



1930 CYBER CRIME HELPLINE

CYBER CRIME WING, TAMIL NADU POLICE DEPARTMENT

CLIENT OVERVIEW

The Cyber Crime Wing of the Tamil Nadu Police, headquartered in Chennai, serves as the state's central command for handling cybercrime complaints and citizen assistance. With cyber fraud cases rapidly increasing across districts, the department required a robust, scalable communication infrastructure to enhance the effectiveness of the national cybercrime helpline and ensure faster response to victims statewide.

Cyber Crime Wing: Enhancing Statewide Support Delivery

The Cyber Crime Wing required a strengthened communication ecosystem to manage the growing volume of citizen complaints, accelerate response times, and improve coordination between operational teams. This project focused on establishing a secure, high-availability call center infrastructure designed to run round the clock with complete reliability.

The upgraded call center now delivers faster support, higher accuracy in response handling, and better coordination among agents. Citizens gain quicker access to assistance through a secure, fully managed communication system that is ready to scale with future needs.

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CHALLENGES

1. Rapid rise in cybercrime across Tamil Nadu triggering 2000+ daily complaint calls that needed immediate handling
2. Full outsourced manpower support meeting government standards for uninterrupted 24x7 operations with Tamil, English, Hindi, Kannada, Telugu and Malayalam
3. Custom call flows, clear documentation and smooth escalation paths for quicker issue resolution

SOLUTIONS

- Mentor Infocomm implemented a complete 15 seater call center that included:
- Call center server with SIP telephony integration
 - Tailored complaint routing and escalation aligned with government workflows
 - BSNL SIP trunk with 15 active channels
 - Dedicated 10 Mbps ILL internet connectivity
 - Deployment of 38 trained agents operating in 3 shifts to ensure 24 by 7 support
 - End to end setup completed within 21 days

RESULTS

- ✓ Statewide 24 by 7 call center fully operational
- ✓ Significant boost in call handling capacity
- ✓ Reliable uptime supported by SIP and dedicated ILL
- ✓ Improved routing accuracy, documentation quality and escalation flow
- ✓ Strengthened cyber response capability across Tamil Nadu

Mentor's Perspective

"This project reflects our dedication to delivering secure, scalable, and citizen focused communication systems that support mission critical public service operations."

— Elangovan Rajasekar, Director,
Mentor Infocomm India Pvt Ltd

Conclusion

The 1930 Call Center project shows how the right combination of advanced technology, skilled personnel, and reliable connectivity can elevate public service delivery. Mentor Infocomm has successfully implemented a fully compliant and high reliability call center environment that strengthens Tamil Nadu's cyber response capabilities and ensures faster support for citizens statewide.

Let's Build What Matters

Partner with Mentor Infocomm to modernize mission critical communication infrastructure for public safety and citizen support.