Foreword

It gives me immense pleasure in bringing out this Compendium “CCTNS Good Practices and Success Stories” which will be released by Shri Hansraj Gangaram Ahir, Hon’ble MoS, MHA on 29/10/2018 during the inaugural function of two days conference on the above subject at NCRB Headquarters.

Using CCTNS database, major success has been achieved in matching of missing persons and unidentified dead bodies, cancellation of bails, preventive action against habitual offenders, detection of some murder cases and nabbing of gangs involved in vehicle thefts etc.

Another major success has been the use of various services by citizens i.e. registration of complaints (including eFIR in Delhi and Uttar Pradesh); antecedents verification of tenants, servants, drivers; permissions for processions, Ganesh festival; NOCs, arms licenses etc. Both NCRB and States/UTs have developed number of mobile apps for citizen services i.e. NCRB with 9 services, UPCOP with 27 services, MPeCOP etc. Number of States have also started SMS services by which they inform the complainant about the registration of a case, assignment or changing of Investigating Officer etc. Tamil Nadu has started uploading all the documents pertaining to accidents which can be downloaded by citizens as well as insurance companies by paying nominal fee.

Similarly the States have also developed number of mobile apps for investigating officers to help them in the field. For Example, TSCOP in Telangana (54 policing modules), Pocket Cop in Gujarat, Police Crime Control app in Jharkhand and two Tamil Nadu apps separately for SHOs and senior police officers. The mobile app developed by NCRB helps in determining latitude and longitude of a crime scene.

State of Tamil Nadu is also working on issuing SMSs to witnesses to present in the court and Jharkhand has come out with digitization of court process system. The States of Andhra Pradesh, Telangana and Odisha have also developed ‘enterprise search’ like Google search. Telangana and Andhra Pradesh have done a unique experiment in Geo Tagging and e-verification of all the criminals. Similarly, the State of Andhra Pradesh has developed system of LHMS (Locked House Monitoring System) as well as PINS (Property Identification Numbering System).
Integration of CCTNS with AFIS in Telangana and Punjab and with AFRS in Telangana has yielded good results in identification of criminals and missing persons. State of Maharashtra has done integration of CCTNS database with CCTV feed (in selected commissionerates), department of land registration and prisons.

Another major improvement has been creation of ‘dynamic reports’ and ‘dash boards’ by which senior officers can monitor the progress of investigation including arrests, filing of charge sheets etc. In some of the States, the dash boards are also linked to CM’s dash board. Many States are holding monthly crime review based on the CCTNS information. Number of States have also developed dash boards where they monitor the comparative performance of the districts and police stations and rank them every month like in Uttar Pradesh, Maharashtra, Madhya Pradesh and Haryana.

States of Maharashtra and Jharkhand have developed ‘e tutorial’ and ‘e School’ learning for CCTNS and States like Madhya Pradesh and Haryana have also developed ‘on line testing modules’. The number of States have also developed additional modules like HRMS (Haryana & Punjab), registration of migrant labour (Uttarakhand & Himachal Pradesh), Naxal modules (Jharkhand), enterprise resource planning (Karnataka) and Community Policing (Himachal Pradesh) etc.

I hope this two days conference on “CCTNS- Good Practices and Success Stories” scheduled on 29th and 30th October, 2018 will serve as a platform where the States can share, learn and replicate the good practices. NCRB is also planning to recognise the various States/UTs for development of above good practices and also award selected police personnel from these States/UTs for their contribution in the implementation of CCTNS project. I hope in future this conference will become an annual feature where States/UTs will showcase their good works every year.

I take this opportunity to commend Sh. A Mohan Krishna, Deputy Director, NCRB and his team, who have worked hard to compile the Compendium.

(Dr Ish Kumar)
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Chapter 1

Introduction to CCTNS Project
Introduction to CCTNS Project

1.1 PROJECT DETAILS

In an effort to modernize the police force, Ministry of Home Affairs conceptualized the Crime & Criminals Tracking Network and Systems (CCTNS) project as a Mission Mode Project under the National e-Governance Plan (NeGP) during the year 2009. The aim of the CCTNS was creating a comprehensive and integrated system for enhancing the efficiency and effectiveness of policing at all levels through adoption of principles of e-Governance and creation of a nationwide networked infrastructure for tracking of crime and criminals in the real time.

Objectives

1. Make the Police functioning citizen friendly, transparent, accountable, effective and efficient by automating the processes and functions at the level of the Police Stations and other police offices at various levels.

2. Improving delivery of citizen-centric services through effective usage of Information & Communication Technology (ICT).

3. Provide the Investigating Officers with the tools, technologies and information to facilitate faster and more accurate investigation of crime and apprehension of criminals.

4. Improve the Police functioning in various other areas such as Law & Order, Traffic Management and resource management etc.

5. Facilitate collection, storage, retrieval, analysis, transfer and sharing of data and Information among Police Stations, Districts, State headquarters and other organisations/agencies, including those at Government of India level.

6. Enabling and assisting the senior Police Officers in better monitoring and management of Police Force

7. Keep track of the progress of the crime and criminal investigation and prosecution Cases, including progress of cases in the Courts.


1.2 IMPLEMENTATION STRATEGY

CCTNS has adopted an “integrated service” approach rather than the approach of procuring solution components (such as hardware, networking equipment, application, capacity building services, etc.) in isolation from each other. Based on this approach, all solution components including hardware equipment and associated services had been “bundled” and a single Systems Integrator had been engaged by each State to offer the “bundle of services”. This “bundle of services” included project planning and management services, application enhancement, additional application development and management services, hardware (computers, peripherals, etc.), networking equipment, site
preparation and deployment, capacity building, change management, onsite handholding, and systems maintenance.

1. M/s Wipro was identified as the Software Development Agency at the Centre for developing the core application software which has been distributed to all States/UTs (except 6 Advanced States i.e. Andhra Pradesh, Goa, Gujarat, Karnataka, Tamil Nadu and Telangana which have chosen to adopt their own software because these States have been using their own Police applications before introduction of CCTNS) with a facility to customize the software to suit State Police manual and the working processes followed by them. Contract was signed with M/s Wipro on 21st June, 2010. The pilot launch of CAS was done by the then Home Minister on 4th January 2013.

2. All the States/UTs have engaged System Integrators (SI) and State Program monitoring Unit (SPMU) during 2012 and starting using CCTNS in two districts on the pilot basis. In majority of the States, System Integrators have delivered and commissioned the hardware at the police stations.

3. CAS was sent to STQC for conducting Security and Vulnerability testing in November 2013, February 2014 and May, 2015. After certification, CAS Version 3.0 was rolled out to all States in January 2014. Improved version CAS 4.0 was given to States/UTs in April, 2015 and June 2015. The version CAS 4.5 was given in November, 2016. The latest version CAS 5.0 was shared with States/UTs for testing on 29th September 2018.

4. CAS has been developed centrally and given to State for further customizations. It has two stacks namely
   - Microsoft Online
   - Java Online & Java Offline

1.3 NETWORKING AND CONNECTIVITY

For providing network connectivity under CCTNS Project, MoA was signed between NCRB and BSNL on 24th October 2011 and thereafter the approved SLA for States/UTs was circulated to all the States/UTs by MHA for signing it with their respective BSNL circle. However, BSNL faced lot of difficulty in providing connectivity and therefore, end users used to enter the data in CAS off-line.

**Type of Connectivity under CCTNS Project:** Following modes of connectivity is provided under CCTNS Project depending on the geographical and technological feasibility at all the States/UTs Police Stations and higher offices:

1. **SWAN (State Wide Area Network) (provided by State/UT DoT)**
2. **VPNoBB (Virtual Private Network over BroadBand) – 512Kbps (BSNL)**
3. **WiMAX (Wireless Access) – 512 Kbps (BSNL)**
4. **VSAT (Very Small Aperture Terminal) – CAR (Committed Access Rate) (64 Kbps)/MAR (Maximum Access Rate) (512Kbps) (BSNL)**
5. **P2P (Point to Point)**
6. **MPLS (Multi-Protocol Layered Switching)**
7. NKN (National Knowledge Network)
8. RF (Radio Frequency)
9. VPN over Internet (Virtual Private Network over Internet)

As per the signed MoA, BSNL was responsible for providing connectivity to State’s/UT’s Police Stations and Higher Offices over various mode of connectivity which include P2P, VPNoBB, WiMAX, VSAT and MPLS. Since National MPLS links (SDC-NDC and SDC-SDR) were not utilized properly and was very costly, therefore, on the approval of MHA this connectivity was shifted to National Knowledge Network (NKN) which is very stable and provides high bandwidth without any cost. Now this NKN link is being used by all the States/UTs for SDC-NDC and SDC-SDR connectivity except A&N Island where this connectivity is not there.

For smooth functioning of online CAS application, MHA vide letter dated 24th August 2017 has given approval for increasing bandwidth of Police Stations from 512 Kbps to 2 Mbps.

For connecting TNF/not-connected sites/newly connected sites MHA vide letters dated 5th December 2017 and 15th February 2018 has given approval for RF/WiMAX/alternate mode of connectivity from various service providers (Private/Government) and VPN over Internet as a connectivity medium.

NCRB/MHA is continuously following up with BBNL/USOF/DoT officials to connect Police Stations/Higher Offices on NOFN connectivity which is government of India’s flagship project to connect approximately 2.5 Lakhs Gram Panchayats across India. BBNL has agreed to provide NOFN connectivity up to Police Stations/Higher Offices in July 2018.

1.4 PROJECT FUNDING

CCTNS is a 100% centrally funded scheme with outlay of Rs. 2000 Crores, so as to provide all states with the required funding to implement the project. The funds have been provided for the following components under CCTNS:

1. Site preparation and commissioning
2. CCTNS application to address the police functionality under the scope of CCTNS
3. Procurement and installation of hardware (including PCs and peripherals)
4. Connectivity infrastructure
5. Application hosting hardware in State-level Data and Disaster Recovery Centers
6. Capacity building and handholding
7. Digitization and migration of historical data since 2004-05.
# 1.5 TIMELINES OF CCTNS PROJECT

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<td>28.05.2018</td>
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<td>12</td>
<td>Launch of Digital Police Portal by Hon’ble HM</td>
<td>21.08.2017</td>
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<td>13</td>
<td>National Search facility extended to 23 States/UTs</td>
<td>Dec. 2017 to Sept. 2018</td>
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1.6 PRESENT STATUS AS ON 30.09.2018

Over a period, CCTNS usage was slowly increased. NCRB is monitoring the project by collecting the information every month in the prescribed template. Pro-Active Governance and Timely Implementation (PRAGATI) information is being complied and disseminated to all the concerned.

Infrastructure

Under CCTNS Infrastructure, Out of a total of 15655 Police Stations across the country, connectivity is available at 14749 (94%) Police Stations, complete hardware has been commissioned at 14842 (95%) Police Stations, CCTNS Software has been deployed at 14710 (94%) Police Stations and DR sites have been established at 31 out of 36 States/UTs.

Manpower/Capacity Building

Under manpower, total 548728 personnel have been trained out of a target of 605042. A few States have setup technical teams to handle CCTNS related work.

CCTNS Database

Under CCTNS Database, Entry of IIF 1 to IIF 6 in CAS is 75%, Entry of IIF 8 to IIF 11 & other Forms in CAS is 45%, Legacy Data Migration of 3.9 Crores records (91%) out of 4.3 Crores records has been completed. NDC has 13.5 crores IIF forms database at present.

Usage of CCTNS Software

Under Usage of CCTNS Software, 59% Forms (IIF 1, 3, 4 & 5) generated through CCTNS are being submitted in court and 23 out 36 States/UTs have activated SMS alert in CAS/CCTNS.

Citizen Portal

Under Citizen Portal, 35 out of 36 States/UTs have launched the Citizen Portal except State of Bihar.

Digital Police Portal and Search

National Digital Police Portal was launched on 21/08/2017. It allows search for a criminal/suspect on a national data base apart from providing various services to citizens like filing of complaints online and seeking antecedent verification of tenants, domestic helps, drivers etc. Total 12202 (78%) out of 15655 police stations are able access Digital police portal and do nationwide crime, criminal and property search in national database.

Fund Utilization

Total 24 States/UTs have declared CCTNS Go-live, 4 States/UTs have declared CCTNS Go-live (Partial) and a CCTNS fund of Rs. 1349 Crores (80%) including interest amount out of a total of Rs. 1680 Crores released by MHA has been utilized by the States/UTs.
NCRB has been entrusted with monitoring and coordination of CCTNS project at the National level.

In order to ascertain progress and regular monitoring in the CCTNS project, NCRB is collecting information on monthly basis on the infrastructure parameters like readiness of infrastructure, hardware
delivery and commissioning, capacity building and handholding, digitization of Police Station historical data etc. On the basis of information received from the States/UTs regular review meetings are held. As the project implementation moved along, these parameters changed with the changing requirements. Since December 2016, more parameters have been included like CCTNS software commissioning, entry of IIF1 to IIF5 in CCTNS, status of replication of data from State Data Centre (SDC) to National Data Centre (NDC), establishment of Disaster Recovery Centers (DRC), launch of Citizen Portal, fund utilization and holding of meetings of State Empower Committee and State Apex Committee. This has helped in healthy competition between States|UTs. Dashboard is submitted to MHA every month and the same is also being published on NCRB website for sharing with all Stakeholders.
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*Yes: 31 out of 36 States/UTs*
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**Total:** 

- 65.3% for 36 States/UTs
- 59% for 36 States/UTs
- 67% for 36 States/UTs
- 49% for 36 States/UTs
- Yes-23 out of 36 States/UTs
- Launches: 25 out of 36 States/UTs
- 26%
- 78%
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Chapter 2
CCTNS
Success Stories
The geographical scope of Project CCTNS spans 36 States and Union Territories within the territory of India and covers all Police Stations (approximately 15,000+) and all Higher Police Offices (approximately 6,000) in the Country. Such a vast network has created a comprehensive database about crime, criminals and related properties facilitating sharing of information at real-time resulting in a lot of success stories about, detect crimes and criminals involved in various cases and provide efficient public services to the citizens.

2.1 ANDHRA PRADESH

Police received clues of Ganja Transportation in an RTC bus. Bus was intercepted and one bag containing Ganja was found in Luggage carrier. No one claimed the bag and the Police Officers tried to interrogate all the passengers. The matter was informed to SP Vizianagaram. SP advised to check the names of Passengers in Enterprise search. One previously arrested person (Pottangi Srinu s/o Banj Babu, age 30 years, Dumbriguda village of Dumbriguda mandal) was there in bus and interrogated after which he confessed to the crime. A case Cr.No. 56/2014 U/Sec 20(b)) (2) NDPS Act r/w 34 IPC Dumriguda PS, VSP Rural registered.

a. Cases registered on Padma Rao

Padma Rao accused in several cases was out of view, committing crimes across north coastal districts. Based on his details available, his AADHAR number was identified. With AADHAR number his Gas Reg No and then Residence Address identified.

Image 2.1(a) – shows the result of Padma Rao accused in Enterprise Search
b. Cases registered on Jodu Ganesh

Jodu Ganesh s/o late Appadu, 19 years Kothavalasa PS was involved in Cr No 100/2017 of Kothavalasa PS of Vizianagaram Dist.Upon investigation by IO, he did not confess his previous crimes. The IO then searched his details in Enterprise Search and found that he was a regular property offender involved in 108 & 110/2015 of Nadendla PS and 110/2015 of Edlapadu PS of Guntur Dist. 175 & 181/2016 of S.Kota PS, Vizianagaram PS. Suspect sheet was opened on Jodu Ganesh and close watch is kept on him to avoid further such incidents.

![Image showing Enterprise Search](image_url)

Image 2.1. (b)– shows cases in which Jodu Ganesh is suspected

### 2.2 CHHATTISGARH

**Person Matching (UIDB and Missing Person)**

1. गुम बालक की शिकायत- जिला रायपुर के धाना माना के रूप में पैट्रोलिंग टीम के शमण के दौरान एक बालक घूमते हुए पाया गया, पुलिस को देख कर बालक ने भागने की कोशिश की जिसके पैट्रोलिंग टीम द्वारा पकड़कर नाम पता चूके जाने पर अपना नाम पूर्णमल्ले कई बार बलात्कार से निष्क्रिय करने में सफल रहा. इसके बाद उसके बालक ने बालक को सुधारने के लिए पूर्णमल्ले कई बार मिलाने पर धार्मिक अध्यक्ष के आदेश के तहत सर्रार लाया. परिजनों को सूचित कर गुम बालक पूर्णमल्ले कंटेंट को उसके परिवार के बालक को सुधारने में दिया गया. इस प्रकार प्रक्रिया में CCTNS के माध्यम से सफलता प्राप्त की गयी.
2. गुम इंसान की शिकाज़ - धारा 12 अंश 4 में पुलिस टीम के स्पर्धक के दौरान एक लड़का एवं एक लड़की की खड़े हुए मिले, जिनसे पूछताछ करने पर राजस्थानी भाषा में वाँछती की और किसी भी बात पर सही प्रतिक्रिया नहीं दी। गोलमाल जबाब देने में इससे पहले होने पर दोनों को धारा लागू कर दिया करने पर लड़की की आप नाम अपनी पिता बाबू लाल उम्र 16 वर्ष और लड़के के ने अपना नाम धारा उर्म धनराज घर पर पीलवाड़ा राजस्थान का रहने वाला बताया गया एवं दोनों ने पता-पत्ती होना बताया। सीसीटीएनएस के राजस्थान सिटीजन पॉल्टर पर सर्च करने पर धारा कोटडी राजस्थान के दर गुम इंसान क्रमांक 11/18 के गुम बालिका पिता बाबू लाल उम्र 16 वर्ष साक्षि मनका खड़ा धारा कोटडी, जिला पीलवाड़ा, राजस्थान के हुलिया एवं नाम से निलाम होने पर राजस्थान पुलिस से संपर्क किया जाकर सुलिया गया अभियंत कार्यवाही के दौरान धारा उर्म धनराज के खिलाफ भी अपस्थ क्रमांक 189/18 धारा 363.366(क) भारती वास्तव होना पाया गया जिन्हें राजस्थान पुलिस को गुम बालिका एवं आरोपी धनराज को सुपुर्दी में दिया गया।

Image 2.2. (2) सीसीटीएनएस वेब पोर्टल से प्राप्त
2.3 DELHI

**Person of Interest matching**

I. Identification and apprehension of 76 Proclaimed Offenders in the year 2017, linking with the FIRs and finally delivering the justice to the sufferers.

II. Case FIR No. 105/17, dated 09.05.2017, u/s 186/353/307 IPC in which a Mewati Gang was identified and the first arrested accused Irshad alias Dilshad was found to be a dreaded dacoit, BC of PS TappuKhera, Rajasthan, rewardee and wanted criminal in 5 cases.

III. FIR No. 329/17, dated 21.09.2017, u/s 392/411/34 IPC, PS Kirti Nagar in which the accused who were first trying to mislead the investigators, later identified with the help of CCTNS and correctly linked.

IV. DD No. 53 A dated 09.05.2017, u/s 41.1(D) CrPC in which accused Rahul Chawla, s/o Dinesh, R/o Om Vihar, Uttam Nagar, Delhi was identified and subsequently linked with 5 cases of vehicle theft.

2.4 GUJARAT

Some of the crimes that have been detected using the application are mentioned below

**Person of Interest Matching**

1. In Devbhumi Dwarka District, Police constables detained 4 suspect during night patrolling. They used accused search application available in Pocket cop for finding out offences registered against each of suspects and found that FIR no. I/127/2017 with IPC 454, 457, 380 had been lodged at Khambhaliya Police station, Devbhumi Dwarka district for property theft against 2 of 4 suspects. Thus the case was detected and accused were arrested.

2. In Kachchh-Bhuj District, during night patrolling, Police officers of B-division police station Kachchh-bhuj, District, found suspicious activity by a person with black color motorcycle. After interrogation of suspected person & with the use of Pocket Cop application, police officers found that different offences registered against suspected person. There were 4 offences registered against suspect in (1) Mandavi Police station I/37/16 IPC 457,380 (2) Mandavi Police Station 48/17 IPC 379, 114 (3) Gadhshisha Police Station I/03/17 IPC 457, 380, 114 (4) Mandavi Police Station 257/2018 Prohi. IPC 66-1B, 85-1. Thus, cases were detected and accused arrested.

3. In Surendranagar district, FIR no. I/86/2017 IPC 232,325,504,114& Atrocity Act, 2015 IPC 3(1) (R) (S), 3(2) (5A) registered against accused at Limbadi Police station. Using Pocket Cop application of e-Gujcop, it was found 3 more FIRs (1) I/08/2018 IPC 392 in Kosamba Police Station, Surat (2) I/54/2015 IPC 170,384 in Naroda Police station (3) I/75/2015 IPC 170,406,420 in Naranpura Police station registered against him. Thus, cases were detected and accused arrested.

4. In Patan district, one suspicious person found during night patrolling in Varahi police stations area. During interrogation of suspect, Police officer used CBV (Criminal Background Verification) & found that two cases (1) FIR No. I/0136/2015 IPC 365,323,114 GPAct 135 against him in Bhachau Police Station (2) FIR No. I/0111/2016 IPC 365,232, 114 GPAct 135 against him in Radhanpur
Police station. During further interrogation, accused confessed 7 cases in which he was absconder. Thus, the accused was arrested and 7 cases were detected.

5. In Botad district, one suspicious person found during night patrolling in Botad city area. Police officer use pocket cop for CBV (Criminal Background Verification) & found that FIR No. 157/2018 IPC 408 registered against him in Nilambaugh police station in Bhavnagar district for fraud of Rs. 8. 85 Cr.

6. In Surendranagar district, Sayala police station registered FIR I/02/2018 under IPC sections 395,397,323,325,403,506(2) against accused. During Investigation, I.O. use pocket cop for CBV (Criminal Background Verification) & found that more than one FIR has been registered in Thangadh, Muli, Rajkot district for robbery, extortion, firing against same accused. Thus, all these cases were detected.

7. In FIR no. I/150/2017 IPC 454,457,380,114 registered in Bharuch ‘C’ division police station, Bharuch district, the accused had applied for bail in Gujarat High Court. Hon’ble High Court had asked whether any other offences were registered against the accused or not? Investigation officer used the eGujcop application to find out other offences in other district of Gujarat and submitted the information to the Hon’ble High Court. High Court rejected the bail for the accused.

8. Using eGujCop Database, antecedents of 34,000 candidates were searched across all the Police Stations of the State, out of which antecedents of 2000 candidates were found to be suspicious. Deeper investigation revealed criminal background of approx. 500 candidates. The antecedent search for the 34,000 candidates was completed in about 12 hours 16 minutes.

9. In Gandhidham district, police arrested a person involved in motor cycle theft cases. Police recovered three motor cycles from him. Using Vehicle search application of e-gujcop database, the vehicle owners were traced and police detected three theft cases which were registered in three different police stations (1) Gandhidham B-division FIR No. 1-192/18 IPC 379 (2) Adipur Police station FIR No. 1-2/18 IPC 379 (3) Gandhidham A-division FIR No. 1-133/17 IPC 379 & FIR No. 1-157/17 IPC 379 of Gandhidham district.

Property of Interest (Automobile) Matching

1. In Ahmedabad Rural District, during vehicle checking, police officers from Harij Police station found suspected person with motorcycle. With the help of vehicle search application of pocket cop, officers found that suspected person was involved in multiple cases of property theft and 2 offences were registered against (1) Navarangpura Police Station I/139/17 (2) Chandkheda Police Station PASA no. 13/15 (3) Chandkheda Police Station I/140/14. Thus, thus, cases were detected and accused arrested.

2. In Ahmedabad Rural district, one suspicious person on motor cycle was found in night patrolling. This person did not have any documents for this vehicle. Using Pocket Cop Vehicle Search application, I. O. got actual vehicle owner’s information. Police officer contacted actual Owner and owner told police officer that he had registered motor vehicle theft case I/103/2018 IPC 379 in Vejalpur Police station, Ahmedabad City. Thus, case was detected and accused arrested.
3. In Patan district, during the night patrolling, Police officials found a suspected a motor cycle without number plate. During the inquiry, suspect was not able to answer satisfactorily so police officials find out corrected details through pocket cop applications developed by SCRB with the help of chassis number and engine number of vehicle. After getting information about vehicle, suspect accepted that he had stolen the motor cycle and he also confessed other 11 theft related offences. Thus, the accused was arrested and 11 cases were detected.

4. In Kheda district, Nadiad police station offences under (1) FIR No. I- 26/18 IPC 392,114 (2) FIR No. I-36/18 IPC 392,114 (3) FIR No. I-37/18 IPC 392,114 were registered. While investigating offence related to chain snatching, investigation officer used e-GujCop data to get the vehicle owner’s information from incomplete vehicle number. During the investigation, it was found that the accused was involved in more than twenty-five criminal offences related to chain snatching. Thus, serious crimes were detected & habitual offender was nabbed using e-GujCop data.

5. Unclaimed vehicle was found with registration no. GJ-16-AN-7645. Investigation officer uses person search application of eGujCop and found that FIR registered in Aamod Police station, Bharuch district for the same vehicle. Vehicle was handed to the owner.

Citizen Services

1. Criminal Background Verification search engine is being utilized for Antecedents & Crime Record Verification for Passport which has expedited police verification for passport. Gujarat Police Department has been selected by Ministry of External Affairs, New Delhi for second prize (Silver) among the recipients of Police Performance Award. This award is bestowed for expeditious disposal of Police verification of Passport applications during the year 2016-17.

2. During the major floods in Banaskantha district of Gujarat state, major physical records and files in the police stations were destroyed but police staff of Banaskantha district, Gujarat were able to successfully provide Police Clearance Certificate (PCC) with help of Criminal Background Verification (CBV) tool developed under eGujCop.

2.5 JHARKHAND

Property of Interest (Automobile) Matching

1. On 24.10.2016, a bike bearing Registration No: JH01CA-8059 was stolen by some culprits and a case no. 184/16 dated 24.10.2016 under section 379 IPC was registered in Chutiya Police Station, Ranchi. On 06.09.2017. Senha Police of Lohardaga district recovered 4 bikes including JH01CA-8059 and arrested the accused and registered Senha PS case no. 57/17 dated 07.09.2017 under section 413,414 IPC. The CCTNS operator of Senha PS checked the vehicle status in CCTNS Portal and found that recovered vehicle was stolen from Ranchi and above noted case was registered regarding this in Chutiya Police Station.

2. A case was registered in Lower Bazar PS of Ranchi district no. 97/17 dated 09.04.2017 under section 379 IPC regarding a stolen bike bearing Registration No: JH01AN-7731. On 06.09.2017 Senha Police of Lohardaga district recovered 4 bikes including JH01AN-7731 and arrest the accused and registered Senha PS case no. 57/17 dated 07.09.2017 under section 413,414 IPC.
The CCTNS operator of Senha PS checked the vehicle status in CCTNS Portal and found that recovered vehicle was stolen from Ranchi and above noted case was registered regarding this in Lower Bazar Police Station.

