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## **EK NUMBER BHAROSE KA: A HELPLINE FOR GRIEVANCE REDRESSAL FOR NON- EMERGENCY POLICE INTERVENTION**

*In Srimad Bhagvat Purana, king Rantidev said, “I do not want moksha (emancipation) but rather want to take birth as a human being again and again on this dutiful land, and devote my every life to the service of this land”.*

At half past ten, in the morning of April 15, 2016, visitors were crowding outside the office of the Inspector General of Police (IGP), Mr. Ashutosh Pandey. Outside Mr. Pandey’s office, a few police inspectors were screening applications of complainants who wanted to meet the IGP. Inside Mr. Pandey’s office, a heated discussion was taking place with a mixed group of experts that included IT professionals, marketing professionals, entrepreneurs, media, public representatives, and socialites. They were deliberating on how to improve and boost the police helpline ‘1 Number Bharose Ka’ or ‘1 Number to Trust on’. It was a popular platform for public complaints that were of a non-emergency nature. Meanwhile, an inspector (officer in-charge of the Control Room<sup>1</sup> of the helpline located at the IG’s Office) knocked and entered with the monthly ‘Complaint &

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<sup>1</sup> The control room as the name signifies a fully automated central police command center. This center is the place meant for communicating, or providing any information to other forces in case of any emergency situation. This center has all the required most modern facilities, such as wireless, telephone, tracking and surveillance, and video conferencing. It is the police control room, and has GPS and messaging systems equipped in it. The officials here can directly monitor anything that happens in the city. If there is any need of emergency, instead of informing a local police station, the control room can find a police squad near to the spot. This helps to provide any service at a fast speed.

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*Ramendra Singh of the Indian Institute of Management Calcutta, Prabhat Kumar Dwivedi, and M Rao, developed this case study as the basis for class discussion rather than to illustrate the effective or ineffective running of an organization.*

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Compliance Report' of the helpline. Cutting short the discussions, Mr. Pandey glanced at the report. Suddenly his eyes lit up with excitement. He could hardly contain his excitement, as he blurted out waving the report,

*“Do you know ladies and gentlemen, this is a monthly report related to the performance of the helpline we are deliberating? It gives me immense pleasure in sharing it. I am sure you would be happy to learn that there is 70% growth in the complaints received, and more than 31% growth in FIR’s lodged through the helpline in the preceding month. Moreover, the compliance rate is 100% and the satisfaction level of complainants related to compliances has increased to 95% from 90% of the preceding month”.*

Everyone present smiled and congratulated Mr. Pandey for the grand success of the helpline, and for his achievements as its architect. Mr. Pandey then shared some more information,

*“Today, the helpline is exactly one year old as it was launched on 16<sup>th</sup> April 2015. I feel it is cause for celebration as this is indeed an encouraging report to receive on our anniversary”.*

He suddenly went quiet and seemed lost in thought. He began speaking after a considerable length of time very softly as if he were speaking his thoughts aloud. Let me tell you how I came to recognize the problems of the common man, and how I realized that there were an urgent need for such a helpline. The helpline that Mr. Pandey was referring to was a helpline for Grievance Redressals for Non-Emergency Police Interventions.

Mr. Pandey, however, feared that despite the effort he would take in setting up of the helpline, the service might be discontinued if he was transferred. He also was sure to be transferred as it was the custom in the police force. However, considering the value it added to citizens, he felt it might be a service that would sustain for a long time to come with or without him. Was he right in his thinking?