

Smart City Study Project

During the 18th century Visakhapatnam was part of the Northern Circars, a region comprising coastal Andhra and southern coastal Odisha which was first under French control and later British. Visakhapatnam became a district in the Madras Presidency of British India. In September 1804, British and French squadrons fought the naval Battle of Vizagapatam near the Harbour. After India's independence, it was the largest district in the country, and was subsequently divided into the districts of Srikakulam, Vizianagaram and Visakhapatnam. Part of the city is known by its colonial British name, Waltair; during the colonial era, the city's hub was the Waltair railway station and the surrounding part of the city is still called as Waltair.

Visakhapatnam has developed into a major economic destination, It has all the sectors like Industrial, Fishing, IT, Pharma, Naval base Export & Imports by Sea trade etc. The city was identified as one of the fastest-growing in the world, economically and demographically. Several factors contributed to its economic growth, including the natural Harbour, Gangavaram port, rail, road and air connectivity to national and International destinations. Tourism also plays an important role in generating revenue to the state of Andhra Pradesh, with many tourist spots in and around the city, attracting large number of tourists.

Visakhapatnam is a cosmopolitan mix of people from various parts of India and the city is covered in an area of 88.65 Sq. Kms. Due to large migrant population from surrounding areas and other parts of the country coming to the work in the city, the density of the population of the city has increased to 21 lakhs.

Due to rapid increase in population and increased industrialisation, the erstwhile Visakhapatnam Police District was bifurcated into Visakhapatnam Urban and a new Police District for rural area on 01-11-1983. Further, as there was tremendous influx of floating population with its attendant problems of law and order and also as the then policing was not able to cope up with the sustained problems, it was necessitated to constitute the Urban Police District with its surrounding area as Police Commissionerate

i.e., Metropolitan Area Police District under section 8 of the Criminal Procedure Code, 1973.

As per the provisions contained in section 5 (A) of Andhra Pradesh (Andhra Area) District Police Act, 1959, the Visakhapatnam Metropolitan Area Police District was ordered to be formed w.e.f. 10-05-1989, vide GO.Ms.No.253 Home (Pol.E) Department, dated 09-05-1989. The nomenclature of Superintendent of Police, Addl. Superintendents of Police and Sub-divisional Police Officers in Visakhapatnam Metropolitan Area were converted as Commissioner of Police, Deputy Commissioners of Police and Asst. Commissioners of Police, respectively, w.e.f.10-05-1989.

Later, the Commissioner of Police, Visakhapatnam was appointed as Executive Magistrate under sub-section (1) of section 20 of Cr.PC, 1973 (Central Act II of 1974), vide GO.Ms.No.285 Home (Courts.B) Department, dated 20-05-1989. According to the orders contained in the GO, the Commissioner of Police, Visakhapatnam City, by virtue of his office was appointed as Addl. District Magistrate in relation to the Visakhapatnam Metropolitan area who shall have all the powers of a District Magistrate under the said code and all other laws for the time being in force conferring powers of a District Magistrate.

At the time of formation of the police Commissionerate, i.e., on 10-05-1989, the Commissionerate was headed by the officer of the rank of Superintendent of Police and later upgraded to DIG cadre, w.e.f. 02-11-1990 and further to IGP Cadre w.e.f. 23-06-2000.

At present the Commissionerate is functioning with the strength of 1 CP, 3 DCsP, 4 ADCsP, 16 ACsP, 50 Inspectors, 120 SIs, 329 HCs, 1239 PCs with 23 no.of L & O Police Stations, besides, 1 Commandant(Home Guards), 1 Addl. Commndt., (Home Guards), 2 AR DSsP, 7 RIs, 18 RSIs(Men), 1 RSI (Women), 53 ARSIs(Men), 1 ARSIs(Women), 153 ARHCs(Men), 9 ARHCs(Women), 663 ARPCs (Men), 39 ARPCs(Women) to cope up with the prevailing situations from time to time and better policing.

CRIME WING

The crime wing is headed by Dy. Commissioner of Police, Crimes duly assisted by Addl. Dy. Commissioner of Police, Crimes and Asst. Commissioner of Police, Crimes.

There are 23 PSs in the city, each having a crime detachment.

Inspectors, have been posted to crime detachments of III Town PS, IV Town PS, Kancharapalem PS, Gajuwaka PS and Pendurthi PS.

