

**COMPUTERIZATION SYSTEM OF LAHORE POLICE HAS COLLAPSED
(FIELD VISIT)**

Suo Moto Case – 2205/03/13

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Offices visited

- 1- IG Office, Lahore
- 2- CCPO Office, Mall Road
- 3- Model Police station Defence
- 4- Police station Gulberg
- 5- Police station Gawal Mandi
- 6- Additional Director – IT

Participants in the CCPO office, Lahore

Qaiser Sheikh (AIG Legal)

Karamat Ali (SP Legal)

Rana Javaid (SP – Legal)

Muzahir (CRO - SP)

Visit to CCPO Office –

During the first visit at the CCPO office, Mall Road Lahore a brief presentation was given and detailed discussion was held on the mentioned subject of the meeting. The AIG-Legal appreciated that because of this communication between their department and Office of the Ombudsman Punjab, for the first time this fact came into their knowledge that such an FIR registration system was functional in the Police Department. They further said that they did not know any benefit or use of this system as they were still getting information manually from the field officers working in the Police stations which were quicker than what the system could generate for them. Also this system did not have any utility for the public. This project started as a Federal Government initiative in 2006 as part of an internationally funded project ‘access to justice’ and is called Police Record and Office Management Information System (PROMIS). It was stated that Political Will is needed to implement such systems successfully (Ref by: AIG Legal, Qaiser Sheikh).

The system became functional in the year 2011 but there was no training provided to the end users, no skilled human resource was provided to these systems and no technical on-going support was available to ensure the smooth functioning. The contract was awarded to a company called Interactive Group of Companies (Director – Mirza Asif Baig) at the Federal Government level. There is no budget allocation provided for repairs,

replacement or maintenance. There are a total of 25 registers but this system is a simple computerization of the FIR system which does not provide documentation of the full investigative and prosecution process. Total of 83 Police stations in Lahore division are fitted with this system. The system has also been provided in 9 other districts of Punjab.

Visit to Model Police station Defence:

Field visit to Defence Police station was facilitated by a team of CCPO office. During the visit, it was found that two terminals were working in that Police station: one was for Muharrar and other for SHO. It was observed that no printer was available to support the system, although a print out option of the FIR was available as a function of the system.

The system was operated and analyzed in detail and the following observations were made.

1. There is no time line available for the entry of the FIR.
2. The Computer operator was a constable and had been trained for operating the system. He did not have proper concept of the reporting functions available within the system as no training had been imparted by the consulting company.
3. It needs to be appreciated that the system is still functional and being operated by staff who has not received any formal training by the supplier of the system and software application.
4. It was also observed that the system which has been provided is based on 'Thin client' devices instead of central processing unit (CPUs) which is connected with the head office through an antenna.
5. The antennas of different Police stations are linked together in series format with point to point technology. Consequently, once there is a breakdown at one point in the connectivity, it will also compromise the functioning of all the points in the series after that breakdown. As a result, the system and all these Police stations will also stop functioning.
6. All terminals are dedicated to use this specific software application only.
7. Any issues which are faced during the running of the system are forwarded to the additional director – Police Commissioner Bureau (PCB). There is no standardized response time as this will vary on a case to case basis.
8. The SHO was asked that how the system could be beneficial for him. He said record needed to be updated on the system in such a manner that the current real time information regarding absconders such as their status on bail could be made available immediately through the system report. A common scenario based problem faced by them was that by the time they apprehended an absconder he had already secured bail. Another requirement stated by the SHO was that the system did not provide for bio-metric identification. Also, the full process of the

prosecution should be provided in the system as currently only the date of “Zimni” was entered and no detail in the real time system was available.

Visit to Police station Gulberg

There was only one system visibly present in the Police station which was not in working condition since the last 2 months. However FIR's from this Police station were being entered currently into the system from the Liaqatabad Police station. The last FIR registered was no 603/13 while the last no entered was 597/13. Earlier they had been using the facility at Ghalib Market but now this was also not in a working order for some time. During the presentation, we were told that 4 Police station systems were not in working order and now after that Police station Ghalib Market is the 5th one as discovered during our visit.

Visit to Gawal Mandi Police station

One system was visibly available in the Police station which was in a working condition. The last FIR registered as well as entered into the system was 275/13. The system of this Police station was directly connected to the head office being first one in the series with point to point connectivity. As a result, connectivity of this Police station was not an issue.

Visit to Additional Director-IT (IG office)

During the visit, it was observed that officer was well aware regarding the system. She was already making presentations for further updation and expansion of computerization in the police department with her senior officers. She provided documentation which shows the total project cost of around 1.4 billion rupees. The documents also show an allocation of 428.85 million rupees allocated for Punjab Police. During a perusal of the PC1 it was noticed that there was an allocation for training in the budget. They had to provide Computer systems according to PC1 whereas thin clients had been provided. A copy of the PC1 was requested but she refused to provide with a statement that ‘next we would be questioning only 526 computers had been provided as against the provision of 1500’. This statement can only be verified from the actual copy of PC1.

Guidelines

1. The system should generate an electronic FIR, the print out of which should replace the manual FIR. Alternatively, a scanned copy of the hand written FIR must be entered into this system as soon as it has been prepared.

2. All 25 registers including the daily diary register being maintained manually should be computerized as well. Information management should be utilized to consolidate the information being collected to avoid duplication and promote better utility to improve the service.
3. All number of complaints filed with the police stations must be recorded along with the information as to how many of them were actually converted into registered FIR's.
4. A performance monitoring system for the members of police department involved during the stage needs to be developed.
5. System should be online for general public access/information.
6. Work quantum monitoring systems to assess the demands of human capital required for this function must be developed.
7. Proper training needs to be provided to all end users by the consulting company providing the system and software applications.
8. There is no disaster recovery management system/back up available for this present system. PITB (Punjab Information Technology Board) has established a data centre to facilitate the Punjab Government departments. They should take up this issue and also provide proactive IT support to all Punjab Government departments.
9. With regard to this specific issue, PITB should take ownership of this system and software application from the consulting company (Dialog Broadband). PITB should be responsible for disaster recovery management system, technical and training support.
10. It needs to be highlighted that the Information Technology issues of the public sector departments for all provinces including Punjab should be taken up at a centralized national policy level. A policy which provides in-house support to develop these systems and software applications, training and technical support must be developed which can provide an infrastructure of IT support to all public sector departments. The vision of e-Governance can only be realized at a consolidated policy level as piecemeal planning cannot provide an interconnected public sector information management mechanism.
11. The systems which are devised by external consultants especially non-technical companies lack in needs assessment of the basic requirement of our public sector.
12. Purchasing off the shelf software through local and international companies will not solve our problems. We need to develop in-house systems which are accessible to the public and can provide them with instant accountability. Unless people devising these systems understand information management, organizational issues and the context in which they are to be used, such systems will not deliver successfully.

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