



**PUDUCHERRY POLICE (M-Governance)**  
**GOVERNMENT OF PUDUCHERRY**

**STANDING OPERATING PROCEDURE**



**"M I T R A"**

**(MOBILE INITIATED TRACKING & RESCUE APPLICATION) "ALWAYS WITH YOU"**

**By**

**Dr.S.Bascarane, Inspector cum Web Officer, Puducherry Police**  
**(CARE-TAKER based application)**

**MITRA:**

MITRA is a Mobile based **Emergency Response System** of Puducherry police called as SOS Application to invite **care-takers** for emergency rescue ensuring SAFETY & Security of everyone in distress.

"During an emergency, it is difficult for a person to locate his care-taker or friend or Police and make a call or draft and send an SMS **"without being watched / detected / identified by mischief mongers / culprits"**. But it is made easy through MITRA.

MITRA even goes beyond. If configured, it continues thereafter by automatically updating location of victim through GPS by sending pre-defined SMS on every 5 or 10 or 15 or 30 minutes or as per programme in its **SOS settings**. This enables easy tracking and rescue of victims even in kidnapping etc.

**ORIGIN:**

The primary aim of this app is on **Women Safety** and to curb the **ragging / eve-teasing menace and other difficulties faced by the women and girl students within the Pondicherry University Campus**. The concept, design and development are initially proposed by Dr. S. Bascarane, Inspector cum Web Officer, Puducherry Police as a project for one Jayaraj, **MCA student** of Computer Science Department, Pondicherry University forwarded / referred by Dr. Sivasathya, Associate Professor. **The LOGO represents Puducherry**

**Emblem with helping hand on it. The NAME is the abbreviation represents Mobile Initiated Tracking & Rescue Application.**

Initial Android version of MITRA was developed by student **Jayaraj** and uploaded in Pondicherry University Server and utilized within Pondicherry University campus during 2014-15. This student version is still available in Pondicherry University website. Following its APPRECIATION received from various corners, professional version was developed for the use of Police Department with the assistance of Ihorse Technologies, Puducherry owned by Kauntheya Sivanantham friend of Dr.S.Bascarane, Inspector cum web officer. Mobile app developed in Android version was released by the wife of the then Hon'ble Lt. Governor of Puducherry on 28.02.16. Later IOS version was developed but in that main external **Stop Button** function (click) is not supporting in IOS as like in Android (Application have to be opened for sending SOS). However request is being made with M/s Apple IOS for consideration. Both the versions were uploaded and made available in "Mobile Seva" of GOI, "Google Play Store" and "iTunes Apple Store"

**TECHNOLOGY AND SPECIAL FEATURE:**

**MITRA** is a SIM Card based (GSM / CDMA) "On & Off" line **SOS** mobile application to **trigger pre-defined SMS** / mail requesting for emergency assistance from the selected care-takers of the user to ensure **SAFETY OF USER** with special attention to "**Children, Women and Old Aged**" in times of distress. It also triggers pre-defined **email requesting** help "On-line".

**ACTION ON FALSE SOS:**

A **Decline** option is also provided to cancel the messages sent if the application is launched by mistake. An apology message is sent saying that the message was sent by mistake. In case of any mischief, the police can track it with the **IMEI number** that is sent along with the message.

**SPECIAL CARE IN THE APPS DESIGNER:**

1. It is true that in this **Modern World everyone cannot look for SMS** always as they are busy in various capacities ie Family / Work / Illness. Police is also engaged with court duties, senior officer meeting, public agitations, emergencies, incidents, investigation of sensitive crime, Bandobast etc. Thereby, we cannot expect everyone to **anticipate or access** our Emergency SMS.
2. The predefined SMS Message contains your **current Google location** and nearest **Police Station Phone number** with a **request for emergency** assistance.
3. **Helping or assisting rescue work** is a **special character** who volunteers to help others ignoring his work and stress. We cannot expect everyone, unless we feel to be our **CARE TAKERS**. Such Care Takers may be from Friends, Relatives, Police,

NGOs, Organizations, and Politics etc., as we feel. Hence, concept of selecting more than 3 or 5 or 10 **Care-Takers** as Emergency Contacts is must.

4. **Emergency also differs.** Some may require the assistance of Family Members or Husband or Friend or Police.
5. **EMERGENCY is a rare concept,** to make it presence within the minds of everyone, MITRA app was added with routine general utilities details such as Police Phone Numbers, Helpline Phone numbers, Complaint / Information Lodging facility, Programme scheduling assistance etc. This will be expended based on requirements.
6. **Reporting Incidents and Crime:** Anyone can send SMS to Police control Room about any crime they happen to witness within the UT of Puducherry. SMS will be duly communicated to the respective PS for information and speedy action as deemed legally fit.

Hence here we have selected minimum **THREE care-takers mobile numbers** of the respective **“Women, Children, Old Aged and Lonely Persons”** as fed by the user. The **auto generated SMS** will be sent to the respective care-takers. Moreover, we cannot expect all the care-takers to be free in this busy world to liaise with Police. At least one among the 3 will liaise to get the **fruitful rescue**. Irrespective of it, Control Room will receive an SMS, which carries all the details of the respective care-takers inclusive of all other details. In-charge CCR (Police Control Room) will cross check the imminent danger with the caretakers and respond / act accordingly.

**MITRA** app is purely independent to every user. It relies on Care-taker selected and configured by the users own choice. However, a default link is provided to Control Room CUG number and E-mail id [ccr.pon@nic.in](mailto:ccr.pon@nic.in) for user statistics purpose and to cater the assistance if any required.

