Mechanism to prevent crime against women.

A "Crime Prevention Cell" has been opened for cyber based policing aiming to improve response time to attend public calls.

This system has integrated various initiatives in cyberspace and information technology. After being in use for over 19 months, the citizens' response to the initiatives as well as a brief on the same is appended below;

Madurai City Police @ Android App

The Madurai City Police app was designed to facilitate immediate police response during emergency and distress. It has a GPS based alert to communicate the exact location of the phone user in case of any emergency. The Crime Prevention Cell monitors these alerts on a real time basis to take immediate action. The app is currently available on the android platform. It can be easily downloaded from Google Play Store by searching for Madurai City Police. The link for the same is:
https://play.google.com/store/apps/details?id=com.appdevfactory.MaduraiCityPolice&hl=en

The important feature of this app is the SOS feature. Just by pressing the SOS button, the person sends an alert request to the City Police, which immediately narrows down the location using the Google Map. This enables the patrol vehicle or Police officers to reach the place without loss of time.

Other than the SOS feature, the app also provides for online complaints, general information, contact numbers, traffic updates and crime prevention tips. The online complaint facility is linked with the CCTNS online complaint system which facilitates the complainant to directly reach the inbox of the concerned officer. Apart from this the contact details has enhanced the access for the complaint to reach the concerned Inspector/Assistant Commissioner of Police/Deputy Commissioner of Police as both mobile number and landline number is provided with the photograph of the officer. Further this app also provides public traffic updates and crime prevention tips

The response for the app has been favorable, with 2475 downloads as on date. The app was tested by public/ newsmagazine /news papers in real-time with successful results. Also, a hurt case was reported with photographs leading to early detection, amongst other routine complaints and feedback.

In the old version, many complaints were received from the women complainants. The nature of complaints includes (i) Facebook ID misuse (ii) Family Dispute (iii) Disturbance call and (iv) Mobile Missing. Some of the complaints were also including social causes like selling of Cigarettes near educational institution, movement of suspects requesting for police patrolling, drunker brawl, dangerous driving and etc.,

The difficulty in the old version was that the complainant should be online contact using internet for SOS call/Complainant. But, this technical issue has been augmented in the latest version and any SOS alert can be sent offline also.

The disadvantage of this app is that the faculty can be used only in Android phones and not in other phones included iphone

2) Madurai City Whatapp @ 8300021100

Citizens send inputs, grievances, suggestions and pictures to the Madurai City Police through the popular applications 'Whatsapp'. A special android simulator is being used to obtain the data on a Personal Computer and to maintain the secrecy of the sender's details, name, phone number etc.

The Crime Prevention Cell monitors the inputs and feeds the same to field officers for immediate action. They have color coded the inputes on the basis of urgency for ensuing effective redressal. As on date 2,690 messages have been received.

3) Facebook page @ https://www.facebook.com/Commissioner-Of-Police-Madurai-City-804546626286211/

The Madurai City Police has presence on facebook. General information, traffic updates and citizen interaction is being carried out and users can share suggestions, complaints and grievances.

Important tips, route diversions, traffic updates are posted regularly. Each post has a reach of around 29,026. It has managed 6919 likes for the page alone.

4) Madurai City Police Website @ http://www.maduraicitypolice.com

A portal integrated with details, updates and alerts from Madurai City Police as well as provision for online complaints. It acts as a mirror for important links to Tamil Nadu Police Website, CCTNS e-services, state and national missing persons databases etc.