

‘Beyond the Badge with Balki’ focuses on filing complaints online

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Novel are the ways of Tamil Nadu's top cop in thinking out-of-the-box to empower citizens with knowledge and simplify the process of reporting crimes online. Kovaiites still remember the innovative initiatives by V Balakrishnan as Coimbatore City Police Commissioner in winning their hearts to be called as 'People-friendly CoP'.

In his new avatar as IG (Admin) at the office of the Director General of Police/Head of the Police Force in Chennai, he is now hogging the limelight through his youtube channel 'Beyond the Badge with Balki' wherein he shares some vital info for the benefit of the public in connection with the different ways of filing a police complaint.

Balakrishnan in his opening remarks expressed concern over the common man still lacking in having an understanding about the importance of the police system even after 70 years of Indian Independence. Citing plethora of reasons for this, he said that the Indian police system went through many reforms after the colonial rule ended.

He opined that much more needed to be done on this count and added that serious discussion is going on besides strenuous efforts were being taken to bridge



V Balakrishnan, former Coimbatore City Police Commissioner and presently IG (Admin) at the office of the Director General of Police/Head of the Police Force, Chennai in a video 'Beyond the Badge with Balki' shares some vital info for the benefit of the citizens' in connection with the different ways of filing a police complaint.

the gap between the public and the police. However, it is imperative to help the citizens' in the event of any issues faced by them through legal courses. And the intention of the video is aimed at it.

Gone are the days when the complainants have to visit the concerned police stations to file a complaint. With information technology making rapid strides, he said that now there are different modes for filing a complaint like ringing the helpline number 100 which is received by the State Police Control room and forwarded to the concerned district control room for quick action.

Further, the local patrol vehicles are alerted based on the calls received at

the control room and the police team rushes to the concerned spot using the GPRS fitted in all patrol vehicles. And the responsibility of the police force in reaching the complainants at the respective spot and resolving the issues is a technology boom. Also, complaints can also be sent through mail.

Elaborating on the Tamil Nadu Police's Citizens' portal, Balakrishnan said that the citizen's can login the page and post a complaint with all relevant details after going through simple procedures. To be precise, the public can make use of the online complaint system which is being monitored by the higher police officials.

There will be no necessity to visit the

police stations for filing complaints, he said, adding that the citizens' can opt for digital mode for filing complaints which will have immediate attention from the concerned police official. Moreover, the top police personnel keep a tab on the complaints filed online for swift action by the concerned station house officer.

Balakrishnan informed that after browsing through various websites found a youtube channel titled "Karpom Karpipom" wherein step-by-step guide for filing complaints online has been given in detail for the convenience of the citizens'. A must watch video by citizens' across Tamil Nadu.