

ICT Initiatives in Himachal Pradesh

Sh. G.S. Gill, IPS & Director General of Police speaks to Informatics on the various e-Governance Initiatives undertaken successfully in the HP Police Department.

i As Director General of Police, Himachal Pradesh, do you think Information Technology has a major role to play in the modernization of the State Police Force?

GSG: Yes. No force can afford to be left behind in this age of technology. By the use of Information Technology we can ensure better service delivery to people in general.

i What kind of Intranet is being used by the HP Police to access various applications? How can this Intranet be used to tighten internal security of the State?

GSG: We have achieved 100% computerization of Police Stations under CIPA (Common Integrated Police Applications). Though a majority of Police Stations have already been connected through Broadband and HIMSWAN, the applications are primarily stand-alone. Now we are in the process of connecting all our Police stations and other Police offices under CCTNS (Crime and Criminal Tracking Network and Systems) programme, which is a Mission Mode Project under NeGP.

i In your opinion, what are the major challenges faced while implementing new e-Governance initiatives in the HP Police?

GSG: The major challenge had been the traditional mind-set of Police

personnel. For many years, computer had been an object inspiring awe and fear. We are progressively changing that mindset and have been able to train a sizeable part of our force in handling computers. Connectivity is the other issue. Some of our Police Stations are located in far flung areas where connectivity is through VSAT only.

i As far as usage of IT as a tool in Police is concerned, how well do you place HP Police vis-a-vis other states?"

GSG: We have done quite well and our progress is creditworthy. Our 100% computerization is far ahead of the national average which is around 35% for which our efforts have received appreciation at many forums. The department won National e-Governance award (Bronze) for Citizen Centric Services Delivery in the year 2008, thus being the first Police force to have won the prestigious award.

i Please elaborate various e-Governance Initiatives implemented by the HP Police in the State. How did you motivate your officials to switch to the computerised systems at the Police Thana level?

GSG: Various e-Governance



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initiatives such as online complaints, online compounding of Traffic challans, registration of cases and its status and submitting of printed copy of final reports in criminal case to the courts have been implemented in the State. Our website is quite rich in content and is being updated regularly. At thana level officers are being motivated towards IT by providing regular courses on IT basics and by offering rewards to them by the concerned District SPs. We have created a specialised wing of around 600 men, called CTS (Communication & Technical Services) for manning the computers at Police Station level and training the staff deployed in the Police Stations.

i Do you feel that by using e-Governance and IT tools, the HP Police has been able to bridge the gap between service delivery and reality especially with respect to efficient service, citizen centricity and user convenience?

GSG: By the use of IT, delivery of citizen centric services has shown definite improvement. But to say that we have bridged the gap would be an over-statement. The benefits of IT revolution are commensurate with the prevalence of IT in society in general. In spite of an impressive literacy rate in Himachal Pradesh, the reach of IT is limited so far. But the scenario is changing fast with a plethora of IT initiatives launched by the Government.

i The status of Common Integrated Police Application (CIPA) implementation is quite impressive in Himachal Pradesh. How has this been achieved?

GSG: I attribute it to dedication and hard work of officers and men of Himachal Pradesh Police who were entrusted with the task of implementing CIPA. We received full cooperation of MHA, NCRB and NIC authorities and above all, that of our government.

i The HP Police web portal at <http://hppolice.nic.in> has won the National Bronze Icon Award last year under citizen centric services category in the National e-Governance Conference.



DGP Himachal Pradesh, SIO NIC with Hon'ble Chief Minister and Chief Secretary of Himachal Pradesh after receiving the National eGov Award

How do you ensure its regular updation at different office levels?

GSG: We have designated Nodal officer for updating and up-keeping of our web Portal. All the concerned officers have been provided with email IDs and they frequently remain in touch with the nodal officer for sharing and exchange of information that is required to be uploaded on the Web Portal from time to time.

i What are the various citizen services offered by the HP Police web portal? Are you satisfied with the level of services offered through the portal or is there scope for further improvement?

GSG: Apart from the general information regarding Police department, HP Web Portal is also offering some other services to the citizens such as online complaints, compounding of traffic challans, on-line Registration of FIR, finding status of complaints, online searching of vehicles etc.

i What do you perceive about the role of NIC in introducing these e-Governance initiatives in the Police Department?

GSG: NIC being an I.T. agency in the State, has played a vital role in introducing and implementing all these e-Governance initiatives in our Department with better co-ordination and timely execution of the assignments entrusted to them under the e-Governance programme.

i Any future e-Governance initiatives planned for the HP Police?

GSG: We plan to promote professionalism and make the police functioning more transparent so that we are able to provide state of the art services to public. The IT should be used to increase efficiency and effectiveness of the department so that a citizen can live in peace without any fear whatsoever. In future more e-Governance initiatives, like service verification, verification for grant of licenses and passports, traffic management, crime and criminal related information, tracking of foreigners etc., are being planned. **i**

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