The crime prone areas identified in each police stations are furnished hereunder

Police Station wise Crime Prone Areas in Visakhapatnam City

S.No.	Police Station	Crime Prone Area
1	I Town PS	Official colony, Chengalrao peta
2	II Town PS	Kobbarirhota, DRM Quarters, LIC Building, Pethanidibba, Gollalapalem,
3	III Town PS	East Point Colony, KirlampudilayOut, Pandurangapuram, Dasapalla Hills, Ram Nagar, Waltair Uplands, CBM Compound, RK Beach
4	MVP PS	MVP Colony Sectors – 2, 3 & 6, Law Son's bay colony, KRM Colony, HB Colony
5	IV Town PS	Narasimha Nagar, Abid nagar, Rly New Colony, Akkayyapalem, NGGO's Colony, Lalitha nagar,
6	Dwaraka PS	Seethammadhara, Dwaraka Nagar
7	Kanchara palem PS	Murali Nagar, Madhavadhara, Marripalem, Hussainnagar, Sai Nagar, Parvathi nagar
8	Air port PS	Kakani Nagar, Viman Nagar, Susarlacolony, Santhinagar, Karasa Area, Marripalem VUDA layout
9	Gopalapatnam PS	Gosala, RTC complex Area, Prahaladapuram, Vuda Colony opp. Petrol bunk
10	Pendurthi PS	Sujathanagar, Srinivasa nagar
11	Gajuwaka PS	Sheelanagar, Venkateswara colony, Official colony, Visweswara nagar, Chaitanya nagar, Mehar nagar
12	Duvvada PS	Rajeev nagar, Bharat nagar, Mungalapalem
13	Steel Plant PS	Sector-6, Sector-11
14	New Port PS	VUDA colony, Vinayakanagar, Samathanagar
15	PM Palem PS	Mithilapuri colony, PM palem last busstop, Sagarnagar

Three years comparative statement of crime (property offences) as on 31-07-2015 of Visakhapatnam City is appended herewith.

**COMPARATIVE STATEMENT OF CRIME PROPERTY OFFENCES FOR THREE YEARS
I.E., 2013,2014 & 2015(UP TO 31-07-2015) OF VISAKHAPATNAM CITY**

Classification	2013							2014							2015							
	Rep	Con	Acq	PT	UN	UI	LUI	Rep	Con	Acq	PT	UN	UI	LUI	Rep	Con	Acq	PT	UN	UI	LUI	
MURDER FOR GAIN	5	-	-	4	-	1	-	9	-	-	6	-	1	2	3	-	-	-	-	-	-	3
DACOITY	5	-	-	4	-	-	1	5	-	-	4	-	-	1	-	-	-	-	-	-	-	-
ROBBERY	27	1	5	17	2	2	-	45	1	-	24	-	10	10	14	-	-	4	-	4	6	6
HB BY DAY	65	7	-	21	29	8	-	58	3	2	19	8	23	3	19	-	-	1	-	17	1	1
HB BY NIGHT	294	59	15	109	85	16	10	338	16	19	113	56	107	27	196	2	1	28	1	119	45	45
THEFT ORDINARY	582	53	63	199	227	17	23	616	26	23	197	170	161	39	256	-	-	49	6	160	41	41
SNATCHING	183	5	9	60	58	33	18	158	1	8	47	31	57	14	85	-	-	10	3	61	11	11
CAR THEFT	6	1	-	1	4	-	-	9	1	-	2	1	3	2	6	-	-	1	-	5	-	-
TWO WHEELER THEFT	348	43	24	100	170	2	9	357	11	5	81	156	63	41	187	1	-	28	2	135	21	21
AUTO THEFT	20	4	3	8	5	-	-	25	1	-	5	8	7	4	6	-	-	1	-	2	3	3
OTHER M.Vs	2	-	-	-	2	-	-	4	1	1	-	-	2	-	1	-	-	-	-	1	-	-
CYCLE THEFT	4	2	-	2	-	-	-	4	-	-	3	-	1	-	1	-	-	-	-	1	-	-
WIRE THEFT	15	-	-	8	6	1	-	14	2	-	10	-	-	2	12	-	-	4	-	7	1	1
POCKET PICKING	32	2	2	23	4	1	-	22	1	-	19	-	1	1	4	-	-	-	-	4	-	-
CATTLE THEFT	4	-	2	2	-	-	-	1	-	-	1	-	-	-	1	-	-	-	-	1	-	-
IMPERSONATION AS POLICE	6	-	-	6	-	-	-	2	-	-	1	-	-	1	1	-	-	-	-	-	-	1
GOLD POLISHING	-	-	-	-	-	-	-	5	-	-	-	2	3	-	1	-	-	-	-	1	-	-
TOTAL	1598	177	123	564	592	81	61	1672	64	58	532	432	439	147	793	3	1	126	12	518	133	133
PROPERTY LOST	Rs. 5,28,67,644 /-							Rs. 6,25,10,722 /-							Rs. 4,76,63,243 /-							
PROPERTY REC.	Rs. 2,86,23,989 /-							Rs. 3,22,58,345 /-							Rs. 1,02,62,920 /-							
% OF RECOVERY	54%							52%							22%							
% OF DETECTION	58%							48%							33%							

