

# POLICE DEPARTMENT



## KERALA

No.K1/157864/2018/PHQ  
Police Headquarters, Kerala  
Thiruvananthapuram-695010  
Dated: 30/10/2018

### Executive Directive No. 48/2018

Sub: **Petition Enquiry-SMS System to inform the petitioner/complainant - reg.**

Read: (1) E.D. No. 08/2003 dtd 04/07/2003.  
(2) E.D. No. 03/2017 dtd 01/03/2017.  
(3) E.D. No. 43/2017 dtd 22/11/2017.  
(4) E.D. No. 05/2018 dtd 23/02/2018.  
(5) E.D. No. 28/2018 dtd 07/06/2018.

At present there is no system of informing formally a person who comes to the Police Station with a complaint or a petition about what action has been taken on his complaint/petition.

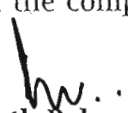
02. The following instructions are issued in this regard;

- a) If a complaint is physically brought to the Police Station by the complainant and a FIR is registered, immediately an SMS should be sent by the SHO or the Station Writer to the Mobile Phone of the complainant stating that *"a case in Crime No. \_\_\_ is registered u/s. \_\_\_ dated \_\_\_ on the basis of the complaint and the case is being investigated"*. This message can be sent either in English or in Malayalam to the complainant's Mobile Phone number.
- b) While registering the case, it is mandatory for the registering officers to ask for his/her Mobile number and if he/she does not have a Mobile number, the Mobile Number of his/her near and dear one or relative, which he/she can access should be asked for.
- c) In the event of a petition submitted by a person in a Police Station and an enquiry is ordered, that should also be sent as SMS stating that *"your petition dated \_\_\_ has been received and we have entrusted \_\_\_ (name of the Officer) to enquire into the petition"*.

03. These messages should be sent by using official mobile numbers of the SHOs or the Police Station Writers.

04. We are in the process of starting an automated SMS System, so that SMS gets generated automatically. Till the time of the implementation of the automated generated SMS System, the SMS, as mentioned above, will be sent manually.

05. The SMS System for conveying the action taken on the complaint/petition will be implemented from 1<sup>st</sup> of November, 2018.

  
Loknath Behera IPS  
DGP & State Police Chief

To: **All Officers in List 'D' [up to SHO Level]**

Copy to: ADGP SCRB will expedite introduction of automated SMS System.  
All Officers in PHQ /PIC, PHQ/ CA to SPC.  
ED Register / Stock File.