

CCTV SURVEILLANCE FOR PUBLIC SAFETY & SECURITY

A Collaborative Intervention of KNRC &
Society for Public Safety, West Zone,
Hyderabad

Impact Assessment
Report of CCTV
Camera's Project –
A CSR Initiative of
KNRCL





KNR Constructions Ltd.

CCTV SURVEILLANCE FOR PUBLIC SAFETY

AN IMPACT ASSESSMENT REPORT OF CCTV CAMERAS PROJECT

A CSR INITIATIVE OF KNRCL

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CCTV CAMERAS FOR PUBLIC SAFETY AND SECURITY

INTRODUCTION

Ensuring public safety and security is a multifaceted endeavour that involves various strategies and policies. In an increasingly complex and interconnected world, surveillance has become essential from global to local. The quest for security has grown into a complicated challenge in this rapid technological advancement. Closed Circuit Television (CCTV) systems play a pivotal role in the surveillance and safety of public areas, having a significant influence on both public safety and privacy concerns. One of the primary reasons why surveillance is crucial is its role in enhancing public safety. Surveillance systems, such as CCTV cameras, help deter criminal behaviour by increasing the perceived risk of detection and apprehension. Many countries, including India, now employ surveillance cameras in public places as a primary tool to monitor population movements and to prevent crime and terrorism, both in the private and public sectors.

In the past decade, the capabilities of surveillance cameras have been transformed by fundamental shifts in how digital data is gathered, analysed, shared and stored. Security cameras are already playing a key role in the drive to smarter cities. CCTV cameras have become an integral part of our modern world, silently observing public spaces, private properties, and critical infrastructure. Their role extends beyond simple surveillance, encompassing a wide range of security functions.

CONTEXT

Over the past few years, the Telangana government, as part of digital governance, has deployed different kinds of technologies to expand surveillance across the state. It also influenced the public and resulted in many independent households, residential colonies, shops and businesses installing CCTV cameras. These efforts made Hyderabad to become one of the most surveilled city in the world on the basis of CCTV cameras installed. According to a report on surveillance cities (2021), Hyderabad was ranked second in the world with 480 CCTV cameras per square kilometer, 36 CCTV cameras per 1,000 population. However, given the increasing threat of criminal activities in the city with its high profile and growing economy, there is a serious need and demand for bringing many more locations under the surveillance to put a check to anti-social activities and instill a sense of security among the people. At this juncture, responding to the request of one of

the senior city police officials, KNR Constructions Limited (KNRCL) has extended support to install 250 CCTV cameras across three crucial localities in the city, during the year 2023.

KNRCL'S CORPORATE SOCIAL RESPONSIBILITY

KNR Constructions Limited is a most trusted multidomain company in the country, in the area of infrastructure development providing engineering, procurement and infrastructure (EPC) services in the sectors of roads & highways, irrigation and urban water infrastructure management with the primary strength in road transportation engineering projects, viz., construction and maintenance of roads, highways, flyovers and bridges. KNRCL believes in co-learning and co-creation with best performance, with a vision to provide eco-friendly solutions in the field of infrastructure by adopting the state-of-art practices for best quality through committed human resource.

As KNRCL strongly believes and values the principle of “together we progress”, it started taking up social development and empowerment activities through its corporate social responsibility division. Some of the CSR thrust areas are *Economic Empowerment of Women, Skill Development for Sustainable Livelihoods and Enable Public Safety & Security*.

IMPACT ASSESSMENT STUDY

Complying the CSR rules and regulations under the Companies Act, KNRCL proposed to do the impact assessment of its CSR project of CCTV Cameras for Public Safety. Deeksha – Centre for Learning and Action (a non-profit organisation working in the areas of Child Rights, Adolescence issues, Health, Livelihoods and Gender equality) has been empaneled for taking up the impact assessment of the said project.

CCTV CAMERAS FOR PUBLIC SAFETY

Telangana Government along with Telangana Police is committed to make Hyderabad city as safer place for its citizens, visitors and the tourists, as well. Despite Hyderabad's top position in the country as the city with highest CCTV Surveillance Cameras (DOPO 2021), given its multi-cultural environment and with high inflow of intrastate, interstate and international migrant population, right from daily wage / temporary workers to employees of MNCs to business class to medical & pharma industry and so on, the city witnesses lot of movement. This makes the security system fragile and drives the Police force into challenging situations notwithstanding the existing

safety measures. Making the system abreast and enable it to prevent the unsolicited happenings is critical to ensure overall security in the city. Therefore, round the clock surveillance becomes inevitable and the best way to deal with it, according to the Police, is installation of CCTV Cameras all over the place. The State Police Department has been successful in mobilizing the corporates and MNCs to collaborate in the mission of installing CCTV Cameras, using their CSR funds.

In this regard, responding to the request of the concerned authorities from the Police Department to join force in achieving the goal, KNRCL has contributed funds from their CSR kitty to install CCTV Cameras in the jurisdiction of three major police stations in the city of Hyderabad. The project has been implemented through an empaneled vendor – Best Grade Solutions.