3. A case was registered in Barwadda PS of Dhanbad district no. 09/18 dated 11.01.2018 under section 379 IPC regarding a stolen Swift Maruti car bearing Registration No: JH10BJ-8883. Later, Govindpur Police of Dhanbad district recovered an unclaimed car and by using Crime control App based on CCTNS database, it was found that the said car was stolen from Barwadda PS.

2.6 MADHYA PRADESH

Person of Interest Matching

मध्य प्रदेश के कार्यालय इंटरनेशनल डिपार्टमेंट की टीम द्वारा आंध्र प्रदेश के अपराधियों की सर्व हेतु एस.सी.आर.बी. भ्रमण किया गया जिसमें 28 अपराधियों का रिकार्ड म.प्र.सी.टी.एन.एस. के डेटा बेस में सर्च किया गया जिसमें से 08 अपराधियों का पूर्व रिकार्ड पाया गया। जिसकी विस्तृत जानकारी आंध्र प्रदेश की टीम को दी गयी। कुछ अपराधियों के 10 से 12 रिकार्ड भी प्राप्त हुए। सीसीटीएनएस को मदद से इस्तेमाल अपराधियों का रिकार्ड अनुपस्थित समय में ही सर्च कर विस्तृत रिपोर्टें आंध्र प्रदेश टीम को सीधी गई। कुछ आरोपियों के विरुद्ध आंध्र प्रदेश में वर्ष 2012 तक उसके पूर्व अपराध पंजीकरण किया गया था।

आंध्र प्रदेश मुख्य: 457, 380 ग्लास संख्या है।

**Person Matching (UIDB and Missing Person)**

विषय:- थाना बेटमा के मर्ग क्रमक 21/17 से थाना पीढ़मपुर के गुमडिःसं ग्रामक 24/17 की शिनाख्त के संबंध में।

व्यक्ति विधाता:- सततसौं स्कूल के पीढ़ी ग्राम रोहतास थाना बेटमा। व्यक्ति दिनांक एवं समय:- 19/04/2017 - 07.00 बजे

सूचना दिनांक एवं समय:- 19/04/2017 - 12.41 बजे

थाना बेटमा जिला इंदौर में एक अज्ञात शरीर की स्थिति प्राप्त हुई कि एक शरीर जिसकी उम्र लगभग 50 वर्ष है, सततसौं स्कूल के पीढ़े ग्राम रोहतास के पास पड़ा है। तद्दिन परिचालन अज्ञात भूमिका का मर्ग क्रमक 21/17 थाना 174 जारी दिनांक 19/04/2017 का कार्यमय किया गया।

मर्ग जीव में मृतक की पेंट की लूप में धारे से बंधी रिलाप (जिसपर नद्दो लाल देखावे लिखा) लगी पड़ी गई। उत्तर:- अज्ञात मृतक के शरीर के बाहरी तथा नद्दो लाल देखावे की लिख एवं सीसीटीएनएस सिस्टम में उपलब्ध पैपरमीटर उम्र लगभग 50 वर्ष के आधार पर सीसीटीएनएस सिस्टम के अंतर्गत गुमडिःसं का मिलान करने पर नद्दो लाल के नाम से थाना पीढ़मपुर के गुमडिःसं क्रमक 24/17 का दर्जा होना पाया गया। थाना पीढ़मपुर से संख्या कर उक्त अज्ञात पुरुष की शिनाख्त नद्दो पिला जामसिंह भिलाला उमर 60 वर्ष निवासी देखावे ग्रामपंचायत के रूप में हुई।

सीसीटीएनएस से प्राप्त जानकारी के आधार पर मृतक के परिवारों तलाब किया गया तदस्पष्ट दिनांक 20/04/2017 को रात का बीच 21.00 बजे प्राप्त पिला जाम सिंह भिलाला निवासी ठाटीबिल्लोट ने मृतक का फोटो और कपड़े देख कर उसकी पहचान की। प्रताप ने बताया कि मृतक उसका बड़ा भाई है।

**Property of Interest (Automobile) Matching**

पुलिस थाना (क्राइम ब्रांच), सुरत शहर गुजरात के प्रभारी द्वारा अपराध अनुसंधान बिभाग पुलिस मुख्यालय भारत से प्रैक्टिस कैंस्स दिनांक 21/09/2017 के अनुसार पुलिस थाना (क्राइम ब्रांच), सुरत शहर गुजरात के अप.क्र: 16/2017 ध
2.7 MAHARASHTRA

Case Detection and Bail Denials

Following success stories cases reported by units:-

- 1176 cases of Preventive Action taken under CrPC & Bombay Prohibition Act.
- 128 cases of Bail Rejection.
- In Chandrapur, Person of Interest matching resulted in 98 cases of bail rejection
- 3803 Character Verification done 67 cases found with criminal antecedents

There was an increase in dacoity cases in Amravati with similar pattern. A suspect was caught and a name based search was made in CCTNS database against the suspect where other cases against the suspect were found which made the case stronger against the suspect.

Navi Mumbai Police arrested few people in Maratha Andolan and found 2 from 7 arrested already had criminal cases registered against them through CCTNS.

In Ratnagiri, 3 cases were identified where arrested person has other crimes registered against him which were identified through CCTNS.

Person Matching (UIDB and Missing Person)

Following success stories reported by units matching missing and UIDB entries:-

Missing & Unidentified dead body Tracing.

1. One 65 years lady found by in Mulund P.S. Mumbai east was recognized from a missing person search registered at Vikhroli police station.
2. An unidentified dead body was matched with missing person detail in CST police station, Mumbai South. Case was closed as the complainant found the missing person in unidentified dead body.
3. Badnera PS got an unidentified dead body which was registered as missing person in Gargenagar PS (identified by physical description).
4. Shivajnagar PS’s FIR 132/2018 IPC 363(kidnapping case) victim’s physical description was manually matched with unidentified dead body registered in Shiroli MIDC PS.
5. An unidentified lady found by Mulund PS in Mumbai East was recognized from a missing person search registered at Vikhroli PS.
6. CST Railway Station Mumbai PS matched an unidentified dead body with a missing person using Search & Query functionality in CCTNS database where his information was fed along with photograph.

7. Two separate cases of unidentified dead body found at Jaigad were matched and resolved using Search & Query functionality in CCTNS database and police was able to identify the UIDBs from the missing person details.

8. Under Amravati City, missing person registered in Badnera PS found matched as UIDB in Kotwali PS.

9. Bhandup PS, Mumbai matched a missing person complaint with a UIDB case registered in Dombili PS.

**Property of Interest (Automobile) Matching (Vehicle alert)**

1. Vehicle Message Alert 211- Unclaimed/Abandoned Vehicles found.

2. A stolen vehicle FIR launched in Wadgaon Road police station in Yavatmal was found as abandoned vehicle in Yavatmal city through vehicle alert functionality.

**Citizen Services**

In Satara, character verification certificate were issued using ICJS and National Database Search. 32 cases were identified who had cases registered against them.

## 2.8 PUNJAB

CCTNS has been very helpful in searching for FIRs registered against the accused in other Police Stations/Districts/States which help in building up strong case for conviction as well as helpful in effective and speedy investigation. Some of the Instances are given below:

### Person of Interest Matching

1. In PS Ghuman FIR No. 30/2016 has been registered on 19-04-2016 u/s (IPC 307, 379) and (A.Act 25). The accused of this FIR are Amarjeet Singh S/o Sikander Singh R/O Ladha Munda and Sukhdev Singh @ Dev S/o Jagir Singh R/O Chellowal. Another FIR 32/2016 has been registered in PS Ghuman on 21-04-2016 u/s (IPC 307, 353, 186, 216, 34), (A.Act 25, 54, 59) and (NDPS Act 21, 61, 85). The accused of this FIR are Baljinder Singh S/O Niranjan Singh R/O Mandiala, Gurpreet Singh S/O Chamkaur Singh R/O Bariar. The search has been made on CCTNS SDC on the name of Criminal Baljinder Singh S/O Niranjan Singh and Amarjeet Singh S/O Sikander Singh, to know about the Criminal cases against them. During Search it come out that both the Accused are also involved in FIR No. 16 dated 11-03-2016 u/s (IPS 379,34) PS Bolath(District Kapurthala) and FIR No. 13 dated 03-03-2016 u/s (IPC 382) PS Dhillwan (District Kapurthala). The co-accused in FIR 32/2016 of PS Ghuman, Gurpreet Singh S/O Chamkaur Singh R/O Bariar is also involved in the above FIRs in both police Stations, i.e. PS Dhillwan and PS Bolath (District Kapurthala). In PS Ghuman FIR No. 31/2016 has been registered u/s 420 IPC, There are two accused in the FIR, namely Kuldeep Singh S/o Lal Singh and Santosh Kumar S/O Om Parkash of Apolo Green Infra Development India LTD. Company. Search made related with the accused on
CCTNS and it has been found that there are two more cases registered against both the accused, one at PS Cantonment, Amritsar Commissionerate (FIR No. 257/2017 u/s 420, 467, 468, 465, 471, 120B IPC) and another FIR in PS City Moga (FIR 36/2016 u/s 406, 420, 354-A).

2. FIR NO. 106/2018 U/S 307-225-34 IPC was registered against Harbhajan Singh s/o Lal Singh ADDRESS- VPO- NIHALA KILCHA PS SADAR FEROZEPUR. Criminal search in CCTNS was conducted and it was found that 4 other FIRs had been registered against the accused in various other police stations as under -

It highlighted the criminal history of the accused indicating that the accused is habitual offender. This information will be helpful in evidence collection, speedy investigation, and higher chances of conviction and rejection of bail.

2.9 Tamil Nadu

1. Detection of Murder case

A case of unidentified dead bodies with injuries was reported in Chennai City on 14.05.2018 and a case was registered in Royapuram PS Cr.No. 830/2018 u/s 174 Cr.P.C. Post mortem revealed that it was a case of homicide. Royapuram PS Data Entry Operators Ms. Jagadeshwari, WPC 37289 & Ms. Asha WPC 42760 used the missing person search tool available on CCTNS and matched the identity of the deceased on 05.06.2018 to be one Vijayaraghavan, aged 31 years, S/o Lakshmanan, of Mannarkudi, Thiruvarur district, who went missing from his home on 13.5.2018 (case registered in Trichy City, Palakarai PS Cr.No. 303/2018 u/s Man Missing). Because the identity of the deceased was established, it helped the investigating officer in detecting the case as a murder case and in arresting the accused on 09.06.2018.
2. Detection of Murder case in Madurai District

On 10.07.2018, one unidentified female dead body aged about 35 was found with injuries in Kottampatti Police Station limits in Madurai District. A murder case was registered in Kottampatti PS Cr.No.295/2018 u/s 302 IPC @ 302, 379 IPC. The identity of the deceased was not known and hence, there was no clue in the case. Mr. Karthikeyan, Sub Inspector of Police, Kottampatti PS searched in the CCTNS portal on 16.07.2018 and found the photo of the deceased matching with the photo of a woman named Ponrani, who was reported missing from 09.07.2018 in Tirunelveli District, Koodankulam Cr.No.208/2018 u/s Woman Missing registered on 12.07.2018. After establishing the identity of the deceased, the motive behind the murder was established as the illicit relationship of the deceased with accused and the accused was arrested.

<table>
<thead>
<tr>
<th>Particulars</th>
<th>Missing Person</th>
<th>Unidentified Dead Body</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date of Match</td>
<td>17.07.2018</td>
<td>Tirunelveli District</td>
</tr>
<tr>
<td>Police Station</td>
<td>Koodankulam PS</td>
<td>Kottampatti PS</td>
</tr>
<tr>
<td>Cr.No. &amp; Sec</td>
<td>208/2018 u/s Women missing</td>
<td>295/2018 u/s 302, 379 IPC</td>
</tr>
<tr>
<td>Date: Missing from, Body Found</td>
<td>09.07.2018</td>
<td>10.07.2018</td>
</tr>
<tr>
<td>Matching particulars (Dress, Hair, I.D. Marks, etc)</td>
<td>Face cut, physical features and date</td>
<td></td>
</tr>
</tbody>
</table>

3. CCTNS Portal aids in detection of a long pending Murder case

On 25.02.2014, a woman named Mutharasi, aged 31, went missing from home and a case was registered in Uvari PS Cr. No. 24/2014 u/s Woman Missing in Tirunelveli District. However, for more than a year there was no progress in the case due to lack of clues. The complainant filed an HCP petition before the Hon’ble High Court of Madras, Madurai bench vide HCP 1252/15 and the court had given 4 weeks’ time to trace the missing person. After that the SCRB detachment WHC 1288 Smt. Esakkiyammal searched on the CCTNS portal on 19.07.2016 and found a probable match in Nalatinpudur PS Cr. No. 28/2014 u/s 304 A IPC of Tuticorin Dist. dated 25.02.2014 and communicated the same to the concerned Investigating Officer. The parents of the missing person were called and the identity was confirmed. Later on, further investigation revealed that the missing person had been murdered and the accused had dumped her body on the road to make it look like a road accident. The concerned accused persons, namely Amalraj & Jayakumar were arrested. Thus, with the help of CCTNS portal, the identity was established which led to the detection of a murder case.
4. Missing Person Tracking through CCTNS

One Subramanian, S/o Kandasamy of Vellaiyapuram village Virudhunagar District lodged a complaint in Pandalgudi PS on 07.08.2017 that his father who left his house 2 years back had not returned home and requested to trace him. The station staff made search in the CCTNS for any matching of the missing person with the unidentified dead bodies. It was found that the missing person Tr. Kandasamy, aged 75, was matched with the unidentified dead body concerned in the accident case of Vachakarapatti PS, Cr.No.215/2015 u/s 279, 304 (a) IPC. The case was resolved after 2 years. Using the facility of matching missing persons with unidentified dead bodies in CCTNS, 440 identifications have been done successfully and 880 cases of missing/UIDB have been resolved.

On 01.09.2017, a man missing case was registered in Melapalayam PS Cr.No. 496/2017 in Tirunelveli City, in which, one Abdul Kani, aged 42 yrs, went missing on 29.08.2017. When searched on ‘Found by NGO’ facility on the CCTNS Portal, it was found that Abdul Kani was admitted in an NGO namely, Anbu Ilam in Tirunelveli District on 30.09.2017. Thus the missing person was traced and reunited with his family using CCTNS.

<table>
<thead>
<tr>
<th>Particulars</th>
<th>Missing Person</th>
<th>Unidentified Dead Body</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name of Person:</td>
<td>Mutharasi</td>
<td>Thoothukudi District</td>
</tr>
<tr>
<td>Age : 27</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Date of Match :</td>
<td>20.07.2016</td>
<td></td>
</tr>
<tr>
<td>District</td>
<td>Tirunelveli</td>
<td>Thoothukudi District</td>
</tr>
<tr>
<td>Police Station</td>
<td>Uvari PS</td>
<td>Nalainpudhur PS</td>
</tr>
<tr>
<td>Cr. No. &amp; Sec</td>
<td>24/2014 u/s Woman Missing</td>
<td>28/2014 u/s 304(A) IPC</td>
</tr>
<tr>
<td>Date: Missing from, Body Found</td>
<td>25.02.2014</td>
<td>25.02.2014</td>
</tr>
<tr>
<td>Matching particulars (Dress, Hair, I.D. Marks etc)</td>
<td>Face cut and physical features</td>
<td></td>
</tr>
</tbody>
</table>
Similarly, 29 other missing persons have been traced alive with the help of data available in CCTNS portal.

5. Matching of Stolen/Recovered Vehicles/Properties

In Thoothukudi district, the SP conducted a special drive to match the seized vehicles lying in the Police Stations with the stolen vehicles and identified vehicles involved in 7 cases of vehicle theft in the month of June, 2017 alone by using CCTNS application. In a similar manner, 551 vehicle theft cases have been detected so far.

Vehicle matching lead to arrest of accused: On 07.08.2015, a Hero Honda bike bearing Registration No: TN72AF 1644 was stolen by some culprits and a case was registered in Tirunelveli City, Palayamkottai Police Station in Cr.No.270/2016 u/s 379 IPC. The PDEO checked the vehicle status in CCTNS Portal and found that after it was stolen the said stolen vehicle met with an accident in Maniyatchi Police Station Cr.No.49/2015 u/s 279,337, 338 IPC on 29.09.2015 in Tuticorin District. In the accident case, one Subramanian age-25, S/o Muthuramalinga Devar, belonging to Vilathikulam Village in Tuticorin District was riding the vehicle. Immediately, the Deputy Commissioner of Police, Tirunelveli City formed a special team and secured Subramanian. On interrogation, it was learnt that he was the main accused in the vehicle theft case and his accomplices 1. Sudalaimani aged 25, S/o Ramaiah, Tirunelveli District and Shanmuga Sundaram, aged 29, S/o Mundasamy, Tirunelveli District was arrested.

Tracing of Stolen Vehicles using Mobile App for Station Level Officers Within just 4 days of launching of the Mobile App for Station Level Officers, the following achievements have been reported:

a. On 30.07.2018, the Sub Inspector of Police, Mr. Palanisamy of T. Vadipatti PS, Samayanallur subdivision, Madurai district during his routine rounds found an abandoned two wheeler and using the CCTNS Mobile app for Station Level Officers ascertained that the vehicle was involved in Karimedu Police Station Cr. No. 429/2017 u/s 379 IPC of Madurai city.

b. On 31.07.2017, Sub-Inpector of Police, Mr. Jaffar of North Beach PS in Chennai City checked the antecedents of 3 abandoned vehicles in his jurisdiction using the Mobile App and ascertained that vehicles were involved in cases in other Police Stations in Chennai City. All three vehicles were handed over to the owners.

c. On 01.11.2016, on the complaint of one Mr. Sakthivel, a case of bike theft was registered in Guduvanchery P.S Cr. No. 957/2016 u/s 379 IPC of Kancheepuram district. After reporting to the police, he checked for clues through “vehicle status” facility in the mobile app for citizens, “TN Police Citizen Services” and found that the stolen bike was involved in an accident in St. Thomas Mount Traffic Investigation Wing limits on 02.11.2016 & a case was registered in Cr. No. 543/2016 u/s 279, 337 IPC. Thus, the stolen bike was traced by the complainant himself with the help of the mobile app.

Detection of Robbery cases and recovery of properties by using accused name search facility: Two persons viz. Raja and Christopher were secured by the SHO, Manaparai PS, and Trichy District on suspicion. The antecedents of these suspects were verified through CCTNS name search and it was found that they were involved in many theft and robbery cases in Dindigul district. On further interrogation, they were identified as the culprits in undetected robbery cases in Manaparai PS Cr. Nos.
256/17, 273/17, 337/17, 371/17 & Valanadu PS Cr.No. 127/16. The two associates viz. Arun & Siva were also arrested and 28 sovereign gold jewels, 1-wrist watch & Rs.1000 cash were recovered.

6. Sharing Road Accident Documents with Courts, Insurance companies & Citizens

The Hon’ble Madras High Court gave directions in Crl.OP. No. 18110 of 2016, dt. 05.01.2017 to Police to share documents of road accidents with all stakeholders like Claims Tribunals, Insurance Companies, Victims & Accused. In compliance with the said orders of the Hon’ble Madras High Court, Tamil Nadu Police has developed an online facility to share the documents pertaining to the road accident cases. The objective is to help the road accident victims in getting their claims settled expeditiously. Tamil Nadu Police has, thereby, implemented all categories of e-governance services like G2G, G2B & G2C.

All documents pertaining to road accident cases registered / charge sheeted anywhere in the State on and after 01/03/2017 can be downloaded by using this facility.

The facility has been given free of cost to all 289 MCOP Courts in Tamil Nadu. Training was imparted to all Judicial Officers across the State. The Insurance companies can download documents by paying a fee of Rs.100/- per document. User credentials are created for Individual Insurance companies for payment. So far, 16 insurance companies have started using this facility and have deposited 36, 73,100/- in total.

This facility was extended to Victims in August, 2017. The Victims get access to the documents based on mobile number authentication. A nominal fee of Rs. 20/- per document is being charged that is payable online using standard modes of payment like Credit Card/ Debit Card/ Net Banking. This facility can also be availed by the Citizens through Common Service Centers (CSCs).

Image 2.9 (6) – shows the website link to download the road accident case documents.
# CCTNS Success Stories

## 7. Submission of System Generated Reports to Courts

<table>
<thead>
<tr>
<th>#</th>
<th>Reports</th>
<th>Launch date</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>System generated CSR</td>
<td>Sep’ 2013</td>
</tr>
<tr>
<td>B</td>
<td>System generated FIR (IIF – I)</td>
<td>Apr’ 2016</td>
</tr>
<tr>
<td>C</td>
<td>System generated Charge Sheet (IIF – V)</td>
<td>Oct’ 2016</td>
</tr>
<tr>
<td>D</td>
<td>System generated Arrest Card (IIF – III)</td>
<td>Feb’ 2017</td>
</tr>
</tbody>
</table>

The High Court Computer Committee had issued directions to submit the system generated reports in the Courts.

### 2.10 TELANGANA

**Integration of Facial Recognition System (FRS) with CCTNS database**

Powerful tool was launched on 2nd August 2018. The FRS software has been linked to TSCO mobile phone app, allowing the investigating officers to run a suspect’s photos taken during the investigation or photos of unknown bodies at crime scenes or snapshots of the missing children using FRS tool. The images will get compared with the Crime and Criminal Tracking Network and Systems (CCTNS) database, other police databases and results will appear in descending order, based on the match percentage.

The following cases have been detected so far:

1. With the feature of “Facial Recognition System (FRS)” one woman, boy and a man missing cases has been detected. One offender was caught red handed while committing motor cycle theft and...
when he failed to give his address details, his photograph was compared through the FRS system and came to know the criminal history with ease of this offender. He was involved in a murder case and various property offences.

2. In another incident an unknown male person was traced in unconscious condition in Afzalgunj PS limits. On comparison using FRS System matched with man missing case reported in Garla & Dornala Police Stations.

**Case Details**

1. Cr No 475/17 U/H Missing woman of Nacharam PS. Smt. M Shantamma was traced at Neredmet through FRS (Facial Recognition System)

2. Cr No. 27/17 & 147/17 U/H Missing Person of Garla PS of Khammam, V. Ramana was traced at Afzalgunj through FRS (Facial Recognition System)
<table>
<thead>
<tr>
<th>Name</th>
<th>Vankudoth Ramanna</th>
</tr>
</thead>
<tbody>
<tr>
<td>FIR No.</td>
<td>27/2017</td>
</tr>
<tr>
<td>Police Station</td>
<td>Dornakal</td>
</tr>
<tr>
<td>District</td>
<td>GRP</td>
</tr>
</tbody>
</table>

*Image 2.10.2 Shows the missing person through FRS*
Chapter 3

Citizen Services & Mobile Apps
3.1 DIGITAL POLICE PORTAL

This portal is a platform for Citizens to file crime related complaints online and seek antecedent verification of prospective employees (including for domestic help, drivers etc.), tenants or for any other purpose. Citizens can also seek certification of their own antecedents.

The portal would also provide access to authorized persons to use National Database of crime records for the purpose of investigation, policy making, data analytics, research and providing citizen services.

Digital Police Portal Launch by Hon'ble Union Home Minister – 21.08.2017
3.2 NCRB – TEMPLATE FOR CITIZEN SERVICE APP

Citizen Services in CCTNS

Following basic 9 Citizen Services have been provided to the States/UTs through CCTNS CAS State Citizen Portal

1. Filing of Complaints to the concerned Police Station.
2. Obtaining the status of the complaint.
3. Obtaining the copies of FIRs.
4. Details of arrested persons/wanted criminals.
5. Details of mission/kidnapped persons and their matching with arrest, unidentified persons and dead bodies.
6. Details of stolen/recovered vehicles, arms and other properties.
7. Submission of requests for issue/renewal of various NOCs.
8. Verification requests for servants, employment, passport, senior citizen registrations etc.
9. Portal for sharing information and enabling citizens to download required forms.

Apart from the above nine services that are facilitated at the Central level, States have made their own extra efforts in enhancing the citizen services in respective states.

NCRB Mobile Apps
NCRB has also developed few mobile apps templates on Android and iOS platform which are being shared with States/UTs for further customization and release in the public domain. These mobile apps have been released by NCRB on 11 March 2018. The App includes most important citizen services such as complaint registration, search status, SOS, missing person search, emergency contact, and district police station contact detail and nearby police station on a Google map.

Himachal Pradesh & Assam States have released these Apps.

1. Complaint Registration

It is an important feature of citizen portal. Firstly, user have to login thereafter registration feature will available to the user. Complaint registration will contain different forms and parameters i.e., Place of Occurrence, Nature of Complaint, Name of Police Station/Office complaint assigned to, Name of Complainant, Address and etc. Once the complaint is received at a Police Station a Police Officer is assigned for making preliminary enquiry and based on his report further action is initiated. The complainant can verify the status of the complaint using Status Search module.

2. SOS – Stay Safe!

SOS is a powerful personal safety service that empowers you against acts of violence, and helps summon aid in case of an emergency. SOS – Stay Safe! is useful in a wide range of possible dangerous scenarios like being stalked on the way home, attempted physical or sexual assault, domestic violence, road accidents or medical emergencies. SOS – Stay Safe! Automatically sends an emergency message to friends and family along with your location.

3. Police Contact Details

This feature will list contact detail of police stations in the list. User can directly contact SHO (Station house officer) in case any law & order related issue. This feature will be integrated in upcoming version of app.
4. Vahan Samanvay

A link will be given in citizen services to connect with Vahan Samanvay App, which is an online motor vehicle coordination system. This application helps public, RTOs, Insurance agencies and public in verifying the status of a motor vehicle (Stolen/Recovered) before purchase, re-registration, and claim settlement, etc. This app is available in Google Play Store with more than 20,000 downloads.

5. Locate Police Station on Google map

The user can search nearby police station from his/her current location on-the-fly to reach police station immediately. It will show police station details and route to approach just in time.
6. View FIR

This app is developed to implement the compliance of the Supreme Court of India order which directs that copy of the FIR should be available to public within 24 hours of registration except those categorized as ‘sensitive’ by the concerned department. This app can be used to download and view the copy of an FIR using a mobile device. The View FIR Mobile App is available in Android/Java, Android/Microsoft, iOS/Java and iOS/Microsoft versions. Both these Apps are compatible with CAS application and runs on CCTNS database.

7. Talash / Missing Persons

Link to NCRB’s website providing information on Missing Persons, Un-Identified Dead Bodies, Un-Identified Persons and Lookout Notices

8. Help Line Number

Helpline number is useful during emergency or regular services like fire brigade, ambulance, medical emergency, women helpline Railway helpline and child helpline

9. Citizen Tip

To inform Police about any suspicious/anti-social activities.