#### CONTENTS of MITRA - AN ABSTRACT TABLE

SN	MAIN PAGE	1 <sup>ST</sup> LEAD	DETAILS
1	PROFILE	Register user details	View Profile details
2	MY EMERGENCY CONTACTS	Register well-wishers details	View Well Wishers details
3	SAFE	Yes or No Message	Emergency Contacts
4	PUDUCHERRY POLICE	Organization Chart Police Contacts Police Maps Security Tips Website	Details
5	REPORT CRIME	Select Crime	Message
6	SCHEDULED ALERT	Register events & alerts	

7	<b>HELP LINE</b>	Emergency / Homes Institutes / Women / Hostels	Contact Details - direct dialling
8	<b>INFO</b>	About MITRA / Learn MITRA / Share	
9	<b>SOS SETTINGS</b>	Scheduling emergency alert type	Repetition of Message Video / Photo
10	<b>WOMEN SAFETY</b>	Select Crime	Message

**OPERATION AND AVAILABILITY FOR DOWNLOAD:**

The Application is launched in Android and IOS version. The same can be downloaded and installed in Mobile Phones of above version.

1	Download	<b>Android Version -</b> 1. Mobile Seva of GOI 2. Google Play Store	<b>IOS Version:</b> Apple Store
---	----------	---	------------------------------------

**REGISTRATION of PROFILE AND EMERGENCY CONTACT**

1	Name
2	Mobile Number
3	Landline Number
4	Address: Door No., Street name, Area/Locality, City, PIN and Email ID

SN	OS	How to use	Remarks	Access
1	Android	5 Click on Power button	<b>without</b> opening the mobile or application	OS access default in Android
2	IOS	5 Click on volume button	<b>after</b> opening the mobile application	
3	Periodical update of the MITRA application to fit the periodical up gradation of OS version to be carried out.			

"A long felt dream has been realized through the development of **MITRA**. On **Android phones**, just "clicking on Power button 5 times" without opening the mobile or apps, it triggers a pre-defined SMS. On **IOS phones**, open the app, and click on volume button 5 times, it triggers the pre-defined SMS. It is like an **SOS customized especially for the Puducherry Region.**" Here downloading of apps and its registration requires online. The auto generated pre-defined SMS will carry the

1. Name & Mobile number of the **User**
2. **Google map location** link for easy spotting of the person in danger.
3. Nearest **Police Station** Phone number

The advantage of this application compared to other similar applications for women's safety is its simplicity of usage.

### OTHER UNIQUE FEATURES OF THE MITRA APPS UNDER PROGRESS

As MITRA is not of routine daily use, people may tend to forget its importance and utility. Hence various other following daily utility features were added

1. Women to reporting ragging / eve-teasing / etc.
2. Anyone to reporting any crime / event / incident
3. Contacts & e-mail IDs of all Police Stations in Puducherry.
4. Helpline links such as Dial 100, Fire 101, Disaster Management Cell, Women Helpline, Child helpline, Women's Hospital, Puducherry Women's Commission, Women's family counselling, Working women's hostel and their addresses, etc.
5. Useful links to various websites
6. Puducherry Police Website
7. Other utilities are being added periodically suiting the requirements.

### STANDING OPERATING PROCEDURE

SOP is prepared to enable the officers concerned to be well aware of their part to be played in this application to ensure better execution, boosting confident of general public and image of Police friendly attitude towards Community Policing.

1. Mitra @ Mitra SOS Mobile app is to be **executed and monitored** by **Modern Integrated Police Control Room**
2. The Mobile user will send **Emergency Alert SMS** through their application or Complaints through SMS from MITRA App.
3. On receipt of the **Emergency Alert SMS**, the Telephone Attendant at the control room will ascertain the exact location of the sender using the Google link appears in the SMS / email.
4. Telephone Attendant in turn communicate it to the respective Police Station and control room mobiles vehicles for necessary preventive, detective, maintenance of order etc.
5. Apart from this, the Telephone operator can communicate to the Wireless Operator in the control room for Wireless communication of the same to the respective Police Station.
6. The Telephone Attendant doing so, shall record the same in the Special Register maintained for the purpose of MITRA at Control Room.

web officer

7. On receipt of such information, the in-charge officer of the respective PS will attend the complaint and will resolve the issue to the best of ability taking the assistance of the SHO concerned and record the same in the register maintained for the purpose.
8. Compliance shall be communicated to the Control room for closing the Emergency SMS reported at their end.
9. Both the Telephone Operator and Wireless Operator shall receive compliance report from the **respective Police Station** to which the message was communicated and from the user who had generated the Emergency alert. If the issue was resolved, the alert can be closed.
10. The In-charge control Room shall prepare a daily abstract and submit to Inspector(CCR) who will forward the same to SP(CCR) marking a copy to SSP(L&O) via E-mail [ssplo.pon@nic.in](mailto:ssplo.pon@nic.in)
11. Likewise, a monthly and Annual abstract shall be prepared and sent classifying various types of complaints
12. The content of the MITRA with respect to Police contacts and other details, communication can be sent to Dr. Bascarane, Inspector cum Web Officer for updating in the Mobile Application MITRA and Police Website by marking a copy to SSP (L&O).
13. Misuse and Abuse by the user shall be taken up seriously and necessary complaints may be lodged at D`Nagar Police Station where CCR is functioning after approval from SSP (CCR).

// By Order of DGP//

*I.R.C.Mohan*  
5.1.17.

(I.R.C. MOHAN)

SUPERINTENDENT OF POLICE(HQ),  
PUDUCHERRY