police academy (SVPNPA), Hyderabad, Bureau of Police Research & Development (BPR&D), Indian Police Foundation (IPF) on 12th-13th August ,2021 on Pandemic Policing have also been included with due credit to presenters.

I thank all police organizations including SVPNPA, Hyderabad for their wholehearted support in bringing out this compilation.


Dr. Karuna Sagar

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CHAPTER

1

Policing Facets

Andaman & Nicobar



Awareness & Enforcement of COVID Appropriate Behaviour Mask, Social Distancing, & Use of Sanitizer

In the present pandemic scenario, the Police personnel, as the first responder, are key frontline warriors working consistently for the safety and security of the general public. Creating awareness about the COVID Appropriate Behaviour (CAB) & Enforcement of the same amongst the public has been a major challenge for the police.

In this regard, advisories/guidelines have been issued to ensure that CAB is followed strictly by the field formations. Masks & sanitizers were issued to all staff. Strict enforcement and imposing of challans on violators were being ensured. To comply with the guidelines/directions/orders issued by the Government of India and Andaman & Nicobar Administration regarding Covid-19, regular briefings and announcements were made to the general public. Regular announcements by loud hailers in vehicles, door-to-door campaigns, meetings with religious heads, and public representatives are continuing. Regular awareness and announcements have proved to be useful to sensitize the public. Mahila Police Volunteers (MPVs) and Police Mitras were involved to outreach the public.

Regular health advisories and guidelines have been issued to the Police field formations deployed in front line duties. The

information on COVID guidelines is being conveyed through radio signals to far-flung Islands. Stocks of essential commodities were monitored by the respective departments. Moreover, a sharp vigil was also maintained by Police to curb hoarding of essential commodities and its black marketing.

In support of the A&N Administration, Police assisted in the enforcement of the containment zone during the 1st and 2nd waves of Covid infection in the Islands. Strict enforcement was made in these zones while ensuring an adequate and timely supply of essential commodities.

Police also supported the Health Department during the vaccination drives across the Islands. Police ensured that proper queues were made and enforcement of CAB in the vaccination center and orderly conduct of vaccination drives were ensured.

Individual Contributions

In the wake of the COVID-19, when the UT remained in lockdown and many people lost their jobs, the families were in dire need of food & basic needs. Empathetic to the situation of destitute people of the society, PC/2794 Sambhu Murthy posted at District Office, South Andaman contributed a sum of Rs 21,835/- (being his half month salary) towards LG Relief fund, A&N Islands. He donated blood to a pregnant lady, who was admitted at G.B Pant Hospital on 28 April 2020. Besides this, while performing COVID-19 duty, he found that many families of the nearby locality were searching for food. He arranged ration from his resources and distributed it to them.



Even during the Covid Second Wave PC/2794 Sambhu Murthy continuously motivated Police personnel and the general public to keep the surrounding areas clean to prevent the spread of COVID-19 infection. While off duty, he went to disinfect streets, markets, and Govt. Offices. Apart from this, to date, he has donated blood 38 times to serious patients. He constantly encourages the public, friends, and his colleagues to donate blood.

His nature towards the public is polite and he is always eager to help needy people. Police Constable Sambhu Murthy is performing his duty with utmost devotion and sincerity. His actions have inspired others to follow the suit.



Contribution of Shri Sambhu Murthy, Constable



Shri Sambhu Murthy was appointed as a Police Constable in Andaman & Nicobar Police on 14/07/2011. He was posted at Jarawa Protection Post, Jirkatang, where he had performed his duty sincerely and provided good support to the Andaman Adim Janjati Vikas Samiti (AAJVS) staff in Jarawa Reserve Area. In the year 2014, he has encouraged local youths of his locality in establishing a blood donation group called “Raktadaata Team” comprising 200 people (approximately) in Port Blair. He has himself donated blood 38 times. He constantly motivates & encourages the public as well as his colleagues for donating blood. In the year 2016, he was posted to PS Hut Bay. While performing his duty at Hut Bay bazaar, a major accident took place, PC Sambhu Murthy displayed the quick presence of mind and immediately shifted the injured person to PHC Hut Bay for treatment. His prompt response resulted in saving the victim’s life. During his tenure at PS Hut Bay, he voluntarily organized self-defense training for the students at regular intervals. He was rewarded by Superintendent of Police (District), South Andaman a Commendation Certificate Class-II, and also received Commendation Certificate Class-I from worthy DGP, A&N Islands for his dedication towards duty. He also formed a “Swach Bharath Abhiyan Team” by involving local youths and conducted several cleanliness drives at Dairy Farm, Junglighat and Little Andaman, etc. His efforts won praise from civil society. He continues to conduct cleanliness drives by involving local youths every Sunday in various locations of Port Blair since 2014. He has conducted several awareness programmes encouraging youngsters to avoid the consumption of alcohol and drugs. While off duty, he motivates students to participate in cultural activities, social awareness programs, Yoga sessions and also delivers motivational lectures on Patriotism.

At present, he is posted at the office of the Superintendent of Police, South Andaman District Office. He has donated his half-month salary of Rs. 21,835/- during COVID-19 Pandemic in LG Relief Fund, Andaman & Nicobar Islands, and even performing COVID-19 Law & Order duty 02 times he has

donated blood to pregnant ladies who were admitted at GB Pant Hospital. He has voluntarily distributed ration articles to the needy people of his locality from his resources. to prevent the spread of COVID-19 infection, he along with the youth of the locality, sanitized containment zones in the area of Dairy Farm and Junglighat. He regularly donates money towards Prime Minister National Relief Fund and the CM Relief Fund of Orissa, CM Relief Fund of Andhra Pradesh, etc. His nature towards the public is polite and he always provides necessary help to needy people. Police Constable Sambhu Murthy is performing his duty with utmost devotion and sincerity. His actions have inspired many to follow the suit.

Assam



Innovation in Logistics Planning, Use of Technology, Command & Control Centre

COMMAND & CONTROL CENTRE

The Node

Logistic Planning

1. Police Logistics & Relief Logistics
2. Spoke-Hub Distribution Paradigm

Migration

1. Intra-State, Inter-State & International

Communication

2. Two-way Communication & Grievance Redressal

Technological Innovation

Presentation made by Shri Harmeet Singh, IPS, Commissioner of Police, Guwahati & ADGP (Border) at online Workshop on Pandemic Policing organised by SVPNPA, BPR&D and IPF during 12-13 August 2021

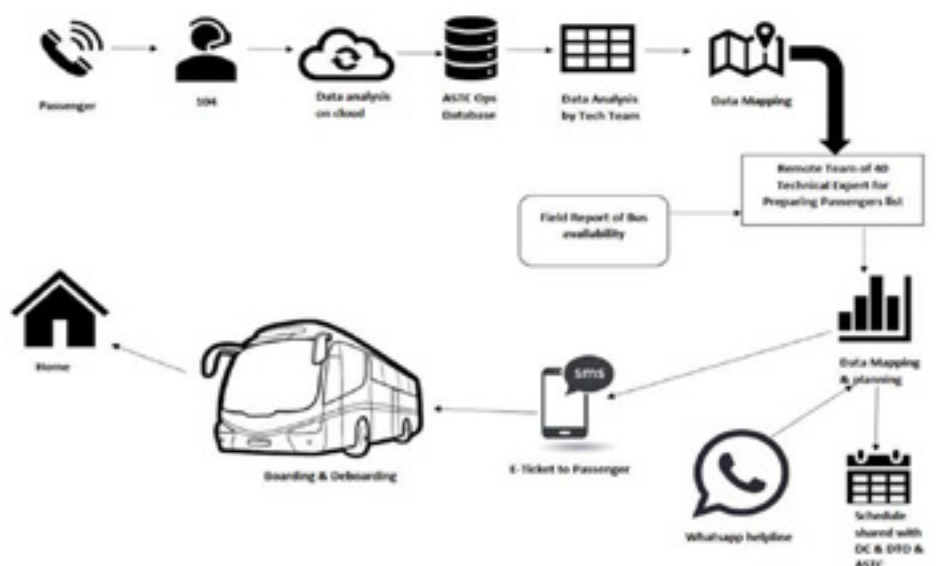
RELIEF LOGISTICS

1. Food, essential commodities & medicines were distributed to the distressed people and animals.



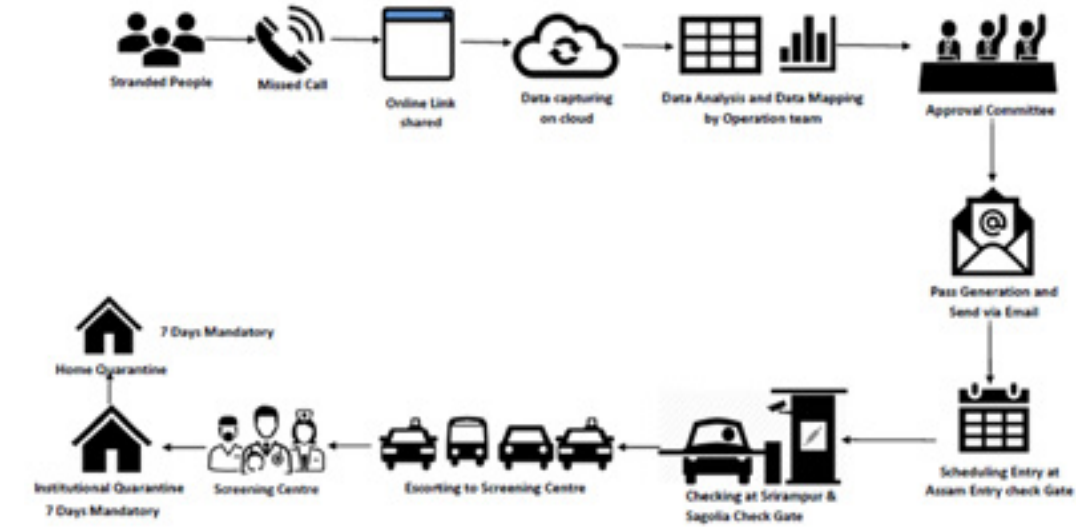
MIGRATION: INTRA-STATE

1. Moved more than 1 lakh stranded people within a week using PSs & ISBT as a hub.



MIGRATION: INTER-STATE (May 1 to June 13, 2020)

1. From the North-Eastern States: 75,184
2. From the other Indian States: 1,99,671



MIGRATION: INTERNATIONAL



TWO WAY COMMUNICATION & GRIEVANCE REDRESSAL



SENSITISATION USING MEMES & HUMOUR



HELPED US IN REACHING OUT TO MILLIONS

CORONA VIRUS SENSITIZATION CAMPAIGN

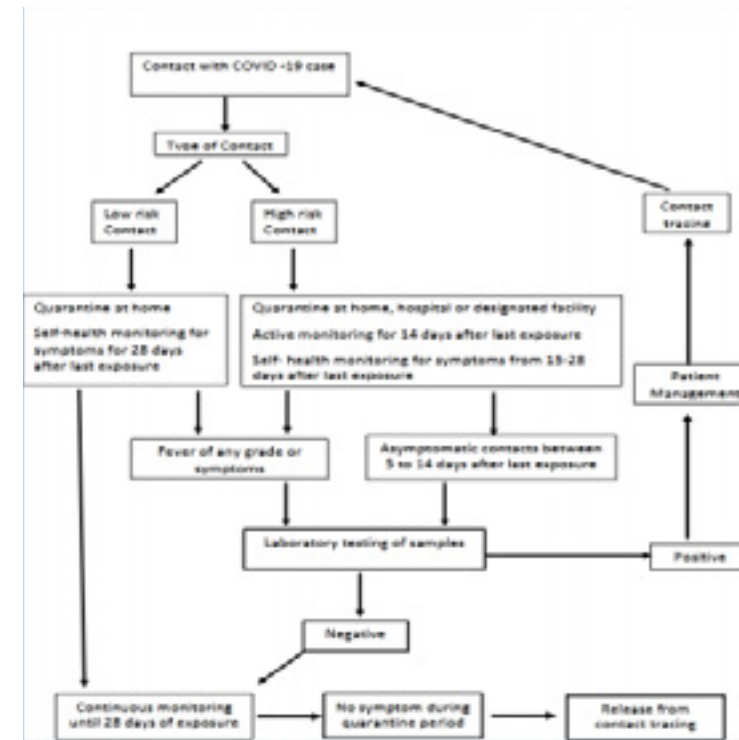
- POST REACH: **7.2 MILLION**
- POST ENGAGEMENT: **2.8 MILLION**
- VIDEO VIEWS: **1.95 MILLION**

ON FACEBOOK IN LAST 7 DAYS

9132699735 @assampolice /police.assam @assampolice

Police used audio-video & social media to reach out to people

TECHNOLOGICAL INNOVATION: GEOFENCING APP FOR QUARANTINE



A Geofencing app was installed in the smartphones of people kept under Home Quarantine.

Border Security Force



Covid-19 and Preventive Endeavour by Border Security Force

COVID-19 OUTBREAK

The novel coronavirus was identified in January 2020 and named “2019-nCoV”. The new virus was subsequently named as “COVID-19 virus”. The first case of COVID-19 in India was reported in the state of Kerala. Lockdown in India was announced on 25 March 2020. The much infectious and deadlier second wave of COVID-19 came in March 2021. The vaccination programme started in the country on 16 January 2021. Being “**first line of defense**”, BSF is managing/guarding 4096.70 km international border in the eastern theatre, 2289.66 km in the western theatre, and along with Indian Army 339.222 km of LC. 2.5 Lakhs BSF soldiers are deployed in the different parts of the country on operational duties. The Force is also deployed in highly sensitive anti-Naxal operations and other counter-insurgency roles. Routine Ops/Admin duties, movement, recreation, and all day-to-day functioning of BSF are community-based. The movement of troops in BSF also stopped. It was a big and unique challenge before BSF to tackle COVID-19 without compromising operational efficiency. Maintaining the morale of the troops was

Presentation made by Shri Ashok Kumar Yadav, Commandant at online Workshop on Pandemic Policing organised by SVPNPA, BPR&D and IPF during 12-13 August 2021



also a big challenge. Controlling of infection was a mammoth task for BSF.

To prevent the spread of COVID-19 the organization took the following measures:

INFECTION CONTROL

- ❖ Created awareness among the troops
- ❖ Capacity building
- ❖ Created new infrastructure besides existing infrastructure.
- ❖ Provided immunity boosters and a nutritious diet to the troops.
- ❖ Established multiple quarantine centers, COVID Care Centers with 20-bed high dependency Oxygen beds, and COVID hospitals by modifying and converting Officers' Mess, Sub Ordinate Officers' Mess, and Selected barracks.
- ❖ Established 09 dedicated COVID Health Centres
- ❖ Vehicles were modified to isolate the drivers with passengers.
- ❖ The workforce in the offices was controlled as per the instruction of Govt of India.
- ❖ Routine community activities of troops were suspended.
- ❖ The medical officers and paramedical staff were sensitized, trained, and motivated to outstep the infection.
- ❖ Troops were made aware and educated about COVID-appropriate behavior.
- ❖ Being a frontline force, BSF planned and vaccinated its troops expeditiously.
- ❖ Encouraged infected employees to stay at COVID Care Centres/home.
- ❖ Increased ventilation rates in Offices by using high-efficiency air filters.
- ❖ Promoted personal hygiene. Soap, alcohol-based hand sanitizer containing at least 60 % alcohol, disinfectants, and disposable towels were distributed to keep their workplace neat and clean.
- ❖ Promoted Arogya Setu for risk self-assessment by the force.



- ❖ Ensured regular sanitization of office, workplace and transport carrier, etc.

ADDRESSING MANPOWER SHORTAGE & OPERATIONAL CONTINUITY

Effective Border management can only be ensured by the physical presence of troops on the ground. It can't be done virtually. To mitigate the issue of shortage of manpower was one of the biggest challenges of the commanders at all levels. The shortage of manpower occurred due to lockdown and stoppage of movement of troops from leave, temporary duty, course/cadre, and sports activities, and also because of the infected persons and suspects.

BSF managed manpower shortage and operational continuity successfully by adopting the following means and measures:

- ❖ Increased the working hours.
- ❖ Multitasking of the troops.
- ❖ Extensively used force multiplier like electronic gadgets including night-domination gadgets.
- ❖ Reassessed Ops vulnerability of AOR.
- ❖ Increased coordination with the other security agencies.
- ❖ Increased mobile duty in place of static duties.
- ❖ Reduced Adm-related duties.
- ❖ Restricted leave.
- ❖ Postponed Course/Cadre at all levels.
- ❖ Curtailed all sports activities.
- ❖ De attached manpower engaged in duties other than Operational duties.
- ❖ To make troops aware of COVID-related protocols, a comprehensive SOP was formulated and distributed at all levels to create awareness of how to break the Crona chain. Breaking the chain at all levels yield positive results and helped to manage the pressure of shortage of manpower.
- ❖ COVID Care Centres contributed immensely in the overall management of COVID-19 as well as ease out pressure of shortage of manpower



Border Security Force

- ❖ Redesigned leave plan of troops sent on leave in a group of 30-35 so that they fall back in the same group at a particular date. Special arrangements were made to send these groups and bring them back from the leave to sort out the issue of the deficiency of manpower for operational commitment.
- ❖ Troops were kept in a Quarantine Centre for the period of the days decided by respective states. The system eliminated the piecemeal entry of the infected person in the particular Quarantine Centre.

RESILIENCE

BSF is a highly committed force with the ability to mold itself as per the requirement of time and circumstances. Its resilient capability makes it a unique force to cope up with any situation. BSF adapted to the situation and within its own resources made quarantine centres even in the remotest areas even at Border Outposts.





“And Miles to Go Before I Sleep-Covid Warrior”

Nothing in this world can give you more pleasure, happiness, and a sense of great accomplishment than to save a soul, a purposeful life. I am talking about corona warriors.

That horrible night 21 June 2020 is just on my recall when I received a message for the emergency deployment of 126 doctors including me from Central Armed Police Forces to INDIA's largest makeshift Sardar Patel COVID Care Center and Hospital (SPCCC & H) Chattarpur, New Delhi with 10,100 beds.

The world was changing due to the COVID-19 pandemic. The global spread of COVID-19 has overwhelmed the health system and has caused widespread social and economic disruption. People off-screen had worked day and night to establish the hospital. We had a long list of patients at the reception counter enrolling for the bed. When no one was knowing about this deadly virus, we the doctors the front-line workers didn't think much and struggled to ramp up the health care system. Initial days when I, my colleagues & my team were not aware of the donning and doffing off the Personal Protective Equipment's(PPE), we used to go through all the AIIMS COVID-19 protocols, Indian Health Ministry guidelines, teach the team members, attend tutorials, spending nights together in prayers, attending calls from near and dears for the panic situation. Then the day 4 July 2021 came, when I received my first COVID infected patient at the center, she was 40 years old female, hailing from New Delhi, SpO2 dropping to 86 % on room air. She was immediately put on oxygen and treated suitably. Her face was wincing in pain as she had difficulty breathing too, all the medical team stood by her to save her at any cost. Then began the rush of patients one after the other, mild case to severe, adolescent to elderly. The doctor-patient ratio started to decrease.

We started facing long duty hours being companions to critically ill patients on long-term life support, being in the front line in this pandemic crisis had taken a toll on all aspects of the health of corona warriors- physical, mental, social

By Dr Vidushi Sahgal, Assistant Commandant, Medical officer, 102 Bn



as well as emotional. At that juncture, we paused and asked this question to ourselves. Buried under stress, are we okay? The answer can be anything, but we as a team started motivating each other, avoided watching television, stopped listening to the COVID news. Spending 8 hours in PPE, without using the washroom, without hydration, difficulty in listening to the patient, falling sick but remembering the Hippocratic oath sometimes gave us the feeling why I am a doctor? That moment when our COVID patient gave us a handwritten piece of letter that stated- “yes you are next to GOD, you have saved my life, now I can go home and stay with my grandchildren.” This brings back immense power of satisfaction and the smile under the stress.

Written by Dr Vidushi Sahgal, AC(MO) 102 BN BSF

At times, when more and more personal protection equipment(PPE) was in the race of global shortage, doctors have to ensure the rational use of the precious resources. Seniors have to keep the update of all the patients as no attenders or relatives were allowed with the patients. We had the hospital-based software journey in which every 8 hourly doctors needed to update the status of each patient, including their vitals and treatment given, so that the relatives can have a look and can have satisfaction. Elderly patients with co-morbidities like diabetes, hypertension, dementia, kidney disease, lung disease, cardiovascular disease, etc., needed extra attention as they were more susceptible to SARS-CoV 2 than others. Despite the best we could have done, we lost only one patient from 5000 admitted COVID patients. The deceased, 70 years old male with a history of pulmonary disease, started deteriorating in a single night. Doctors tried BiPAP, but when a call had come to take him to ECMO support, we had to transfer him to a higher center for which again admission was the biggest challenge. While arranging the bed for him, we lost him.

After fighting the battle against the pandemic for continuous six months and as the downfall of cases started, the administration decided to relieve us. We had had sleepless nights but the joy of saving thousands of lives, living in this experience is memorable. The world again started building the shape. COVID centers all over India started shutting down.

As life appeared to be slowly crawling back to normal, the second more deadly mutation of the COVID struck with vengeance in April 2021. The first responders were back to the call of duty again. This time it was 900-



bed (250 ICU beds). Dhanvantari COVID Hospital, Ahmadabad, established jointly by DRDO and the Gujarat Govt. Doctors and their team from all over India landed there. We already had the experience of the deadly virus, but this time it was more dreading. Everywhere in India, abnormally increased cases of infection and mortality. The treatment guidelines were changed, soon we have to unlearn the previous, and learn and relearn the new norms. Team of only 30 doctors for 900 beds, started utilizing the new era of Telemedicine and Remote Management of patients ensuring the safety of both the patients and the doctors. We were always on our toes wearing suffocating PPEs managing aerosol generation. As the number of health workers infected was on the rise, the doctors among us who got infected were isolated immediately.

Doctors not only faced the daunting task of handling and treating patients but were also struggling to keep their worries, stress at bay. Around 600 doctors, our juniors, our seniors, our professors even our colleagues, we lost in just four weeks. This was just horrific. We maintained a healthy diet that had the maximum amount of proteins and macro and micronutrients. It was just the extreme of nature, which I witnessed and would never forget.

The pandemic brought out the good and the bad of human nature. There were people out there to extend helping hand to the distressed persons and there were people for whom the diseases brought in an opportunity to flee the extremely desperate patients, relatives, friends in search of essential medicines and medical equipment. Black marketers, fraudsters made killing out of people's miseries. The hard-pressed, depressed, helpless people vent their anger on poor doctors with verbal and physical assaults. But still, we continued our fight against the might of the virus and are prepared both physically and psychologically to endure this long-standing battle against the pandemic.

The need of the hour is, therefore, to utilize this crisis as an opportunity to grow as an individual, and as a professional, but not at the cost of the negative effects of this pandemic on our health.

Accept the things you cannot change, as the famous saying goes "what does not kill us makes us stronger." Though it is still a long battle with the virus, we would make our beloved nation safer and emerge victoriously. A salute to all the health care workers, front line workers, and the corona warriors for securing a better and safer world.





Pandemic and the Rising Cases of Cyber Crimes

The growth of technology has given untrammelled powers in the hand of consumers. According to Wikipedia, in March 2021, there are more than 778 million active internet users in India, which is 56.9 % of our population. Easy Access to the internet and powerful software applications has made people spend most of their time in the virtual world through their favourite gadgets. Digital transformation has impacted each part of our lifecycle. The online presence of a vast population and potential future customers makes absolute sense to move major services and products to the virtual world. Online presence is a must for any industry today. The government's push for a digital economy has made corporates move to the online platform, embracing the rapid advancement of technology. Today, every major sector, be it Banking, Shopping, Entertainment, education, all have shifted their services to the online platform. And the pandemic has accelerated this transition. The most notable change has been in the Education sector. Schools and colleges have quickly adapted to ensure uninterrupted education for the students. The business has also changed its work style. Work from Home (WFH), is now the new normal and employees prefer carrying out all their work at the comfort of their home. According to a study, the global average screen time is around 4 to 5 hours which, for sure, has increased post-Covid-19 pandemic.

There is no denying that online is the future and digital transformation is the right way forward. The benefits of doing business online vis a vi offline are immense and in the current situation, it is also the safest way available. However, the very fact that more than half of the population of our country uses the internet for all their day-to-day work, makes cyberspace a lucrative place for criminals to perpetrate crime. Over the years, there has been a meteoric rise in cybercrimes. According to the K7 computing Annual Security Report

By Shri Vinit Kalsi, Dy Comdt, STS BSF Bengaluru



2020-21, there has been a huge rise in cybercrime in the country. Kaspersky's Annual Security Report of 2021 reported that 45 % of online users in India were attacked by local threats in the year 2020 and 35 % of Indian Online users were attacked by web-borne threats in 2020. The risk of cyber threats is real and it is growing year by year in numbers as well as in stealth and detection evading capabilities.

What is a Cybercrime?

Cybercrime is the term used for any crime perpetrated in cyberspace. Cyberspace is a virtual computer world that we all connect to using electronic gadgets like smartphones, laptops, tablets, and any device capable of transmitting/receiving data packets on the internet. Cybercrime includes a multitude of crimes. money laundering, identification theft, data theft, disruption of service, inciting terrorism, distribution of child pornography, financial fraud, cyberbullying, the list goes on. The advantages of cybercrime in comparison to offline crimes are immense. There are several reasons why cyberspace is becoming a hotbed of crimes; naïve users, a large number of users and potential victims, ambiguous laws, and ill-equipped law enforcement personnel. But the biggest reason is anonymity. The use of the Darknet, VPN Servers hosted in other countries, proxies, Tor Networks, etc., makes it nearly impossible to track the perpetrator. Cybercriminals are using these to their best advantage, attacking not only individuals or corporates but also nations.

THE ATTACK VECTORS

There are several attack vectors used by criminals to commit a Cybercrime. However, the majority can be grouped into the following two attack vectors:

- 1. Hacking the Machine:** It is a known fact that there is no software as perfect software. Every software program has vulnerabilities or bugs. Software testers are employed by companies to find bugs and errors in the program code. Once a bug is found, it is quickly removed by releasing patches or updates to the software. Hence among the basic cyber security hygiene, one is to always keep the software updated to



the latest release. This technique requires someone who is an expert in software development and is not very easy to do. As software development techniques are becoming more and more advanced, it's becoming harder to find bugs and exploit the vulnerabilities.

2. **Hacking the Human Brain:** This is the most successful attack vector that is being used extensively all over. The human brain has become quite intelligent to identify cheating or any malicious action taking place in the real world. We have gained this knowledge from years of evolution. However, when it comes to the virtual world, it is very easy to get manipulated and deceived and one often feels helpless under the situation. There are hidden objects, scripts, code, malware, etc. that run on your computer or browser without any visible clue that it is present. Malicious websites are designed to fool you in every imaginable way. A phishing website of a bank will show have the exact look and feel and information of that of the original website. This is designed to fool the user and make him enter his credentials. There are iframe scripts that run as soon as you visit the malicious website. A fake pop-up alert message is designed in such a manner and it will send "OK" and run the hidden script, even if you click on "Cancel". It becomes harder and harder to evade these types of attacks. More than half of all attacks done in the world use the Phishing technique to deliver the malware. And attackers entice the victims by using clickbait techniques. Covid-19 related emails, vaccination registration, were extensively used last year to spread malware.

THE FUTURE

A strong cyber security ecosystem inspires trust and confidence in the digital economy. The risk posed by Cybercrime is real and is growing year by year. A strict and robust cyber policy and visibility across the entire infrastructure is the urgent requirement of the day. The challenge is that the tools and processes of yesterday are being used to solve today's problems. And due to this, the perpetrators are always ahead of the game. Cybercriminals have



become very sophisticated and organized, leveraging cross-border networks to exploit vulnerabilities across the globe. Therefore, it is very important to have cooperation and cohesiveness at the global level to quickly track the crime to the criminals.

Social media platforms like Facebook, Twitter are being widely used by cybercriminals in organizing, executing, and spreading this malware. Hence they have become a key component in the sequence of crime and therefore have a huge role in curbing these actions. The right to freedom and speech is important. But those exploiting and abusing these rights must be held accountable. The new IT rules recently passed by the Govt of India is a welcome step to fix the responsibility of tech giants who gained immense revenue from doing business in India. Though these are initial steps, they will go a long way in the fight against cybercrimes in India.

Chandigarh



Leadership & Communication in Crisis Nurturing Police as a Learning Organization

*“The Devil whispered: You cannot withstand the storm.
The warrior replied: I am the storm.”*

EFFECTS OF PANDEMIC

- ❖ Lockdown
- ❖ Trapped migrants
- ❖ Supply shortage
- ❖ Economic/Job losses
- ❖ Exiguous elderly care
- ❖ Depression, suicide
- ❖ Increase in domestic crimes Donning the role of Healthcare workers
- ❖ The unprecedented loss of young and old lives

EXPECTATIONS FROM THE POLICE

- ❖ Enforce the Pandemic Guidelines

Presentation made by Ms Palak Goel, DANIPS, DSP at online Workshop on Pandemic Policing organised by SVPNPA, BPR&D and IPF during 12-13 August 2021



- ❖ Be the first responder to the emergencies
- ❖ Manage/Control migrancy
- ❖ Facilitate the last-mile supply of essentials
- ❖ Maintain law & order
- ❖ Keep criminal activities at bay
- ❖ Donning the role of healthcare workers

ISSUES FACED BY THE POLICE

- ❖ Enforcing strict lockdown measures against the general public
- ❖ Fear psychosis built up largely by the lack of knowledge and spread of rumours
- ❖ Negative public perception of the police
- ❖ Angry citizens
- ❖ Humanity vs Safety
- ❖ Dynamic guidelines
- ❖ Manpower shortage
- ❖ Arrangements for lawbreakers in custody
- ❖ Manpower safety

KEY STRATEGIES

- ❖ Policing with a humane face; 'Police for the Public' approach was adapted
- ❖ Embracing Technology; aerial surveillance by Drone to enforce pandemic guidelines & manage law and order
- ❖ Effective coordination
- ❖ Streamlining tasks
- ❖ Creative interactions with the public; spread of the message through songs & stories
- ❖ Community outreach; Yoga classes for migrants



- ❖ Public engagement (volunteers)
- ❖ Psychological counseling
- ❖ Spreading awareness

POLICING BEYOND THE CALL OF THE DUTY

- ❖ Distribution of the cooked food to the needy
- ❖ Distribution of grocery items to the disabled person
- ❖ Helping senior citizens at their door-step
- ❖ Not forgetting the speechless; food for the stray animals was arranged.
- ❖ Empowering the women, and the children-the future of our nation

SOCIAL MEDIA THE SAFEGUARD OF THE INFORMATION

Social media was effectively used for dissemination of the government's periodic bulletins about the pandemic and the following:

- ❖ Warding off the rumours
- ❖ Lodging of the complaints
- ❖ Tracking infected people and their contacts
- ❖ Rolling out positive stories
- ❖ Circulating real-time (multi-directional) alerts
- ❖ Inspiring the general public

EFFECTIVE INTERNAL COMMUNICATION

The unified, accurate, and credible communication was the absolute necessity for preparing to fight the pandemic. The following steps were taken to take a strategic approach:

- ❖ Setting up a civil central control
- ❖ Delegating the powers
- ❖ Inter-department coordination
- ❖ Regular meeting for monitoring the situation

- ❖ PRO-delegated powers
- ❖ Use of technology E-Beatbook App

BOOSTING THE MORALE & THE MOTIVATION OF THE FORCE

The force was kept fighting fit despite the heavy workload and danger of their getting infected themselves. The morale of the force was kept high by implementing the following steps:

- ❖ Leading from the front
- ❖ Establishing exclusive vaccination & quarantine centres for force & their family
- ❖ Reducing work burden
- ❖ Ensuring safety at all the times
- ❖ Providing the essentials
- ❖ Facilitating telemedicine
- ❖ Counseling

THE OUTCOME

The positive steps taken by the Punjab Police resulted in:

- ❖ Improved Public-Police-Media Relationship
- ❖ Effective countering of the pandemic (0 cases in Chandigarh)
- ❖ Dip in Crime Rate
- ❖ Focus on Soft Skills
- ❖ Image makeover of the Punjab police; Round of applause from the public, humungous welcome by the people by showering flower petals on police officials.



Chhatisgarh



Raigarh Police started “Ek Rakshasutra Mask Ka”, a mask-awareness campaign besides other activities as a response to the Covid-19 first & second wave.

THE INITIATIVES

Raigarh Police under SP Santosh Singh did remarkable work to save the lives of people during the pandemic. He enforced government COVID guidelines. Thousands of migrant laborers were helped by providing food, transport; more than 1,00,000 food packets were distributed to stranded and needy people during the first wave of Covid. During the second Covid wave, SP and his colleagues, deployed across 25 police stations in the district, distributed food and dry ration daily. They took care to feed over 35,000 needy people many of whom accessed the 24x7 police help-desk set up by SP Raigarh. It was the daily task of each police station to distribute the food packet to the needy. The Raigarh police roped in various industries, social and community organizations to assist in the noble cause. Effective use of social media was done to contact people in distress. Police used all social media platforms for two-way communication with the public. These all show excellent responses to Covid by Raigarh Police.

COVID-RELATED AWARENESS PROGRAMS

Raigarh Police led many innovations to create Covid-related awareness among the masses. The mask-awareness drive,



“largest distribution of face masks” by Raigarh Police with public support under the supervision of Santosh Kumar Singh, District SP, on 3 August 2020 needs special mention among many other good works.

On the auspicious occasion of Raksha Bandhan, 3rd August 2020, during the first wave of the Covid, Raigarh Police’s noble mask-promotion awareness drive “**Ek Rakshasutra Mask Ka**” (mask as the safety string) led to the largest free distribution of face masks in a day. Rakshabandhan is a festival on which a pledge of safety is taken by tying Rakhi (Rakshasutra). During Covid, the mask is one of the biggest raksha sutra. The Raigarh police encouraged sisters to give masks to brothers along with tying Rakhi as ‘Rakshasutra’ and brothers to gift face masks to their sisters. Also, citizens and institutions were encouraged to give face masks to their friends, family, and employees. For mask promotion, the distribution of masks was a unique idea. It clicked to everybody and people from the district wholeheartedly supported this drive. Various agencies and organizations collaborated with the Raigarh police in the campaign and contributed by donating the masks.

It created a world record of 12.37 lakhs (12,37,000) free masks distribution at thousands of places in Raigarh district, Chhattisgarh. These free masks were distributed among around 5.75 lakhs needy people in the district. Many people got more than one mask. It was successful in its primary objective, i.e. to create huge public awareness among the masses. Since it was a mask-awareness drive along with the distribution of masks to needy people, the aim was to reach maximum places in the district. It was targeted to distribute masks in every village and each ward of city area. Apart from police distributing masks with help of volunteers, people distributed themselves in their homes. Different industries and institutions distributed masks to their employees and members. So, the actual mask distribution was much more than this figure.

A mega mask-awareness campaign was planned and the police officials & thana/chowki in-charges were entrusted with the responsibility of garnering supports of the peoples’ representatives, business houses, social organizations, and religions, various sections of the society, media, and the youth. Not only Raigarh, but the media of entire Chhattisgarh including print, electronic and social web portals highlighted this campaign. WhatsApp, Facebook, Twitter, and other social media platforms were flooded with the news of “Ek Rakshasutra Mask Ka”. Relatives of Raigarh people living in countries



like the USA, UK, Canada, and Australia shared videos and pictures of this campaign on their web portals. On 2 August 2020, 12.37 lakhs of the mask were distributed to all the thana and chowki areas of the district. On 3 August 2020, the distribution involved 985 policepersons and 7500 volunteers (Police Mitra). On Rakshabandhan, 3 August 2020, Shri Umesh Patel, Cabinet Minister, Chhattisgarh, Shrimati Gomti Sai, Member of Parliament, MLAs, Mayor, District Magistrate, people representatives, and media personnel were invited for an event at Raigarh district headquarters. The campaign was a grand success.

It created a world record for being the ‘largest mask distribution’ in one day and was registered in the Golden Book of World Records, and the Asia Book of Records.

On 3 September, IACP 2021 Award was conferred by the International Association of Chiefs of Police (IACP) in “40 under 40” category for outstanding efforts and initiatives towards “Innovative Policing” to bring a positive change in the society. The humanitarian works of Raigarh Police was appreciated by the Central IPS Association on its Twitter handle on 4 June 2021.

Many other Covid related awareness drives were also launched by Raigarh Police. When it was important to be indoors, few constables roamed in Coronavirus get up in crowdly and market places shouting, I am Corona and will catch you if you are in the crowd. ‘Corona car’ was designed to spread awareness. In another awareness drive, a drawing competition for school children was organized in which thousands of participating children drew paintings, wrote slogans and short stories on how to fight Covid, and about do’s & don’ts. Later, students were awarded medals & certificates.

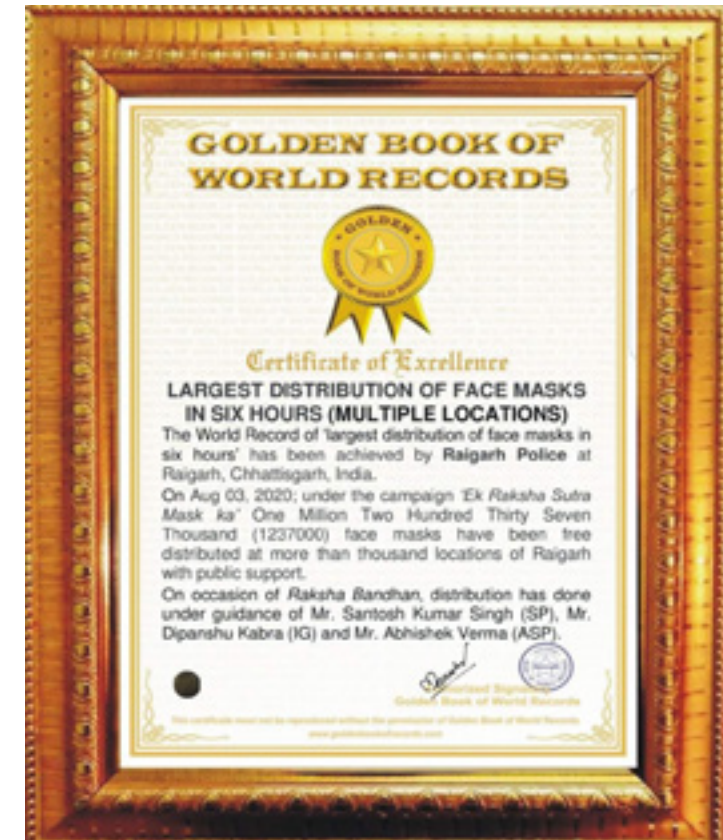
In another awareness drive, famous film dialogues of Bollywood films were recreated with Covid related messages and hoarding/pamphlets were pasted across the district. In a Covid- related program, frontline Corona warriors like medical staff, service providers, municipal corporations’ employees, policepersons, etc., were felicitated by Raigarh Police to encourage them to continue good works during the crisis.

A helpline during movement restrictions, movement outside of homes was permitted for procurement of essential services/commodities only, or to a clinic/hospital for any medical emergency.

HELP TO MIGRANT LABOURERS

A large number of migrant labourers headed towards their native places because of the loss of their jobs. The mass movement of these labourers remained one of the biggest challenges. It was ensured that all the migrants trying to cross the borders were persuaded to stay at their places or shelters homes. As they were already in distress, the staff was briefed to be extra polite with them. Raigarh Police took these multiple measures to check the movement of migrant labourers and to ensure that lockdown is effectively implemented through continuous presence of police staff round the clock with permanent pickets and deploying its fleet to maintain a presence on the main roads and also in the interior areas. Ration and food packets were provided to thousands of helpless people. Once the movement of labourers was allowed by the government, and they were crossing districts or coming into districts from different corners of the country last year, Karmveer Sahayata Kendra was established on roads to help them by providing rations, snacks, medicines, slippers, and transportation facilities. Thousands of such labourers were attended by these centres. In other programmes like Helps to Migrant Labours and Rations to Needy, Raigarh Police partnered with district administration, Municipal Corporations, and many civil society organizations.

All these programmes were for the benefit of people. It ensured the safety of of lakhs of people in the district. Around more than one lakh food packets were provided to stranded and needy people last year in lockdown and to thirty-five thousand people during the second wave. Thousands of laborers were given food packets and provided transportation to cross the district last year. Raigarh Police has partnered with other government and non-governmental agencies in relief works as more and more charities and public donations approached the police to distribute or effectively engage with feeding programs or essential supplies dissemination programs. The trust towards police has become stronger as the public started seeing the police interface with the relief work, their service orientation, and connect with those who needed help. These steps helped in building a positive image of police among the masses. The police-public relations improved a lot. Raigarh police got great goodwill of people and image got boost up. It also was like a good governance initiative of the Police department in the state.





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Delhi



Covid 19 A Unique Challenge

CORONA-19 is a global pandemic witnessed after over 100 years of Spanish Flu (1918-1920). It caused an un-precedent hardship & misery to the people all over the world. Its distinct waves created distinct challenges. Lockdown was a new phenomenon. Our Police Forces were not trained for this but had to reinvent their role without wasting the time.

MITIGATION CHALLENGES

- ❖ As the visible, executive arm of the State, the responsibility to 'break the chain' inevitably became a policing function.
- ❖ The challenges lied in keeping our own house to maintain public order while managing a social disorder of a different kind.
- ❖ Police everywhere, especially in Delhi, covered non-traditional grounds vacated by several scared/dysfunctional institutions of the State.

Presentation made by Shri Satish Golchha, Spl.CP/South Zone, at online Workshop on Pandemic Policing organised by SVPNPA, BPR&D and IPF during 12-13 August 2021



POLICY FUNDAMENTALS THE DELHI POLICE RESPONSE

- ❖ Anticipate and be on top of the situation. Being 'reactionary' in a pandemic will lead to confused decisions only adding to the turbulence.
- ❖ Remember, it's a 'human cause'. Policemen are equally human and are to be taken care of.
- ❖ Be courageous. Society looks up to you when other institutions start failing/withdrawing.
- ❖ Man on the ground to respond immediately as per the fast-evolving situation.

COMMAND THROUGH EFFECTIVE COMMUNICATION

Before the panic could unsettle the society, Delhi Police's eyes and ears were settled.

- ❖ Delhi Police established the following dedicated phone lines to handle the distressed calls:
 - COVID-19 helpline for all types of COVID-related queries.
 - Cyber line 112 to address all queries over cyber-space and social media.
 - Line 155260 to address all cybercrime complaints.
 - 'Call-a-Doctor' helpline for police personnel and their families.

ENSURING ORDER

- ❖ Picket Checking/Patrolling
- ❖ Containment Zones
- ❖ Contact tracing
- ❖ The flow of essential commodities
- ❖ Rush to ATMs/PDS shops for money/ration
- ❖ Transportation of foreign nationals
- ❖ The arrival of Indian nationals from abroad



IMPLEMENTATION OF LOCKDOWN WITH COMPASSION

Delhi Police adopted a firm yet humane approach in enforcing lockdown and carried out the following activities:

- ❖ Ensured essentials services & supplies.
- ❖ Distributed food/ration, masks.
- ❖ Transported sick and expecting mothers to hospitals.
- ❖ Facilitated animal care by civil society animal activists.
- ❖ Issued Emergency Movement Pass.
- ❖ Took care of Senior Citizens' wellness.
- ❖ Arranged Blood/Plasma for the needy COVID patients.
- ❖ Conducted massive awareness drive

HELPING PEOPLE IN DISTRESS

The severity of the COVID-19 pandemic & loneliness has resulted in mental health issues in many adults. The other reasons, which led to anxiety, were:

- ❖ Acute shortage of medical facilities hospital beds, oxygen and medicines
- ❖ Shut down affecting services and supplies.
- ❖ People lost jobs and were without income.
- ❖ Lack of food and essential supplies
- ❖ Black marketing & cyber frauds

Unprecedented Role of Police

Delhi Police chipped in with the following to mitigate the hardship faced by the distressed people:

- ❖ Distributed food and dry ration to the needy with community help.
- ❖ Organised Community Kitchens operated by police personnel.
- ❖ Took quick action on distress calls on 112, social media and helplines.



