

Decline in traffic accidents and violations; emergency hotline 999 dealt with more than a million calls including 30,000 related to community services

Remarkable Traffic Safety

The year 2018 saw the launch of new projects and services, including the issuance of smart tablets to traffic patrols, that contributed in improving the traffic performance and control.

Police Directorates: Efforts Continue to Reduce Crime

The police directorates in the four governorates continued with their efforts to reduce crime and reinforce community partnership. In this context, the Muharraq Police Directorate designed a system to track patrols and direct the ones nearest to a required destination to go there. It also designed an electronic programme to file complaints, reorganised the Family and Child Protection office and set up an office for alternative punishments. The Northern Governorate Police took steps to reduce crime through a survey to spread security awareness in society. In the process it made 1,602 visits to shops and companies. It also regulated traffic near 31 schools, ensured security arrangements for 137 events, handled 366 social disputes and arrested 44 illegal street vendors and 33 beggars. The Southern Police Directorate ensured security arrangements for 700 events, including the Bahrain Grand Prix (Formula 1) which was attended by 60,728 people, and the camping season that witnessed a 46% reduction in crime. It also executed 90% of the orders it was given, increased the staff at the Marital Cases Office and enrolled them for training, and carried out campaigns in Ras Zuwaid in association with the Southern Municipality which helped reduce crime in the area by 80%. The Capital Police Directorate organised 67 training courses for 425 participants and ensured security arrangements for 303 events.

Civil Defence: High Response in Rainy Season

The General Directorate of Civil Defence continued with its duties to ensure general safety and provide advanced security services. In association with the other Interior Ministry directorates it also made a remarkable contribution in dealing with the heavy rains in Bahrain. It held 160 courses for 2,220 participants and continued to spread awareness among people to improve general safety, including through its campaigns for safety in factories and Ramadan tents and at swimming pools.

Port Security: Latest CCTVs

The Bahrain International Airport Police Directorate introduced the latest versions of CCTVs and took part in a number of joint security exercises. The King Fahad Causeway Police Directorate directed Hajj and Omra contractors to submit their licences through the email for fast processing of their passes. It also deployed round-the-clock patrols in the areas under its control.

Guards Training School Offers Awareness Lectures

The General Directorate of Guards organised security projects, including awareness lectures by the Guards Training School, on security, protection systems, ways to deal with strange objects and emergency cases. It also made arrangements, in coordination with the directorates concerned, to ensure the success of the parliamentary and municipal elections. In addition, it took steps so the celebrations and festivals in Bahrain were held smoothly. It also obtained the ISO 9001:2015 certificate.

NPRA: Introduction of Advanced Systems

The year 2018 saw the completion of an e-system linking the Labour Ministry with the Nationality, Passports and Residence Affairs (NPRA) thereby allowing electronic transmission of court verdicts for a quick and accurate implementation of orders. It also developed the system of checking travellers before their departure and the e-visa system. The department's staff, the security authorities and the airlines



- **HE the Interior Minister launched an initiative to promote the spirit of belonging to the nation as part of HM the King's comprehensive vision.**
- **The Interior Ministry's affiliates presented 84 ideas and development projects for the Government Innovation Competition (Idea) launched by HRH the Crown Prince.**
- **The Directorate of Verdicts Implementation launched the 'Avoid' campaign and commenced the execution of alternative punishments.**
- **The anti-corruption hotline received 4,064 cases.**
- **The Civil Defence and Police directorates dealt with 76,000 cases while the Coast Guard handled 2,738 cases.**
- **More than 24 million travellers passed through Bahrain and around 300,000 visas were issued.**
- **The Training Directorate organised 690 courses, the General Directorate of Guards held 162 courses and the Police Band took part in 277 events and celebrations.**
- **62 million malicious emails were blocked and 9,000 hacking attempts against government systems foiled.**
- **Police Media issued around half million publications in 2018.**

concerned can easily obtain information through these systems.

Customs: Introduction of Pre-licensing System

The Customs Affairs introduced the pre-licensing system at King Fahad Causeway, facilitating the processing of customs requirements and the movement of trucks. Three X-ray devices were also installed in the sea, land and air ports and efforts continued to prevent and reduce crime. The department won the Excellence Award in Human Resources 2018 at the fifth Gulf Forum for Human Resources Development in appreciation of its human resources development initiatives.

Anti-corruption: Tackling Cases and Creating Awareness

An alarm system was installed in the operations room which was linked to all banks and ATMs to detect robberies and distress calls and for an early detection of fires. In 2018, Bahrain's money-laundering and terrorism-financing report were also presented at the Financial Action Task Force meeting. The Financial Investigation Directorate was recognised as fully compliant. In cooperation with the Telecommunications Regulatory Authority steps were taken to establish the identity of phone-users and awareness campaigns continued through short phone messages to fight electronic and economic crimes. The National Anti-corruption Campaign involved various activities including a drive at the Bahrain Summer Festival to explain to the public the corruption-related crimes and spread awareness about the ways to fight them. The campaign also aimed to explain the relevant laws and tell about the anti-corruption hotline (992). The website of the General Directorate of Anti-corruption and Economic and Electronic Security was also launched in 2018.