Mobile App Templates released by NCRB (Date Wise)

<table>
<thead>
<tr>
<th>S.NO.</th>
<th>MOBILE APP</th>
<th>Android (Release Date)</th>
<th>iOS (Release Date)</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>Citizen Complaint Mobile App Template (Microsoft/Java)</td>
<td>21.11.2016/15.12.2016</td>
<td>31.05.2017/03.05.2017</td>
</tr>
<tr>
<td>3</td>
<td>Locate Police Station Mobile Application Template</td>
<td>28.06.2017</td>
<td>–</td>
</tr>
<tr>
<td>4</td>
<td>Citizen Services Mobile App (Bouquet of Services)</td>
<td>11.03.2018</td>
<td>–</td>
</tr>
</tbody>
</table>

3.3 STATES – CITIZEN SERVICES AND MOBILE APPS

3.3.1 Andhra Pradesh

3.3.1.1 Services available to citizens

1. Know Petition Status
2. Online Petition
3. Know FIR Status
4. Know Vehicle Status
5. e-Challan Status
6. e-Passport Status
7. View FIR
8. Stolen/Recovery Property Details
9. Missing Persons
10. Unknown Dead bodies
11. Most wanted Criminals
12. Crime against Children/Women
13. Crime Prevention/Road Safety
14. White Collar Offences
15. Hatred and Terror (Identifying a Terrorist/Terror preparedness)
16. Guidelines to tourists etc.,
17. Information regarding AP Police Department.

3.3.1.2 Mobile Apps (e-Challan, LHMS, eSuraksha)

1. e-Challan
   1. Check Pending Challan details
   2. Theft Vehicle Search
   3. Vehicle Violation History (AP State)
   4. Driver License Violation History (AP State)
   5. RTA (Road Transport Authority) vehicle/driver search (AP State)
   6. Payment gateway redirection to Meeseva & PayTM Mobile App
   7. MV Act Sections & Fines Rate Chart
   8. Individual challan report option
   9. Registered vehicle number gets automatic challan notification

*Image 3.4.6.2(1) – eChallan Mobile App of Andhra Pradesh Police*
2. Mobile Apps – Locked House Monitoring System (LHMS)

SP Anantapur took initiative for implementing this mobile app on CSR basis with 50 Cameras to monitor locked houses on real time basis. This is a free service to citizens for 24 x 7 Surveillance with just a click on mobile app. After 3 months of piloting in Anantapur, the DGP Office took note of it and scaled it up all over AP.

3. Status as on 12th August 2018

- Total registration households: 5,43,835
- Watch requests received: 24,238
- Installed: 19,929

3. AP Police Suraksha

It is designed for helping the people quickly in case of any incidents. It Consists of different modules like Police Stations Near Me, Women Safety, Road Accidents, Public Police Partnership : This will allow you to check all the police stations nearer to you, Live chat: Public can chat directly with the police people if they had any issues.

Krishna Pushkarams provide Information of some main Categories like which people search for when they went to outside, Police Stations, Hospitals, Pushkar Ghats, and Information Centers etc. Ganesh Festival permission is also similar to this service.
3.3.2 Assam

3.3.2.1 Services (Lost & Found Properties/Verification Passport, Employee)

1. Lost & Found Properties

**Lost & found property online service without visiting PS**
Citizen can enquire about a lost item of property by completing this online lost property enquiry service. Citizen don’t have to go to the police station. After completing the complaint online, citizen can download the report. Through this services registration of lost property is possible and have field U-Id, Name of the person, Gender, occupation, email id, relation type, relative name mobile no etc.

2. Passport Police Verification

CCTNS Assam automated the passport police verification through the online CCTNS system earlier done manually. The earlier process involves submission of applicant Police verification request from the Regional Passport Office (RPO) to district Superintendent of Police (SP) for further taking the print out and conduct the police verification of the passport applicant manually causing exorbitant delay in issue of passport in Assam. CCTNS Assam had re-engineered the existing manual verification process to submit the Police Verification Report (PVR) in a time-bound manner by launching the PVR using a CCTNS system with fully paperless mode starting from SP office to Police stations, Special Branch and State Border branch to work in the online system. The final go-live was achieved in July 2017 by being the 1st state in the country to use CCTNS for Passport police verification with a fully automated process and online tracking mechanism to monitor. Since its launch more than 59,000+ passport has been processed and final PVR disposed to RPO using CCTNS. The citizen can reach out to Assam police in case there is any delay through the e-mail / toll free no provided on the Assam citizen portal. Earlier the average PVR verification time was 60 to 90 days. Now the Police is submitting the online PVR within 05-07 days.

3. Issue of Permanent Residential certificate (PRC)

The PRC/domicile certificate is one of the most demanding citizen request as police verification report is not being submitted in a time bound manner. The earlier process involves submission of request from the District Commissioner office manually in paper based form to the Police. CCTNS was integrated with eDistrict application on a real time basis and final Go-Live was achieved on 18th Jan 2018. This has facilitated a great relief to the citizens as they need not visit the police station to get the police verification report to get the PRC from their respective DC offices. As on date more than 44,000+ PRC request processed in the CCTNS system since its launch in Jan 2018. The earlier manual process uses to take 15-30 days, whereas now the police is mandated to submit the application within 07 days.

4. Employee Verification

Online employee verification module is used by public undertakings as Oil Indian Ltd., Oil & Natural Gas Commission and other Public undertakings for their employee verification before recruitment. More than 2000 employee verifications are carried out till now. Citizens are receiving acknowledgement alert through SMS/email after successful verification.

Police verification report is generated in PDF format and same is being sent to the concerned by taking print out

3.3.2.2 Assam Mobile App

CCTNS Assam launched the Mobile application for ease of availability of services to the Citizens. Currently the mobile app is released for online submission of the complaint by Citizens. CCTNS Assam
is also planning to develop other modules such as Tenant verification, Employee Verification, Domestic Help verification, etc. for ease of service accessibility for citizens.

3.3.3 Delhi

3.3.3.1 Services (eFIR/Motor Vehicle Theft/ Proclaimed Offenders List/ Sexual Offenders List)

1. e-FIR
Delhi Police has launched web-based application through which citizen of Delhi to register an FIR of motor vehicle theft online and track progress in investigation until a final report is filed in the court.

This is first-of-its-kind ‘FIR to final report’ application in the world where a person would be able to register his or her FIR on cell phone and also through the Internet. Delhi Police also launched “Delhi Police MV Theft e-FIR” mobile app for the Android Users. The application/system ensures trouble free registration of FIR in automobile theft cases and prompt initiation of automated investigation measures. IT also incorporates the processes to keep complainant informed of the efforts made by police through SMS services. Time bound closer of undetected cases with seamless acceptance by competent designated courts is the part of the system. The complainant of victim can file the insurance claim immediately after receipt of the untraced report after 21 days of registration from the court.

2. Lost Articles

The Citizen can lodge their report about any lost articles/documents as well as found article/documents from their mobile app or web app. Report Lost Article app has been a great success as around 6 lakh people have been benefitted by it. This has also helped in reducing the complaints of the common people of misbehavior and dilly-dallying. Day by day the popularity of this app is increasing. Through calling feature, people can have access of mobile numbers of all officers at one place and can call directly from app.
3. Complaints are lodged for Economic & Cyber Offenses

This service has been extended by the economic wings of Delhi police to facilities the citizen for lodging online complaints relating to cheating, fraud, economic offenses and cyber offenses.

4. Proclaimed Offenders List

If even after Non-bailable Warrants accused person doesn’t care to appear in Court then the Judge can declare the accused “Proclaimed Offender” under Section 82 and 83 of the Code of Criminal procedure. One can get the list from the web site of Delhi Police from where detail of FIR, name, address, involvement in other crime and photographs of proclaimed offenders can be known.

5. Offenders List

A sexual offender (sexual offender, sexual abuser, or sexual abuser) is a person who has committed a sexual crime. One can get the list from the web site of Delhi Police from where detail name of the person, parents name, present address, permanent address, FIR Year, FIR number and photographs of the Sexual Offenders can be list out under specific year.

3.3.3.2 Mobile App (One Touch Away)

Delhi Police ...One Touch Away

1. This App is user friendly and ease to adapt.
2. Provides contact numbers of all the Delhi Police Officers to the public.
3. Police can send notification to Public and within the Department through this app.
4. It provides all the important helpline numbers to the public required in case of any emergency.
5. It gives shortcut to all the websites and Apps related to Delhi Police.
6. It provides reference to Laws & Acts information to the Police Department.
7. Public can share their pictures and videos with their latitude and longitude through various social networks.
3.3.4 Haryana

3.3.4.1 Services (Harsamaya)

The citizens need not to do a lot of paper/files formalities now and they can now easily apply online on our citizen portal. These requests may be processed through the Arms module which saves a lot of time of the concerned official and service progress may be easily tracked through this module.
Sulphur Licenses and View Police Community Liaison Groups

In Haryana State, Sulphur license and Community group are the services out of the other services which are being provided to citizens through Haryana Police Citizen Portal HarSamay24X7. All the modules have been launched in the entire State on 31st May 2017. Training is going on for the effective use of these modules.

<table>
<thead>
<tr>
<th>Other Citizen Services</th>
<th>5. Registration of Hotels and Customers</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Registration of Complaint</td>
<td>6. View Police Community Liaison Groups</td>
</tr>
<tr>
<td>2. Registration of Lost Property</td>
<td>7. NORI (No Obligation to Return to India)</td>
</tr>
<tr>
<td>3. Registration of RTI</td>
<td>8. NOC</td>
</tr>
<tr>
<td>4. Registration of Cyber Café</td>
<td></td>
</tr>
</tbody>
</table>

3.3.4.2 Mobile App Durga Shakti

The App enables any woman/girl in distress to seek immediate help of the Police in case of any emergency. Any woman/girl can download the App and register herself. In case of need, when she presses the “Alert” button on the App, the Woman Helpline unit of the district Police will know the location and relevant details of the victim woman/ girl and immediately respond based on the situation.
Two cases of molestation were registered in Hansi, Sirsa and Palwal using this mobile app. Accused were nabbed within a short span of time after receipt through mobile app.

3.3.5 Himachal Pradesh

3.3.5.1 Himachal Mobile App

As per the code provided by NCRB SPMU-HP customized Mobile App for HP Police with a facility of FIR search and other Citizen Centric Services. The Objective of this Mobile App is to provide Police citizen centric services to the general public. It is available for Police and Citizen.

1. Public can view FIR through the App.
2. Find location of nearby Police Stations
3. Search Lost Vehicle
4. Track the Missing Children
5. Direct connect to the HP Police website by visit HP Police link
6. Complaint Registration
7. Report regarding Corruption
8. Total downloads of mobile app +5000 and Play store is Rating 4.4.

**3.3.6 Karnataka**

**3.3.6.1 Services (Sakala, Seva Sindhu)**

Government of Karnataka has envisaged to provide services to citizens in the prescribed time frame – KGSC Act- SAKALA. **Sakala** literally means “In-Time”. Till now, 70 lakhs citizen services were processed under SAKALA.

<table>
<thead>
<tr>
<th>SI No.</th>
<th>Name of the Verification Certificate</th>
<th>Amount in Rupees</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Police Verification Certificate (PVC/PCC) For Job Purpose to MNCs/Private Sector/Corporate &amp; other companies ANTECEDENTS VERIFICATION ONLY (as per police station records)</td>
<td>450/-</td>
</tr>
<tr>
<td>2</td>
<td>Police Verification Certificate (PVC/PCC) For Job Purpose to MNCs/Private Sector/Corporate &amp; other companies ANTECEDENTS VERIFICATION along with ADDRESS VERIFICATION amount to be paid by Company</td>
<td>1500/-</td>
</tr>
<tr>
<td>3</td>
<td>Police Verification Certificate for job aspirants (General) ANTECEDENTS along with ADDRESS VERIFICATION.</td>
<td>375/-</td>
</tr>
<tr>
<td>4</td>
<td>Police Verification Certificate for Domestic servants/House Keeping ANTECEDENTS VERIFICATION ONLY.</td>
<td>375/-</td>
</tr>
<tr>
<td>5</td>
<td>Police Verification Certificate for Domestic servants/House keeping ANTECEDENTS VERIFICATION along with ADDRESS VERIFICATION.</td>
<td>750/-</td>
</tr>
<tr>
<td>6</td>
<td>Police Verification Certificate of Institution /Companies ANTECEDENTS VERIFICATION along with ADDRESS VERIFICATION.</td>
<td>1500/-</td>
</tr>
<tr>
<td>7</td>
<td>Police Verification Certificate for Marriage Alliance ANTECEDENTS VERIFICATION.</td>
<td>450/-</td>
</tr>
<tr>
<td>8</td>
<td>Police Verification Certificate for training/Apprenticeship at Public Sector undertakings or for Trainees /Workers working on daily wages at Government Institutions. ANTECEDENTS VERIFICATION.</td>
<td>75/-</td>
</tr>
<tr>
<td>9</td>
<td>Police Verification Certificate for NCC/NSS Students attending training camps ANTECEDENTS VERIFICATION.</td>
<td>75/-</td>
</tr>
<tr>
<td>10</td>
<td>Police verification Certificate for Coolie /Loader/Class IV security staff/supervisor at Airport. (Individual applicants only) ANTECEDENTS VERIFICATION.</td>
<td>150/-</td>
</tr>
<tr>
<td>11</td>
<td>Police Verification Certificate for central /State Government Employees request directly by employee.</td>
<td>375/-</td>
</tr>
<tr>
<td>12</td>
<td>Police Clearance Certificate (PCC) for going abroad (Visa for studies)/Immigration purpose also for obtaining green card.</td>
<td>200/-</td>
</tr>
<tr>
<td>13</td>
<td>a) Verification and comparison of Finger Print-Fees for each Verification.</td>
<td>500/-</td>
</tr>
<tr>
<td>14</td>
<td>Police Clearance Certificate for Indian Citizens/For accepting or Donating Kidney/Adoption of child/for purchase of property in other</td>
<td>200/-</td>
</tr>
</tbody>
</table>
Seva Sindhu

- Seva Sindhu is an initiative of GoK to deliver the Government services at the doorsteps of the citizens. It has been integrated with various service delivery channels of GoK.
- It provides a hassle free service delivery through reduced turnaround time, minimized visits to avail services and reduced opportunity cost.
- Seva Sindhu aims at simplifying the processes of the police department by removing the non-value-add steps & thus enhancing the citizen service delivery mechanism.
- Online Payments
- Tracking the Status
- Digitally signed certificate
- Need not to go to Police Station / Office
### 3.3.7 Madhya Pradesh

#### 3.3.7.1 MP Mobile App - MPeCop

The CCTNS application software contains a “Core” which is common for all the states. The CCTNS Core Application Software (henceforth referred to as CAS) has been developed at NCRB premises and provided to States and UTs for deployment.

Mobile Application MPeCop is developed for identifying citizen-oriented flagship services, so that citizen can avail these services on a mobile also.

Following Services are available.

- Report lost article
- Information to Police
- View FIR
- Register Complaint
- Character Verification
- View arrested Person
- Search for missing person, un-identified person, lost automobile etc.
- SOS service for instant messaging to relatives during distress

*Image 3.3.3.1(1) Shows the Nagrik Sevaye Home Page of MPeCop APP*
3.3.7.2 Services (MPCCTNS/ Complaint Module)

Internal matching of lost automobiles registered with seized/recovered/unclaimed automobiles in entire State

Citizen Portal has been developed where services for citizens have been bundled.

**Lost Property Registration:** Developed the module for Lost Property Registration for Citizens in which the User can register their lost property details on respective Police Station. Flow Chart for Lost article report is attached.

**Customization of CCTNS Complaint Module**

Customized complained module has been developed to enter the complaint by public from anywhere or sitting at home. Once the complaint has been lodged it will automatically will go the concerned Police Station or Higher offices. User can trace the status of their complaints and alerts will display on the user id, as well as on the mentioned mobile phone.
Complaint Section—22 Point report for citizen

A separate Complaint Admin Module has been created to monitor all the complaints entered in the system along with their respective statuses. This Complaint Admin Module is handled by Complaint Section, which closely monitors the status and the action taken on the Complaints. A 22-Point report has been developed for the Complaint Section, in which the authorized user can view the actual status of the complaint, Action taken on the complaint and the Comments given by the Supervising Officer for the appropriate action.

3.3.8 Maharashtra

3.3.8.1 Mobile App (Maharashtra Police Citizen Portal App)

Maharashtra Police further launched Mobile Application with 10 services available on Android and IOS platforms. The application was launched in Nagpur on 21st Dec 2017. Mobile application serves as the most convenient way for citizen to launch a complaint, give a tip, for lost mobile intimation etc.
3.3.8.2 Services (Ganesh/Navratri festival permission application)

Apart from 9 major services provided on Citizen Portal, Maharashtra has developed festival related NOC for Ganesh and Navratri festival permission.

Ganesh festival is one of the biggest festival celebrated in the state of Maharashtra with Thousands of Pandal setup in every part of the state. These pandal setup needed multiple physical visits by a citizen at police stations. Maharashtra state developed online services for this simple permission process. Ganesh festival permission services provided with other citizen services on citizen portal. An online form is to be filled by the citizen which is submitted to the relevant police station. The service is integrated with CAS where IO may view all the permission requests and visit the site to grant or reject the permission. An acknowledgement form is taken out of the system which is given to citizen as proof of permission granted or rejected. Intimation is sent through SMS on registration, visit to Pandal by police and approval/rejection of application.

Your E-Complaint dtd Dec 20, 2017 has been registered at SITABARDI P.Stn., NAGPUR CITY as E-Complaint No. 19387010071700002

Email & SMS to complainant on E-Complaint registration

Aspcid.pune@mahapolice....

Your E-Complaint dtd Dec 20, 2017 has been registered at SITABARDI P.Stn., NAGPUR CITY as E-Complaint No. 19387010071700002

3.3.8.2 Services (Ganesh/Navratri festival permission application)

Apart from 9 major services provided on Citizen Portal, Maharashtra has developed festival related NOC for Ganesh and Navratri festival permission.

Ganesh festival is one of the biggest festival celebrated in the state of Maharashtra with Thousands of Pandal setup in every part of the state. These pandal setup needed multiple physical visits by a citizen at police stations. Maharashtra state developed online services for this simple permission process. Ganesh festival permission services provided with other citizen services on citizen portal. An online form is to be filled by the citizen which is submitted to the relevant police station. The service is integrated with CAS where IO may view all the permission requests and visit the site to grant or reject the permission. An acknowledgement form is taken out of the system which is given to citizen as proof of permission granted or rejected. Intimation is sent through SMS on registration, visit to Pandal by police and approval/rejection of application.
5321 e-complaints disposed till date and 6698 Total Service Requests disposed till date.

<table>
<thead>
<tr>
<th>Sr.</th>
<th>Description</th>
<th>Total Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>E-Complaint Registration</td>
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<tr>
<td>2</td>
<td>Submission of Tip by Citizen</td>
<td>795</td>
</tr>
<tr>
<td>3</td>
<td>Submission of Feedback by Citizen</td>
<td>562</td>
</tr>
<tr>
<td>4</td>
<td>Tenant/PG Information Verification</td>
<td>1391</td>
</tr>
<tr>
<td>5</td>
<td>Request for Character Certificate</td>
<td>11401</td>
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<tr>
<td>6</td>
<td>Request for Verification of Employee</td>
<td>77</td>
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<tr>
<td>7</td>
<td>Request for Verification of Domestic Help</td>
<td>45</td>
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<td>8</td>
<td>Request for Event Performance</td>
<td>2553</td>
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<tr>
<td>9</td>
<td>Request for Protest/Strike</td>
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<td>10</td>
<td>Request for Procession</td>
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<tr>
<td>11</td>
<td>C-Form</td>
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<td>12</td>
<td><strong>Ganpati Festival Permissions</strong> (2018)</td>
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<tr>
<td>13</td>
<td>Navratri Festival Permissions (2017)</td>
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<td>14</td>
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</tbody>
</table>
3.3.9 Punjab

3.3.9.1 SAANJH Citizen Services

In addition to 9 mandatory services of NCRB/MHA, following are the key services which are also available to citizens through Saanjh Portal of Punjab Police.

1. Services pertaining to Arm License
2. Renewal of arms License,
3. Change of Residence,
4. Renewal after due date,
5. Addition/Deletion of weapon,
6. Entry of Weapon on Arms license,
7. Extension of the Purchase period of the Weapon,
8. Verification for fresh arms license,
9. Issuance of new and duplicate arms license,

Provides Single window platform to the Citizen for to apply for the services related to Arm License. Delivered to citizen in time bound manner.
3.3.9.2 SMS Alert for Complainant and IOs

To benefit the citizens (Complainant) as well as Investigating Officers, SMS alert feature has been started by Punjab Police.

The complainant, SHO and Investigating Officers are getting SMS alert on -

1. Registration of FIR -- Complainant
2. Arrest of accused -- Complainant
3. Change of IO -- Complainant
4. Submission of Challan/ Final report -- Complainant
5. SHO/IO are getting SMS alert for submission of Challan/ Final report 10 days prior to completion of 60/90 days’ time frame.

Feedback mechanism has also been designed in which Supervisory officers call randomly the mobile numbers of citizens and take feedback, which is factored in improving quality of service.

Screenshot:

More than One lakh SMS have been sent since the launch of SMS Alert service from 24 July 2018 till date. Every complainant and IO is getting SMS alerts for new registration of FIR, Change in IO, Arrest of accused and submission of Final Report/ Charge sheet. Recent field interactions with SHOs & IOs and Feedback obtained from citizens have revealed a very positive impact of this SMS service.

3.3.10 Tamil Nadu

![Image 3.3.1. (1)Tamil Nadu Police: Citizen Portal]
<table>
<thead>
<tr>
<th>S. No.</th>
<th>Service</th>
<th>Transaction count</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Hits on Citizen portal</td>
<td>1,21,90,510</td>
</tr>
<tr>
<td>2</td>
<td>Online complaints received</td>
<td>2,65,874</td>
</tr>
<tr>
<td>3</td>
<td>Matching of Missing persons with UIDBs</td>
<td>560</td>
</tr>
<tr>
<td>4</td>
<td>Tracing of missing persons alive</td>
<td>30</td>
</tr>
<tr>
<td>5</td>
<td>Vehicles traced using CCTNS data</td>
<td>551</td>
</tr>
<tr>
<td>6</td>
<td>View FIR</td>
<td>3,95,012</td>
</tr>
<tr>
<td>7</td>
<td>Lost Document Report</td>
<td>2,40,876</td>
</tr>
<tr>
<td>8</td>
<td>SMS for Summons to Witnesses</td>
<td>86,764</td>
</tr>
<tr>
<td>9</td>
<td>Passport Verification (adverse remarks)</td>
<td>3,751</td>
</tr>
<tr>
<td>10</td>
<td>Antecedent Verification (adverse remarks)</td>
<td>1,097</td>
</tr>
<tr>
<td>11</td>
<td>Road Accident Documents downloaded by Victims</td>
<td>4,726</td>
</tr>
<tr>
<td>12</td>
<td>Road Accident document downloads by Insurance Companies</td>
<td>29,586</td>
</tr>
<tr>
<td>13</td>
<td>Mobile app for Citizens downloads</td>
<td>1,08,000</td>
</tr>
<tr>
<td>14</td>
<td>Mobile app for officers downloads</td>
<td>4,026</td>
</tr>
</tbody>
</table>
3.3.11.1 uttrakhand

State Mobile Application for Citizen specific services was created which aimed to fulfil basic services that include: Tenant Verification, Servant Verification, Protest Requests, and Employee Verification etc. Mobile app is directly integrated to Citizen Portal web service which is linked to CAS. The application data will be monitored at various Higher Offices with well-defined hierarchical architecture.

Image 3.4.1.1(1) Shows the Uttrakhand Citizen App Home Page

Quick accessibility to the services by Citizens through Smart Phones. Citizen are relieved from the burden of visiting Police Station repeatedly. Citizen can check there complaint/Verification Status anytime. FIR can be downloaded online through the citizen portal mobile app. The citizen can search there nearby Police Station location.

3.3.11.2 Services (Cyber Crime)

Cyber Crime module in Citizen Portal web service

State Mobile Application for Citizen specific services was created which aimed to fulfill basic complaint of cyber-crime in the state. This module is integrated to Citizen Portal Web Service and Mobile App which is on CCTNS CAS platform. In this the Crime related to cyber fraud etc is complained by the citizen. This complaint, then goes to Cyber Police Station. Further, these complaints are transferred to concerning Police Station. After investigation the report is sent to Cyber Police Station. A Statue of the complaint and what is the action taken can be checked by the citizen through their complaint ID. The application data will be monitored at various Higher Offices with well-defined hierarchical architecture. Citizen is relieved from the burden of visiting the Police Station repeatedly
3.3.12 Uttar Pradesh

3.3.11.1 UP Cop Mobile App

UPCOP is a Citizen centric app which provides 27 various services to the common Citizens. The most important feature of this app is the facility to register FIR electronically from mobile phone and getting the copy of registered FIR online without going to the Police station at anytime from anywhere.
Secondly, any person from anywhere, anytime can get the receipt for his lost articles or documents electronically on his mobile phone through the Lost Article feature of this app.

These services are functional on CCTNS platform and Utilize the power of CAS. Some of the these services have already been linked to the e-district portal of District Magistrate. Requests are finally sanctioned by District Magistrate. A CCTNS node has been created on e-district portal. Besides, five other services which are also on CCTNS platform have also been provided on this mobile app:

1. Character verification request
2. Tenant verification request
3. Domestic help verification request
4. PG verification request
5. Employee verification request
6. Post-mortem report request

The payment gateway facility has been incorporated in the services wherever it is needed. A common citizen can avail these services online without going to Police Station anytime from anywhere. At the same time a citizen can get the reports online in this app in his/her mobile phone or automatically to his email.

Besides a common citizen can search for any missing person with similar features from the CCTNS database. More so from the unidentified dead bodies feature of this app, the citizen can get matching cases and also can search the matching features from missing person database of CCTNS.

Report Lost Article app has been a great success as around 6 lakh people have been benefitted by it. This has also helped in reducing the complaints of the common people of misbehavior and dilly-dallying. Through calling feature, people can have access of mobile numbers of all officers at one place and can call directly from the app.

Following services are functional on CCTNS platform and utilize the power of CAS. Four of the services have already been linked to the e-district portal of District Magistrate: These services are functional on CCTNS platform and Utilize the power of CAS. Service is have already been linked with the e-district portal of District Magistrate of UP Police. These requests are finally sanctioned by District Magistrate. A CCTNS node has been created on e-district portal.

1. **Procession request**
2. Protest request

![Protest/Strike Request]

3. Event Request

![Event Performance]

4. Film shooting request

![Film Shooting]
3.3.12.2 Services (e-FIR)

A citizen can make e-FIR through citizen portal of following items:

1. Auto Theft of Vehicle
2. Robbery of Vehicle
3. Missing of Minor Children
4. Mobile Snatching
5. Cyber Crime
Chapter 4

Mobile Apps for Police Officers
Mobile Apps for Police Officers

4.1 NCRB APP – LATITUDE & LONGITUDE

1. Get Latitude and Longitude App

The App can be used to get the GPS coordinates of the current location using a mobile phone. The user can view the current location on map and GPS coordinates of any other location like Police Station, scene of crime etc. can also be found.

![Image 3.2 (1) Shows Latitude and Longitude of current location](image)

4.2 PINS (PROPERTY IDENTIFICATION & NETWORKING SYSTEM)–ANDHRA PRADESH

It is a comprehensive web and mobile application to tag, secure and lawfully dispose all case properties, bringing about accountability at SHO level and closer supervision by higher levels.

