**Executive Summary**

This report deals with the delays in the police investigations and court trials and procedures and suggests methods to expedite the processes using advantages of Information Technology. It covers the Government Schemes implemented till now to leverage IT in these departments and those in the pipeline as well. It also talks about certain loopholes in those projects and gives hindsight on its implementation issues.

The project throughout focuses on the investigation part of the criminal justice system i.e. the police. As for the courts it only mentions the delays involved in the courts and the E-court project as part of the National E-Governance Plan.

The recommendations given in this report includes suggestions for effective implementation of various projects of the Ministry of Home Affairs in the police department. Since leveraging Information Technology is not a solution in itself and it requires certain changes in the structure, functioning and attitude of the police to effectively harness the benefits of the new technologies. Hence the recommendations address these issues as well.

Key Findings

1. There are certain structural and design defects and issues related to functional inefficiency in the police system:
   1. Unwanted political interference
   2. Disparate functions performed by an overburdened police
   3. Failure to register FIRs
   4. Hiring of inadequate number of police personnel
   5. Training of police personnel
   6. Technical Infrastructure
   7. Financial Resources
2. 2.8 crore cases were pending in subordinate courts, 42 lakhs in High Courts and around 55000 in Supreme Court in 2010.
3. In India one police officer is serving approximately 700-750 citizens while in countries like UK it is 1:268.
4. The investigating power lies with police personnel of the ranks of Assistant Sub Inspector and above which comprise only 15% of the police force.
5. Lack of professionalism in an over-burdened, under-funded and poorly skilled police force has led to lower level of trust in law enforcement.
6. Ministry of Home Affairs on behalf of the government of India has been implementing a number of schemes to leverage Information and Communications Technology in the police including POLNET, CCIS, CIPA, CCTNS etc.
7. The implementation of these projects has been quite varied across the country. While some areas have adopted the new technological interventions in their daily procedures, other areas still are not in full capacity to imbibe the upcoming technology.
8. Lack of reengineering of the traditional police processes is one of the major reasons for failure of implementation of these schemes.
9. GPS/GIS have given the modern law enforcement agencies with a new array of tools for combating crime and managing traffic in countries abroad.

On the basis of above findings, broadly the following recommendations have been suggested:

1. Recommendations to Ensure Registration of First Information Reports, Requests and Complaints and Improved Citizen Access to Police Services
2. Recommendations to Increase Investigation Resources and Training
3. Recommendations to Reduce demoralization and exhaustion of lower ranking police by substantially improving working and living conditions
4. Recommendations to Improve Crime Prevention
5. Recommendations for Enabling Overall Police Functioning