



# National Institute of Public Policy

## INTERNEES VISIT TO PSCA



## **Visit to Punjab Safe Cities Authority (PSCA)**

Date: Thursday, 8th May, 2025

Venue: PPIC3 Centre, Punjab Safe Cities Authority, Qurban Line, Lahore

### **Introduction**

As part of the ongoing Research Internship Program at the National Institute of Public Policy (NIPP), Lahore a group of research interns visited the Punjab Safe Cities Authority (PSCA) on 8th May 2025. The purpose of the visit was to provide research interns with practical exposure to the implementation of integrated technologies in public safety, law enforcement and citizen-focused services. The visit took place at the Punjab Police Integrated Command, Control, and Communication Centre (PPIC3), PSCA's flagship operational facility. The visit was supervised by Mr. Sajid Sultan (Statistical Analyst) and Ms. Samina Babar (Research Fellow), who guided the interns throughout the day and helped ensure a productive and engaging learning experience.

### **Meesaq Minorities Centre**

The PPIC3 is divided into several key departments, beginning with the Meesaq Minorities Centre, which is responsible for ensuring the safety and protection of religious minorities in Punjab. The interns were briefed on how the centre uses surveillance tools and institutional coordination to respond to incidents involving minority communities in Punjab (such as Christians, Hindus and Sikhs). Any emergency or complaint related to the safety or rights of religious minorities that is reported via the "15" emergency helpline is automatically logged into the PSCA system. The operator guides the respective individual on the necessary steps to take and dispatches the nearest law enforcement agency for immediate response. To make sure that the issues of the minorities are addressed, this centre has opted for a diverse team which includes members from different religious backgrounds which significantly impacts the ability of the PSCA to effectively handle and resolve cases involving religious minorities.

### **Command and Control Centre (CCC)**

From there, the group moved to the Command and Control Centre (CCC), the operational core of PPIC3. Here, real-time surveillance of the main areas of Lahore and other places of Punjab

conducted through thousands of CCTV cameras, all monitored through live feeds. Staff was present 24/7 to respond to any security threats or emergencies that may arise such as a criminal activity or a terrorist attack. This centralized command facilitates coordinated law enforcement, emergency management, and traffic control. The interns witnessed how various types of incidents are tracked and addressed from this central point, underscoring the importance of the “15” system in maintaining urban security. Additionally, the centre showcased emergency response boxes equipped with buttons, strategically placed at key locations so that anyone who had lost his/her phone can contact 15.



### **Visit to Command and Control Centre (CCC) – 24/7 Live Monitoring System**

#### **Virtual Centre for Child Safety**

Next, the interns visited the Virtual Centre for Child Safety, where they were introduced to the processes involved in tracing missing children through facial recognition and inter-agency collaboration. The platform’s integration with 15 allows for immediate alerts and coordinated search efforts across the city, significantly enhancing response time in critical cases. The interns saw different cases on missing and kidnapped children and how they were successfully located and reunited with their families thanks to the efficient use of technology and collaboration among

various agencies. This centre also covers domestic abuse cases and also works for elderly people who are missing to ensure their safe return.



## **Visit to Virtual Centre for Child Safety – Assisting children across Punjab**

### **Virtual Women Police Station**

The delegation then observed operations at the Virtual Women Police Station, which provides a secure and private channel for women to register complaints online. This is the first Virtual Women Police Station which was initiated by the PSCA with the slogan "Protection at Doorstep". This centre emphasized the importance of accessible and immediate assistance for women across Punjab facing violence, abuse or harassment. This initiative enables trained female officers to provide immediate support and take action without requiring the complainant's physical presence, thereby making policing more accessible for women. PSCA officials briefed the interns on how the platform operates in coordination with the 15-emergency helpline, ensuring that every complaint is swiftly registered, assessed, and escalated to the appropriate authorities. The interns were also shown how data was collected and analyzed in the database.



## **Visit to Virtual Women Police Station – Protecting the rights of females**

### **Characteristics-Based Object Recognition (CBOR)**

Following this, the interns were taken to the Characteristics-Based Object Recognition (CBOR) unit, where systems analyze visual features to track vehicles or individuals across the camera grid. This showed just how advanced the PSCA systems were which properly aligned with Artificial Intelligence systems allowing for seamless integration and efficiency in decision-making processes. A live demonstration showed how the system filters camera footage across the city to locate objects or individuals of interest. This advanced capability has significantly improved the investigative potential of law enforcement agencies.

### **Intelligent Traffic Management System (ITMS)**

The visit continued to the Intelligent Traffic Management System (ITMS), which utilizes automated number plate recognition (ANPR), digital ticketing (E-Challan), and smart signaling to regulate urban traffic. The interns observed how the system detects violations, communicates with traffic officers, and stores records through the integrated PPIC3 platform. This process had been done in collaboration with the Punjab Traffic Police, enabling swift enforcement of traffic laws,

reduction in manual intervention and enhanced road safety. The system not only streamlines traffic flow but also ensures accountability by maintaining a digital record of offenses and violators.

### **Virtual Blood Bank**

Lastly, the interns were introduced to the Virtual Blood Bank, a humanitarian initiative that digitally matches patients with suitable blood donors. The system is supported by PSCA's communication infrastructure and operates via emergency calls received at 15, ensuring efficient coordination with hospitals and health responders. The officers also persuaded the students to donate blood as well so that The officers also persuaded the students to donate blood as well so that they could contribute to saving lives in their community.



### **Visit to Virtual Blood Bank - Digital Platform for Blood Donation**

#### **Distribution of Shields:**

As a gesture of gratitude, commemorative shields were presented to the officers who facilitated the visit and provided detailed explanations at each station. The National Institute of Public Policy extends sincere appreciation to the Punjab Safe Cities Authority for hosting this valuable learning experience.

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