- ❖ Helped medical emergency cases in admission to hospitals.
- ❖ Helped persons to commute without movement passes.
- ❖ Assisted in cremation/burial of dead bodies.
- ❖ Ferried patients & pregnant ladies to hospitals on police vehicles.
- ❖ Took concerted action against black marketers & cyber criminals.
- ❖ Provided tele-support to people by connecting with NGOs and psychological counsellors.

Augmenting Medical Response

While treatment protocols had barely got settled after the first COVID wave, the second wave came as a huge, sudden disruptor. Based on the experience gained from the first wave Delhi Police assisted in:

- ❖ Uninterrupted supply of medical oxygen by setting up a green corridor.
- ❖ Assisted in the revitalization of closed oxygen plants leading to capacity augmentation.
- ❖ Ensured safety of logistics and supply lines of essential medicines.
- ❖ Helped in the refilling of oxygen cylinders for patients being treated at home.
- ❖ Ensured safety of hospital staff and premises.

HANDLING MIGRANT CRISIS

- ❖ Regulated movement of migrants towards Railway stations and ISBTs.
- ❖ Organised mass contact programme to convince migrants to stay put.
- ❖ Established temporary shelters for migrant labourers.
- ❖ Ensured food, water, medicines & other facilities for migrants.
- ❖ In situ labour camps were assisted with essential supplies.
- ❖ Contractors/employers were persuaded to support the daily wage earners.



- ❖ Psychological support and counselling by local police and NGOs.
- ❖ Ensured safety, hygiene, and basic amenities like separate washrooms for females in shelter homes and place of stay.
- ❖ Organised recreational programmes like painting, cultural activities, magic shows for migrants in shelter homes as per the COVID protocol.
- ❖ Ensured medical check-ups of each migrants staying at shelter homes.
- ❖ Coordinated closely with the administration and other agencies for transportation of migrants.

ANTICIPATION AND PREPARATION FOR LAW & ORDER SITUATIONS

Despite lockdown agitations, demonstrations, and religious activities kept the force on tenterhooks. Delhi Police successfully handled the following:

- ❖ Republic Day and Independence Day
- ❖ Parliament and Assembly sessions.
- ❖ Farmers' agitation.
- ❖ Religious festivals.
- ❖ Demonstrations/rallies by different groups.
- ❖ Arrangement on roads leading to and at Railway stations and Bus Terminals.
- ❖ Movement of labourers from JJ Clusters and Colonies.
- ❖ Crowds without social distancing and long queues at Subji Mandis and weekly markets.
- ❖ Arrangements for religious activities at Mandirs, Masjids, and Gurudwaras.
- ❖ Quarantine centres for Tablighi Jamatis and related issues.
- ❖ Panic among neighbours of containment zones and senior citizens.
- ❖ Law and order at hospitals, Oxygen Refilling Centres.
- ❖ Movement of hospital logistics, doctors, staff etc.



- ❖ Protest against higher charges by hospitals.
- ❖ Chemist shops and godowns of medicines.
- ❖ Vaccination centres.
- ❖ Rush at essential items shops.
- ❖ Food coupons with time slots at PDS distribution centres.
- ❖ Mapping and surveillance of Containment Zones & vulnerable areas like borders, communally sensitive areas, etc.
- ❖ Regular meetings with RWAs, MWAs, community leaders to ensure COVID-appropriate behaviour and no communal or law & order situations.
- ❖ Re-deployment of force at strategic points and inter-state borders and special pickets deployed around containment zones.
- ❖ Liaison with neighbouring districts of Delhi and also inter-state counterparts.
- ❖ Close monitoring of law & order situations through HUMINT & OSINT.

CONTAINMENT ZONE MANAGEMENT

- ❖ Big containment zones were initially managed by temporary barricading from all sides.
- ❖ Ensured contactless supply of food and other items of daily use.
- ❖ Created awareness among the public through the announcement of pre-recorded messages.
- ❖ Small houses as containment zones in later phases.
- ❖ Modified small vehicles for narrow lanes.
- ❖ COVID notification pasting on the houses and managing panic among neighbours and senior citizens.
- ❖ Perimeters were determined for all the containment zones and full proof deployment was ensured.
- ❖ Drones with live announcements from remote stations were used for

monitoring the containment zones.

- ❖ Access in Containment Zones was controlled and only authorised persons as per the guidelines issued by the government (essential services, medical emergency) were granted permission to move in or out.
- ❖ Contact tracing, and monitoring of mobile phones of COVID positive patients to check any unauthorized movement.

CRIME PROFILEING

Challenges

- ❖ Lock-down caused job losses and economic hardships.
- ❖ Newcomers entered the crime world.
- ❖ Release of prisoners from the jails due to COVID parole.

Novel ways of Violations/Crimes

- ❖ Clandestine travelling in ambulances and trucks during the first wave.
- ❖ Violation of DDMA guidelines by COVID infected persons or their families.
- ❖ Street fights related to basic facilities like water issues in JJ clusters.
- ❖ Hotel, Restaurants, Bars and Spas – Clandestine operations.
- ❖ Fake movement passes.
- ❖ Pilferage of medicines by lab assistants, hospital staff and pharmacists.
- ❖ Tenancy disputes and payment defaults.
- ❖ Overcharging and malpractices by ambulances
- ❖ Hoarding and Black marketing of oxygen cylinders, concentrators and Pulse Oximeter.
- ❖ Gangs selling fake and spurious medicines





CYBER CRIME

Panic of COVID resulted in duping on cyber space/social media. Scammers created fake sites for duping the beleaguered persons. Black marketing for the following was rampant:

- ❖ Life-saving medicines
- ❖ Medical equipment
- ❖ Refilling of cylinders
- ❖ Admissions in hospitals
- ❖ Ambulances
- ❖ Online liquor supply

STRIKING HARD ON CRIME

The severe and sustained Police action, in conjunction with State Police forces, was taken to tackle the menace. The following actions were taken:

- ❖ A dedicated helpline was started for the cyber complaints.
- ❖ Pan India raids were conducted by the Delhi Police: Massive seizures made, criminals arrested, cheated amount frozen.
- ❖ Supply chains busted and financial intelligence agencies alerted.
- ❖ A mechanism was established for the quick, same-day release of seized articles for use by the Government hospitals/health centres.
- ❖ Twelve-hourly coordination with I4C/MHA, DoT and MeitY was established to disrupt criminal infrastructure.
- ❖ The crime graph reversed in a record time of 72 hours.

SAFETY OF WOMEN, CHILDREN AND THE ELDERLY

Delhi Police took the following initiatives for the safety of women, children and elderly persons:

- ❖ A centralised helpline was set up.



- ❖ PCR Vans and ERV helped expecting mothers.
- ❖ Made arrangements for vaccination of senior citizens.
- ❖ Medical checkups of senior citizens and persons in need.
- ❖ Supply of to senior citizens.
- ❖ Beat-staff made regular visits to Senior citizens.
- ❖ Celebrated birthdays and anniversaries of elderly persons.
- ❖ Made arrangements for weddings.
- ❖ Issued movement passes for the help of senior citizens.
- ❖ Arranged cabs/autos for senior citizens.
- ❖ United separated families.

SAFETY OF POLICE PERSONNEL

Comprehensive guidelines were issued for the safety of the police personnel. The guidelines included:

- ❖ How to handle complaints & visitors to PS & police offices.
- ❖ Visits to the scene of crime & interviews of witnesses.
- ❖ Visits to courts, hospitals & mortuaries.
- ❖ Arrests of accused/detention of demonstrators.
- ❖ Patrolling, search & seizures.
- ❖ Handling of equipment and documents.
- ❖ Handling of dead bodies, etc.

PROTOCOL FOR ARREST DURING COVID

- ❖ Arrest only in serious cases, no routine arrests.
- ❖ In bailable offence, bail was granted at the spot: Extensive use of 41-A Cr.P.C.
- ❖ In non-bailable offences, the accused be produced at the earliest before the Court through VC.



- ❖ Social distancing must be ensured for the arrested persons.
- ❖ Staff to avoid physical contact with the accused/victim to the extent possible.
- ❖ Facemasks and sanitisers to be made available for arrestee also.
- ❖ A separate place earmarked for the recording of statements of injured/victim etc.
- ❖ Report/document be sent digitally – Physical papers be sent subsequently.
- ❖ Use of protective gear while handling the accused.
- ❖ Permission of the Court to be taken to use handcuffs.

HANDLING OF DEAD BODIES

- ❖ In the event of death of a COVID positive/suspect person at the Hospital or if brought dead at the hospital, the Hospital shall send the dead body to the mortuary within 2 hours.
- ❖ If family/relatives are contacting the mortuary themselves, within 12 hours of death, the Hospital shall schedule cremation/burial in consultation with the family/relatives and concerned Municipal Body within the next 24 hours.
- ❖ If family/relatives are not contacting the mortuary within 12 hours of death, intimation to the family/relative shall be sent through area SHO with date, time and place of cremation/burial in consultation with concerned Municipal Body to enable family/relatives to attend the funeral. The delivery of the intimation shall be ensured by the area SHO within 12 hours of receipt of the message from the hospital.

PREVENTING IN-HOUSE SPREAD

- ❖ Extensive use of VCs – for daily briefings, meeting complainants, interrogations etc.
- ❖ Cleanliness and sanitisation of offices, barracks, messes, kitchens, bathrooms and toilets on scheduled, scientific parameters.



- ❖ Provisioning of spray machines, fumigators, UV disinfectant cabinets and shoe sanitizer pods.
- ❖ Social distancing – shifting of several PS staff to hotels, school buildings and guest houses.
- ❖ 15 % staff quarantined to ensure social distancing; Policemen above the age of 55 years assigned tasks requiring less exposure.
- ❖ Dividing PS staff into three categories, that is:
 - Who do not normally leave the PS building,
 - Who are generally deployed outside a police station on pickets, quarantine centres, containment zones (lodged in Hotels),
 - Emergency officers, who shuttle between PS and field kept separated in the Police Station.
- ❖ Arrest only in serious cases.
- ❖ Receiving/ mailing of documents/papers digitally and avoiding handling papers.
- ❖ Dedicated bus route and services for commutation of policemen.
- ❖ Service of summons/processes digitally.
- ❖ Extensive use of e-Beat Book.

PROACTIVE APPROACH FOR MITIGATING THE IMPACT

- ❖ SOP on steps to be taken on detection of symptoms and its further treatment.
- ❖ Daily health monitoring registers in every police station/unit digitally supervised over morning and evening diaries.
- ❖ Creation of 'Police COVID Testing Centres' for convenience and to isolate the positive policemen from the rest at the earliest.
- ❖ Creation of 'Police COVID Care Centres' for institutional quarantine.
- ❖ Quick conversion of select PCR vehicles into fully equipped Ambulances.
- ❖ Dedicated transportation services for policemen and families –

coordinated by a vertically integrated 'place a request' mechanism.

- ❖ Online/offline consultation with doctors.
- ❖ Dedicated helpline for Delhi Police provided by Indian Medical Association – Talk to a Doctor.
- ❖ Arrangements for hospital beds – daily monitoring down to the last man of the entire metropolitan force by an ADG level officer.

BOOSTING HEALTH & IMMUNITY

- ❖ Ayuraksha Project with Ministry of Ayush – 'Corona se Jung – Delhi Police ke Sang'.
- ❖ 82,000 personnel provided 60 days' supplement of immuno-boosting Ayurveda medicine.
- ❖ Largest such study on the effect of Ayurvedic medicines in the world. The result is being compiled by AIIA.
- ❖ Daily Yoga & Pranayama camps were made compulsory at District/Unit levels.
- ❖ Vitamin C supplements, Homeopathic medicines were procured and distributed amongst staff.
- ❖ Creation of 'Wellness Centers' in big police housing colonies- with doctors and paramedics for Allopathic, Ayurvedic, Homeopathic treatments and Yoga, Pranayama, Meditation etc.

DEFEATING OCCUPATIONAL STRESS

- ❖ Direct communication with men on video conferencing; multi-location coverage addressing over 1,000 men on over 20 occasions.
- ❖ Continuous audio/video/print messages over SMS and Social Media.
- ❖ 'Wellness Webinar Series' with experts on various topics like -
- ❖ Tackling Fear and Anxiety through Yoga & Pranayam.
- ❖ Tackling fear and anxiety during COVID times.
- ❖ Importance of Ayurveda.

- ❖ COVID-19 & Cardiology.
- ❖ Strategies for living a normal life during the Pandemic.
- ❖ Depression management.

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 - Depression management.



Goa



Pandemic Law Enforcement: A Defining Movement for Goa Police

IMPLEMENTATION OF LOCKDOWN WITH COMPASSION

- ❖ Unprecedented challenges with limited knowledge and resources.
- ❖ Policing with velvet gloves
- ❖ Persuasive Policing
 - Use of Popular Konkani Songs
 - Messages from Bollywood Celebrities
- ❖ Police, Magisterial and Health facility at the Borders.
- ❖ Motivated the Police Force with “Cop of the Day”
- ❖ Borders were sealed with round the clock police deployment.



Presentation made by by Shri Paramaditya, DIG at online Workshop on Pandemic Policing organised by SVPNPA, BPR&D and IPF during 12-13 August 2021

HELPING PEOPLE IN DISTRESS

- ❖ Shared information about the availability of essential commodities on Social Media.
- ❖ Use of ERSS112 and PCR Vans.
- ❖ Conducted health campaigns, assisting in essential supplies, distribution of foods to the needy and helping citizens.
- ❖ Facilitated the departure of more than 6000 foreigners to their respective countries.



HANDLING MIGRANT CRISIS

- ❖ Established shelter homes; organised sports, singing, Yoga and other recreational activities.
- ❖ Supplied food and medicines.
- ❖ Arranged special buses and trains; more than 2 lakh returned to their home states.
- ❖ Registration and screening

ANTICIPATION AND PREPARATION FOR L&O SITUATIONS

- ❖ The entire police had been mobilised and the police personnel were briefed and trained about the challenges that were expected.
- ❖ Area dominance through Cavalcade patrolling, use of loud-hailers.
- ❖ Appeal by religious leaders.
- ❖ Awareness dissemination through catchy info-graphics on Social Media
- ❖ **Resultantly, no Law & order issues were reported in the State.**



CONTAINMENT ZONE MANAGEMENT

- ❖ Strict access control - Only a single entry/exit from the area was permitted for movement of the health officials, emergency medical cases and essential services including food and medical supplies.
- ❖ Drones were deployed to detect the gathering of people inside containment zones.
- ❖ Extensive patrolling.
- ❖ Compliance with COVID safety protocol for police personnel.
- ❖ All these efforts resulted in smooth management of containment zones.



CRIME PROFILING IN PANDEMIC AND ITS COUNTER

- ❖ Intensified patrolling round the clock in areas like market and commercial complexes.
- ❖ A sharp decline in the crime rate.
- ❖ Sharp decline in traffic accidents and fatalities.
- ❖ All these efforts of the Goa Police paid off, resultantly the State of Goa witnessed an overall drop in the Crime rate during the pandemic by 35 % as compared to the crime registered during the corresponding period of the previous year.

CYBERCRIME IN PANDEMIC AND ITS COUNTER

- ❖ Goa Police anticipated the rise in cybercrimes.
- ❖ Counter strategy
- ❖ Swift handling of complaints related to cybercrimes.
- ❖ Close monitoring of cyber complaints.
- ❖ Cybercrime awareness campaigns.

SAFETY OF WOMEN, CHILDREN AND ELDERLY

- ❖ Social media campaign with the motto Zero Tolerance to Crime against

Women in areas vulnerable for crime against women and children.

- ❖ Intensified Patrolling in densely populated areas, rural areas, and slums.
- ❖ Coordination with members of Village Panchayats, Municipal authorities and NGO's to report any forms of issues over the safety of women, children and senior citizens.
- ❖ Ensured well-being of senior citizens

PROTOCOLS FOR ARREST, SEARCH AND SEIZURE

- ❖ Arrest in serious cases only.
- ❖ Complete health screening of the accused arrested.
- ❖ Minimum staff was entrusted with this duty.
- ❖ Police personnel above 50 years were avoided from this duty.
- ❖ Full protective gear for police personnel.
- ❖ The accused were also asked to wear masks and gloves.
- ❖ Sanitisation protocol during search and seizure.
- ❖ Water, tea, food were served in disposable containers and were disposed of carefully.

PROTOCOLS FOR HANDLING ROAD ACCIDENT VICTIMS, UNIDENTIFIED DEAD BODIES, INQUEST, PM

- ❖ Preparedness plan.
- ❖ Police personnel attending the dead bodies followed standard precautions like use of face mask, hand hygiene, use of personal protective equipment's (PPE) etc. at all times.
- ❖ Safety measures for police personnel.
- ❖ Training in infection prevention control practices.
- ❖ Restrictions were imposed on gathering during final rites.

Gujarat



Implementation of Lockdown with Compassion



MIGRANT LABOURS

The industrialized regions in the country attract a huge labour force from less industrialized states. Gujarat, a highly urbanized and industrialized state, has many urban centres and industrial townships having a high concentration of intra-state migrant labours. The places like Vapi, Surat, Ankleshwar, Dahej, Ahmedabad, Morbi and Gandhidham have a high concentration of inter-state migrant labours. A large number of labours from Panchmahal, Dahod, Aravalli, Sabarkantha, etc. work in sugarcane fields, construction sites, etc. in the neighbouring cities/districts.

LOCKDOWN AND MIGRANT LABOUR

Ministry of Home Affairs, Govt. of India: announced lockdown from 25 March 2020. It brought industrial activities to a complete halt due to disruption of the supply chain leading to loss of employment and dislocation of migrant labours. The following developments aggravated the situation further:

Presentation made by Shri Narasimha Komar, IPS, Addl. DG of Police (Law & Order) at online Workshop on Pandemic Policing organised by SVPNPA, BPR&D and IPF during 12-13 August 2021



- ❖ Contract labourers lost employment due to the closure of industrial units
- ❖ Small & Medium Enterprises (SME) started laying off their employees due to limited capacity to sustain the business
- ❖ The news of COVID-19 infection and deaths among family members back home created the panic reaction
- ❖ A large number of people tried to go home in small groups by hiring vehicles, on motorcycles, on cycles, on foot, etc.
- ❖ The members on leave, in transit, etc. tried to connect with their family and became restless

POLICE RESPONSE

To respond to the situation and to maintain the law and order, Police took the following initiatives:

- ❖ Coordination with corporates & other stakeholders: The local police held meetings with representatives of Labour Officials, Corporates, Labour Unions, NGOs, Regional Groups, etc. to persuade migrants to stay back till the relaxation of lockdown.
- ❖ Community Kitchens: A large number of community kitchens were started for the benefit of migrant labours
- ❖ Shelter Homes: Several shelter homes were set up in City/Districts for the displaced migrant labours.
- ❖ Visits to Labour Colonies: SHOs, SDPOs, SPs and other senior officers visited the Shelter Homes to ensure basic amenities, support systems and to alleviate the fears. Needs of senior citizens, pregnant women, lactating women, children, etc. were met in coordination with other wings of administration
- ❖ Psychological Counseling: The local police coordinated with local NGOs, academic institutions, professionals to counsel the distressed persons.

TRANSPORTATION FOR MIGRANT LABOURS

- ❖ **COVID-19 Control Room:** Three-dedicated team of officers was deployed to coordinate lockdown enforcement. A sub-group was



created within the COVID-19 Control Room for dealing with Migrant Labourers' issues

- ❖ **Nodal Officers for Inter-State Coordination:** A group of IAS/IPS officers were appointed for inter-state coordination
- ❖ **Road Transport:** 4,000+ buses were arranged for transporting labour to the neighbouring states
- ❖ **Shramik Trains**
 - The challenges included identification of beneficiaries, mobilizing trains, securing clearances from recipient states, issuing tickets, transporting labours to railway stations, COVID-19 screening, enforcement of social distancing protocol, maintaining law & order, inter-departmental coordination, etc.
 - 1,000+ Shramik Trains were arranged for transporting 14 lakh+ inter-state migrant labour
 - City/District Police, Govt Railway Police (GRP) and District Administration worked for over three weeks to facilitate movement of labours
- ❖ **Shramik Rescue Teams:** Special teams, headed by PSIs, were deployed to assist in the migrant labour moving on foot. The effort was appreciated by the Supreme Court of India.

COVID AFTERMATH

- ❖ Migration caused un-precedent hardship & misery to labourers and their families. It imputed the trust between employees and employers
- ❖ 725 cases were booked for breaking lockdown norms and 1772 persons were arrested. The cases were later withdrawn and no action was taken.

LESSONS LEARNT

- ❖ Lack of availabilities of data. Supreme Court of India has issued directions to the States/UTs on the plights of migrant workers during the coronavirus-triggered lockdown, grant counselling to them and provide employment opportunities as per their skill sets.
- ❖ Huge gap in Inter-State Coordination.



Haryana



“UNTOLD”- Description of contributions in the fight against Corona

ENFORCEMENT with compassion

Haryana police personnel, away from their home and hearth, remained vigilant on the streets and made efforts to contain the spread of the virus. Social distancing was aggressively enforced through persuasion, foot patrolling and vehicular checkpoints. It was ensured that people wore masks at all times. Passengers were screened at inter-state borders, bus stands and airports. Lockdown restrictions were strictly imposed in the State, particularly in the containment zones, in an effective manner.

With no precedents or SOPs to guide them, the police had to adapt and quickly learn to deal with the contagion, and regulate and educate the people, and at the same time try and ward off the risk of getting infected. As frontline workers, the police worked relentlessly despite diverse challenges posed by prevailing law and order situation. Incidents of breakdown of public order or large scale violence were completely avoided.



LENDING A HELPING HAND

Haryana Police worked tirelessly to provide assistance to the public. Police Stations remained operational 24x7 for providing timely information and helping those in distress. From handling the deluge of migrant labourers, issuing advisories for the people, providing timely information, making and inspecting shelter homes, distributing food and essential medical supplies and manning the control room helplines to counselling citizens through various innovative ways, including singing songs, the Police had their hands

full. Working understaffed and with scant resources but always with grit and compassion, the human face of Haryana Police was clearly visible through these actions





Spreading the word: Awareness building efforts

The Police went out of their way in spreading awareness regarding maintenance of hygiene, wearing face masks, using sanitizers, and following social distancing norms. No stone was left unturned in disseminating information and educating the masses. Even as the Police issued challans to citizens for not wearing a mask, it also distributed free masks with a request to wear them for their safety and that of their family members. The awareness-building efforts on the streets spilled over into cyberspace as well.





Digital Initiatives

Creative banners, animations, and music videos were used to make the content more interactive, interesting, and impactful. Video messages recorded by famous influencers, including Bollywood celebrities and sports personalities, were shared on our social media platforms to create a multiplier effect, amplify campaign messaging and public awareness. 1.3M+ Impressions on COVID-related content over social media .100+ Press releases issued to both national & state dailies. 50+ Creatives, Banners, animated videos, and songs posted across digital media.



Going beyond: Erasmus has rightly said that “Prevention is better than cure” and Haryana Police, believe that Risk Communication and Community engagement plays a vital role in battling pandemic crises like COVID-19. Hence, active use of various media platforms to make people aware of the safety measures against coronavirus. #MannMeinLockdown, #MainBhiCoronaWarrior, and #MainBhiHaryanaPolice campaigns to name a few, were launched to educate the people about the pandemic.



A few of our Heroes: Haryana Police ke Karamveer

The truly deserving recipients of the credit and appreciation for this splendid performance are more than 55000 Officers and Jawans of Haryana Police who have displayed exceptional levels of commitment and devotion to duty during the pandemic. Pictures of 141 police personnel have appeared. Their faces capture the grit, determination, and compassion which have characterized their conduct and performance during this period.



Gearing up for the future

One lesson which was learned from the Covid-19 Pandemic is the importance of planning. While battling the Pandemic, the Haryana Police was simultaneously preparing itself to face the uncertain future. Coinciding with the Pandemic, a state-of-the-art Emergency Response & Support Service (ERSS) Project known as Dial-112 has been commissioned from start to finish between January 2020 and July 2021. This would provide round-the-clock service to the citizens of Haryana for all Police, Fire, and Health-related emergencies. A fleet of 630 well-equipped vehicles to deal with all kinds of emergent situations has been kept in readiness. The availability of a sufficient number of PPE Kits and other

types of equipment has increased the morale and confidence of the police. The frontline workers are now better equipped for enforcement without risk of infection to themselves and their families as 54176 personnel have been vaccinated with the first dose and 39240 with the second dose of COVID-19 vaccine up to the 30th of June, 2021.

Homeward bound: Operation Samvedna

During the first phase of nationwide lockdown from March 23, 2020, to the end of June 2020, the closure of industries in Punjab, Haryana, and Himachal Pradesh led to an unprecedented crisis of food and livelihood for lakhs of migrant labourers working in the industries of these states. Faced with the prospect of starvation, thousands of labourers, many with their families, started walking with their meagre belongings on various highways and other roads braving the scorching heat.

Many stories of their desperation, misery, and suffering were flashed across digital and print media throughout the country. Haryana Police led the Government efforts to provide help, succour, food, shelter, and travel assistance to thousands of such migrant workers and their families.



People walking in the streets were transported by Haryana Police buses to shelter homes being run by district administration and NGOs across the state. These families were provided with shelter, meals, and emotional support in these camps till arrangements were made for their safe and dignified return to their native places in U.P., Bihar, M.P., and Rajasthan on Haryana Roadways buses and special trains. 16860 HARYANA Residents stuck in other states were brought back by Haryana Roadways. 4,32,000 migrant workers labourers were sent to their native states by arranging 6600 special buses and 100 special trains.

Taking the lead in immunization drive

Being a law enforcement agency, engaging with the public is a part and parcel of our daily routine. Regardless of whether one has to rush to a crime scene, arrest criminals, manage the traffic or deal with a complainant, the risk of getting infected is high.

The senior formation of Haryana Police took the lead in getting vaccinated thereby motivating the rank and file. As of June 30, 2021, 90% of the force has received the first dose of the vaccine and 65% has been completely vaccinated

We salute our Martyrs

A sincere tribute to those who, in the finest traditions of Haryana Police, plunged headlong into the battle zone without caring for their comfort and safety. Out of more than 6500 police personnel who got infected with the virus, 49 made the supreme sacrifice at the altar of duty. Unfortunately, we had no time even to properly mourn these COVID martyrs as we were constantly kept on our toes responding to one crisis or another and dealing with emerging law and order problems.

With prayers for the departed souls on our lips, our heart goes out to their grief-stricken families in sincere condolence. A grateful state and its people would always remember the spirit of service and sacrifice of these martyrs. Names with their photographs these police martyrs have appeared.



Himachal Pradesh



Use of Technology for Contactless Police Services

The Himachal Police played a vital role in enforcing law and order, COVID protocols, and administrative orders during the pandemic. It is natural for the police to have contact with the general public while implementing administrative orders and instructions. It is therefore natural for the police to be vulnerable to the infection of the coronavirus. To avoid direct contact with the public, there was a need to develop contactless resources for policing. To protect themselves from coronavirus, transparent sheets, face shields, gloves, PPE kits, etc., were used in offices, police stations, police posts, and other general and field duties. Social media platforms (Facebook, WhatsApp, Telegram, etc.) were used to share important information with the general public and provide contactless essential services. The police got full cooperation in maintaining law and order in the Containment Zone and information about those who were violating the traffic rules. To provide contactless service to the persons coming with the permit from outside the states, entry was allowed by scanning the QR code on the permit by Smartphone. Thus technology/social media were used to provide contactless police services. This gave us the confidence that policing can be done, and various services can be provided using modern thereby saving the police resources and many problems faced by police personnel in outdoor services.



SETTING OF COMMAND & CONTROL CENTRE/ HELPDESK/HELPLINE NUMBERS

Due to the administrative-level lockdown across India to prevent the spread of COVID-19, many people had to stay put where they were. A large number of people working in the unorganized sectors were forced to leave their places due to the unavailability of resources. Guidelines and SOP were framed by the administrations to stop them. TO help such stranded people, a command control centre/help desk, helpline number was issued to the general public. Food, accommodation and other essential materials were made available to the helpless people through the helpdesk. A COVID helpline number was issued for sharing administrative guidelines and much other important information. The outcome and the lesson learned by the police was that in an emergency there is bound to be chaos. In such a situation, the responsibility of the police towards the affected people increases for which the police have to be always ready that special attention should be given to the affected people immediately. The transmission of information regarding guidelines issued by the government must be speedy to avoid any untoward incident that happened earlier in big cities like Mumbai, where a stampede and chaos was created by the migrants on fake news. There must be a robust mechanism to check the fake news to stop these from causing further miseries to the distressed citizens.

AWARENESS & ENFORCEMENT OF COVID APPROPRIATE BEHAVIOR USE OF MASK, SANITIZER, & SOCIAL DISTANCING

After the lockdown across India, relaxation was given by the government for the movement of people with certain terms and conditions, and the process of unlocking with necessary restrictions was started. An awareness campaign was conducted by the police to follow proper COVID appropriate behaviour among the people to contain the spread of the virus. Hoardings, posters, loudspeakers, print media, social media, cut-out (Police Mitra) Jingles, slogans, etc., were used to create awareness among the people. Apart from this, the “No Mask, No Service” campaign was also effectively implemented. Police patrolling was increased in the main market, crowded places. Legal action was taken against the violators to maintain the appropriate behavior among the people. The lesson for the police in facing such a situation is that the public needs to be aware. It is the responsibility of the administration to propagate correct information before the rumours reach the public. There should be no delay



in providing important information. Whatever resources are available, should be used expeditiously. Violators should not be spared at any cost. The legal process must be stringent to save the precious lives of the people as we are a country with a huge population and density which causes the rapid spread of the virus, the highest number of deaths during the second wave is the result.

CROWD MANAGEMENT AT VACCINE CENTRES, PUBLIC PLACES.

In the early days of the COVID-19 immunity vaccination, there was a lot of enthusiasm about the vaccination. People started getting vaccination as per the government guidelines. Making arrangements for the people in the vaccination centre became a challenge for the health department. Hundreds of people were seen waiting for their turn outside vaccination centres. The health department requested the police department to maintain law and order at vaccination centres. Each police station was entrusted with the responsibility of deploying adequate security forces at these centres in their respective jurisdictions. Police played an important role in crowd control and management. Seating arrangements were made for the old, disabled, other helpless persons at the vaccination centres with the help of the medical department and district administration. The token system was introduced at these centres to avoid overcrowding. Incidents of misbehaviour with medical staff were reported from a few centres as people got angry because of some unavoidable delays in some centres. Still, in this difficult situation, the police personnel continued to play the important role in maintaining social distancing and law and order among the people. Controlling and organizing the crowd during the pandemic has been a challenging task in itself. In which the police personnel have to be extra cautious about their safety along with the duty. The police force had to do duty with new work ethics. Police are now better prepared for any such exigency in future.

EFFECTIVE HANDLING OF MIGRANT LABOURS ISSUES

Due to the lockdown and administrative restrictions due to COVID, one of the most affected sections was the daily wagers. The migration of migrant labourers was natural in this situation. However, effective steps were taken by the administration to stop them. According to the administrative guidelines and SOPs, shelter, food, health facilities and other necessary materials were provided to the labourers to prevent migration. Transport was also arranged to

take them to their destination. Command Control Centre/Help Desk, Helpline number was also issued to help the desperate people. People were made aware of the orders and guidelines of the government. Correspondence was made with the concerned department for providing food, shelter, and essential items to the migrants. It was perhaps the first time that the Govt faced such a situation. Lessons learnt by the administration while tackling the migrant labour problem in first phase, made govt better prepared in the second phase of the pandemic when the movement of the labours was restricted and all necessary arrangements were made for them at their place of work. The working class is the backbone of the economy of our society. Therefore, the interests of the workers cannot be ignored at any cost.



Indo Tibetan Border Police



Indo Tibetan Border Police

कोविड 19 महामारी दुनिया के सामने एक चुनौती बनकर आई जो बहुत तेजी से फैली। विश्व स्वास्थ्य संगठन (डब्ल्यू.एच.ओ.) द्वारा इसे एक वैश्विक महामारी घोषित किया गया। दूसरी सबसे अधिक आबादी वाले देश, भारत के लिए, इस वायरस के संक्रमण को नियंत्रित करना और देश की जनता को इससे यथासंभव सुरक्षित करना एक चुनौतीपूर्ण कार्य था।

भारत-तिब्बत सीमा पुलिस बल (आईटीबीपी) ने पहल करते हुए देश की जनता के स्वास्थ्य पर आए इस अंजान खतरे से निपटने की जिम्मेदारी ली।

यह कोरोना के खिलाफ 135 करोड़ नागरिकों को सुरक्षित रखने के हर संभव प्रयास और शौर्य, दृढ़ता और कर्मनिष्ठा से निभाए गए दायित्वों की एक वीरगाथा है जो वर्तमान और भविष्य की पीढ़ियों के लिए अद्वितीय अनुभव है।

क्वारंटाइन सेंटर, आईटीबीपी छावला कैंप, नई दिल्ली

28 जनवरी, 2020 को श्री एस एस देसवाल, महानिदेशक आईटीबीपी के मार्गदर्शन में बल ने अपने संसाधनों का इस्तेमाल कर 1,000 बिस्तरों की क्षमता के साथ भारत का सबसे पहला



क्वारंटाइन सुविधा केंद्र अपने छावला स्थित कैंप, नई दिल्ली में बनाया। इस केंद्र में महिलाओं और बच्चों सहित परिवारों के लिए सुविधाजनक प्रबंध किए गए। यहां की सभी सुविधाएं निःशुल्क थीं।

इस केंद्र में गृह मंत्रालय, स्वास्थ्य और परिवार कल्याण मंत्रालय, भारत सरकार के दिशा-निर्देशों के अनुसार सभी कोविड प्रोटोकॉल, प्रक्रियाओं एवं आवश्यक उपचार विधियों का पालन किया गया। इसमें सफदरजंग अस्पताल और अखिल भारतीय आयुर्विज्ञान संस्थान (एम्स) के विशेषज्ञों का भी सहयोग लिया गया।



इस क्वारंटीन सेंटर में फरवरी, 2021 तक कुल 7,172 यात्रियों और बल के कर्मियों को क्वारंटीन किया गया। आईटीबीपी ने बांग्लादेश, चीन, म्यांमार, मालदीव, अमेरिका, दक्षिण अफ्रीका और मेडागास्कर जैसे मित्र राष्ट्रों के 64 नागरिकों को यहाँ क्वारंटाइन किया। इस केंद्र में प्रमुख रूप से छः बैच में लोगों को क्वारंटाइन किया गया—

पहला बैच 1 फरवरी, 2020 को 103 व्यक्तियों को वुहान, चीन से लाया गया।

दूसरा बैच 27 फरवरी, 2020 को 112 व्यक्तियों को वुहान, चीन से लाया गया।

तीसरा बैच 3-4 मार्च, 2020 तक 21 इटली एवं 03 भारतीयों को लाया गया।

चौथा बैच 15 मार्च, 2020 को 218 व्यक्तियों को मिलान, इटली से लाया गया।

पांचवां बैच 22 मार्च, 2020 को 263 व्यक्तियों को रोम, इटली से लाया गया।

छठा बैच 30 मार्च-7 अप्रैल, 2020 तक 87 विदेश मंत्रालय के राजनयिकों को अफगानिस्तान से लाया गया।

एयरपोर्ट पर नागरिकों के आगमन पर उनके नासोफेरीजल सैंपल जांच के लिए लिए गए इसके बाद, निर्धारित क्वारंटाइन अवधि के 14वें दिन दूसरी बार उनके सैंपल्स की जांच की जाती थी।



संक्रमित व्यक्तियों के रेफरल संबंधी मामले, सफदरजंग अस्पताल, नई दिल्ली में भेजना सुनिश्चित किए जाते रहे।

यहाँ अनुशासित दैनिक दिनचर्या के साथ 14 दिनों के क्वारंटाइन अवधि का सख्ती से पालन किया गया। सभी को डाइटीशियन की सलाह पर शाकाहारी आहार प्रदान किया गया।

दैनिक दिनचर्या को नियंत्रित रखने के लिए एक केंद्रीय उद्घोषणा प्रणाली भी स्थापित की गई थी।

बायो-मेडिकल अवशेष

चिकित्सा- कर्मियों और सभी हेल्थ केयर वर्कर्स के उपयोग के लिए स्थान सीमांकित किए गए।

बायो-मेडिकल कचरे को संबंधित दिशा-निर्देशों का पालन करते हुए सुरक्षित रूप से निस्तारित किया गया।

क्वारंटाइन सेंटर में मनोरंजन और कल्याणकारी गतिविधियां

क्वारंटाइन में लोगों को तनावमुक्त रखने के लिए कई उपाय किए गए।

▶ सभी व्यक्तियों के मानसिक स्वास्थ्य को बनाए रखने के लिए योग, ध्यान, श्वास क्रिया, स्ट्रेचिंग जैसे व्यायामों के अभ्यास के अलावा नियमित रूप से चिकित्सकों द्वारा परामर्श दिया गया।

▶ क्वारंटीन में रहने वाले लोगों को इंडोर खेलों और अन्य गतिविधियों के लिए प्रोत्साहित किया गया और इसके लिए उन्हें टेबल टेनिस, शतरंज बोर्ड और चस बोर्ड आदि मुहैया आदि कराए गए।

▶ यहाँ वाई-फाई कनेक्शन युक्त इंटरनेट सुविधा और मनोरंजन के लिए टी.वी. की सुविधा भी दी गई।



मेडिकल टीमें

इस केंद्र में मेडिकल टीमों की 24 घंटे सेवाएं सुनिश्चित की गईं। चिकित्सकों की टीम में वरिष्ठ विशेषज्ञों को भी शामिल किया गया। चिकित्सकों को फार्मासिस्ट, लैब तकनीशियन, स्टाफ नर्स, मेडिकल और अन्य स्वास्थ्य संबंधी कर्मियों का आवश्यक सहयोग भी दिया गया।

प्रशिक्षकों का प्रशिक्षण

आईटीबीपी ने एक सफल क्वारंटाइन सुविधा केंद्र के अनुभव के आधार पर प्रशिक्षकों का प्रशिक्षण भी सफलतापूर्वक संचालित किया। आईटीबीपी के प्रशिक्षकों ने अन्य सीएपीएफ के डॉक्टर्स और प्रशासनिक टीमों को भी प्रशिक्षित किया। इन कक्षाओं का आयोजन डिजिटल एप के माध्यम से भी ऑनलाइन मीटिंग एप और जागरूकता लघु फिल्मों के माध्यम से किया गया आईटीबीपी के प्रकाशन एवं जनसंपर्क सेल द्वारा इस आशय की कई लघु फिल्में बनाकर उनका प्रचार किया।

बल ने भारत सरकार के आदेशों का अक्षरशः पालन किया। क्वारंटाइन सेंटर से अलग-अलग बैचों

में डिस्चार्ज होने वाले लोगों को विदाई देने के लिए माननीय केंद्रीय स्वास्थ्य मंत्री डॉ. हर्षवर्धन और माननीय केंद्रीय गृह राज्य मंत्री श्री नित्यानंद राय यहाँ पहुंचे।

आईटीबीपी ने एक आदर्श क्वारंटाइन सेंटर स्थापित करने के लिए भरसक प्रयास किए और इसकी एक मिसाल कायम की। आईटीबीपी क्वारंटाइन सुविधा केंद्र की सफलता ने देश भर में भविष्य की कई क्वारंटाइन सुविधाओं को स्थापित करने का मार्ग प्रशस्त किया।

ग्रेटर नोएडा, उत्तर प्रदेश में आईटीबीपी रेफरल अस्पताल

लॉकडाउन के दौरान विभिन्न बलों के कई पुलिस कर्मों कानून और व्यवस्था ड्यूटियों का पालन करते हुए कोविड-19 से संक्रमित हो गए।

आईटीबीपी रेफरल अस्पताल, ग्रेटर नोएडा, सभी केंद्रीय सशस्त्र पुलिस बल (सीएपीएफ) के लिए वर्ष 2015 में स्थापित किया गया था। श्री एस एस देसवाल, महानिदेशक की पहल पर आईटीबीपी द्वारा इस अस्पताल को केंद्रीय सशस्त्र पुलिस बलों एवं केंद्रीय पुलिस संस्थानों के कर्मियों और उनके परिवार के सदस्यों के इलाज के लिए कोविड केयर अस्पताल में परिवर्तित किया गया।



2 मई, 2020 को इस अस्पताल में पहला कोविड संक्रमित मरीज भर्ती हुआ था। 10 फरवरी, 2021 तक इस अस्पताल में लगभग 1950 लोगों से अधिक रोगियों का इलाज करके डिस्चार्ज किया गया।

आईटीबीपी रेफरल अस्पताल में पहली बार कोविड रोग प्रबंधन प्रणाली का संचालन किया जा रहा था, इसीलिए कुछ नियम व प्रक्रियाएं बनाये जाने की आवश्यकता थी इस अस्पताल का संचालन सुचारु रूप से चलाने के लिए कुल 06 अस्थाई आदेश जारी किए गए।



इलाज की प्रक्रिया

रेफरल अस्पताल के मरीजों को क्लिनिकल एवं रेडियोलॉजिकल जांचों के आधार पर तीन भागों में (बहुत कम, कम और अधिक बीमार मरीज) विभाजित किया गया था। मरीजों के नामांकन के दौरान उनके कई प्रकार के लक्षणों पर निगरानी रखी जाती थी जैसे सूखी खांसी, बुखार, सांस फूलना, सूंघने व स्वाद की क्षमता खत्म होना आदि। प्राथमिक लक्षणों की जांच के आधार पर आईटीबीपी के डॉक्टरों

द्वारा इलाज की प्रक्रिया व आगे की कार्यवाही निर्धारित की जाती थी।

आईसीएमआर और भारत सरकार के दिशा-निर्देशों के अनुसार इलाज और प्रबंधन प्रोटोकॉल को नियमित रूप से अपग्रेड किया जाता रहा। फेफड़ों संबंधी बीमारियों का शुरुआती निदान, बीमारियों का स्तरीकरण एवं आक्रामक चिकित्सा थिरेपी ही इस अस्पताल में कोविड प्रबंधन की कुंजी थी।

पीपीई किट और फेस मास्क का निर्माण

पूरे देश में कोविड-19 के बढ़ते मामलों के मददेनजर हेल्थ केयर वर्कर्स और फ्रंट लाइन वर्कर्स के लिए पी.पी.ई. किट और फेस मास्क की देश भर में आवश्यकता महसूस होने लगी थी। इस परिस्थिति में आईटीबीपी ने अपने संसाधनों का इस्तेमाल करते हुए पीपीई किट और फेस मास्क तैयार करने के लिए एस.एस. बटालियन कैम्प परिसर, सोनीपत, हरियाणा में एक विशेष फैब्रिकेशन सेंटर की शुरुआत की। इन्हें महामारी के खिलाफ जंग में काम कर रहे हेल्थ केयर वर्कर्स, फ्रंट लाइन वर्कर्स और अन्य संगठनों के उपयोग के लिए तैयार किया गया।



हिमवीर वाइक्स वेलफेयर एसोसिएशन (हावा) आईटीबीपी के परिवारों के कल्याण के लिए काम करती रही है। इस संस्था की सदस्यों ने भी पीपीई किट और फेस मास्क आदि बनाने में हिमवीरों का हाथ बंटया।

आईटीबीपी ने देश में कोविड-19 के खिलाफ संघर्ष में महत्वपूर्ण भूमिका निभाई विभिन्न सेंटरों की स्थापना और क्षमता निर्माण के उपाय बेहद चुनौतीपूर्ण और अभूतपूर्व थे जब पूरी दुनिया एक साथ इस घातक वायरस से लड़ रही थी।