**Features**

1. Multiple logins
2. Secured logins
3. Dashboard for each role
4. Multifaceted Search
5. Citizen Search Facility
6. Fully Responsive
Auction Detail

1. Disposal by auction through PINS - 6478
2. Total revenue deposited to AP Govt. - Rs 2.96 Cr
3. Average amount earned per vehicle - Rs 4,400

E-Verify

The e-Verify app will be connected to the database of biometrics of history sheeters, known as depredators, dossier criminals and suspects collected in the server. As of now, the Andhra Pradesh police has a database of nearly 30,000 criminals in the Crime and Criminal Tracking Network System.

This app will use the data, along with the facility to include new entries through the android app. The hand-held device will be used to register and verify the fingerprints of the criminals or even suspects so that the patrolling parties can know whether a person in front them is a criminal or not.

1. Initiative of SP Prakasam to ensure effective surveillance over HS/RS. Now extending it to all Units.
2. The HS and RS data from CCTNS is being used for developing the e verify application.
3. The Station persons are created the ID on app and data of RS/HS is linked.
4. HS/RS verification is carried out capturing his Photo and uploading the Lat & Long.

Achievements

1. FICCI smart policing award.
2. SKOCH Award
3. Technical Sabha award
4.3 POCKET COP – GUJARAT

Home department, Gujarat has developed eGujcop application in which all the records related to crime have been digitized since 2004. eGujCop has a database of Criminals - names, M.O./Crime Committed, address, photograph, and fingerprint etc. eGujcop is also integrated with RTO which provides details of registered vehicles and license holders.

State Crime Record Bureau (GoG) in consultation with Tata Consultancy Services (System Integrator for eGujCop) has developed the services on mobile application which are helpful for Investigation officers (IO) in crime prevention and crime detection and also benefits citizens by improving the quality of investigations and expediting the investigation process. Retrieving information from registers was cumbersome and time consuming, but now this information is available to Investigation officers (I.O) on his/her mobile on a click. Considerable time is saved due to online search of missing person, Accused search, Vehicle search, and employee search. Description of these mobile applications is as below:-
4.4 POLICE CRIME CONTROL – JHARKHAND

This app is integrated with CCTNS.

Crime – Search from 2,16,485 CCTNS registered FIR

Criminal – Search 3,23,018 Accused

Gangs – Search from top 199 Gang leader

Theft Vehicle – Search from 11,999 by Engine No. Chassis No. or by Registration No.

Vehicle – Get details of any vehicle registered in India.

DL – Get Details of driving license issued in India

FIR – Get Details of FIR stored using CCTNS CAS

Crime Mapping – Get nearby POI as you move.

Contacts – Get Police Station and other contact details on single click.

Get GPS – View and share your location

Tracker – Live tracking of Vehicle/Troops

QR reader – Convert information from Codes

4.5 SUBAHU EBEAT SYSTEM – KARNATAKA

To govern the police beat patrolling, Karnataka has deployed an android based mobile application at Kolar district, on a Pilot basis. The application consists of following features:

1. QR code based live tracking of police beats
2. Reporting patrolling information to higher officials
3. SOS feature for police in case of emergency situations during beat
4. Alert and notification of incidents through voice message, text message and images to the higher officials
5. Pre-programmed beat routes
6. GEO fencing and lock door intimation by citizen.

This mobile app has been tested under the CCTNS aid and is proposed to be implemented across the state.

4.6 ARAKHI – ODISHA

1. Purpose of this app is to address the difficulties faced by investigative officers. This app is user friendly and easy to use
II. This app is compatible with thermal and stylus pen for printing investigation documents in the field

III. This app is integrated with VAHAN and SARTHI

IV. Currently included features are property seizure, arrest memo, requisition, MLC, dead body challan, spot visits, enterprise search, Vehicle Detail from VAHAN, Driver details from sarthi
4.7 MOBILE APPS FOR SENIOR POLICE OFFICERS AND SHOS – TAMIL NADU

Mobile App for Senior Police Officers

Tamil Nadu police has developed a mobile app for use by officers of the rank of SHOs to ADGPs which enables to access the CCTNS data. The app enables the officers to view the current status of cases registered in their jurisdiction on a real-time basis and empowers officers on the move with information on crimes & criminals. It provides drill down up to FIR level. The usage of mobile app has resulted in effective supervision, saving time and resources.

Mobile App for SHO

Tamil Nadu Police has developed a mobile app for use by Station level officers also. While the Mobile app for Officers provides information regarding the cases pertaining to the jurisdiction of the concerned officers, the app for Station level officers provides access to statewide data on crimes and criminals. This app is very helpful while conducting vehicle checks, beat patrolling and other field level policing activities.

In the manual process, multiple registers are to be referred to search the Crime / Criminal details for any investigation and analysis purpose. It is both cumbersome and time consuming. Whereas, with the digitization of records and development of mobile app, the police officers are now able to perform search/query from anywhere at any time in an easy and effective manner which aids them in their investigation.

4.8 TS COP – TELANGANA

TSCOP is to empower the front line Police Officer. Which reduces the Consumption of Time, in delivering the POLICING SERVICES to the CITIZEN. Front-line Police officers are empowered with the TABs, facilitating them to access the DATABASE on the spot, Input the Data of Crime Scenes, Verifying History of Suspects, submitting the information for Inspector’s /Incharge’s approval, everything is now eased by this app. Each & Every grievance reported by the Citizen will be guaranteed to be resolved within NO TIME. - Helps the Police, to measure their Performance, Analyze and to come Up with More Effective Way, in serving the Citizen. RESPONSIVE POLICING, TOWARDS SAFER TELANGANA. TSCOP is evolved with an integration of 54 services which are
mapped with different roles in Policing. TSCOP has been implemented on both Android & iOS versions, and made available for use of Telangana State Police Force.

All the 54 services are categorized under the following major heads –

1. **Emergency Response related Services**
   1. Dial-100: integration with Dial 100- Calls directly pushed to nearest Patrol Car/Blue colts and complete work flow for Emergency Response System.
   4. Leave a Buzz: Police SOS for additional force mobilisation.
   5. Local Contacts: Area wise local contacts for Emergency handling.

2. **Crime Prevention related Services**
   1. Beat Management: GPS enabled Beats and Point Book visiting for improved visible policing.
   2. 3rd Eye: Suspect antecedent verification services against Mobile Number, Aadhar Number, Vehicle Number, Voter ID, Driving License, PAN Card and Ration Card.
   3. MO Offenders Checking: GPS enabled MO offenders and History Sheeters listing and periodic checking management.
   4. Jail Release Management: Real time Jail releases information directly pushed to field officers and the concerned SHO.
   6. Finger Print Verification: Matching the suspect finger prints with ex-convict’s database from the field.
7. Verify: To verify the crime history of a suspect against 16,000 courts data across PAN INDIA.

8. Gun License Holders: To geo-tag the gun license holders and to automate the periodical checking.

9. Community Policing: Identification of community felt needs and addressing the felt needs and to track the status of the felt need.

3. **Crime Detection related Services**

1. Towers & Cams: Area wise cell phone towers & CCTV information geo-tagging and location based map services for faster evidence collection.

2. Incident Management: Incident alerts to nearest Patrol Cars/Officers with entry and exit routes for organizing vehicle/suspect checking.


4. CDAT: Repeat Offenders Professional and family tree based on phone number for timely apprehension of offenders.

5. Crime Scene Management: Initial responder’s crime head wise SOPs and evidence collection tools.

6. 360 Degree profile: Offenders 360-degree profile with entity resolution engine across the databases.


8. Accused Search: Accused /Suspect professional tree with relations form interrogation reports.

9. Other State Offenders: Geo-tagged other state offenders who committed crime in Telangana State.

10. Toll eye: To track the suspect vehicle/ crime involved vehicle details while passing through Toll Gates.

4. **Investigation related Services**

1. Petition Enquiry: Spot petition enquiry to bring accountability and transparency in the field staff.

2. Crime Scene First Responder: Crime scene first responder service to capture the evidences and to record witness statements before the disturbance of scene.

3. FIR & Petition Status: To know the status of FIR/Petition form anywhere anytime form CCTNS.

4. Case Sheets: Daily case progress updation by Investigation Officers for under investigation (UI) cases.
5. **Clues Teams**: Complete clues team work flow management right from information receiving to processing crime scene and to monitor the status of expert opinions.

6. **DSR**: Automated Daily Situation report of police stations and consolidation of the same at various higher levels/ Senior Officers about the happenings in their jurisdiction.

7. **GCR**: Grave Crime Report complete work flow to review the grave crimes by the supervisory officers

5. **Courts & Prosecution related Services**
   1. **Charge Sheet Status**: Spot updation of the status of charge sheet right from courts.
   2. **Court Committal**: Spot updation of the status of court committal right from courts.
   3. **Court Transfer**: Updation of the court transfer details form one to another.
   4. **Court Case Dairy (CCD)**: Daily court proceeding updation right from court related to pending trial (PT) cases.
   5. **Summons & Warrants**: Summons & Warrants entry, entrustment, serving and returning work flow management.
   6. **Notice to Sureties**: Serving notice to sureties in case of violation of court conditions.
   7. **Proclamations & Attachments**: Declaration of proclaimed offender and attachment of properties management.
   8. **Court Disposal**: Updation of court disposals such as convictions and acquittals.
   9. **Stay Order**: updation of the stay orders on the investigation.
   10. **Lok Adalath**: updation of lok adalath disposals such as conviction, compromised and acquittals.
   11. **Appeals**: Appeals in the higher courts in stipulated time and to obtain necessary government approvals.
   12. **Result of Appeals**: Result of appealed case status updation.

6. **Traffic Wing related Services**
   1. **Enforcement**: Complete visibility on daily.
   2. **Enforcement work with lost mile drilldown facility**.
   3. **Challan Payments**: Total challan payments by.
   4. **Violators via different channels**.
   5. **Detained Vehicles**: Complete history of detained vehicles and release of a vehicle.
   6. **Team Deployment**: Team deployment of various field teams using maps at the finger tip of the senior officers for better monitoring.
   7. **Top Violators**: Search based top violators list to plan special drives to issue the legal notice.
8. Landmarks: Geo-tagged landmarks for traffic planning and to clear the congestion.

9. Accident Analysis: Block Spot analysis for preventive measures and to re-engineering with the help of other stake holders.

10. Parking Slots: Geo-tagged paid & free parking slots for event planning.


12. Accident Reporting: Accident first responder service to capture the evidences from the incident place.

7. **Actionable Intelligence related Services.**

   1. Crime on Tracking: This service provides intelligence on where patrol cars are moving and where crimes are reported.

   2. Crime Thematic Map: Crime thematic map to analyses the crime prone areas and to take preventive measures.

   3. Accident Thematic Map: Accident thematic map to analyses the accident prone areas to take preventive measures.

   4. IPIH: Integrated people information hub to resolve the entities and to find single source of truth across the databases.

8. **Personnel related Services**

   1. Pay Slip: Monthly pay slips with all deductions, loans and arrears of Individual employees.

   2. Leave Management: online leave applications and approvals.


   5. Service Book: Personal record with all the postings, trainings, rewards and punishments.

**Key benefits to Police**

   1. Deliver Services “Anytime & Anywhere” for faster responsiveness to the Citizens Foster Information sharing & Knowledge exchange services to empower front line Police Officers.

   2. Seamless integration of different application functionalities & databases through Single-Sign-on services.

   3. Faster identification and tracking of suspects, quicker resolution of cases, and increased rate of convictions to the offenders.

   4. Proactively prevent crimes through real-time intelligence inputs and analysis relating to crime and criminals.
Key benefits for community

1. Improved Crime Prevention Measures
2. Faster Emergency Responses
3. Improved Visible Policing
4. Citizen Friendly Policing
5. Cycle time reduction in Crime Detection
6. Reduction of Fear of Crime among the Citizens
7. Safe & Secure Communities

Antecedents Verification

CCTNS enabled the department to identify 74 persons having criminal background nature during the recruitment process in which 9,281 participants aspired to join Police services. Also, Character verification request is being carried out seamlessly with CCTNS database, thereby increasing the credibility of the depart of Constables- Notification 2015).

Passport Verification

Telangana State Police used to verify the details of passport applicants with “verifast application” which is CCTNS database Platform to know their criminal history if any. So far about 5 Lakhs passport applications have been verified during the Year 2017-18. Telangana State is in 1st position in verifying the details of passport applicants across the country. The ministry of External affairs, GoI, New Delhi has awarded MEA award for speedy verification of passport.
Chapter 5

Reports, Dashboards & Data Analytics
5.1 REPORTS & DASHBOARD

5.1.1 Andhra Pradesh

DG Dashboard

25 different types of Reports are being generated through DG Dash Board

1. **DSR- to Officers through e-Mail**
   1. DGP and Staff Officers receive daily State level DSR through e-mail.
   2. Customized report shared to CM core dash board over DSR, RS / HS, Case status
   3. Unit Officers (SPs/CPs) and DCRB receive district DSR through e-mail.
   4. Verification and correction of erroneous data is being done at all levels.
   5. A technical team is verifying all the registered cases on daily basis at PHQ level.

2. **Missing Persons Report**

   Police Stations can get complete list of
   1. Missing cases reported.
   2. Traced cases
   3. Untraced Cases.
   4. Traced & Untraced Persons
### Accused Persons Report

Users can get the details complete arrest particulars in a single report

1. Total number of cases registered
2. Number of cases detected
3. Number of cases undetected
4. Total number of accused
5. No of persons arrested/41
6. CrPC/PT Warrant/Juveniles
7. No of persons yet to be arrested
4. **Road safety Report**

Users can get the details of accident Time, area, Location, road type etc.

5. **Data bank services**

<table>
<thead>
<tr>
<th>Service</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>RTA</td>
<td>Vehicle and Drivers crime antecedents</td>
</tr>
<tr>
<td>Intelligence Dept.</td>
<td>Antecedents verification of Passport Applicants</td>
</tr>
<tr>
<td>ePragati</td>
<td>Antecedents verification for State Govt. Unemployment allowance scheme</td>
</tr>
<tr>
<td>eChallan</td>
<td>Traffic Police will enter Vehicle details and driver license details for accessing vehicle history both crime and ownership</td>
</tr>
<tr>
<td>SHOs</td>
<td>For checking criminal background of accused and further opening of sheets (HS/RW etc.)</td>
</tr>
<tr>
<td>IOs</td>
<td>Tracing of OV criminals and identification of Unknown dead bodies, Missing persons etc.</td>
</tr>
</tbody>
</table>
5.1.2 Assam

CCTNS Assam facilitated MIS Dashboard for three types of search:

a) Management dashboard search – User can generate 38 Types of search results

b) Search analytical tool – User can search 06 types of analytical reports

c) Citizen Services – User can search 8 types of citizen service and track the status for monitoring

Management Dashboard

<table>
<thead>
<tr>
<th>S. No.</th>
<th>Crime Head</th>
<th>2016</th>
<th>2017</th>
<th>% Difference</th>
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<tbody>
<tr>
<td>1</td>
<td>ARSON</td>
<td>17</td>
<td>7</td>
<td>-59</td>
</tr>
<tr>
<td>2</td>
<td>ATTEMPT TO COMMIT MURDER</td>
<td>27</td>
<td>22</td>
<td>-19</td>
</tr>
<tr>
<td>3</td>
<td>BURGLARY</td>
<td>225</td>
<td>165</td>
<td>-26</td>
</tr>
<tr>
<td>4</td>
<td>ON NOT AMOUNTING TO MURDER</td>
<td>1</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>5</td>
<td>CHATING</td>
<td>141</td>
<td>194</td>
<td>38</td>
</tr>
<tr>
<td>6</td>
<td>COUNTERFEITING</td>
<td>2</td>
<td>1</td>
<td>-50</td>
</tr>
<tr>
<td>7</td>
<td>CRIMINAL BREACH OF TRUST</td>
<td>82</td>
<td>76</td>
<td>-7</td>
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<tr>
<td>8</td>
<td>CRUELTY BY HUSBAND OR RELATIVES</td>
<td>432</td>
<td>531</td>
<td>23</td>
</tr>
<tr>
<td>9</td>
<td>DAVITY</td>
<td>3</td>
<td>4</td>
<td>33</td>
</tr>
<tr>
<td>10</td>
<td>DEATH BY NEGLIGENCE</td>
<td>6</td>
<td>3</td>
<td>-50</td>
</tr>
<tr>
<td>11</td>
<td>DOMY DEATH</td>
<td>11</td>
<td>4</td>
<td>-64</td>
</tr>
<tr>
<td>12</td>
<td>HURT / GRIEVING HURT</td>
<td>236</td>
<td>172</td>
<td>-27</td>
</tr>
</tbody>
</table>
5.1.3 Chandigarh

Reports

Crime and Criminal Tracking Network & Systems (CCTNS) is a prestigious project of Ministry of Home affairs, Govt. of India. System Integrator has developed approx. 20 main reports. In which 235 are sub reports on the basis of inputs from Police Stations & other units. These reports are helpful for the Investigating officers as well as supervisory officers to monitor the crime of the particular jurisdiction.

1. **Arrested Person Report**

   This report is fetched from all Police Stations. In this report one can search the arrest detail of parameters (name, date range, age range, relative name, police stations). Public person can check if accused is arrested date of arrest, if accused is charge-sheeted or not, accused details, etc. Investigation officer can search for this report if accused is previously arrested or not, if arrested then in which Police stations and complete FIR detail can be viewed.

2. **Juveniles Apprehended Details Report**

   This report is fetched from all Police Stations. In this report one can search the arrest detail by date range. Investigation officer can search for this report if the juvenile is previously apprehended or not, if apprehended then in which Police stations and complete FIR detail can be viewed.

3. **Accident Report**

   This report is fetched from all Police Stations. In this report one can search the Accident detail by parameters (name, date range, relative name, and police stations). Investigation Officer and Public person can check FIR details etc.
4. Crime Head Wise Reported and Worked out Cases

This report can be viewed by SHO for its Police station only, DSP or Zone officer by Single Police station as well as complete zone wise, and SP and above can view All Police station, Zones. (According to their logins). In this report cases under crime head reported and worked out can be seen and percentage of workout can be seen.

5. Crime Head Cases In Detail

This report can be viewed by SHO for its Police station only, DSP or Zone officer by Single Police station as well as complete zone wise, and SP and above can view All Police station, Zones (According to their logins). In this report details of FIR’s registered under various head can be seen.


This report can be viewed by SHO for its Police station only, DSP or Zone officer by Single Police station as well as complete zone wise, and SP and above can view All Police station, Zones (According to their logins). In this report details of FIR’s registered under various head can be seen.

7. Missing Person Report

It is a tabular Missing person report based on the police station, missing DDR No., missing DDR Date, victim detail, age of victim, gender, physical features, missing place, traced out date, found DDR and date. Best part is the photograph of the missing person is also available if the photograph is there in the database. Police officers and Public person can see the detail of missing person and present status.


A Statistical report of missing and kidnapped person can be generated Police station wise on missing, traced, un-traced, kidnapped, traced kidnapped and un-traced kidnapped parameters. User can get the total no of cases in the particular period of time.

9. IIF Report

It is a report based on IIF entry status against FIR reported during the period. In this report Senior Officers, Investigation Officers can see the total entry of IIF reports against FIR registered under SDPO office and police station wise. With the help of the report senior officer can see the Crime Detail, Arrest of FIR, Total arrested person, chargesheeted, convicted and acquitted detail of the person.

10. IIF Entry Status Monitoring Report

This report shows FIR wise status of other entry forms based on the police station. It consists of detail of IIF1, Date, Act, Under the section, IIF2, IIF3, No. of arrested, Seizure, Seized property, IIF5, IIF6, Disposal type and name of the investigation officer.

11. IIF Total Entry Report

It is a report of a total entry of IIF forms which includes even old FIR’s too. It consists of the various parameters. They are SDPO, Polices station, FIR, Crime detail, arrest Memo, Property seizure, final report and court disposal.
12. IIF Pending Report

This report is based on concerned forms GD’s. If GD is written, but form is not filled then it shows pendency. This report shows pending IIF forms against FIR’s. By clicking the pending numbers it displays detail of GD’s of IIF’s.

13. FIR Upload Status Report

This report shows pending FIR’s to be uploaded on Citizen Portal and overall statistical report. This report is of SDPO, Polices station wise. Which shows that the such and such FIR is pending for uploading.

14. Cases Registered Details Report

In this report SHO and Senior Officers can see the daily cases registered with details. Detail consist of name of the police station, FIR registration date, Complaint detail, Occurrence date, FIR contents, Victim details, Accused Detail, IO name.

15. FIR Investigation Officer Reports

This report is to find out the Current Investigation Officer of FIR. This can be used by Computer Operators, SHO and Senior Officers. It displays the Name of the police station, FIR, Date, Investigation officer and Officer Detail.


In this report All officers can see Final form status of FIR’s by Date Range based on the parameter of the Police station, FIR registration act and section, Final report type, case diary no and IO name.

17. Accused (NAAMJAD) In FIR Report

This report shows the detail of Accused or Person Naamzad in FIR on different parameters. Parameters are Police Station, FIR detail, Name, Relative name, Accused Address, Name of the Village, State name, Gender, Age, whether Arrested and charge sheeted.

18. Data Bank Entries Report

This report shows Databank Entries of Village detail, Convicted person, Arms license detail, FIR lathi charge detail, senior citizen detail, Single women, helpful citizen and sex offender done by Police Stations by Date Range.

19. Murder Report

This report is based on the Motive of the Murder. In this report Police Officer can analyze the maximum cause of murders and can update their strategies for future investigations. This report is based on the motive as for gain, Enemity, Land/Property Dispute, and illicit Relation, Dowery/Domestic violence, communalism/Casteism, Terrorist/Extremist and others.

20. Snatching Report

In this report Police officer can analyse the maximum place type of Snatching done by snatchers, and makes future strategy. It the common place where maximum snatching took place.
21. Robbery Report

In this report Police officer can analyse the maximum place type of robbery done by robber, and makes future strategy.

22. Burglary Report

In this report police officer can analyze the maximum cases of burglary time and make future strategy. The report shows the Total cases of the burglary happened in the particular police station as well as the whether it has happened in the day time and in the night.

23. Motor Vehicle Theft Report

It is a Motor Vehicle Theft Place Of the occurrence, division wise report. The police officer can analyse the maximum place type of Motor vehicle theft done by vehicle lifter, and work accordingly also make the future plan.

5.1.4 Haryana

Reports on Crime Against Women (CAW)

Reports on Crime Against Women (CAW) are as follows:

2. List of Person(s) Charge sheeted
3. List of Person(s) Convicted
4. List of Person(s) Acquitted
5. Comparative Crime Against Women
**Accident Report**

This report is fetched from all Police Stations. In this report one can search the Accident detail by parameters (name, date range, relative name, and police stations). Investigation Officer and Public person can check FIR details etc.

**5.1.5 Jharkhand**

**For search** - We can search through any accused name in crime and criminal analytics dashboard. Its path is [http://dgdashboard.jhpolice.gov.in](http://dgdashboard.jhpolice.gov.in) --- Crime and Criminal Analytics

We can select the date range or particular P.S. Crime details through different parameters and it can search data from the CCTNS Database.

1. This dashboard is integrated with CCTNS.
2. This is created on ELK (Elastic search, Logstash & Kibana) stack.
3. A user interactive dashboard to perform trend analysis along with statistical data.
4. Searching for any person across state database by providing search criteria like name,
5. it relative name, FIR No., district, PS or their combinations Its path is [http://dgdashboard.jhpolice.gov.in](http://dgdashboard.jhpolice.gov.in) - Crime and Criminal Analytics
6. We can select the date range or particular P.S. Crime details through different parameters and can search data from the CCTNS Database.
5.1.6 Manipur

5.1.6.1 DSR

The Daily Situation Report is generated from the Police Stations for information of senior police functionaries of a district and concerned higher formations regarding incidence of crime happening during the past 24 hours.
The report consists of the data from FIR presented in a defined format. All Police Station & Concerned Higher Offices is the main stakeholder for this. Police Stations generate the report, which can be viewed by the concerned Higher Offices.

5.1.7 Odisha

5.1.7.1 Dashboard

State Crime Records Bureau, Odisha has created a Dashboard to convert CCTNS in a Management Information System. The dashboard provide all the features required by Senior Officers/Police Station Officers to use/monitor registration and investigation of Crime. The “Dashboard” can also be accessed on laptops and mobile devices using internet. Using the Dashboard Supervising Officers can issue instruction relating to investigation and view the progress. All grievances received manually or electronically from the Public are now being incorporated as part of e-grievance which is now provided in the Dashboard. This feature ensures that Public grievances are attended to by Senior Officers. The Dashboard has also been provide with Enterprise Search. This Software when deployed creates an index of all the data in the system reducing search time requirement of Senior Officers. Activity Log feature in Dash board enables IO to record data to day progress of investigation which will be auto populated to case Diary as per the format. Dashboard was rolled out on 1st Jan 2018 and is being used by Field Officer and Senior Officers across the State.

It has following features

1. Major Head Wise Crime
2. Daily Crime Digest
3. Accident Data Analysis
5.1.8 Punjab

5.1.8.1 Un traced reports

In Road accident cases, stolen vehicles, Theft cases. It provide Single window platform to the Citizen for to provide the services related to the copy of traced reports in Road Accident cases, Stolen Vehicles and Theft cases. Deliver in Online mode in time bound manner.

The services delivered in online mode in time bound manner to the citizen, thereby creating a positive sense of satisfaction among the citizen about the delivery of Government services.
Helps in saving of manpower, stationary, paper saving and a source of revenue as citizens are willing to pay for hassle free services delivered at home. The delivery of services has helped the citizens in obtaining the services in hassle free manner through Saanjh portal, now one has to apply at the single window.

### 5.1.8.2 SCRB Report

SCRB reports are State specific report formats which are used to manually collect the crime information on a monthly basis from all the Districts of Punjab. Consolidated report is prepared at State Headquarter Level this process is done manually, which is a time consuming work which often leads to delay in the collection of data in the stipulated timelines and there is no authenticity of accuracy of data.

SCRB Reports of Punjab State are developed to monitor the information of different reports available to the officials at any moment. Reports developed are listed.

1. D-Month
2. Acid Attack
3. Attack on Police Officials
4. Property Stolen & Recovered under IPC 379 – B
5. Property Stolen & Recovered under IPC 382
6. Highway Robbery
7. Police Officials Accused/Co-accused
8. Crime against Children
9. Recoveries under Arms Act
10. Cases registered for attack on Police Officials (IPC 332/353)

This SCRB Reports facilitates the Police Officials to access the monthly crime details happenings in the state at one distinct point.

After development of SCRB Reports, Crime details will be auto fetched from the CCTNS. With the added advantage of data available at state headquarters and every district simultaneously.

