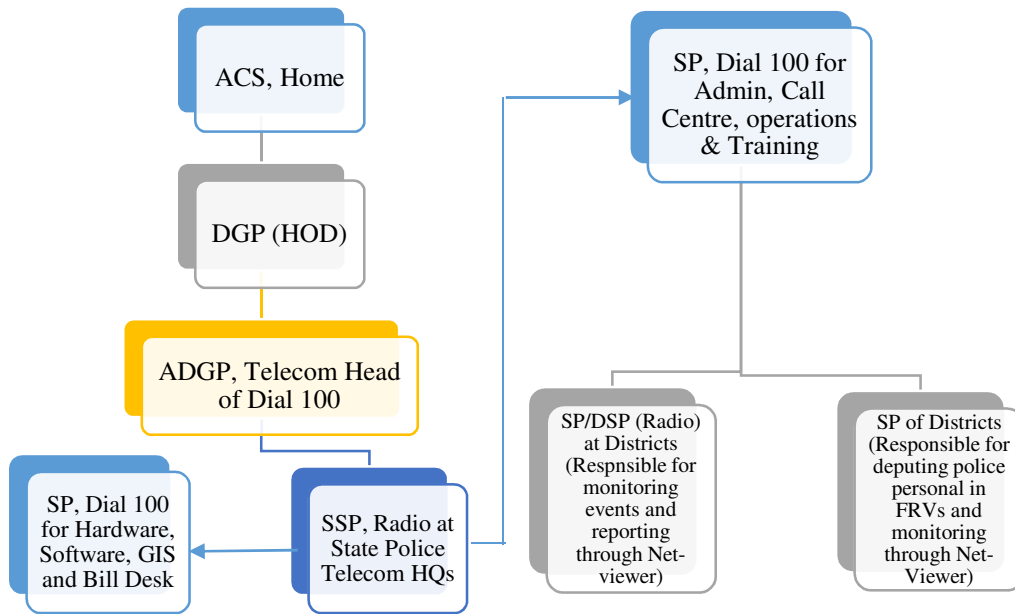


Appendices

Appendix-1.1
(Reference: Para No. 1.4, Page No. 3)
Organisational set –up of Dial 100



Appendix-3.1

(Reference: Para No. 3.2.1, Page No. 16)

Women related events where dispatches were delayed

Event Type	Year 2016		Year 2017		Year 2018		Year 2019	
	Events	Delayed Dispatch	Events	Delayed Dispatch	Events	Delayed Dispatch	Events	Delayed Dispatch
DOMESTIC_VIOLENCE	399	329	4879	4195	8862	8086	13228	12299
FAMILY_DISPUTES	2038	1608	8413	7280	46532	42140	70908	65779
KIDNAP FEMALE	78	56	163	112	463	396	639	566
RAPE	18	14	78	60	120	79	196	149
RAPE_ATTEMPT	43	34	124	80	303	252	543	459

Appendix-3.2

(Reference: Para No. 3.2.1, Page No. 18)