देश में संपूर्ण लॉकडाउन के दौरान आईटीबीपी ने दूर-दराज के इलाकों, सीमावर्ती क्षेत्रों और नक्सल प्रभावित क्षेत्रों में रहने वाले लोगों को चिकित्सा सुविधा, पीने का पानी और भोजन उपलब्ध करवाया।



आईटीबीपी ने मई, 2020 में कारगिल के दुर्गम इलाकों से लेकर जोजिला की बर्फीली ऊंचाइयों तक आवश्यक आपूर्ति उपलब्ध कराने वाले 900 से अधिक ट्रकों के लिए एक सुरक्षित मार्ग सुनिश्चित किया।

लॉकडाउन के दौरान महानिदेशक, आईटीबीपी ने बल के सेवानिवृत्त और उनके परिवार के सदस्यों को

कोरोना वायरस से संक्रमित होने पर इलाज कराने और बल की ओर से किसी भी प्रकार की सहायता मुहैया कराने के लिए आश्वस्त किया।

सरदार पटेल कोविड केयर सेंटर (एसपीसीसीसी)

23 जून, 2020 को भारत सरकार द्वारा आईटीबीपी को दुनिया के सबसे बड़े 10,000 बिस्तरों की क्षमता वाले सरदार पटेल कोविड केयर सेंटर और अस्पताल (एसपीसीसीसी) राधा स्वामी ब्यास, छतरपुर, नई दिल्ली के संचालन की जिम्मेदारी दी गई। छावला क्वावरेन्टाइन सुविधा केंद्र के अनुभव के आधार पर इस विशाल कोविड सेंटर के संचालन के लिए



आवश्यकतानुसार रणनीति बनाई गई और 10 दिनों के अन्दर दिल्ली सरकार, केंद्रीय सशस्त्र पुलिस बलों, गैर-सरकारी संगठनों और सामाजिक संगठनों के संसाधनों का उपयोग करके इस सेंटर को तैयार कर दिया गया।

इस केंद्र की स्थापना में कई एजेंसियों (सरकारी एवं गैर-सरकारी) शामिल रहीं, इसमें आईटीबीपी प्रशासन (मेडिकल एवं नॉन मेडिकल), केंद्रीय और राज्य सरकारों के सलाहकार, भारतीय रेलवे, लोक निर्माण विभाग (इलेक्ट्रिकल और सिविल विंग), कुछ गैर-सरकारी संगठन, कॉर्पोरेट और समाजसेवी भी सम्मिलित थे। विभिन्न प्रणालियाँ, सुव्यवस्थित योजना और समय सीमाएं तय की गईं। कई विशेषज्ञों के परामर्श से मॉक ड्रिल, ट्रायल और प्रशिक्षण सत्र आयोजित किए गए। एडमिशन, इलाज, डिस्चार्ज एवं संबंधित ड्रिल्स को सरल बनाने के लिए कुल 13 स्थायी आदेश जारी किए गए।

यहाँ पहला कोविड-19 संक्रमित 5 जुलाई, 2020 को एडमिट कराया गया था।

24x7 कॉल सेंटर-

इस कोविड केयर सेंटर द्वारा 24 घंटे के लिए कॉल सेंटर की सुविधा स्थापित की गई। जिन लोगों को कोविड-19 संक्रमण से संबंधित सहायता की आवश्यकता होती थी, उन्हें इस कॉल सेंटर के हेल्पलाइन नंबरों से बहुत मदद मिली। दूसरी ओर संबंधित दिल्ली के डिस्ट्रिक्ट सर्विलांस ऑफिसर्स द्वारा कोविड-19 से संक्रमित रोगियों को आर्बिटि डिजिटल आईसीएमआर संख्या के आधार पर एडमिट कराया जाता था।

कोविड-19 रोगियों के भर्ती की प्रक्रिया

रोगियों के रजिस्ट्रेशन के बाद डॉक्टर द्वारा ट्राइज क्षेत्र में रोगियों की चिकित्सीय जांच की जाती थी, जिसमें हृदय गति (एच.आर), रक्तचाप (बी.पी), तापमान, श्वास दर (आर.आर) एच० दर्ज किया जाता था। इसके बाद, सेंटर में एडमिट होने वाले मरीजों को इस्तेमाल के लिए एक व्यक्तिगत किट दी जाती थी। फिर संक्रमित रोगी को कोविड केयर सेंटर में भर्ती के लिए एम्बुलेंस में ले जाया जाता था जो ट्राइज से लगभग 100 मीटर की दूरी पर था।



रोगी प्रबंधन प्रोटोकॉल

बीमारी की गंभीरता के आधार पर रोगियों को तीन (03) श्रेणियों में बांटा गया था- हल्के, मध्यम एवं गंभीर रोगी।

इलाज की पद्धति

सभी हेल्थ केयर वर्कर्स की 8 घण्टे की ड्यूटी शिफ्ट होती थी। चिकित्सकों और नर्सिंग स्टाफ की एक टीम को 100 बिस्तरों की देखभाल की जिम्मेदारी सौंपी गई थी। 200 बिस्तरों के प्रत्येक सेक्शन के लिए एक नर्सिंग स्टेशन बनाया गया था।



कोविड केयर सेंटर में मरीजों का तापमान, हार्ट रेट, बी.पी., एच० प्रत्येक 6 घण्टे में जांचा जाता था।

कोविड हेल्थ सेंटर (सी.एच.सी) में महत्वपूर्ण देखभाल सुविधा

प्रत्येक सेक्शन 200 बिस्तरों का होता था जिसमें 10 प्रतिशत बिस्तरों पर मरीजों को ऑक्सीजन थेरेपी प्रदान करने के लिए सुविधाओं से लैस किया गया, इन सेक्शन को कोविड हेल्थ सेंटर (सी.एच.सी) का नाम दिया गया। इसके अलावा लगभग 100 बी टाइप के ऑक्सीजन सिलेण्डर और 10 बाइलेवल एयरवे प्रेशर वेंटिलेशन (बाई पेप) मशीनों के बैकअप की व्यवस्था की गई, जिससे किसी मरीज की अचानक स्थिति बिगड़ने पर उसकी स्वास्थ्य की स्थिति को नियंत्रित किया जा सके।

ई-अस्पताल प्रबंधन और सूचना प्रौद्योगिकी समर्थन

नेशनल इन्फार्मेटिक्स सेंटर (एनआईसी) द्वारा कोविड रोगियों के प्रबंधन के लिए ई-अस्पताल सॉफ्टवेयर

बनाया गया। मरीजों की संख्या और उनका विवरण इस वेबसाइट के माध्यम से पंजीकृत रोगी के संबंध में स्वचालित ही प्राप्त हो जाता था। ई-अस्पतालों के माध्यम से दवाइयों के वितरण और इन्वेंट्री प्रबंधन का भी कार्य किया गया।

आईटीबीपी के आईटी सेल ने मरीजों एवं प्रशासन प्रबंधन पर नजर रखने के लिए आईटी सपोर्ट प्रदान किया। रोगी की प्रारंभिक जांच के बाद रोगी की कलाई पर एक डिजिटल बैंड बांध दिया जाता था जिसके बारकोड से रोगी का व्यक्तिगत विवरण और डेटा आसानी से प्राप्त और अपग्रेड किया जाता था। इसके अलावा आईटी सेल, आईटीबीपी ने सीसीटीवी नेटवर्क प्रबंधन, वाई-फाई प्रबंधन, नेटवर्क योजना ने पूरे परिसर के ले-आउट की निगरानी में भी मदद की।

हेल्थ केयर वर्कर्स (एचसीडब्ल्यू) का प्रशिक्षण

इस विशालकाय सेंटर में हल्के (लक्षणों से ग्रसित रोगियों के इलाज के लिए जूनियर चिकित्सक और जूनियर स्तर की नर्सों की सेवाएं ली गईं। इसके अलावा आपातकालीन परिस्थितियों और गंभीर रोगियों की निगरानी के लिए कई विशेषज्ञों को भी नियुक्त किया गया था। सभी स्टाफ को ऑडियो-विजुअल और मेनीक्वीन का उपयोग करके प्रशिक्षित किया गया था।

तनाव प्रबंधन और मनोरंजक गतिविधियां

महामारी के मद्देनजर रोगियों को तनावमुक्त रखने के लिए आईटीबीपी ने यहाँ एक मनोचिकित्सक और 45 तनाव परामर्शदाताओं की एक टीम नियुक्त की। सभी के लिए योग सत्रों का नियमित आयोजन किया गया। पुस्तकें और समाचार पत्रों के अलावा बोर्ड गेम्स जैसे शतरंज और लूडो भी प्रदान किए गए।

इस कोविड केयर सेंटर में 23 फरवरी, 2021 तक लगभग 12,000 रोगियों का इलाज किया गया। इस सेंटर में सभी आयु वर्ग के रोगियों का इलाज किया गया जिसमें 10 दिन के शिशु से लेकर 89 वर्ष के वरिष्ठ नागरिक शामिल थे। साढ़े सात महीने तक चले इस कोविड केयर सेंटर में किसी भी मरीज की मृत्यु नहीं हुई।



विश्व स्वास्थ्य संगठन (डब्ल्यू.एच.ओ) ने अपने 2021 के कैलेण्डर में आईटीबीपी द्वारा संचालित दुनिया के सबसे बड़े कोविड केयर सेंटर और अस्पताल, राधा स्वामी ब्यास, छत्तरपुर, नई दिल्ली के चित्र को शामिल किया और भारत द्वारा कोविड की प्रतिक्रिया पर आधारित अपनी विशेष फिल्म में इस सेंटर को चलाने में आईटीबीपी की भूमिका को भी सम्मिलित किया है।

श्री एस एस देसवाल, महानिदेशक, सहित आईटीबीपी के जवानों ने पहले चरण में ही कोविड-19

टीकाकरण अभियान में भाग लिया। आईटीबीपी की सभी फॉर्मेशंस में टीकाकरण अभियान का भी आयोजन किया गया।

कोविड 19 की दूसरी लहर 2021 के दौरान आईटीबीपी की भूमिका –

अप्रैल, 2021 में कोरोना की दूसरी लहर के दौरान जब पूरे देश में कोविड-19 के गंभीर संक्रमण के मामले सामने आने लगे तो एक बार फिर आईटीबीपी ने मोर्चा संभाला।

रेफरल अस्पताल, ग्रेटर नोएडा को एक बार फिर से कोविड मरीजों के लिए समर्पित कर दिया गया और 16 अप्रैल, 2021 से यहाँ केन्द्रीय सशस्त्र पुलिस बलों एवं केन्द्रीय पुलिस संस्थानों के कर्मियों और उनके परिवार के सदस्यों का इलाज शुरू कर दिया गया।

22 अप्रैल, 2021 को भारत सरकार द्वारा आईटीबीपी को फिर से सरदार पटेल कोविड केयर सेंटर (एसपीसीसीसी) राधा स्वामी ब्यास, छत्तरपुर, नई दिल्ली में 500 बिस्तरों वाले ऑक्सीजन बेड्स समर्थित अस्पताल को संचालित करने की जिम्मेदारी दी गई। आईटीबीपी ने पूर्व में स्थापित क्वारंटाइन सुविधा केंद्र चलाने के अनुभव के आधार पर इस कोविड सेंटर के संचालन के लिए आवश्यकतानुसार रणनीति बनाई और 4 दिनों के अन्दर दिल्ली सरकार, केन्द्रीय सशस्त्र पुलिस बलों, गैर-सरकारी संगठनों और सामाजिक संगठनों के साथ मिलकर इस सेंटर को तैयार कर दिया। 26 अप्रैल, 2021 से यहाँ मरीजों का आना शुरू हुआ और देखते ही देखते इस सेंटर ने दिल्ली और राष्ट्रीय राजधानी क्षेत्र में कोविड मरीजों के इलाज के एक महत्वपूर्ण केंद्र के रूप में अपनी छवि स्थापित कर ली।

छावला में भी आईटीबीपी ने केन्द्रीय सशस्त्र पुलिस बलों एवं केन्द्रीय पुलिस संस्थानों के कर्मियों और उनके परिवार के सदस्यों के इलाज के लिए अप्रैल, 2021 में 50 से ज्यादा बिस्तरों वाला कोविड केयर सेंटर स्थापित किया और इस केंद्र ने सैकड़ों मरीजों की स्वास्थ्य देखरेख की।

आईटीबीपी की कोविड के विरुद्ध संघर्ष में भूमिका अग्रणी है और बल का इसमें प्रबल योगदान अभी जारी है।

देश में संपूर्ण कोविड-19 प्रबंधन प्रणाली में आईटीबीपी का प्रदर्शन और अनुभव इसकी सफलता और समग्र उपलब्धि को देखते हुए अद्वितीय है। बल भविष्य में भी इसी जोश एवं उत्साह के साथ मातृभूमि की सेवा करता रहेगा।



Jammu & Kashmir



Pandemic Law Enforcement in J&K

“We must accept finite disappointment but
we must never lose infinite hope.”

- **Martin Luther King**

A public health crisis forged a convergence of several agencies for a joint and a concerted response and necessitated raising the standards against an unseen and a sneaky enemy. The J&K Police also rose to the occasion. Five thousand five hundred and twenty-three (3335 + 2188) personnel got infected by this pandemic and 24 officers/officials laid down their lives in the line of duty because of COVID-19. Ninety-nine per cent & 85.12 per cent of J&K Police personnel have been administered the 1st and 2nd dose of vaccination, respectively. The infected J&K police personnel, 2405 personnel including SPOs, have been given Rs 1, 24, 90,000 as COVID relief.

PANDEMIC LAW ENFORCEMENT

- ❖ Implementation of lockdown with compassion
- ❖ Helping people in distress

Presentation made by Shri Jatinder Singh, SSP at online Workshop on Pandemic Policing organised by SVPNPA, BPR&D and IPF during 12-13 August 2021



- ❖ Handling migrant crisis
- ❖ Anticipation and preparation for L&O situations
- ❖ Containment Zone Management
- ❖ Crime profile in the pandemic and countering it
- ❖ Cybercrime in pandemic and countering it
- ❖ Safety of women, children and elderly
- ❖ Protocols for arrest, search and seizure
- ❖ Protocols for handling road accident victims, unidentified dead bodies, inquest, PM-safety kit

LESSONS LEARNT LOCKDOWN WITH COMPASSION

- ❖ Definition of compassion: Sympathetic consciousness of others' distress together with a desire to alleviate it.
- ❖ Difficult to sketch out recommendations. Solutions will be local and responses will have to be evidence-based. "Learning by doing" approach.
- ❖ Standardized and rehearsed "District Curfew Plans". Tweaked with situational approach & constant briefings with oversight by senior officers.
- ❖ Adaptive controls and dynamic/smart lockdowns. Strict Controls MCZs/hotspots; upholding human dignity & rights generally.
- ❖ Open & Honest Messaging and Education. 16,67,563 persons sensitized, 15,256 audio-video messages circulated, 39,205 Pamphlets distributed, 17,316 hoardings/banners displayed & 16,974 announcements regarding CAB done since December 2020.
- ❖ Social media cells of J&K Police were used effectively by using the #JKPCARES to communicate J&K Police Helpline numbers, Red Zone areas, lockdown information, police checkpoints, JKP's Plasma donation, health information etc.
- ❖ Tweets of Union Health Ministry and Department of Information and Public Relation J&K Govt. related to CAB & fake news, rumours, etc., on COVID-19 vaccine hesitancy, etc., were re-tweeted for general publicity.



- ❖ Police-Community partnership Groups at PS and PP levels were used to communicate health & lockdown messages to the communities.
- ❖ Police understand the consequences of our actions in implementing health orders as it will change our basic policing tasks so acted as facilitators for elders, women, children, patients, migrant workers, and daily wagers.
- ❖ Green lane initiatives for ambulances and frontline workers and COVID supplies on National Highways. CAB Appreciation certificates (200 issued in Baramulla) as positive reinforcements.
- ❖ Complaints were registered. Special number 1022 (emergency response support system-Pandemic) was set up in Kashmir to facilitate movements of the frontline workers. (calls received from doctors and paramedics.docx)
- ❖ Facilitated the implementation and enforcement of the health orders by following 4 Es: Engage, Explain, Encourage & Enforce. As an example, Ganderbal Police liaised with Moulvis of leading mosques after his Khutba and before the Friday prayers. A respected medical professional addressed the people about the COVID-19 and CAB. This created a lot of impact and compliance.
- ❖ Compassion, Communication and Compliance-this work.

PANDEMIC LAW ENFORCEMENT CONTACT TRACING/PLASMA DONATION

- ❖ The Control Center established in Kashmir division for sero-surveillance was given a technical boost by Police in searching the Tableeghi Jamaat returnees and also their contact tracings. The SP rank officer carried out technical screenings of the manifest of the travellers coming by air in coordination with the Airline staff, Contact tracing of COVID positive individuals.
- ❖ The J&K Police, with the help of the Health Department, carried out screening of recovered Police personnel and we were first to donate plasma when that line of treatment was in currency.

INITIATIVES

- ❖ Welfare Center: The Welfare Centers at Jammu and Srinagar run by



PWWA (Police Wife's Welfare Association) produced 1018 PPE suits and 61, 717 face masks during the pandemic for the police personnel as immediate supply.

- ❖ In all units, Nodal Officers (Gazetted rank) were nominated for ensuring the welfare of the families of the police personnel deployed for duties during the COVID pandemic. Regular reporting was done to senior formations. This created a sense of confidence amongst the police rank and file.
- ❖ DGP's Action Plan for COVID Appropriate Behavior was enforced in J&K Police. Use of Aarogya Setu by JK Police personnel was encouraged. Hoardings/banners/pamphlets, COVID pledges, sensitization of general masses, audio-video messages (celebrities/influencers/senior Officers), mobile band shows, online painting/slogan writing competition were organized to create public awareness. COVID kits were distributed in red zones/vulnerable populations.

HELPING PEOPLE IN DISTRESS & HANDLING MIGRANT CRISIS

Case Study Lakhanpur Border

- ❖ Lakhanpur in Kathua District of J&K is the only gateway to the UT of J&K.
- ❖ As per Government policy, all incoming people were quarantined at Kathua locally irrespective of the place they were from.
- ❖ Around 140 Quarantine Centers were opened which catered to thousands of residents.
- ❖ Kathua had over 16,000 labourers both migrants and locals. The challenge to the administration was how to organize the voluntary effort, to manage the hunger of these jobless labourers, and to prevent the high risk of infections from the infected persons.
- ❖ People of Kathua, young & old, men & women, rich & poor, saw this dilemma. They all stepped in to help.

Case Study: United Kathua JKP

- ❖ SSP Kathua & DC Kathua decided not to allow uncontrolled distribution



of voluntary relief and to channelize everything through one window.

- ❖ All groups, NGOs, Civil Society members, elected representatives willing to offer voluntary help were brought under one banner.
- ❖ The details were charted and accountability was ensured. United Kathua JKP was born. The United Kathua JKP initiative was citizen-funded voluntary and run by citizens of Kathua themselves.
- ❖ The United Kathua JKP functioned from a War Room, which was established in the District Police Office. A voluntary group was established to run the daily affairs of the team. The volunteers have to give their services between 1000 hr to 2000 hr every day without a break. Computer systems, smartphones, projectors, stationery items, printers and laptops were provided to the War Room from the DPO Kathua.
- ❖ The war room became the nerve Centre of all the activities of the team and it ran at full capacity, right from the first call is received.
- ❖ The district administration assumed the role of a catalyst. SSP Kathua was appointed as head of the team. A citizen helpline number 9540501414 was started to receive distress calls. Requests were also entertained on WhatsApp/Facebook/Twitter.
- ❖ The goals were defined Healthy, clean, hot, cooked meals were to be delivered at the doorstep of every migrant labour in need.
- ❖ Even the non-migrants who were without any means of income were also covered.
- ❖ This was ensured by the on-ground volunteers who were guided by the war room.
- ❖ There were 29 load carriers, multiple LMVs and around 300 bikers who were volunteering on the ground. To facilitate their hassle-free movements and give them sanctity, local police issued ID Cards in the name and type of United Kathua JKP. The wheels were rolling and delivery had started.
- ❖ The most important aspect of the entire initiative was safe clean and timely home delivery of services and goods.
- ❖ The United Kathua JKP operated for about two months and during the

period, 17 langers were organised at different locations in the district. Around 11,53,506 plates meal served to poor people in which 75 % were migrants and 25% were locals, 7140 ltr milk and free ration distributed at the doorstep, 4000 packets biscuit, fodder of Rs 1,60,000/- to stray animals, 7180 calls for medicines and other things were taken care of.

- ❖ An excellent example of the benefits that accrued to J&K Police due to this collaboration. (#Lockdownwithcompassion, #helpingpeopleindistress)
- ❖ Appreciation certificates were distributed to the volunteers of United Kathua JKP

CONTAINMENT ZONE MANAGEMENT-LAKHANPUR BORDER SOP

Plan for Screening and Transportation (Ex-Lakhanpur) Post Lockdown

Expected Foot Fall

- 10,000 souls (9000 walking and 1000 in own LMVs/Ambulances)

Proposed Plan

- 1st Check Post : Madhopur Point (Punjab end of Ravi Bridge)
- 2nd Check Post : Lakhanpur Point (Own end of Ravi Bridge)
- 3rd Check Post : Truck Terminal (Present parking bay of tourism department)
- 4th Check Post : Walk-in Persons Terminal (Present truck check point)
- 5th Check Post : LMV/Ambulance Terminal (Present screening point)

Further Division

- A. The truck terminal shall have an independent entry from the 2nd Check Post towards the parking bay. Trucks shall be lined up “in the queue of three-truck lines” for screening. Three screening points shall function in those queues. Once screened and simultaneously sanitized, the trucks shall independently exit the parking bay towards the NH 44. Ten per cent of the trucks shall be lined up after screening and sanitization for a random full space body check.

- B. The “Walk-in Person Terminal” shall be separated from the 2nd Check Post onwards. There would be eight terminals divided as given below:
- Jammu City
 - Doda-Kishtwar-Ramban
 - Rajouri-Poonch
 - Reasi-Udhampur-Samba-Kathua
 - Srinagar City
 - Kupwara-Baramulla-Bandipora
 - Ganderbal-Budgam
 - Kulgam-Anantnag-Shopian-Pulwama
 - Screening would be done on 08 counters and the passengers would be seated in earmarked buses, after passing the 4th Check Post.
- C. The LMVs/ambulances shall follow the present protocol of screening and sanitization at the 5th Check Post. The terminals are as follows:
- Terminal for Ambulances
 - Terminal for Jammu Division
 - Terminal for Kashmir Division
 - Once checked, the LMV’s shall rendezvous the earmarked buses after crossing the 5th Check Post for the onward journey.
- D. The 1st Check Post shall regulate the flow of trucks/LMVs and walk-in persons in batches till the mid bridge and then they would be guided with a social distancing from thereon till the 2nd Check Post.

CONTAINMENT ZONE MGT-LAKHANPUR BORDER SOP

Requirements

- **Medical Teams**
 - 14 points x 2 shift = 28 teams for screening (12 hours shift)
 - = 01 Doctor + 02 Paramedics
 - = 28 Doctors + 56 Paramedics



➤ **Vehicles**

- 52-Seater Bus 30 Passengers
- 300 buses (52-Seater) will be needed

➤ **Sanitization Teams**

- 03 Teams Trucks = 06 personnel
- 02 Teams LMVs/Ambulances = 04 personnel
- 03 Teams Buses = 06 personnel
- Total = 16 personnel

➤ **Other Logistics**

- Macadamisation of bad patches at all 14 terminals needs to be done.
- The entire walk-in terminal (08 terminals in total) was covered with shamiyanas as protection against the weather.
- 03 toilet blocks (Mobile Toilet Blocks) of 10 units each were provided for the entire screening area.
- Drinking water points (hands-free technique) at each terminal
- Sanitization tunnels for all walk-in persons at the designated places.
- For the LMVs point, a sanitization tunnel can be made at their screening points too.

CRIME PROFILE IN PANDEMIC & COUNTERING

- ❖ Many FIRs got registered amid the COVID-19 crisis in UT. However, the police worked hard to deal with criminal cases with COVID-19 appropriate behaviour. Every effort is being made to dispose of these cases to minimize the pendency.
- ❖ So far, **3199** cases about violation of COVID management have been registered in the UT in which **5734** persons were arrested and subsequently bailed out. An amount of **Rs. 7,14,28,399/-** has been charged as a fine on account of violations of COVID-19 guidelines in the UT so far.
- ❖ Police represent the civilian authority of the Govt and is one of the most public-facing “Pillars” of the justice system. However, while maintaining



order and controlling crime, J&K police during the pandemic days could arrest only those people allegedly involved in serious crimes and avoid arrests in petty offences to manage the spread of infection

- ❖ Grievance redressal and complaints through digital medium were promoted.
- ❖ Social distancing is maintained while interacting and hearing grievances.
- ❖ CABs appreciation certificates for those found following CABs.

PROTOCOLS FOR ARREST, SEARCH AND SEIZURE

- ❖ SOPs, guidelines and directions issued by the Govt from time to time are being adhered to on the ground strictly by J&K Police while dealing with arrest, search and seizure cases.
- ❖ Arrests were made in the deserving cases only and while dealing with such cases the police personnel were ensured to wear personal protective gear like masks, gloves, face shields, etc. & use sanitisers before and after touching the accused.
- ❖ If the offence is bailable, bail is being granted on the spot, as far as possible.
- ❖ In non-bailable offences, the accused are produced before the Magistrates, as early as possible.
- ❖ The vehicles used to transport the accused persons are disinfected before and after use.

MANAGEMENT OF ROAD ACCIDENT VICTIMS, UNIDENTIFIED DEAD BODIES, INQUEST, PM, ETC.

To contain the spread of the COVID pandemic, due care is being taken by J&K Police to adhere strictly to all the COVID-19 Protocols while handling road accident victims, unidentified dead bodies, inquest, PM, etc. as per the guidelines of the Ministry of Health & Family Welfare and GOI/UT Govt. The following precautions are being taken:

- ❖ The police teams handling the dead bodies of road accident victims/un-identified dead bodies liaise with the health teams of nearest hospitals to avoid the spread of the virus.

- ❖ The services of minimum police personnel with personal protective gears, viz., masks, gloves, protective goggles, shoe covers, face shields, etc., are being used while handling the dead bodies.
- ❖ The Investigation Kit Box and other equipment used for holding inquest are disinfected after use.
- ❖ If during the inquest it is revealed that the deceased had died due to any history of COVID-19 or had contacted COVID-19 persons, the personnel and the witnesses present during the time of inquest are subjected to mandatory testing/quarantine.
- ❖ Health Authorities are requested to collect samples from the dead bodies as per the procedure.
- ❖ if the deceased has any history of COVID-19, information is given to the Forensic Surgeon conducting a postmortem examination.



Jharkhand



Leadership, Communication in Crisis, Nurturing Police as a Learning Organisation: Experiences & the Lessons Learned by the Jharkhand Police

IMPACT OF COVID-19 ON JHARKHAND POLICE

Rank	COVID Infected
IPS officers	25
Dy SPs/Adl SPs	88
Inspectors/SIs/ASIs	1545
Havildars/Constables/others	6119

Total number of COVID -19 Infected Police Personnel	COVID-19 winner Police Personnel	Presently admitted in Hospital	Total Death
7777	7730	4	43

MAINTAINING MORALE AND MOTIVATION OF THE FORCE

- ❖ Regular briefing of the force by the senior officers.
- ❖ Leading by example, senior officers were available round-the-clock in the field to boost the morale of the juniors.

Presentation made by Akhilesh Kumar Jha, IGP at online Workshop on Pandemic Policing organised by SVPNPA, BPR&D and IPF during 12-13 August 2021



- ❖ Distribution of PPE kit, mask, face shield, infrared thermometer, pulse Oximeter, hand gloves, glucose, water, and sanitizers to the police personnel.
- ❖ Rewards for those who did outstanding work during COVID-19.
- ❖ To prevent the spread of the virus among the police force, the force was divided into three groups on a rotational/roaster basis as duty party, reserve party, and quarantine party. The duty period was spread out to prevent infection.
- ❖ Food was made available at cheaper rates for the police personnel who were admitted to the quarantine centres.
- ❖ Getting health status of police personnel daily at the place of duty and place of stay.
- ❖ Regular medical checkups for police forces.
- ❖ Regular distribution of medicines. In case of serious illness hospital beds, oxygen cylinders were arranged. The same facility was also ensured for their family members.
- ❖ Distribution of multi-vitamins, Chyawanprash, Vitamin C, etc., for boosting the immunity of the force. Ensuring availability of Kadha/hot water.
- ❖ Regular fumigation and sanitization of police lines, police stations, and police vehicles.
- ❖ On return from the leave, returnees were quarantined for 14 days compulsorily in quarantine centres specifically created for them.
- ❖ Operating COVID Care Centres in every district for the Police force. Provision of free food, oxygen, and medicines at the centre.
- ❖ Establishment of the COVID hospitals with priority to police personnel and their family members. In Hazaribagh, a 70 bedded covid hospital was established with 25 oxygen-supported beds.
- ❖ Formation of 24x7 special cell to monitor the covid treatment of the police personnel and their family members. This cell was in regular contact with the infected persons and their family members.
- ❖ Priority in vaccination of the police force and their family members in police lines and battalion headquarters.



STRATEGY FOR HANDLING FAKE NEWS/MISCOMMUNICATION/ RUMOURS

- ❖ Use of Public Address System for publicity and to bring awareness.
- ❖ Close monitoring of WhatsApp, Facebook, and other social media groups at districts and state levels.
- ❖ Awareness campaign through advertisement in newspapers, distribution of pamphlets, and display of posters at prominent places.
- ❖ Strengthening of intelligence network with the help of SPOs and chowkidars.
- ❖ To check the authenticity of the rumours, Whatsapp number and Control Room numbers (dial 100/dial 112) were publicized
- ❖ Requests were made to the public representatives and influential persons to campaign against rumor-mongering.
- ❖ Regular appeals were made for not to indulge in any rumor-mongering. Admins of the social media groups were also involved for this purpose.
- ❖ Flag march in sensitive areas.
- ❖ Swift legal action against the violators.
- ❖ In 78 cases 118 persons were booked for spreading rumours using social media. Sixty persons were arrested.
- ❖ Appeals were also made to the public to immediately inform about any rumours they across.
- ❖ Regular virtual meetings with the different levels of officers to take stock of the situation

USE OF SOCIAL MEDIA FOR THE GUIDANCE OF THE PUBLIC

- ❖ Covid-19 appropriate behaviour was publicized to the public on social media portals. Do's and don'ts were also conveyed.
- ❖ Social media was used to convey various orders and directions issued by the government.
- ❖ Social media was also used for awareness against black marketing, hoardings, and other illegal activities. In 6 months 6419 complaints were received, which were resolved and addressed on priority. On the women helpline, 533 complaints were received in three months out of which 530 complaints were resolved. On Twitter from 13/04/20 to

22/12/20, a total of 7907 complaints were received. Out of this in 7385 appropriate actions were taken.

- ❖ Regular briefing about the pandemic situation through social media. Innovative methods were used to convey the messages in local languages.

EFFECTIVE INTERNAL COMMUNICATION

- ❖ Formation of WhatsApp group for each vertical.
- ❖ Strengthening of Control Room.
- ❖ Formation of Joint Command and Control System with representatives of each vertical/department.
- ❖ Coordination with Covid Control Room at the state and district levels. Police officers were deployed round the clock for this purpose.
- ❖ Formation and implementation of roaster system to reduce exposure and infection.

GADGET BANKS

Used electronic gadgets like mobile phones, laptops, and tablets with SIM cards were donated to the needy students for the continuation of their online studies. Jharkhand Police took up this challenge under community policing. The public of Jharkhand was also requested to contribute their old electronic gadgets. Salient features of the scheme are:

- ❖ A 'Mobile and Laptop Bank' was set up in police stations under this scheme.
- ❖ Whosoever deposited their gadgets were given receiving and station diary reference number.
- ❖ This project became a huge success. Both Jharkhand Police and the Public showed great enthusiasm.

OTHER SOCIETAL WORKS DONE BY THE JHARKHAND POLICE DURING THE PANDEMIC

- ❖ Community kitchens were established for poor people and migrant labourers in each police station and pickets. For remote villages, "Mobile Kitchen" was operationalized. Free foods were provided in

these community kitchens. More than 39, 26, 126 persons were served free food from 28 March 2020 to 30 June 2020 by the Jharkhand Police.

- ❖ For migrant labourers of the state returning from other states quarantine centres were established.
- ❖ Police vehicles were used to transport migrant labours to their home place.
- ❖ Sick people from the villages were taken to the hospitals with the help of a bike ambulance and the use of police vehicles.
- ❖ For elderly citizens, a 24x7 help desk was established to provide them with medicines and other requirements. A total of 284 elderly persons in need of medical attention were provided help by the police. Medicines for 218 of them were arranged. Senior citizens living alone were provided travel assistance too.
- ❖ Police also helped the public in getting the COVID test done.
- ❖ Besides enforcing order and directions of the government, police also helped in the following:
 - ❖ Distributed masks and sanitizers among the public and villagers.
 - ❖ Provided security to the Hospitals, Quarantine Centres, COVID Care Centres, doctors, and other medical staff.
 - ❖ Cremated COVID infected deceased.
 - ❖ After a short training in paramedic, police was also deputed in hospitals to help health care personnel.



Karnataka



Infection Control, Addressing Manpower Shortage, Operational Continuity, Resilience

*“Real test of Leadership during
a crisis is the courage to lead.”*

PROTECTING POLICE STATIONS/OFFICES/VEHICLES

Each police station was provided with hand washing/sanitization and hot water facilities. Police Stations were regularly disinfected and screens were installed at the SHOs' tables. Police persons were provided with personnel protection equipment including masks and sanitizers. Regular RTPCR tests of personnel were carried out in all police stations.

PROTECTING POLICE LINES, BARRACKS & MESSES

COVID well-being officers were nominated at Police Lines, Barracks, and messes. Residential blocks were fumigated and Temperature Guns and Pulse Oximeter were provided to each residential block. Duty officers were instructed to ensure hygiene and cleanliness of the quarters including daily garbage

Presentation made by Shri Bhaskar Rao, IPS, ADGP, at online Workshop on Pandemic Policing organised by SVPNPA, BPR&D and IPF during 12-13 August 2021

collection. To take care of the basic needs of on-duty personnel arrangement of 24x7 food was done at each Police Station.

PHYSICAL AND MENTAL WELL BEING OF PERSONNEL

The faceless warriors on COVID-19 duty during the lockdown period confronted anxiety, depression, and stress. There was an urgent need to evaluate the mental health issues and provide psychological support to the police personnel. The following measures were taken to take care of the mental health of the force:

- ❖ Sessions for meditation and relaxation techniques by Isha Foundation were organized.
- ❖ Session on stress management conducted by NIMHANS.

SUPPORT OF COVID AFFECTED PERSONNEL AND THEIR FAMILIES – QUARANTINE FACILITIES, ESSENTIAL SUPPLIES

COVID19 tested the health services in India in different ways. Treatment to confirmed cases of COVID 19 was a huge task for the healthcare providers. Hospitals faced a huge shortage of beds, medical oxygen, ventilators, protective masks, sanitizers, and other medical equipment. The Department set up the following facilities for the police force:

- ❖ Separate quarantine facilities were established for officers and other ranks.
- ❖ COVID care centers equipped with oxygen cylinders, medicines, and other essential items were established for the police personnel visited regularly by doctors.
- ❖ A dedicated COVID control room was established in the Bruhat Bengaluru Mahanagara Palike (BBMP) war room exclusively to handle Police personnel who contracted COVID.
- ❖ Eight ambulances were hired by the department and were exclusively used to transport COVID positive staff.
- ❖ Special COVID wards in dedicated hospitals were reserved.
- ❖ Senior Officers made regular video calls to COVID positive personnel.
- ❖ COVID wellness hampers containing vitamin tablets, dry fruits, fresh

fruits, etc, were distributed to all COVID-positive patients.

BEST PRACTICES IN HR MANAGEMENT FOR ALL UNITS

- ❖ Personnel above 55 years were exempted from duty in the first wave as they were found to be the most vulnerable.
- ❖ Implementation of 8-hour shifts (three-shift duty).
- ❖ Family members were sent to villages.
- ❖ Civil Police warden system. They acted as a force multiplier and helped police perform their duties more effectively.
- ❖ Shamiyana, beds, sofas, toilets, water, food, snacks, juices at all police stations.

OPTIMUM RESOURCES UTILIZATION

Resources available with the police force were optimally utilised. Five ambulances were dedicatedly kept for the COVID positive persons. Arrangements for masks, sanitizers, and other necessities were done for no contact policing. Sanitisation of vehicles was regularly done. The special maintenance team for Suzuki, Mahindra, Toyota, and Tata vehicles kept the force always ready for any contingencies.

DO'S AND DON'TS FOR PUBLIC CONTACT

The following SOPs were followed at each police station:

- ❖ Entrance to have mandatory thermal screening provisions.
- ❖ Hand washing/sanitization should be insisted on before entering the Police building.
- ❖ All Police officers/staff in the Police Stations compulsorily use face masks.
- ❖ Shaking hands and other physical contact should be avoided.
- ❖ Meeting and interaction with the public may be done telephonically wherever possible.
- ❖ All officers and men must use hand sanitizers, gloves, face shields, and masks while dealing with riots/protests and demonstrations, etc.



- ❖ “COVID Bell” system – a small bell was rung every 2 hr in the Police Stations to remind all staff to wash their hands.
- ❖ Safe distancing within the Police Stations and separate counters for the public.

SOPs FOR PRISONS

- ❖ Mandatory RTPCR test for all the criminals before sending them to prison.
- ❖ Separate quarantine barrack for compulsory quarantine for 15 days.
- ❖ Personal hygiene should be taken care of.
- ❖ prisoners not allowed to contact people from outside
- ❖ Family members came to prisoners must follow all the COVID protocols
- ❖ Articles given to the prisoners from outside must be sanitized before it is accepted inside the prison.
- ❖ All the officers who come from outside should follow all the COVID precautions.

COVID PROTOCOLS FOLLOWED BY BENGULURU POLICE DURING THE PANDEMIC





Kerala



Lockdown with Compassion

Following actions were taken by Kerala Police to safeguard the citizens including its personnel.

- ❖ Triple Lock Strategy Lock I, Lock II and Lock III
- ❖ Contact Tracing
- ❖ COVID Safety App
- ❖ Home Delivery (Amrutham)
- ❖ Telemedicine (Swaraksha)
- ❖ Home Quarantine Check App
- ❖ Community Participation



Presentation made by Shri Vijay S Sakhare ADGP, at online Workshop on Pandemic Policing organised by SVPNPA, BPR&D and IPF during 12-13 August 2021

UN-LOCKDOWN

- ❖ Containment Zones
- ❖ Home Quarantining
- ❖ Public places: COVID Protocols



HELPING MIGRANTS

- ❖ District Control Room for migrant labourers
- ❖ Contractors responsible
- ❖ Community kitchens
- ❖ Food Distribution by Police
- ❖ Travel Facilitation
- ❖ Counselling



HELPING PEOPLE IN DISTRESS

- ❖ Meeting essential needs of people
- ❖ Emergency needs
- ❖ Foreigners and tourists
- ❖ Senior citizens
- ❖ People needing medical help: Swaraksha



CRIME PROFILE

- ❖ Lockdown
- ❖ Cyber Crimes
 - Cyber PS
 - Helpline for reporting of cyber crimes
 - A mechanism for quick redressal of economic offences
 - Cyber safety awareness

- ❖ Domestic Violence
- ❖ Un-lockdown
- ❖ Traditional Crimes

SAFETY OF WOMEN, CHILDREN AND SENIOR CITIZENS

- ❖ Janmaithry Beats
- ❖ Women Cell
- ❖ District Conflict Resolution Centre: Online Counselling
- ❖ Aparajita
- ❖ Nirbhayam
- ❖ ChildLine
- ❖ Hotlines for Senior Citizens

POLICING PROTOCOLS

- ❖ Personal Safety Kits
- ❖ SOPs for day to day Policing (arrest, inquest, etc)
- ❖ Detention Centres
- ❖ Production through VC
- ❖ RtPCR Negative Test
- ❖ Reserve for Police Station



Innovations in Logistic Planning, Use of Technology, Command and Control Centre

LOGISTICS PLANNING

1. Fifty per cent Force
2. Reserve Police Station
3. Station Reserve
4. District Reserve
5. Shifts
6. Deployment of all Special Units
7. CFLTC for Police Personnel
8. Priority Vaccination
9. Safety Gear
10. Direct Reporting to Place of Duty
11. No Gathering in Police Station
12. Highway Police as Supply Line

USE OF TECHNOLOGY

1. State and District-level Command Centres were established to monitor the situation and enforcement of law and order.
2. COVID Safety App was developed for the latest information on COVID and COVID-related activities.
3. **Amrutham:** Amrutham home delivery service was started for the resident of the containment zone through Amrutham Whatsapp number. The essentials and medicines one needed were delivered to the doorstep by the Police.

Presented by Shri Vijay Sakhare IPS, ADGP (LO) at online Workshop on Pandemic Policing organised by SVPNPA, BPR&D and IPF during 12-13 August 2021

4. **Swaraksha:** Kerala Police launched a telemedicine platform, Swaraksha, facilitating virtual consultations between doctors and patients. Persons quarantined at home for COVID-19 could seek medical help through the platform. The platform offered video calls with a doctor, phone consultation with a doctor and medical help and consultations with the police.
5. **Nirbhayam:** The Nirbhayam App was created as an emergency police help solution for women in an emergency or critical situation. Once signed up the app is ready for use and an emergency screen will be opened for quick use. Hold of 5 seconds on the help button sends the help request to the nearest police control room and help is immediately sent.
6. **Senior Citizen Hotline:** The elderly who stayed alone during COVID were at high risk for depression and stress. Kerala police introduced a 24x7 phone hotline to support such senior citizens in need of medical consultation, COVID-19 related doubts, need help to buy medicines or feeling depressed, can call the helpline numbers.
7. **Foreigners' Outreach Cell:** To assist foreigners facing difficulty during COVID-19 Kerala Police established a Foreigners' Outreach Cell. The cell provided help to the foreigners in getting medical assistance, accommodation, transport, assistance for ticketing and visa, etc.
8. **Aprajitha is Online:** A quick response mechanism for grievance redressal of online-based harassment of women and girls.
9. **Home Quarantine Check App:** In a bid to ensure the adherence to restrictions by those under home quarantine, police launched an in-house mobile application to track such people.
10. **Drone Surveillance:** Kerala police deployed drones at various places to monitor the unlawful assembly of people and book those violating the lockdown norms.
11. **E-passes:** Essential travel passes were issued through an online pass system.
12. **Mobile Kiosks:** Mobile Kiosks, Mithra, were started for the convenience of the general public.

13. **E-office, IAPS:** Internal Administrative Processing System (IAPS) is a web-based application to be used in the Administrative Offices of the Police Department. The project intends to make the activities in the Department more transparent both with the public and with the Police Personnel itself.
14. **E-petitions, Thuna:** Kerala Police started a new venture for providing services and information to the general public through the web portal Thuna. Users need to log in and download FIRs, raise complaints/ service requests and know its processing status. Anonymous tips can also be lodged without logging in.
15. **Meetings:** Important meetings were organized through Video Conferencing only.
16. **Contact Tracing:** State police collected the call details records (CDR) of COVID-19 patients for contact tracing and for determining whether these people are showing any symptoms of the disease.

Fire & Rescue Services

A survey done by Kerala Fire & Rescue Force Officers on the effect of COVID Vaccination on personnel was done by the Kerala Fire & Rescue Services Department. Highlights of the survey are given below:

Highlights

Kerala Fire & Rescue Services (KF&RS) Department is the only trained Government Department that is attending Emergency Rescue and Fire Fighting activities in the entire State. At present, the Department is attending to all types of emergencies about life or property. In Kerala, KF&RS Department is playing a vital role in providing a proper and time-bound response to any emergency occurring in the State. The Department took many initiatives as part of preventing Covid Spread. KF&RS is the first in India to engage the staff in the sanitization of public places and Covid-affected areas, which helped in stopping the pandemic in the first wave. Kerala Fire and Rescue Services has set an example to other states of India by coordinating with Civil Defence Volunteers in public disinfection activities, awareness creation in Covid prevention (the SMS-Sanitisation, Mask, Social Distancing), supply of medicines, food through community kitchens.