### 5.1.8.3 Criminal Intelligence Gazette

Monthly Criminal Intelligence Gazette of Punjab State has been prepared in digital format. Through this digital book we can monitor the information on the following aspects:

1. Missing Persons
2. Traced Persons
3. Unidentified Dead bodies
4. Wanted Persons
5. Stolen Vehicles
6. Recovered Vehicles
7. Interstate Criminal Gangs
8. Missing Documents
9. Proclaimed Offenders (U/s 82/82 Cr.P.C)
10. Absconder (U/s 299 Cr.P.C)

Out of the 10 of CI gazette following 6 reports are getting generated through CCTNS data namely:-

1. Missing Persons
2. Traced Persons
3. Unidentified Dead bodies
4. Stolen Vehicles
5. Recovered Vehicles
6. Proclaimed Offenders (U/s 82/82 Cr.P.C)

The Link of the digital book is available on Punjab Police website i.e. [http://www.punjabpolice.gov.in](http://www.punjabpolice.gov.in) in the Serving Community Menu.

This digital book facilitates the citizens as well as Police Officials to access the above mentioned criminal details in digital format.
After development of digital book of C.I. Gazette, Punjab Police is now no more printing the copies of C.I. Gazette. Earlier, every month, 550 copies (each copy had approx. 100 pages, so total of 55,000 pages) were used to be printed, whereas with digital book Punjab Police has contributed towards more economical and eco-friendly initiative.

5.1.9 Telangana

Dashboard

We have a total of about 34 Reports. The below mentioned are the various reports.

5.1.9.1 Reports

1. **UI Report**
   
   In CD Part I we have the reason for UI, User enters the information related to the 21 Major heads and thus the report generates.

2. **PT Report**
   
   To generate the report, at least one CCD has to be entered.

3. **Online Crime Review – Type I**
   
   It generates Major head-wise report for the selected time period. If a particular case involves multiple sections of law/multiple Acts (IPC, CrPC, Special and Local Laws), it will appear only under the head which has maximum punishment. Status of the reports can be seen in this report for the 21 Major Heads with UI/PT/Court Disposal/Police Disposal with Act Types: IPC/CrPC/SLL and ALL.
4. **Online Crime Review – Type II**

   It generates Major head-wise report for the selected time period. A case may appear in multiple heads of Crime on the basis of the respective section of law/Act. With ‘N’ no.of Acts & Sections that are mentioned in the FIR gets displayed for the 21 Major Heads with UI/PT/Court Disposal/Police Disposal with Act Types: IPC/CrPC/SLL

5. **Crime Review year wise**

   It generate year-wise comparison of Crime Major Head wise for the selected number of years. Online Review Year/Wise Report generates yearly for both Type I & II for the 21 Major Heads with UI/PT/Court Disposal/Police Disposal with Act Types: IPC/CrPC/SLL

6. **Section wise report**

   It generate year wise crime classification report (Crime against women / SC ST/ Children, Road Accident etc. Here only Crime against SC/ST/Children/Road Accidents will be displayed yearly for Type I & II reports.

7. **Major Head-Wise Report**

   It will give the minor head wise report for the selected Major Head and selected number of years (won DG NCRB’s Running Trophy (AIPDM 2016).

8. **Acts and Sections**

   This generates a report based on any given combination of different Acts and Sections and Number of years. User has a provision for selecting the reports with different Acts & Sections.

9. **Missing Person Report**

   Details of cases of Missing persons registered with details of the number of persons traced, un-traced and number of photographs available and not available are available in this report. We can get the count as well.

10. **Un-known Dead body**

    Details of cases of unknown dead bodies registered with details of the number of persons identified, un-identified and number of photographs available and not available are available in this report.

11. **IO Performance**

    This report is useful for superior officers for monitoring the performance of the all Investigation Officers under their jurisdiction.

12. **Citizen Petition Report**

    Each officer can monitor the petitions registered in their jurisdiction via citizen portal (www.tspolice.gov.in) and their status.
13. Forensic Science Lab

All IOs and superior officers can monitor the progress/status of the Material Objects (MO) sent to FSL with categories like Status, Receipt, Dispatch-courier and Aging.

14. Road Safety

All 15 Road safety reports as prescribed by Road Safety Wing/NCRB can be generated.

15. Case Details

This report shows all details of the forms/case current status and notices issued. The supervisory officer can see the status of the case and instruct the Investigation officer by adding a memo to investigate the case within the time.

16. Aging Report

This report will show the age of the file with a frequency of 1-30 days, 31-60 days, 61-90 days, 91-180 days and greater than 180 days. It will help the superior officers to know the long pendency of the cases and to liquidate the pendency.

17. Annexure-I UI Cases Status Report

Generate the UI Case status reports. The report shows the year wise pending of UI cases of each District/Sub-Division/Police Station reports. The system will generate an email alert to the SHOs/IOs about the pendency of cases. It will help to liquidate the pendency of UI Cases.

18. Annexure-V PT Cases Status Report

Generate PT Case status reports. The report shows the year wise pending of PT cases of each District/Sub-Division/Police Station reports. The system will generate an email alert to the IOs/Investigation officer about their pendency of PT cases. It will help to liquidate the pendency of PT Cases.

19. Enterprise Search

The user can search details of accused, witness, complainant and victim by giving inputs viz. partial name, phone number, vehicle number and Crime Number. We can view/download the details related to the FIR till the case progress.

20. Finger Print Bureau

FPB has integrated with CCTNS. The FPB officials will upload the chance prints of the particular case, which are being collected from the scene of the offence, then the Central FPB authorities compare the chance prints with their database and upload their report. The IO can view the FPB report online.
5.1.10 Uttarakhand

Dashboard has following modules:-

1. Daily Crime Digest
2. Road accident Report.
3. E-Grievance
4. Accused wise Crime Search
5. All Cog. Cases
6. Missing Persons
7. Crime Review
8. Enterprise Search and etc.

5.2 CRIME DATA ANALYTICS

5.2.1 Flexi Reporting – Chhattisgarh

A Flexi-Report writing tool is developed wherein desired report formats can be written and entire CCTNS database of five forms can be queried to generate statistical and analytical reports.
This Report Tool is being used by the Police Department for decision-making and crime analysis. This Report Tool allows the Police Department to generate flexible report and analysis in all fields of the entire CG CCTNS database. It is available for both police and citizens. The outsourcing agency is TCS limited.

5.2.2 Business Intelligence – Haryana

This module would help IO in systematic analysis for identifying and analysing patterns and trends in crime and disorder. Information on patterns can help Police deploy resources in a more effective manner, and assist IOs in identifying and apprehending suspects. BI supported crime analysis shall also play a vital role in devising solutions to crime problems, and formulating crime prevention strategies.
Now IOs are using the reports generated from the BI module in preventing the crimes. The Supervisory officers are utilizing the resources available with them in a better way. Supervisory officers, SHOs and IOs have been provided training in generating the reports, analyzing those reports. The module is being used all over the state by them. The reports are also being generated at PHQ by senior officers.

5.2.3 Crime Analysis Business Intelligence Analytical Framework – Madhya Pradesh

To increase in various registration and migration of legacy data, it is required that a flexi reporting should be developed for crime analysis and monitoring within various locations. State has implemented Business Intelligence tool Microsoft BI and developed a comprehensive dashboard, which encompasses the various aspects of Policing with respect to various level of Hierarchy of Police Department which enables officers to view the states of crime and its investigation from anywhere. Following are the key highlights of flexi reporting and BI. Developed In-house by outsourced Agency (HCL).

1. Parameterized selection based on jurisdiction, acts & sections, modus operandi, date range
2. Graphical representation for crime analysis.
3. Anytime-anywhere information- Based on user access and will be accessible from any location under the CCTNS intranet domain.
4. Accessible from police station to Police Headquarter level.
5. Drilled down till FIR registration.

With the help of this dashboard the supervising officer and senior officers can view the detailed reports of the crime registered in the State with the drill down facility available up to Police Station level. So that law and order can be maintained easily and force can be deployed accordingly.

Crime Rate Analysis for Body Offence for year 2017 and last two years

<table>
<thead>
<tr>
<th>DISTRICT</th>
<th>% Change in Crime Selected Year</th>
<th>% Change in Crime Last Year</th>
<th>% Change in Crime Last to Last Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>शासकीय रेलवे पुलिस जबलपुर</td>
<td>-61.30</td>
<td>64.58</td>
<td>-58</td>
</tr>
<tr>
<td>बैतूल</td>
<td>-35.42</td>
<td>-5.48</td>
<td>-47</td>
</tr>
<tr>
<td>उमरिया</td>
<td>-8.52</td>
<td>-6.71</td>
<td>-44</td>
</tr>
<tr>
<td>शर्मोहरू</td>
<td>-17.83</td>
<td>-6.19</td>
<td>-38</td>
</tr>
<tr>
<td>डिल्ली</td>
<td>-31.79</td>
<td>8.18</td>
<td>-37</td>
</tr>
<tr>
<td>सिंघोली</td>
<td>-41.22</td>
<td>41.31</td>
<td>-34</td>
</tr>
<tr>
<td>मन्दरसौर</td>
<td>-74.86</td>
<td>0.54</td>
<td>-32</td>
</tr>
<tr>
<td>रीवा</td>
<td>-18.15</td>
<td>13.57</td>
<td>-27</td>
</tr>
<tr>
<td>सीढी</td>
<td>-35.52</td>
<td>9.56</td>
<td>-26</td>
</tr>
</tbody>
</table>
Crime Count by Police Station

<table>
<thead>
<tr>
<th>Police Station</th>
<th>Crime Count YTD</th>
<th>Crime Count Same Period Last Year (Year Wise)</th>
</tr>
</thead>
<tbody>
<tr>
<td>RAJGARH</td>
<td>1</td>
<td>572</td>
</tr>
<tr>
<td>अंजुद</td>
<td>144</td>
<td></td>
</tr>
<tr>
<td>अंतरंग</td>
<td>55</td>
<td></td>
</tr>
<tr>
<td>अंदरोदिया</td>
<td>112</td>
<td></td>
</tr>
<tr>
<td>अंगरा</td>
<td>17</td>
<td></td>
</tr>
<tr>
<td>अजयगढ़</td>
<td>165</td>
<td></td>
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<tr>
<td>अटेर</td>
<td>155</td>
<td></td>
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<tr>
<td>अटेरा</td>
<td>43</td>
<td></td>
</tr>
<tr>
<td>अधारातल</td>
<td>430</td>
<td>547</td>
</tr>
</tbody>
</table>

% Change in Crime Selected Year by PS

<table>
<thead>
<tr>
<th>Location</th>
<th>% Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>होशंगाबाद कोतवाली</td>
<td>-44.41</td>
</tr>
<tr>
<td>हैदराबाद</td>
<td>-35.84</td>
</tr>
<tr>
<td>हीरा नगर</td>
<td>-32.29</td>
</tr>
<tr>
<td>हिमोताल</td>
<td>-8.05</td>
</tr>
<tr>
<td>हिपियोरिया</td>
<td>-38.66</td>
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<tr>
<td>हाटपिलिया</td>
<td>-12.35</td>
</tr>
<tr>
<td>हसीनापुर</td>
<td>-74.19</td>
</tr>
<tr>
<td>हरदेह</td>
<td>-0.37</td>
</tr>
<tr>
<td>हरसूद</td>
<td>-44.13</td>
</tr>
</tbody>
</table>
Dynamic Reports is a strategic tool wherein we can generate dynamic reports in real time using CCTNS database. User can design & generate reports by selecting one or multiple parameters such as Unit, Police Station, period (from & to date), one or multiple Act and Sections, place of occurrence, gender, category, caste, accused, victim, modus, nature of property etc.. Police personnel need such data which can help them to take future decision for crime which can happen at that moment of time and place. Tool which can help police to pull report on multiple criteria i.e. unit, police station, acts & section, caste, gender, major heads & minor heads, modus of operandi, major place, minor place, nationality of accused/criminal, profession, property category, property nature and religion. Developed In-house, Available for all police station and higher Offices.

1. Data generated through this tool can be used by senior officers in faster and effective decision making. Prevention of Crime by effective usage of manpower and resources.

2. User can get the district wise as well as police station wise IIF1 to IIF7 count

3. User can apply different date range conditions and can get statistics for any single or multiple selected police stations
4. User can get the count of registered FIR under selected ACT, Section, Major Head, Minor Head and their combination.

5. User can get statistics for single or multiple act and sections

6. User can get statistics for single or multiple major and minor head

7. User can get the count of registered FIR under combination of selected date range, police stations, applied act/sections and crime related investigation information such as place of occurrence, modus method, motive, used conveyance

8. User can get the count of registered FIR & count of accused or victim under combination of selected date range, police stations, applied act/sections, investigation information and accused information such as status, age, gender, occupation, caste, religion.

9. Controlled the size of report results by not displaying detailed data and user can get the exact figure at any time.

10. User can export the results of a dynamic report to excel or pdf and can get the print User can apply various selections and save the changes as a new dynamic report definition.

PENTaho BI Tool

SCRB has issued work order to Wipro for the development of Pentaho BI tool which uses Crime Patterns (Time/space/modus operandi) for crime prevention, creates dashboards for various ranks of police department, creates visual – business intelligence (BI) dashboards by multiple hierarchical roles based on pre-defined crime indicators with multiple level drill downs, generate charts for key heads and types of offenses (Body, property etc.), shows historical Crime statistics by using BI capabilities (charts) etc. The tool has been developed and is under final testing by department members. It is a Dashboard for various ranks of police officers. It is a crime patterns analysis using “user friendly info graphics format/charts”. Creation of visual dynamic BI dashboards by multiple hierarchical roles based on pre-defined crime indicators. Useful to Police Personnel including higher officer.

1. Crime pattern available based on major groups of crime including crime against women, children, ST/SC, senior citizen, property etc.

2. Better decision making by government (higher level officers).

3. Crime prevention through crime data analysis.

4. Crime rate available for all units.

5. Crime analysis on the basis of units, Commissionerate and ranges. Download functionality available for graphs, images, PDF and excel formats.
5.2.5 Geographical Information System (GIS) & GPS Odisha

This module would provide support in capturing series of crimes/ incidents and may help in forecasting future such similar incidents. It would also help and understand events and dynamics in a neighborhood including persons, events, and crime incidents.

GPS: This module would help in monitoring and locating the location of patrol cars and police officers using GPS technology.

Police assistance to any citizen seeking help may be provided in very short time as all the process of Call Taking, forwarding to concern nearest emergency response vehicle is automated. All the Police action at the place of incident may be recorded in audio and video.
Chapter 6

CCTNS Software Enhancements
CCTNS Software Enhancements

6.1 ENTERPRISE SEARCH

6.1.1 Andhra Pradesh & Telangana

This module enhances the entire information of a person (Accused/Victim/Complainant/Witness) in just one click for the state with various filter options.

Rigorous follow up making PS co-ordinators for ensuring data entry completion in all modules like FIR, Petition, Arrest & Court Surrenders–ACS, Charge Sheets, Crime Detail Forms, Case Diaries, Final Reports, Result of Appeals.

6.1.2 Odisha

Quick accessibility of CAS database by Police Personnel just by typing the Name or Crime type or ACT/Section or Date etc. It is a Google type search for Police Department. Police Personnel can easily go through the database of CAS by just typing what they want to search. The search does not taken time and display all results possible for that.
6.2 THIRD EYE

Police Person can search the Vehicle using the parameter like (Registration number, chassis Number, Engine Number and Vehicle Type. Search can also be possible on Partial Registration number. Similarly searching of mobile is also possible through parameter like (Mobile Number, Name, Place and Address)

6.2.2 Haryana

A module equipped with search facility and a functionality of importing/ exporting various databases (supporting all database formats such as access to excel, etc.). The module will be used to make a query based search on the databases of various other Departments (Voter IDs, Driving License, Ration Cards, Landline Phone, Cell Phone Subscribers) required to be used during the course of investigation, crime detection, Antecedents verification, etc. Once these databases are imported/ exported in the CCTNS set of databases, the module would allow the users to access these databases through SMS as well.

The searches made in the 3rd Eye modules are proving to be very helpful in investigation, crime detection and Antecedents verification etc. core activities of the Police.

Currently integration with Jails and UID is under process. The internal search facility has been provided to all the IOs in their login and they are using the same.

6.3 CAS WORKFLOW IMPROVEMENTS

6.3.1 Delhi

6.3.1.1 Online GD

Delhi police has upgraded the latest version of Core application software (CAS) v4.5 in all the police station from 1st September 2018. The GD has been made real time basis, i.e. time stamp of central server is reflected in the GD entries. This has done away with the manual GD register (Roznamcha A) at the police stations. The manual roznamcha was in practice in the police station, Delhi from 1935. This has brought real transparency in the police station working and any possibility of manipulation in the date, time of GD entries has been removed completely. Since all the registration viz. FIR, NCR, Missing persons, MLC, UIDb etc is linked with the GD entries, hence all registrations and investigations are being done on the real time basis.
6.3.1.2 Reorganization of District/PS

Some district viz. Shahadra, Rohine and Dwarka were created by carving out from the existing districts. Consequently the jurisdictions of many police stations were changed which posed the problem for correct statistical reports of the concerned police station and district. The SI and SPMU of Delhi police in consultation of Delhi police team addressed this problem of reorganization of district/PS.

Delhi Police has changed the nomenclature of the old Police Station by adding the ‘District Name’ within the bracket. All entries will be visible and available for Print when we login to old PS but new entries will not be possible. Delhi Police has also created one master table to control this type of PS Reorganization Issue in the future.

Display of different old and new PSs Name at the time of login

The application gives error message, if the user wants to register a new FIR in old PS
6.3.1.3 Delinking of Offline Database

Delhi police has delinked the offline Database and application connectivity and is using a completely online version in CAS. By doing this the problem of sinking of online and offline database completely eliminated. The following modules are working fine without any offline dependency.

1. GD
2. FIR
3. Complaints
4. Lost property
5. All Registration Modules
6. Investigation Modules
7. Prosecution Module

6.3.2 Jammu & Kashmir

6.3.2.1 CAS for SDPOs

As in CAS VER 4.5 there is not any option of Supervisory Officers/HOs Note. It is required to add Supervisory Officers/HOs Note for Police Stations. State has customized the report and now SDPO/HO can put a supervisory note to the concern police station SHO for a particular FIR. After that SHO can view those notes and he will do the needful what SDPO has supervised him to do over the note. It is available for Police only

6.3.2.2 Printout/Disposal of Final form Case FIR

In CAS VER 4.5 there is not any option of print functionality. But in day to day work on Police station they require print out of documents like Naksha Moka, Witness Statement and complete challan print out. These function are not available in CAS. Naksha Moka, Witness Statement and complete challan
Copy is not available into the CCTNS CAS offline as well. System Integrator customized this option of print in CAS VER 4.5 everywhere. Also option is available for all IIF forms in CAS from IIF 3 to IIF-5 onwards. Printout of Whole content including brief facts in Final Form is also customized in this module. Now complete print out of IIF form 5 is coming including its brief facts content.

### 6.3.2.3 General Diary Subject

As in CAS VER 4.5 General Diary Subject line is fixed. It cannot be edit. The language of text is only English. System Integrator done the customization for this module. Now any type of text/characters are coming in General Diary Subject line. It is available for Police only

After the customization work of System Integrator, Police station staff is able to change the General Diary Subject line. They can write any types of text/characters in General Diary Subject line. Also they can write in Urdu Language in General Diary Subject line. As Jammu and Kashmir is a state where Urdu language is used commonly, it is very helpful for them. Even user’s, police staff can write URDU language as well in the other field of General Diary.

### 6.3.2.4 Re Assignment of Cases in Offline

As in police working, IO transfer is a routine work of Police station. Sometimes an IO is getting transferred to another PS and during that time his FIR is reassigned to another IO. In CAS there is not any provision to reassign the FIR from one IO to another. The main objective of this module is to provide smooth and improve the case transfer of IO. Manual file work has been made obsolete. All IO transfers are handling with this module. No further delay in case assignment and further investigation through CAS. It is available for Police only.
6.3.2.5 FIR Download

As in CAS VER 4.5 there is not any option of download Fir report, so the requirement of this module come in existence. Soft copies of FIR are required against Acts like NDPS ACT, Unlawful Activities Act. Sometimes soft copies of FIR are required against Acts like NDPS ACT, Unlawful Activities Act, hence provision should be made to download Soft copies of FIR.

6.3.2.6 Urdu Language Integration in CAS

Jammu and Kashmir is a state where Urdu language is used commonly. So the requirement of URDU language come in existence. The most police staff are working in only known to Urdu language, they do not know Hindi or English language. The main objective of this module is integrating Urdu Language everywhere in CAS VER 4.5.

After the customization work done by System Integrator Urdu language is integrated everywhere in CAS VER 4.5. Urdu language is now coming in Case Diary/Complaint as well as in Crime Detail/Seizure/Final Form. Now users can write URDU Language in Case Diary/Complaint fields. Urdu language is coming in each and every IIF forms including Crime Detail/Seizure/Final Form. Urdu language is coming in witness statement also.
6.3.3 Tamil Nadu

6.3.3.1 SMS for Summons to Witnesses

- Facility started w.e.f. 04th Jan, 2018
- As soon as the information regarding summons is entered in CCTNS application at station, a system generated SMS is sent to the mobile number of the witness
- Summons are being entered by court constables in the prosecution module
- Facility provided in the CCTNS application to update the mobile number of the witnesses
- 75% of the witnesses have appeared on the receipt of the SMS

Total no. of SMS sent so far: over 1,02,180

- The count of SMS for summons sent by each PS is being monitored on a daily basis through MIS reports on Officers’ Portal.
- Maximum No. of SMS sent in the State (04.01.2018 to 24.09.2018):
  1. Aruppukottai PS in Virudhunagar District - 560
  2. Dharapuram PS in Tiruppur District - 552
  3. Tirutani PS in Thiruvallur District - 545

- Helps in keeping the ‘Pending Trial’ cases updated
- Witnesses receive the intimation of the court hearing well in advance thereby allowing them to plan their visit to the Court & prepare for the hearing
- Court Constables update the case progress in the prosecution module reducing the workload of PDEOs
- Reduces the workload of physically serving the summons by the Court Constables
- Helps ensuring speedy trial of cases

6.3.4 Punjab

SMS Alert for Complainant and IOs: more details can be found under section Citizen Service of Punjab
Chapter 7

CCTNS Integration with other Applications
CCTNS Integration with other Applications

7.1 AUTOMATIC FINGERPRINT IDENTIFICATION SYSTEM (AFIS)

7.1.1 Andhra Pradesh

1. Online verification of a suspect from the spot through Finger Print verification in max. 15 seconds

2. When any suspect comes across Police personnel on beat, Police obtains Finger Print of the suspect with a portable scanner attached to a mobile on the spot which will be tallied with the available criminal data.

3. If the FP is not matched, it can be enrolled as new FP for further comparison

4. If the FP of the suspect matches with the Criminal data then system displays the Criminal Information.

5. 1446 cases were detected in 2017 compare it to 304 cases of 2016

7.1.2 Punjab

The Automated Fingerprint Identification System (AFIS) is a biometric identification (ID) methodology that uses digital imaging technology to obtain, store, and analyze fingerprint data. In spite of having digital FIR information in CCTNS, AFIS requires manual entry of FIR related information for fingerprint scans. Therefore, Department of Police introduces integration of CAS and AFIS for sharing of FIR related information between two systems as compared to current manual fingerprinting process. With Integration of AFIS and CCTNS any arrestee fingerprints can be matched with the available Fingerprint database of already arrested or Convicted persons at Finger Print Bureau. In case of any match found in AFIS system, the Matched Finger print results are shown in the IIF-3 of the Arrested Person with the details of previous criminal history.
In CCTNS, a Search Screen (Generic Search & FIR Based search) is available for all Investigating Officers to search for any matching arrestee database record shared by AFIS.

Procedural Changes: Manual process of Finger Print collection and information sharing (Demographic Details of arrestee and PIN number, PCN/RCN Number) between IO and Finger Print Bureau has been automated with the help of this integration.

1. Minimal Manual Intervention and elimination of manual data entry will result in uniformity, accuracy and standardization of data of Finger Print Bureau.

2. Futuristic objective of Real time finger prints matching can be achieved, with an upgraded online version of AFIS System.

3. This Integration will result in saving of time, speedy Investigation, collection of additional evidence to identify the habitual offenders and ensuring the enhanced punishment and higher conviction rate for the habitual/ repeat Offenders.
7.1.3 Telangana

Finger Print Bureau (FPB) has integrated with CCTNS. The FPB officials will upload the chance prints of particular case, which are being collected from the scene of offence, then the Central FPB authorities compare the chance prints with their database and upload their report. The IO can view the FPB report online.
7.2 CCTV, ISARITA, AMBIS AND PRISON) – MAHARASHTRA

1. **Pune & Mumbai CCTV Project**
   
   1. Pune CCTV Project (of Pune Police) has 1350+ CCTV Cameras whereas Mumbai CCTV Project consists 5000+ cameras
   
   2. ANPR Cameras are capable of capturing number Plates of vehicles
   
   3. CCTNS project shall be sharing stolen vehicles details with CCTV Projects
   
   4. ANPR system will verify the registration number captured in ANPR cameras with Stolen vehicle number shared by CCTNS Project
   
   5. CCTV Project will generate alert on matched vehicle numbers (stolen) in CCTV system
   
   6. In future it will also include missing person details based on Facial Recognition System

2. **iSarita (IGR Dept. MH)**

   1. iSarita application contains all details of registered rent agreements
   
   2. It also contains the details of house owner, tenants & rent agreement details
   
   3. Each PS, higher office shall be able to view data w.r.t. their jurisdiction

   4. Owner/Tenant need not to visit local PS for sharing/intimating tenant's details.

   5. Paperless & without human touch point
6. Quick availability of data with required filters

3. **Prison**

In Maharashtra PRISMS application, Information is stored about prisoner. After integration it will be easier for Police and Prison department to identify that particular accused is repeat offender. At the time of entering details of accused in CCTNS, user can also search that particular accused is under trial, convicted or detainee. Integration will also help getting the information about the parole and furlough applications status, prisoner’s probable release date & visitors vising the prisoners.

4. **AMBIS Project (Biometric Data)**

1. Biometric details of any accused/arrested person shall be matched with criminal database to check crimes made in past

2. Chance-print at scene of crime (during Panchnama) shall be matched with criminals biometric database to check if crime done by any criminal/narrow down the search

3. Integration will help in detection & investigation

4. Will reduce time of investigation

5. Will help in improvement of conviction rate
7.3 AUTOMATED FACIAL RECOGNITION SYSTEM (AFRS) – TELANGANA

Powerful tool was launched on 2nd August 2018 first of its kind crime detection tool in the country. The FRS software has been linked to TSCOP mobile phone app, allowing the investigating officers to run a suspect’s photos taken during the investigation or photos of unknown bodies at crime scenes or snapshots of the missing children using FRS tool. The images will get compared with the Crime and Criminal Tracking Network and Systems (CCTNS) database, other police databases and results will appear in descending order, based on the match percentage.

The Information on case no. “Cr No 475/17 U/H Missing woman of Nacharam PS. Smt. M Shantamma was traced at Neredmet and Cr No. 27/17 & 147/17 U/H Missing Person of Garla PS of Khammam, V. Ramana through FRS (Facial Recognition System)” can be found at Success Stories Section

Similarly mobile fingerprint scanners to check criminal antecedents of suspects and FRS tool would work as a face scanner in a similar way.