Statement showing distribution of calls to dispatchers

Sl. No.	Host Names (Dispatcher)	No. of calls distributed in year						Total average (3+4+5+6+7+8)/ No. of 53 Months × 12	Average calls per day ((9)/ 365 days)
		2015 (from November)	2016	2017	2018	2019	2020 (upto March)		
1	2	3	4	5	6	7	8	9	10
1.	H1B034	3,720	79,152	98,004	24,758	1,07,735	29,265	77,578	213
2.	H1B035	10,456	74,801	82,410	15,700	82,232	20,610	64,802	178
3.	H1B036	3,074	78,986	96,807	25,536	98,007	23,508	73,793	202
4.	H1B037	3,163	97,487	1,07,151	32,544	1,19,299	29,864	88,190	242
5.	H1B038	0	73,489	89,346	30,238	95,449	24,341	70,837	194
6.	H1B039	6,333	69,136	77,940	18,454	92,769	22,965	65,116	178
7.	H1B040	3,236	62,304	70,665	17,446	79,962	20,194	57,466	157
8.	H1B041	0	63,330	78,260	24,645	89,203	22,244	62,871	172
9.	H1B042	867	71,556	75,132	25,048	81,466	21,484	62,389	171
10.	H1B043	2,073	87,572	93,085	27,611	97,118	23,378	74,906	205
11.	H1B044	8,618	64,649	79,762	17,768	1,00,775	27,353	67,681	185
12.	H1B045	1,129	81,838	97,539	30,746	1,10,624	27,437	79,090	217
13.	H1B046	2,328	88,665	93,944	25,997	1,00,564	24,069	75,977	208
14.	H1B047	0	69,857	84,272	26,425	90,237	21,939	66,278	182
15.	H1B048	10,864	85,934	99,126	18,692	1,15,641	30,150	81,602	224
16.	H1B049	1,179	58,021	83,991	35,955	99,251	25,626	68,835	189
17.	H1B050	13,402	1,27,736	1,34,011	20,926	1,39,511	36,386	1,06,862	293
18.	H1B051	2,472	46,692	53,628	16,993	59,495	13,814	43,719	120
19.	H1B052	1,361	67,250	79,123	22,116	83,767	21,267	62,238	171
20.	H1B053	2,722	96,901	94,533	29,187	97,388	24,951	78,268	214
21.	H1B054	14,535	1,15,713	1,29,364	21,765	1,53,666	44,321	1,08,535	297
22.	H1B055	0	59,472	65,810	21,133	70,938	18,173	53,327	146
23.	H1B056	2,680	85,520	94,014	31,110	98,080	27,216	76,669	210
24.	H1B057	6,617	62,344	66,071	15,194	63,864	16,644	52,242	143
	Total	1,00,829	18,68,405	21,23,988	5,75,987	23,27,041	5,97,199	17,19,271	4,710

Appendix-3.3

(Reference: Para No. 3.2.2, Page No. 20)

Women related events where FRVs were delayed

Event Sub-Type	Year 2016		Year 2017		Year 2018		Year 2019	
	Events	Delay arrival	Events	Delay arrival	Events	Delay arrival	Events	Delay arrival
DOMESTIC_VIOLENCE	821	289	16315	5783	18569	7868	28574	11899
FAMILY_DISPUTES	4288	1345	26530	9043	94841	34919	146826	56040
KIDNAP FEMALE	155	60	636	283	1464	652	1894	833
RAPE	37	19	313	163	705	375	1149	587
RAPE_ATTENDANCE	73	28	459	192	1481	647	2229	1021

Appendix-4.1
(Reference: Para No. 4.5, Page No. 29)

Statement showing withheld amount and penalty not deducted from payment bills

(Amount in ₹)

Sl. No.	Month/ Year	Bill No.	Bill date	Invoice No.	Bill Amount	Amount proposed for hold by PMC	Amount actually deducted from bill	Penalty @ 5 per cent of bill amount
1.	Apr-19	335	05.07.2019	OA0192300095	1,51,28,914	NIL	NIL	7,56,446
2.	May-19	572	07.10.2019	OA0192300193	1,51,05,558	10,00,000	10,00,000	7,55,278
3.	Jun-19	607	18.10.2019	OA0192300314	1,51,71,427	10,00,000	10,00,000	7,58,571
4.	Jul-19	849	01.01.2020	OA0192300583	1,50,65,828	20,00,000	10,00,000	7,53,291
5.	Aug-19	849	01.01.2020	OA0192300584	1,51,42,410	10,00,000	10,00,000	7,57,121
6.	Sep-19	856	02.01.2020	OA0192300657	1,51,49,017	10,00,000	10,00,000	7,57,451
7.	Oct-19	942	16.01.2020	OA0192300692	1,52,04,960	10,00,000	10,00,000	7,60,248
8.	Nov-19	1116	14.02.2020	OA0192300777	1,51,63,052	10,00,000	10,00,000	7,58,153
9.	Dec-19	1239	29.02.2020	OA0192300862	1,51,61,929	10,00,000	10,00,000	7,58,096
10.	Jan-20	64	01.05.2020	OA0192300941	1,51,41,521	10,00,000	10,00,000	7,57,076
				Total	15,14,34,616	1,00,00,000	90,00,000	75,71,731

Appendix-4.2

(Reference: Para No. 4.5, Page No. 29)

Audit findings related to Information Technology management

Business continuity and disaster recovery planning

Business continuity planning is the process an organization uses to plan and test the recovery of its business processes after a disruption and how an organization will continue to function under adverse conditions like natural or other disasters. Disaster recovery planning is a subset of business continuity planning. It is the process of planning and testing for recovery of information technology infrastructure after a natural or other disaster.