When the number of Covid positive cases increased in the State, the extent of sanitization work also increased. Bus Depots, Railway Stations, Airports, Hospital premises, Educational Institutions, office buildings of Covid responder Departments, etc., were sanitized frequently by the Department. Sanitization of Covid wards, isolation centres, quarantine centres, etc., was also done by the Department. During the lockdown, the Department took various other responsibilities like collection and distribution of medicines to the needy people, transportation of patients to hospitals, transportation of kidney patients to dialysis centres, food distribution, assistance in community kitchen activities, ration distribution, collection, and supply of food items to elderly people and differently-abled people, etc. All these activities made the officers of the Department very susceptible to Covid 19.

During all these COVID-related activities, the Department strictly adhered to the COVID protocols like the use of a facemask, gloves, and a sanitizer, which

helped in keeping the officers and the staff engaged in these duties stay safe. Being the frontline workers in Covid prevention efforts, the Departmental Officers were included in the priority groups for vaccination. But even after two weeks of 2nd dose of the vaccine, many officers got infected. Dr B Sandhya, IPS, the Director-General KF&RS, was instructed to analyze the details of infection of Covid.

Method and Data Analysis

Data on the infection of Covid on the officers of the KF&RS Department was collected from different districts. Details like the total number of Covid cases reported, details of vaccination, relating the period of infection with the time of vaccination, the stage and severity of infection in connection with vaccination, details of comorbidities, the stage and severity of infection in officers with comorbidities, etc., were collected based on a thoughtfully designed proforma.

The Inferences

1. **Rate of Infection.** The rate of infection was 22.442 %. Out of 5239 persons working in KF&RS, 1176 officers were found infected with coronavirus till 25 May 2021.
2. **Vaccination Status.** Out of the 5239 Officers of the KF&RS Department, 3966 officers have already been vaccinated with both and 872 officers with the first doses as of 25 May 2021. The 872 personnel were infected with Covid before vaccination and hence could not take the first doze on time. Among the 4838 personnel with the first dose of the vaccine, only 91 (1.88 %) faced some health problems. Out of the 3966 personnel with the second dose of vaccine, only 34 (0.85 %) faced any health issues. The above statistics reveal that there are no prominent health issues related to Covid vaccination. The details show that 1026 out of the total infected 1176 got infected before completing vaccination. only 150 got infected after completing 14days of the second dose. The percentage of infection after completing vaccination is 12.75. Twenty-four (2.04 %) persons grew Covid positive twice. From this data, we can conclude that infection doesn't bring acquired immunity.
3. **Infection Severity Statistics in connection with the vaccination.** Out of 1176 infected, no health issues were reported. Out of those

infected once (1152) and infected twice (24), only seven required oxygen support, and one required ventilator support for recovery. The statistics show that only one person from those who were affected with Covid after vaccination required any kind of medical support. The one who required ventilator support for recovery was not vaccinated.

4. **Personnel with Comorbidities.** Twenty-one persons with comorbidities were affected with Covid-19; 8 cardiac patients, 2 Liver patients, 4 with respiratory problems, and 7 with other types of comorbidities. Only 2 were infected after vaccination.
5. **The possibility of infection in connection with the blood group.** Out of the total 1176 affected personnel, 437 were O +ve (37.16 %), 293 A +ve (24.91%), 280 B +ve (23.81%), 72 AB +ve (6.12%), 34 O -ve (2.89%), 31 A-ve (2.63%), 21 B -ve (1.78%), and 8 AB-ve (0.68%). This shows that there is nothing to corroborate that the blood groups can be related to the possibility of infection. Even though 22.44 percentage of the total strength was infected with Covid-19, no serious health issues were reported. This can be due to the physical fitness and mental strength of the personnel and adherence to strictly following treatment methodology.
6. **Infectivity Rate and Covid Appropriate Behaviour.** Apart from undertaking the survey personal discussions were held with many people. Discussions on the history of infections divulge the following:
 - a. Covid appropriate behaviour while undertaking fire and rescue duties involving proximity with people wearing the double face mask and face shields, washing hands, and maintaining hygiene and social distancing help to avoid infections.
 - b. While returning after duty washing oneself, clothes, and using only properly sanitized restrooms is extremely important to avoid infections.
 - c. Lack of space for social distancing in some of the Fire Stations caused mass infections (Kanjirappally, Chamakkada, Varkala, Poovar)
 - d. Using public transport for long distances to reach the office caused infections in many cases.

e. While not on duty, indulging in social gatherings also caused infections in a few cases.

7. **Conclusion.** Vaccination (Covaxin/Covishield after both doses) gave protection to the frontline workers especially if covid appropriate behavior was also maintained not only through the working hours but also during off duty period. Both doses of the vaccine also resulted in less severity even in persons with.

8. **Way Forward**

1. A close watch and survey on infectivity rate need to be continued in the Fire and Rescue Department due to the frontline nature of their work.
2. The remaining 7½% personnel needs to be vaccinated at the earliest.
3. Various awareness programmes among the personnel as well as the public need to be undertaken to utilize the promising results of this survey; the message that vaccination protects needs to go down to everyone.
4. Covid appropriate behavior also needs to be strictly followed by the personnel and awareness programme among the public on the above need to be stressed.

In addition, the following Standard Operating Procedure (SOP)/Guidelines were evolved and circulated among the officers/staff:

1. SOP for the Fire & Rescue department during COVID-19 pandemic
2. Guidelines for the preparation of 1% sodium Hypo Chloride Solution
3. Handwashing Technique with Soap & Water
4. Hand rub technique with alcohol-based Sanitizer
5. Mask management

For more details, please email to: dg.frs@kerala.gov.in



Madhya Pradesh



Survey Findings in Internal Communication, Motivation and Agency Factors in Pandemic Law Enforcement

FACETS OF PANDEMIC LAW ENFORCEMENT

- ❖ Imposition of Lockdowns
- ❖ Movement Restrictions
- ❖ Migrants and their Movement Regulation and Facilitation
- ❖ Enforcement of COVID Appropriate Behaviour
- ❖ Support in Essential Supplies
- ❖ Controlling Hoarding and Black Marketing
- ❖ Nabbing Frauds of Medical Drugs and Essential Health products/ Services
- ❖ Facilitating Contact Tracing during the initial phase of the spread
- ❖ Inter-Agency Coordination and Support
- ❖ Frontline Face of the Government
- ❖ Imposition of Lockdowns

Presentation made by Shri Vineet Kapoor, Deputy Director, MP Police Academy, Bhopal at online Workshop on Pandemic Policing organised by SVPNPA, BPR&D and IPF during 12-13 August 2021

- ❖ Movement Restrictions
- ❖ Support in Essential Supplies
- ❖ Migrants and their Movement Regulation and Facilitation
- ❖ Enforcement of COVID Appropriate Behaviour
- ❖ Controlling Hoarding and Black-marketing
- ❖ Nabbing Frauds of Medical Drugs and Essential Health products/ Services
- ❖ Facilitating Contact Tracing during the initial phase of the spread
- ❖ Inter-Agency Coordination and Support
- ❖ Frontline Face of the Government
- ❖ Ensuring Food and Medicine Supplies through community connected initiatives
- ❖ Facilitating food distribution and initiating food distribution programs
- ❖ Utilizing Community Police Initiatives in Movement Restrictions
- ❖ Utilizing Community connect in controlling Hateful Public Reactions

OBJECTIVES OF THE THIRD-PARTY SURVEY ON POLICE DUTIES

Major Objectives

- ❖ How **communication flows** within the police hierarchy — horizontally or vertically and from the bottom up or top-down.
- ❖ What **motivates** the police constabulary to serve the public beyond their traditional roles at tremendous personal risk?
- ❖ The level of **autonomy and discretion** constables enjoy in performing their duties.
- ❖ Consequent to the above, how **an agency factor** is shaped among frontline workers and how it affects service delivery.

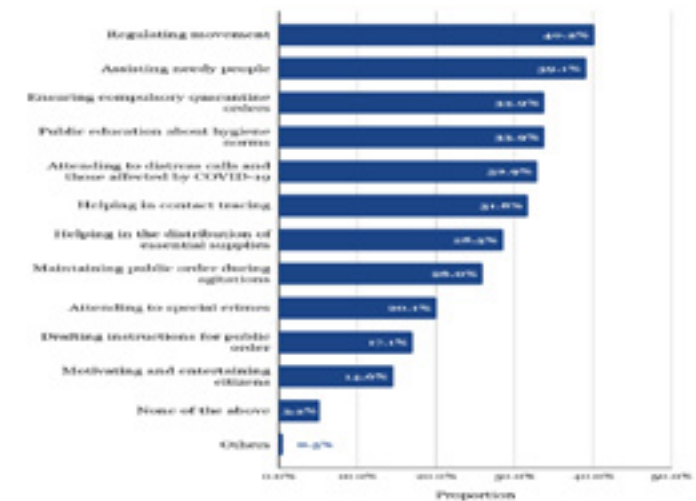
Survey Methodology

- ❖ The survey was done online through a Google form in Hindi distributed to around 800 constables across 52 districts of Madhya Pradesh

- ❖ This was done through police officers under training at the MP Police Academy; efforts were made to remove selection biases and social desirability biases.
- ❖ The simple statistical techniques were used to arrive at analysis and results, followed by field testing through focus groups and interviews with stakeholders

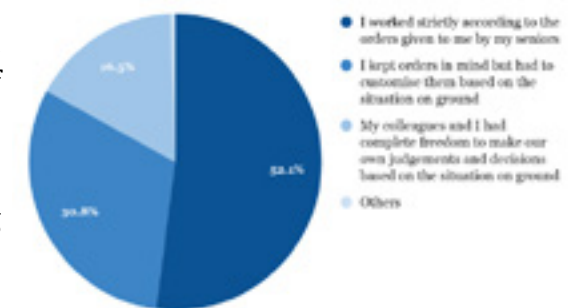
Most Common Duties Identified in the Survey

- ❖ Regulating movement and ensuring compliance with quarantine orders (74%).
- ❖ Assisting people in need and responding to distress calls (72%).
- ❖ Assisting in public education about hygiene norms (34%).
- ❖ Helping in contact tracing (32%).
- ❖ Facilitating distribution of essential supplies (29%).



Response to Lockdown Duties

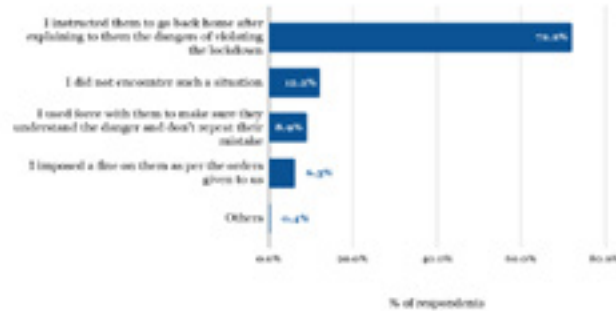
- ❖ 52 % of respondents worked strictly to the commands of the seniors.
- ❖ 30.8 % kept the instructions in mind but acted according to the situation on the ground.



- ❖ 16.5 % of respondents said that they had complete freedom of decision-making according to the situation.

Managing difficult Public Interface during Duties

- ❖ 72.2 % of respondents said that they instructed lockdown violators to go back home explaining the dangers of COVID.
- ❖ 12.2 % didn't encounter such situations.
- ❖ 8.9 % used force and instructed them not to repeat the offence.



Pandemic Communication Flows in the Police

Vertical Communications, Bottom-Up

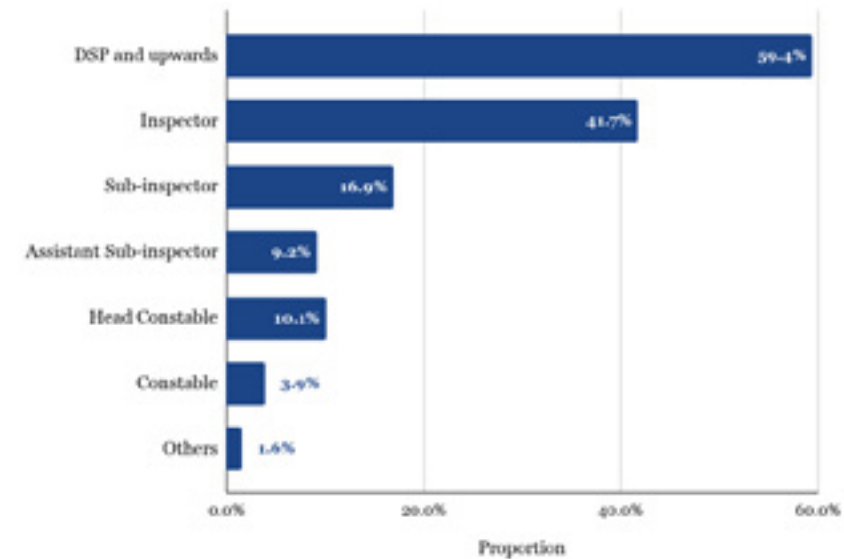
- ❖ Around 75% communicated their challenges and suggestions to seniors.
- ❖ Of those 98% felt heard; 90% indicated that appropriate steps were taken to address challenges. 73% indicated that their suggestions were incorporated for future responses. 6.4% indicated that their seniors were either dismissive of their suggestions or were not able to dedicate time for listening.

Horizontal Communications

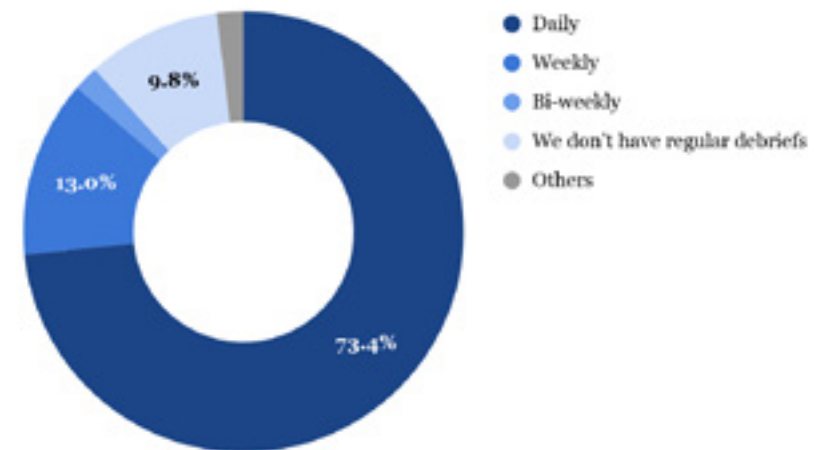
- ❖ Around 71% communicated their anxieties and worries to peers.
- ❖ Over half of the respondents communicated challenges (55%) and suggestions (57%) to peers.

Avenues of Upward Communication during Pandemic

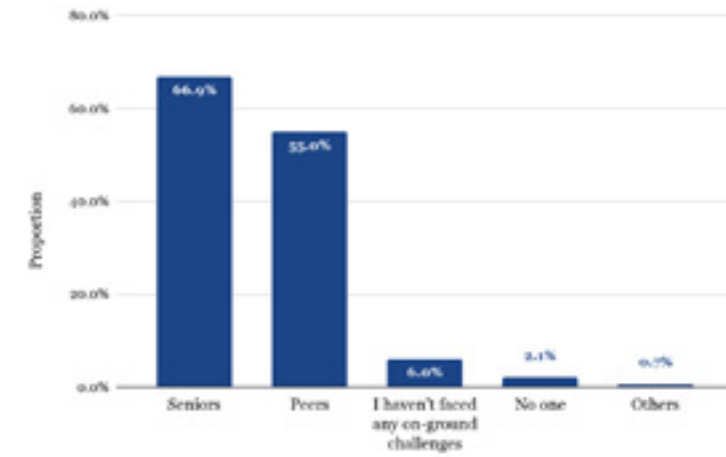
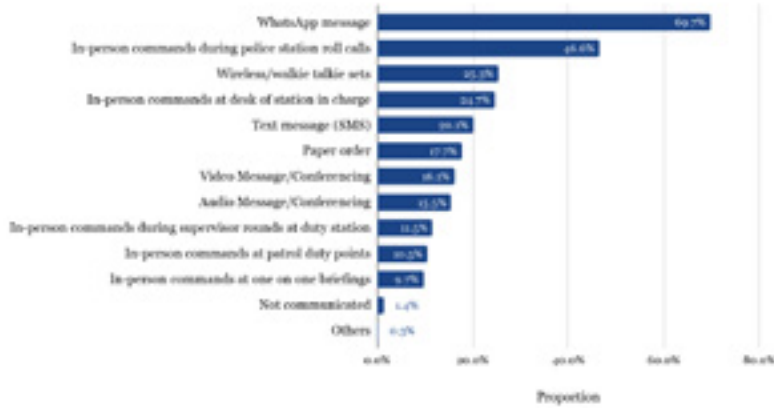
Channels of Vertical Communications



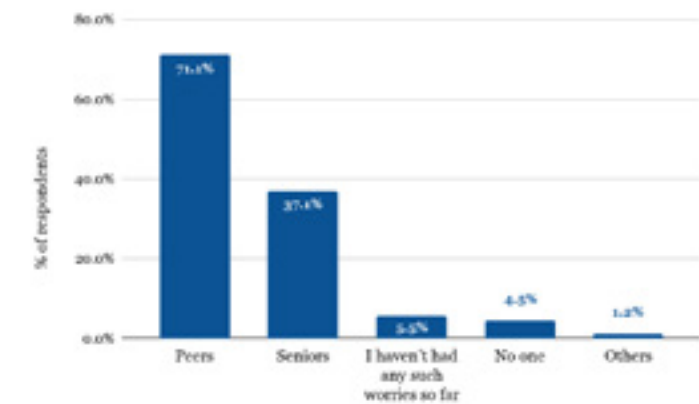
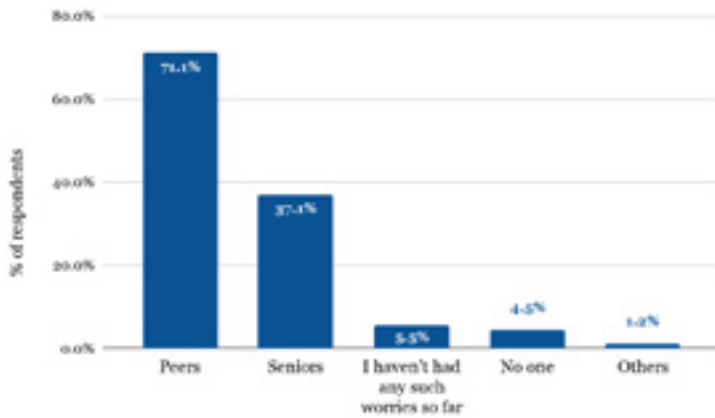
Frequency of Pandemic Duty Debriefs



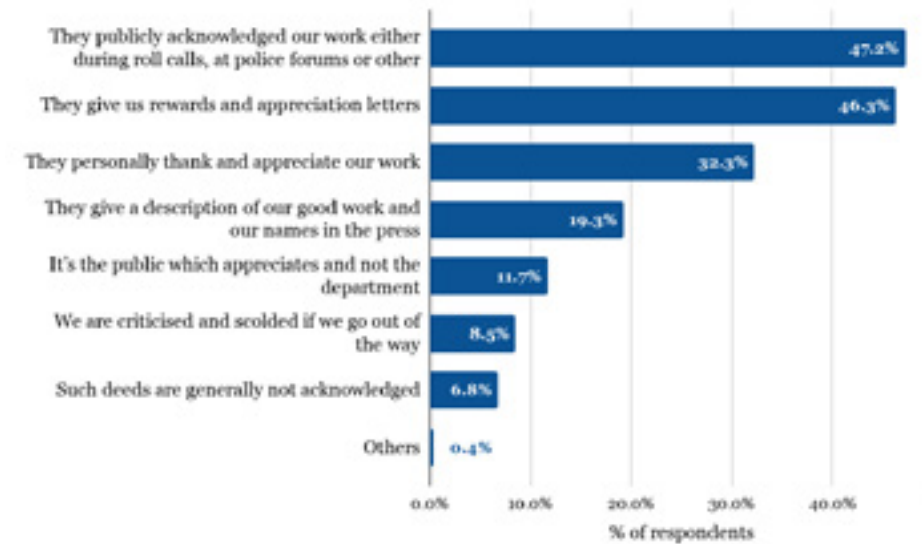
Sources of Communications



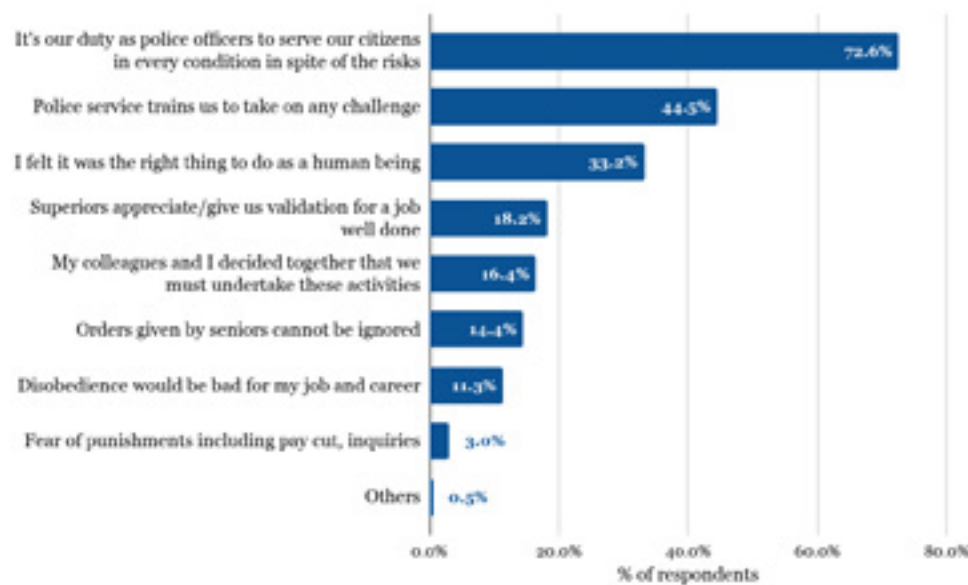
Communicating the Pandemic Job Related Anxieties



Motivation by the Seniors Mechanisms Most Prevalent



Strong Sense of Duty and Self-Motivation Agency Factor



PANDEMIC A TESTIMONY OF THE POLICE CAPACITY TO SERVE INFERENCES FROM SURVEY-BASED EVIDENCE

- ❖ Service orientated socialisation and investments in training.
- ❖ Internal communication flows and investments in building Cohesive Work culture.
- ❖ Police Public Partnership – Investments in democratic policing and community orientation.
- ❖ Frontline role assimilation and deepened sense of inter-agency coordination.
- ❖ Police Organisational Culture–Investments in carving out Citizen Centricity and Promoting Vertical Communication Flows.

9th Battalion, SAF Rewa

Awareness & Enforcement of COVID Appropriate Behaviour

One of the few positive outcomes of covid-19 is bringing out the real sacrificial nature of policemen towards the duty & service to citizens. As the motto of the police service goes, “Desh Bhakti & Jan Sewa”, COVID-19, provided policemen a chance to fulfill their motto, and they successfully live to that expectation by not only saving the public life but sacrificing their lives in the call of the duty.

In the first phase of the deadly disease, police had to take serious and strict action against people coming out of their house without any reason, but it was easier during the second phase as people understood that there is only one way to stop this pandemic from taking tolls of life, is social distancing. So people were much more forthcoming in obeying the pandemic protocols thereby helping police maintain and handle the situation effectively.

During the lockdown in the second wave, It was experienced that the belief of the people in superstition and rumors spreading through social media. People’s overconfidence or their foolishness of understanding themselves corona proof helped the spread of the corona more rapidly. The team ensured to bring awareness among people about necessary precautions to prevent themselves from coronavirus infection. The people were aware made of the disease and advised them about do’s and don’ts in the current situation. Lot of effort were made to make aware people of quarantine, isolation, necessary step to follow during the pandemic, and the precautionary steps to avoid infection.

Time was difficult for the whole world, remaining idle at home ruined people economically and mentally. But there was no other way to fight covid. Police also had fear of getting the infection; many members of police families lost their lives performing their duty. But to protect everyone from the virus was our job for which I utilized the concept of bio-bubble and ensured that my full team remain away from any infected person following the complete protocol of SMS (sanitize, mask, and social distance). This helped us from preventing ourselves, our family, and others also.

All the social service work done by policemen from different parts of the country helped in changing people’s views towards the police and it made



police families proud. Getting respect from people was so special and at many places, people provide food to the policeman performing duty nearby their houses. I am proud to be part of such a great and honored police team.



Indore

Best Practices & Lessons Learnt during Policing in Covid 2

Indore is called the business capital of Madhya Pradesh. It is having the highest density of population in the state. The estimated population was around 48 lakhs in 2019. From the policing point of view, the head of the Police in Indore is a DIG rank officer. The district is divided into two parts headed by two SP rank officers, i.e. SP East and SP West.

The Covid-19 situation created a great challenge among the police force. It was a very tough situation for Indore Police and administration as well. It's a fight in which one is always at high risk and their families are also much worried about them. It was, therefore, necessary to not only keep the police staff healthy and protected but to take proper care of their families too, so that our staff can perform with their 100% of capacity.

In the second wave of Covid-19, the Corona curfew in the city started on 12 April 2021. It was a different situation for all of us. Since it was not a total lockdown, so many persons were on the roads. It was very difficult to identify and block those who were roaming around without any sufficient reason. In the last week of March, a sudden increase in Covid-19 cases started everywhere. Till the last week of April, the lack of Oxygen & necessary medicines were creating a big challenge.

Police, administration and doctors ,everyone was on their toes. Somehow the involvement of the public was missing, maybe because of the ignorance of the deadly mutation. They were forced to remain at homes and those who were found corona positive were not getting rooms & admissions in the hospitals.

Initial few incidences of reactions by the public worked as the eye-opener. Few cases of black marketing of the life-saving injections & drugs created panic. Though the offenders were booked and charged with the NSA, those were not the permanent solutions.

Shortage of the room, medicines, medical oxygen, and equipment, was increasing and so was the unrest among the public and the staff. To overcome the problem, help from the community was sought. Various activities were organized to connect to the people from different groups of society and to make them more police friendly.

Following initiatives were taken initiated:

- ✓ Police Family Helpline
- ✓ Socio-Police Helpline
- ✓ Awareness Programmes for Public
- ✓ Shakti Samiti for women & Children
- ✓ Samman Abhiyan For Women Security & Safe City Project
- ✓ Psychological Counselling of Police staff, families & others.
- ✓ Sanjeevani Baal Mitra Kendra- for children
- ✓ Champion of the Day for CSR Activities.
- ✓ Participation of Public through Creativity Be Creative Be Positive- Creative challenge
- ✓ Entertainment and knowledge sharing
- ✓ Branding of Good Works of Police
- ✓ Liaison with other departments
- ✓ Liaison with the NCW
- ✓ Raksha Shakti- The Police Ladies Club
- ✓ Helping Hands for the Third Gender people.
- ✓ Student Police Cadet Scheme

Police Family Helpline

A dedicated police family helpline with a Subedar rank officer and a team was deployed round the clock, for any requirement of families of police personnel engaged in duty. It was understood that a person in an exposure area or working at a quarantine centre can't immediately rush to his/her family in

case of emergencies or for regular household obligations. Hence to give him/her peace of mind, this system was set up.

In any crisis or war, foot soldiers at the front bear the maximum brunt. This pandemic is no different. Therefore, along with a comprehensive deployment plan for the whole of Indore district, a comprehensive welfare plan was put in place right from the very beginning for the welfare and safety of the field personnel as well as their families.

Preventive Care

Regular distribution of PPE kits, masks, sanitizers, face shields was ensured. Distribution of homeopathic and Ayurvedic medicines as per AYUSH guidelines was done to the district staff and the auxiliary force. Distribution of electric kettles and thermoses for staff members was done so that they can regularly have warm water while on duty. A regular follow-up for vaccination resulted in more than 97% of vaccination done as of 15 July 2021. Besides, immediate help was provided to the families of the martyrs. An amount of Rs 1,00,000/- from Paropkar Nidhi was immediately given. Interdepartmental coordination was ensured. Programmes to honour the martyrs were organized for public recognition.

Socio Police Helpline

The Nodal Officer of the Helpline was the Additional SP Headquarters. The following action were taken:

- ❖ Connected several social groups through WhatsApp & Facebook
- ❖ Constituted a team for connecting & responding to more people
- ❖ The helpline worked 24x7
- ❖ Use of public relation management techniques to receive resources for police and to the needy people
- ❖ Kitchens were being run by the community people
- ❖ During the first lockdown period i.e. 23 March 2020 to 1 June 2020, Indore police served around 7 lakhs food packets to needy people.
- ❖ Dry food items and medicines were also provided by the socio-police helpline.



- ❖ Arranged supply of medicines and other helps for elderly people on the calls of the NCW (National Commission for Women) in 2020.
- ❖ Arranged blood for pregnant women on the calls of the NCW (National Commission for Women) in 2021.
- ❖ Arranged food and water facility for Dogs and other street animals & birds.
- ❖ Champion of the day activity motivated several people to help police and needy persons. The police department used to announce the ‘The Champion of the Day’ award to a person who was helping others at the time of this pandemic.
- ❖ This activity motivated many others and people came out with lots of good things
- ❖ Awareness training regarding Plasma donation & Fear of Fungus was also conducted with the help of expert doctors.
- ❖ Helped others to earn as many of them lost their jobs or source of money.
- ❖ This group helped Women, trans-genders, and children to earn more, by providing them training in handicraft making, like- lamp decoration, stitching, bag making, etc.
- ❖ Nagar Raksha Samiti & Civil Defense
 - More than 1200 volunteers were deployed.
 - Use of local people as volunteers as members of Nagar Suraksha Samiti & members of Civil Defense to manage the pandemic
 - Regular communication and motivation.
 - Distribution of the same safety gear as the police staff.
 - Welfare measures & vaccination.
- ❖ Private Security Guards
 - 300+ guards already enrolled
 - Regular meetings with the security companies to motivate them for this CSR.
 - Special arrangements were made to vaccinate the guards of private



- agencies and their family members.
- ❖ Psychological counselling of police personnel was ensured with the help of trained counsellors. It was done on the telephone and was free of cost, by the Guru Dakshina Group. This group is an association of the Alumni of the Psychology Deptt of Devi Ahilya University (DAVV) Indore. This community policing scheme played a great role in the confidence-building of police and they could perform better through the help of society & for the help of society.
- ❖ Shakti Samitis. Community outreach- The Shakti Samitis are connected with the women help desks of police stations. These Shakti Samitis worked for the awareness and to control the domestic violence issues in the identified areas. The main objective of these committees is- “URJA-Urgent Relief for Just Action”. The members served food and medicines to needy persons. They provided several types of help including sanitary pads, baby food, etc.
- ❖ Student Police Cadet. It was very difficult for the police to carry forward the training of student police cadets, but with the help of an NGO it could be performed online, a very successful program of constitution training Samvidhan live was ensured with the help of this NGO

Conclusion

It has been a tough battle against an invisible enemy. However, the Indore Police is determined to fight it out with determination. The journey has been rough and has taken a heavy toll on the field staff and their families. One of our brave heroes, Shri Devendra Kumar (SHO Juni Indore Police Station) lost his life in this battle. His martyrdom has only strengthened our resolve to continue this battle until we win it.

Stress, Mental Health, Emotional Impact & Health Awareness among Khandwa Police Officers during Covid-19

The Covid-19 pandemic created a social disturbance and altered norms for all members of the society but the impact on the first responders has been particularly profound. The police department was coordinating the lockdown implementation, the compulsion of the mask, encouragement of social distancing, and enforcement stay-at-home mandates. When police served in the hospital, containment zone, or crowded places they showed anxiety not only about their health but also about their family getting infected. One another factor during arresting and dealing with the lawbreakers. The study aims to identify the stress during Covid19 duties and how much aware police are about their health issues. How much they take precautions in their field duties.

Introduction

Among all the corona warriors, the most visible are the police, who despite limited resources, and risk to life continued to serve during the pandemic. In place of routine duties of law and order maintenance, and prevention of crime, police had to make sure that the lockdown was effective. As the lockdown began on midnight of 24 March 2020, people confined themselves to their homes, commercial activities stop and the transport was grounded, traditional police duties were replaced by new ones. The task of enforcing a rule-complaint behaviour and tracing of people who were infected with the virus were the tasks requiring skills which only the police have the experience. As the situation evolved many new responsibilities were added.

The national policy on disaster management 2009 describes the police as the “First and Key Responders” in a disaster. When the lockdown, the most stringent in the world began, the police neither had any standard operating procedure nor guidelines.

Presented by Seema Alawa, Research Scholar, ASP Khandwa, M.P.



Police risked their lives to ensure safety for the rest. They managed barricades points day and night to prevent movement in the containment zone. They helped in the administration of transport for migrant labour returning home. In some cases, when no one was there to claim the dead body, police helped in the ferrying of dead bodies and facilitating the last rites. The following are a variety of tasks performed by the Khandwa police:

- ❖ Enforcing the lockdown movement
- ❖ Contact tracing
- ❖ Assistance to the vulnerable
- ❖ Containment duties
- ❖ Safety for labour movement
- ❖ Maintaining social distance

Methodology

The study is an exploratory project conducted to analyze a set of descriptive data by gathering observations without intervening. With the purpose of the study in mind, to increase the credibility of the collected data in an unexplored topic as such, triangulation in terms of data collection has been used for deriving findings for the research. Seeking data in both quantitative and qualitative methods, a survey and a set of semi-structured interviews have been conducted respectively instead of just one means. The survey comprised a total of 20 questions conducted on a sample size of 163 respondents chosen through the method of Snowball sampling. The questionnaire consisted of 3-4 multiple choice questions aside from demographics and 2 questions that were measured on a Likert scale. The survey pulls to a stop with seeking one further open-ended question from the respondents. As the second approach of data collection, 10 semi-structured interviews were taken ranging between different ranks of police personnel to gain a better insight into the big and small picture surrounding the issue with the emphasis on certain key variables. 6 interviews were conducted via recorded phone calls and the rest four were completed physically as part of one field visit during the study. Ranging from 7-20 minutes on average, the answers were recorded by note-taking and audio recordings with the verbal consent of the interviewees.

The Findings

The survey was conducted on 163 respondents working in the different posts of the Khandwa police. Khandwa police had varying experiences during their work involved in the pandemic. The questions were presented in Hindi for the ease of respondents. Of the 163 respondents, 82.2% were males. The number is a subtle representation of male to female (70.8%) representation in the police department. Respondents from almost all working ages took part in the survey with no age group dominating. While 52.8% of the respondents belonged to the group of 36-45 years, not too far by where those of under 35 years age group. Respondents were from diverse ranks of Khandwa police following a hierarchy of low to high-rank officers including constables, assistant sub-inspector, sub-inspector, superintendent of the police. Around 60% of the respondent agreed that they can't always feel positive during the duties only 24% of respondents have always-in a positive attitude. 66% of respondents said that they did not feel any discouragement from serving the pandemic duties. Only 21% of police personnel said that their working efficiency will be down during this time. About 90% of police officers were aware of their health and were getting regular checkups. 75% of police officers knew of their blood pressure and sugar .and 56% of police officers controlled their diets regarding sugar. Sixth people regularly performed Yoga. Pranayama and, and went to Jim. The survey results reflect that 64% of police officers are not bothered about their health because of long police duties. And it is Cause of 62% people feel so much excitement in their life. after covid19 duties, 86% of police officers feel anxiety about their families.90% said as they are always busy they did not meet their friends and relatives. 90% people said that outsourced breakfast creates them acidity problem. 90% of people were aware of their food and health after the pandemic and 99.9% of people feel that vaccination is beneficial for covid-19.

Conclusion

Khandwa police had 1300 personnel from constable to superintendent of police. The population in Khandwa is more than 3laks so the officers have to perform their duties in a very rigorous way to maintain the law and order of Khandwa because of communal riots. In this district, most of the crimes are related to the communal angle. In between March 2020 to June 2021 our 13 police officers died for different reasons. After that psychological impact on our force was not good. During the pandemic duties, the policemen were aware of their food habits and health, and very sensitive about their families, but they still performed their duties with proper precautions.

Maharashtra



Managing Manpower Shortage, Operational Continuity, Resilience & Infection Control During the Pandemic

PREVENTIVE MEASURES

Maharashtra Police upfront took preventive measures to manage the outspread of the pandemic. The following initiatives were taken:

- ❖ Frequent RTPCR testing, once every month, of the force to identify asymptomatic COVID positive persons.
- ❖ Observance of vital parameters, e.g., temperature, SPO2, twice a day for flagging any unusual reading immediately.
- ❖ Mask, sanitizer, soap, water, etc., were made available in sufficient quantity.
- ❖ Acrylic shields on every working table to prevent infection from visitors
- ❖ Visitors were screened for fever or other viral before allowing them entry into the police station.

Presentation made by Suhas Warke, IGP (Law & Order) & Abhinav Deshmukh, SP, Pune Rural at online Workshop on Pandemic Policing organised by SVPNPA, BPR&D and IPF during 12-13 August 2021



- ❖ Regular and frequent briefing of staff about COVID care and
- ❖ Preventive medication.

PROTECTING POLICE LINE, BARRACKS, MESS

- ❖ Police Lines
 - Awareness about COVID appropriate behaviour
 - Availability of sanitary materials
 - Appeal about avoiding guests at home if their visit is not urgent
 - Appeal not to travel/visit other places unless emergency
 - Appeal for avoiding gatherings within police lines
- ❖ Barracks & Messes
 - Sanitization of rooms after every guest visit

PHYSICAL AND MENTAL WELL-BEING OF PERSONNEL

The following measures were taken to keep the force mentally and physically agile to tackle any contingency:

- ❖ Online/offline counseling sessions on disease control, nutrition, etc. were organized.
- ❖ Online Yoga classes were organized to maintain mental agility
- ❖ Organized online Music programmes for stress release
- ❖ Established a COVID Management Cell for helping in hospitalization and arranging medicines like Tocilizumab, Remdesivir
- ❖ Funds, Rs.50 lakh for deceased, were made available from Welfare Fund
- ❖ Job on compassionate ground in case of death due to COVID

SUPPORT TO COVID AFFECTED PERSONNEL & THEIR FAMILIES

- ❖ Sensitized the personnel regarding COVID appropriate behaviour, use of mask/ sanitizer, and social distancing through banners, posters
- ❖ Dedicated COVID Care Centre for police personnel & their families with the provision of good diet, and everyday visit of doctors



- ❖ Dedicated ambulance and reserved medicine stock for frontline workers
- ❖ Oxygen concentrators bank for at-home treatment
- ❖ Supplied essential items and goods at the doorstep from police subsidiary canteen
- ❖ Provided immunity boosters like Vit. C, Zinc, Vit. D, Vit. E, Vit. B12, etc.
- ❖ Group SMS's were sent to policemen regarding the importance of above
- ❖ Held Rapid Antigen Test/RTPCR test camps regularly
- ❖ Established dedicated COVID Helpline as one point contact for assistance guidance
- ❖ For patients with mild/moderate symptoms
 - Isolated patient from the family members.
 - Screened close contacts.
 - Arranged Pathological Tests like CRP, CBC, Creatinine, IL-6, D-Dimer, LDH, LFT, CT Chest (HRCT), etc.
 - Daily monitoring of blood parameters/oxygen level, symptoms, etc.
 - Provided Oximeter for monitoring oxygen level.
 - Admitted comorbid persons in Police Hospitals.

BEST PRACTICES IN HR MANAGEMENT

- ❖ Police personnel above 55 years exempted from duty in the first phase
- ❖ Police personnel between 50-55 years were given office duty
- ❖ Desk jobs for vulnerable pregnant ladies, comorbid police personnel
- ❖ Ensured below 12 hours duty so that staff gets adequate rest
- ❖ Sickness period of COVID-19 treated as special leave/hospitalisation leave up to 90 days
- ❖ Medical advance of Rs.1 lakh from police welfare fund for every COVID affected policemen
- ❖ Made hygienic & timely food available at nakabandi duty points



- ❖ COVID-19 Vaccination Centre at every police Hospital in District HQ
- ❖ Counselling Centre for COVID +ve police/family members
- ❖ Counselling team for post-COVID follow up

OPTIMUM RESOURCE UTILIZATION

- ❖ Proper planning of manpower – duty distribution policy
- ❖ Taking help of other force multipliers like Home Guards, volunteers, persons from other departments, etc.
- ❖ Prioritizing the works
- ❖ Motivating the available force, keeping the available force COVID free and healthy

DO'S & DONT'S FOR PUBLIC CONTACT

- ❖ DO's
 - Temperature & SPO2 checking of visitors before entering police station premises
 - Publishing email IDs, Contact numbers, helpline nos. & appeal to the public to avoid visits to the police station if not urgent
 - Use of masks, hand gloves, sanitizer
 - Frequent hand washing at the workplace
 - Ensuring physical distancing at police stations
 - Working through video calls / VCs
 - Quick reply to the public so that they don't visit the police station for follow up
 - Application of visitor management system
 - Allotment of exact time slots to avoid the crowd at offices
- ❖ DON'T's
 - Calling public meetings
 - Issuing unnecessary summons to people



- Big meetings of officers
- Functions at police station level
- Unnecessary arrests
- Arrests without proper precaution

BASIC KNOWLEDGE OF VIRUS, SYMPTOMS, RISKS & PRECAUTIONS

- ❖ IEC material from Health Department ICMR are circulated widely
- ❖ Special orders for policemen are issued about taking precautions

Basic Knowledge of Virus

CORONA viruses are large, roughly spherical particles with unique surface projections. Their size is highly variable with average diameters of 80 to 120 nm. The viral envelope is made up of a lipid bilayer in which the membrane (M), envelope (E), and spike (S) structural proteins are anchored.

Symptoms

Most people infected with the COVID-19 virus experience mild to moderate respiratory illness and recover without requiring special treatment. Older people and those with underlying medical problems like cardiovascular disease, diabetes, chronic respiratory disease, and cancer are more likely to develop serious illnesses. Most infected people will develop mild to moderate illness and recover without hospitalization.

The most common symptoms include:

- Fever
- Dry cough
- Tiredness
- Loss of taste or smell
- Difficulty in breathing or shortness of breath

On average it takes 5-6 days from when someone is infected with the virus for symptoms to show, however it can take up to 14 days

Risks

Underlying chronic disease like diabetes, hypertension, heart diseases, and chronic pulmonary obstructive diseases increases risk factors in COVID 19. Current evidence suggests that persons with medical complexity, with genetic, neurologic, metabolic conditions, or with congenital heart disease can be at increased risk for severe illness from COVID-19. Similar to adults, children with obesity, diabetes, asthma or chronic lung disease, sickle cell disease, or immune suppression can also be at increased risk for severe illness from COVID-19.

Precautions

The COVID-19 virus spreads primarily through droplets of saliva or discharge from the nose when an infected person coughs or sneezes, so it's important that policemen also practice respiratory etiquette (for example, by coughing into a flexed elbow)

To prevent infection and to slow transmission of COVID-19, the following practice should be adhered to:

- ❖ Wash hands regularly with soap and water; or clean them with an alcohol-based hand rub. Facility for hand-wash with soap should be made available at police stations and offices.
- ❖ Maintain enough space between two work stations in the police station
- ❖ Avoid touching your face. Use of masks and face shields should be mandatory to avoid getting infected
- ❖ Cover your mouth and nose when coughing or sneezing.
- ❖ Refrain from smoking and other activities that weaken the lungs.
- ❖ Early detection- daily monitoring of temperature and SPO2% levels of all policemen should be followed as a daily routine practice.
- ❖ Daily monitoring of SPO2 % and COVID markers in the blood is important to decide the line of treatment

Vaccination

A person could still get COVID-19 before or just after vaccination and then get

sick because the vaccine did not have enough time to provide protection.