SCOPE OF THE STUDY

KNR Constructions Limited has provided 250 CCTV cameras for surveillance ensuring safety and security across three Police Stations' jurisdiction, namely Banjara Hills, Madhura Nagar and Borabanda in Hyderabad. Thus, the study aims to assess the overall impact of the CCTV Cameras network on the public safety and security aspects.

SPECIFIC OBJECTIVES

The key objective of the impact assessment study aims at analyzing the impact of this CSR initiative of KNRCL on various aspects of safety and security, viz., burglary, violation of traffic rules, street fights, destruction of property, harassment and crimes against women and children etc.

METHODOLOGY

The study is designed in a participatory and interactive mode to gather perceptions of the Police personnel – Law & order and Traffic, Shop keepers and Business people, Street Vendors, *Basti* Leaders, Residents, Commuters, Pedestrians and the Technical team that maintains, monitors and responds to the requirement; and to analyze the overall impact. The tools used to assess the impact of the intervention are – Physical Observation of the CCTV Cameras and the locations, Interaction with Traffic Polce and Patrolling Team, Interaction with the technical team monitoring the system, Interaction with the Vendors and Shopkeepers / Business people, Interaction with *Basti* leaders and Residents especially women, and Semi Structured Interview with Police Officials.

Random sampling and Snowball sampling methods are used to understand the impact of the intervention.

FINANCIAL OUTLAY

A total of ₹1,00,00,000.00 has been spent by KNRCL towards the intervention of CCTV Cameras under its CSR component.

KEY OBSERVATIONS

The study team physically toured through the roads where CCTV Cameras are installed and watched the location and position of the Cameras to observe the efficacy of the arrangement, visited all three Police Stations to see the operating and monitoring systems followed, and interacted with the Police officers to understand the impact of the intervention. The study team also interacted with different direct and indirect stakeholders to gather their perception and take their feedback on the intervention for a comprehensive understanding of the overall impact of the project. Major findings from the observations, interactions and interviews are presented below:

- ✚ A total of 250 CCTV Cameras are installed in the jurisdiction of three Police Stations, viz., Banjara Hills, Madhura Nagar and Borabanda at the rate of 80, 78, and 92 respectively.
- ✚ Two out of the three Police Stations are newly set up Stations, the Borabanda and Madhura Nagar Police Stations, which were earlier having the status of police outpost under the larger Jubilee Hills Police Station.
- ✚ The residential areas under these two new Police Stations are thickly populated with large slums and low-income group colonies. Due to this, existence of petty shops, small-scale businesses and street vendors are also high in number.
- ✚ As per the Police Officials, these locations largely house the migrant workers – both intrastate and interstate. They also observed that most of the male interstate migrants are staying single or in small groups (two to four or five members as a group) and hence prefer to live in small houses, even without proper facilities, so that they save money and can send it back home. Many times, these factors make the conditions more vulnerable for women.
- ✚ However, these locations have been closed areas for the Police in terms of surveillance, despite many conflicts, street fights, disputes, illicit activities happening here, observed the Station House Officers (SHOs). One of the SHO and an ACP stated that there are communal issues too in these localities and it has been always a sensitive area in terms of law and order. Officers

also admitted that there were cases of eve-teasing, extra-marital relations, stalking, child abuse, sexual assaults, missing women and harassment of girls, as well.

- ✚ The Police Officers also observed that Jubilee Hills area being a high-profile area with lot of influential persons from Elected Representatives and Political parties, including the CM, the Ministers, leading business families, celebrities from film industry and media, and other prominent families living here, security issues are critical. Their movements, movement of the public and the traffic movement also requires continued observation and monitoring.
- ✚ Increased vehicular traffic, traffic rules violators, rash drivers and robbers have been challenging to the Police in preventing accidents, dealing with hit and run cases, avoiding vehicle thefts and damaging vehicles, and maintaining peace and safety of the people.
- ✚ In these circumstances CCTV Cameras have come as a boon to the Police Department, which is the key concerned department to ensure public safety and security, and ensure that the law and order is intact.
- ✚ State Government took it as a mission to install CCTV cameras across the city to bring every nook and corner under surveillance so as to put a check to crimes ranging from chain snatching, hit and run to narcotics, human trafficking and murders. Complimenting this mission, KNRCL's CCTV Cameras' project has been an added jewel to the crown of existing surveillance system.
- ✚ By the time the project is executed, there are CCTV Cameras already installed in some of the main roads and key junctions but are limited in number and coverage. There was a need for many more Cameras for bringing the entire area under surveillance to prevent or reduce criminal activities.
- ✚ At this juncture, on the request of the then West Zone DCP, Mr. Joel Davis, IPS, the KNRCL has come forward and contributed to installation of 250 CCTV Cameras in the said three localities, extending the reach to more areas under surveillance.
- ✚ The cameras were strategically placed to cover the shadow areas, blind spots and key locations of concern so that there is a continuum of coverage and effective vigilance that helps the department to efficiently deal with the issues of security.