The crime statistics have been taken for 7 months for the years 2013, 2014 and 2015 (as enclosed in tabular form) and analysed as under.

**COMPARATIVE STATEMENT OF CRIME (PROPERTY OFFENCES) AS ON
31-07-2013, 31-07-2014 AND 31-07-2015 OF VISAKHAPATNAM CITY**

Classification	2013							2014							2015							
	Rep	Con	Acq	PT	UN	UI	LUI	Rep	Con	Acq	PT	UN	UI	LUI	Rep	Con	Acq	PT	UN	UI	LUI	
MURDER FOR GAIN	4	-	-	1	-	1	2	5	-	-	-	-	3	2	3	-	-	-	-	-	-	3
DACOITY	3	-	-	-	-	-	3	4	-	-	-	-	1	3	-	-	-	-	-	-	-	-
ROBBERY	8	-	-	3	-	2	3	26	-	-	8	-	6	12	14	-	-	4	-	4	6	
HB BY DAY	31	-	-	7	-	22	2	35	1	1	5	-	26	2	19	-	-	1	-	17	1	
HB BY NIGHT	149	2	-	38	-	87	22	205	-	4	32	1	134	34	196	2	1	28	1	119	45	
THEFT ORDINARY	305	6	4	85	4	174	32	406	8	2	78	12	246	60	256	-	-	49	6	160	41	
SNATCHING	112	1	-	14	2	92	3	104	-	1	13	-	77	13	85	-	-	10	3	61	11	
CAR THEFT	4	-	-	1	-	1	2	4	-	-	-	-	3	1	6	-	-	1	-	5	-	
TWO WHEELER THEFT	208	3	-	71	8	108	18	213	1	-	30	2	137	43	187	1	-	28	2	135	21	
AUTO THEFT	15	-	2	5	1	5	2	16	-	-	2	-	10	4	6	-	-	1	-	2	3	
OTHER M.Vs	2	-	-	-	-	2	-	2	-	-	-	-	1	1	1	-	-	-	-	1	-	
CYCLE THEFT	2	1	-	1	-	-	-	3	-	-	-	-	2	1	1	-	-	-	-	1	-	
WIRE THEFT	8	-	-	-	2	5	1	7	1	-	4	-	2	-	12	-	-	4	-	7	1	
POCKET PICKING	24	1	-	15	-	2	6	13	-	-	9	-	4	4	4	-	-	-	-	4	-	
CATTLE THEFT	4	-	1	2	-	1	-	1	-	-	-	-	-	1	1	-	-	-	-	1	-	
IMPERSONATION AS POLICE	4	-	-	2	-	2	-	2	-	-	-	-	2	-	1	-	-	-	-	-	1	
GOLD POLISHING	-	-	-	-	-	-	-	6	-	-	-	1	5	-	1	-	-	-	-	1	-	
TOTAL	883	14	7	245	17	504	96	1052	11	8	181	16	655	181	793	3	1	126	12	518	133	
PROPERTY LOST	Rs. 2,76,30,412 /-							Rs. 3,51,14,806 /-							Rs. 4,76,63,243 /-							
PROPERTY REC.	Rs. 1,20,32,749 /-							Rs. 1,07,86,451 /-							Rs. 1,02,62,920 /-							
% OF RECOVERY	44%							31%							22%							
% OF DETECTION	41%							36%							33%							

Murder for gain: cases are on same trend during 2015 when compared to the corresponding period of 2013 & 2014.

The culprits, mostly targeted old and lonely women in their houses for gold ornaments. The culprits in some cases were friends/ relatives of the respective deceased families.

There are a few cases in which men were also targeted and there are a few cases in which women were also accused in committing these offences.