People are considered fully vaccinated two weeks after their second dose of the Covishield/Covaxin. 100 % vaccination of all police personnel and their families is very important for reducing the mortality rate and rate of hospitalization among policemen.

SOP'S FOR PRISONS

- ❖ Temporary prisons were established for accommodating prisoners after the initial arrest
- ❖ Mandatory RTPCR testing of all arrested
- ❖ Temporary bail was given to prisoners as per directions of Hon'ble High Court
- ❖ SOP for COVID-19 issued by ADG, Prisons

Policing a Pandemic in Rural India: Case Studies of Beed & Amravati

THE OVERVIEW

The assigned tasks of the district police included:

1. Enforcement: Return of the migrant labours
2. Awareness: Maintenance of Communal Harmony
3. Protection: Management of Law Enforcement
4. Empathy: Countering Domestic Violence

INFECTION MANAGEMENT AMONG POLICE PERSONNEL

The following measures were taken to manage the COVID infection:

1. High-Resolution Computed Tomography (HRCT) scans to track the onset of pneumonia
2. Testing for Interleukin (IL-6) levels
3. D-Dimer testing to track blood clotting that may cause cardiac arrest.
4. Kidney and Liver Function Tests to detect multi-organ dysfunction.
5. Regular monitoring of SPO2 for early detection of hypoxia and initiating early higher-level care.

CAUSES OF THE MIGRANT CRISIS

1. Irrigation disparity
2. Location of sugar factories
3. Period of migration
4. Contractual Advance System

Presentation by Shri Deepak Kumar Palecha, SP at online Workshop on Pandemic Policing organised by SVPNPA, BPR&D and IPF during 12-13 August 2021

5. Grouping process
6. Living conditions

MANAGEMENT OF THE MIGRANT RETURN

1. Consolidation of the list of workers.
2. Arrangement of transport
3. Communication with Beed Migrant Control Room
4. Creation of Quarantine Facilities in advance
5. Determination of travelling route
6. Follow the border procedures
7. Village Quarantine Facilities
8. Clearance to return

MANAGEMENT OF LAW & ORDER

1. Maintenance of communal Harmony
2. Countering Hate Speeches and Fake News
 1. List of problematic profiles
 2. Infiltration of WhatsApp groups
 3. Hashtag searches
 4. Media monitoring

DOMESTIC VIOLENCE HELPLINE

1. Spike in domestic violence cases
2. Dedicated helpline
3. First intervention at Police Station level
4. Registration of offence or proceedings under DV Act
5. Visit by the beat constable

Medical Care and Support for the Police Personnel and their Families

INTRODUCTION

Establishment of a dedicated COVID Oxygen Hospital for police personnel and their families during (during the 1st phase of COVID) and replication of the idea in Solapur in March 2021 (during the 2nd wave of the COVID) at Solapur, remains the subject of great satisfaction and pleasure for me. This had a great impact on the morale of the police force and their families as it saved the precious lives of the police personnel, their families, and ordinary citizens. The hospital invited appreciation from all around the corner because it was the first attempt of its kind in Maharashtra till that date, which was created by the police for the police personnel in the pandemic.

SATARA DISTRICT

Chaitanya Police Oxygen Hospital, Satara

Last August, the number of Police personnel and their family members, who were getting infected by COVID 19 started rising. Till August police force was successful in arranging beds for them in COVID hospitals present in Satara. At the same time, there was a sharp rise in the number of CORONA patients in the Satara district. Police personnel and their families had to wait for 4-12 hours to get a bed. It is then when the police administration decided to establish their COVID Hospital for police personnel and their families. A team was formed to look into the feasibility of the decision and to collect all the basic information and start the work.

The team completed the work in a record time of just 5 days, and as it was an emergency, the hospital started functioning from the very next day. This hospital is equipped with the following facilities.

- ❖ Ventilator beds

- ❖ HFNO beds
- ❖ 32 Oxygen Beds
- ❖ ECG Machine
- ❖ Portable X-Ray Machine
- ❖ Monitors
- ❖ Cardiac Ambulance

Police had signed an MoU with the Ajinkyatara Multispeciality. By the virtue of this MoU, 50 % of the total 35 beds were reserved for police patients and their immediate families, and the remaining 50 % for needy citizens. Doctors charged private patients as per MJPJY guidelines. Treatment of the police patients was cashless as the Police force provided the entire infrastructure available for the hospital. A small medical shop in the vicinity of the Hospital was also established to make medicines available for the treatment. District administration provided medicines to the police patients, and when it was not available with district administration, the shop made it available at concessional rates. We had also reserved a quota of some medicines like Remdesivir on a priority basis. This helped us when there was a shortage of such medicine in the open market. More than 200 patients have been treated in the hospital to date.



By. Ms. Tejaswi B Satpute, IPS, SP Solapur (R)



COVID Care Centre for Police Personnel

Toward the end of July, when COVID cases started increasing and health care facilities got overburdened, police personnel faced problems in getting adequate facilities in the COVID Care Centre because of resource crunch. Looking into the issues faced by police personnel and their continuous request for better facilities, we decided to start a COVID Care Centre at our own Alankaran Hall of District Police. Seventy-five beds were arranged for the quarantine of asymptomatic COVID-infected policemen and their families. A partition in the hall was made to segregate female patients so that they can feel comfortable. Separate washrooms were made available for the patients. Good ventilation was created with extra fans and windows. Simple but fresh food was served to them thrice a day. Hot water was provided to them for both, drinking as well as bathing purposes. Oximeter and thermometers were made available for recording their vital parameters and posting in a WhatsApp Group created for this purpose. The doctor used to visit them twice a day for the checkup. In case of any deterioration in the health of any patient, SP and PSI welfare were immediately informed to make arrangements to shift the patient to the hospital. Further, the WhatsApp group was being used to take their continuous feedback and if they face any issues, they were resolved as soon as possible.



SOLAPUR DISTRICT

The experience of Satara helped in my new posting as Superintendent of Police Solapur District. We created a dedicated COVID Oxygen Hospital for police and their families at Pandharpur, which is the centre of the district. Going one step ahead, we started an ICU facility too, which was of great help during the second wave of COVID, and precious lives were saved.

We also started COVID Care Centre for asymptomatic patients at Solapur Rural Police District HQ. The counseling centre for COVID positive families of the police personnel was the new addition. The more significant work was planning and prioritizing the vaccination drive for police personnel in the first phase of vaccination of frontline workers. This resulted in great success where not a single death was reported due to COVID in Solapur Rural Police Force during the deadly second wave of the pandemic.

Police Welfare Oxygen Hospital, Pandharpur

After my transfer to Solapur, COVID Oxygen Hospital was created at Pandharpur, Solapur district. The experience in Satara during the first wave and the successful experiments there were replicated in this Pandharpur as well. The MoU with a private hospital was of the same nature as in Satara. The capacity at this hospital was much better with large numbers of ventilator beds. The hospital comprised the following facilities:

- ❖ 30 ventilator beds
- ❖ 20 recovery beds

- ❖ HFNO beds
- ❖ ECG Machine
- ❖ Portable X-Ray Machine
- ❖ Monitors
- ❖ Cardiac Ambulance
- ❖ The capacity of 30 beds in extension

The hospital had treated not only police personnel but ordinary citizens as well in the span of around one and half months of the peak period of the second wave of the pandemic. The number of patients who were treated in this hospital is around 188, which includes police, police families, and ordinary citizens.



COVID Care Centre for Police Personnel



The COVID Care Centre was created for asymptomatic patients at Solapur Rural Police District HQ. The objective and modus operation of the centre is similar to Satara Centre.

COVID Counseling Centre

Medical facilities and treatment is undoubtedly the most important need in the pandemic. Psychological support also plays a very significant role for the patient and his/her family during the period of treatment and post-treatment. Keeping this need and experience in mind, a counseling centre was opened for police personnel and their families. The centre played an important role in giving support to families of COVID-infected people and helping them manage stress during this challenging period. It had also played a significant part in terms of awareness about vaccination and convincing the force to get themselves and family members vaccinated.



Vaccination Drive for Police Personnel

The vaccination drive among the Solapur Rural Police Force was one of the most important preventive measures that paid in a great return. This unit of the police force had unfortunately lost 5 team members in the first wave of the COVID. The speedy vaccination drive among the police force helped to achieve the magic figure of zero death, i.e. 100 % success rate during the deadly second wave of the COVID. The updated figures of vaccination are:

Vaccination of the Unit in a nutshell

Total number of police personnel in the unit of Solapur Rural	Total number of police personnel who have completed the first dose of vaccination	Total Percentage of police personnel who have completed the first dose of vaccination	Total number of police who have completed the two doses of vaccination	Total Percentage of police personnel who have completed the two doses of vaccination
2508	2428	96.81	2105	83.77

**** Only 80 persons are remaining to take the first dose of vaccine as per the current guidelines of vaccine exemption to pregnant ladies, cancer patients, those who were COVID positive recently.**



Looking Back

All the measures taken in Satara and Solapur for medical care and support for police personnel and their families not only boosted the morale of the force but also helped in reducing their mental stress in difficult times.

The feeling of 'being cared' by the seniors within the department made them confident and appealed to their humanity. The entire force tried to help other needy people with all their efforts in one or another way. This made an emotional bonding between me and my force. It got reflected through their discipline and dedication in their work.

Among many initiatives, this welfare initiative remains a matter of great satisfaction for me and my welfare team of Satara and Solapur.

Manipur



Pandemic Law Enforcement in Manipur

PANDEMIC POLICING

- ❖ Implementation of lockdown with compassion
- ❖ Helping people in distress
- ❖ Handling migrant crisis
- ❖ Anticipation and preparation for L&O situations
- ❖ Containment zone management
- ❖ Crime profile in pandemic and countering it
- ❖ Cybercrime in pandemic and countering it.
- ❖ Safety of women, children and the elderly
- ❖ Protocols for arrest, search and seizure
- ❖ Protocols for handling road accident victims, unidentified dead bodies, inquest, PM, etc. — Safety Kit

IMPLEMENTATION OF LOCKDOWN WITH COMPASSION

Enforcement agencies need training/briefing to handle such situations so that they can properly manage the immediate

Presentation made by Shri Jatinder Singh at online Workshop on Pandemic Policing organised by SVPNPA, BPR&D and IPF during 12-13 August 2021



needs of the most vulnerable sections of the society like daily wage earners, especially migrant labourers, sick persons, elderly people, women, children, etc. Manipur police adopted a humane approach to managing the whole situation and helped citizens to overcome lockdown-induced hard times. Manipur police handled the problem with the following right approach:

- ❖ Timely information is the key to rooting out any misunderstandings. Police become the first informant to announce lockdown, curfew, etc., using loudspeakers.
- ❖ At the Police Station level, the police co-coordinated with the civil organizations, local clubs and MLAs for all matters related to lockdown and helped the public in whatever way possible.
- ❖ Ensured that those who were on permissible/emergency service, transport and supply of Oxygen, patients' attendants, vaccination purpose, etc., were given unhindered passage.

Presented made by Shri K. Radhashyam Singh, IPS, Inspector General of Police (Int.), Manipur

- While the public was dealt with compassion, lockdown violators were fined as a deterrent as prescribed by the Home Department.
- In one of the unique ways of encouraging the effectiveness of lockdown, District Police Senapati organized the “**COVID Free Village Competition**” with parameters such as maximum vaccination, minimum or zero COVID-19 cases and minimum challan for violators.
- Zonal IsGP and Range DsIG were invariably supervising the activities undertaken by the subordinate officers who were repeatedly sensitized about the hardships faced by the common people so that citizens are dealt with more compassion and reasoning.

HELPING PEOPLE IN DISTRESS

- ❖ The common problems faced by people during lockdown are:
 - Transportation,
 - Farmers trying to sell their harvests,
 - Daily needs of poverty-stricken families and



- Psychological issues.

- ❖ District Police in close coordination with local MLAs, who are the Chairmen of Local COVID Committees of their respective Assembly Constituencies, for providing much transportation for sick people, COVID testing/vaccination, and other urgent purposes.
- ❖ Farmers were guided to buyers and the offices of the concerned DCs and to the Horticulture Department, which arrange for bulk purchases from the vegetable growers.
- ❖ A 24x7 State-level Monitoring Cell Control Room was set up at 1st Manipur Rifles Banquet Hall, Imphal to deal with many issues about COVID and extend help to the people in distress. The control room provides the public with valuable information on COVID-related issues.
- ❖ Jiribam and the Senapati districts connect the State with the rest of the country by the two National Highways passing through them. Many a time, the district police helped the drivers/handymen of trucks bringing essential items to the State by distributing refreshments, water, etc.
- ❖ Police often transported necessary items of daily needs.

HANDLING MIGRANT CRISIS

- ❖ Any information regarding the migrants was dealt with at the Police Station-level, which identified the places, worksites, localities where migrants were present.
- ❖ The civil society further helped the police in managing the migrant issues.
- ❖ Necessary guidance and assistance were provided to migrants be it regarding the COVID test for travelling inside or outside State.
- ❖ COVID Positive migrants were kept in the Community Isolation Centers and the COVID Care Centers
- ❖ Distribution of food, water, snacks, etc. was carried out at the border districts of the State where migrants often have to wait for getting lockdown passes from the Home Department for entering in the State.



ANTICIPATION & PREPARATION FOR LAW & ORDER SITUATIONS

- ❖ Reserve teams/QRTs were kept in readiness and in anticipation of any law and order problems. Commando teams were stationed at various districts to effectively deal with any ultra-activity.
- ❖ A temporary lock-up/Quarantine Prison was put in place in every district to keep COVID positive accused.
- ❖ The Armed Battalions posted in the State assist the Civil Police in maintaining law and order whenever required in far-flung areas or even in the heart of the Imphal. They also kept their manpower on standby for any exigencies.
- ❖ The following guidelines for handling mob, agitations, protests, crowd control duties issued by DGP, Manipur as part of SOPs formed in the wake of the COVID-19 pandemic were followed strictly:
 - All protestors are warned using loudspeakers announcements about the threat of the spread of the CORONA virus and be made aware and advised to follow social distancing and use of face masks, sanitisers, gloves, etc.
 - Police personnel to be equipped with face-shield and other protective equipment as per requirements. All the anti-riot equipment must be disinfected before being used and after.
 - Police officers shall make use of sufficient barricades and ropes to avoid physical contact with the protestors. Barriers must be disinfected before use.
 - All police officers and men must use hand sanitisers, gloves, masks, face shields while dealing with riots/protests, etc.
 - When arrest of the protesters is necessary, police personnel must use personal protective gear and hand sanitisers before and after touching the protesters.
 - In non-bailable offences, protestors may be produced before the magistrate using video conferencing (as per the requirement).



CONTAINMENT ZONE MANAGEMENT

- ❖ Immediate sealing off of the containment zone after official notification in close and constant coordination with district administration.
- ❖ Proper demarcation, display of signboards and deployment of security personnel.
- ❖ Soliciting the support of local leaders or responsible citizens within the containment zone.
- ❖ Meeting the basic needs of the citizens in the Containment Zones with the help of local social organizations. Persuading those living within for their support and cooperation
- ❖ For strict enforcement, announcement at regular periods in the Containment Zone/Areas.

CRIME PROFILE IN PANDEMIC & COUNTERING COUNTERMEASURES

- ❖ The crimes reported in all the districts have no variation. No pandemic-related crime worth mentioning happened in Manipur. Preparedness and proper due process helped Manipur police in dealing with any crime during the pandemic.
- ❖ Manipur because of having an international border with Myanmar, faced violations during border sealing. Appropriate actions were taken under Disaster Management Act. Manpower from Manipur Police was deployed at vulnerable places in many districts to ward off such incidents.

CYBER CRIME IN PANDEMIC & COUNTERMEASURES

- ❖ Strict actions, as per the law, were taken against the fake news and incriminating articles dealing with the Pandemic as well as against the projects of Government
- ❖ Social Media Monitoring Cell monitored any uploads spreading fake news about alleged side effects of COVID vaccination. Such posts/uploads were promptly blocked; the persons responsible were identified and counselled.



SAFETY OF WOMEN, CHILDREN AND THE ELDERLY

- ❖ All Police stations maintained Women and Children Helpline Desks where women officers catered to any emergency related to women and children.
- ❖ Most of the districts, including hill districts in Manipur, have all-women police stations where all crimes related to women are dealt with.
- ❖ In addition to “**Dial 112**”, district control rooms are fully functional in all districts for easy accessibility for anyone needing help.
- ❖ As per directions from the State Govt., all schools, colleges, tuition centres or any children related events were closed. Police ensured that all concerned strictly comply with the direction.
- ❖ Police were deployed at various hospitals, COVID care centres, primary health care centres, vaccination centres, etc. so that proper SOPs are followed by everyone.

PROTOCOLS FOR ARREST, SEARCH AND SEIZURE:

- ❖ Arresting the accused in minor cases was minimized as far as possible.
- ❖ In non-bailable offences, the accused were produced before the Court at the earliest or produced using video conferencing with the magistrate to avoid any direct physical contact. Arrests were made only in heinous crimes that attracted more than 7 years’ imprisonment unless necessary.
- ❖ The police personnel and arrestee were made to follow COVID protocols.
- ❖ In the case of more than one accused in the lock-up, social distancing was ensured.
- ❖ Police Station Staff avoided physical contact with the accused/victim to the extent possible.
- ❖ Police vehicles carrying the arrestee were disinfected after use and police personnel and their uniforms/equipment were sanitized.



Best Practices in Public Order Management

The covid-19 pandemic has brought a new challenge for police regarding public order management with strict lockdowns for deterring the spread of the Covid-19 virus. Lockdown of such magnitude was the first of its kind and it was difficult in the beginning to make people stay put in their residences by restricting their movements. At the outset, the people were afraid about the covid-19 pandemic with rampant rumours and ignorance about the various guidelines and orders related to the imposition of lockdown. Strict imposition of lockdown was difficult as daily essential commodities could not be fully addressed by the Government and the general public would often violate lockdown rules and move out of their houses in search of essential commodities.

To dispel the panic among the general public regarding Covid-19 and to generate public awareness on Covid-19 frequent publicity was carried out. PA system was used for making announcements at all localities, bazaar areas, and on roads about the Lockdown, giving awareness to the public about Covid-19 and also to follow Covid appropriate behaviours. Cooperation of local civil societies and local clubs was sought for the community-driven imposition of lockdown. Local Police Community Liaison Groups were used to generate awareness at the Police Station level.

The following challenges were faced by the police for public order management during the Covid-19 pandemic:

- a) Management of Curfew Passes.
- b) Ensuring ‘Covid appropriate behaviour’ in Public.
- c) Management of Containment Zones and Covid Care Centres
- d) Dealing with misinformation and rumour mongers.

Management of Curfew Passes

Curfew passes were issued by the District Administration without much consultation with the district police. Moreover, with many exemption categories with many unworthy curfew pass holders, controlling movements of people and goods carriers became a challenge. Most of the curfew violators possessed

a pass, which was not used only for emergencies but also for roaming on the roads for absolutely unnecessary reasons.

However, the second phase of the Covid has seen a reduction in usage of curfew passes with people being aware and not wandering unnecessarily and police also scrutinizing essential services based on identity cards and application of mind on the spot.

Police took the following steps for more efficient management of curfew pass users:

- ❖ Frequent checking of fake curfew pass/misuse of curfew pass was carried out by deploying police personnel at strategic locations.
- ❖ Police checked the authenticity of the curfew passes and strictly imposed a fine on those possessing invalid curfew passes under relevant regulations.
- ❖ Commuters with curfew passes coupled with valid identity cards proved an effective method of allowing transit.
- ❖ In Imphal West District, an alternative arrangement of obtaining permission for a list of employees of any permitted department by the concerned authority and sharing the list with the police was adopted. This greatly reduced the number of individual violators moving around carelessly with a pass.

To improve the rampant misuse of curfew passes, regular feedback was given to the District Administration to control the issue of curfew pass to only deserving candidates. Whenever curfew passes are issued by the district administration, seeking a verification report from the concerned police station will be helpful so that the police station will be able to maintain a proper record as well as enquire on the individuals and the purpose for which the curfew passes are sought.

Ensuring Covid Appropriate Behaviours in Public.

It is seen that most of the people pretend to observe Covid appropriate behaviour in front of the police only. This is one of the factors which leads to the spread of disease. The lack of awareness and indifferent attitude among the public has been the greatest challenge while ensuring 'Covid Appropriate Behaviour'.

Negligent behaviour of the shop owners in ensuring social distancing is also one of the main reasons for the spreading of the virus among the crowded customers in their shops.

To ensure 'Covid appropriate behaviour', police undertook the following steps:

- ❖ Frequent patrolling and breaking-up of crowds, maintaining social distancing by marking spots especially in front of shops, pharmacies, etc.
- ❖ Enhancing the visibility of police in all strategic places and imposing fines/ penalty to Covid SOP/guidelines and lockdown violators.
- ❖ Mass publicity is carried out in all localities with the active participation of the CSOs, Village Authorities, and Student Organizations by the announcement from the community halls using mikes or by using mobile mikes mounted on vehicles.
- ❖ Police in collaboration with bazaar board/clubs and the shopkeepers made space demarcation to maintain social distancing and allow only mask-wearing individuals to avail themselves services.
- ❖ In case of violation by a particular shop-keeper, challan/fine is imposed or shop is closed down for a particular period for repeated offenders as per relevant law. Similarly, if a particular area is not following the Covid Appropriate Behaviour, written reports are sent to the competent authority to impose curfew/lockdown in the particular area.

Management of Containment Zones and Covid Care Centres

Containment Zones and Covid Care Centres are high-risk areas and not everyone residing in such areas has the same understanding or they have different needs, which often leads to conflicts. There are cases of conflicts between the inmates or between inmates and management or inmates escaping/ attempting to escape from the Covid Care Centres. Timely intervention is of utmost importance in these scenarios. The places/areas/residences notified as containment zone or Covid Care Centres by the district administration are provided security by the district police. In some instances, certain incidents arise where the people of the containment zone block the roads leading to law and order problems. Shortages of essential items lead people to move from the containment areas often violating containment norms.

For efficient management of containment zones and Covid Care Centres, police took the following steps:

- ❖ Movable barricades/drop-down gates were installed guarded by the police to regulate the movement of traffic and control violations.
- ❖ Entry/exit points of containment zone and Covid Care Centres were properly manned by police. Routine police patrolling was undertaken.
- ❖ Police also clearly briefed the individuals/inmates of the Covid Care Centres about the DOs and DON'Ts and the penal sections applicable for any violations.
- ❖ Once an area is declared as a containment zone the concerned police station made announcements in the area. Cooperation of the local Covid Task Force and CSOs were sought for the management of containment zones
- ❖ Regarding the blockade of roads, the public was made aware not to take up such steps as blocking of roads will not stop spreading of the disease and the only way to fight the disease is to observe Covid Appropriate Behaviour and to stay home unless an emergency/extreme requirement arises.
- ❖ Constant engagement with local Clubs/ CSOs for any emergencies and daily essential needs and also to raise awareness on the need for movement restriction.

Police accessibility and quick response are the keys to tackling any issue which the administration faces which merits police intervention. Proper cooperation and coordination with the covid task force and local youth organizations of the localities declared as containment zones is a must as well as delivering essential items at the doorsteps thus restricting the movement of people inside and nearby the containment zones to control the spread of Covid-19.

Dealing with Misinformation and Rumour Mongers.

An increase in the number of unauthenticated news/videos/messages in social media creates fear psychosis among many individuals. There have been allegations by some individuals against the police that fines/penalties have been imposed wrongly to the public in the name of imposing curfew/ implementing Covid-19 SOP. Such false information and rumors circulating in social media need to be checked and monitored. The general propensity for the

public to consume such false information, general pre-conceived mistrust of the public towards the government and its agencies, presence of opportunists seeking public acclaim and acknowledgment to garner “likes” and “followers” are the main reasons for the spread of misinformation/rumours.

Another aspect of misuse of social media for spreading misinformation is “Hyper vigilantism” i.e. active social media handles posting pictures of open bazaars to highlight flaws in curfew imposition and spread falsified/rumoured timings of curfew and bazaar. This encourages the general public who are already in desperate need of essential items from the shops/bazaar and causes movements of the public who come out for shopping violating the SOP of Covid-19.

Misinformation and rumours discourage symptomatic people to come out for Covid testing for fear of social boycotting by their locality ultimately staying unchecked at their respective homes and giving impetus to the spread of the disease. Further misinformation discourages the public from vaccination which is the ultimate solution to end this pandemic.

To ensure that such misinformation/rumors are dealt with effectively, police ensured the following:

- Cyber Crime Unit plays an important role in the investigation of such cases. On receipt of information regarding the circulation of unauthenticated news/videos/messages in the social media platform, timely appropriate action is taken under relevant sections of law after confirmation and verification of the source.
- Police with the help of the District Administration and Health Department and local clubs conducted regular counter clarification awareness programmes with the right information and SOPs to enable people in making informed decisions and to follow the guidelines laid down by the Government from time to time.
- The orders related to the pandemic were circulated to the public at the earliest through social media & other communication systems like Radio (All India Radio) and local TV news channels to increase public awareness.
- Ensuring police presence on all media platforms helps in keeping a close watch.



- The public is made aware that the police are only implementing the Government's Order and fines are imposed on the orders of the government and for restricting the movement of people to contain the spread of the virus.

Spreading false and unverified news regarding Covid-19 on various platforms has come to the fore and these kinds of posts can potentially lead to panic and terror among common people. Constant monitoring and timely intervention are a must to prevent the breakdown of Government strategy and policy. This will not only deter people from spreading misinformation and rumour but also encourage people to report such violations instead of posting them on social media.

Use of Innovative Technology Solutions as Force Multipliers.

The police are using Whatsapp groups at different levels such as intra-departmental, inter-departmental, with Covid taskforce/local club, 'ArogyaSetu' and Audio-Visuals for easy and fast flow information and guidelines and to act as force multipliers as part of efforts to contain the spread of Covid-19. Installation of speakers on CCTV poles and providing customized portable fine collection machines would minimize the risk of getting infected.

In Imphal West District, drones and newly installed CCTV cameras were used for the first time to find out the crowded market areas, bus terminals, and other vulnerable places which helped in identifying the crowded spots without actually going to the places.

It can be said that the Covid-19 pandemic has opened up a new portal in policing and public order management. The reluctance of the public to cooperate made it difficult to enforce Lockdown as daily essentials could not be provided at the doorstep and thus a middle path needs to be followed to maintain the balance between the necessity of common people and preventive steps of Covid-19. Delivery of supplies and essential commodities was relatively more streamlined in the lockdown imposed during the second wave of the Covid-19 pandemic since the challenges of the logistics were already known from the first lockdown. Public-Police coordination is greatly required to successfully tackle this pandemic. Coordination with various stakeholders under the overall guidance of administration is the key to a successful implementation of lockdown. Providing correct information at the earliest and countering



any false information/rumour as fast as possible to prevent panic among the public is essential for smooth management of the public during the stressful times of the pandemic.

It was the first time any state was facing the deadly Covid-19 pandemic and adequate knowledge or research findings were not available and such that the Government had to come with new rules, regulations, and guidelines from time to time which initially was a challenge for both the authorities and the public. Manipur has come a long way in fighting this deadly pandemic and still calls for great cooperation and coordination of the authorities and the public.

Meghalaya



Pandemic Policing: Meghalaya Police Experience

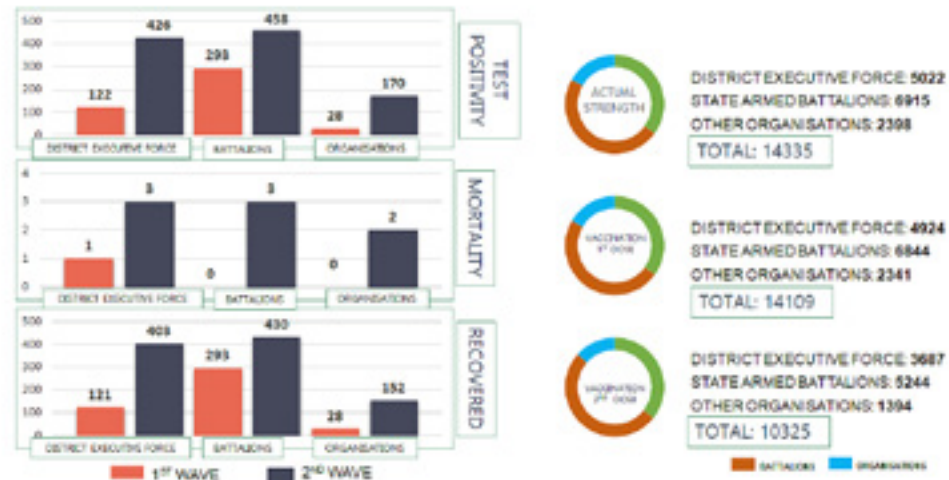
MEGHALAYA POLICE: CRONA OVERVIEW

1. Total strength: 14335
2. Total Positive cases: 1497; 443 (1st wave), 1054 (2nd wave)
1. Total Mortality: 9
2. Vaccination: 99.61% (1st Dose); 78.05% (2nd Dose)
1. Under hospitalization: 5



Presentation by Harssh A Poddar, IPS, Commanding Officer, SRPF Amravati

MEGHALAYA POLICE: COMPARATIVE ANALYSIS WITHIN THE DEPARTMENT



TECHNOLOGY USED FOR MANAGING COVID

- Developed an indigenous Application to track real-time COVID-related information regarding police personnel
- Meghalaya Police COVID Management Application (<http://mykart.live/meghpolicy>)
- Benefits of this application
 - Booklet and Presentation
 - Daily Bulletin
 - Effective monitoring of positive patients
 - Database development and management
- Social Media Monitoring and Management
 - Fake News Portal
 - Public advisories
 - Latest Protocols
- Whatsapp group for close coordination among all Nodal Officers
- Drone technology for monitoring of lockdowns and violations

- Public Address System used for information dissemination

MANAGEMENT OF THE LOGISTICS

- 3rd MLP (1st IR) BN (New Delhi) Experience.
- Delivery of COVID Related Materials.
- Controlled and monitored force Movement.
- Dedicated COVID Isolation & Quarantine Centre.
- Delivery of essential commodities and services.
- Facilitated interstate movement of public, labourers.

COMMAND & CONTROL CENTRE

- Meghalaya Police COVID Control Room (MPCCR)
 - The mandate of MPCCR.
 - Monitoring on a real-time basis.
 - Health and Hygiene Committees in all Units.
 - Nodal officers of H&H Committees.
- Meghalaya Police Relief & Welfare (COVID) Fund.
- 2nd MLP Battalion Experience.
- Weekly review by DGP, Meghalaya.
- Protocols and Guidelines from Competent authorities.
- Leave and HealthM.
- Distress Call Management.

THE ROAD AHEAD

- Continuous vigilance & regular sharing of information.
- Vaccination of the force along with their family members.
- Strict compliance of COVID appropriate behaviour.
- Intensive awareness campaign against COVID-19
- Strive to prevent & stop COVID-19

Nagaland



Pandemic Law Enforcement

The emergence of the novel coronavirus poses a new challenge to the traditional concepts of policing. It also highlights the role of police as invested in the welfare of the citizens. Usually, police is associated with the prevention of crime and maintenance of law and order. But the current pandemic has proven that it is much more than that. The evolving role of the police is rooted in the fact that the police is the first responder to people in distress. Every new threat that puts people in distress compels us to develop new strategies and approaches. The efforts of the Nagaland police towards mitigating the COVID disaster and working as a force multiplier in restricting the spread of infection is highlighted in the slides that make this presentation

IMPLEMENTING LOCKDOWN WITH COMPASSION

Implementing lockdown to curb the spread of infection is still a difficult task. Restricting movement, setting up check points and intensifying patrolling is only one aspect of the task at hand. Meeting the basic needs and requirements of the citizens by addressing the humane aspects of the situation have enhanced the functional efficiency and has given credibility to our efforts of social policing. The following measures were adopted to achieve this.

Presentation made by Shri Limasunap, jamir, IGP at online Workshop on Pandemic Policing organised by SVPNPA, BPR&D and IPF during 12-13 August 2021

**AWARENESS PROGRAMMES AND EDUCATING THE MASSES**

- ❖ Banners and posters
- ❖ Public address systems
- ❖ Social media platforms
- ❖ Educating our forces

CONTROLLING MOVEMENT AS OPPOSED TO RESTRICTING IT

- ❖ COVID check points
- ❖ Odd and even vehicle movement plan
- ❖ Special passes
- ❖ Enforcing social distancing norms and mask-wearing

HELPING PEOPLE IN DISTRESS

The lockdown and the curbs on movement resulted in the disruption of the normal walk of life causing distress to people in general and particular problems emerged which had to be addressed. The logistics available with the police were the game-changer. The following activities were undertaken by the Nagaland policemen and women to help the populace:

- ❖ Stitching and distribution of face masks to the public and PPE to health workers.
- ❖ Providing emergency ambulance services and providing police drivers to the medical department to meet the shortfall of staff
- ❖ Providing vehicles to transport COVID samples to regional COVID testing facilities in neighbouring states
- ❖ Manufacture and distribution of hand sanitizers
- ❖ Distribution of food, medicines and running free kitchens
- ❖ Creating and operating the largest quarantine facility in the state at Ganeshnagar. The Ganeshnagar quarantine centre is a 1200 bedded quarantine facility that was renovated and set up by Nagaland police in a record time. The facility is managed solely by Nagaland police utilizing the doctors and medical staff available with the department.

**HANDLING MIGRANT CRISIS**

The migrant crisis in Nagaland did not emerge out of the outflow of migrant workers from Nagaland but rather due to the incoming traffic of students and migrant workers who were returning to the state from COVID affected states of Karnataka, Punjab, Haryana, Uttar Pradesh, Jammu & Kashmir, Kerala, West Bengal and the NCT Delhi. The urgent need was to isolate them from the populace and at the same time provide security, accommodation and medical facilities to the returnees. Altogether 1514 returnees were accommodated at the Ganesh Nagar quarantine centre run by Nagaland police w.e.f. 04/06/2020.

ANTICIPATING AND PREPARATION FOR LAW & ORDER SITUATION

The Greek statesman Pericles stated that eternal vigilance is the price of liberty. Nagaland police have adopted the same principle to ensure the maintenance of law and order in the state.

- ❖ Setting up a COVID command centre for effective monitoring of all COVID related activities and analyzing their co-relation with criminal activities
- ❖ Security provided to quarantine centres
- ❖ COVID testing centres
- ❖ COVID hospitals, especially ICU facilities
- ❖ Intensified patrolling at places known to have a high footfall
- ❖ 24/7 vigil in urban and semi-urban areas.
- ❖ Social networks were monitored to gauge the public mood.
- ❖ Security in financial and vital installations heightened
- ❖ Providing security escort to essential services
- ❖ Maintaining and securing supply chains of medicines and food.

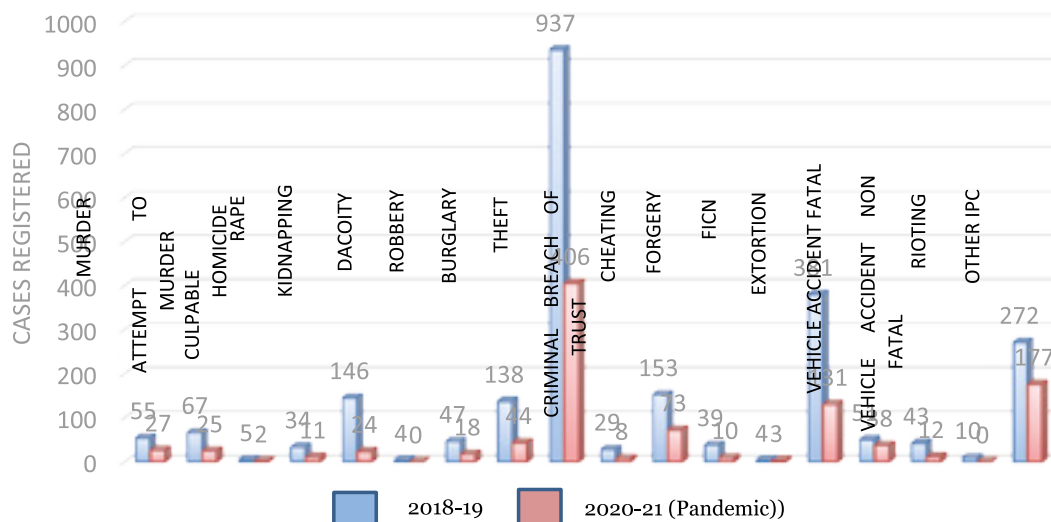
CONTAINMENT ZONE MANAGEMENT

This has been a process of learning through mistakes. With improved coordination and proper definition of duties for each stakeholder, the process of containment zone management has become systematic and effective. The biggest takeaway has been increased public co-operation.

CRIME PROFILE DURING PANDEMIC AND COUNTERING IT

A comparative study of the crime profile of the pandemic and its preceding period reflects a considerable decline in the crimes against a person. Incidences of rape, kidnapping have declined. Rioting and affray have not been reported during the pandemic. However, internet fraud and cheating cases have been reported. Also, 1304 violations of lockdown rules were reported leading to a total of 1665 arrests and the realization of Rs 9,94,290 as fines in the period from March to August 2020.

Comparative Crime Profile Chart for Nagaland



CYBER CRIME IN PANDEMIC AND COUNTERING IT

The cyber crimes reported during the pandemic were of two categories

- ❖ Internet fraud: the cyber cell and district police have registered cases and investigations done.
- ❖ Misinformation campaigns: the cyber cell and social media monitoring units have countered the same through social media posts by circulating accurate versions of the story. Moreover, 03 criminal cases were registered and the perpetrator has been identified and booked as per provisions of the law.

SAFETY OF WOMEN CHILDREN AND ELDERLY

The district police have been sensitized to the special need of the safety of women, children and senior citizens. They are working in close coordination with the agencies concerned. Extensive security coverage was provided to the children appearing on their board examinations to enforce social distancing and ensure COVID norms and regulations were strictly followed at examination centres.

PROTOCOLS FOR ARREST SEARCH AND SEIZURE

- ❖ All COVID protocols followed
- ❖ Police parties equipped with masks and hand gloves
- ❖ Compulsory COVID test for the arrested person immediately after being taken into custody
- ❖ Packing the seized articles in pre sanitized bags/containers while taking into custody and sanitizing them before storing them in malkhana after obtaining physical evidence if any.

PROTOCOLS FOR HANDLING ROAD ACCIDENT VICTIMS UNIDENTIFIED DEAD BODIES, INQUEST AND PM

- ❖ All COVID protocols were followed
- ❖ The dead body was handled by police personnel in PPE kits
- ❖ Inquests were carried out by observing all laid down protocols
- ❖ Place of occurrence sanitized after collecting forensic data and on completion of the inquest

CONCLUSION

Nagaland police has already lost 11 warriors but the pandemic is far from over. We have a lot more to learn, and lot more to experience. The war wages on. As a preparatory measure, Nagaland police has carried out an extensive vaccination programme amongst its ranks and files to minimize casualties and prepare them for the next stage. Quarantine facilities for police personnel only are operational in every unit and every district of the state. A COVID hospital is being made operational at the police complex in Chumoukedima, Dimapur which will have ICU facilities.

National Disaster Response Force



Initiatives by NDRF during COVID19

BACKGROUND

The National Disaster Response Force (NDRF) was raised on 19 January 2006 under the Disaster Management Act, 2005 to build a safer and disaster-resilient India by developing a holistic, proactive, multi-disaster and technology-driven strategy for disaster management. NDRF is under the National Disaster Management Authority chaired by the Prime Minister. The Force is trained for specific disaster responses like Flood Rescue, Collapsed Structure Search and Rescue, Medical First Responders, Rope rescue, Nuclear, Biological and Chemical Emergencies Dignified Disposal of Dead Bodies, etc., and is authorised for special equipment. NDRF is trained, retrained by way of familiarization/mock exercises to be ready for any exigency at any time. The motto of the force is “*Aapda Seva Sadaiv Sarvatra*”.

THE EARLY MUSINGS

The first COVID briefing in India was on 30 January 2020. Air India’s flight carrying stranded persons in Wuhan landed on 31 January 2020. NDRF was ready to take on the disaster. The following containment measures were taken:

1. Overall Sanitization Personnel, Buildings, etc.

Presentation made by Shri Mohsen Shahedi, DIG at online Workshop on Pandemic Policing organised by SVPNPA, BPR&D and IPF during 12-13 August 2021



2. Thermal Screening
3. Showering Facilities
4. Regular Health Checkup
5. Quarantine Centres
6. Daily Update on Pandemic
7. Immunity-Boosting Measures for Self-Care Ayush Protocol
8. Stocking of Essential Medicines
9. Fabrication of Face Masks
10. Preparation of Sanitizers

OPS PREPAREDNESS BY NDRF

Personnel Protection

1. Neck above and Hand Protection: Waterproof head cover; goggles/visors; water-resistant masks; skin-tight wrist/elbow gloves.
2. Hip above Protection: Good quality light washable/disinfectable water/windproof hood jacket.
3. Full Body Protection: Water/rainproof two-piece suit with hood.
4. Hygiene and Sanitation: Hand sanitizers, area disinfectant, masks for rescued civilians during the evacuation, medicines for own troops.
5. Medical Backup: Double-closed small medical component; back-up doctors; telemedicine facility.
6. Personnel Protection Equipment (PPE) for operations.

COVID HOSPITALS

1. COVID hospitals and health care centres were established at different locations and districts.
2. A vaccination drive was carried out in earnest. The force is 100 per cent vaccinated.

ONLINE TRAINING OF UNITS

1. Online training of new units at various locations
 1. Webinars
 2. Conferences
 3. Commandants' Conference
 4. Briefing/De-briefing Sessions



RESCUE & RELIEF OPERATIONS DURING COVID

Major Ops

1. Cyclone Amphan
2. Vizag Gas Leak
3. Cyclone Nisarg
4. Cyclone Niwar
5. Cyclone Burevi
6. Chamoli Flash Flood
7. Cyclone Tauktae
8. Cyclone Yaas
9. 2 Flood Seasons

COMMUNITY AWARENESS PROGRAMMES

1. Confidence Building.
2. Awareness Programmes in Quarantine Centres.
3. General awareness through posters, pamphlets, signage, etc.

HANDLING OF WORKERS' MIGRATION

1. Crowd management.
2. Distribution of relief materials.
3. Distribution of dignity kits.
4. International humanitarian assistance to Beirut, Nepal, Cambodia, Vietnam, Haiti

INFRASTRUCTURE DEVELOPMENT

1. Installation of Oxygen plants.
2. Establishment of NDRF COVID Control Rooms.

SOCIETAL RESPONSIBILITIES

1. Helping hands: established NDRF COVID Helplines.
2. The nature cure: Tree Plantation Campaign.
3. Reaching out to the destitutes.



Lessons Learnt from the Second Wave of Covid-19

From the second wave of Covid-19 dealing with critical Covid patients, and successful response to Taukhte and Yaas cyclones in Gujarat and West Bengal, respectively, Police learned several lessons to improve upon.

- 1. Responders' Safety & Health.** Our experience of six victims of Covid-19 gave us a lesson that the safety of the responder should be the priority because if they got infected who would rescue others. The use of Arogya Setu app was made mandatory. Cent percent vaccination was ensured in the NDRF campuses, which instilled confidence and build self-motivation in the rescuers to work dedicatedly to save lives. Rigorous training exercise and yoga sessions were held on the campus
- 2. Mass Care.** While in operation, masks and medical facilities were provided to the cyclone victims. The temperature of victims and outsiders was checked before dealing with them to make the force secure and safe. Vigilance was increased to check large gatherings of people in the campus area. festivals were not allowed in the campus area, and various already scheduled programmes were postponed.
- 3. Public Management.** The coordination approach was followed. Learning lessons from the 1st wave, we avoided direct contact with people. The help of the local agencies (police, health, NGO, civil volunteers) for smooth functioning of work. Several awareness programmes were organized in the disaster-prone villages
- 4. Guidelines for the Persons On Leave.** Those who availed leaves were quarantined for seven days for their family's safety. Reservation was made mandatory for any movement by Railway and Airways
- 5.** Vehicles were arranged from the Railway Station to campus to reduce the chances of any infection during travel. Public transport was avoided to minimize the risk of infection
- 6.** Posters of symptoms/precaution of Covid-19 were displayed at various locations



INITIATIVES

COVID Care Centre

Covid Care Centre was started in the MI room equipped with advanced cardiological support with 14 beds, separate toiletries, separate messing, oxygen concentrator, oxygen cylinder, entertainment hall, and separate phone for patients. 24*7 dedicated nursing staff under the observation of doctors ensured proper treatment. PPE was mandatory for nursing assistants in the Centre. The entry into the Centre was strictly prohibited except for the nursing staff.