- ✚ The Cameras installed are of 4 mega pixel high resolution, wide-angle with 2.8mm to 12mm focal length and motorized lens. These are night vision mode cameras having infrared illumination range up to 50 meters which can capture the detailed images of the moving objects even in pitch dark, so that there is continued and efficient vigilance during nights and low illuminated conditions too.
- ✚ These cameras are compliant to Open Network Video Interface Forum (ONVIF) standards, enabling interoperability between devices of other different products that ensures a cohesive and efficient video security setup where all components work together seamlessly.
- ✚ All the cameras are linked to the respective Police Stations and the Integrated Command Control Centre (ICCC) for monitoring purpose, with video recording and backup storage facility.
- ✚ It is observed and understood from the interactions with concerned people that the technical team from the operating partner – Best Grade Solutions, has been working in good collaboration with Police department, regularly visiting the Police Stations to check the functioning of the entire network system and extending services to rectify any issues pertaining to the functioning of the Cameras, video recording, and network issues etc.

OUTCOME OF SEMI STRUCTURED INTERVIEW WITH POLICE OFFICIALS

Semi-structured Interviews were conducted with the Station House Officers of all three Police Stations and the Assistant Commissioner of Police (ACP) at Borabanda PS. The officer behind this collaboration has been transferred on promotion to Cyberabad but he was kind enough to give time to talk to the study team about the project intervention. A gist of the Interviews is given below:

- ✚ According to the then DCP, West Zone, Hyderabad and the current Jt.CP (Traffic), Cyberabad, the intervention of KNRCL has been timely and much needed contribution towards strengthening the security system in the critical areas, like Jubilee Hills, Borabanda and Madhura Nagar, especially in times when the new police stations have been set up in the latter two locations to enhance the outreach of Police to maintain law & order effectively.
- ✚ He stated that the main intention behind installation of CCTV Cameras was to prevent and detect the crime and this has been achieved to a great extent in these three locations. He said, “given the social conditions of these locations there used to be large number of complaints and

it was a great challenge for the Police to deal with it, since the areas are sensitive. One would understand that many of those were false complaints but due to lack of proper evidence we would not be able to take a decision. But with installation of CCTV Cameras, we now have the visual evidence and are now able to rule-out such complaints. This is helping in reducing the unnecessary nuisance and saving lot of time and energy of the officers.”

- ✚ He also observed that the presence of CCTV Cameras itself is a deterrent to the criminal activities and the number of petty cases coming with local conflicts and grudges have come down as there is right evidence with the Police.
- ✚ All the officers stated that ‘at times human evidence can be false or constructed or malicious but the Camera eye captures the truth and the facts, hence nobody can challenge it. This very fact has brought down the number of cases being registered in the Police Stations as the CCTV footage is used to check for the facts in the presence of the two parties involved. Once they watch the evidence, they understand the reality and would come to terms before leaving the station with a sense of being careful in future’.
- ✚ Jubilee Hills being the high-profile area, Police here have to be on high alert all the time. Earlier it used to be difficult to monitor the area but with installation of CCTV Cameras on all main roads and even the by-lanes, monitoring of movements has become easy. *Bandobast* during CMs transit is critical and the integration of CCTV Cameras throughout the transit route, to the ICCC along with the respective PS has made surveillance easy and effective, the officer opined.
- ✚ The vital role of CCTV Cameras in understanding and solving crimes, particularly in slum areas where there is a high likelihood of petty crimes, political fraud, and false cases was emphasized by the SHO Borabanda. He shared that the network of CCTV Cameras has been instrumental in providing evidence through photos and videos, aiding to the closure of numerous cases and reduction in illegal activities.
- ✚ The officers informed that the Borabanda and Madhura Nagar areas are densely populated slums with large number of migrants living in poor conditions. Many cases of disturbances, thefts, group fights, extra-marital relations and abusing women used to come to PS every-day and the intensity of such cases has come down with installation of CCTV Cameras.

- ✚ These locations were closed areas in terms of surveillance where communal issues also were there but when Police reach there everything seems quiet and peaceful, however, the tension in the air is evident. Earlier it was a challenge for the Police to curtail these happenings, but now with the installation of Cameras these locations have been opened up and such incidents have come down with patrol team going there with video footage as evidence and talking to the local leaders openly. This has put a check to such cases to some extent.
- ✚ Taking advantage of populous nature and poverty of these locations, illegal activities like sale of illicit liquor, ganja, kidnaps, human trafficking, etc., were spread in these slums. It was a challenge for the Police to control such activities and catch hold of the key persons involved who hide in the shadow of the innocent people. But now these locations are open with the presence of CCTV Cameras and many of the challenge could be dealt with to reduce the crime.
- ✚ One point mentioned by all the officers is the interference of local leaders. Sometimes, very small incidents were also hyped and escalated to communal issues creating tension in the entire location. Now also they continue to do so for their political leverage. Such issues could be resolved to a great extent without any rupture, just because of the availability of proper evidence through CCTV Cameras project in these areas.
- ✚ All the officers highlighted the importance of CCTV footage in case resolution, despite some cameras being temporarily non-operational due to electricity issues in certain areas, the large network of Cameras integrated to the ICCC come to aid in tracing the offenders even before they try to escape from the city.
- ✚ Another point made by the officers is the significance of CCTV Cameras and the network in the times of *bandobast* that is required across the city during major festivals, viz., *Bonalu*, Moharram, Ganesh Chaturthi, Ganesh immersion, *Batukamma*, Ramzan, etc. Human vigilance is not adequate during such events and the entire police system depends on the CCTV Cameras for continuous monitoring, security verifications and surveillance to prevent any untoward events including communal clashes. They thanked KNRCL for providing night vision and high-resolution Cameras and monitors.
- ✚ People coming to police stations to give complaint or as respondent are demanding to check the CCTV footage to verify evidences before going further in the case, which is also helping them and the public in settling their disputes through arbitration, without filing a case.