Dacoity: The dacoity cases are on decline. No dacoities were committed by any noted gangs, except one case in Duvvada PS limits in 2014

Robberies: The robberies also show declining trend. Most of the robberies were committed on the streets during midnight for cell phones, petty cash etc.

There are a few robberies occurred in the houses targeting lonely women; the robberies are mostly committed by local bad hats.

HBs by day: There is steady decline in incidence of crime under this head, non-local offenders from outside the city and outside the state are mostly responsible for these offences. After nabbing them, the crime has come under control.

HBs by night: There is a marginal increase in HBs by night every year, when compared to previous year. Both local and non local criminals are indulging in these offences. Criminals of other districts and other states, even from west Bengal / Bangladesh etc, are visiting this city and committing offences, as there is very good rail and road connectivity to the city. Many offenders from other places, take shelter as petty workers in industrial areas.

Theft ordinary: There is a steady decline in incidence of crime under this head. Most of the offences are theft of laptops, theft of cash / gold ornaments from auto passengers and a few grave offences committed by kape maris gang by diverting the attention modus operandi.

Due to the arrest of some active criminals, the occurrence of these offences have come down.

Snatching: Snatching of gold chains from the neck of walking women on the roads used to be rampant. The incidence of crime has come down drastically as active criminals have been nabbed.

Snatchers generally used motor cycles and the pillion rider snatch the gold chains. Old / aged women are generally targeted at isolated places.

Snatchers from Uttar Pradesh, Delhi etc places also visit this place and commit offences.

Two Wheeler Thefts: The incidence of this crime is also stable. Two wheelers are mostly stolen from the parking places at shopping areas etc., The offenders lift motor cycles, by breaking the handle-locks or using false keys. Most of the thefts are by joy-riders, they move around and leave the vehicle somewhere. While, some dismantle and sale spare parts.

Comparative statement of crime for 2013, 2014 & 2015:

The incidence of crime under all heads, except HB's by night, has come down inspite of the free registration of cases. This could be achieved by free registration of cases and then nabbing important/active criminals operated in the city. Due to free registration of cases, initially the crime rate appeared to have swollen but when these cases were cracked, steadily the crime rate started decreasing. Several non-bailable warrants pending against

the criminals have been executed and lodged in jails. History sheets have been opened against the active criminals and close watch is maintained on their activities.

As the people are coming from various states in India and other countries to visit Visakhapatnam on several works and some people visit their native places during the festive seasons like Dussehra, Deepavali, Sankranti, Christmas and also in summer, Most of the offences are taking place during the temporary absence of inmates. House burglaries during night time have occurred more than other offences in the limits of III Town PS, MVP PS, Kancharapalem PS, Air Port PS, Gajuwaka PS, P.M.Palem PS. Other state criminals are also committing major crime in Visakhapatnam City limits.

CRIME PREVENTIVE MEASURES

Preventive work must receive higher priority than other police work. Intimate knowledge of people and the conditions prevailing in the jurisdiction, the willing involvement and cooperation of all sections of the local community, knowledge about the nature of crimes and the movements and activities of criminals of various categories are conditions precedent to the successful prevention of crime. To gain such knowledge, and build cooperation of the people and interpose between criminal and his opportunity, an efficient beat system is vital. Patrolling and beat system is the primary function of the Police.

Blue colts & Rakshaks: There are 33 blue colts as well as 23 Rakshak teams patrolling for prevention of law and order and crime. The services of these teams have been extended 24 hours a day for help to control the law and order situations and crime. Out of 33 Blue colts, 30 blue colts are issued with man-packs for communication while 20 Rakshak vehicles out of 20 Rakshak teams are provided with man-packs.

D-Colts: There are 32 D-colts patrolling for crime prevention and out of them, 22 are provided with police Motor Cycles. Remaining 10 are moving on their personal vehicles. 23 D-Colts are issued with man-packs for communication. On each D-colt, 2 PCs or 1PC and 1 HG are put on duty.

During day time i.e. from 9 AM to 8 PM, 32 D-colts are patrolling the crime prone areas, banks, shopping areas etc. identify locked houses, conduct meetings with apartment and colony dwellers for creating crime prevention awareness.

- Constant surveillance on the activities of known active criminals.
- Regular verification of complicity of modus operandi criminals
- Regular binding over of active criminals under security sections and obtaining bonds for good behavior.
- Execution of non-bailable warrants pending against absconding criminals.