7.4 FORENSIC SCIENCE LABORATORY (FSL)

7.4.1 Haryana

The aim of the FSL module is to streamline the workflow between the different divisions of the FSL, right from receipt of samples to dispatch of expert reports, capturing data related to each division to performance monitoring of Mobile Crime Scene teams, etc. DNA databank with the cross matching facility will be a part of it.

Currently the software used in FSL is MedLEaPR. Integration of FSL with MedLEaPR is underway and will be completed shortly.
By using this software SHO may schedule a date and time for sending the samples to FSL by generating the request online, can track the request and may get the report of samples online. The DNA bank may be used to match the DNAs and to resolve the cases.

**7.4.2 Uttar Pradesh**

UP States has linked the functioning of FSL with CCTNS. UP has currently, four FSLs in Lucknow, Varanasi, Agra and Moradabad.

1. On this platform, all FSL reports are digitized and sent to districts electronically.
2. It helps in recording and documenting crime scene reports, tracking of case properties related to various crimes and dispatched to FSL.
3. Besides, it helps assigning different case property to different scientific Officers and their monitoring by Director FSL.
Chapter 8

Additional Modules
Additional Modules

8.1 HRMS (HUMAN RESOURCE MANAGEMENT SYSTEM)

8.1.1 Haryana

The Human Resource Management System module would provide the employees with the feature to register/apply for leaves into the system, provide various links to the various facilities provided by the government to the employees and would also have a payroll sub module for salary tracking.

Service books/character rolls of all the Police may be deputed on duties through it. Transfers of the officials are also planned to be done through this software in order to maintain the transparency. Currently, the use of HRMS has been stopped as we are using HRMS developed by the state NIC team along with all the departments as salary of all State Government officials is drawn through it.

As on date 1 October 2018, there are more than 55,000 entries in HRMS and any new entry in the CAS is being done through HRMS.

8.1.2 Jharkhand

The overall vision of HRMS module is to create - A State-of-Art System that allows access to real-time Personal information to all stakeholders. This is an enhanced tool for employee search & Centralized Personal Information System and service book with advanced search capabilities.

![HRMS Dashboard](image)

Through HRMS module employee can view own pay slip and GPF statement. It reduced workload for the police stations back-office activities.

8.1.3 Punjab

Character Roll (CRC)

With the help of CRC module, we have service record of each employee in digital form. Each employee can view their Character roll record and can get it updated from CRC Clerk in case of any discrepancy.
1. Digital Record Maintenance of Character Roll.

2. View and update access to each employee and Information to CRC Clerk as-and when request for an update in Character roll.

3. Advanced MIS for decision making

4. Punjab Police has more than 75000 officials Character Roll in Digital format.

**Annual Confidential Report (ACR)**

Annual Confidential Report is a module developed for online filling and processing of ACR of all PPS Officers in Punjab Police. Earlier Self-Appraisal reports were filled manually on paper which was a lengthy and time consuming process & involved a lot of manpower in record keeping. With the help of this module, GO’s (PPS officers) can self-initiate their Appraisal online. Reporting/ reviewing and accepting authority of concerned Police Officer can give their remarks/ rating based on the performance of the Officer. ACR tracking can be done at any level, with MIS supported system.

1. Annual Appraisal of all GO’s (PPS Officers) for FY 2017-18 has been processed through this module.

2. It has brought efficiency and transparency in the Annual Appraisals process.

3. It has facilitated officials to complete their appraisals in timely manner

**8.2 MIGRANT LABOUR / FOREIGNER**

**8.2.1 Himachal Pradesh**

**Migrant Labour**
Himachal Pradesh is a state where labour comes across the India including neighboring nation “Nepal also”. Keeping in view the geographical condition, it is very difficult to watch activity of every person for a particular period of time. The Idea behind to develop this module was to capture all information about migrant laborer working in Himachal Pradesh. To capture all personal detail of migrant labour including their permanent and present communication address with valid Identity proof. (DL, Bank account no etc.). It is available for Police only. This module is very helpful to trace the accused related to other states and countries.

1. If any laborer commit crime in H.P who can be traced on the basis of data captured in this module during the registration of laborer.
2. To check the movement of Migrant labour.
3. Number of records as on date: 3195

8.2.2 Uttarakhand

Illegal Migrant

Uttarakhand has its boundaries connected to neighboring States and Countries which raise the possibilities of illegal migration of people with false intentions. Therefore the State has developed its module to monitor and restrict the migration of outsiders to an authentic level.

In this module the illegal migrant is registered
Then his detail is sent to SSP office for nationality conformation
SSP further send the details to MHA for Nationality Conformation
Once the nationality is conformed it is updated in the detail. For Police Department The Illegal Migration is being monitored for necessary action through Illegal Migration module.
Registration of Illegal Migrants in the state.
Capturing details of Restricted Area Permits (ILP/RAP/PAP) issued by MHA to the visitors of Uttarakhand state.

8.2.3 Manipur

Foreigner Registration (FR) Module

Foreigners Registration is an official process of the government of Manipur to record entry of Foreigners (Non-Indian citizen) in Manipur as per VISA conditions. It is obligatory for Non-Indian citizens from other countries to register themselves at the designated Foreigners Registration Check Posts. The data entry through this module will help to monitor the stay and other relevant information of the Foreigners.

The designated police authorities at CID (SB) shall make entry of records of Foreigners, who enter into Manipur in the prescribed format as received records from check posts. The process facilitates to generate periodical (monthly or any other period) reports as duration of stay wise, country wise. Ease of Police administration and Record may be provided to Central / State Govt. if required. CID (Special
Branch) generates the report which can be viewed by the concerned Higher Offices. This application was developed by System Integrator, M/s Rolta India Ltd and available for police personnel.

8.3 TRAFFIC MODULE

8.3.1 Himachal

1. State specific module available for police and end user
2. Available on CAS online and citizen portal
3. Online payment of compoundable challans.
4. Auto search of entering DL no and registration no.
5. Penalizing habitual offenders. (user will be bound to make payment via citizen portal being a repeat offender i.e. Has made three consecutive challans)
6. State Traffic Offence database will be created
7. Reports relating to Traffic offences (MV Act)
8. Reports relating to traffic Accidents.
8.3.2 Jharkhand

E-Challan Module

E-Challan System is a palm top based application mainly device for Traffic Police. Application can be accessed on any Android based Mobile/Tablet. It is a Real time application integrated with centralized server. It contains history for traffic violations, list of traffic rules and the fine against each.

1. Instant generation of Challan / Receipt using Bluetooth Printer / Instant SMS to Owner mobile.
2. Traffic Inspector can check the details/history of vehicle just by entering Vehicle Registration Number
3. Traffic Inspector can check the details of Driving License also.
4. Citizen also views their challan online.

Violation cloud on various location of Ranchi
## Usage Statistic

<table>
<thead>
<tr>
<th>S.No.</th>
<th>Usage</th>
<th>Impact</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Services available in Ranchi, Jamshedpur and Dhanbad, Jharkhand</td>
<td>70 e-Traffic post created</td>
</tr>
<tr>
<td>2</td>
<td>Total 1,46,421 Nos. of e-challans generated online till 3.10.2018</td>
<td>Penalty imposed is 8,52,38,716.00</td>
</tr>
<tr>
<td>3</td>
<td>AMPR &amp; RLVD CCTV camera installed in 17 traffic junctions for automated e-challan generation</td>
<td>Will help in generating automated e-challan</td>
</tr>
</tbody>
</table>

### 8.4 COURT PROCESS MANAGEMENT SYSTEM (CPMS) – JHARKHAND

**Dashboard of CPMS**

It has following modules

1. Court notice for execution
2. Accused details
3. Bailer Details
4. Witness Details
5. Hearing Details
6. Exhibit Details
7. Public Prosecutor Details
8. Case Details under Trial  
9. Daily under trail report  
10. Accused search for criminal History

**Objectives**

1. To ensure timely compliance of court notices from police station.  
2. To maintain records of all witness and accused involved in the cases.  
3. To ensure timely production of witnesses (specially IOs/ Dr) in the court with special emphasis on cases identified under speedy trial.  
4. Retrieve Criminal history from accused data bank.  
5. Prepare online daily under trial reports.  
6. To provide Dashboard to higher officials which enables them to monitor, analyze and take action.  
7. Workflow system for task assignment for execution of court processes at district and police station level.

**Process Flow of CPMS**

1. Scanning of the court notice like summon/warrant and upload it in CPMS Application against the FIR/ST/GR No.  
2. The notice is generated by parent district and assigned to respective police station / other district for execution.  
3. After assigning, the notice is shown in police station dashboard. Police Station download the notice and assign the officer for execution.  
4. After execution the PS in charge certify the executed notice, scan the hardcopy and upload in application.  
5. Executed notice/ warrant returned by PS is shown in district court office dashboard  
6. District court office download the notice after execution and submit certified copy to the issuing court.
CASES DETAILS UNDER TRIAL

8.5 NAXAL MODULE – JHARKHAND

Naxal / Ultra Information System

The system is based upon naxal intelligence input system. It store, manage and analyze the information of Naxals and other extremist groups. Maps complex relationship between Naxals, Naxal crimes, their organization, incidents, arms looted and their supporters.
1. Tracks naxals movement based upon Call detail Records (CDR) and GIS based Inputs.

2. Dashboard Graphs to display Monthly crime status, Extremist Group, Quick view of records.

3. Comprehensive Search of each module to get various Reports

8.6 ERP (ENTERPRISE RESOURCE PLANNING)– KARNATAKA

Karnataka State Police has developed ERP application comprising 12 functional modules to cater to the police functionalities such as Crime module, Law & Order Module, Traffic Module, station house management, investigation, and enforcement including FSL, finance, administration, stores, armed reserve, motor transport, wireless and training.

Karnataka has been deemed as an advanced state wherein Police IT application covers a larger arena than the CAS (Core Application Software). A brief description is represented as below.

**Major Functions of Police-IT**

**Core**

- **CRIME**
  - This module facilitates access to information about crime and criminals and assists in investigation process.

- **LAW AND ORDER**
  - This module maintains records pertaining to various activities within the Police Stations, foreign nationals, VIP movements, activities of fundamental organizations, riots, agitations etc. Law and Order activities are mainly carried out at the Police Station Level while Intelligence and Foreigners Registration modules will be used at the District & Commissioner’s offices.

- **TRAFFIC**
  - This module covers various activities related to traffic. This module captures data related to accidents and enforcement. It generates statistical reports on various parameters related to accidents and fine collection.
Administration

FINANCE
- This module captures information pertaining to annual budget and expenditure of the department, financial transactions like payables to various vendors, loans to police personnel, rent establishment collection, billing and all financial transactions of the police department.

ADMINISTRATION
- This module helps in managing the activities related to police administration and provides comprehensive reports. The module supports personnel administration related activities starting from recruitment till retirement through maintenance of service records, transfers, leave, punishments, promotions, retirement and into pension initiation.

STORES
- The Stores module takes care of stocks, purchases, indent, issues of all items used in Police Department e.g. General Items, Motor Vehicles, Wireless Instruments, FSL Instruments, Arms and Ammunition, Vehicle Spare parts, Fuel, Oil and Lubricants and Police Properties like land, building and quarters. The details pertaining to kit articles are also maintained.

Technical Modules

WIRELESS
- This module captures the data pertaining to the operations of the wireless and control room. Operations covered under this module range from maintenance of wireless log, transmitting of approved messages, message logs, wireless equipment repairs and usage.

FORENSIC SCIENCE LAB
- This module captures the administrative functionality of the FSL Unit as a whole.

Ancillary Support

ARMED RESERVE (AR)
- The deployment of platoons or personnel by State Reserve Police, City Armed Reserves and District Armed Reserves are captured in this module. It also helps in assisting the concerned authority to get details in the availability of platoons in various reserve police units.

MOTOR TRANSPORT
- This module maintains day-to-day activities of vehicles, drivers and fuel consumption of vehicles. It also handles all the activities related to procuring and maintenance of vehicles and purchase against condemnation. The module maintains history sheets of all the vehicles used in Police Department.

TRAINING
- This module covers all the activities related to handling of training courses at the various training institutes and units. Also the details related to on-the-job training provided to each person is captured in this module. This module also covers the Library management activities like book keeping, book issue and return.
The Police IT application of Karnataka today has been integrated with Court information systems, Passport Seva, SMS gateway, Karnataka State Police portal, Citizen centric portal, Visitor management software, SAKALA services and thus providing seamless data exchange in the day to day police operations.

8.7 NORI (NO OBLIGATION TO RETURN TO INDIA) – HIMACHAL PRADESH
No Obligation to Return to India (NORI) is required where a Foreigner is living in India for more than 5 Years (1 Yr in case of spouse of an Indian Citizen) requires to return to India after leaving for another country. MHA sends such a list to CID. SB gets it verified from SPs and sends the verification report to MHA. MHA affixes the NORI Endorsement to the Passport. With this user can make its verification request online rather than getting hard copies from different offices. Time/ money can be saved with the use of this service. It is available for Police and Citizen only.

1. Citizen Can raise request for verification through citizen portal or by visiting CID/ Concerned SP office
2. User will get a trace of status against unique request id
3. Department will have a database for all the NORI applicants

8.8 COMMUNITY POLICING – HIMACHAL PRADESH

H.P Police runs different citizen centric schemes to aware public about their role in society and how to help police in different illegal activities carried out by different miscreants. The main objective of this module is to collect information about single women, senior citizens, offenders, public information / requirement with a view to take appropriate decision as per their demand and to ensure contribution of each police officer / official in public interest. It is available for Police only. In this module till date 128 entries has been made. This is very useful module for police to collect data of the police stations jurisdiction.
1. Police clubs, community meetings, senior citizens, friends of Police etc. and performance therein can be captured.

2. Better Analysis of Public requirement from Police towards prevention of crime in society.

3. Searchable database of community services is created.

4. Public meetings can arrange and the data regarding meeting is captured in the Module.

5. List of the Members in the Community Policing Scheme can be maintained, added and removed.

8.9 MOTOR ACCIDENT CLAIMS – HIMACHAL PRADESH

Motor Accidents Claims Tribunal MACT (Form 54 integrated with CCTNS) deals with matters related to compensation of motor accidents victims or their next of kin. The Tribunal deal with claims relating to loss of life/property and injury cases resulting from Motor Accidents. According to the Motor Vehicles Act, 1988, any person who has suffered injury, permanent disability or death caused by a motor accident, the victim or their next of kin is entitled to claim compensation from the Motor Accidents Claim Tribunal or MACT. It is available for Police only.

1. All the supporting documents can be verified through CAS by SHO when Form-54 (MACT Form) has been prepared by concerned IO.

2. Officer-In-Charge will get an alert in 30 days if form-54 has not been prepared.
Chapter 8

8.10 VIDHAN SABHA MODULE – HIMACHAL PRADESH

This module has been thought of as a data repository concerning Vidhan Sabha questions during various Vidhan Sabha sessions. Objective of this module is to keep a record of all the Vidhan Sabha question asked during different session along with the reply made by PHQ and Ministry department. It is available for Police.

8.11 INTELLIGENCE MODULE – HIMACHAL PRADESH
To automate the process of intelligence collection from different CID Units. Till date total 628 entries have been made in this module. This is a very useful module to collect the date related intelligent various location of the state at single user. The main objective of this module is to capture intelligence input on different aspect across the state. It is available only for police.

1. This module helps H.P Police to collect all intelligence information on single platform.
2. Gathered information can be scrutinize/ analyzed at different level.
3. By analyzing the intelligence inputs captured in said module appropriate security measure decision can be taken well in advance to stop illegal activities and security threats across the state.
4. Keeping in view the enhancement of module on CCTNS, secure intranet network information can be share with neighboring state and other central agency as a part of intelligence sharing to manage the security threat in well-defined manner.
5. Till date 583 entries have been made in this module.
6. Provides daily crime reporting, which can be auto generated by CAS at different supervisory levels.
7. Provides daily intelligence reporting which is auto-generated from the module for capturing daily intelligence report.

8.12 LOGISTICS – HARYANA

The Logistics module would keep record of all the assets under the department, including the assets maintained and owned by the Police Department of the State. These could vary from building up property to office infrastructure and workplace equipment. The logistics module needs to facilitate all these functionalities.

This module has lessened a lot of paperwork off MMHCs, THCs, KHCs and MTOs etc. who are responsible for procuring, storing and issuing the items in their respective districts/units. The software may be used centrally at PHQ also. All the activities related to stores from the generation of demand to the condemnation/disposal of the items are performed though it. This module is capable of saving lots time, stationery and consequently environment.

Training to the ample number of concerned officials of all units/districts has been provided. For the ease of other districts/units, the software has been used in Telecommunication wing as a pilot. Two officials at PHQ have been selected to provide help to the officials using this module in the districts/ units. Some districts/units have started using this module.

8.13 REVENUE POLICE/PATWARI MODEL SYSTEM FOR HILLY/REMOTE AREAS – UTTARAKHAND

Uttarakhand is one of a few States across the country which has age old Revenue Policing/ Patwari Model system for Hilly/ Remote locations.

The Revenue Policing Module was made an essential part of the CAS which covers the unique Policing System in Hilly terrains of Uttarakhand governed by Patwari System.
As there is still age old Revenue Policing System being followed in Uttarakhand it was therefore need to develop an additional module for such cases.

In Revenue policing revenue officer is charged with law and order situation in remote areas to look after small crimes and investigation. But when the crime is of serious nature or above revenue officers control such cases are directly transferred by Revenue Police/Officer to SP of that district. To this transferred case SP appoints an Investigating officer. So, in the additional module of Revenue policing this procedure is followed.
Manpower Deployment, Capacity Building & Monitoring
Manpower Deployment, Capacity Building & Monitoring

9.1 MANPOWER DEPLOYMENT

9.1.1 Dedicated Technical Team – (Delhi, Haryana, Punjab, Tamil Nadu, Himachal Pradesh)

9.1.1.1 Delhi

a. Formation of CCTNS Core Team and CCTNS cell in each district

With the objective of proper implementation of CCTNS in all PS in Delhi, Delhi Police has formed a CCTNS Core Team for each district of Delhi to deal with day to day CCTNS related issues. The purpose of the CCTNS Core Team is to provide assistance to the police station while facing any kind of trouble in the application, H/W, Network and resolve them immediately. They also become an important link between the police stations/districts and CCTNS head-quarters to provide the real-time report and update of the CCTNS project. Apart from this, each district has also formed a CCTNS Cell in their district to work closely within the district.

b. Checking of Quality of Date Entry

Timely and correct data entry is very crucial for the optimum utilization of CCTNS. A dedicated team consisting of one Inspector, one Sub-Inspector and two lower subordinates has been formed for the purpose of checking the quality of the data being entered at the police station level. They check randomly from the datacenter as well as by visiting the police stations.

9.1.1.2 Haryana

Special Personnel Deployed in Districts

In each district, 3 specialized posts have been created who are responsible for Network and Operations Management in the field units:

1. In-Charge CCTNS
2. Computer In-Charge
3. Nodal official for IT purpose
4. Additionally, in each range, 2 Networking Assistants have been provided.

9.1.1.3 Punjab

Punjab Police has long established its IT Technical cadre within the IT&T wing. Punjab Police has deployed System Administrators (SAs) from its technical cadre of IT &T Wing from the start of project
as an in-house technical competency building System Integrator regularly. These System Admins are providing technical support at CP/District, Sub Division and P.S. level and acting as real CCTNS change agents in State. In addition to IT&T wing, 78 persons from District Police having IT background are given IT training to work as System Administrator. At present total 146 System Administrators have been posted in all the 27 CPs/Districts of Punjab State to provide technical support for successful implementation of CCTNS Project. SA’s have been continuously able to resolve the minor problem of CCTNS data filling, IIF forms submission and execution of Patches in the CCTNS software at Police Station Level.

9.1.1.4 Tamil Nadu

SCRB Detachments: SCRB Detachments consisting of a 1-Sub Inspector and 2 other ranks have been formed in all the districts/Commissionerates vide Chief Office Circular Memorandum in RC. No. 37094/RAI (2)/2009 dated 27.10.2010, exclusively to monitor implementation of CCTNS project, besides imparting periodical hands on training to the station staff. The strength of these detachments has been drawn from the existing district manpower. Detachments have been trained for System Administration and they are capable of troubleshooting the Software & hardware issues before escalating to help desk and extending the field level support.

Also, detachments are trained in CIPRUS Application who in turn train the Police Station Staff for any upgradation of versions, change and addition of new features in the Application. Video based training programs (CBT) have been conducted for all and made available to all Police station staff for quick reference. Periodic refresher training sessions are conducted by ToTs, who in-turn train the Police officials.

9.1.1.5 Himachal Pradesh

Deployment of 2 officers in each and every Police Station & Higher Offices

9.2 CAPACITY BUILDING

9.2.1 e-tutorial – Maharashtra

Capacity building initiative has been an award winning track for CCTNS project. Three types of training were organized for all the staff using CCTNS. A pre-training assessment and post training assessment was conducted to understand level of CCTNS knowledge. Maharashtra provides contentious training to new recruits and current staff at its 64 especially assigned DCTC centers.

1. Due to the continuous efforts and clearly outlined goals, Maharashtra has completed the targeted trainings and has trained a total of 1.4 lacks police personnel.

2. More than 1000 police personnel are trained by police trainers themselves after the training by SI is completed at DCT centers.

3. Better equipped police personnel to handle day to day activity through CAS.
Sustainable training model as police personnel train other officers.

**Video Tutorial Usage**

Apart from providing regular training at SCRB and DCT centers, Maharashtra state also builds reference documents including video tutorials for using CCTNS in crime prevention and crime detection and supervisory purposes. Videos can be accessed through following link:-

https://my.pcloud.com/publink/show?code=kZEqS07ZKV8ZF4g0F96priSmAHDHOe7msmEBiBE7

Videos prepared by Police, available for all police station and higher offices
Video Tutorials made for following searches of Search & Query Module showing how to use each search for crime prevention, crime detection and supervision purpose.

1. Self-sustainable for all operations of CCTNS. No external dependency.
2. Reduce cost and time of Training.
3. Increased usage of all Searches for Crime Prevention, Detection and Supervision.

<table>
<thead>
<tr>
<th>Search</th>
<th>Duration</th>
</tr>
</thead>
<tbody>
<tr>
<td>1) Property Search (3.42 Min.)</td>
<td></td>
</tr>
<tr>
<td>2) Status Search (2.32 Min.)</td>
<td></td>
</tr>
<tr>
<td>3) Person Matching (7.30 Min.)</td>
<td></td>
</tr>
<tr>
<td>4) Person of Interest Matching (6 Min.)</td>
<td></td>
</tr>
<tr>
<td>5) Quick Search (6.32 Min.)</td>
<td></td>
</tr>
<tr>
<td>6) IO Performance Report (3 Min.)</td>
<td></td>
</tr>
</tbody>
</table>

9.2.2 e-School – Jharkhand

A web based portal called e-school has been developed by Jharkhand police and used for CCTNS learning purpose with material such as documents, User Manuals, Videos etc.-school also provides information on Training Statistics.

URL of e-school is [http://eschool.jhpolice.gov.in/](http://eschool.jhpolice.gov.in/)
9.2.3 LMS, KMS – Haryana

a. Capacity Building and Online Testing

Role based training of 2 weeks is being provided to the field officials and they are tested on the topic on online e-Pariksha Software which consists of 30 questions. The officials who score more than 80% in the test are passed and the rest are required to attend the training again. The online test is conducted under the supervision of a Gazetted Officer. Department has given training to 80 officials under ToT (Training of Trainers) program and they are providing training in their respective units/districts in 29 labs established in all Districts, RTCs and PTCs etc.

b. Knowledge Management System (KMS)

Knowledge Management System module (IT based) is being utilized for managing knowledge of the Department is regarding cases, crime and criminal information, information regarding various Acts, Rules, Policies, etc. for supporting all the staff members whenever they need.
This software has made knowledge sharing very easy. The experts in any field of Policing like Law and Order maintenance, Investigation, Cyber Crimes, Traffic management may easily share their experience with their targeted audience. Training has been provided to ample number of officers/officials on the use of KMS module. A qualified official from PHQ is being assigned responsibility to work as Administrator of the module.

c. Learning Management System (LMS)

Learning Management System module would be used for the administration, documentation, tracking, and reporting of training programs, classroom and online events, e-learning programs, and training content.
9.2.4 Refresher Courses – (Delhi, Jammu & Kashmir, Madhya Pradesh, Punjab)

9.2.4.1 Delhi

Workshops

For the Capacity Building, Delhi Police has identified various target groups and conducted following training/workshops:

**Data Entry Operators**

One day training session was organized for Data Entry Operators on 9th February from 2 to 5pm at PS Barakhamba Auditorium. Total 177 DEOs have attended the training (Male DEOs 83 & DEOs Female 94).

**Malkhana In-Charges**

Delhi Police conducted a workshop to sensitize Malkhana Mohrar on 6th March 2018. In this workshop 179 Malkhana Mohrar were trained and now they are aware about the CCTNS Malkhana Module.

**Record Mohrars**

Delhi Police organized a workshop on 4th April 2018 at Bara Khamba Road, New Delhi and trained 169 Record Mohrars in CAS module.
Technical Resource

A 4 days workshop was organized in the month of August 2018. The main agenda of the workshop was to sensitize Senior Officers and Police Station staff about major changes in CCTNS after upgradation of CAS from v3.0 to v4.5.

Naib Court Workshop

Delhi Police conducted Naib Court workshops and sensitize 183 Delhi Police personnel at Bara Khamba Road, New Delhi on 12th may 2018.

Workshop regarding Sensitization/Familiarization with CAS Version 4.5 for Inspectors and ACsP

A workshop was organized for the ACsP/ Subdivision, SHOs/ATOs/ Inspirs. (Inv.) of all districts/ units on 20th, 21st, 23rd & 24th of August 2018. The main agenda of the workshop was to sensitize / familiarization ACsP and SHOs/ Inspectors (Inv.) about major changes in CCTNS after upgradation of CAS from v3.0 to v4.5.

9.2.4.2 Jammu & Kashmir

As Capacity Building is the backbone of the project. Workshop conducted for higher officers regarding
the CAS Online/Offline Working especially Reports, Registers, CASE Diaries etc. Main objective is that implementing and evaluating training programs across all the Police Training centers of State. So that police staff can acquire the new changes in the system. Making aware of all police station staff to the new change management for Software as well as for Hardware.

Training and workshop on CAS latest versions are organized from time to time. Workshops are being conducted for officers according to their role in usage of CAS. Workshop conducted for higher officer regarding the CAS Online working especially Reports, Registers, and Case Diaries etc. Training of Trainers (TOTs) & Training of Technical teams has been conducted. Currently, Training of 154 Wireless operators who will be deployed in SDPO offices is in progress.
9.2.4.3 Madhya Pradesh

**Refresher Courses and Online Testing:** Departments also conducts several capsule courses from time to time at district and SCRB level to educate end-users about new features added/customized in CCTNS application. This kind of refresher courses are provided to Trainers at districts, representatives of different Departments etc. and refresher courses also allows Department to receive feedbacks on issues existing in real environment and help us to improve the overall process.