- ✚ The officers highlighted the impact of CCTV Cameras in tracing the cases, detecting crime prone incidents, and resolving many cases of road accidents and petty crimes as the CCTV Camera eye is accurate than the human evidence. They also mentioned that the cases involving women were identified by observing aggressive individuals in altercation, leading to appropriate interventions.
- ✚ Traffic police of these jurisdictions approach these Police Stations for CCTV footage in the cases related to road accidents, traffic violators, drunken drive and rash driving cases. Since the visuals are very clear and of high resolution, identification has become easy even in case of speeding vehicles. They mentioned that the police personnel of traffic, crime and law & order divisions have to work in collaboration to deal with any case of violation, and CCTV footage is the common tool in their efforts to ensure security of the public.
- ✚ One of the officers claimed that the CCTV footage is extremely useful and has been the main source to trace the culprits and deal with the cases where criminals use different vehicles or change the number plates and try to escape or tamper the number plates to misguide the Police.
- ✚ The SHO, Jubilee Hills noted that five murders were recently solved using the video footage of these cameras. He shared how one sensational murder case of a woman in which the body was dissected and thrown in 5 different places in the city could be busted and the murderer was arrested within 24 hours with the support of the CCTV footage.
- ✚ He also mentioned about the decrease in transgender persons' undesired behaviour with commuters, the nuisance at the traffic signal points pestering the travelers for money in Jubilee Hills, Road No. 5 has drastically comedown due to the fear of facial recognition technology.
- ✚ The SHO of Madhura Nagar Police Station specifically observed that there has been a notable reduction in chain snatching, cellphone and motorbike thefts due to CCTV Cameras. The presence of CCTV Cameras has instilled fear among the potential wrongdoers and are dissuading criminal activities in dark areas. He shared that a recent murder case in Yellareddyguda could be swiftly resolved with the aid of CCTV footage.
- ✚ SHO Borabanda PS shared that the jurisdiction being large slums with dense population, it witnesses regular conflicts, petty fights and clashes, sometimes giving caste or communal colour also. We detected many political party clashes roping in religious based gully leaders

trying to make it big but we could curtail those in the beginning itself using CCTV footage. In such deliberate fights, we submit the footage to the court too as evidence, hence scared to get involved in malevolent deeds, leading in a huge decline in such cases, he claimed.

- ✚ Officers informed that earlier Political leaders including MLAs and Ministers used to intervene and recommend in support of one of the parties involved in the case, but once they watch the CCTV footage as evidence to the case, they would withdraw from pressurizing the Police, if found the party guilty. It is all because of the unquestionable strait forward visual evidence, thanks to KNRCL.
- ✚ One of the officers mentioned that though it seems like the crime rate has gone up, the fact is that higher number of cases are being recorded with the right evidence from the CCTV footage, which were otherwise settled unlawfully by local leaders and politically inclined persons in favour of their constituencies and the tension in the area would continue.
- ✚ Resonating these thoughts and experiences, the ACP shared that the night vision capacity and the high-resolution Cameras are facilitating easy tracing of vehicle numbers, despite of their over speed, aiding in identification and resolving cases using clear images and videos. For instance, the CCTV footage has been the key evidence in dealing with Ganja cases, missing girls/women and in busting some sensational murder cases. It would have not been possible without the CCTV footage. Department greatly appreciates the contribution of KNRCL for their contribution towards public safety, he expressed.
- ✚ It is one of the most important systems on which the department heavily depend for maintaining peace, especially in these localities. All of them expressed their gratitude to KNRCL while requesting to extend further support to expand the CCTV network to more critical areas and enable the department function efficiently with enhanced arms of protection.

KEY POINTS FROM THE INTERACTION WITH THE TRAFFIC POLICE AND THE PATROLLING TEAM

- ✚ Maintaining traffic especially during peak timings is an uphill task with everyone rushing and braving the traffic to reach their destinations. Two wheelers and autos occupy major chunk in violating the traffic rules and causing accidents or traffic havocs. Since the CCTV Cameras are set up such incidents have come down drastically.