- Regular checking of lodges/ hotels /cinema halls /railway stations / bus stations and places where there is likely hood of taking shelters by the criminals.
- Organizing vehicle checking's: cordon and search operations of suspected localities.
- Regular conduct of awareness programmes for public about crime and criminals and safety precautions to be taken against them. Alerting public regarding crime and criminals through bulk SMSs, posters, pamphlets, handouts, cinema slides etc.
- Monitoring of Jail released criminals keep watch of their activities.

ABHAYAM

- ❖ Abhayam & I-clik were launched by Sri. Chinna Rajappa, Hon'ble Dy.CM & Home Minister of Andhra Pradesh in the presence of Sri. J.V. Ramudu, I.P.S., DGP, Andhra Pradesh on 20-01-2015.

ABHAYAM

- ❖ Abhayam Mobile Application Facilitates Citizens to protect themselves at a click of Panic button.
- ❖ Messages will be sent to near and dear and to the police.
- ❖ Abhayam provides safety and security to individuals by transforming their mobile devices from being "just a device" to "the most powerful device" to safe guard themselves and people around them.

I-CLIK

- ❖ I-clik (instant complaint login internet kiosk) enables the people to lodge complaints in multiple languages and ways i.e., scan, voice and typing.
- ❖ The I-clik facility enables people to lodge complaints who are generally apprehensive about visiting police stations.
- ❖ Citizens can visit the following kiosk centers located at 1) CMR mall opp. District court 2) beach road near YMCA and 3) CMR central, Maddilapalem and avail the above facility.
- ❖ Wide publicity was given through newspapers, awareness camps were conducted in schools, colleges and other important junctions and also distributed pamphlets in this regard.

Detection of crime:

1. Finger Print analysis and criminal tracking system (FACT-5).
2. Analyse of call data and dump calls.
3. Verification of complicity of MO criminals (Modus Operandi).

CC TV Cameras

Proposals are afoot for installation of surveillance cameras on important roads and in crime prone areas. The following crime prone locations have been identified for installation of CC cameras.

S.no.	Name of the PS	Proposal for CC Camera installation location
1	I Town PS	<u>Poorna Market</u> <ol style="list-style-type: none">1. Northern side Main gate2. Eastern side gate3. western side gate <u>King George hospital</u> <ol style="list-style-type: none">1. In Gate2. Out Gate3. Out patient Gate <u>Town Kotha road Junction</u> <u>Sea Horse Junction</u> <u>Fishing Harbour</u> <ol style="list-style-type: none">1. Water tank gate2. Out gate at VPT Dry Dock <u>Goshal Hospital</u> <ol style="list-style-type: none">1. Main entrance Gate
2	II Town PS	<ol style="list-style-type: none">1. Gudivada Gurunadh rao Circle, Near RTC Complex2. Ambedkar circle, Near LIC3. Gollalapalem Junction4. Chavulamadhum Junction5. Old Pen School Junction6. Dolphin Junction7. Captain Ramarao Junction8. Leelamahal Junction9. Novatel Junction10. Coastal Battery Junction, Beach11. 7 hills Hospital Junction12. Jagadamba Junction13. Pandimetta Junction

		<ul style="list-style-type: none"> 14. Zilla parished Junction 15. Watch House Junction 16. CMR, Judge court Junction
3	III Town PS	<ul style="list-style-type: none"> 1. CMR Central Junction 2. Rama Talkies Junction 3. Asilmetta Junction 4. Sampath Vinayaka Temple 5. Siripuram Junction 6. Peda Waltair Junction 7. Peda waltair Bus Depo. 8. Vuda Park Beach 9. China Waltair Junction 10. Vuda Bhavan entrance 11. East point colony defence flats 12. Mental care Hospital 13. YMCA Junction Beach 14. Kalimatha Temple Beach 15. Police Officer Mess Beach 16. MVP Circle Out post 17. Girijan Bhavan 18. Venkoji palem petrol Bunk 19. Sector – II, MVP Colony Junction 20. Sector – VI, DRDO Office 21. ICICI, MVP Double road 22. Ushodhaya Junction 23. Beach road Ushodaya End. 24. Venkoji palem Anjaneya Swamy temple, 25. H.B.Colony last Bus stop 26. Satyam Junction 27. seetharam Raju Statue 28. Maddilapalem Junction Arch 29. Krishna College Junction 30. Appughar Beach
4	IV Town PS	<ul style="list-style-type: none"> 1. Behind MRO Office Road 2. NRI hospital behind 3. Sai baba temple Junction 4. Abhaya Anjaneya Swamy temple Junction 5. Kshatriya Function Hall 6. Alluri Seetharama raju Statue Junction 7. SBI Akkayyapalem Junction 8. Maharani Parlour Junction 9. Chekkudu Rai Building Junction 10. Priyadharshini Old age home Junction 11. Diamond park Junction 12. Dondaparthi Junction 13. Simhagiri lodge, Rly new colony Junction

