Surat City Police

Introduction

A port city on the west coast of India, Surat is the fourth fastest growing city in the world. A well-known diamond capital, it polishes over 90 percent of world’s rough diamonds. In 2011, the government decided to adopt safer city technologies to boost the efficiency of city operations and better serve its 5.5 million citizens. It turned to NEC to provide the expertise and experience for the first such project in India.

Challenges

Meeting changing needs, preventing crime and providing security to residents

Surat had been seeing an influx of visitors and vehicles in the city on a routine basis. Staying on top of the situation meant the authorities had to find a more efficient way to monitor the situation on the ground. With rapid urbanization, the city also needed to upgrade its infrastructure and public safety services to meet the increasing demand and its residents’ changing needs. Preventing crime and discouraging public nuisances were top priorities in town and city centers. Surat city wanted a way to respond to unforeseen events.

“The main challenge of Surat City police was that there was a lot of “floating” population,” said Dr K L N Rao, Joint Commissioner of Police of Surat, referring to the city’s position as a major trading hub.

“We wanted to establish the identity of each person,” he explained, so that the authorities could easily bring down levels of crime or undesirable behavior in public.

Customer

• Surat City Police

Industry

• Government

Challenges

• Meet changing needs of residents
• Provide security and safety as city grows
• Prevent crime and discourage public nuisances

Solution

• NEC NeoFace facial recognition solution
• NEC NeoFace Watch to match faces in real-time with police database
• NEC NeoFace Reveal for forensic investigation
• NEC Face recognition solution at Command and Control center setup to provide actionable intelligence

Results

• Enabled the authorities to better monitor important areas in the city
• Lowered crime rate
• Made Surat City the safest in the state and one of the safest in India
• Created conditions for the city to be attractive to business and tourism
So that the authorities could easily bring down levels of crime or "We wanted to establish the identity of each person," he explained, Police of Surat, referring to the city's position as a major trading hub. "floating" population," said Dr K L N Rao, Joint Commissioner of centers. Surat city wanted a way to respond to unforeseen events. discouraging public nuisances were top priorities in town and city demand and its residents' changing needs. Preventing crime and infrastructure and public safety services to meet the increasing With rapid urbanization, the city also needed to upgrade its city operations and better serve its 5.5 million citizens. It turned to NEC to provide the expertise and experience for the first such city operations and better serve its 5.5 million citizens. It turned to NEC to provide the expertise and experience for the first such

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growing city in the world. A well-known diamond capital, it polishes over 90 percent of world's rough diamonds. In 2011, the government NEC to provide the expertise and experience for the first such
government's plans are to bring its best to the city, much like a business. In this case, NEC was the best choice for the job because it can provide the city with the latest technology to keep it safe. The company's facial recognition technology is designed to provide real-time surveillance and analysis, allowing the authorities to respond swiftly and effectively. Dr. Rao explained that the technology has been very effective in reducing crime and improving public safety. With the help of NEC, Surat has become one of the safest cities in India and is considered a model for other cities to follow. "Surat is not only the safest city in the state of Gujarat, but one of safest in the country," he said. For Surat City, the improved surveillance capabilities provided by NEC have brought measurable results. The police department is now able to better prevent crime by monitoring vast areas on large screens from one single location, at any time of the day. Since the system's rollout the surveillance system has helped to deter crime. Petty crimes, such as theft at public areas, have become less common with the new preventive measures. There was a major impact on certain types of crime, like snatch theft, said Dr Rao. "After implementation of safe city project, the crime rate has been reduced by 27 per cent." The holistic approach to building a smart city has created the ideal conditions to fuel growth in business and tourism in Surat. Even as the city prepares to cater to more residents and visitors in the years ahead, it is confident of providing the necessary safety and security. Surat City looks forward to associate with NEC in future projects so it can have good comprehensive coverage in terms of technologies such as CCTVs and facial recognition, said Pradeep Rao. "All these technologies put together will give a safe environment to the citizens of this city and make the city prosperous."