- ✚ Cameras are having a deterrent impact on the riders as the traffic violators will be directly served challans based on CCTV footage. Hence, people became conscious about their driving and behaviour leading to considerable reduction in accidents.
- ✚ CCTVs are playing a crucial role, specifically at junctions, in identifying the vehicles taking wrong route, aggressive drivers, jumping signals and potential rule-breakers and enabling the Police to file cases against such persons, if found them committing the offence repeatedly.
- ✚ One incident was narrated by a constable that a big car hit a two-wheeler and sped hitting a traffic control post at the road divider, almost running on to the footpath where a couple of homeless people were sleeping, in the middle of the night. The two-wheeler rider was badly injured while the pillion driver escaped death. It did not even have registration number but was tracked and traced within a day and a case was booked against the vehicle owner and the driver. It was possible only because of the presence of CCTV Cameras functioning throughout the night without any break.
- ✚ Not only the accidents but also vehicle thefts, property damages, robberies, eve-teasing and stalking cases are also identified and solved with the help of CCTV footage, fostering a sense of security among the residents and the commuters.
- ✚ *Earlier traffic police on duty were provided with cameras to click photos of traffic rules violators which were of limited use. It limited us to observe for such specific cases and could not support in regulating / maintaining the traffic, but installation of the CCTV Cameras and its network freed us from those limitations to a great extent and perform our duties better. It definitely improved the image of traffic police... thanks to KNRCL for standing with us – one of the woman officers delightedly opined.*
- ✚ In the *basti* areas, a general observation is that the youngsters recourse to crazy driving and tend to do feats using bikes on the roads, creating fear among women and causing public nuisance. Many times, minor boys also come on roads with bikes and they flew away at the sight of the Police. Repeated offenders of such public nuisance and traffic rules violators are identified through the CCTV Cameras and are called for counseling. They deny in the first instance but when the visual evidences are shown, they surrender and come to terms to change their behaviour and standing for it. This way CCTV cameras are greatly contributing in prevention of crime, a traffic Police informed.

- ✚ One traffic police constable opined that one CCTV Camera in an appropriate place is equivalent to 100 police men. We get proper evidence through these Cameras. When something happens, if the person on duty there could not provide correct details, one has to face scoldings from the higher officials, sometimes it goes up to punishments also. But with the provision of CCTV Cameras there has been a significant change in these conditions and we are now able to perform our duties perfectly.
- ✚ We have only two eyes and have limited vision but these Cameras are of high resolution covering most of the area watching the locations 24/7. Humans can make errors but these Cameras do not make mistakes and provide 99% accurate data and visuals. By incorporating more Cameras with the support of KNRCL, vigilance has become better and helping us to control the incidents of crime and violations, another constable explained.
- ✚ Patrolling team are always on move and work with all eyes and ears. When the information about some disturbance or incidence of conflict reaches them, they rush to the spot and try to pacify the situation and bring it back to normal. *When we get the information from Dail 100 about women being harassed in public places or panic calls by women for protection. In such cases we try to reach the spot in no time and rescue the woman first and then find out the culprits, if they escape from the place of the scene. In this regard, CCTV footage becomes the main tool in dealing with the cases. It is very useful and we utilize it optimally. CCTV footage is contributing to reduction in crimes against women and helpful in solving the cases, as informed by the patrolling team with much gratitude.*
- ✚ A Sub-Inspector of traffic police, who was on patrolling duty, shared his view saying that they are able to perform their duties well dealing with situations strategically and preventing potential clashes even in the highly sensitive areas with the aid of the CCTV Cameras. Many cases could be solved using the evidence from CCTV footage and proper justice could be provided to the victims. *‘Local leaders’ interference and influencing the cases has come down to a great extent. The ripple effect of the CCTV Cameras is reflecting on our work... the work stress on us has reduced significantly... many thanks to the contributors!’*
- ✚ According to the SR Nagar traffic police Sub-Inspector there has been a notable decrease in motor bike thefts in the purview of the CCTV Cameras. It became easy to track the route in which the robbed vehicle was taken and locate it within a short time. In the accident cases,

many times the human witness could be wrong as it happens in split seconds and human eye could not catch it. Moreover, it appears differently to the people witnessed from different positions. In such typical cases CCTV Cameras are the best witness and the footage is used to find the fact and solve the cases with due justice to the victim.

- ✚ *‘Earlier when we did not have CCTV Cameras, many drivers used to violate the traffic rules. But now there is a noticeable shift in the public. There is self-correction or control among the riders leading to lowered cases of signal jumping, fast driving, scaring women drivers, wrong-side driving, roadside parking, etc. Cameras are extremely useful in identifying the traffic congestions and diverting the vehicular traffic from other routes to avoid further congestion. This way we are able to serve the public efficiently and receiving public appreciations, kudos to CCTV Cameras’, as shared by a traffic constable.*
- ✚ One of the traffic constables working for the past one year at Ameerpet traffic signal point said that he could see a clear difference in their own approach and dealing with cases. Explaining further he said that ‘this junction being heavy traffic flow area it used to be strenuous to control the traffic. If an accident occurred on one side while we were on the other side or behind us, it used to be very difficult to come to a fair conclusion on whose fault was it. In such situations the parties blaming each other would blame and curse the Police too. To be frank, it is not possible to watch all the sides when we are in the junctions. It becomes critical to resolve the case when the case happens behind us. In such cases we rely on CCTV footage. Since its coverage is wide and clear and it covers only the facts without any partiality, the parties involved would also realise the mistake and settle the matter amicably. Credit goes to the CCTV Cameras network’, he said with great contentment.
- ✚ As shared by the IT cell coordinator, SR Nagar division, in any case of crime, the first step after receiving the complaint is checking the CCTV footage for facts and evidences. Using the footage many critical cases could be resolved in the past one year in this project area. The impact of CCTV Cameras has been manifolded. They are playing a pivotal role not only in solving the case and but also resulted in reduction in the crime rate due to its deterrent effect.
- ✚ Given the efficacy and successful impact of the CCTV Cameras project, as narrated by almost all the officers that the study team interacted with, requested to consider expanding the

coverage of the project further to the vulnerable and isolated areas to control the crime and deal with the cases judiciously.

