

Name:Delhi Police

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Teaching Notes

Lost Report Application

1. OVERVIEW

Delhi Police has been the pioneer in providing particular service through the use of online multi-channel platforms (web-based, mobile version) for service delivery. The Lost Report Application is one of its kind initiative undertaken which allows the user to lodge complaint of his or her lost articles in Delhi from any part of the globe. Within few seconds of lodging the complaint, a digitally signed report is instantaneously sent to the complainant's registered email id and phone number. This report is valid everywhere as a proof of lost article and can be used to apply for a duplicate document. This service has not only avoided police station visit by an individual to lodge a complaint but also saved a considerable amount of processing/operational time of police officials.

Earlier, lodging a complaint and getting it resolved was a time taking process which often involved multiple visits to police station and many-a-times led to unwarranted harassment. Many would not even go to the police station for fear of facing harassment. General public has no other option than to follow this process for lost ID cards, passports, property papers, mobile SIM card etc. where police report is mandatory for issuance of duplicate papers/SIM.

To bring ease to the life of people and obviate the need to visit police station for reporting lost articles, Delhi Police launched the Lost Report Application. The application removes all geographical barriers and delay in time thus making the availability of service hassle free and quick. It is a free application and can be downloaded from Google Play, iOS and Windows Store.

The difference made through this application has been phenomenal, in terms of saving time of public as well as the department, ease of process, doing away with human intervention, bringing transparency, and above all, public satisfaction. 15.84 lakhs of people having used this application till now, is the testimony to the fact that the application has been a huge success.

2. TEACHING OBJECTIVES

➤ Learning Objective

- As-Is situation analysis and understanding of existing process of lodging report for lost articles.
- Importance of innovation and technology to reduce the non-value adding activities in the existing process.

➤ Challenges/Issues faced

- Locating the police office falling under the jurisdiction
- Multiple visits to police station for one complaint

- Unwarranted harassment during the process and wastage of considerable time
- No reporting of lost cases due to fear of harassment
- Lost report could be lodged only in Delhi, hence outstation people had to travel to Delhi for the same

➤ **Ways to Improve the situation**

- Development of an application compatible with Android, iOS and Windows
- Free of cost application easily downloadable from Google Play, iOS and Windows Store
- Loss can be reported from any part of the globe
- Lost Report number generated can be used for accessing or retrieving the report in future
- No physical visit to police station thereby reducing the effort of victim
- Proper advertisement for creating awareness among the public

3. SUGGESTED QUESTIONS AND ANALYSIS

a. What are the data points that must be taken into consideration for the development of the application?

1. Lost Report data to estimate the usage of application
2. Population of the city and its growth rate
3. Reports/Details needed for lodging a lost report

b. What were the pain points in the existing system of reporting loss of articles?

1. Searching for the police station under jurisdiction was time taking and a painful process.
2. Victim had to visit police station multiple times for reporting the loss and then for its follow up.
3. There were cases of harassment fearing which many people didn't even turn up for registering the losses.
4. Outstation people had to travel to Delhi, search the police station under jurisdiction, visit the police station and lodge the lost report and then revisit for the follow up. The entire process was painful and often took a lot of time.
5. Manual process not only wasted time of victims but also consumed a considerable amount of time of police officials leading to wastage of huge amount of man-hours.

c. What features are important to make the application a user friendly solution?

1. Cost Effective: Citizens should not be asked to pay for this service, or if asked, it should be minimal
2. Availability: Application should be easily available and downloadable on the mobile phone and hence it should be supported by Android, Windows and iOS to cover nearly a majority of the city
3. Size: Size of application should not be large so that there is smooth navigation of the features and minimal data is required for downloading

4. Feedback Feature: There should be feedback/suggestions feature built in the application so that citizens feel free to pour in their inputs for improving the solution
5. Security: Application should be secure enough to protect the personal details shared by citizens
6. Sustainability: Feature to add on new features as and when required without changing the application version number

d. What is the scope for replication of initiative and challenges for country wide roll out?

Replication is quite possible for rolling out the application at pan India Level. Replication is possible attributing to following factors:

1. Development of application is done on a standard architecture and the requirement of server and bandwidth are basic standard configurations
2. Technology Stack is MS DOT Net which is industry standard
3. Mobile application is compatible with Android, iOS and Windows and popular browsers

Challenges for country wide roll out can be:

1. Difference in development level of the state
2. Requirement of IT infrastructure to support the roll out
3. Rural Areas where there is limited or no Internet connectivity

e. What are the areas of improvement in the existing application?

Improvement is a continuous process and with the passage of time new requirements do come up that has to be analyzed and then incorporated in the application. Some of the improvements which can be discussed are:

1. Offline Mode of the application to ensure its functioning even when there is no data connectivity
2. Intelligence can be built in the system to throw out customized reports like percentage of certain categories of lost articles, area with maximum incidents etc.
3. Option to apply for fresh set of documents in case the lost documents are not found

More improvement opportunities can be found out by continuously engaging citizens on this. Citizens have to be made co-stakeholder to ensure that the initiative meets its end objective of delivery convenience and benefit to the public.

4. CLASSROOM MANAGEMENT

➤ **Group Discussion**

Divide the participants in groups of 4 -5 and discuss the case on following aspects. Each group should take one aspect:

1. Discuss Change management and Communication as some of the Key factors to project success.
2. Challenges, issues and risks if the project is to be rolled out across other states.

3. What is next for the project? Please have an open brainstorming session regarding how this project can be evolved and replicated across other states.

Each group should present their findings in a short 5 minutes presentation afterwards.

➤ **Group Activity (30 -40 minutes)**

Make two groups of participants. One group to act as Citizens and other to act as Government.

Citizen: The task of the citizens' group is to come up with novel and different (but realistic) service requirements that they want from this application. They should consider all the problems they face or they can face in future and build up a suggestion around them. They should also build a justifiable timeframe against each service they want to build in the system.

Delhi Police: The task of the Government group is to see how they can provide such services within shortest possible time. They should hold discussions with citizens to devise roadmap and implementation plan.

The objective of this exercise is to highlight expectations of citizens and the readiness of Government in meeting them. It is a role play type of exercise which offers plenty of flexibility in the way Lost Report Application services can be further augmented.

➤ **Summary- Key lessons learnt (10 minutes)**

Each participant shall write down a summary in no more than 500 words highlighting key learnings from the case.