

SOP FOR MEG-CopWatch Application

What is the MEG-CopWatch Application:

Ever since the Nirbhaya gang rape in December 2012, the central and state governments across the country have stepped up efforts to prevent heinous crimes against women. In this, early detection and quick response by the police were recognised as effective means to hinder assailants from committing heinous crimes. Consequently, many metropolitan cities have introduced applications such the Nirbhaya app, the Fightback App, MeAgainstRape app, etc. These applications allow women and children in distress to send an alert to the nearest police station/ police control room/ their own emergency contacts through their smart phones along with their geo-location and any audio-visual content. In this light, CID has launched a customised app 'MEG-CopWatch' for city of Shillong in the first phase of the project.

Features of the MEG-CopWatch Application:

1. MEG-CopWatch will be an Android application developed and customised by **Onnet Solution Infotech Private Limited**.
2. Users of the application will sign in with google. The user will then provide registration details including name and address. The user may also enter details of emergency contacts (family/ friends) on the profile section of the application.
3. The application at the time of registration will seek permission from the user to use **GPS** to identify the location of the user at the time of distress.
4. The application will have a 'panic' / 'distress' button which will send an alert on being double tapped.
5. When the panic/distress button is activated, the application will send an alert to the nearest police station in Shillong as per the live GPS location of the user. The victim will also receive a text message with a

confirmation that his/her distress call has been sent to the nearest police station.

6. The application will also send an alert to the pre-saved emergency contacts of the user, the police control room & 112 (NERS).
7. The location of the victim will continue to be shared with the police station, police control room/112 and emergency contacts until the user double taps on the panic button once again to stop the live sharing of location.
8. The application provides an option for uploading **a live photograph or a photograph/video from the phone gallery** on the application.
9. If the application is unable to connect to the internet at the time of distress due to poor network connectivity, the application will save the location and any photograph/ video uploaded by the user and will send the alert as soon as it gains access to the internet.
10. The application will be customised and will provide the user language options in English, Khasi and Hindi.
11. A **summary report** will be generated in the monitoring panel of the application for administrators with data of the number of distress calls, tracking of the distress calls, and any incident photograph/video. The report shall be compiled by Cell V of CID on a weekly basis and sent over to the district Superintendent of Police for supervision and necessary action.

Standard Operating Procedure for the district police:

1. Once the panic button has been doubled tapped by the victim, a message will be received by the Officer-in-charge of the police station nearest to the victim at the time of distress. The message will have a link to the live location of the victim. The message will also contain the name, home address and phone number of the distress caller.
2. The Officer-in-charge must proceed to the spot immediately or depute an officer to proceed to the spot if he/she is unavailable. The victim may also be contacted via phone while proceeding to the spot. The victim may however not be in a position to receive the call and in the cases where

there is no response from the victim, the officer concerned must proceed to the location of the victim.

3. The same message will also be received by the police control room. The duty of the police control room will be to forward the message to the officer-in-charge of the police station concerned between 9 AM-9PM and to the night duty officer of the concerned police station and the night hunter between 9PM-9AM. The police control room must also relay the information over the phone to the above mentioned police officers.
4. In the rare case, when the police control room does not receive any response from the police station concerned, the police control room must inform the nearest NERS van to respond to the distress situation.
5. Once the case has been responded to, an action taken report may be given to Cell V CID (720) to update the monitoring panel by the concerned police station within 24 hours of the distress call.
6. In case no action taken report is received, Cell V will contact the concerned police station at the end of 24 hours and update any action taken or not taken in the monitoring panel.
7. Any video/ photograph sent by the victim will also reach the panel maintained by Cell V of CID and will be kept on record for the case.
8. A weekly summary report will be sent by Cell V of CID to the district SP for information and necessary action. This will include any incident photographs/videos that may be relevant to case investigation.
9. Any changes in the post of the Officer in Charge of police stations must be communicated to SP CID/ Cell V of CID so that the name, contact number and other details may be edited on the application and the panel.
10. The monitoring panel maintained by CID will have a dashboard with options to enter any new police stations with contact details of the Officer-in-charge and the latitude and longitude of the police station. The dashboard will also allow changing the contact details of officers-in-charge of police stations. Thirdly, Cell V may add any important contacts relevant to the application on the panel.
11. The dashboard will also provide the option of generating reports for the tracking and for the incident images and videos uploaded.

12. The password of the monitoring panel may be changed by Cell V of CID every 6 months with the authorisation of IGP CID.

QR Code for downloading the MEGCopWatch App:



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