MAIN POINTS FROM THE INTERACTION WITH THE GENERAL PUBLIC

The study team interacted with about 21 persons from different streams of life in all three locations, including commuters, shopkeepers, street vendors, local residents and *basti* leaders. The key points from the interactions are captured in the following paragraphs.

- ✚ A coconut vendor observed that ‘earlier there used to be many traffic violators and hit and run incidents in the locality. People used to scare to walk on the streets and cross the roads, especially women and elderly persons. We used to extend support to them. We were also harassed for making business on the streets. But now the presence of CCTV Cameras has a deterrent effect, there is a decrease in vehicles’ speed, preventable accidents and wrong-route driving have come down. It encouraged responsible behaviour like avoiding drunken driving, and instilled a sense of security among people. I also tell my customers to stop their vehicles in the road margins giving way to others to drive safely’.
- ✚ A pan and cigarette shop keeper shared his own experience of the shop being robbed. There were thefts happened twice, robbing cigarettes worth ₹50,000/- from the shop. But the thief could be caught both the times using CCTV footage. The clearcut images helped in identifying the culprit. The recovery happened only because of the presence of CCTV Cameras. “*Now I sleep peacefully, without any tension of burglary in my shop, since there are CCTV Cameras watching every movement every second. Thanks to the sponsorers...*” he expressed.
- ✚ It was observed that many of the shops and showrooms have setup their own CCTV Cameras in front of their business entities. In the interactions they informed that they have arranged it as a security measure, which they can monitor from wherever they are with advanced technology. Few of them informed that they are inspired by ‘*Manam Saitham*’ programme of the State Police Department and installed CCTV Cameras in their residential areas also. However, some of them were not sure about the functioning and effectiveness of the Cameras installed on the main roads.
- ✚ One of the commuters, a pharmacist working in Yashoda Pharmacy, opined that the placement of the cameras in some places was not appropriate and might not be useful as they were facing

opposite direction rather than covering the junction and might not capture the visuals even if something wrong happened. Pointing a particular junction, he shared that it is an accident-prone area and many accidents happened there but cameras were not covering it properly. He suggested placing three or four cameras in the middle of the junction facing all roads to cover the movements from all sides so as to enhance monitoring, reduce accidents and as a preventive measure too.

- 🗨️ A woman running cane juice business felt that the CCTV Cameras installed just about 20 metres away from her shop across the road provides her lot of confidence and a sense of security not just during the nights when she closes her business and go home, but also during her business hours in the day. She appreciated the efforts of Police and the Government towards safety of people and the property. Upon knowing about the contribution of KNRCL in this effort, she got surprised and expressed her gratitude to the owners of the company.
- 🗨️ One of the residents in Karmik Nagar area delightfully shared that earlier there were incidents of chain snatching, but after setting up CCTV Cameras in the lanes there were no such incidents in the past one year.
- 🗨️ The study team met the residents of Kalyan Nagar at Senior Citizens' Forum office in the colony and interacted with 7 members. They all felt that their colony is completely under CCTV coverage now with the recent installation of more cameras which gives them a secured feeling. As per their understanding the cameras were established by Police, but when informed that the latest intervention was by KNRCL, they all appreciated the contribution.
- 🗨️ A mother and her daughter expressed that presence of CCTV Cameras make the mischievous boys and roguish men to behave properly. Earlier they used to walk watchfully through the roads with the fear of harassment from rowdies and stalkers. But these days they are relieved from that fear and going out confidently, choosing the roads where CCTV Cameras are present. It seems that mere presence of the Cameras itself gives the vulnerable sections a secured feeling with the thought that they will be saved by Police if some wrong things happen.
- 🗨️ A father of two college going daughters informed that he was very much concerned about his daughters' safety when they return home little late in the evening despite of the Police vehicle patrolling during late evenings and nights in their colony. But with installation of CCTV Cameras in and around their locality and all over the main road, their family is relaxed to a

great extent, as it deters the hooligans from misbehaving, and there would be strong evidence for any untoward incidents.