We found that while adequate measures are in place for backup of data, there was no provision of offsite storage. The Dial 100 system also does not have any disaster recovery site. In its Risk and Mitigation Report (April 2020), the Project Management Consultant had also recommended the establishment of a Disaster Recovery site and cloud based backups for Dial 100. The Government acknowledged (August 2021) that currently Dial 100 did not have disaster recovery site. In Dial 100 Phase II, disaster recovery site or cloud based backup has been planned.

Password policy

Password policy is necessary to protect the confidentiality of information and the integrity of systems by keeping unauthorized users out of computer systems. We noticed that there is no password policy in the Dial 100 system. The Government assured (August 2021) that a Password Policy would be laid down in Phase-II of Dial 100.

Audit trails

As per Section 7A of Information Technology Act 2000, where in any law for the time being in force, there is a provision for audit documents, records or information, that provision shall also be applicable for audit of documents, records or information processed and maintained in electronic form. Accordingly, audit trails are to be provisioned, developed and maintained in the software/system. Audit trails can assist in detecting security violations, performance problems and flaws in applications.

Audit noticed that there was no audit trail in the Dial 100 system. Identification of role based modifications/changes or deletion in the data was impossible due to the absence of Audit trail.

While accepting the Audit observation, Government stated (August 2021) that Audit Trails would be ensured in the database through System Integrator of Dial 100 in Phase-II of the project.

Appendix-4.3

(Reference: Para No. 4.6, Page No. 30)

Statement showing readings of logbook and milometer of the FRVs

Sl. No.	District	No. of FRVs verified	FRV No.	Reading in KMs as per milometer of FRV	Reading in Km as per logbook of FRV	Difference in Reading (in KM)
1.	Bhopal	19	BPL06	164870	164822	48
			BPL12	168777	168612	165
			BPL37	182249	182275	-26
			BPL48	182634	182739	-105
			BPL03	144325	144350	-25
			BPL09	133200	133199	1
			BPL25	162061	162061	0
			BPL23	166839	166850	-11
			BPL15	161523	161523	0
			BPL18	176789	176789	0
			BPL17	197636	197639	-3
			BPL13	162774	162787	-13
			BPL19	236509	236509	0
			BPL29	173225	173225	0
			BPL30	203900	203900	0
			BPL32	218712	218712	0
			BPL26	181684	181687	-3
BPL42	226105	226105	0			
BPL05	163493	163493	0			
2.	Dhar	6	Dhar-12	191671	191671	0
			Dhar-11	204470	204470	0
			Dhar-03	240021	240021	0
			Dhar-01	236043	236043	0
			Dhar-08	212959	212959	0
			Dhar-09	281828	281828	0
3.	Gwalior	17	GWL-22	131156	131156	0
			GWL-20	125835	125835	0
			GWL-09	115815	115815	0

Sl. No.	District	No. of FRVs verified	FRV No.	Reading in KMs as per milometer of FRV	Reading in Km as per logbook of FRV	Difference in Reading (in KM)
			GWL-04	133953	133953	0
			GWL-25	178200	178200	0
			GWL-26	149076	149076	0
			GWL-08	202154	202154	0
			GWL-3	80969	80969	0
			GWL-16	207692	207692	0
			GWL-12	201480	201480	0
			GWL-32	128635	128588	47
			GWL-33	105379	105380	-1
			GWL-37	152527	152510	17
			GWL-23	133884	133884	0
			GWL-10	137645	137645	0
			GWL-15	158750	158750	0
			GWL-21	127302	127299	3
4.	Indore	19	IND-17	137550	137506	44
			IND-21	114303	114300	3
			IND-22	143090	143087	3
			IND-25	160658	160650	8
			IND-41	164762	164762	0
			IND-46	198293	198281	12
			IND-47	211620	211710	-90
			IND-49	147281	147280	1
			IND-04	137821	137821	0
			IND-05	120285	120285	0
			IND-11	148692	148719	-27
			IND-24	140722	140720	2
			IND-45	207179	207179	0
			IND-23	155235	155234	1
			IND-38	181077	181078	-1
IND-33	183892	183892	0			