Revamping of the Health Care System

In the first Covid wave there was a huge shortage of medical facilities and equipment. Given that a Covid Care Center was established on the campus for NDRF personnel and their wards. The following Covid protocols were strictly followed in the Centre:

- ❖ Routine check-ups and monitoring of personnel regularly
- ❖ Emphasis on yoga and exercise
- ❖ A proper healthy and balanced diet plan for the patients
- ❖ Strict quarantine and routine check-ups of personnel returning from various operations

Vaccination. Cent percent vaccination was carried out with the help of the state government hospitals. Those who were joining back from outside were quarantined for 14 days to avoid infection. Personnel residing with their families were vaccinated timely.

Boosting Health Infrastructure

The following infrastructure was boosted at the Company Camus:

- ❖ Installation of contact-less sanitizer machines at the Main Gate.
- ❖ Weekly check-ups of company personnel.
- ❖ Regular awareness classes by doctors.
- ❖ Advance Life Support System was installed in ambulances.



- ❖ PPE kits were distributed to NDRF personnel.
- ❖ Appointment of civil doctors for NDRF personnel.
- ❖ Capsule course and webinar on Covid were organized

Increased Medical Supply. Essential medical items and medicines were procured on emergency-basis

Awareness Activities. Various awareness activity programmes were conducted inside campus and nearby villages to sensitize people about Covid-19 protocols. Pamphlets were distributed at a large scale inside the campus area.

Use of PPE. All people needed to wear a mask and always keep sanitizer in their pockets.

Sanitization. Hotspots including MT, MI Room, the family area was sanitized at regular intervals.

Training and Deployment of Teams. Training sessions were organized for the Rescuer by the commandant and rescue strategies were updated. Given the 2nd wave of Covid-19, specially modified PPE was used during ops. NDRF HQ provided face shields and masks, which were used in cyclone Yaas, Tauktae to protect the rescuers during evacuation.

Meals and Drinks for the Rescuers. A Balance Diet Plan was constituted consulted with consultation with doctors. The quality and the quantity of food served in the mess were improved by adding kadha, and turmeric-flavored milk for boosting immunity. The cleanliness and hygiene of the mess were checked at regular intervals. Social distancing was followed in the mess area.

Distribution of the Relief Material. After completion of Cyclone Tauktae and Cyclone Yaas, the force provided help to the local administration in the distribution of the relief materials among the needy.

BEST PRACTICES

Gate Management

- Sanitization of personnel and vehicles at regular interval



- Strict entry and exit of personnel
- Locked all campus gates. Entry only from the main gate
- Established a screening booth and detailed Nursing Assistant for checking Covid symptoms and maintaining their record
- CCTV cameras were installed at all gates for close watch and strict compliance with orders.
- Sanitizer with the stand and contact-less sanitizing machines were installed

Civil (Vendor) Management-

- Local vegetable/fruit vendors were not allowed inside the campus. However, fruits and vegetable shops were established at the Main Gate under the observation of duty SO and NCO.
- The gas supply vehicle was sanitized along with cylinders every time at the Main Gate. From the gate onwards, own vehicles were used for carrying the cylinders inside the campus.
- Milk vendors were also not allowed to enter the campus however individuals brought the milk from the gate.
- Personal vehicles were allowed to enter the campus after sanitization with sodium hypochlorite solution

STRATEGIC PLAN TO COMBAT COVID-19 IN THE UNIT

- Strict monitoring of the temperature of any incoming civilians/family member and force personnel in BNHQ and at respective RRC'S at the entry gate
- Proper quarantine of the personnel reporting BNHQ and RRC as per quarantine protocol.
- Proper Adm. Arrangements for the quarantine personnel for Food and living and toiletries so that they may not come into contact with the non-quarantined personnel.
- Proper arrangement for investigation and treatment in r/o the suspected cases.



- Avoid all types of unnecessary social gatherings.
- Awareness regarding follow-up of preventive measures such as proper handwashing/avoiding public places/ use of face mask/ hand sanitization etc.
- Strict home quarantine for family members being quarantined at quarters.
- The functional arrangement of wash point/sanitization points at gates at BNHQ as well as in RRC'S.
- Proper follow-up of the SOPs during deployment. Screening of personnel before deployment and after returning from deployment and during deployment.
- Periodic sanitization/disinfection of the campus i.e. Barracks/offices/ SOS mess/officer mess residential area at BN HQ as well as at RRC'S
- The functioning of the wall-mounted sanitizers installed at various places should be ensured.
- Covid care center was started in the mi room equipped with advanced cardiological support with 14 beds, separate toiletries, separate messing, oxygen concentrator, oxygen cylinder, entertainment hall, and separate phone for patients. 24*7 dedicated nursing staff under the observation of doctor to ensure proper treatment.
- Baseline treatment protocol for isolated/Covid-19 patients:
 - (i) Tab azithromycin- 500 mg od x 05 days
 - (ii) Tab ofloxacin + ornidazole- bd *05 days
 - (iii) Cap/tab Vit. B complex-od
 - (iv) Tab Vit. C
 - (v) Plenty of fluid
 - (vi) Protein-rich diet
 - (vii) Tab PCM 650SOS
 - (viii) Steam inhalation with carvol plus 2 times daily



MONITORING & MANAGEMENT OF REPORTED PERSONS FROM LEAVE

- ❖ Separate quarantine with separate mess and all necessary facilities were ensured. They all practiced yoga and physical training to boost their immunity. Double-mask was used by all the personnel.
- ❖ Daily checkup of quarantine personnel; temperature and BP checked in morning and evening on daily basis.
- ❖ Separate messing and extra diet, physical workouts like PT, Yoga, and Meditation.
- ❖ Conducted online meditation classes by Brahma Kumaris for building up the confidence level of rescuers and family members.
- ❖ Strict compliance was ensured by the Head of the Department.
- ❖ Special briefing to all rescuers to make them ready to respond at any operation
- ❖ Extra care during a mock exercise
- ❖ Crowd management briefing by the HOD
- ❖ Visit of unit doctors to all affected area
- ❖ Family caring:
 - Special supplement to the child
 - Special care old age persons
 - Vaccination of family members
 - Yoga classes organized at campus area with Covid protocols
 - Gathering prohibited for families



Odisha



Pandemic Law Enforcement

The MHA, Govt. of India vide order No.40-3/2020-DM-19 A dated 29.04.2020 allowed movement of migrants workers, pilgrims, tourists, students and other persons stranded at different places due to the lockdown. On the Odisha Police initiative, 529 numbers of trips were made and 24,754 inter-state on-foot migrants were transported. Twelve Border Check Points were established through which 6,623 numbers of buses, 25,999 numbers of four-wheelers and 3,70,793 numbers of persons were checked. Odisha Police also ran kitchens to feed migrant labourers. Other initiatives taken by the Odisha police were:

HELPING PEOPLE IN DISTRESS

- A State Corona Control Room was established at State Police Headquarters, Cuttack from 23.03.2020 to attend to the grievances related to COVID-19 and to assist the people in need.
- A call centre at SCRB, Bhubaneswar to ensure smooth transportation of goods without any hindrance.

Presentation made by Shri Radha Krishna Sharma ADGP, at online Workshop on Pandemic Policing organised by SVPNPA, BPR&D and IPF during 12-13 August 2021



- E-Pass Management System was introduced to provide transit passes to the general public to move to different places in case of emergency during the lockdown period.
- Awareness programmes were organized in coordination with District Administration to propagate the guidelines to prevent the spread of COVID-19.
- Immediate action on social media posts/grievances of the general public related to COVID-19.

SUPPLY OF LIQUEFIED MEDICAL OXYGEN

- Based on the directive of Hon'ble Chief Minister, a Special Cell was formed for coordinated action for loading and transportation of Liquefied Medical Oxygen (LMO) by Odisha to states facing the deficit
- Odisha Police ensured that there is no delay in loading and transporting of LMO to Deficit States/UTs
- 1684 tankers/containers carrying 3,1400.123 MT medical oxygen was dispatched under escort/supervision of Odisha Police from Rourkela, Jajpur, Dhenkanal and Angul districts of Odisha to 17 Deficit States/UTs

SAFETY OF WOMEN, CHILDREN & THE ELDERLY

- For the safety of women, children and senior citizens, mobile numbers of all IsIC/OsIC were circulated on social media. All IsIC/OsIC were directed to respond to call/news/information immediately especially in the matter of women, children and senior citizens.
- A "Phone-up Programme" was initiated by Odisha Police at SCRB, BBSR w.e.f. 18.04.2020 to look into the problems of domestic violence faced by women in households during the lockdown period.
- Under this programme, the victims of violence and other related cases of the last 5 years were identified. The victims were contacted from the Call Centre of SCRB, BBSR by lady staff to find out their well-being.
- 9, 205 women were contacted by the SCRB Call Centre. Adverse reports were received in 53 cases. In these 53 cases, the concerned district SSPs was instructed to intervene in the matter immediately for redressal of the grievances of the victims.



COVID-19 IN POLICE PERSONNEL

A total of 12, 176 policemen were diagnosed COVID positive out of which 62, 48 in the first wave and 14 in the second wave laid down their lives in the line of duty.

HELPING PEOPLE IN DISTRESS



Lessons Learnt during Policing in COVID 2

MEDICAL ASSISTANCE/COUNSELING TO INFECTED POLICE PERSONNEL

During the second wave of the COVID-19, more than 3000 police personnel were infected by the deadly virus. Most people who had COVID have many post-COVID conditions like fatigue, shortness of breath, cough, joint pain, chest pain, dizziness, depression or anxiety, etc. to meet the post-COVID syndrome in the police personnel, Odisha Police established a dedicated COVID Counseling Center at the State Police HQ, Cuttack, and appointed a Counseling Psychologist for the purpose. All establishments of Odisha Police were informed about the Counseling Centre, and all were requested to make telephonic contact with the Centre.

The Counseling Psychologist contacted the Police Personnel affected by COVID daily and maintained their medical records wherever deemed fit.

HUMANE APPROACH

The Senior Officers of the State Police reviewed and contacted the infected Police Personnel regularly and enquired about their welfare. Medical assistance in terms of arranging beds in the premier COVID hospitals of the State was given to all Police Personnel. In some cases, State Police provided financial assistance to the indigent Police Personnel.

The State Police also procured 15 Oxygen cylinders, 5 Oxygen Concentrators, 50 Pulse Oxymeters, and 2922 strips of Favipiravir tablets and distributed the medical equipment among Police establishments throughout the State to help the needy.

Also, a statewide enforcement drive was launched to prevent hoarding and black marketing of essential COVID medicines and medical supplies. Twenty-two flying squads were constituted throughout the State comprising Drug Inspectors, officials of the Crime Branch, Special Task Force, and local police for energizing the enforcement.

Other Out-of-Box Approach/Strategy/Solution

During the second wave of the COVID-19 pandemic, it was noticed that some of the States in India faced a heavy challenge to maintain the balance between the supply and demand of their Liquefied Medical Oxygen (LMO).

Based on the directive of Hon'ble Chief Minister of Odisha, a Special Cell was formed at the State Police HQ for coordinated action for loading and transportation of LMO by Odisha to States facing deficit. A Dedicated Corridor was set up with round-the-clock monitoring. District SSP/DCsP and Range DIG/IG/CP supervised the movement of the tankers carrying LMO personally within their jurisdictions.

Over 64 days, 1684 tankers/containers carrying 31400.123 MT LMO were dispatched under escort/supervision of Odisha Police from Rourkela, Jajpur, Dhenkanal, and Angul districts of Odisha to 17 deficit States/UTs in the country.

Odisha Police committed itself to ensure that there is no delay in loading and transporting to promptly serve thousands of needy patients. The commitment of Odisha Police was such that it facilitated unhindered transportation of LMO even on the day of Severe Cyclonic Storm "Yaas" amidst all the natural disastrous challenges.

The press reporting of arrangements are as follows:

Punjab



Pandemic Law Enforcement in Punjab

India Today's State of the States Study 2020 on law & order ranked Punjab number 1 on maintenance of law and order in the year 2020. The entire year was marred with the surge of the pandemic and related challenges when the administration was still finding a way to formulate a strategy to tackle the problem. Various related problems included the supply of essential commodities and services, problems related to migrant labour, enforcement of the various Govt guidelines.

IMPLEMENTATION OF LOCKDOWN WITH COMPASSION

The lockdown brought forward the humanitarian aspect of the Punjab police. Forty-five thousand Punjab police personnel and 12000+ civil volunteers handled the problem with utmost sensitivity & professionalism. The following measures were taken:

- ❖ Thikri Pehra (Community Policing): Voluntary lockdown was implemented in 13, 270 Punjab villages with the support of the Sarpanches and village representatives/youth to prevent the spread of the pandemic.

Presentation made by Shri Vikramjeet Duggal, DIG at online Workshop on Pandemic Policing organised by SVPNPA, BPR&D and IPF during 12-13 August 2021



- ❖ Drones were used regularly to implement effective lockdown in all districts

HELPING PEOPLE IN DISTRESS

- ❖ Helpline 112 was upgraded as the state-level COVID control room
- ❖ DIAL 112 was connected to the District Police Control Room (PCR). From 5000 calls the number increased to 24, 000 calls during the lockdown/curfew. The support was maintained round the clock under the supervision of ADGP CAD
- ❖ Meals/Dry Ration was provided to needy people by the Police in association with NGOs/Gurudwaras/Public, etc. The average dry ration, two meals a day for 3-4 days, was distributed to the families of four.
- ❖ Distributed 11.4 Crore units of free food:
 - Dry Ration: 9.7 Crore units
 - Cooked meals: 1.7 Crore units
 - Dry ration packets: 40 Lakh units
- ❖ Helped distressed people meet medical exigencies.
 - Three hospitals turned away a pregnant woman. Two Punjab cops of Moga helped the woman safely deliver the child on the roadside.
 - SSP, SBS Nagar, distributed sanitary napkins to the poor village women on their doorsteps during curfew.
 - Policemen of Sri Muktsar Sahib set an example for others to follow by lending their shoulders for the burial of an elderly man named Jabar Deen.
- ❖ Assistance to senior citizens, specially-abled/widows by disbursing their pensions at the doorstep.

HANDLING MIGRANT CRISIS

- ❖ Established temporary shelter houses for the migrants.
- ❖ Helped them with food, and other necessary items.
- ❖ Streamlined the process of e-passes for travelling purposes.



- ❖ Facilitated their earliest movement by liaising with various departments
- ❖ Evacuated 12, 649 (23 March 2020 to 20 June 2020) foreigners and NRI, from 55 countries.

BADGE OF SOLIDARITY

Punjab Police salutes to frontline CORONA warriors all across India. After the Patiala Sabzi Mandi incident where the hand of ASI Harjeet Singh was chopped off by miscreants violating the COVID lockdown, Punjab Police launched the #MainBhiHarjeetSingh campaign seeking support from police personnel to replace their name with Harjeet Singh on their badges

REMEMBRANCE WALL FOR PUNJAB POLICE PERSONNEL

Police personnel who sacrificed their lives while attending to the pandemic duties, a memorial wall was created in honour of them.

ANTICIPATION & PREPARATION FOR MANAGING LAW & ORDER

The following steps were taken by the administration for maintaining any L&O problems:

- ❖ All bars, cinema halls, gyms, spas, coaching centres, sports complexes were closed down.
- ❖ Only restaurants and hotels were allowed to operate for takeaway and home delivery from Monday to Saturday.
- ❖ Gatherings of 20 persons only were allowed for weddings and cremations.
- ❖ Open jails created for curfew violators.
- ❖ Keeping limited people on the roads was a major challenge. Punjab Police started e-pass permission for the movement in avoidable circumstances. Priority was given to trucks carrying food and essential goods, and for the medical exigencies, funerals, etc. Twenty-two lakh requests were received out of which 7, 80,982 were approved.

CONTAINMENT ZONE MANAGEMENT

Crime Profiling in Pandemic & Countermeasures

Financial crunch due to job loss, uncertainty about the future, anxiety, stringent restrictions over movement in public places, stay-at-home during the pandemic increased maltreatment and domestic violence. A UNFPA report expected a rise of 15 million cases of domestic violence around the world during the pandemic. According to National Family Health Survey, 42 % of Indian males see no wrong in hitting their wives. As per Punjab police data, 700 cases of domestic violence were reported during the pandemic in Punjab. To tackle the problem, Punjab police started Online Counselling Helpline for women facing domestic violence during curfew

Protocols for Arrest, Search & Seizure

- ❖ COVID protocols were strictly adhered to for handling road accident victims, unidentified dead bodies, inquest, PM, etc.
- ❖ Crime accused and suspected persons were treated as per COVID guidelines.
- ❖ All such cases were dealt with by COVID dos and don'ts.
- ❖ Handing dead bodies became of utmost importance as they could spread the deadly virus. It was done as per the laid out protocol.



Rajasthan



Leadership Communication in CrisisPolice as a Learning Organization

COVID 19: WHAT WE MISSED & WHAT WE HARNESSSED

WHAT WE MISSED

Face of the enemy
Pandemic experience
Reliable information
Tools & Weapons

WHAT WE HARNESSSED

Leadership qualities
Resource optimization
Situational improvisation
Social good-will

EARLY DECISIONS

Reprioritize	Boots on the ground	Budget
<ul style="list-style-type: none">• Investigation• Arrests• Training	<ul style="list-style-type: none">• Leave management• Rejoining from leave/ absence• Office staff• Training Reserves	<ul style="list-style-type: none">• Disbursed before demand received from districts

Presentation made by Shri Gaurav Srivastava, DIG at online Workshop on Pandemic Policing organised by SVPNPA, BPR&D and IPF during 12-13 August 2021

MORALE & MOTIVATION

Leadership

- Senior Officers' visits and partnership
- Visits to containment zones
- Senior Officers from PHQ assigned zones
- Presentation made by Gaurav Srivastav

MORALE & MOTIVATION

Resources

- ❖ Budget
 - Police Welfare Fund: Rs 410.05 lakh
 - Disaster Fund: Rs 249.16 lakh
 - SDRF Fund: Rs 103.06 lakh for 46 hospitals/dispensaries operational in the police campuses
- ❖ Allocation through Medical & Health Department
- ❖ Duty Point
 - All-weather shelters
 - Water and electricity
 - Meals
 - Medicines
 - Contactless e-Pass checking mechanism
- ❖ CSR Activities
 - Masks
 - Sanitizer
 - Gloves
 - PPE kits
 - Ayurvedic medicines

MORALE & MOTIVATION HEALTHCARE

Vaccine Shield	Awareness	
	Special camps and spot registration	
	Nearly 100% vaccinated Police families also covered	
Covid Care Centers in Police Lines	For police personnel and their families	
	Quarantine	
	Oxygen, medicine, meals Support during wait period for ICU/ higher medical center	
Tracking Affected Personnel	State & District level Nodal Officer	
	Daily sitrep	
	Liaison with medical teams for treatment Personal visits by senior officers to hospitals/ their homes	

TOP-LEVEL RECOGNITION

Chief Minister's Interaction

- ❖ Video Conference with police personnel across the state up to Police Station level
- ❖ One-to-one interaction with some personnel/experience sharing

Announcements

- ❖ Special medal for COVID duties
- ❖ Roadways Bus Pass for all police personnel (subordinate ranks)
- ❖ Free annual medical check-up for all personnel
- ❖ Special provision for ex gratia package of Rs 50 lakh + 20 lakh to the family of deceased Corona warrior

INFORMATION IN PUBLIC DOMAIN FAKE/RUMOURS

COVID Command Center (War Room)

- ❖ Inter-departmental coordination
- ❖ Emergency response
- ❖ Information exchange

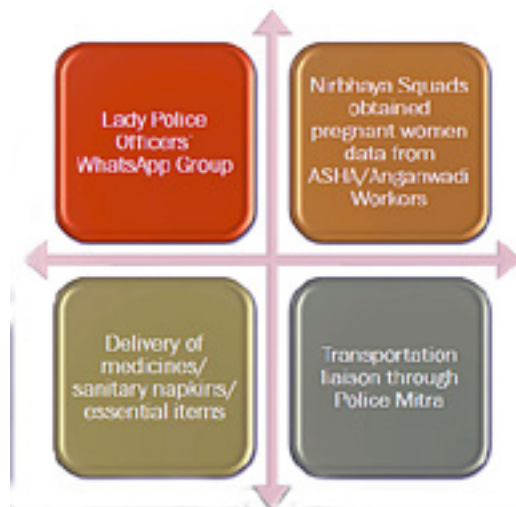
State-level Monitoring Cell

- ❖ Cyber Cell of Special Operations Group
- ❖ Crawling through social media groups/internet/news channels

- ❖ Individual complaints
- ❖ Hand-holding of district-level units

PRO-ACTIVE ENGAGEMENT

- ❖ Vulnerable segment–Women & children



SOCIAL MEDIA POSITIVE NEWS & GUIDANCE

Internal Communication

- ❖ Enforcement Orders Clarity about Action
 - Discussion amongst core group at PHQ
 - Identifying implementation challenges
 - Laying down SOP
 - Points of confusion/clarifications

DGP's Weekly Video Conference with Range/District-level Officers

- ❖ Feedback Loop
 - Sharing of best practices and initiatives
 - Data-driven enforcement strategies

राजस्थान से अच्छी तस्वीर / पलायन कर रहे मजदूरों को एसीपी ने अपने हाथ से पहनाई चप्पल, जगह-जगह कैंप लगाकर की गई मदद



कोरोन के कर्मचारी • मेहरान में रिक्रिक को हुआ पिता का निधन, कोर्ट में तैनात कांस्टेबल बेटे ने वहीं से श्रद्धांजलि दी और फिर जुटे राष्ट्र सेवा में

एक विशेष खबर : राजस्थान के मेहरान जिले में एक रिक्रिक कर्मचारी का निधन हुआ। उसके बेटे का नाम है किशोर। किशोर को पिता का निधन पता चलते ही वह अपने पिता के निधन की खबर को सुनकर बहुत दुःखी हो गई। किशोर ने पिता के निधन की खबर सुनते ही अपने पिता के निधन की खबर को सुनकर बहुत दुःखी हो गई। किशोर ने पिता के निधन की खबर सुनते ही अपने पिता के निधन की खबर को सुनकर बहुत दुःखी हो गई।



Sashastra Seema Bal



Infection Control, Addressing Manpower Shortage, Operational Continuity & Resilience

Sashastra Seema Bal (SSB) is a border guarding force of India deployed along its border with Nepal and Bhutan. It is one of the five Central Armed Police Forces under the administrative control of the Ministry of Home Affairs. Bal is engaged in Counter Insurgency and Counter-Terrorism (CI/CT) and Left-Wing Extremism operations. The following activities were performed by the SSB to manage the various challenges triggered by the pandemic:

PROTECTING OFFICE

- ❖ Staggered timing for staff
- ❖ Avoided usage of closed spaces like lift
- ❖ Single entry/exit gate system with thermal scanning
- ❖ Restrictions on visitor entry
- ❖ Sitting readjusted for social- distancing
- ❖ Ensured sufficient cross-ventilation in the workspace

Presentation made by Shri V Vikraman DIG, at online Workshop on Pandemic Policing organised by SVPNPA, BPR&D and IPF during 12-13 August 2021



- ❖ Provided UV sanitizer for files and documents
- ❖ Restricted the movement of files as per priority

PROTECTING VEHICLES

- ❖ Restricted movement of vehicles
- ❖ Reduced vehicle capacity to half
- ❖ Sanitization before and after use
- ❖ Created segregation between the driver and occupant
- ❖ Used normal vehicle as an ambulance during emergency

PROTECTING PERSONNEL

- ❖ Quarantine of troops on return from outstation duty/leave
- ❖ Regular screening and immediate isolation in case of symptoms
- ❖ Contact tracing of COVID patients
- ❖ Infected personnel treated as per the direction of CMO, District Hospital
- ❖ COVID Do's and Don'ts displayed at prominent places
- ❖ Repeated announcements by the control room
- ❖ Awareness lectures by doctors through the audio system
- ❖ Separate care of co-morbid personnel and susceptible individuals like drivers, sanitization staff, etc.

PROTECTING BARRACKS & MESS

- ❖ Commanders nominated for better management of barracks
- ❖ Capacity readjustment
- ❖ Maintained hygiene of the campus to avoid other diseases
- ❖ Ensured cross-ventilation in barracks

PROTECTING MESS

- ❖ Ensured cleanliness in kitchen, dining area, and surroundings



- ❖ Staggered timings and sitting arrangements for dining
- ❖ Health condition of cook and other mess staff regularly monitored by the unit doctor
- ❖ Handling of mess utensils restricted to mess staff

PHYSICAL & MENTAL WELL-BEING

- ❖ Motivation and briefing by officers and doctors
- ❖ Regular practice of yoga and meditation (AoL)
- ❖ Shared authentic pandemic information
- ❖ Arranged counseling sessions for the troops
- ❖ Telephonic counseling of isolated personnel

SUPPORT TO COVID POSITIVE PERSONNEL & FAMILIES

- ❖ Separate quarantine centers at all formations
- ❖ 24x7 availability of medical staff with ambulance and PPE kit
- ❖ Maintained regular contact with the affected individual
- ❖ Supplied ration and other essential items at home
- ❖ Post-COVID counseling
- ❖ Provided multivitamins and balanced diet to reduce post-COVID weakness

BEST PRACTICES IN HR MANAGEMENT

- ❖ Conducted stress management training programmes
- ❖ Judicious utilization of medical and para-medical staff
- ❖ Setting up of dedicated social media groups, temporary control rooms, and COVID Care Centres
- ❖ Granted post-recovery leave for emotional well-being

OPTIMUM RESOURCE UTILISATION

- ❖ Liaison with District Administration for utilization of nearby schools as



isolation centers

- ❖ Liaison with Primary Health Centres for testing and vaccination
- ❖ Established temporary control rooms for helping civilians
- ❖ Conducted online training and seminars
- ❖ Video conferencing for grievance redressal

PUBLIC CONTACT

DO's	DON'Ts
Maintain safe distance	Travel unnecessarily
Regular wearing of a mask and frequent hand sanitization	Participate in large crowds in barracks, mess, etc.
Stay hydrated and keep a healthy diet	Spread rumor or panic
Spread awareness against fake news	Dispose of used masks in the open
Immediate reporting on falling sick	
Double packaging of biowaste	

MANPOWER SHORTAGE AND OPERATIONAL CONTINUITY

- ❖ Region-wise assignment of unit vehicles to bring back personnel on leave during lockdown
- ❖ Thinning out of force from the less sensitive areas
- ❖ Employing office staff on field duty
- ❖ Strict adherence to protocols

ENSURING RESILIENCE DURING PANDEMIC

- ❖ Proper planning and execution of preventive steps at every level
- ❖ Counselling by professionals to handle anxiety-related issues
- ❖ Medical facilities with sufficient equipment and medicines
- ❖ Regular online interaction with supervising staff

COVID PREVENTIVE MEASURES



Tamil Nadu



Innovation in Logistics Planning uses of Technology, Command & Control Centre

COMMAND CENTRE FOR BETTER COORDINATION, INTER- INTRA DEPARTMENTAL & INTER-STATE COMMUNICATION

1. State Corona War Room at Directorate of Medical Services, Chennai was headed by a very senior medical expert and comprised three IAS officers and a senior IPS officer.
2. CORONA Control State Operation Centre (SOC) was established at the office of the Director General of Police for Pandemic Policing. A government grant of Rs 1.68 Crore was sanctioned for the operations.
3. The SOC served nerve centre for contact tracing, implementing preventive strategies and activating emergency response during the COVID-19 pandemic.
4. It acted as the 24x7 Incident Command Centre headed by an ADGP, assisted by 2 SPs and other ranks.
5. ADGP In-Charge of SOC was also responsible for Inter-Departmental Coordination at State Police Head Quarters for effective lockdown enforcement.

Presentation made by Shri Shailesh Kumar Yadav, ADGP, Welfare at online Workshop on Pandemic Policing organised by SVPNPA, BPR&D and IPF during 12-13 August 2021

**WORKS MONITORED BY THE SOC**

1. Collection of intelligence about infected persons and tracing their contacts through Cyber Police team
2. Enforcement of Containment Zones in districts/cities jointly by Police, Revenue and Health Department.
3. Information collection on the source of corona infection in the general public and trend of infection district wise
4. Details of corona infected police personnel and their treatment.
5. Police protection to Doctors and field support teams.
6. Creating awareness through pamphlets and social media.
7. Arrangement of food, shelter and medicines for the migrant labours in Corona wave-I.
8. Arrangement of special trains and buses for migrant labours.
9. The government constituted nine coordination teams with senior IAS officers for any difficulties in the production of essential commodities and movements of essential goods/services related issues.
10. 279 Shramik special trains for 4,08,941 migrant labours moved to their Home town from Tamil Nadu by coordinated efforts of Revenue and Railway authorities in Phase-I.
11. Effective enforcement of lockdown resulted in registering 9, 05, 845 pandemic violation cases, seizure of 6, 99,336 vehicles and a fine collection of Rs.22, 09, 78, 543 in phase-I.
12. The government augmented the health infrastructure and at present 1, 00, 000 beds with Oxygen are available in the state of Tamil Nadu to face any COVID-related exigency.

ZONAL SPECIAL TEAMS BY THE GOVERNMENT

1. The Government constituted a **Zonal Special Task Team** comprising senior IAS and IPS officers to coordinate and guide the district administration to ensure effective implementation of various guidelines issued by the Government.



2. E-pass or E-permission: E-passes or e-permissions were issued through the website (www.eregister.tnega.org) by submitting relevant documents for the movement.
3. Online complaints were encouraged through the Citizen Portal to avoid movements to the Police Station.

E-COURTS

1. Affidavits and copies of applications for getting orders were encouraged through e-filing in a prescribed website (<https://www.efiling.ecourts.gov.in>) of the High Court of Madras and the Madurai Bench of Madras High Court.
2. Counter affidavits and status reports were vetted and filed in the State Government Pleader Office through e-mails.

E-GOVERNANCE AT THE PRISONS

1. Courts and Prisoners-related activities were encouraged through virtual mode. The following was initiated:
2. E-mulakat: Visitors and Prisoners meetings. Visitors can register them and book an appointment to see inmates or talk online while staying at home. Appointments could be booked using e-prisons service. All that was needed was a Government ID proof and an active E-mail account to access the web browser.
3. COURT affairs: Prisoners were produced in the courts through video conferences for a remand extension.
4. Advocates also interacted with their clients through video conferencing.

E-OFFICE

1. TN Police resorted to e-Office in DGP offices and all DPOs and CPOs across the state to become paperless.
2. All the Administrative Officers, Superintendents, Assistants and Junior Assistants are having separate user names and passwords to access their files in the web portal.

Standard Operating Procedures for Policing

The police are mandated to enforce law & order to maintain public order. While performing policing duties, the police come in contact with many people, some of whom may be the carriers of the virus. So in a pandemic, it becomes obligatory for the police force to take all safety precautions and must follow the pandemic protocols.

In the wake of the pandemic, while the general public has to stay at home due to lockdown and has to maintain social distancing to stop the spread of the virus, the police force, with their obligations as first responders, has to be on the field. Although police follow all the pandemic protocols imposing social distancing and shelter-in-place measures, the risk of the police officers contracting the virus is very high, as is already witnessed among the police forces around the globe. The present trying time calls for a total re-hauling of the existing methodology and practices, based on which the police department operates, for delivering service to the people. Therefore, it is imperative to draw Standard Operating Procedures (SOPs) for every possible police activity and also generate awareness on the precautions to be taken while performing call of duty to ensure that the stratagem adapted for containing the pandemic is upheld & becomes successful.

OBJECTIVES

The objectives of the SOPs are:

- ❖ To raise awareness amongst police personnel in the State, about personal protection while on duty.
- ❖ To effectively sanitize the physical environment at the police stations and other duty places.
- ❖ To understand the use of Personal Protective Equipment (PPE) whilst discharging routine duties.
- ❖ To raise awareness on the method of sterilization and compounds used.

Presentation made by Dr Jayanti Murali, IPS, ADGP at online Workshop on Pandemic Policing organised by SVPNPA, BPR&D and IPF during 12-13 August 2021

SOPs FOR VEHICLE CHECK

- ❖ All police personnel who will come into direct contact with the vehicles, persons or documents, should wear proper safety equipment, such as masks, hand gloves, and keep sanitizers with them.
- ❖ A spacious place shall be used for conducting vehicle checks. Check posts shall be disinfected twice daily.
- ❖ Proper barricading, signage, lighting arrangements, etc., should be sufficiently arranged at the vehicle checkpoints. Barricades should be arranged in such a way that it is safe both for the men deployed and for the vehicles.
- ❖ Intercept the vehicles a few meters away before from the checkpoint and examine the persons from a safe distance.
- ❖ The Police personnel must avoid leaning into the vehicle through the windows of the vehicles. If at all such a requirement comes, proper precaution should be taken.
- ❖ Minimum interaction should be done while vehicle checking
- ❖ The police personnel should not overexpose themselves in any way.
- ❖ Police Officers checking the vehicles should not engage in long conversations with the motorists, passengers, etc. They should be more professional in this regard.
- ❖ Police personnel shall not take the risk of stopping speeding vehicles or chasing vehicles.
- ❖ Documents, vehicle keys, etc., should not be touched by the police personnel unnecessarily or without wearing hand gloves. Document verifications to be avoided as far as possible.
- ❖ Hand sanitizers to be used at regular intervals to avert any infection from the passengers/drivers on vehicles.
- ❖ Vehicles without any valid e-pass at the district border should not be allowed to enter into the district/city.
- ❖ Vehicles carrying essential commodities and all other permitted vehicles should be allowed unhindered to ensure the supply of essentials.
- ❖ Vehicle check may be video graphed.



- ❖ The vehicles seized should not be transferred to Police Stations before disinfection.
- ❖ Collection of traffic fines may be avoided, and the offender should be advised to pay it online or by e-challan or through the bank.

SOPs FOR PETITION ENQUIRY

- ❖ The entrance to the police station should be sanitized daily by using Bleaching Powder/Sodium Hypochlorite/Phenolic disinfectant.
- ❖ Hand sanitizer/washing facilities are to be made available near the entrance of police stations, and hand sanitization/washing should be insisted before entering the police building.
- ❖ All indoor areas should be mopped with a disinfectant with 1% Sodium Hypochlorite or Phenolic disinfectant.
- ❖ All contacting surfaces like a door handle, telephone, printers, etc., should be cleaned twice daily with a linen/absorbable cloth soaked in 1% Hypochlorite. For metallic surfaces where bleach is not a suitable sanitizer, 70% alcoholic content can be used.
- ❖ Use of face masks should be insisted for the persons entering the premises of the police stations. All police officers in the police stations must use face masks.
- ❖ Entry of the persons with symptoms of fever, cough, sneezing, throat infections, and history of recent foreign travel or journey to hotspot/red zones not be entertained in the police stations unless it is an emergency.
- ❖ The online petitions and priority to it should be encouraged so that visits to the police station for lodging complaints/requests can be reduced.
- ❖ Recording the statement of the complainant can be made by video conferencing or video calls.
- ❖ Production of documents related to the petitions shall be insisted in soft form by email, WhatsApp, etc., so that direct handing over of the documents by the petitioner can be avoided.
- ❖ Online platforms of video conferencing/WhatsApp shall be used more



for resolving the disputes, without calling the parties to the police station.

- ❖ Any person who visits a police station with a petition or is asked to come to a police station shall be disposed of without giving him a chance to wait for a long time in the police station/premises.
- ❖ The waiting area should be arranged in such a way to be able to keep social distance among visitors.
- ❖ A safe distance should be observed by the police officer while talking to the petition parties and while recording their statements.
- ❖ Shaking hands and other physical contacts should be compulsorily avoided.

SOP FOR BEAT & OTHER PATROLLING

- ❖ The beat officer shall wear a mask and gloves while on the Janamaithri beat.
- ❖ Social distancing should compulsorily be observed while interacting with the members of the public.
- ❖ Entering into the residence, buildings, etc., should be avoided, as far as possible.
- ❖ Interaction with the public on the beat should be done, observing social distancing norms and security precautions.
- ❖ Beat officers should carry sanitizers with them whenever they are on beat duty and they should be used frequently.
- ❖ Shaking hands and other physical contact should be avoided.
- ❖ Meeting and interaction with the public may be done by telephonic conversation, where ever possible.
- ❖ Direct contacts/conversations/interactions with the persons showing symptoms of fever, cough, sneezing, throat pain, etc., shall be avoided.
- ❖ While visiting persons who are on quarantine with a recent history of visits to the Red zone/Hot spot, etc., all safety precautions should be taken.



- ❖ Holding Beat meetings may be avoided.
- ❖ The wandering people found on the street should be handled with utmost diligence. They shall be shifted to Homes/Camps with the help of the medical team, following all medical protocols.
- ❖ Beat officers shall continue their work related to migrant labor, but precautionary measures like social distancing should be observed. Special focus should be on awareness creation and their welfare.
- ❖ Special care should be observed while visiting elderly people.

SOPs FOR MANAGEMENT OF CONTAINMENT ZONES

- ❖ After the containment areas are earmarked, all the entries have to be closed with tin sheets leaving one main entry & exit point for the movement of sanitizing vehicles and supply of essential services.
- ❖ Areas within the vicinity of 200 meters are buffer zones where no public function or gathering shall be allowed.
- ❖ Total curfew shall be clamped inside the containment area and barricading to be checked daily to see if it is intact or not.
- ❖ Movement of people inside and outside the containment zone shall be strictly prohibited except for emergency reasons. Barricades shall be erected blocking all the entry/exit points.
- ❖ Posting police personnel above 50 years of age or those suffering from comorbidities may be avoided.
- ❖ Strength deployed in containment zones should wear N-95 face masks, gloves and follow social distancing norms. Volunteers deployed in all containment zones should also be briefed accordingly.
- ❖ PPE kits should be supplied to all the police personnel deployed in the containment zones for moving any COVID-19 positive cases along with health officials.
- ❖ Police personnel should avoid using public toilets and alternative arrangements should be made for such conveniences.
- ❖ Temporary shelters may be provided for police personnel on duty at a safe place.



- ❖ VVC meetings shall be conducted in every village about monitoring quarantined persons and watching persons visiting the town.
- ❖ Sensitize the public on the dos and don'ts by making announcements over the PA system. Pre-recorded awareness audio may be used for this purpose.
- ❖ Awareness flex boards shall be erected displaying phone numbers of officers to be contacted in times of need.
- ❖ Continuous vigil should be maintained to ensure that there is the least movement of people.
- ❖ Officials and volunteers visiting the containing zones shall be instructed to wash their hands with soaps and use sanitizers frequently.
- ❖ No shops including medical shops should be allowed to function in the containment zones.
- ❖ The essential items shall be delivered to residents at their doorstep. Food packets and ration kits should be provided to the needy in the containment zones. Service providers such as plumbers, electricians, and gas agencies', etc., have to be enlisted to provide services.
- ❖ The police shall coordinate with Revenue, Municipal, and Health Department Officials for attending to the needs of the public. Strengthen community vigilance for better monitoring of persons under quarantine and those tested positive. A close watch shall be maintained on those vulnerable to the pandemic such as the old and those with comorbidities.
- ❖ Ensure movement of all essential services in the area.
- ❖ The area shall be disinfected by local bodies regularly twice daily and the area shall be maintained clean and tidy.
- ❖ In large areas, two-wheeler patrols shall be organized.
- ❖ Proper protection shall be given to the health officials while conducting door-to-door service.
- ❖ Necessary legal action shall be taken against persons violating conditions.
- ❖ The strength deployed in shifts shall get relieved only on the arrival of the relieving team.



- ❖ On completion of duty, the police personnel shall ensure proper disposal of masks and gloves. On reaching home, they shall take bath before coming in contact with their families.
- ❖ Containment areas shall be monitored by drones.

SOPs FOR SOCIAL DISTANCING

- ❖ To maintain social distancing in all places, 2-meter interval paint markings shall be made on the ground to ensure that the public keeps social distancing.
- ❖ Signboards with pictures indicating maintenance of social distancing and wearing of masks should be displayed in all shops/restaurants, etc.
- ❖ Seating arrangements in hotels/restaurants shall ensure the required space for social distancing.
- ❖ In liaison with traders associations, volunteer groups can be formed to educate the public to follow social distancing.
- ❖ A team consisting of local body officials, revenue, health, police, etc. should be formed to ensure that the norms of social distancing are followed. Markets may be set up in an open place to avert congestion and crowding.
- ❖ The police shall coordinate with Revenue and Local body authorities to seal shops/hotels not adhering to the lockdown norms.
- ❖ Shops/Hotel owners should maintain a register and make entries of those coming to their shops. It will be useful to trace contacts later. Hotels can be encouraged to give away parcels. Security ropes may be tied in front of shops to maintain social distance.
- ❖ Hotels/Restaurants shall function with only 50% seating occupied. Air conditioning shall not be operated.
- ❖ All showrooms and big shops may be advised to function with 50% staff and numbers of customers restricted to a bare minimum to strictly enforce social distancing.
- ❖ Strict social distancing and wearing of masks shall be enforced in chicken and mutton shops particularly on Sundays.



- ❖ Fine may be imposed by local bodies on traders violating lockdown norms.
- ❖ PA systems shall be used extensively to create awareness of the importance of social distancing and wearing masks. Awareness may be spread for online buying.
- ❖ Cases shall be registered for violation of social distancing norms and not wearing masks.
- ❖ A single entry and exit shall be arranged in all the railway stations and bus stand to avert crowding and ensure social distancing norms.
- ❖ The gathering of crowds should be not allowed. Passengers should be instructed to maintain social distance continuously by using the PA system.
- ❖ Deploy sufficient police personnel at Railway Stations/Bus Stands and Airports to enforce social distancing.
- ❖ The public at the booking counters shall be instructed to use marked social distancing circles.
- ❖ Police personnel shall be deployed in Big Shops/Restaurants/Hotels to ensure that crowds follow social distancing.
- ❖ Create awareness among the public about “Aarogya Setu App”.

SOPs FOR ENFORCEMENT OF MASKS

- ❖ Quality masks must be worn covering the nose and mouth fully. Reusable masks must be washed daily. Disposable masks should be changed every 4 hours. Masks must be disposed of as per the procedure.
- ❖ Ensure compulsory wearing of masks in public places and workplaces.
- ❖ Meetings shall be conducted in villages and towns to sensitize the public to wear masks. Wide publicity shall be given in coordination with the local body on wearing face masks.
- ❖ Sensitize police personnel to enforce wearing masks.
- ❖ Fine shall be collected for not using masks in public places, and enhanced punishment / fine shall be imposed for subsequent offenses. Teams shall be formed with the help of local volunteers to aid the police



in enforcing the norms.