Online test is designed for Police Departments. This module handles all the operations, and generates reports as soon as the test is finished, that includes names, marks etc. It allows police persons to see his answers after the exam is finished. The type of questions are either MCQs or true and false. This module is more secure for managing records and more reliable to work in any condition and helps the Admin user to generate an automatic exam instead of using papers, which save time for writing, checking and for awarding marks. Also, police persons can see the test in their account when they login as an individual in the system.

![CCTNS Online Test](image)

9.2.4.4 Punjab

**NCIIPC Training:** A sensitization workshop was organized by Punjab Police in collaboration with NCIIPC, GoI officials to sensitize the senior level officials of Punjab Police about protection of critical information stored in database of CCTNS. Since the different wings of State Police will be important stakeholders in the future objective of monetization of CCTNS data, it was imperative to sensitize the top Leadership to the CCTNS being critical information infrastructure.

9.3 PERFORMANCE MONITORING

9.3.1 Jammu & Kashmir

**IO Monitoring**

In police working Investigating Officer’s work is very important for any case diary progress. So, the requirement of this module has come in existence. This module helps to provide Investigating Officers Performance Report in detail. Usually, IOs are transferred on regular basis and new cases of new police station are assigned to him. Thus, his actual or previous performance is not known.
Higher officials can view and analyze the progress of Investigating Officers work. This report has been integrated in CAS “Search and Query” tab, “Investigating Officers Performance Report Detail”, where higher officials can view the performance of their IO’s by checking how many FIR’s have been assigned to him and out of those FIR how many he has filled IIF 2, 3, 4 & 5 forms. It is available for Police only.

9.3.2 Madhya Pradesh
Provided count of registration forms i.e. IIFs on CAS Online Login page to get the overview of the total number of IIF forms submitted so far as well as in the current year without login into CAS System. All police officer can see the status of count of different IIF without login.

**Top-3 & Bottom-3 PS on Login Page:**

This functionality has been provided on the CAS Online Login page where any user can view the Top Performing Districts as well as the Least Performing Districts, based on the corresponding IIFs, so that appropriate monitoring can be done to ensure the performance for the under-performing districts, to take Policing to the next level.

**Link to view the Report for IIFs’ Count for All PS of MP**

The Higher Officers can preview the Number of Counts of IIF Forms submitted by all the PS of MP. provided count of registration forms i.e. IIFs on CAS Online Login page to get the overview of the total number of IIF forms submitted so far as well as in the current year without login into CAS System.

### 9.3.3 Maharashtra

Unit evaluation on the basis of Data Entry and Data Quality

CAS data entry status is a crucial parameter determining success of CCTNS and similarly data quality is another equivalent important parameter. Maharashtra state is in continuous process of improving data entry and data quality at police station level.

1. Evaluating units on the basis of data entry status including IIF forms, photo upload in Missing and UIDB
2. Monthly data from units is collected regarding number of IIF forms filled, photos in UIDB and missing uploaded and e complaint resolution.
3. Units ranking is done on the basis of data entered.
4. Data quality check activity is conducted where police units are selected on sampling basis.
5. Sample data (“x” regular offenders and “y” crime records) is selected and name based data quality check is done.
6. Increased success stories from units including preventive actions and crime analysis.
7. There is 100% data entry in CAS.

**Photo Uploading Status report (Newly Introduced)**

<table>
<thead>
<tr>
<th>SR. NO.</th>
<th>UNIT NAME</th>
<th>NAME OF POLICE STATION</th>
<th>MISSING PERSON (H-6)</th>
<th>UNIDENTIFIED DEAD BODY (H-10)</th>
<th>ARRESTED/SURRENDERED ACCUSED (H-5)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>PAUrch</td>
<td>AMALOA COASTAL POLICE STATION</td>
<td>0</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>2</td>
<td>PAUrch</td>
<td>BHUSAR</td>
<td>4</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>3</td>
<td>PAUrch</td>
<td>DAIHANU</td>
<td>9</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td>4</td>
<td>PAUrch</td>
<td>DHO ABOI</td>
<td>6</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>5</td>
<td>PAUrch</td>
<td>JAGDAR</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

**TOTAL**: 19 0 4 0 7 1
(1) Maintained regular and timely data entry. (2) Encouraging units working best and identifying units lagging behind. (3) Maintain data quality to get more accurate output.

<table>
<thead>
<tr>
<th>IIF Form</th>
<th>2016</th>
<th>2017</th>
<th>Up to August-2018</th>
<th>Sep-2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Arrest (IIF-III)</td>
<td>4%</td>
<td>4%</td>
<td>14%</td>
<td>18%</td>
</tr>
<tr>
<td>Missing (IIF-VIII)</td>
<td>15%</td>
<td>20%</td>
<td>43%</td>
<td>61%</td>
</tr>
<tr>
<td>UIDB (IIF-X)</td>
<td>17%</td>
<td>24%</td>
<td>46%</td>
<td>54%</td>
</tr>
</tbody>
</table>

9.3.4 Uttar Pradesh

Uttar Pradesh Performance Monitoring Application

MHA, Govt. of India has started giving rewards to best performing Police Stations of the country for which elaborate guidelines and key criteria has been circulated to all the States. Based on guidelines of MHA and key performance measuring parameters (KPI), this app has been developed for ranking different Police Stations of the State. The criteria for ranking are:

1. Disposal of various tasks on CCTNS portal primarily related to pending investigation, arrest of wanted criminals and recovery of case property.
2. Action taken against police personnel regarding corruption and misbehaviour.
3. Maintenance of office premises like cleanliness in barracks and mess and Police Station.
4. Citizen response regarding their feedback in cases of complaints, FIRs and delivery of different services and their behaviour.
5. Law and order situation
6. Community meetings organized to instil confidence among people and get their feedback.
7. Awards given in reference to points for good work.

Now every police men is aware of real time evaluation of the performance of police stations.

Dashboard has been created for UP Police to monitor the performance of Police Stations and check the status of Crime and various citizen services. This feature has been linked to CM dashboard on real time basis.

This feature is drilled down. The supervisory Officers can monitor the performance of different police stations, districts, ranges and zones on basis of different parameters. By clicking on different numbers they can keep going down to the actions taken report level.
The DGP/ Haryana has defined performance parameters (KPIs) related to the successful implementation of the CCTNS projects, accordingly 25 marks are assigned for monitoring of the performance of the district superintendents.

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>KPIs (Key Performance Indicators)</th>
<th>Marks</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>CAS Forms:</td>
<td>3 Marks</td>
</tr>
<tr>
<td></td>
<td>IIF3 as a %ge of IIF1: 1 Marks</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Malkhana Entries as a %ge of IIF4: 1 Marks</td>
<td></td>
</tr>
<tr>
<td></td>
<td>IIF8 as a % of total no. of FIRs u/s 365 &amp; 346: 1 Marks</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Regularity of DeMT meetings</td>
<td>2 Marks</td>
</tr>
<tr>
<td>3</td>
<td>Entries in CAS by respective IOs/ SHOs</td>
<td>5 Marks</td>
</tr>
<tr>
<td>4</td>
<td>Compliance regarding HarSamay Services:</td>
<td>14 Marks</td>
</tr>
<tr>
<td></td>
<td>Manual Complaint to be converted to Online: 3 Mark</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Manual RTI to be converted to Online: 2 Mark</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Manual Character Certificate to be converted to Online: 2 Mark</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Manual Tenant Verification to be converted to Online: 2 Mark</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Manual Employee Verification to be converted to Online: 2 Mark</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Manual Event Performance Request to be converted to Online: 1 Mark</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Manual Domestic Help Verification to be converted to Online: 1 Mark</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Manual Procession Request to be converted to Online: 0.5 Mark</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Manual Protest/Strike Request to be converted to Online: 0.5 Mark</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Uploading of the data regarding Accident FIRs in the Citizen Portal as per the directions given by the High Court</td>
<td>1 Mark</td>
</tr>
</tbody>
</table>

**Reports from Districts**

A state Dashboard has been prepared with the following forms:

1. Citizen Portal Services
2. Data Entry Forms
3. Additional Details Form
4. Issue List

The information is collected from all the districts/Commissionerates on a monthly basis and data Validation has to be performed at the district level by an officer rank DSP or above wherein he has to visit the PS and fill the following two forms:
1. IIF Forms Validation Form
2. Field Visit Data Validation Form
3. Key performance Indicators (KPIs) for SPs/CPs have been prepared for which 25% weightage is proposed to be given to the CCTNS activities

**9.3.6 Himachal Pradesh**

1. Quarterly Ranking of Districts and Police Stations to create sense of competition
2. Awarding Commendation certificate to top 3 Police Stations to motivate them
3. Design of Annual Performance review system for PS Nodal Official and State Core Team.
Chapter 10

Network & Data Centre
Network and Data Centre

10.1 NETWORK MANAGEMENT AND DATA CENTRE

10.1.1 Karnataka

Police WAN and Data Centre

KSP Data Center: Karnataka State Police has created its own state of art green data-center services at KSRP 3rd Battalion, Bangaluru. The data-center built in 1400 Sqft. of area which includes Data-center Server room, NOC room, and Electrical & UPS room. The data-center has the capacity of hosting 5 server racks and 3 network racks for all KSP IT requirements. KSP DC is hosting the following services to department:

1. Police IT ERP application
2. E-Mail
3. Karnataka State Portal
4. SMS gateway
5. Citizen Centric Portal
6. Active Directory
7. Enterprise Monitoring System
8. Antivirus and Patch Management

The KSP Data Center is managed professionally by dedicated technical team with best practices in place, such as 24/7*365 Operations, Proactive Monitoring, Preventive Maintenance and Backup/Restore policy.

Disaster Recovery (DR) Site has been set up in New Delhi at National Data Center under maintenance of NIC. The DR site will provide alternate hosting facility at remote site as backup of data and application at KSP DC which will ensure uninterrupted operations in case of exigencies. Link between KSPDC and DR site is already established and data of KSP DC has been replicated to DR site.

KSP Wide Area Network (KSPWAN):

KSPWAN, wide Area network was created in 2009 exclusively for connecting Police stations, Circles, SDPOs, higher offices and other offices of special units spread across length and breadth of Karnataka into one network. The basic purpose of creating such vast network is faster and easier mode of communications to achieve the day-to-day information exchange of the Karnataka state police force. This network not only caters to the information exchange within the department but also with the offices outside the department. KSPWAN is combination of
**Operation:** The Services are monitored proactively and following pro-active process/practices are being followed as part of operation in KSP Data Center.

**Antivirus Administration:** Kaspersky Antivirus Application is used as Endpoint Application protection suite. With password protected policies, the end users are prevented from uninstalling Antivirus Application or stopping the Real time scan. This helps in better protection of client systems. For better policy control and network utilization, one Antivirus Administration Server is installed at each DPO office.

WSUS (Windows Server Update Service): Windows Server Update Service is used for patching windows systems. One WSUS Server is installed at each DPO office. Periodic patch updates released by Microsoft are downloaded and pushed to Client Systems through WSUS Servers. This helps in minimizing the issues faced due to inherent operating system vulnerabilities.

**Security Practice:** In Karnataka we are following the guidelines of Ministry of Electronics and Information Technology. Security audit from CERT-IN empanelled vendors is made mandatory for all the internet facing applications to ensure the security. In addition to this SSL certificates are used to encrypt the communication channel. Defense in Depth technology adopted in KSP to ensure each layer is protected from attacks. Two Tier Security protection from all traffic. Full-fledged Intrusion Prevention System. SIEM for log management and Event Analysis, OS hardening. Regular patch management
Network & Data Centre

and End point protection for Servers and Desktops. Role based Access and Vulnerability assessment for Critical assets

**Web Servers:** Web Servers hosted in Internet are installed with SSL Certificates. These Web Servers are hosted only after they are inspected and verified by CERT-IN authorized auditors.

**Active Directory Services:** Microsoft Active Directory Services are configured and used as Directory Services. This helps in directory level authentication of logon services of the End users. Domain Controller Servers are installed in range offices.

**Mail Service Security:** Apart from SSL Certificate configuration in Mail Server, we have configured Separate Mail Server Gateway to protect from spam/spurious mails.

**Service Monitoring:** EMS (Enterprise Monitoring Software) is used to Monitor the health of Servers hosted in KSP Data Center. Video wall is mounted in the Operating Center to monitor all essential services. This Center is operating 24*7 to monitor and operate the services.

**Periodic Backup and Restoration:** Backup of all critical data and logs of servers/devices are periodically taken in Media. Also restoration of backup data is done periodically. This help in validation of the backup.

**Storage of Backup Media:** The Monthly Tape Media are stored in a different physical location to manage restoration in case of any location specific natural disasters.

**Optimization of Resources:** Virtualization Technology is used for optimization of resources. Both Microsoft and VMware Virtualization are used for hosting Virtual Servers thereby reducing usage of physical servers which in turn improves energy efficiency.

**Knowledge Base:** The Solution provided for resolution of different technical issues are documented as a Knowledgebase and uploaded in FTP Site. This helps field team to identify and resolve issues for a specific problem.

**Network Management of KSPWAN:** For effective management of network infrastructure, following process/practices are being followed:

**BSNL SPOC at Operating Center:** BSNL is the network service provider in Karnataka State. BSNL has deployed one technical resource at our Operating Center. This resource helps in coordinating with BSNL field team to rectify the issues in day to day connectivity issues faced at different parts of the state.

**Network Management:** The Uptime of VPNoBB, MPLS and Internet Links are monitored through Network Node Manager Application. The tool provides real time information of network availability. Complete Network Connectivity is being monitored through NMS, District System administrators are provided access to NMS for monitoring the District connectivity and Pro-active monitoring, Real time notifications on link failure, Quality of link is measured and reduced the turn-around time.

Network Monitoring reports like Availability report (MPLS – 99%, VPNoBB - 90%), Performance report, Bandwidth utilization reports, Real-time bandwidth utilization report and Down time reports are generated. SLA is measured and BSNL is penalized accordingly.
VPN Modem Availability Report: As Police Stations are connected through VPNoBB Modems, the availability of Modems is monitored. VPN Connection availability dashboard provided to system administrator to monitor connectivity. This tool helps in System Administrators to know the locations which have issues and they coordinate with local BSNL Team for speedy resolution.

Periodic Review with BSNL: Periodic Review/Meeting is being done with BSNL team to resolve any long pending issues and review the progress being made for any implementation/configuration changes done.

VPNoFTTH in Control Rooms (DPO offices): To ensure availability of critical services at DPO offices, VPNoFTTH has been provided as a backup network service in case of non-availability of MPLS Link at DPO offices.
Use of Private Cloud for Police Department:

1. Self Service portal
2. Server provision in 30 Minutes
3. Optimum utilization of Hardware
4. Unified Management of all hypervisors
5. Interactive Website

**10.1.2 Madhya Pradesh**
Network Management

1. Currently State is gradually and successfully shifting to SWAN which is in itself proving to be best resolutions to all the issues related to Bandwidth availability. Extensive real-time Monitoring from State’s Nodal agency for SWAN, allowance of State’s BSNL IP of DC in DRC collocated in NIC New Delhi.

2. Formation of parallel teams: In Madhya Pradesh, parallel teams are formed at district and state levels for timely resolution of issues. Parallel co-ordination and mapping of resources is done for escalation (if any).

3. In 30-35% of cases, the issues are resolved at district level, as authority is given to district SPOC (a dedicated SPOC from MP Police Telecom Office is deployed in all districts for close coordination with BSNL and other stakeholders). These SPOCs directly co-ordinate with BSNL representatives at district. If the issue is of major category or require approvals/escalations at higher level than same will be informed to State team.

4. Parallel logging of calls/issues/docket number through helpdesk and dedicated BSNL team deployed at SCRB. The issues are also immediately circulated through WhatsApp groups.

We manage switches, routers, firewall, e-mail security appliance which are the core appliances of CCTNS network. We have highly secured environment, wherein there is no margin for hacking and data leakage.

This involves timely necessary upgrades to all network firmware as well as preventive and corrective measures through close communication and collaboration with network security administrators.

We regularly update the security patches which are recommended by OEM. We are doing 24*7 fault monitoring through CA Spectrum console of network devices and servers & incase of any major/critical alarm prompt action is taken by the team.

<table>
<thead>
<tr>
<th>District</th>
<th>Category of Site (Police Station/ Other Office / Higher Office)</th>
<th>Name of the Police Station / Sub-Divisional Office</th>
<th>Name of the Police Station / Sub-Divisional Office</th>
<th>Type of Connectivity</th>
<th>Remarks / Converted</th>
<th>Whether Connectivity is OK (Yes / No)</th>
<th>Reason for non-availability of connectivity</th>
<th>Co Located Sites / Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>Agarwal</td>
<td>Police Station</td>
<td>Sagar</td>
<td>Sagar</td>
<td>SWAN</td>
<td>No</td>
<td>No</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Shihpat</td>
<td>Higher Office</td>
<td>DGP Rural Office</td>
<td>DGP Rural Office</td>
<td>SWAN RF</td>
<td>No</td>
<td>No</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Chhindwada</td>
<td>Police Station</td>
<td>Piplodiana</td>
<td>Piplodiana</td>
<td>SWAN RF</td>
<td>No</td>
<td>No</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dewas</td>
<td>Police Station</td>
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<td>SWAN OFC</td>
<td>No</td>
<td>No</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dwaun</td>
<td>Higher Office</td>
<td>SP office</td>
<td>SP office</td>
<td>SWAN OFC</td>
<td>No</td>
<td>No</td>
<td></td>
<td></td>
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<tr>
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Report template from Nagios Tool: Converting the BSNL locations to SWAN have although helped a lot in real-time 24*7*365 monitoring right down to the block level (As SWAN have O&M monitored through its third-party vendor), but still we as State have mechanized effective dash board for monitoring SWAN links.

10.1.3 Delhi

Redundant Connectivity

The application in Delhi Police is an online application and work on real time basis Connectivity between PSs and Data Centre essential to access CCTNS application has to be smooth and on 24X7. Three modes of connectivity provided at Police Stations:

1. Cyber Highway (MTNL)
2. Broadband (NIC)
3. Data Cards (Vodafone) - VPN enabled Data Cards from Vodafone provided for redundancy in connectivity

10.1.4 Himachal Pradesh

Network Management

HP Police is using secure VPNoBB connectivity of Himachal SWAN for all CCTNS locations across the state. HP State has shifted all network of H.P CCTNS sites from BSNL VPNoBB to SWAN which is being managed by DIT-HP centrally to ensure secure and reliable network for CCTNS. Moreover DIT-HP is managing this network with the BSNL. It is available for Police only.

1. 100% Switch over from BSNL VPNoBB to HIMSWAN which is free of cost to state
2. Upgrading PS Bandwidth from 512 Kbps to 2 Mbps, District HQ 10Mbps and PHQ 20Mbps
3. Shifted 2 VSAT & TNF Sites to Airtel RF Connectivity
4. Freezing of date and time of CAS Offline Server
5. SWAN connectivity made easy to integrate another application working on NIC and SWAN network with CCTNS CAS.

10.1.5 Tamil Nadu

Connecting the State with VPN services

1. In all the locations in Tamil Nadu, connectivity was upgraded from 512 Kbps to 2 Mbps
2. Also the technically not feasible locations have been provided with 3G VPN services from BSNL. Hence, Tamil Nadu has achieved 100 % connectivity.
3. The VPN connections across the state are monitored through the BSNL link portal where in the uplink status of all the locations is displayed.
10.2 MESSAGING & MAILING

10.2.1 Assam

Police Messaging

Total WT message transmitted using CCTNS email service are 66,00,000. Earlier, the message were transmitted using HF/VHF equipment from one point to other and use to take lot of time and effort to deliver the messages from State HQs to police stations.

WT Messaging using email for Police communication

- CCTNS email service is being used for transmitting WT message which was earlier point to point and takes lots of effort and large no of human resources utilization of to receive and re-transmit Messages.
- Distribution List/Group IDs created such as alisp, allagdp, allrange for mass distribution.
- The same email system is being used for sharing of missing person, UIDB, kidnapped person, & stolen vehicle details to all state DGPs and officers of the state using group ID.
- As on date more than 70 Lakhs email transacted by Assam Police.

10.2.2 Telangana

Cop Connect WhatsUp

Telangana Police is now equipped with yet another Powerful and Transformative tool in its digital arsenal, “Police Whatsapp”, connecting 60,000 plus police forces spanning over 31 Revenue Districts across the State. COP-Connect is a Police Whatsapp, a Secure Communication Channel, with no limit on the number of members in any individual, group (unlike the regular Whatsapp restricting the number to 256). It has all the features of regular Whatsapp Communication. COP-Connect is a powerful communication tool which will support the professional communication and collaboration needs of the Police Department in all units starting from Police Station to the State Level.

10.2.3 Tripura

Webmail

To make information transmission and reception easier between various organizations of Tripura Police Web Mail has been designed and integrated with CCTNS CAS on June, 2013. This application was developed in house by SCRB and usage restricted to police personnel.

Tripura Police is extensively using web mail facility for information transfer. Through webmail various office order/circular/other information and documents can be send and received with in Tripura Police.
Chapter 11

Way Forward
Way Forward

CCTNS project has created a backbone for collating and analysing crime & criminal data across the country. More than 14,700 Police Stations & 6,000 higher offices are now connected through CCTNS and synching data to National Data Centre regularly. In last few years, indefatigable efforts have been made by NCRB/MHA for thorough implementation of CCTNS at field level through regular co-ordination/meetings with States/UTs, capacity building and visiting Police Stations across the country. Now, many States are getting benefits in crime investigation from CCTNS and sharing their success stories with NCRB and thus, benefits of CCTNS are being realized by the States/UTs.

The physical progress of the project i.e. delivery of hardware, installation of software and networking has almost reached 90% and the balance is majorly attributed to State of Bihar. The CCTNS Infrastructure deployment and its utilization is monitored using the Pragati Dashboards on 26 various parameters is around 65%. It is important to reflect that with the continued efforts of all stakeholders, CCTNS has been able to reduce the digital divide pre-existing in the Police to a considerable extent. The foremost priority currently is to complete all the existing gaps in the implementations of the project. Providing hardware, Network Connectivity to all the Police Stations, completion of digitization of legacy data and availability all 9 mandatory citizen services has been main concern of NCRB and MHA. (11 States/UTs (North Eastern States, Island UTs and West Bengal) implementation status is below 50%). In parallel, emphasis has also been to increase the use and produce important and actionable information from the project. It is also expected that Bihar will on-board soon and complete the project with in year 2019-20.

11.1 ISSUE IN CCTNS

Although, the CCTNS is operational across the country but some issues obstruct the optimum utilization of the project at field level viz.

1. **Poor and Unreliable Connectivity:** The last mile connectivity is neither reliable nor sufficient and available bandwidth in most of the police stations is 512 Kbps only and later upgraded to 2 Mbps by MHA in 20/02/2018. Due to these reasons most of the police stations are experiencing frequent breakdown in connectivity which delays in synching of data to SDC. BSNL was the sole service provider for connectivity. Most of the states have complaint about the poor service provided by BSNL. There are around 900 technically not feasible sites and difficult terrains of North East and Hilly areas where providing connectivity is a herculean task.

2. **Average Adoption at Field Level:** The present application needs a revamp to improve upon the user experience and adherence to all field conditions and scenarios i.e. ease of filling IIFs, better user interface, accessibility using mobile terminals, quick response from the application, easy search and dynamic query builder & report generators etc. Additionally, non-availability of dedicated technical manpower at District/State level for troubleshooting and managing the technical issues of CCTNS is also an issue. Moreover, there is shortage of staff at Police Station level for data entry. Improper and erroneous entry of information at police stations leads to low quality data and sometimes hinders in generation of appropriate reports and search queries.
3. **Quality of Data**: Due to lack of training and understanding of IT applications, Police personnel are making erroneous data entry leading to low quality of data. In the event of such a quality, the results will also be of reduced quality limiting the usage.

4. **Obsolete Hardware/ Software**: CCTNS Hardware deployed in Police Stations, Higher Offices and NDC/SDC/DRC areas per the configuration proposed in the year 2009. Response time and damage of these outdated infrastructures is very high and which adversely affects the usage of the CCTNS. Most of this outdated hardware is not compatible with the latest software required to be deployed in CCTNS application. Hence, the hardware which is presently obsolete required to be refreshed at the earliest. There is need to refresh the applications also with next generation technology so that it remain aligned with current available system software and also meet the expectations of the end users and extend user friendliness.

5. **All FIR Registering Agencies not covered under CCTNS**: Other FIR registering agencies like Excise, Forest, CBI, NCB, ED, NIA etc. are not covered under CCTNS as of now and hence, the purpose of centralized database of crime records is yet to be achieved fully.

6. **Need for Next-Generation Solutions**: Next Generation Solutions like National Automated Finger Print Identification System (NAFIS), Fingerprint Enrolment Device (FED), Automated Facial Recognition System (AFRS), Mobile Governance (m-Governance) etc. are yet to be operationalized to achieve the maximum benefits of centralised crime & criminal database in respect to the ease of crime detection, prevention, predictive policing and strategic planning. These specialized solutions were part of first CCEA note 2009 but were later diluted in 2015 to fund activities of ICJS project.

7. **Requirement of Crime Data Analytics and Artificial Intelligence tools**: CCTNS database is growing very rapidly and as of now, the database has more than 13.5 crores of records approximately. Presently, there are no Crime Data Analytics or Artificial Intelligence tools available in CCTNS for providing detailed analysis of this huge data of crime and criminal. This hinders in utilizing the information in predictive policing & strategic planning for making decision like deployment of forces and alignment of resources. Moreover, there is no geo-fencing facility available for identifying jurisdiction of police stations in digital map.

8. **Sustenance of Project beyond 31st March 2018**: No funds are allotted for the Operations & Maintenance (O & M) and Network connectivity after the project has officially ended by MHA on 31st March 2018. In the absence of funds for O&M and network connectivity, the project will be adversely affected.

9. **Other Challenges**: Other challenges faced during the implementation of CCTNS project are described below:

a. There is no unique identifier for person arrested in the CCTNS application.

b. Some States like West Bengal are not sharing complete data with the centre which is leading to incomplete database.

c. Software Delivery Agency (M/s. Wipro) is still working on providing the final version of Core Application Software for the State and the Centre. Moreover rollover of National Data
Centre is also under process part of which has been achieved but complete solutions is under preparation.