5	Arilova PS	<ol style="list-style-type: none"> 1. Last Busstop 2. Central Jail Junction 3. Hanumanthwaka Junction 4. Adharshnagar Junction 5. Jodugullapalem Junction 6. Pedagadili Junction 7. Chinagadili Junction 8. Kailasagiri Uphills vuda gate 9. Ravindra nagar Last Busstop 10. Co- Operative Junction, Arilova 11. Dist. AR Head Quarters, 12. Durga Bazar Junction
6	PM Palem PS	<ol style="list-style-type: none"> 1. Sub-Registrar office Junction, Midilapur colony, 2. IT SEZ Junction, Near Cyber valley, 3. Rusikonda Beach, 4. Zoo Park, Rear Gate 5. Visakha Valley School Exit road 6. Visakha Valley School entrance road on NH-16 7. Zoo Park Entrance gate 8. ACP Office , Yendada Junction 9. Cricket Stadium Junction 10. Car shed Junction 11. PM Palem last Bus stop Junction 12. Vasanth Vihar Junction 13. Kommadi Junction 14. Sagarnagar Alluri Seetharamaraj Junction
7	Bhimili PS	<ol style="list-style-type: none"> 1. Ambethkar statue, Tagarapuvalasa 2. YSR Statue, Tagarapuvalasa, bypass road Junction 3. Sangivalasa, Three Temples Junction, NH – 16 4. Bhimili Market Junction
8	Anandapuram PS	<ol style="list-style-type: none"> 1. Neelakundeelu Junction 2. Peddipalem Junction 3. Boyapalem Junction 4. Vemulavalasa Junction
9	Padmanabham PS	<ol style="list-style-type: none"> 1. Chinnapuram Junction 2. Padmanabham Junction

DIAL -100: Police Emergency Service

On 11th April 2013 (Ugadi Day) the Dial 100 Director General Command & Control Centre was inaugurated & dedicated it to the people (80 Million) of Andhra

Pradesh. This was an extremely bold decision taken by the Police department to consolidate all Dial 100 facilities of the state which existed only in few districts, into one Central Command Centre and outsource that to GVK EMRI for efficient operation. This is also an outcome of the change that the department wants to bring in their overall operations across the state.

Today, all the 13 Districts, 02 Commissionerates, 03 Urban Police Districts, 18 Police Control Rooms & 897 Police Stations are connected to the DGCC through a common technology & telecom platform due to which real time information sharing & quick action can be initiated even in the remotest of the villages of AP. Unlike the other PPP models, the Dial 100 DGCC works with complete collaboration, with a mixed team of Police Officials & the GVK employees. While the Police Communication Officers (GVK EMRI staff) answer the callers across the state, capture the details, segregate location wise & Emergencies category wise; the Police Dispatch Officers (Police team in DGCC) coordinate with the nearest Police Station and the caller & initiate the police dispatch & help. On every emergency attended, a three level communication (Voice Call, SMS & Web application) is sent out to the concerned Police Station & PCR simultaneously to avoid any gap in communication & avoid all possible delays. This entire system enables the administration & monitoring of Police Emergencies at State level, District level & Police Station level from the DGP office & Dial 100 DGCC. The highlight of the process is that, **98%** of these calls are answered in **2 Rings (4sec)** which gives confidence to our people that their concerns will be addressed as quickly as possible. While the Police Department & GVK EMRI are together working on further enhancement and betterment of this service, this process is already gaining good faith in Public on our Police and Law & Order System in the state.

1091 Helpline For Women's Harassment:

The police have promised to reach the victim's location within 20 minutes of the call standing as a safeguard against crime and also serving as a resort in case of its occurrence.

Increasing complaints of eve-teasing and harassment from in-laws, lodged by women across the city prompted the police to take their protection services to a higher level. The services of 1091 will help full to any woman facing either physical or mental

abuse or harassment, or being subjected to intimidation & trauma, can contact the police immediately by dialing 1091 and take their help.

The police also promised to reach the victim's location within 20 minutes of the call. While most of the police force in service for this purpose hails from at closer location / police station.

Dy. Commissioner of Police
Crimes
Visakhapatnam City