- ✚ One of the *kirana* shop keepers, who is running business there for past many years, was not sure of the CCTV Cameras' functioning and its use. He said that he heard many stories about the corruption and exploitation in the system, hence he didn't want to believe that the Cameras installed by them would be of real use. When explained about KNRCL's contribution and collaboration with Police, how the CCTV Cameras work, he felt convinced and happy to learn about the real time surveillance to curb misdeeds and enhance secured environment for public.
- ✚ Some of the persons with whom the study team interacted with suggested installation of more Cameras in the areas where high incidents of crime are being noticed. Such areas are generally being the by-lines and internal lanes, they need to be exposed to curb the criminal activities and reduce the crime, they opined.
- ✚ There used to be rowdy sheeters collecting money from the small shops and roadside vendors but with the installation of CCTV Cameras across the main roads and the awareness programmes by Police on public safety, their activity has been substantially comedown.
- ✚ One small departmental stores owner in SPR Hills admitted that he observed the CCTV cameras installed on the main road in front of their shop but was doubtful of its functioning, hence never cared for it. He further shared that *'there used to be hooligans on the street, staying in groups causing nuisance. It was not safe for girls to go alone on this road. But I realized the power of CCTV Cameras when the other day Police caught these boys who indulged with Ganja consumption, harassing girls and other illegal activities. The street is peaceful now!'*
- ✚ As expressed by a gold and silver merchant, "there is no doubt about the expediency of the cameras in fostering a secured feeling among the people and also contributing to the Police Department in curtailing crime. But the fact is that its role in prevention of crime is limited as their major task is recording evidence which leads to early detection and resolution of the happenings. Nonetheless, we installed our own CCTV Camera and alarm system for our security purpose...".
- ✚ "This area being politically sensitive, there used to be frequent clashes and disturbances. Whenever there was a conflict or a crime happened around this area, Police used to call us for

inquiry, as part of case investigation. Sometimes it used to be stressful with long hours of waiting and questioning. Moreover, it was humiliating to be often taken by police though it was only as witness. All that is over now for the past one year with the launch of CCTV Cameras across this place. They provide the accurate evidence. Conflicts also reduced with the deterrent effect of the CCTV Cameras” – a longtime fruit vendor revealed with much relief.

- ✚ A sweet shop owner expressed that CCTV Cameras network is beneficial to the Police in dealing with the cases without using much force as part of friendly policing. Nonetheless, he was apprehensive of privacy of the citizens and misuse of data being stored. He is of the opinion that there should be a stringent law in this regard, protecting the privacy of the public.

INTERACTION WITH BASTI LEADERS & ANGANWADI TEACHER

- ✚ An Anganwadi Teacher informed that the presence of CCTV Cameras instilled a sense of confidence among the girls and women while the fear of surveillance governed the behaviour of boys and men, the positive impact is very high, she opined.
- ✚ One of the beneficiaries present in the Anganwadi Centre shared that a few months back a thief intruded their house from front door, trying to rob valuable articles. He ran away from the back door to the other street when her husband observed this person and shouted. A complaint was lodged with the Police. He was caught within two days and the theft items were recovered. Had there not been CCTV Cameras, it would have not possible, thanks to the system, she complimented.
- ✚ A *basti* leader, Mr. Sardar in Borabanda area stated that the CCTV Cameras are the best of the Policing system to put check to illegal activities and crime in the *bastis*. Many a times, he shared, ‘we also get misled by our local people seeking our support when they involved in troubled cases. But the CCTV footage would provide the facts and fortunately we saved our face with wise-decision of not supporting such people though they belong to our *basti*, if they are the culprits in the crime, which would otherwise be different and we would be considered as supporters of crime’.
- ✚ In some serious cases viz., elopement, trapping or kidnap of girl, etc., Police officers approach us with CCTV footage as evidence and we would call the concerned persons and their families, talk with them amicably and the culprit will be taken by the Police for investigation. We stand

with the family and convince them to support the Police in dealing the case. But sometimes, they would abscond and that itself makes the case stronger. In such cases we take the responsibility of finding them and assisting the Police in solving the case, another leader stated.

- ✚ Saibaba Nagar *basti* leader informed that they formed peace committees along with the Police some 5 years back and have been working on curtailing the crime in the *basti*. It had an impact but could not succeed totally for various reasons, despite installing their own CCTV Cameras in the *basti* spending about 5 lakh rupees. Criminals, mostly Ganja batches, used to switch off the power to finish their work and escape. But after setting up of night vision cameras on the main roads a few of them were caught with the aid of the CCTV footage and the criminal activity has come down with stern warning to the involved boys and their families.
- ✚ He continued saying that every small effort would have a positive impact but in view of the big crimes and potential increase in criminal activities it becomes void. Further, he requested KNRCL to extend their intervention to the interiors of *bastis* also to curb the criminals coming and influencing the *basti* youth towards criminal activities.
- ✚ *Basti* leader from weaker section colony, Mumtaj Begum, requested to extend the CCTV Cameras' coverage to the main by-lanes of their *basti* also as it is densely populated and having scope for illegal activities. She gave an example of a recent incident of gang entering the graveyard adjacent to their *basti* and made ruckus under the influence of Ganja. As the *basti* people went there the goons have fled from there but since then there is a fear spread among the girls in the *basti*. Had there been Cameras the gang would have been caught and punished, hence requested for installing CCTV Cameras in their *basti* too.

CONCLUSION

Hyderabad being one of the largest metropolitan cities in India, has been a place of diverse cultures, opportunities and multi-dimensional development. With fast growing population the city limits are also being pushed making space for new habitats. In these circumstances, the crime hotspots also develop inevitably, which requires aggressive surveillance through technology and patrolling on the ground. To deal with this condition, the State has relied largely on CCTVs to increase the efficiency of Police units in solving the crime and also act as a deterrent.