- ❖ Curtail movement of the public who are coming out without face masks.
- ❖ Revenue officials may be involved to collect a fine amount from those not wearing masks.
- ❖ During a vehicle check, awareness to wear a mask can be created. Organize awareness campaigns in important road junctions through a public addressing system on the importance of wearing masks to control the spread of the pandemic. Awareness videos shall be displayed and pamphlets distributed to the public.
- ❖ Sensitive stakeholders/owners of shopkeepers may be sensitized not to provide goods to the public who are not wearing masks

SOPs FOR RESTRICTION OF UNNECESSARY MOVEMENT

- ❖ Vehicle checking and seizure of vehicles to be intensified.
- ❖ Proper mechanisms have to be devised to find out repeat offenders for imposing enhanced fines.
- ❖ Public awareness videos/announcements to be repeatedly made. Public Address System shall be used to instruct the public not to venture out unnecessarily.
- ❖ People may be advised to go by walk to buy essential items than using two-wheelers. This will reduce unnecessary movements.
- ❖ Conduct meetings with the residential associations, traders associations, taxi/auto drivers associations, and other stakeholders stressing the need to avoid unnecessary movements. Mass gatherings of any kind shall not be allowed.
- ❖ Home delivery of essential commodities shall be done.
- ❖ The number of check posts inside the district/city shall be increased to control unnecessary vehicle movement.
- ❖ The District Collector may be requested to impose necessary time restrictions for the public to move and buy essential things.
- ❖ Traders/vendors and commercial establishments shall be instructed to follow time restrictions strictly.



Leadership, Communication in Crisis, Nurturing Police as a Learning Organization

MAINTAINING MORAL & MOTIVATION OF THE FORCE

The well-being of Police Personnel

- Police manpower was utilized in shifts. Above 50 years police personnel were assigned light work in PS only and exempted for night duties.
- Supply of face mask, gloves, sanitizers, vitamin tablets, and Kabhasura Kudineer Powder as per SOPs to police personnel.
- Separate COVID care center in all the districts HQ for the treatment of infected police personnel and their families.
- Separate police ambulatory services were provided for the COVID positive police and their family members; 13 Police Hospitals and 36 medical out-patient units exclusively for police personnel.

Vaccination Drive for Police Personnel

- Out of 1, 18, 535 officers and policemen, Dose-I was given to 1, 08, 478 (92%) and Dose-II to 84, 453 (71%).
- Teams for purchasing vegetables and groceries for COVID positive police families.
- All Police Stations and Offices in the State were sanitized twice a week.
- A sum of Rs 25 lakh ex gratia by Govt to COVID casualties; 122 police personnel and 12 ministerial staff.
- Employment on compassionate ground to 1562 (w.e.f. 17.10.2020 till date) dependent family members of police personnel.
- Cashless healthcare up to Rs 10 lakh.

Presentation made by Shailesh Kumar Yadav, ADGP, (Welfare) at online Workshop on Pandemic Policing organised by SVPNPA, BPR&D and IPF during 12-13 August 2021

CAMPAIGNING ABOUT THE PANDEMIC

- A Social Media Centre (SMC) was established, which is functioning in Police HQ.
- SMC is equipped with video walls, storage servers, Internet, SLR cameras, 8 channels TV set-top box with editing software.
- Daily Situation report (DSR) on social media news items are being submitted to senior officers.
- Important events uploaded in TN Police official pages of Twitter, Facebook, YouTube, WhatsUp, and Instagram.
- SMCs available in other cities, districts, and zones of Tamilnadu.

HANDLING FAKE NEWS/DISINFORMATION/RUMOURS

The following cyber frauds were dealt with by the TN police:

- Fake digital money transaction scam.
- Fake websites (email phishing with URLs)
- Fake online job portals with fraudulent URL
- QR code scam
- Cyber extortion
- Fraudulent voice calls (vishing) to extort money
- Ransomware attacks
- Social media impersonation scam
- COVID-19 Vaccine OTP/Oximeter scam/Medicine.

Tamilnadu Police started Counter Posts for Fake News

USE OF SOCIAL MEDIA FOR POSITIVE NEWS & GUIDANCE OF PUBLIC

- CORONA awareness programmes were organized through posters, banners, audio-videos mediums.
- Cyber alerts/awareness campaigns were notified in Social Media to prevent various types of frauds
- Awareness campaigns were started for youngsters not to fall prey to

online games/gambling.

- The general public was cautioned not to invest their hard-earned money in unregistered financial institutions.
- Alert and guidance issued to the public on various types of cybercrimes.
- Awareness campaign for children and their parents about sexual offenders.
- Drawing & short film competitions on the COVID-19 theme were conducted for the distressed public during the pandemic.



Telangana



Leadership, Communication in Crisis, Nurturing Police in the Pandemic: Initiatives taken by the Telangana Police

LEADERSHIP

Context

- ❖ Uncertainty and Confusion
- ❖ Race against time
- ❖ Massive disruption in the economic, social, professional, and personal level
- ❖ Lack of SOPs, direction, precedent
- ❖ No prior experience on how to handle trial & error, suppositions
- ❖ Attrition of force, fear, and anxiety
- ❖ Reprioritization of the duties, high work pressure on subordinates

Morale & Motivation

- ❖ Enabling quick diagnosis and immediate testing for officers with symptoms

Presentation made by M Stephen Raveendra, IPS, IGP at online Workshop on Pandemic Policing organised by SVPNPA, BPR&D and IPF during 12-13 August 2021



- ❖ Supplying medical kit with Pulse Oximeter/Thermometer
- ❖ Immediate financial support of Rs 5000/-
- ❖ Providing transport for the hospital
- ❖ Establishment of exclusive quarantine centres for Police Force
- ❖ Assuring oxygen and beds in hospitals for the force and their family
- ❖ Ensuring all police officers with Covid Kavach
- ❖ Recovery testimonials
- ❖ Priority vaccination for police officers and their family members

COMMUNICATION IN CRISIS

Crisis Communication Model followed by the TN Police

Purpose

- ❖ To disseminate one-stop broad-based information among all groups
- ❖ To counter misinformation
- ❖ To serve as a feedback mechanism
- ❖ To enlist cooperation
- ❖ To ensure accessibility and visibility
- ❖ Clearly outlining containment policies

Categories

- ❖ Public Groups comprising Public Representatives, Media, NGOs, Doctors, Civil Society, Asha & Aganwadi Workers, and SHG. The purpose of the group was authentic information sharing among different stakeholders.
- ❖ Official Groups comprising
 - State-level: HODs, such as CS, DGP, Health, Municipal, Transport, Agriculture, Civil Supplies, Finance, Panchayati Raj, DM
 - District level: DM, SP, DMHO, Municipal, Agri, Civil Supplies, Panchayat Raj, Jt Collector, PRO
 - Mandal level: Jt Collector, RDO, MRO, MPDO, SI, Medical & Municipal officials



- ❖ Public Representative Groups comprising
 - District level: MP, MLA, Minister, SP, DM, DMHO, PRO
 - Mandal level: ZPTC, MPTC
 - Village level: Sarpanch
- ❖ Supply-Chain Groups comprising
 - State-level: Secretary Agriculture, Civil Supplies, Transport, DGP, FMCG, ECommerce, Pharma, Industries, Labour, etc.
 - State-level: IT, Manufacturing Industries, FICCI, CII, NASSCOM, etc.
 - District level: DM, SP, DTA, Excise, Small Business, MSME

The purpose of the group was to ensure a smooth supply chain, monitor and control prices of the essential commodities, medicines, etc.

Principles

- ❖ Poor communication can undermine policies and create confusion so convey clear, consistent, honest, and transparent messages.
- ❖ Don't downplay the threat. Early on downplaying the messages led to higher contagion and death rates.
- ❖ Avoid Press Leakages. Wherever the government's lockdown messages were leaked in advance, panic worsened increasing the risk of contagion to less affected areas also.
- ❖ Suppress the outbreak by clearly outlining the containment policies.
- ❖ Reach out to "Influencers/Nodes" such as religious & community leaders, celebrities, intellectuals

Methodology

- ❖ 1st announcement by Chief Minister or MoHFW
 - Followed by updates by Experts/Health Officials/Unit Heads
 - Press Bulletins
 - Daily/Periodical briefings by DPH at State Level & DM/SP/DMHO at District Level
- ❖ Joint press meets to counter fake news

- ❖ Work with Social Media firms (Twitter, Facebook/WhatsApp/Instagram)
- ❖ Launch Public Awareness Campaigns Short Videos, Memes, Jingles, Infographics, Celebrity messages, FM/Radio, News/TV, Kalabrundams, posters, graffiti, etc.,

Daily Briefings Checklist

- ❖ Reiterate the goal
- ❖ Provide factual updates
- ❖ Express sadness & regret at the death
- ❖ Thank those in public service
- ❖ Have +ve stories to tell
- ❖ Tell government's response
- ❖ Prepare questions ahead of time
- ❖ Control the narrative by hosting briefings in the morning
- ❖ Use visuals & graphics

NURTURING POLICE AS A LEARNING ORGANISATION

Pandemic Response Plan

Executive Summary

- ❖ All the SOPs, processes that are evolved, data collected and analyzed, structures created and best practices that are evolved and learned should take the shape of a Pandemic Response Plan (PRP)

Methodology

- ❖ Every state police shall prepare PRP by aggregating all PRPs of the districts
- ❖ The State PRP should align with the national PRP

Description

- ❖ PRP should contain all actions and directions by the Govt during the pre-pandemic, pandemic, and the post-pandemic phases

- ❖ Each phase should detail aspects such as planning and coordination, situation monitoring and assessment, resource deployment, prevention, and containment measures

Pre-Pandemic Phase

- Early warning and response systems
- Origin and progression of pandemic epistemological, statistical models of virus spread
- Actions to be taken to alert the Govt. machinery
- Travel - Air, Rail, Road advisories
- Identification of the Key Roles and Responsibilities

Pandemic Phase: Actions to be taken by the Govt during community transmission, viz., resource identification, leveling, deployment

- Phase I: Establishment of Command & Control Centers; Screening and Quarantine; and CT → I → T → R
- Phase II: Containment-Lockdown Procedures; Supply Chain Management; Security at Hospitals; SOPs for Inter-agency Cooperation; SOPs for Police-Guidelines for Safety Measures; Legal Framework; Crime Prevention; Public Awareness Campaigns; and Use of Technology

Post Pandemic Phase

- Police assume the role of social therapists
- Learning from experiences and best practices, institutionalizing learning
- Training and Capacity Building
- Research-Impact of Attrition, Impact of Enforcement on Communities, Crime Rates, Technology, WFH, Police Response, Inter-Agency Cooperation, Public Out-Reach Programmes, Media, Adequacy of Legal Framework, Impact of Economy, Social Tensions, etc.
- Data Collation and Analysis, Documentation
- Preparation of PRP

Tripura



Handling of Migrant Crisis

Tripura handled the crisis of two types of migrants, migrants from other States stranded in Tripura, and migrants/persons of Tripura stranded in other States.

MIGRANTS FROM THE OTHER STATES STRANDED IN TRIPURA

A Committee, including the representative of State Police, was constituted by the Government of Tripura to manage the problems faced by the migrants. The role of the Committee was to:

- ❖ Estimate the number of migrants.
- ❖ Identify their locations in the State.
- ❖ Identify their destinations.
- ❖ Provide local transport up to nearest Railway Station and
- ❖ To assess their requirement and place requests for the special trains

Presentation made by Shri R.G.K Rao, IPS, DIG(Southern Range) at online Workshop on Pandemic Policing organised by SVPNPA, BPR&D and IPF during 12-13 August 2021



Response by the Police

- ❖ Prepared PS/Sub-division-wise migrants' list
- ❖ Formation of migrants into batches.
- ❖ Arranged their transport, police buses, up to Railway Station.
- ❖ Ensured owners pay their dues on time.
- ❖ Arranged food packets on the day and for en route of the journey.
- ❖ Ensured pre-boarding screening so as only asymptomatic persons travel.
- ❖ Provided masks and face covers.
- ❖ Provided medical care to those who showed symptoms and shifted them to the quarantine centres.
- ❖ Ensured that stayed-back migrants do not lose jobs and their dues are paid.
- ❖ In case of death, provided transport for the family up to their destination.

Challenges Faced

- ❖ Sudden rush. The majority of migrants sought to return as lockdown coincided with their seasonal return.
- ❖ The majority were moving with families.
- ❖ Coordinating the movements due to lack of sufficient communication channel.
- ❖ Migrants originated from remotely connected States.
- ❖ Migrants, brought by agents on contract, were apprehensive on return.
- ❖ Difficulty in arranging trains to all locations. The biggest challenge was transporting to their final destination, i.e., their villages.
- ❖ No extra funds were provided to handle the situation.
- ❖ Logistic difficulties:
 - Transport within the State-shortage of vehicles
 - Non-availability of Railways rakes due to the location of Tripura.
 - Arrangement of food & potable water



LEARNING POINTS

- ❖ PS-level enhanced awareness about locations/businesses where migrants are employed/reside.
- ❖ Guide map for any large scale evacuation/movement of people in disasters or war.
- ❖ Coordination with agencies for resource pooling.
- ❖ District-level resource map for accommodation/foodstuffs/health care.
- ❖ Dealing with the crisis with a humane face.

MIGRANTS/PERSONS OF TRIPURA STRANDED IN OTHER STATES

- ❖ Creation of control room and publicizing its phone number & email
- ❖ Use of social media for contacting stranded persons.
- ❖ Listing the stranded person's State/city-wise.
- ❖ Collection of address and bank account details.
- ❖ Establishing contact with stranded migrants and coordinating with local PS/Admin for arranging interstate passage
- ❖ Police verification of all requests for assistance for genuineness
- ❖ Transfer of cash into their (Tripura Migrant) bank accounts.
- ❖ Contacting local families and reassurance of assistance
- ❖ Arranging logistics for those who wanted to stay back.
- ❖ Assistance to the migrants discriminated for their racial features.
- ❖ Assistance for those evicted by their landlords.
- ❖ Assistance to those stranded in hotels and guest houses.

Challenges Faced

- ❖ Large number stranded due to sudden lockdown.
- ❖ Difficulty in contacting them due to their remote location/language barriers/unfamiliar locations.
- ❖ No clarity on the availability of transport.



- ❖ Bank accounts are not in their control.
- ❖ Students were undecided and hard hit.
- ❖ Patients for medical checkups got stuck up.

Learning Points

- ❖ Inter-state coordination was challenging but done successfully.
- ❖ Awareness regarding outward migration of residents.
- ❖ Coordination of migrants returning from and to Bangladesh through ICPs.

IMPLEMENTATION OF LOCKDOWN WITH COMPASSION

- ❖ Effective publicity of ERSS number-112 for helping people requiring assistance like Ambulance, transport for Airport/Railway stations hospitals, etc.
- ❖ Arranged police busses for transport of migrants from Airport and Railway stations.
- ❖ Assisted in door-to-door delivery of rations and daily requirements for the public especially to old, those staying alone, or quarantined.
- ❖ Arrangement of the food for homeless and destitute.
 - Organised medical camps in interior villages, and far-flung areas with minimal or no connectivity by Battalion unit nursing staff.
 - Supply of medicines on request by Police to old, quarantined and patients staying alone.
 - No coercion and no case of excesses were reported. Yet lockdown was fully successful because of the humane efforts of the force.
 - Effective mask enforcement in the interior areas of the State to contain the spread of COVID.
 - Police units prepared cloth masks in their TSR Battalion HQ and Police Lines and distributed them to the public free of cost.
 - Shifting of vegetable shops to playgrounds and ensured social distancing.



- The ration was transported by police personnel to interior villages not accessible by roads
- Public announcement by Police for making public aware of the rules.
- Distribution of masks to people violating COVID regulations to generate awareness among them without any coercive action.
- Arranged sanitisation kiosk chambers in crowded marketplaces to prevent the spread of COVID.



Management of Stress, Mental Health, Motivation Among Police Personnel

In the first wave of Covid-19, experiences of policing amid the unexpected crisis were something like heading towards unforeseen goals. It was like an “ignorant armies clash by night” experience in which uncertainties loomed largely. Our anxiety, the worry was born out of disturbance to our normal life as a result of lockdown, curfew, which restricted free movements, closure of schools affecting studies of our children, etc. We had got to recognize and admit that Corona is real and lockdown and Curfew are consequences of it.

As far as management of stress, mental health, motivation among police personnel is concerned in the Covid-19, in the 2nd crisis, men on the ground were found much poised, unlike 1st wave. From the very beginning of the enforcement of Covid guidelines during the 2nd wave, due to a rather clear road map of work added with previous experience and guidance from stakeholders, it has been rather stress-free compared to the situation of the 1st wave of Corona crisis. To take care of health, de-stress mind & body, police personnel has adopted practicing meditation-yoga, etc. There were guidelines in place to perform duties by adopting “Covid Appropriate Behavior”(CAB), which generated confidence and mental strength, a kind of shield against chances of getting infected by Covid-19. Family members also have realized by now that normal life can be led by observing some precautions. All these have reduced stress to a great extend.

The tremendous upsurge of covid-19 cases in major cities like Delhi, Mumbai, Bangalore, etc., resulted in a shortage of hospital beds and oxygen supply in many hospitals, news after news of patients gasping for breath, relatives crying and praying for help to see their wards treated and restored health has impacted mind of policemen and their family members too.

In this prevailing situation, the Police force is in the frontlines of the battle against the pandemic having been deployed rapidly and acting cohesively, with dedication, commitment, innovation, and flexibility, continuously re-oriented it based on lessons learned on the job/task. As there are practical guidelines, vaccines adopted changed lifestyle to beat the stress, simultaneously leaders



of the force motivated and guided them to be committed to the cause of serving citizens by following all of the guidelines in letter and spirit has worked wonders to restore and strengthen mental health. Ways and means have been devised to monitor and motivate men in quarantined locations or live-in-home isolation, seniors encouraged the juniors to talk to these persons to boost their morale and help them to be mentally strong in their fight against Covid-19 Pandemic.

Nowadays, all the Police personnel embraced the Covid-19 appropriate behaviour as much as possible and it has worked. With time, our front-line workers, due to their experience of fighting the crisis, have developed a sense of motivation to fight the crisis in the second wave. Due to experiences on the ground, a positive mental state has been developed in the workplace and home, which has boosted self-confidence among ranks and files performing duties amid the challenge confidently. Another motivating force for all police personnel during this Pandemic is the rate of infection being less in number and almost 100 % recovery rate of those tested positive. This also has been possible due to timely vaccination and Covid Appropriate Behavior (CAB) being followed by all.

Uttarakhand



Mission Housla

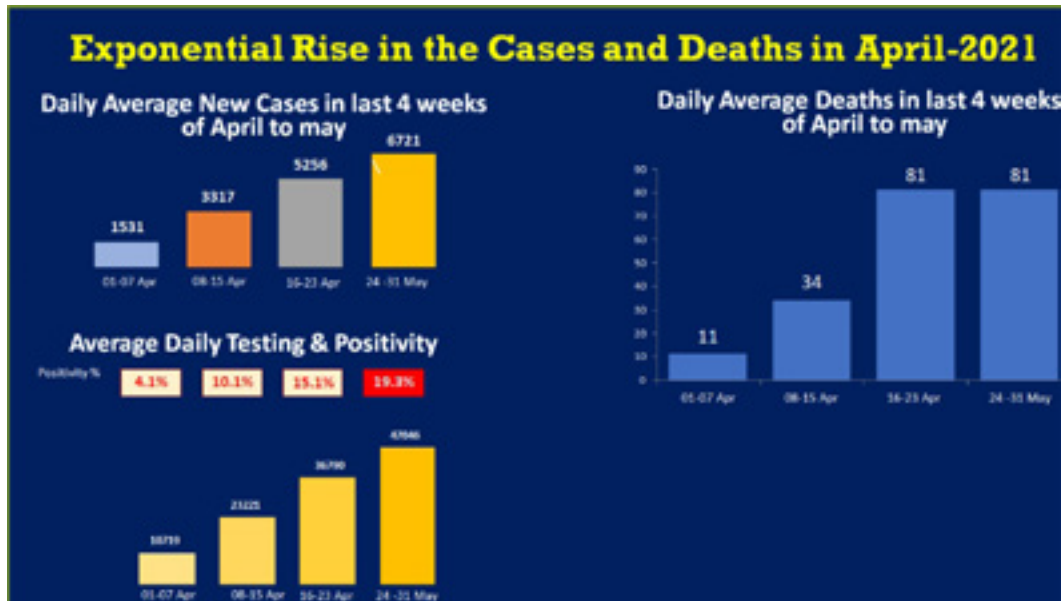
Uttarakhand Police, on one hand, strictly enforced the COVID guidelines and on the other hand, lived up to its motto of “Mitra police” by engaging its personnel in the humanitarian task of assisting people. Under the guidance of DGP Uttarakhand, “Mission Housla” began on 1 May 2021 to help the citizens of the State in dealing with the pandemic and lockdown issues. The mission was implemented to maintain the morale of not only the police personnel and their families, but also that of the CORONA infected people and public, by supporting them in various ways.

CORONA AT A GLANCE IN UTTARAKHAND

District Name	Growth Rate of Active Cases	Projected Active Cases After a week	O2 Supported Bed required (IT% and ALOS of after a week	ICU Beds required (IT% and ALOS of after a week	O2 Requirement (MT)* as on After a week	Gap In oxygen beds	Gap in ICU beds
Total	0.023	92123	15661	2768	270	10080	1251
ALMORA	0.014	2228	279	67	6.54	227	63
BAGESHWAR	0.039	2482	422	74	7.29	308	68
CHAMOLI	0.040	4491	763	133	13.19	638	129
CHAMPawat	0.020	2963	504	89	8.70	424	77
DEHRADUN	0.023	36383	6185	1091	106.82	4343	205
HARIDWAR	0.004	11759	1999	353	34.52	1482	236
NAINITAL	0.007	8303	1411	249	24.58	671	134
PACE GARHWAL	0.017	5276	897	138	13.49	489	78
PITHORAGARH	0.033	2249	389	69	6.72	262	49
RUDRA PRAYAG	0.026	1890	321	57	5.55	201	51
TEHRI GARHWAL	0.032	4906	834	147	14.40	552	100
UDAM SINGH NAGAR	0.011	6233	1063	188	18.36	344	43
UTTAR KASHI	0.034	2899	493	87	8.50	298	62

Presentation made by Shri Nilesh Ananad Bhardwaj, DIG at online Workshop on Pandemic Policing organised by SVPNPA, BPR&D and IPF during 12-13 August 2021

Projection of Cases and Infrastructure Requirement after a Week



OBJECTIVE OF THE MISSION HOUNSLA

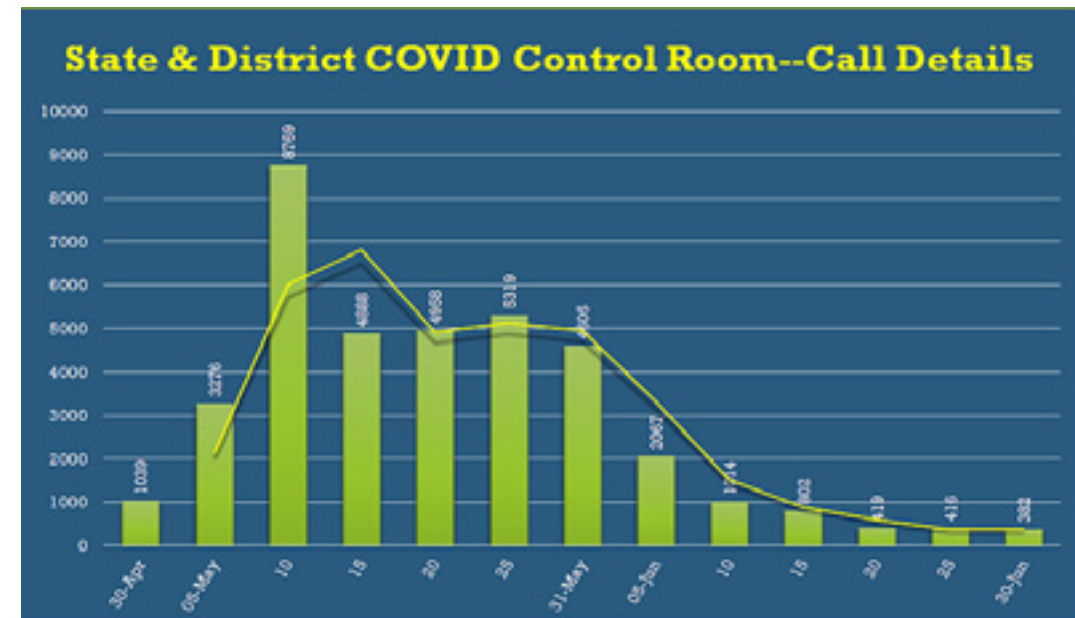
- ❖ The objective of the mission was to optimize the resources especially medicine, beds, ambulances, foods and other essential items.
- ❖ Uttarakhand police acted as a bridge between the persons/institutions, who wanted to help people and the people who needed help.
- ❖ Thanas acted as the nodal points.
- ❖ All distress calls and help were linked to dial 100/112.

Key activities conducted during the mission include:

- Distribution of medical kits, oxygen cylinders to the COVID patients
- Arrangements of beds for the COVID positive persons.
- Provided immediate medical relief.
- Arranged blood and plasma donation
- Visited regularly to the homes of senior citizens and disabled
- Established robust home delivery mechanism across all districts to make cooked food, dry ration, milk and other essential items

available to needy.

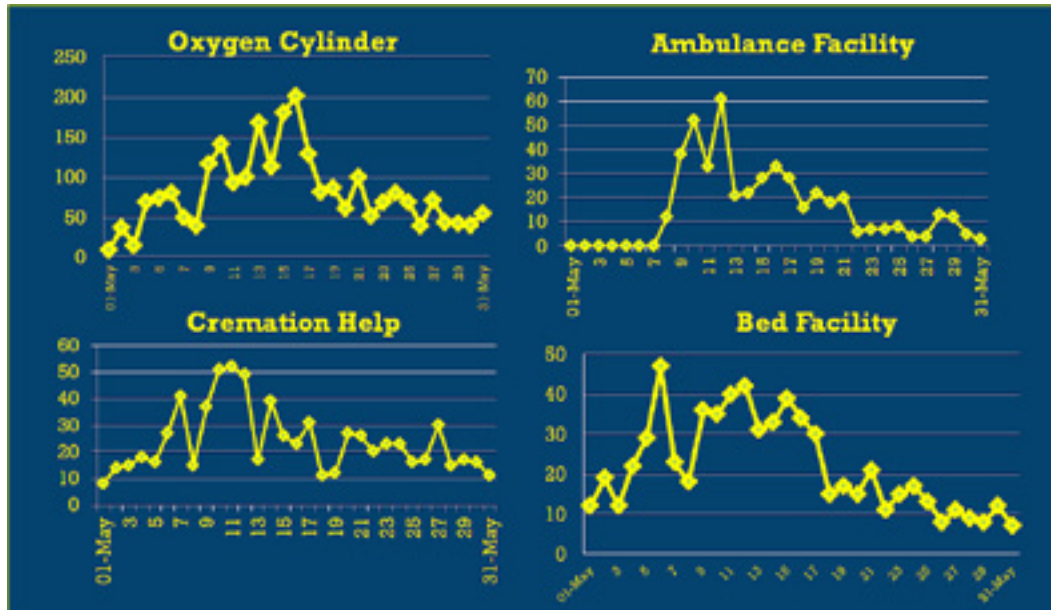
- Cremation of COVID positive deceased



SUPPORT PROVIDED BY THE STATE POLICE UNDER THE MISSION HOUNSLA

Support provided by police under the Mission Hounsla

Total Calls	Oxygen Cylinder	Plasma & Blood Donation	Medicine	Help in providing Ambulance	Ration & Cooked Food	Milk & Essential Commodities	Helping Senior Citizens	Providing Beds in Hospitals	Cremation of infected bodies
38484	2901	227	18751	612	79557	46343	6569	824	851



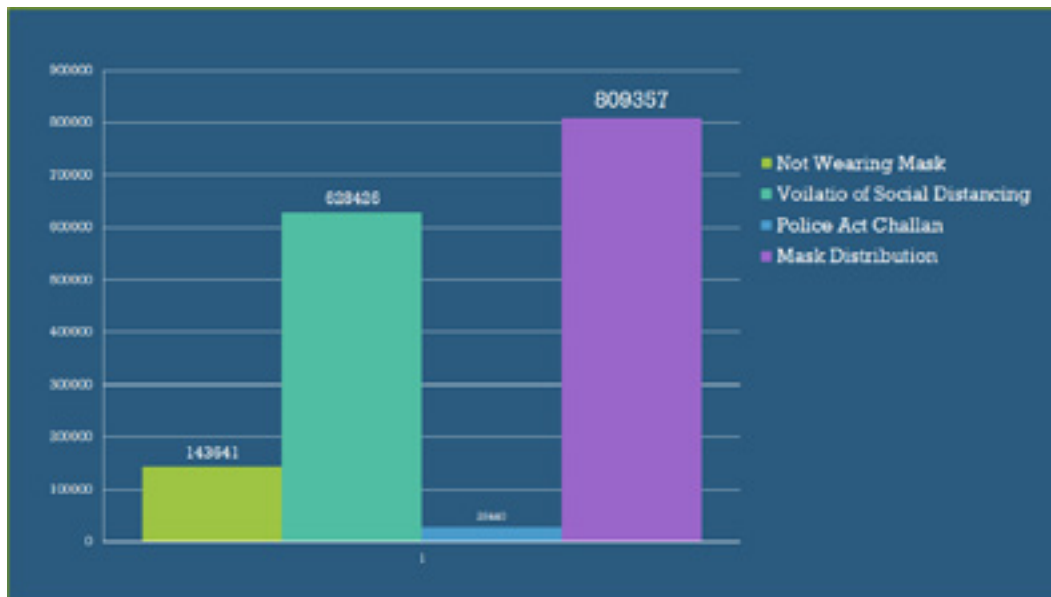
शिवसेना

दुखी लोगों में, प्यार का संदेश दे
 है ये शिवसेना की।
 सहायता का संदेश, दुख में सुख के साथ मिली की
 मदद के साथ, आशावादी संदेश
 है ये शिवसेना की।
 जब अस्पताल के पास, दुखी लोगों की मदद के
 लिए शिवसेना का निरंतर संदेश,
 है ये शिवसेना की।
 आज शिवसेना की है, लोगों की शिवसेना है हर जगह
 जो सबको संभाले, सबकी मदद दे
 है ये शिवसेना की।
 और शिवसेना की, सिद्धी की शक्ति है जो
 अर्थों के साथ, संभाल शिवसेना
 है ये शिवसेना की।
 पर यह संदेश है, दुख को सुख देने के साथ
 पर के साथ ही ही शिवसेना की।
 है ये शिवसेना की।
 जब दुखी लोगों का संदेश, हर एक संदेश के
 साथ ही आशावादी संदेश है
 है ये शिवसेना की।

तू होसला सब

L&O ENFORCEMENT

Corona Guidelines Violations



देहरादून पुलिस

कोविड-19 वैश्विक महामारी के संक्रमण से बचाव के लिए पुलिस द्वारा स्वयं तथा जनता की मदद के लिए सभी को मास्क धारण करवाना, सामाजिक दूरी का पालन करवाना एवं लगातार हाथ धोने और सैनिटाइजर का उपयोग करने के लिए जनता को जागरूक करना जैसी व्यवस्थाओं का पालन करवाना जो कि सामान्य जनता के लिए हटकर थी उसके लिए बहुत मेहनत करनी पड़ी। सोशल डिस्टेंसिंग और हमेशा मास्क पहने रखना सामान्य तौर पर बुजुर्गों और बच्चों के सहज नहीं था, उनको इसके प्रति जागरूक किया गया।

स्थानीय स्तर पर नामी एवं प्रभावी लोगों के माध्यम से पुलिस ने समाज में विश्वास पैदा किया गया कि ये सब कार्य जनता के हित के लिए हैं और इनका पालन करने से इस बीमारी से स्वयं को बचाया जा सकता है और दूसरे भी सुरक्षित रह सकते हैं। इसके साथ-साथ बैनर्स, होर्डिंग्स और पर्चे लगवाए गए, अस्पताल में ज्यादा से ज्यादा इन नियमों का पालन करवाने हेतु विशेष प्रयास किए गए। कोरोना संबंधी नकारात्मक अफवाहों को फैलने से रोकने के लिए सोशल मीडिया पर लगातार निगरानी रखी गई। कानून व्यवस्था की स्थिति बनाए रखने के लिए आइसोलेशन/क्वार्टेन/सेन्टर, कोविड हॉस्पिटल, शमशान घाट, वैक्सीनेशन सेन्टर, रेमडेसिविर दवा की बिक्री करने वाले मेडिकल स्टोर तथा ऑक्सीजन सेन्टर इत्यादि पर पुलिस की तैनाती की गई।

“कम्यूनिटी बास्केट”

उत्तराखण्ड के जनपद पौड़ी में कोरोना संक्रमण महामारी में कोविड कर्फ्यू के दौरान जरूरतमंद समुदाय की मदद के लिए उत्तराखण्ड पुलिस ने “मिशन हौंसला” के अन्तर्गत इस जनपद में “कम्यूनिटी बास्केट” पहल की शुरुआत की। “कम्यूनिटी बास्केट” वह प्लेटफॉर्म है जिसमें जरूरतमंद लोगों की सहायता हेतु समाज के लोगों द्वारा ही राशन सामग्री, स जी, फल, कुकड फूड, मेडिकल किट, दवाई, मास्क, सैनेटाइजर, पी.पी.ई. किट, फेस शील्ड, ऑक्सोमीटर, थर्मामीटर, फ्लोमीटर एवं अन्य चिकित्सकीय उपकरण आदि दिये गये। “कम्यूनिटी बास्केट” में प्राप्त सामग्री को तत्पश्चात जनपद पुलिस के सम्बन्धित थानों द्वारा प्रति-दिन अपने-अपने थाना क्षेत्र में निवासरत जरूरतमंद, गरीब, असहाय लोगों की सहायता हेतु सूची बनाकर उन्हें आवश्यक सामग्री प्रदान की गयी।



West Bengal



E-Courts

There was a provision for hearing through Virtual Court (VC) earlier to the pandemic for some special categories of cases. During the first wave of the pandemic, Hon'ble Supreme Court of India, on 6 April 2020, passed directions for conducting the court proceedings across the country via VC.

The VC hearings were heard as per the guidelines issued by the respective High Courts. The VC system was meant primarily for hearing arguments both at the trial as well as at the appellate stages. Evidence could be recorded only with the consent of both parties.

On 9 April 2020 Hon'ble Calcutta High Court issued directions for districts and sub-divisional courts under its jurisdiction regarding VC hearing during the lockdown period. In extremely urgent matters, court proceedings could be held through VIDYO de application via laptops/desktops, smartphones, and tablets. The lower courts were directed to put up details for virtual hearing/e-mentioning on their respective websites.

The following procedures were followed in virtual courts:

1. The matter had to be urgent
2. Advocates to submit the soft copy of the petition with the undertaking to submit Court Fees through email.

Presentation made by Dr Anirban Ray, IGP (Training) at online Workshop on Pandemic Policing organised by SVPNPA, BPR&D and IPF during 12-13 August 2021

3. Copy of email to be sent to GP/PP/OP.
4. Chief Judge/District Judge, after scrutiny, would decide whether to hold a VC.
5. Intimation was to be given to advocates by email/mobile.
6. In practice, District Courts would upload names of Hon'ble Judges who would hold VCs on a given day on a roster basis, hearings up to a maximum of five cases per Judge per day were usually held.

RECENT DEVELOPMENTS

1. During the second pandemic wave, hearings were held in hybrid mode at Kolkata High Court and its circuit benches at Jalpaiguri and Port Blair.
2. On 16 July 2021, Calcutta High Court issued an order on the improvement of connectivity & interference in the audio and visual system in VC hearings.

OTHER ISSUES

1. Difficulty in Cross-examination.
2. Useful to hear the argument of lawyers in extremely urgent matters.
3. Issue of computer illiteracy of the petitioners.
4. Preservation of Records of Court.
5. Bandwidth issues, high-speed Wi-Fi to courts.
6. Can accommodate a limited number of cases.

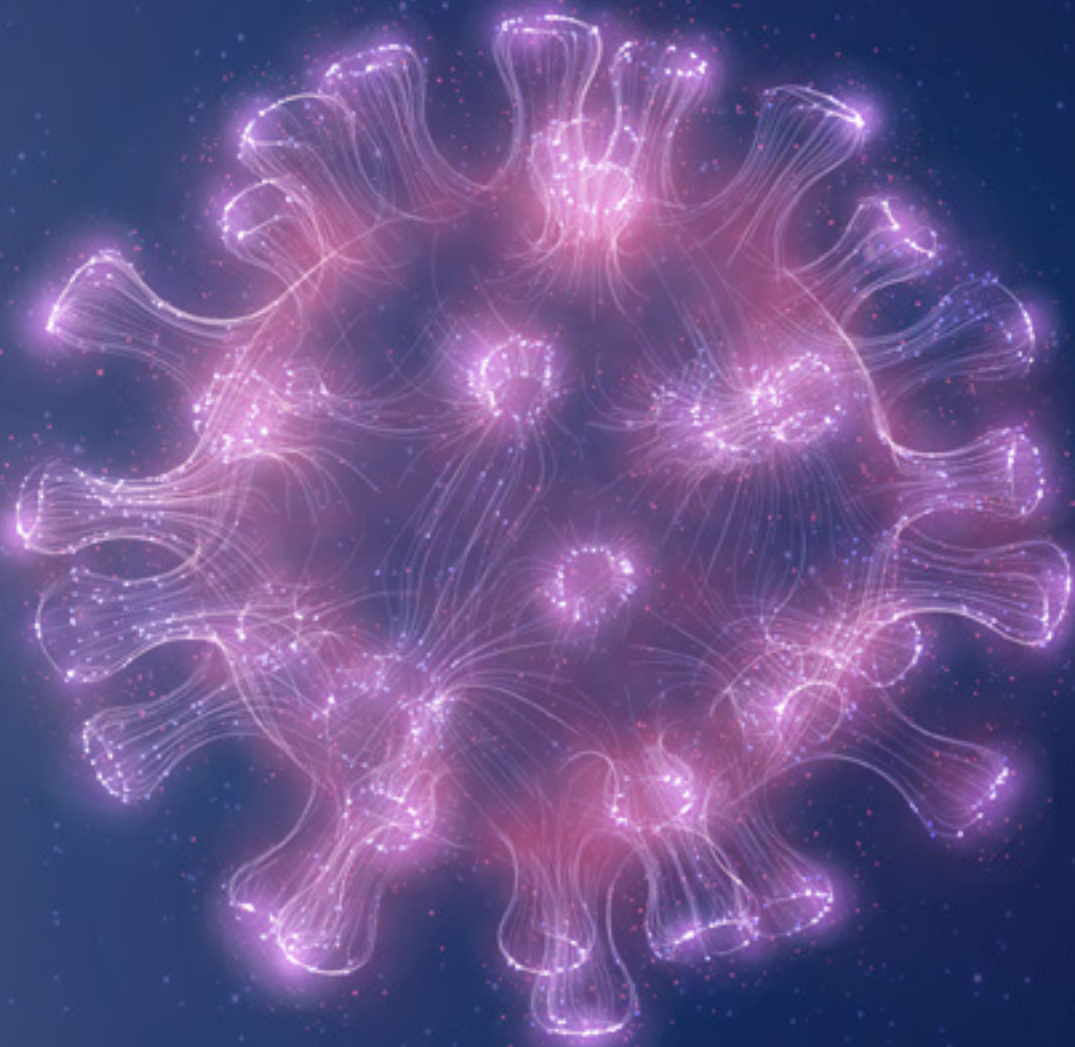
E-Passes during Pandemic

COVID lockdown altogether restricted the movement of the people. For justified reasons like health care, banking, weddings, funerals, etc., governments embarked upon an e-Pass system for emergency stepping out. The government of West Bengal also brought an online e-pass system for essential movement with all COVID protocols. This was used during the lockdown period particularly both in 2020 & 2021. Passes for the following were issued:

1. For medical exigencies.
2. For vehicle travel during the lockdown.
3. For local travel within city/town/district—the Local PS issued the passes.

PROCESS FOR APPLYING E-PASS

1. For inter-district travel within the State, applications for E-pass could be made through:
 1. Egiye Bangla Web portal or
 1. E-mail of office of ADGP, Traffic WB (wbtr_07@yahoo.co.in). The service was operation 24 x 7, with a Control Room.
1. Applications for E-pass required details like:
 1. Purpose and date of Journey
 2. Names & Nos. of Passengers
 3. Mobile No. of main Passengers
 4. Details of Vehicle
 5. Details of Driver
6. Pass is issued Traffic HQ after the scrutiny and the information to the applicant is communicated through email/uploaded on the website.



CHAPTER

2

**Corona Police
Martyrs**

Corona Police Martyrs



Corona Police Martyrs

In the fight against CORONA, quite a good number of police personnel from all LEAs have laid down their precious lives. A golden chapter has thus been written in the history of policing in India, by the police officers and personnel, who served the citizen, selflessly, at the cost of their own well-being/life. The continued increase in the numbers of corona martyrs is ample indication of their devotion, dedication and willingness to serve people of India. This list is incomplete because many states have not provided the names of their martyrs. The data given by many police organisations on corona martyrs has been compiled as below.



