



Mumbai GRP launches PRATISAAD : web based Response App

The Mumbai railway police launched Pratisaad , a web based App in a demo cum training meeting organised in office of the CP , Railways. The launch was chaired by Sri D Kanakratnam , ADG Railways

Pratisaad is a web based app aimed at providing quick response to commuters having security issues. The unique feature of this app is that it integrates a browser with whatsapp and therefore the online complaint filed on the Pratisaad page automatically gets delivered to a Whatsapp group of officers of GRP who can then immediately take necessary action.

Its a one click link helpline@mumrlypolice.gov.in in which can be clicked from any browser. It is also available on the website of Mumbai railway police. On being clicked the webpage opens a form which gives the complainant an option to file either a complaint of general nature or a complaint relating to women safety. There are 3 language options Marathi, English and Hindi in which a complaint can be filed. The app also gives an option of uploading pictures.

Once the complainant submits the form the special integration software in the app automatically and instantly delivers the content of the complaint to a Whatsapp group which has control room officers , Sr PI's of police stations and other senior officers as members . Thus a quick response can be generated.

This App is intended to offer the commuters additional choice in lodging a complaint, all earlier existing methods will continue to function.