KNRCL joining hands with City Police in this herculean task of ensuring safety, security and peace across the city by providing CCTV Cameras in three major localities has been highly appreciated by everyone. The overall impact of this intervention has been significant that contributed in efficiently dealing with cases of crime. Using the facility, Police could prevent some potential disturbance and criminal activities in the city, besides solving many tough cases of crime using the CCTV footage, as informed by the Police officers. The presence of CCTV Cameras across the places created confidence among the public, particularly among women and vulnerable sections that they could get justice in case of any untoward incident. It also instilled a sense of security in terms of deterring thefts, property destruction, harassing girls, stalking, abusive behaviour, and public nuisance, etc. However, there is a demand from all quarters to expand the reach and network to more crime prone areas.

KNRCL's initiative reiterated that the corporate companies proactively come forward to take up good responsibility and contribute to maintaining law and order. This CCTVs project stands as an example for the success of public private partnership and inspires many more to follow.

PHOTO GALLERY



Pic 1 – Interview with SHO, Jubilee Hills

Pic 2 – Interview with SHO, Borabanda



Pic 3 – Interview with SHO, Madhura Nagar



Pic 4 – Interaction with a Fruits Vendor



Pic 5 – Interaction with a Street Vendor



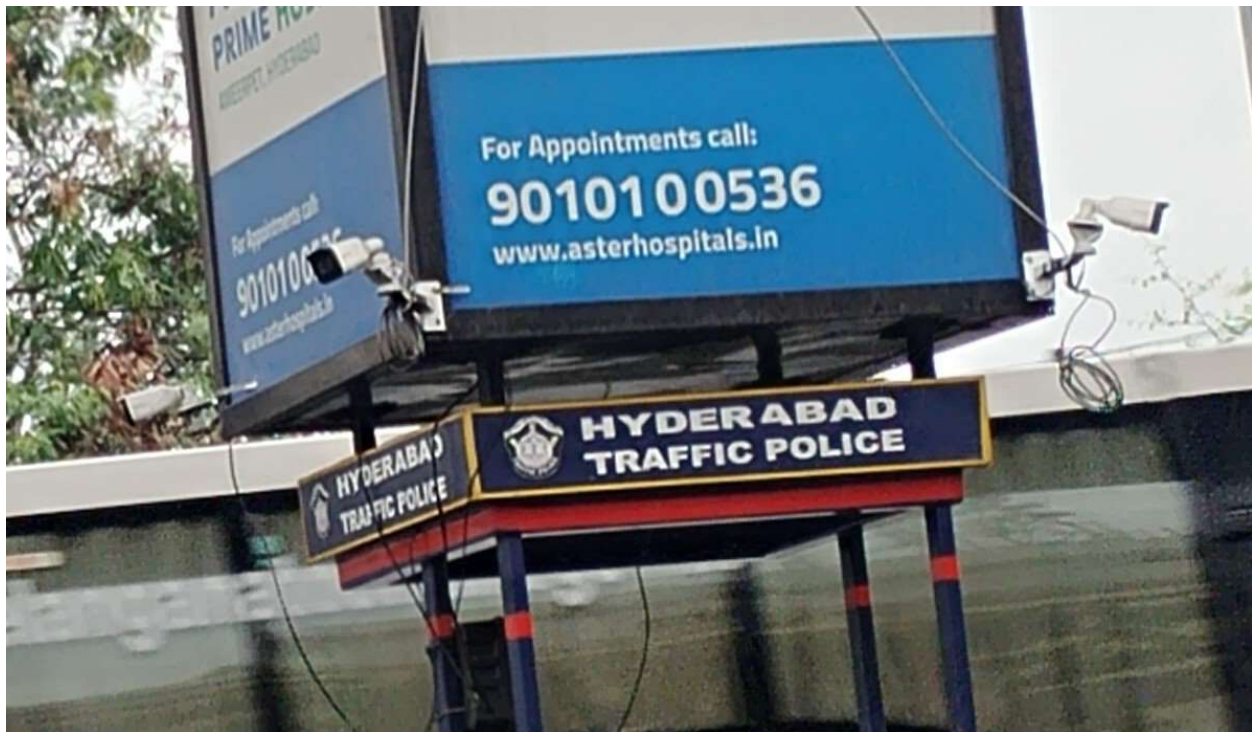
Pic 6 & 7 – Interactions with Sugarcane Juice Vendor and a Medical Shop Owner



Pic 8 – Interaction with Commuters



Pic 9 – Interaction with Colony Residents



Pic 10 – Image of a Traffic Police post fixed with CCTV Cameras on the Main Road



Pic 11 to 16 – CCTV Cameras set up in different main roads and lanes of the three localities



Pic 17 & 18 – Interaction with IT Cell Constable & Technical Team

Pic 19 – Interaction with Anganwadi Teacher & Residents



Pic 20 – Interaction with Basti Leaders and Community Members



Pic 21 & 22 – Interaction with traffic Police Inspectors & the Commuter

Pic 23 – Interaction with Traffic Police Constables



Pic 24 – Interaction with Police Patrolling Team

“Through surveillance lenses, we protect the present and secure the future”