SI No	Police Organisation	Rank	Name	Date of Martyrdom
01	BSF	ASI/GD	Sh. Gopal Chandra Sarkar	05/11/2020
02	BSF	HC/GD	Sh. Dashrath Singh	06/05/2021
03	BSF	HC/GD	Sh. Anand Kumar Singh	06/07/2021
04	BSF	CT/GD	Sh. Jeetan Das	15/12/2020
05	BSF	ASI/GD	Sh. Rajendra Nath Singh	12/05/2021
06	BSF	CT/GD	Sh. Kamble Balbhim Rangnath	09/01/2021
07	BSF	CT/GD	Sh. Birender Baitha	11/10/2020
08	BSF	SI	Sh. Gangassaga Prasad	01/10/2020
09	BSF	HC	Sh. Satendra Choudhary	11/05/2020
10	BSF	CT	Sh. Rahul Kumar Pandey	04/10/2020
11	BSF	HC	Sh. Narsinghpal Singh	04/10/2020
12	BSF	HC	Sh. Chattar Singh Manyal	19/06/2020
13	BSF	CT	Sh. Vinod Kumar Prasad	09/06/2020
14	BSF	ASI	Sh. R. Muthu	19/09/2020
15	BSF	HC	Sh. Hira Mitra	15/08/2020
16	BSF	CT	Sh. Gurnam Singh	11/12/2020
17	BSF	CT	Sh. Vipin Malik	06/05/2021
18	BSF	HC	Sh. Suresh Chandra Barman	27/08/2020
19	BSF	CT	Sh. Soginder Das	19/08/2020
20	BSF	SI/RM	Sh. Ratan Singh	17/04/2021
21	BSF	HC	Sh. Vijay Kumar Sharma	16/09/2020
22	BSF	HC	Sh. Nandeshwar Dewry	24/05/2021
23	BSF	CT/WM	Sh. Md. Aziruddin	23/08/2021
24	BSF	HC	Sh. Basant Kumar	16/08/2020
25	BSF	CT	Sh. Ashok Kumar	08/08/2020
26	BSF	ASI	Sh. Madan Singh	08/08/2020
27	BSF	SI	Sh. Abu Hena Khalid	25/10/2020
28	BSF	Commnt	Sh. D.H. Wankhada	10/08/2020
29	BSF	CT	Sh. Kailash Chand Ghadel	23/07/2020
30	BSF	HC	Sh. D.A. Majeed	24/09/2020
31	BSF	HC	Sh. S. Radha Krishnan	21/04/2021
32	BSF	ASI	Dinesh Rane	13/10/2020
33	BSF	Insp	Sh. Sribas Chandra Pal	24/09/2020
34	BSF	CT	Sh. Haripal	07/05/2021
35	BSF	CT	Sh. Ashok Kumar	01/05/2021
36	BSF	Commandant	Sh. B.K. Jha	05/05/2021



37	BSF	IG(Medical)	Sh. Dr. Naveen Ram	12/06/2021
38	BSF	Commandant (Medical)	Sh. Dr. V.S. Rajan	30/04/2021
39	CISF	ASI/EXE	Sh. Asit Kumar Saha	07/05/2020
40	CISF	HC/GD	Sh. Gurbachan Singh	07/05/2020
41	CISF	ASI/Exe	Sh. Jharu Barman	11/05/2020
42	CISF	HC/GD	Sh. Susanta Kumar Ghosh	28/05/2020
43	CISF	HC/GD	Sh. Chaudhari Narsingh Bhai	09/06/2020
44	CISF	CT/GD	Sh. Mukesh Kumar Uikey	10/06/2020
45	CISF	CT/GD	Sh. Jitendra Kumar	21/06/2020
46	CISF	CT/GD	Sh. Brajesh Kumar Singh	30/06/2020
47	CISF	ASI/Exe	Sh. K B Premsha	09/07/2020
48	CISF	ASI/Exe	Sh. Susanta Kumar Routh	25/07/2020
49	CISF	ASI/FIRE	Sh. Sunil Kumar Poddar	29/07/2020
50	CISF	SI/FIRE	Sh. Rajesh Kumar Soloman	30/07/2020
51	CISF	HC/GD	Sh. A H Khan	08/08/2020
52	CISF	SI/EXE	Sh. C Unnikrishnan	08/08/2020
53	CISF	HC/GD	Sh. Mahendra Ram	14/08/2020
54	CISF	ASI/EXE	Sh. Ghanshyam Das	26/08/2020
55	CISF	SI/MIN	Sh. Subroto Kumar Das	26/08/2020
56	CISF	HC/GD	Sh. Amal Kumar Singh	27/08/2020
57	CISF	CT/GD	Sh. Ajit Kumar Mondal	30/08/2020
58	CISF	ASI/EXE	Sh. D K Phukan	08/09/2020
59	CISF	HC/GD	Sh. Mukesh Kumar	16/09/2020
60	CISF	SI/Min	Sh. M Seranthayan	22/09/2020
61	CISF	ASI/MIN	Sh. Jadab Chandra Phukan	23/09/2020
62	CISF	CT/GD	Sh. Sudhir Kumar Singh	24/09/2020
63	CISF	HC/GD	Sh. M Govinda Rao	03/10/2020
64	CISF	CT/WCR	Sh. M K Choudhury	06/10/2020
65	CISF	HC/FIRE	Sh. Swaran Kumar Das	10/10/2020
66	CISF	INSP/MIN	Sh. Ashim Kumar Das	19/10/2020
67	CISF	CT/BBR	Sh. Chandra Deo Sharma	11/11/2020
68	CISF	HC/GD	Sh. Ranjan Gogoi	21/11/2020
69	CISF	AC/EXE	Sh. Fimsanglien Tuollai	03/12/2020
70	CISF	INSP/EXE	Sh. S K Datekar	06/12/2020
71	CISF	SI/EXE	Sh. Ibrahim V.A.	25/12/2020
72	CISF	HC/GD	Sh. Sunil Mudi	25/12/2020
73	CISF	ASI/Exe	Sh. S K Chandrakar	13/04/2021



74	CISF	SI/Exe	Sh. Suresh Kumar	14/04/2021
75	CISF	ASI/Exe	Sh. Indrasan Thakur	18/04/2021
76	CISF	ASI/Exe	Sh. Manoj Kumar	29/04/2021
77	CISF	ASI/Exe	Sh. Harendra Prakash	29/04/2021
78	CISF	HC/GD	Sh. Shyam Sundar Bhagat	30/04/2021
79	CISF	Insp/Exe	Sh. Arbind Prasad Das	01/05/2021
80	CISF	AC/Fire	Sh. Chandra Pal	02/05/2021
81	CISF	HC/GD	Sh. P.K. Tripathi	06/05/2021
82	CISF	CT/GD	Sh. Satyendra Kumar Singh	09/05/2021
83	CISF	HC/GD	Sh. A Arokia Samy	10/05/2021
84	CISF	ASI/Exe	Sh. Gada Dhar Som	13/05/2021
85	CISF	CT/GD	Sh. Narayan Singh	16/05/2021
86	CISF	HC/GD	Sh. Akonman Gogoi	18/05/2021
87	CISF	HC/GD	Sh. Parminder Pal Singh	22/05/2021
88	CISF	HC/GD	Sh. Balaram Kumbidi	31/05/2021
89	CISF	HC/GD	Sh. R K Singh	08/06/2021
90	CISF	HC/GD	Sh. Basudeb Mandal	21/07/2021
91	Gujarat	HC	Sh. Bhupendrasinh Jaswantsinh Parmar	03/05/2021
92	Gujarat	CT	Sh. Divyeshbhai Dahyabhai Patel	21/04/2021
93	Gujarat	ASI	Sh. Jenaji Vagaji Thakor	10/05/2021
94	Gujarat	SI	Sh. Mahmadjafar Aliyaarkhan Behlim	11/07/2020
95	Gujarat	HC	Sh. Bharatbhai Maganbhai Zala	03/05/2021
96	Gujarat	ASI	Sh. Karamsibhai Kanjibhai Salaiyaa	04/05/2021
97	Gujarat	ASI	Sh. Kantibhai Parsotambhai Dhoraliya	09/05/2021
98	Gujarat	SI	Sh. Yogeshkumar Kantilal Amreliya	22/04/2021
99	Gujarat	ASI	Sh. Arvind Kashinath Thorat	21/09/2020
100	Gujarat	HC	Sh. Naginbhai Motibhai Vanand	10/11/2020
101	Gujarat	CT	Sh. Ashvinbhai Galabhai Patel	19/04/2021
102	Gujarat	CT	Sh. Kanubhai Ganpatbhai Tadvi	24/04/2021
103	Gujarat	ASI	Sh. Virubhai Bhayjibhai Bhil	02/05/2021
104	Gujarat	HC	Sh. Jethabhai Mangabhai Rathva	29/04/2021
105	Gujarat	HC	Sh. Govindbhai Ishwarbhai Rana	31/08/2020
106	Gujarat	ASI	Sh. Harishbhai Natwarbhai Rajput	09/05/2021
107	Gujarat	CT	Sh. Chandrasinh Sobanbhai Rathva	05/04/2021
108	Gujarat	HC	Sh. Chandrakant Dahyabhai Machhi	07/05/2021
109	Gujarat	ASI	Sh. Kamlesh Prabhudash Nagekar	06/12/2021



110	Gujarat	HC	Sh. Rajubhai Dhudhiyabhai Rathva	29/04/2021
111	Gujarat	HC	Sh. Chimanbhai Ramabhai Rohit	07/10/2020
112	Gujarat	ASI	Sh. Maganbhai Ranchodbhai Baria	14/06/2020
113	Gujarat	ASI	Sh. Mohanbhai Kalubhai Baria	04/09/2020
114	Gujarat	HC	Sh. Minhaz Ibrahim Patel	18/09/2020
115	Gujarat	Women Lok Rakshak	Sh. Rashmiben Makanjibhai Gamit	12/04/2021
116	Gujarat	HC	Sh. Ramanbhai Manabhai Bhil	13/04/2021
117	Gujarat	ASI	Sh. Nasimbanu Salimbhai Saikh	17/04/2021
118	Gujarat	CT	Sh. Mohanbhai Kelavsinh Baria	22/04/2021
119	Gujarat	ASI	Sh. Amrutlal Mayabhai Rathod	19/04/2021
120	Gujarat	CT	Sh. Pradhyumansinh Pravinsinh Gohil	11/09/2020
121	Gujarat	ASI	Sh. Ranvirsinh Dilipsinh Jadeja	29/04/2021
122	Gujarat	HC	Sh. Rameshvan Madhuvan Gosai	24/11/2020
123	Gujarat	ASI	Sh. Nayanaben Lalitchandra Sutariya	27/04/2021
124	Gujarat	CT	Sh. Ramiz Safimahmad Mansuri	29/09/2020
125	Gujarat	CT	Sh. Dinesh Ramswarup Koli	21/09/2020
126	Gujarat	CT	Sh. Kanaiyalal Ramanlal Beldaar	13/05/2021
127	Gujarat	ASI	Sh. Himantsinh Narsinh Parmar	04/05/2021
128	Gujarat	ASI	Paualbhai Kalidas Rajan	05/05/2021
129	Gujarat	HC	Sh. Ghanshyambhai Gambhirbhai Vaghela	23/05/2021
130	Gujarat	ASI	Sh. Hazarisinh Dhisasinh Rajput	23/04/2021
131	Gujarat	ASI	Sh. Ankhya Manubhai Hemaji	04/05/2021
132	Gujarat	HC	Sh. Nareshbhai Vasantbhai Singhal	28/04/2021
133	Gujarat	Inspector	Sh. Rajubhai Ramanlal Trivedi	04/05/2021
134	Gujarat	ASI	Sh. Chimanbhai Revabhai Parmar	27/04/2021
135	Gujarat	ASI	Sh. Kaushikkumar Popatlal Vyas	23/10/2020
136	Gujarat	ASI	Sh. Bhagvanbhai Nathabhai Patel	02/11/2020
137	Gujarat	ASI	Sh. Narayansinh Shivsinh Zala	03/07/2021
138	Gujarat	ASI	Sh. Bhathiji Hemaji Dedun	25/05/2021
139	Gujarat	ASI	Sh. Kiritsinh Shivsinh Kumpavat	24/05/2021
140	Gujarat	ASI	Sh. Harshanbhai Natubhai Rathva	26/05/2021
141	Gujarat	ASI	Sh. Jagdishbhai Chaganbhai Solanki	24/06/2020
142	Gujarat	ASI	Sh. Dharmeshbhai Shambhulal Patel	03/09/2020
143	Gujarat	ASI	Sh. Shantilal Maganbhai Makwana	29/09/2020
144	Gujarat	ASI	Sh. Lavsinh Amarsinh Vasava	08/03/2021



145	Gujarat	HC	Sh. Sunilbhai Umapratap Rajput	03/04/2021
146	Gujarat	ASI	Sh. Mahendrabhai Senubhai Shinde	20/04/2021
147	Gujarat	HC	Sh. Mohanbhai Ramjibhai Vasava	19/04/2021
148	Gujarat	SI	Sh. Prabhatsinh Salamsinh Khant	15/05/2021
149	Gujarat	ASI	Sh. Kokilaben Kacharabhai Kalasva	25/04/2021
150	Gujarat	HC	Sh. Arjunsinh Rumalbhai Pateliya	21/03/2021
151	Gujarat	ASI	Sh. Vikramsinh Balvantsinh Baria	26/04/2021
152	Gujarat	CT	Sh. Kishorkumar Rameshbhai Patil	06/05/2021
153	Gujarat	HC	Sh. Vipulbhai Khandubhai Patel	15/05/2021
154	Gujarat	HC	Sh. Arunkumar Jagatsinh Shinde	20/06/2021
155	Gujarat	CT	Sh. Kiransinh Chatrasinh Baria	09/12/2020
156	Gujarat	ASI	Sh. Gunvantsinh Nopariyabhai Gamit	16/04/2021
157	Gujarat	ASI	Sh. Rajendrabhai Shankarbhai Kotval	25/04/2021
158	Gujarat	ASI	Sh. Pratapbhai Datubhai Padvi	17/04/2021
159	Gujarat	CT	Sh. Rajendrabhai Babanrav Rajpure	15/04/2021
160	Gujarat	HC	Sh. Bharatbhai Dalabhai Patel	01/05/2021
161	Gujarat	ASI	Sh. Kalusinh Gopalsinh	04/05/2021
162	Gujarat	ASI	Sh. Ranchodbhai Thakorabhai Patel	22/07/2021
163	Gujarat	HC	Sh. Mansukh bhai Sardulbhai Makwana	09/05/2021
164	Gujarat	ASI	Sh. Salimbhai Ajitbhai Makrani	23/07/2020
165	Gujarat	SI	Sh. Dhanshukhbhai Kanjibhai Chavda	13/04/2021
166	Gujarat	HC	Sh. Mohanbhai Samabhai Solanki	17/04/2021
167	Gujarat	CT	Sh. Aftab Husainbhai Safia	16/04/2021
168	Gujarat	HC	Sh. Rameshgar Umedgar Meghnathi	29/04/2021
169	Gujarat	ASI	Sh. Kirankumar Kantilal Kelaiya	30/04/2021
170	Gujarat	ASI	Sh. Hareshbhai Hiralal Vadhiya	13/05/2021
171	Gujarat	HC	Sh. Harishkumar Mulubhai Khara	25/04/2021
172	Gujarat	CT	Sh. Dulabhai Ranmalbhai Odedara	05/06/2021
173	Gujarat	CT	Sh. Sunilbhai Mohanbhai Vala	12/04/2021
174	Gujarat	ASI	Sh. Ishwarchandra Nathaji Sadaat	08/05/2021
175	Gujarat	ASI	Sh. Pravinsinh Banesinh Parghavi	16/05/2021
176	Gujarat	HC	Sh. Karnubha Shivubha Rana	17/02/2021
177	Gujarat	ASI	Sh. Jayantilal Ravjibhai Jambucha	28/04/2021
178	Gujarat	ASI	Sh. Mehurbhai Devsibhai Makwana	04/04/2021
179	Gujarat	ASI	Sh. Valjibhai Govindbhai Lakum	29/04/2021
180	Gujarat	ASI	Sh. Malandbhai Jivabhai Khetariya	03/01/2021



181	Gujarat	HC	Sh. Ranjitsinh Jagubhai Vala	07/05/2021
182	Gujarat	HC	Sh. Veljibhai Kachubhai Maheswari	27/04/2021
183	Gujarat	HC	Sh. Jaswantsinh Kisanlal Yadav	05/09/2020
184	Gujarat	ASI	Sh. Jaswantgar Chaturgar Gosai	12/04/2021
185	Gujarat	ASI	Sh. Dalabhai Devrajbhai Lunatar (Bhil)	16/06/2021
186	Gujarat	ASI	Sh. Ramanbhai Kanabhai Patel	15/05/2021
187	Gujarat	ASI	Sh. Anirudhsinh Ghanusinh Zala	29/04/2021
189	Gujarat	HC	Sh. Kailash Chandrakant Kadam	23/04/2021
190	Gujarat	ASI	Sh. Faridmiya Fakirmahmad Shaikh	09/11/2020
191	Gujarat	HC	Sh. Naginbhai Mangabhai Kharadi	25/05/2021
192	Gujarat	HC	Sh. Vithalbhai Biharibhai Parmar	11/05/2021
193	Gujarat	CT	Sh. Chandubhai Naranbhai Solanki	18/05/2021
194	Gujarat	CT	Sh. Mahendra Pratapsinh Rathod	17/05/2021
195	Gujarat	ASI	Sh. Govindbhai Mafabhai Vaghela	05/05/2021
196	Gujarat	HC	Sh. Girishchandra Rameshchandra Bhatiya	31/12/2020
197	Gujarat	CT	Sh. Jayendra Pandurang Narange	01/12/2020
198	Gujarat	HC	Sh. Kanaiyalal Mohanlal Prajapati	19/05/2020
199	Gujarat	CT	Sh. Dhansinh Popatbhai Solanki	18/10/2020
200	Gujarat	CT	Sh. Chandubhai Somabhai Vankar	27/05/2021
201	Gujarat	HC	Sh. Daljibhai Thavraji Ninama	23/05/2021
202	Gujarat	ASI	Sh. Ashok Kalyan Bodake	12/01/2021
203	Gujarat	HC	Sh. Manubhai Revabhai Chauhan	24/04/2021
204	Gujarat	CT	Sh. Jitendra Daulat Suryavansi	13/04/2021
205	Gujarat	ASI	Sh. Parvatsinh Babubhai Chauhan	03/05/2021
206	Gujarat	HC	Sh. Saibabhai Varabhai Vadi	31/05/2021
207	Gujarat	CT	Sh. Kamleshbhai Sanabhai Makwana	09/08/2020
208	Gujarat	SI	Sh. Natwarbhai Aatiyabhai Vasava	22/04/2021
209	Gujarat	Inspector	Sh. Shankarlal Rupjibhai Gameti	25/04/2021
210	Gujarat	HC	Sh. Bhupendrasinh Dipsinh Baraiya	23/04/2021
211	Gujarat	CT	Sh. Vijaykumar Jaswantsinh Parmar	21/04/2021
212	Gujarat	ASI	Sh. Prahadsinh Jilubha Zala	13/05/2021
213	Gujarat	ASI	Sh. Chetankumar Chimanlal Joshi	09/08/2020
214	Gujarat	ASI	Sh. Bharjibhai Navabhai Vasava	01/10/2020
215	Gujarat	CT	Sh. Hirsinh Gambhirsinh Chauhan	11/05/2021
216	Gujarat	DIG	Sh. Dr. Mahesh K. Nayak, IPS	09/04/2021
217	Gujarat	ASI	Sh. Girishkumar Ambalal Barot	24/05/2020



218	Gujarat	HC	Sh. Velsibhai Chondabhai Makwana	28/12/2020
219	Gujarat	SI	Sh. Ashokkumar Natwarlal Bhatt	20/09/2020
220	Gujarat	Inspector	Sh. Jitendrasinh Baldevji Chavda	28/05/2021
221	Gujarat	HC	Sh. Dilipkumar Bhikhabhai Vankar	24/11/2020
222	Gujarat	HC	Sh. Bharatsinh Somaji Thakor	18/05/2020
223	Gujarat	HC	Sh. Nileshkumar Fulchandsinh Rajput	04/05/2021
224	Gujarat	ASI	Sh. Himatsinh Kacharaji Rathod	11/12/2020
225	Gujarat	HC	Sh. Jayantibhai Badarji Rathod	27/05/2021
226	Gujarat	HC	Sh. Virambhai Bhikhabhai Desai	16/12/2020
227	Gujarat	ASI	Sh. Satrudhna Ramsamuj Tiwari	02/05/2021
228	Gujarat	ASI	Sh. Govindbhai Babubhai Datania	19/05/2020
229	Gujarat	ASI	Sh. Fulabhai Bhurabhai Damor	10/05/2021
230	Gujarat	ASI	Sh. Arjunsinh Fatehsinh Patel	28/11/2020
231	Gujarat	Inspector	Sh. Athelabhai Sanjabhai Damor	28/10/2020
232	Gujarat	HC	Sh. Mukeshbhai Somabhai	08/06/2020
233	Gujarat	ASI	Sh. Somaji Vechatbhai Baranda	24/12/2020
234	Gujarat	ASI	Sh. Girvatsinh Amarsinh Solanki	07/07/2020
235	Gujarat	ASI	Sh. Natvarsinh Gopalsinh Baria	11/02/2021
236	Gujarat	CT	Sh. Pravinsinh Ramsinh	26/05/2021
237	Gujarat	ASI	Sh. Ratusinh Biharsinh Parmar	22/06/2021
238	Gujarat	ASI	Sh. Arvindbhai Khodabhai Raj	30/09/2020
239	Gujarat	HC	Sh. Gopichand Ramchandra Patil	13/06/2021
240	Haryana	HPS	Sh. Ashok Kumar	26/04/2021
241	Haryana	HPS	Sh. Vijender Singh	08/05/2021
242	Haryana	Inspector	Sh. Pradeep Kumar	10/06/2020
243	Haryana	Inspector	Sh. Jasbir Singh Narnaul	13/05/2021
244	Haryana	SI	Sh. Sanjay Parsad	23/11/2020
245	Haryana	ASI	Sh. Harmail Singh	22/03/2021
246	Haryana	ASI	Sh. Rajender Singh	02/05/2021
247	Haryana	ASI	Sh. Jagdigh Kumar	02/05/2021
248	Haryana	ASI	Sh. Ajmer Singh	13/05/2021
249	Haryana	HC	Sh. Baljit Singh	01/05/2021
250	Haryana	SI	Sh. Pawan Kumar	24/04/2021
251	Haryana	SI	Sh. Rajesh Kumar	01/05/2021
252	Haryana	SI	Sh. Balwan Singh	19/05/2021
253	Haryana	SI	Sh. Dinesh Kumar	24/05/2021
254	Haryana	ASI	Sh. Umed Singh	27/08/2020



255	Haryana	HC	Sh. Samraj Singh	01/08/2020
256	Haryana	HC	Sh. Jijay Kumar	13/08/2020
257	Haryana	HC	Sh. Satyawan	19/09/2020
258	Haryana	HC	Sh. Jitender Singh	03/11/2020
259	Haryana	HC	Sh. Surender Singh	11/11/2020
260	Haryana	ASI	Sh. Sher Singh	03/09/2020
261	Haryana	SI	Sh. Baljinder Singh	16/09/2020
262	Haryana	SI	Sh. Kadam Singh	20/11/2020
263	Haryana	SI	Sh. Ashok Kumar	21/11/2020
264	Haryana	SI	Sh. Anoop Singh	21/04/2021
265	Haryana	HC	Sh. Satbir Singh	26/01/2021
267	Haryana	HC	Sh. Hardeep Singh	03/02/2021
268	Haryana	HC	Sh. Vijay Kumar	05/05/2021
269	Haryana	HC	Sh. Vijay Kumar	25/05/2021
270	Haryana	HC	Sh. Neeraj Kumar	01/06/2021
271	Haryana	SI	Sh. Deen Dayal	05/05/2021
272	Haryana	SI	Sh. Baljeet Singh	14/05/2021
273	Haryana	SI	Sh. Rajender Kumar	18/05/2021
274	Haryana	SI	Sh. Gurmel Singh	29/05/2021
275	Haryana	SI	Sh. Balwinder Singh	14/09/2020
276	Haryana	CT	Sh. Parveen Kumar	11/05/2021
277	Haryana	CT	Sh. Suresh Kumar	29/05/2021
278	Haryana	Dhobi	Sh. Hukam Singh	08/05/2021
279	Haryana	Cook	Sh. Bhavishwar	26/09/2020
280	Haryana	Cook	Sh. Poojan Parsad	05/05/2021
281	Haryana	SI	Sh. Satbir Singh	03/05/2021
282	Haryana	SI	Sh. Bhagat Singh	21/09/2020
283	Haryana	SI	Sh. Hoshiar Singh	23/04/2021
284	Haryana	SI	Sh. Surender Kumar	04/05/2021
285	Haryana	ASI	Sh. Sanjay Kumar	05/10/2020
286	Haryana	SPO	Sh. Devendra Balmiki	19/11/2020
287	Haryana	SPO	Sh. Rajesh Kumar	28/04/2021
289	Haryana	SPO	Sh. Mahabir Parsad	02/05/2021
290	Haryana	SPO	Sh. Dalbir Singh	05/06/2021
291	Himachal Pradesh		Sh. Dharmeshwar Singh	15/11/2021
292	ITBP	HC/GD	Sh. Ramesh Tomar	27/05/2020
293	ITBP	HC/GD	Sh. Vijay Chalwad	09/06/2020



294	ITBP	Inspector	Sh. Sakarma Lakshakat	23/08/2020
295	ITBP	HC	Sh. Arvind Kumar	23/08/2020
296	ITBP	ASI	Sh. Rajendra Kumar	23/08/2020
297	ITBP	ASI	Sh. Prakash Chandra	27/08/2020
298	ITBP	Inspector	Sh. Kismat Singh	21/09/2020
299	ITBP	CT/GD	Sh. Manik Mahadev	18/09/2020
300	ITBP	Inspector	Sh. Panma Chetan Negi	28/09/2020
301	ITBP	HC	Sh. Kiran Meghi	09/10/2020
302	ITBP	CT/GD	Sh. Satpal Singh Samota	27/10/2020
303	ITBP	ASI	Sh. Ravindra Singh	19/12/2020
304	ITBP	SI	Sh. Devendra Singh	01/05/2021
305	ITBP	Inspector	Sh. Nilesh Kumar	10/05/2021
306	ITBP	ASI	Sh. Manjit Singh	11/05/2021
307	ITBP	ASI	Sh. Ram Mehar Singh	24/05/2021
308	Mizoram	Insp/GD	Sh. R. Lalrohluna	31/05/2021
309	Mizoram	CT/GD	Sh. Nk. R Lalduhzuala	01/06/2021
310	Mizoram	C/414	Sh. Laltlanzova	24/05/2021
311	Mizoram	IV grade	Sh. Hrangthanga	23/11/2020
312	Punjab	ACP	Sh. Anil Kohli	
313	Punjab	ASI	Sh. Manjeet Singh (2643 W)	
314	Punjab	4th CDO	Sh. Jaspal Singh	
315	Punjab	ASI	Sh. Jai Narayan	
316	Punjab	ASI	Sh. Davinder Singh	
317	Punjab	ASI	SH. Bhupinder Singh	
318	Punjab	ASI	Sh. Gubhej Singh	
319	Punjab	CT	Sh. Naunihal Singh	
320	Punjab	ASI	Sh. Harish Kumar	
321	Punjab	DSP	Sh. Varinder Pal Singh	
322	Punjab		Sh. Mandeep Singh (879)	
323	Punjab		Sh. Satnam Singh (291)	
324	Punjab		Sh. Jatinder Gill (122)	
325	Punjab	ASI	Sh. Lashkar	
326	Punjab	ASI	Sh. Kanwaljit	
327	Punjab	ASI	Sh. Karnail	
328	Punjab	ASI	Sh. Ram Lal	
329	Punjab	ASI	Sh. Darshan	
330	Punjab	ASI	Sh. Joginder	



331	Punjab	ASI	Sh. Rajwinder	
332	Punjab	ASI	Sh. Darshan Singh	
333	Punjab	ASI	Sh. Malkiat Singh	
334	Punjab		Sh. Tarsem Kumar	
335	Punjab	ASI	Sh. Harbhajan Singh	
336	SSB	ASI	Sh. Ningombhan Sanjay Singh	28/08/2020
337	SSB	ASI	Sh. Anil Chandra Barman	10/09/2020
338	SSB	CT	Sh. Javid Iqbal Gaji	04/10/2020
339	SSB	SI	Sh. Jarnail Singh	22/12/2020
340	SSB	SI	Sh. Ratneshwar Goran	01/10/2020
341	SSB	CT	Sh. Praveen Raju S	04/09/2020
342	SSB	CT	Sh. Mukesh Singh Rawat	10/06/2020
343	SSB	CT	Sh. Ranjit Kumar Barman	06/11/2020
344	SSB	SI	Sh. Manmohan Singh	27/07/2020
345	SSB	SI	Sh. Rakesh Singh	24/09/2020
346	SSB	CT	Sh. Surendra Lal	
347	SSB	CT	Sh. Gopal Sahera	04/05/2020
348	SSB	CT	Sh. Azo Puro	15/10/2020
349	SSB	CT	Sh. Kamlesh Kumar	22/07/2020



In this section, the videos provided by police organisations on their Corona Martyrs have been listed. These can be accessed by using the links provided against the names

Andaman & Nicobar

<https://www.youtube.com/watch?v=BWVMKjjHCc4>

BSF

<https://youtu.be/NyMTr0eOqi8>

CISF

<https://www.youtube.com/watch?v=YU23mmwKiyM>

Himachal Pradesh

<https://www.youtube.com/watch?v=qUEwO7QamCo>

ITBP

<https://www.youtube.com/watch?v=9i0WSsElykQ>

Mizoram

- Naik R Lalduhzuala - <https://www.youtube.com/watch?v=cHRKkyxBM-A>
- IV Grade Hrangthanga - <https://www.youtube.com/watch?v=2yyrIBowNJQ>
- Insp R Lalrohluna - <https://www.youtube.com/watch?v=qfuDu440vaU>
- Const. Laltlanzova - <https://www.youtube.com/watch?v=tbDK99Lmdx0>

Odisha

<https://www.youtube.com/watch?v=wmWQZdDvT0E>

Punjab

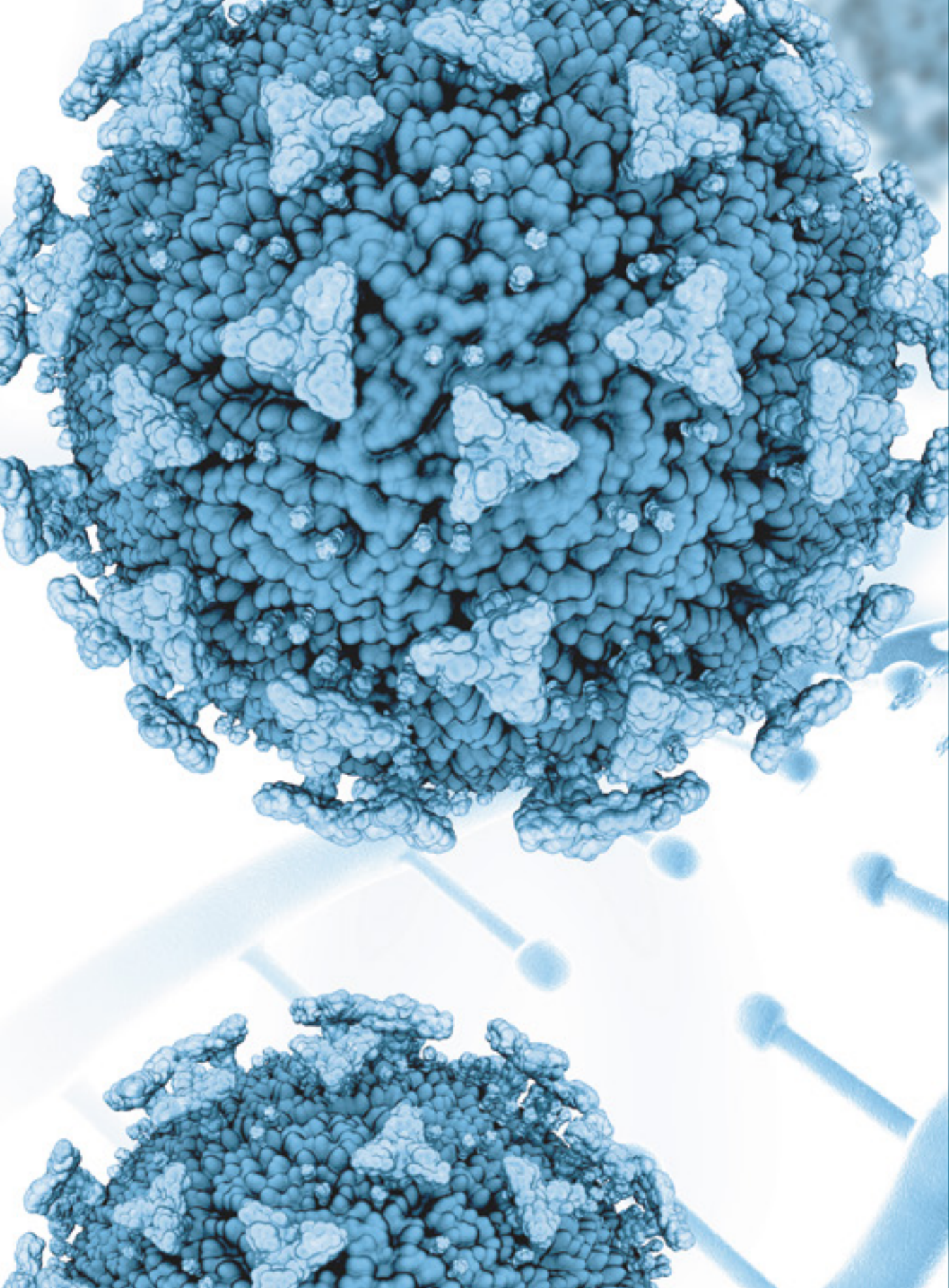
- CP LDH Martyr Sh. Anil Kohli, - <https://www.youtube.com/watch?v=6dbIqsJMk0E>
- Martyr ASI Manjeet Singh- <https://www.youtube.com/watch?v=N4xaw3syRms>



- Martyr Jaspal Singh - <https://www.youtube.com/watch?v=OLkdYSf5b8o>
- Martyr ASI Jai Narayan - <https://www.youtube.com/watch?v=BhNT7gi1pSA>
- Martyr ASI Davinder Singh - <https://www.youtube.com/watch?v=0WvPf975FmQ>
- Martyr Bhupinder Singh - <https://www.youtube.com/watch?v=URCAI8NETMo>
- Martyr gurbhej Singh - <https://www.youtube.com/watch?v=XBJ7eeNyzq8>
- Martyr Naunihal Singh - <https://www.youtube.com/watch?v=FKhJyjsBkbA>
- Martyr ASI Harish Kumar - <https://www.youtube.com/watch?v=7S95WisylSw&t=3s>
- Martyr D.S.P. Varinder Pal Singh - <https://www.youtube.com/watch?v=nZtcgfAXOcw>
- Martyr Mandeep Singh - <https://www.youtube.com/watch?v=iyEE5SEMhoE>
- Martyr Satnam Singh - <https://www.youtube.com/watch?v=h-tJ5o-7fjY>
- Martyr Jatinder Gill - <https://www.youtube.com/watch?v=5WVzZlulmJc>
- Martyr ASI Lashkar - <https://www.youtube.com/watch?v=HHICYWkB18M>
- Martyr ASI Ram Lal - <https://www.youtube.com/watch?v=uUy2xQi4c2s>
- Martyr ASI Darshan, Joginder, Rajwinder and PHG Darshan singh - https://youtu.be/qE2k_cGM9Ww
- Martyr ASI Malkiat Singh - <https://youtu.be/nvQve-2wGzU>
- Martyr Tarsem Kumar - <https://youtu.be/2KWy3nQi2VI>
- Martyr ASI Harbhajan Singh - <https://www.youtube.com/watch?v=xmEW407FsYg>

SSB

https://www.youtube.com/watch?v=3dsxKuoea_g

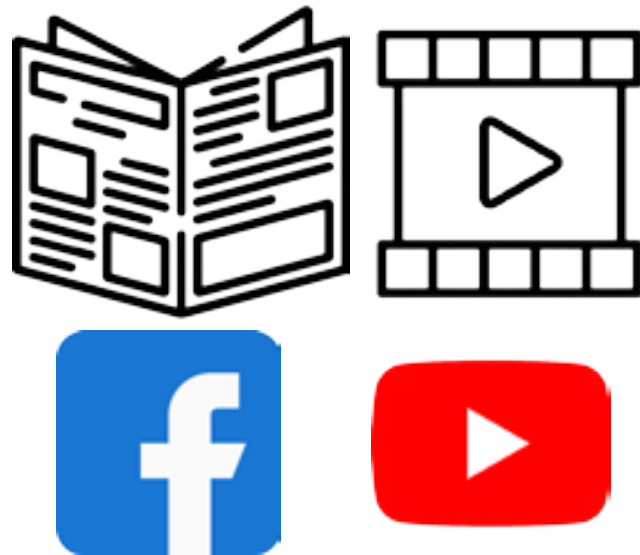


CHAPTER

3

Multimedia

Multimedia



Multimedia

Police organisations across the country gone all out to fight against corona. The list of activities they are involved is very long and still getting longer day by day. They are on duty round the clock and involved in enforcing lockdown and social distancing, protecting and regulating crowds at hospitals, markets, railway stations, vaccination centres, funeral sites, performing funerals of unclaimed bodies, visiting senior citizen's house to enquire their well being including birthday cakes ensuring the un interrupted flow of essential items including life saving drugs, management of quarantine centres, tracing and tracking of corona positive people etc.

In this mammoth exercise they have prepared various SOP (Standard Operating Procedure) on related topics and launched awareness drives in their places of duty. Their devotion to duty has been positively highlighted in print, electronic and social media platforms. Not lagging behind, police /CAPF have also prepared the videos containing inspirational songs on corona fight.

In this chapter, an attempt has been made to show case the relevant / selected news items in print, videos on social media viz. Facebook, twitter, YouTube etc. as provided by LEAs. These are-

**Assam**

- <https://twitter.com/assampolice/status/1268522033408872448>
- <https://www.youtube.com/watch?v=djf5--6L6co>

Assam Rifles

- <https://www.youtube.com/watch?v=UDJ837WWUXE>
- <https://www.youtube.com/watch?v=QlGZJga8b60>

Andaman & Nicobar Islands

- <https://www.youtube.com/watch?v=h79XffvrR60>
- <https://www.youtube.com/watch?v=v4InAWVbLOM>
- <https://www.youtube.com/watch?v=9HeskDz1Goo>

Arunachal Pradesh

- <https://twitter.com/DgpPradesh/status/1255510545266081798>

Delhi

- <https://www.youtube.com/watch?v=7Qv4J2yaonw>
- <https://twitter.com/DCPNewDelhi/status/1277538197749157888>

Himanchal Pradesh

- <httpswww.facebook.com534728093233592videos3225868020759495>
- <httpswww.facebook.com>
- <httpsyoutu.becMsHp2MyOAY>

**ITBP**

- <https://www.youtube.com/watch?v=Xdc-QRVKlek>
- <https://mobile.twitter.com/mygovindia/status/1272397993291833344?s=12>
- <https://www.youtube.com/watch?v=UwfwzWMkEgM>
- <https://twitter.com/htTweets/status/1283041483998859266>
- https://twitter.com/ITBP_official/status/1282603852017971203

Jammu & Kashmir

- <httpswww.facebook.comteamjkpashuvideos521336148540079>
- <httpswww.facebook.comPBNS.Indiavideos441058673580178>
- <httpswww.facebook.comdrijitendrasvideos627443834768782>
- <https://youtu.be/ILcIBhqh5Ks>

Karnataka

- <https://twitter.com/DCPSouthBCP/status/1265328276722966530>

Odisha

- <https://youtu.be/BxOhZCmnN50>
- <https://youtu.be/-Otp2UARenI>

Punjab

- <https://www.youtube.com/watch?v=mDL61GI6dmo>

Telangana

- <https://twitter.com/GadwalSp/status/1270266826862112768>



Uttarakhand

- <https://www.youtube.com/watch?v=giCE61y2230>
- <https://www.youtube.com/watch?v=fIL8bLScIgm>
- <https://www.facebook.com/uttarakhandpolice/videos/%E0%A4%89%E0%A4%A4%E0%A5%8D%E0%A4%A4%E0%A4%B0%E0%A4%BE%E0%A4%96%E0%A4%A3%E0%A5%8D%E0%A4%A1-%E0%A4%AA%E0%A5%81%E0%A4%B2%E0%A4%BF%E0%A4%B8-%E0%A4%95%E0%A5%80-%E0%A4%AE%E0%A4%B9%E0%A4%BF%E0%A4%B2%E0%A4%BE-%E0%A4%9C%E0%A4%B5%E0%A4%BE%E0%A4%A8-%E0%A4%B2%E0%A4%B2%E0%A4%BF%E0%A4%A4%E0%A4%BE-%E0%A4%B0%E0%A4%BE%E0%A4%B5%E0%A4%A4%E0%A4%95%E0%A5%80-%E0%A4%85%E0%A4%AA%E0%A5%80%E0%A4%B2/588426982023185/>
- <https://twitter.com/uttarakhandcops/status/1255547014282186753>

Uttar Pradesh

- https://www.youtube.com/watch?v=8V_hOF4jfWY

West Bengal

- <https://twitter.com/MurshidabadPol1/status/1258378329721200640>

Chhattisgarh

- <https://youtu.be/SBxBDSS1Rnc>
- <https://youtu.be/Ueh-sjjUL>
- <https://www.facebook.com/santoshjnu/>
- <https://www.facebook.com/raigarhpolice>
- <https://www.newindianexpress.com/thesundaystandard/2021/jun/20/chhattisgarh-ips-officerand-team-perform-many-roles-to-help-people-during-lockdown-2318766.html>



- <https://indianmasterminds.com/features/corona-warriors/policing-with-a-heart/>
- <https://www.bureaucratsindia.in/blogdetail/bureaucrats-who-added-value-and-verve-to-good-governance-in-2020>
- <http://www.newsanalysisindia.com/2021/01/02/bureaucrats-india-gave-ips-dipanshu-kabra-and-santosh-singh-the-good-governance-award/>
- <https://www.reportwire.in/bureaucrats-india-gave-ips-dipanshu-kabra-and-santosh-singh-the-good-governance-award/>
- <https://www.dispatchnews.in/news/55034/bureaucrats-india-felicitates-two-officers-from-chhattisgarh>,
- <https://www.bhaskar.com/local/chhattisgarh/news/raigarh-police-distributed-12-lakh-37-thousand-face-masks-enter-world-record-raigarh-police-mask-distribution-chhattisgarh-corona-raigarh-corona-127580500.html>
- <https://timesofindia.indiatimes.com/city/raipur/covid-19-raigarh-police-distributes-over-14-lakh-masks-sets-world-record/articleshow/77356323.cms>
- <https://www.newindianexpress.com/nation/2020/aug/03/14-lakh-masks-distubuted-in-6-hours-chhattisgarh-polices-awareness-campaign-creates-world-record-2178613.html>
- <https://www.bhaskar.com/local/chhattisgarh/raigarh/news/campaign-to-distribute-masks-recorded-in-golden-book-of-records-127589324.html>
- <https://www.bhaskar.com/local/chhattisgarh/news/raigarh-polices-mask-distribution-campaign-sp-santosh-singh-and-additional-sp-abhishek-verma-raigarh-police-raigarh-police-will-distribute-masks-to-12-lakh-people-for-free-on-the-occasion-of-rakshabandhan-127577578.html>



- <https://www.ndtv.com/india-news/chhattisgarh-raksha-bandhan-raigarh-police-to-distribute-over-14-lakh-masks-on-raksha-bandhan-2272901>
- <https://www.dnaindia.com/india/video-covid-raigarh-police-distribute-over-12-lakh-masks-to-raise-awareness-2835869>
- <https://www.youtube.com/watch?v=Eh-MzJhPoG8>
- <https://timesofindia.indiatimes.com/videos/news/covid-raigarh-police-distribute-over-12-lakh-masks-to-raise-awareness/videoshow/77348699.cms>
- <https://www.msn.com/en-in/video/news/covid-raigarh-police-distribute-over-12-lakh-masks-to-raise-awareness/vp-BB17wxXW>
<https://www.aninews.in/news/national/general-news/raigarh-police-distribute-1237-lakh-masks-to-create-covid-19-awareness20200803232930/>
- <https://munaadi.com/police-started-rescue-of-flood-water-in-25-villages-of-raigarh/>
- <http://thenewsindia24.com/raigarh-police-of-chhattisgarh-is-running-a-samvedna-campaign-raigarh-police-is-helping-people-affected-by-floods-sp-santosh-singh-and-additional-sp-abhishek-verma-%E0%A4%AC%E0%A4%BE%E0%A5%9D/>
- <https://www.newindianexpress.com/nation/2020/apr/06/coronavirus-among-the-priorities-self-isolation-is-one-for-this-chhattisgarh-ips-officer-2126413.html>
- <https://timesofindia.indiatimes.com/city/raipur/covid-19-chhattisgarh-ips-officer-isolates-himself-from-family-inspire-others/articleshow/75015016.cms>
- <https://www.aninews.in/news/national/general-news/gabbar-chulbul-pandey-shehenshah-to-spread-awareness-about-covid-19-lockdown-in-raigarh20200504113147/>



- <https://www.newindianexpress.com/nation/2020/may/06/chhattisgarh-police-rework-catchy-bollywood-dialogues-to-spread-covid-19-awareness-2139874.html>
- <https://indianexpress.com/article/coronavirus/price-they-pay-to-keep-the-virus-away-shutting-out-family-moving-to-outhouse-6347658/>
- <https://www.newindianexpress.com/nation/2020/may/06/chhattisgarh-police-rework-catchy-bollywood-dialogues-to-spread-covid-19-awareness-2139874.html>



Task Force

In pursuance of the recommendation of the DGsP/IGsP conference -2020, a Task Force comprising of Social Scientists, University Scholars, Law Enforcement Personnel and Civil Administration Officers was constituted with the approval of MHA, to catalogue the policing experience during the COVID-19 Pandemic. The composition is as under.

1. Dr. P.M.Nair, IPS (ex DG NDRF) – Chairman
2. Dr. Karuna Sagar, IPS (IG & Director: BPRD) – Member
3. Dr. Achla Pritam Tondon, Faculty (Delhi University) – Member
4. Dr. Surbhi Pandey, Faculty (IIPA) – Member
5. Dr. Ashutosh Mishra, Faculty (Delhi University) – Member
6. Dr. Raveesh Kumar , (PSO (Weapon),BPR&D) – Co-opted Member



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[Bureau of Police Research
& Development India](https://www.youtube.com/BureauofPoliceResearchandDevelopmentIndia)



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