Sl. No.	District	No. of FRVs verified	FRV No.	Reading in KMs as per milometer of FRV	Reading in Km as per logbook of FRV	Difference in Reading (in KM)
			IND-14	145533	158562	-13029
			IND-18	150524	150523	1
			IND-37	227497	227497	0
5.	Jabalpur	19	JBP-17	80034	80030	4
			JBP-27	90172	90170	2
			JBP-28	105223	105215	8
			JBP-29	151386	151390	-4
			JBP-30	120664	120660	4
			JBP-36	172288	172267	21
			JBP-38	265938	266035	-97
			JBP-13	217741	217724	17
			JBP-25	180481	180486	-5
			JBP-10	84903	84885	18
			JBP-09	271292	271315	-23
			JBP-14	151255	151199	56
			JBP-27	92918	92900	18
			JBP-43	214887	214911	-24
			JBP-06	115686	116165	-479
			JBP-22	90983	90985	-2
			JBP-24	217540	217521	19
			JBP-15	203954	203951	3
			JBP-44	204563	204558	5
6.	Morena	9	MRA-05	191994	191990	4
			MRA-10	162866	162866	0
			MRA-19	166634	166634	0
			MRA-13	155971	155971	0
			MRA-15	130474	130475	-1
			MRA-03	164511	164515	-4
			MRA-24	168400	168400	0
			MRA-08	185536	185470	66

Sl. No.	District	No. of FRVs verified	FRV No.	Reading in KMs as per milometer of FRV	Reading in Km as per logbook of FRV	Difference in Reading (in KM)
			MRA-01	208963	208963	0
7.	Narshingpur	7	NSP-12	212889	212889	0
			NSP-14	206588	206589	-1
			NSP-15	212760	212739	21
			NSP-06	202378	202352	26
			NSP-07	163142	163140	2
			NSP-13	209624	209617	7
			NSP-16	196757	196730	27
8.	Vidisha	7	VDA-4	235270	235268	2
			VDA-12	186680	186680	0
			VDA-13	186352	186346	6
			VDA-6	284320	284295	25
			VDA-9	223457	223457	0
			VDA-14	168296	168296	0
			VDA-19	225863	225861	2
	Total	103				

Appendix-5.1

(Reference: Para No. 5.3, Page No. 35)

Statement showing login count against available login days for net viewer users

	Month	Days in the month	SP			ASP			CSP/SDOP			PS			Total No. of user's ID	Total login days available in the month	Total Login Count
			No. of ID	Available login days	Login Count	No. of ID	Available login days	Login Count	No. of ID	Available login days	Login Count	No. of ID	Available login days	Login Count			
Bhopal	Mar-16	31	2	62	13	4	124	84	13	403	125	40	1240	636	59	1829	858
	Dec-16	31	2	62	19	4	124	118	13	403	165	40	1240	941	59	1829	1243
	Mar-18	31	2	62	0	4	124	17	13	403	30	40	1240	0	59	1829	47
	Jan-19	31	2	62	12	4	124	33	13	403	74	40	1240	116	59	1829	235
	Jan-20	31	2	62	0	4	124	0	13	403	46	40	1240	1256	59	1829	1302
Vidisha	Mar-16	31	1	31	20	1	31	0	5	155	41	21	651	23	28	868	84
	Dec-16	31	1	31	14	1	31	0	5	155	31	21	651	4	28	868	49
	Mar-18	31	1	31	6	1	31	0	5	155	28	21	651	41	28	868	75
	Jan-19	31	1	31	5	1	31	0	5	155	10	21	651	795	28	868	810
	Jan-20	31	1	31	0	1	31	0	5	155	15	21	651	1313	28	868	1328
Narsingpur	Mar-16	31	1	31	3	1	31	1	4	124	3	13	403	20	19	589	27
	Dec-16	31	1	31	0	1	31	0	4	124	0	13	403	1	19	589	1
	Mar-18	31	1	31	26	1	31	21	4	124	3	13	403	20	19	589	70
	Jan-19	31	1	31	0	1	31	0	4	124	0	13	403	33	19	589	33
	Jan-20	31	1	31	0	1	31	0	4	124	5	13	403	11	19	589	16