RAP: New Masters Programmes Introduced

The Royal Academy of Police (RAP) continued to offer training and education services to help prepare police personnel capable of quickly dealing with the new challenges. There was human rights curriculum for all

officer cadets. A Master's programme in Crisis Management and a Master's degree in Security Sciences were introduced in collaboration with the UK-based University of Huddersfield. A graduation ceremony was held for the third batch of Master's degree students. The RAP library was listed among the e-education projects. The RAP, in cooperation with Tamkeen, held the 10th summer camp for 1,251 students in the 12-17 age group.

Human Resources: Host of Events for Children of Martyrs of Duty

The Human Resources Department focused on improving and speeding up its services to the Interior Ministry affiliates through e-programmes and introduced a smart phone application to enable the staff to access its main services. The department received the Four Star Excellence Recognition Certificate from the European Quality Management Organisation. It was the first department in the Interior Ministry and the first organisation in the government or the private sector to receive such a certificate. The department also received ISO14001:2015 for the environment. It organised a host of activities for the children of the martyrs of duty as part of the Ministry of Interior's care and concern for the martyrs' families.

e-Government: Reinforcing Benefits of



Government Services

Information & eGovernment Authority blocked 62 million malicious emails and foiled 9,000 attempts to hack government systems. It also registered 896,000 applications through e-channels and the national portal. The Tawasil system reinforced the benefits of government services to the people. From January to October, about 96,000 e-applications related to ID cards were processed. In the United Nations e-Government Report 2018, Bahrain maintained its ranking at the 26th place in the world and the fifth in Asia.

Police Women: Cooperation with the SCW

The General Directorate of Women Police continued to cooperate with the Supreme Council for Women (SCW) to create an e-database on women's and children's cases. It also issued its annual booklet on those cases. The department also won the Four Stars Excellence Certificate.

Police Band: Participation in 277 events

The Police Band took part in 277 events including the reception of cruises and festivals and summer activities.

Systems Introduced to Improve Performance

The Office of the Assistant Undersecretary for Planning and

Organisation introduced systems for a better performance, such as an anti-virus software, a system to serve family cases offices at police directorates, and a system for lost or stolen vehicles that is linked to the General Directorate of Traffic, the NPRA and police stations. The system of e-bracelet to track convicts was also introduced in cooperation with the Directorate of Verdicts Implementation.

Community Affairs Promotes Partnership

The Community Affairs Section of the Public Security Presidency functions as a link between security directorates and the authorities concerned with facilitating operations and services. It also deals with negative practices in society in cooperation with the bodies concerned and holds training courses on practical skills to develop community partnership.

Security Awareness and Cooperation

The Directorate of Information Technology and e-Creativity took part in the Bahrain e-Government Forum 2018 and won the certificate of 'Trust' programme for information security (the first level). The department is also involved in spreading electronic security awareness. The Security Cooperation Directorate in the General Directorate of the Ministry of Interior's Court reinforces security cooperation between the Interior Ministry and its Arab and Gulf counterparts. In 2018, the Public Relations Directorate coordinated a number of events, including the Bahrain Sports Day and the Formula 1. In cooperation with other departments it organised 179 visits attracting 5,585 visitors from various civic organisations. The Public Security Officers Club won, for the third year in a row, the Capital Governorate's award for the decoration of government buildings. It also hosted 27 events and activities attracting more than 4,000 visitors.

Preparations to Launch National Ambulance

The preparations to launch the National Ambulance Project continue, including the training of staff and linking of cameras inside the ambulances with the National Ambulance Operations Room. It completed the requirements for Canadian Accreditation and put in place the complaints procedures at the main health centre. The new building of the Jaw Clinic is ready to provide services to inmates.

Governorates: Reinforcement of Interaction With Society

The Muharraq Governorate worked to reinforce interaction with all sections of society by reviving traditional occupations and crafts, took part in various activities and organised 13 training courses. The Capital Governorate launched a host of projects and competitions and won the Excellence Award for Interaction with Clients during the Government Forum 2018. It also obtained the ISO 9001:2015 Certificate. The Southern Governorate launched a number of development projects based on the citizens' requirements. The governorate also supervised the camping season. The Northern Governorate continues with its project to renovate old houses of limited-income families in cooperation with NGOs and commercial organisations. It also unveiled the 400-metre Charter Wall.

Sports Association: Remarkable Accomplishments

The Public Security Sports Association held 15 courses for 175 participants besides various seminars and lectures. Its teams won a number of local and international competitions.

Media and Security Culture: Around Half Million Followers on Twitter

The General Directorate of Media and Security Culture continues to carry out its missions by interacting with various sections of society and informing the public about the efforts to maintain security and ensure the safety of citizens and residents.