11.2 FUTURE ROADMAP OF CCTNS

CCTNS has seen considerable adoption by the Police Personnel across the country and it has served as major unification platform. In order to take the project further, a road map has been envisaged which consists of:

1. CCTNS Phase-II (Resilient, Robust, Enhanced and Futuristic CCTNS)

As we take a leap of a decade since the conceptualization of CCTNS, it is pertinent to evolve a new and updated technical system for equipped with next-generation technology and user interface. In order to keep the project in working condition and improve its implementation further till it attains completion of 90% to 95% in all States / UTs, CCTNS 2.0 has been envisaged and proposed. The CCTNS 2.0 (CCTNS Phase – II) will address shortcomings in the present application for a better user friendly system with latest technologies for enhancing the efficiency & effectiveness of policing and providing better services to the citizens. The concept of CCTNS 2.0 was discussed before the Hon’ble Prime Minister & Union Home Minister during DGsP/IGsP Conference held in January 2018 at Tekanpur, Madhya Pradesh and positive response received to put the concept for CCTNS Phase II and III ahead (refer Action Point No. 52 of Recommendations of DGsP/IGsP Conference – 2017 conveyed by Intelligence Bureau vide letter no. 11/Police (L)/2017(10)-338 dated 24 April, 2018). CCTNS Phase – II will consists of

a. **Robust Connectivity to all Police Stations and Higher Offices:** In this context, providing Optical Fibre connectivity is most desired which will take the project in next orbit. Police should take facilities from other e-Governance projects like SWAN, NKN etc. Provision for availing BharatNet (NoFN)/ SWAN or other service providers is also under active consideration for providing Last Mile connectivity.

b. **Infrastructure Upgrade (Hardware)** for all Police Stations and higher offices & National Data Centre, State Data Centres and Disaster Recovery Centres. This will result better application speed on better hardware for quick response to Citizen and Police. Improvement of the field usage of CCTNS will be achieved through Mobile Data Terminal (MDT) by extending the use of MDT at field level for filling IIF 1 to 4 at Scene of Crime and also to utilize the Search facility for verifying questioned Person & Property.

c. **Application Upgrade (Software)** for upgrading existing modules as well as addition of new modules for extended working of Core Application Software (CAS) of CCTNS. Extended CAS through value added features and modules on desktop & mobile for user friendly adoptability at field level by providing better user interface, ease of filling IIFs, easy search & queries and quick response from the application.

d. **Digitization of leftover legacy data:** During the establishment phases many states have reduced the target of digitizing the mandated 10 years data. Since incomplete dataset will make search incomplete hence it is planned to provide funds to digitize entire data of 10 years.
e. **Inclusion of sanctioned police outposts and police stations** of specialized units. Other FIR registering agencies like Excise, Forest, CBI, NCB, ED, NIA etc. are not covered under CCTNS as of now and hence, these agencies are proposed be covered in CCTNS phase II.

At this juncture, project CCTNS is officially closed on 31st March, 2018 whereas various issues are still unresolved. This would have affected the project adversely and the momentum of the project would slow down and hence, the overall objective of the project would remain unachieved. Project CCTNS requires nurturing from the Centre to facilitate States in using enhanced CCTNS application for crime prevention, detection and investigation. In light of the above, MHA has been actively considering the O&M and Network funding for the year 2018-19 and also States have been advised to include the CCTNS related fund requirements in State Action Plans to be submitted to MHA for receiving the Police Modernization funds (Ref.-21011/54/2018-PM-1 dated 28.09.2018)

2. **Following Next Generation Solutions are proposed for linkage in CCTNS project**
   a. National Automated Fingerprint Identification System (NAFIS)
   b. Finger Print Enrolment Devices (at Police Station)
   c. Advanced Facial Recognition System (AFRS)
   d. Crime Data Analytics Software at States, Mobile Apps Development and Crime Analytics setup at NDC including ADRIN Servers, GIS Fencing of PSs

3. **Integration with following applications have been envisaged**
   a. NERS (National Emergency Response System), CCTVs, Beat System
   b. Databases like Fingerprints, Passport, and Transport etc.

4. **Establishment of Crime Multi Agency Centre (C-MAC) for dissemination of alerts / information on crime and inter-state criminals to States/UTs**
   a. Sharing intelligence on Crime and Criminal among various State and Central police units on the pattern MAC of IB.
   b. Development of National Crime Portal / Crime Clock:
      i. This representation of crime data shows the relative frequency of how often violent and property crime offenses occurred in a year. The Crime Clock represents the annual ratio of crime to fixed time intervals.
         a. Crime Counter
         b. Arrested and Charge sheet Counter
         c. Conviction and Acquittal Counter
      ii. For issuing alerts against the following threats and building awareness to the citizens
         a. List of Ponzi (Fraud Financial Scheme)
         b. Cyber Crimes related to Banks and ATMs
c. Nigerian Lottery Scams
d. Fake Indian Currency Notes
e. Advisories and Cautions
f. Crypto-currency frauds like BitCoin
g. Drugs and Narcotics Exchange Places
h. Crime during travel
i. Vehicle Stealing Places
j. List of Warrants/Lookout Notices

Its scope can be further enhanced based on future needs, crime patterns etc.

5. **Incorporating Crime Data Analytics for predictive Policing, Strategic Planning and Advisories to States**

NCRB has also signed a MOU with ADRIN for developing following models of crime data analysis on CCTNS

a. Crime Mapping module
b. Spatial Analytics module
c. NEWS module
d. Crime/Criminal Analytics module
e. Criminal Network Analysis module
f. Predictive Analytics module

6. **Creation of National Registries on Modus Operandis / Crime Types**

a. **Creation of Sex Offenders Registry**: NCRB is mandated to create and maintain a Sex Offenders Database by the order of Cabinet and profile at the national level and share it with the States/UTs on regular basis. NCRB data will be used by the police for verification of antecedents for prospective employers and would form a part of CCTNS.

b. **Creation of Economic Offenders Registry**: NCRB is also mandated to create and maintain a Economic Offenders Database by the order of MHA and profile at the national level and share it with the Banks & Financial Institutions on demand by paying a specified fees in a revenue generation model. This database would form a part of CCTNS.

c. **Cyber Crime Reporting Portal**: NCRB is designated as the Central Nodal Agency to manage technical and operational functions of the online cybercrime reporting portal and associated work of Cyber Crime Prevention against Women & Children (CCPWC) scheme under the supervision and administrative control of the Cyber & Information Security (CIS) Division of MHA.
11.3 Financial Proposals

NCRB has placed following proposals for sanction of funds from MHA for implementation of the roadmaps in near future:

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<td>1.</td>
<td>National Automated Finger Print Identification System</td>
<td>Rs. 80 Cr.*</td>
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<td>Automated Facial Recognition System</td>
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<td>3.</td>
<td>Sustenance Funds for O&amp;M and Network Connectivity on Sharing basis with States</td>
<td>Rs. 648 Cr.</td>
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<td>4.</td>
<td>Resilient, Robust, Enhanced and Futuristic CCTNS Phase–II</td>
<td>Rs. 1231 Cr.</td>
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<td><strong>Total</strong></td>
<td><strong>Rs. 1,979 Cr.</strong></td>
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11.4 CONCLUSION

Work done as of now by all the stakeholders in respect of implementation of CCTNS across the country is itself a great achievement. Many States/UTs are regularly reporting success stories based on CCTNS and in the time to come, their numbers will increase phenomenally. The CCTNS once fully implemented will bolster the path of servicing country’s Police Forces and Citizen. The usage of citizen portals in CCTNS is increasing with the increase in the awareness in public and with the rollout of new ideas and practices as mentioned in the compendium, it is hoped that the delivery and its quality by police will take quantum jump. CCTNS will create such a big database containing information about crime, criminals and property and will make police more public friendly by providing police related services online. The whole policing system is now stepping into an era where technology will serve as a force multiplier and with the patronage under Digital India Program of Govt. of India, the Indian Policing will move to higher orbit of electronic governance i.e. m-governance. The momentum which has built up in the project should not only be sustained but enhanced so that the CCTNS become pivotal to Indian Policing System.
Photo Gallery & Media
Visit to NCRB by Shri Ajay Maken, Hon’ble Minister of State (Home) to discuss the status of CCTNS on 27th August 2009

Regional Conference of CCTNS of Northern States at Lucknow 14th October 2009
DG, NCRB Meeting with Shri Nandan Nilekani, Chairman, UIDAI to discuss sharing of UIDAI data with CCTNS
28th October 2009

Regional Conference of CCTNS of North Western States at Chandigarh 30th October 2009
Regional Conference on CCTNS at Bangalore 18th November 2009

Hon’ble Home Secretary Sh. G.K. Pillai Visit to NCRB to discuss the status of CCTNS 9th April 2010
Signing of Contract with Software Development Agency, M/s Wipro Ltd. 21st June 2010

Shri Rajiv Mathur, Director, IB, Shri M.V. Krishna Rao, DG, SSB and Shri Rajiv Mathur, DG, NCRB at CCTNS Monitoring Committee Meeting held in SSB Conference Hall 25th to 26th May 2010
Hon’ble Minister of State (Home) Shri Jitendra Singh’s Visit to NCRB to discuss the status of CCTNS
25th August 2011

Hon’ble Ex-Union Home Minister Shri P. Chidambaram’s Visit to NCRB to discuss the status of CCTNS
27th April 2012
Launch of Pilot Phase of CCTNS by Hon’ble Union Home Minister Sh. Sushil Kumar Shinde, Vigyan Bhawan, New Delhi on 4th January 2013

CCTNS Pilot Launch: Delegates comprising of DGPs, Nodal Officers at Vigyan Bhawan, New Delhi on 4th January 2013
Odisha Chief Minister Shri. Naveen Patnaik inaugurated pilot project CCTNS on 12th January 13

DGP K. Ramanujam presenting a memento to Chief Minister Jayalalithaa after she launched the CCTNS facility for the police in Chennai 13th March 2013.
The Chief Secretary of Andhra Pradesh Smt. Minnie Mathew, IAS inaugurated the Pilot Go-live of Project CCTNS at Madhapur Police Station, Cyberabad on 7th January 2013

Shri Nandan Dubey, DGP, Madhya Pradesh inaugurated CCTNS at TT Nagar Metro Police Station, Bhopal on 07th January 2013
DGP kulbir krishna launched the CCTNS facility for the police in Shillong Sadar Police Station, Meghalaya 5th January 2013

Launch of Citizen Portal of Karnataka by the then CM Shri Siddaramiah
Launch of Citizen Portal of Assam by Shri Sarbananda Sonowal, CM

Inauguration of CCTNS in Arunachal Pradesh by Shri Kumar Waii, Home Minister

Director, NCRB and Ex-DGs/Directors Meeting to discuss the future roadmap of CCTNS 7th February 2017
Sh Jaideep Govind, Additional Secretary (LWE) meeting at NCRB to review the status of CCTNS 10th February 2017

National Consultation / Workshop on Crime Data Analytics 12th May 2017
Launch of Digital Police Portal, CCTNS by Sh. Rajnath Singh, Hon’ble Union Home Minister on 21st August 2017

Sh. Rajnath Singh, Hon’ble Union Home Minister Visits NCRB gallery on 8th September 2017
Ms Kiren Bedi, Lieutenant Governor of Puducherry seeing mobile app developed by NCRB on 8th September 2017

Director NCRB and Sh. Vivek Bhardwaj, JS (PM) with Nodal Officers (CCTNS) of all States/UTs on 16th March 2018
Meeting of Creation & Maintenance of National Database and Profiling of Sexual Offenders on 4th May 2018
Director, NCRB and Ms. Punya Srivastava, JS (WS) reviewing the gaps in implementation of CCTNS Project on 26th June 2018
Visit of Hon’ble Chairman and members of Law Commission to examine the amendment required in CRPC for issue of electronic FIR on 09th August 2018

Shri Gangaram Ahir, MoS (Home) reviewing CCTNS on 6th Sep. 2018 held at MHA
CCTNS Training & Visit of NCRB officers

Sh. R.R. Verma, DG, NCRB with participants of CCTNS Course held from 08th to 10th April 2015

Smt. Archana Ramasundaram, DG, NCRB with participants of CCTNS Course held from 2nd to 4th December 2015
Sh. Radhakrishna Kini A, DG, NCRB with participants of CCTNS Course held from 25th to 27th April 2016

Presentation cum Demo on CCTNS, B.R Ambedkar Police Academy, Moradabad, Uttar Pradesh on 25th October 2016
Shri S.V. Nawani, JSO at Imphal West PS, Manipur, 12th – 15th December 2017

CCTNS Training to directly recruited Sub-Inspectors of Punjab at Police Training Academy, Phillaur 18th to 20th December 2017
CCTNS training to Constables to Inspector level at Agra, Uttar Pradesh 20th to 22nd December 2017

Shri D Bhattacharjee, AD at Panjagutta PS, Hyderabad, March 2018
Dr. Ish Kumar, Director, NCRB with participants of CCTNS Course for Addl SP/SP held from 26th to 28th March 2018

North Eastern Police Academy (NEPA), Meghalaya training 30th July to 3rd August 2018
First CCTNS Training at CFPB, NCRB, Kolkata 6 to 10 August 2018

Dr. Ish Kumar, Director, NCRB at Police Control room, Jaipur Aug 2018
Dr. Prashun Gupta, DD, NCRB at Royapetta Police Station, Chennai

Shri S K Saxena, DD, NCRB at Hyderabad
POLICE TO TRACK CRIMINALS FROM NETWORKED CRIME DATA

Between crime & punishment comes this Mighty Mouse

Girish Kuber
Mumbai 21 January

CLICK, match, gatcha. The age of the lathli is over. Indian cops are all set to grab the mouse, moving into the cyber-age with one of the most ambitious network projects yet. Enter POLNERT, a pan-Indian network linking all records across 15,362 police stations and 1,128 jails spread across the country. Photographs, finger prints and imaging through specialised software will give the Indian police access to uniform crime data and help track down criminals. The total bill: Rs 332 crore.

The National Crime Records Bureau, a Delhi-based organisation under the Union home ministry, has roped in microchip giant Eral to develop POLNERT -- the largest networking application in the country -- to connect all the district police stations, jails and security agencies. The network will allow uniform access to crime data, and software which will enable sleuths to crack down on criminal activities all over the country.

"The dedicated network Polnet will connect all police stations across the country, important jails, major security agencies including the Border Security Force (BSF), Central Reserve Police Force (CRPF) besides developing softwares to detect various new age crimes," Shishu Prasad, director NCRB, told ET.

"Once ready the NCRB project will be the largest networked application in India," GIil Kumar, GM, Business Programs, Internet Solutions Group, Intel, said.

The NCRB is a nodal agency engaged in the modernisation of Indian police through computerisation of crime records. At the cutting edge of the NCRB system will be a number of software programs essential to efficient police work. The Facial Analysis and Criminal Identification System (FACIS) allows officers to generate photofit portraits of suspects based on witness descriptions, a job that previously required expert artists.

The Crime Criminal Information System (CCIS) is a database of criminals, lost and recovered property including automobiles. The software enables officers to enter the data and retrieve information on all crimes committed and properties.

"The system is being networked between state capitals. [State links] -- Page 2"
NCRB to track plaints on sexual violence

SPECIAL CORRESPONDENT
NEW DELHI

A high-level meeting was convened on Tuesday to discuss recommendations on ways to curb "sexual violence" videos involving women and children.

It was decided in the meeting that the National Crime Records Bureau (NCRB) would be the designated nodal agency for monitoring the complaints received on a government portal that records child pornography and sexual violence videos.

The NCRB would coordinate with service providers such as Facebook, YouTube and WhatsApp and ask them to block malicious videos and contents.

Notification issued

"Since we are only a crime record agency a government notification has been issued under the Information Technology Act, 2000 to enable us to take action against such videos. Whenever such incidents are reported, we will write to service providers and ask them to block the content," a senior NCRB official said.

The meeting was chaired by Home Minister Rajnath Singh.

Electronics and IT Minister Ravi Shankar Prasad also attended the meeting.

It was also attended by NSA Ajit Doval as well as Director of Intelligence Bureau.
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<td>Andhra Pradesh</td>
<td>Shri N. Sanjay, IPS Inspector General of Police</td>
<td>040-23286714</td>
<td><a href="mailto:cctns_ap@ncrb.nic.in">cctns_ap@ncrb.nic.in</a></td>
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<td>3</td>
<td>Arunachal Pradesh</td>
<td>Shri Manoj Kumar Meena Superintendent of Police (Planning)</td>
<td>0360-2212621</td>
<td><a href="mailto:cctns_ar@ncrb.nic.in">cctns_ar@ncrb.nic.in</a></td>
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<td>4</td>
<td>Assam</td>
<td>Shri Anil Kumar Jha, IPS Addl. DGP (Comm.), Sr. Superintendent of Police,</td>
<td>0361-2526312</td>
<td><a href="mailto:cctns_as@ncrb.nic.in">cctns_as@ncrb.nic.in</a></td>
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<td>5</td>
<td>Bihar</td>
<td>Dr. Kamal Kishore Singh, IPS Inspector General of Police (SCRB/Prov.)</td>
<td>06115-234160</td>
<td><a href="mailto:cctns_bh@ncrb.nic.in">cctns_bh@ncrb.nic.in</a></td>
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<td>6</td>
<td>Chandigarh</td>
<td>Smt. Nilambari Jagadale, IPS Sr. Superintendent of Police,</td>
<td>0172-2760001</td>
<td><a href="mailto:cctns_cn@ncrb.nic.in">cctns_cn@ncrb.nic.in</a></td>
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<td>7</td>
<td>Chhattisgarh</td>
<td>Shri Rajinder Kumar Vij, IPS Addl. Director General of Police (SIB/STF/CTJW)</td>
<td>0771-2431210</td>
<td><a href="mailto:cctns_ch@ncrb.nic.in">cctns_ch@ncrb.nic.in</a></td>
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<td>8</td>
<td>D &amp; N Haveli</td>
<td>Shri Brajesh Kumar Singh, IPS Dy. Inspector General of Police,</td>
<td>0260-2220140</td>
<td><a href="mailto:cctns_dn@ncrb.nic.in">cctns_dn@ncrb.nic.in</a></td>
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<tr>
<td>9</td>
<td>Delhi</td>
<td>Dr. A.K. Singla, IPS Addl. Commissioner of Police (Crime/Narcotics)</td>
<td>011-23490216</td>
<td><a href="mailto:cctns_dl@ncrb.nic.in">cctns_dl@ncrb.nic.in</a></td>
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<td>Shri Rajan Bhagat Dy. Commissioner of Police</td>
<td>011-23490252</td>
<td><a href="mailto:dcp-crime-dl@nic.in">dcp-crime-dl@nic.in</a></td>
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<td>10</td>
<td>Goa</td>
<td>Shri Karthik Kashyap, IPS Superintendent of Police (CID)</td>
<td>0832-2428217</td>
<td><a href="mailto:cctns_go@ncrb.nic.in">cctns_go@ncrb.nic.in</a></td>
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<td>11</td>
<td>Gujarat</td>
<td>Shri V.M. Pragi, IPS ADGP (Tech Services)</td>
<td>079-23254351 (O) (Direct)</td>
<td><a href="mailto:cctns_gj@ncrb.nic.in">cctns_gj@ncrb.nic.in</a></td>
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<td>12</td>
<td>Haryana</td>
<td>Shri A.S. Chawla, IPS ADGP (Telecome &amp; IT)</td>
<td>01733-253699</td>
<td><a href="mailto:cctns_hr@ncrb.nic.in">cctns_hr@ncrb.nic.in</a></td>
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<td>13</td>
<td>Himachal Pradesh</td>
<td>Shri D.K Yadav, IPS IGP (Crime)</td>
<td>0177-2625219</td>
<td><a href="mailto:cctns_hp@ncrb.nic.in">cctns_hp@ncrb.nic.in</a></td>
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<td>14</td>
<td>Jammu &amp; Kashmir</td>
<td>Shri Syed Afzal Mujtaba, IPS Inspector General of Police (State Crime Branch)</td>
<td>Srinagar: 0194-2489026 Jammu: 0191-2572475</td>
<td><a href="mailto:cctns_jk@ncrb.nic.in">cctns_jk@ncrb.nic.in</a> <a href="mailto:igpcrime_jk@nic.in">igpcrime_jk@nic.in</a></td>
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<td>Jharkhand</td>
<td>Shri Arun Kumar Singh, IPS Inspector General of Police (Provision),</td>
<td>0651-2400722</td>
<td><a href="mailto:cctns_jh@ncrb.nic.in">cctns_jh@ncrb.nic.in</a></td>
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<td>16</td>
<td>Karnataka</td>
<td>Sh. Sanjay Sahay, IPS Addl. DGP</td>
<td>080-22353871</td>
<td><a href="mailto:cctns_ka@ncrb.nic.in">cctns_ka@ncrb.nic.in</a></td>
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<td>17</td>
<td>Kerala</td>
<td>Shri N. Shanker Reddy, IPS Addl. Director General of Police Shri Shafeen Ahmed, IPS DIG(Crime)</td>
<td>0471-2558678, 2447620 0471-2330747</td>
<td><a href="mailto:cctns_kl@ncrb.nic.in">cctns_kl@ncrb.nic.in</a> <a href="mailto:digtvrage.pol@kerala.gov.in">digtvrage.pol@kerala.gov.in</a></td>
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<td>18</td>
<td>Lakshadweep</td>
<td>Shri Sachin Sharma Superintendent of Police</td>
<td>04896-262258/ 262367 / 262624</td>
<td>cctns <a href="mailto:lk@ncrb.nic.in">lk@ncrb.nic.in</a></td>
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<td>19</td>
<td>Madhya Pradesh</td>
<td>Shri Mohd. Shahid Absar Inspector General of Police (SCRIB)</td>
<td>0755-2443635, 2443578</td>
<td><a href="mailto:cctns_mph@ncrb.nic.in">cctns_mph@ncrb.nic.in</a></td>
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<td>20</td>
<td>Maharashtra</td>
<td>Shri Dattatreya Mandlik IGP, SCRB</td>
<td>020-25638445</td>
<td><a href="mailto:cctns_mh@ncrb.nic.in">cctns_mh@ncrb.nic.in</a></td>
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<td>21</td>
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<td>Shri P. Doungel, IPS ADGP (Training)</td>
<td>0385-2450967</td>
<td><a href="mailto:cctns_mn@ncrb.nic.in">cctns_mn@ncrb.nic.in</a></td>
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<td>Meghalaya</td>
<td>Shri B.L. Buam, IPS Sp.PDGP (CID)</td>
<td>0364-2227915 (O)</td>
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<td>Shri L.H. Shanlana, IPS IGP (Int./L&amp;O),</td>
<td>0389-2333484</td>
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<td>24</td>
<td>Nagaland</td>
<td>Shri Renchamo P. Kikon, IPS IGP (Int)</td>
<td>0370-2244079</td>
<td><a href="mailto:cctns_nl@ncrb.nic.in">cctns_nl@ncrb.nic.in</a></td>
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<td>S.No.</td>
<td>State/UT</td>
<td>Name of the Officer/Rank</td>
<td>Phone Nos.</td>
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<td>NCRB</td>
<td>Dr. Ish Kumar, IPS Director</td>
<td>26782253</td>
<td><a href="mailto:director@ncrb.nic.in">director@ncrb.nic.in</a></td>
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<tr>
<td>2</td>
<td>NCRB</td>
<td>Sh. Sanjay Mathur, IPS Joint Director</td>
<td>26735503</td>
<td><a href="mailto:jdcctns@ncrb.nic.in">jdcctns@ncrb.nic.in</a></td>
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<tr>
<td>3</td>
<td>NCRB</td>
<td>Sh. Mohan Krishana, Deputy Director</td>
<td>26735402</td>
<td><a href="mailto:amkrishna@ncrb.nic.in">amkrishna@ncrb.nic.in</a></td>
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<tr>
<td>4</td>
<td>NCRB</td>
<td>Dr. Prashun Gupta, Deputy Director</td>
<td>26735637</td>
<td><a href="mailto:Prashun@ncrb.nic.in">Prashun@ncrb.nic.in</a></td>
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<tr>
<td>5</td>
<td>NCRB</td>
<td>Sh. S.K. Saxena, Deputy Director</td>
<td>26735640</td>
<td><a href="mailto:sksamwena@ncrb.nic.in">sksamwena@ncrb.nic.in</a></td>
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<td>6</td>
<td>NCRB</td>
<td>Sh. J. Chandran, Assistant Director</td>
<td>26735612</td>
<td><a href="mailto:jchandran@ncrb.nic.in">jchandran@ncrb.nic.in</a></td>
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<tr>
<td>7</td>
<td>NCRB</td>
<td>Sh. D. Bhattacharjee, Assistant Director</td>
<td>26735649</td>
<td><a href="mailto:devbhat@ncrb.nic.in">devbhat@ncrb.nic.in</a></td>
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<tr>
<td>8</td>
<td>NCRB</td>
<td>Sh. Pawan Bhardwaj, Joint Assistant Director</td>
<td>26735452</td>
<td><a href="mailto:pawan@ncrb.nic.in">pawan@ncrb.nic.in</a></td>
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<tr>
<td>9</td>
<td>NCRB</td>
<td>Sh. Sushil Kannan, Joint Assistant Director</td>
<td>26735614</td>
<td><a href="mailto:sushilkannan@ncrb.nic.in">sushilkannan@ncrb.nic.in</a></td>
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<tr>
<td>10</td>
<td>NCRB</td>
<td>Smt. Sunita Ratnakar, Junior Staff Officer</td>
<td>26735626</td>
<td><a href="mailto:sunitar@ncrb.nic.in">sunitar@ncrb.nic.in</a></td>
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<tr>
<td>11</td>
<td>NCRB</td>
<td>Sh. S.V. Navani, Junior Staff Officer</td>
<td>26735623</td>
<td><a href="mailto:shivvinod@ncrb.nic.in">shivvinod@ncrb.nic.in</a></td>
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<tr>
<td>12</td>
<td>NCRB</td>
<td>Sh. S.K. Tanwar, Junior Staff Officer</td>
<td>26735622</td>
<td><a href="mailto:sktanwar@ncrb.nic.in">sktanwar@ncrb.nic.in</a></td>
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<td>NCRB</td>
<td>Sh. Trilok Chand, Junior Staff Officer</td>
<td>26735624</td>
<td><a href="mailto:trilok@ncrb.nic.in">trilok@ncrb.nic.in</a></td>
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<tr>
<td>14</td>
<td>NCRB</td>
<td>Sh. Anupam Karmakar, Junior Staff Officer</td>
<td>26735628</td>
<td><a href="mailto:akarmakar@ncrb.nic.in">akarmakar@ncrb.nic.in</a></td>
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<tr>
<td>15</td>
<td>NCRB</td>
<td>Sh. Arun Pandey, Junior Staff Officer</td>
<td>26735630</td>
<td><a href="mailto:arun.dev.pandey@ncrb.nic.in">arun.dev.pandey@ncrb.nic.in</a></td>
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<tr>
<td>16</td>
<td>NCRB</td>
<td>Sh. Rohit Raj, Junior Staff Officer</td>
<td>26735630</td>
<td><a href="mailto:rohitraj@ncrb.nic.in">rohitraj@ncrb.nic.in</a></td>
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<td>Shri Sanjay Mathur, IPS</td>
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<td>Data Processing Assistant (CCTNS)</td>
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**Disclaimer:**

This compendium is based on the information provided by respective State/UT Police Departments. All precautions have been taken to ensure the true presentation of information given by the State/UT Police is made. NCRB has only compiled and presented the information in the form of this report and is not responsible for its authenticity. However, discrepancy observed in this report may be brought to the notice of NCRB which will be rectified in consultation with concerned State/UT.