	Month	Days in the month	SP			ASP			CSP/SDOP			PS			Total No. of user's ID	Total login days available in the month	Total Login Count
			No. of ID	Available login days	Login Count	No. of ID	Available login days	Login Count	No. of ID	Available login days	Login Count	No. of ID	Available login days	Login Count			
Jabalpur	Mar-16	31	1	31	0	4	124	23	12	372	0	36	1116	0	53	1643	23
	Dec-16	31	1	31	0	4	124	37	12	372	39	36	1116	9	53	1643	85
	Mar-18	31	1	31	0	4	124	25	12	372	23	36	1116	42	53	1643	90
	Jan-19	31	1	31	0	4	124	17	12	372	1	36	1116	0	53	1643	18
	Jan-20	31	1	31	0	4	124	23	12	372	18	36	1116	0	53	1643	41
Morena	Mar-16	31	1	31	13	1	31	0	7	217	0	25	775	82	34	1054	95
	Dec-16	31	1	31	1	1	31	2	7	217	11	25	775	119	34	1054	133
	Mar-18	31	1	31	0	1	31	15	7	217	5	25	775	0	34	1054	20
	Jan-19	31	1	31	0	1	31	13	7	217	0	25	775	0	34	1054	13
	Jan-20	31	1	31	0	1	31	0	7	217	1	25	775	6	34	1054	7
Gwalior	Mar-16	31	1	31	0	3	93	0	10	310	3	38	1178	3	52	1612	6
	Dec-16	31	1	31	1	3	93	1	10	310	14	38	1178	15	52	1612	31
	Mar-18	31	1	31	0	3	93	2	10	310	14	38	1178	72	52	1612	88
	Jan-19	31	1	31	0	3	93	20	10	310	11	38	1178	95	52	1612	126
	Jan-20	31	1	31	0	3	93	22	10	310	5	38	1178	347	52	1612	374
Indore	Mar-16	31	2	62	0	6	186	0	15	465	0	45	1395	3	68	2108	3
	Dec-16	31	2	62	0	6	186	0	15	465	26	45	1395	56	68	2108	82

	Month	Days in the month	SP			ASP			CSP/SDOP			PS			Total No. of user's ID	Total login days available in the month	Total Login Count
			No. of ID	Available login days	Login Count	No. of ID	Available login days	Login Count	No. of ID	Available login days	Login Count	No. of ID	Available login days	Login Count			
	Mar-18	31	2	62	0	6	186	17	15	465	64	45	1395	10	68	2108	91
	Jan-19	31	2	62	0	6	186	3	15	465	224	45	1395	46	68	2108	273
	Jan-20	31	2	62	3	6	186	4	15	465	80	45	1395	65	68	2108	152
Dhar	Mar-16	31	1	31	0	2	62	2	7	217	2	23	713	2	33	1023	6
	Dec-16	31	1	31	4	2	62	5	7	217	2	23	713	2	33	1023	13
	Mar-18	31	1	31	0	2	62	58	7	217	22	23	713	20	33	1023	100
	Jan-19	31	1	31	0	2	62	49	7	217	7	23	713	14	33	1023	70
	Jan-20	31	1	31	0	2	62	76	7	7	217	6	23	713	9	33	1023
Total			50	1550	140	110	3410	688	365	11315	1154	1205	37355	6227	1730	53630	8209