

# Advisory for hand holding staff for Rajasthan CCTNS project

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Following are the minimum criteria for the selection of hand holding staff by SI for Rajasthan CCTNS project

## **1. Qualification Criteria:**

Fresher's are also allowed but having at least one of the following educational qualification: BCA, MCA, B.Sc (Computer science/ Information technology), M.Sc (Computer science/ Information technology) ,B-Tech

## **2. Selection Criteria**

- a) 5 day training on CAS software and hardware support will be conducted by SI to the candidates
- b) An exam will be conducted by SCRB–Rajasthan against that training.
- c) The candidates scoring at least 75% will be declared as qualified candidate.
- d) The selected candidate should be flexible enough to move at any location within Rajasthan as an when required

## **3. Scope of work of hand holding staff member**

The qualified and trained person will be deployed at police stations/Higher office at least for a period of 6 months to handhold the staff in the police station / higher office and ensure that the staffs in that police station / higher offices are able to use CCTNS on their own by the end of the handholding period.

As and when newer versions of system or application software are introduced within the period of handholding support, the Hand holding staff member will provide proper training to the concerned police officers. In case of new additions to the staff members in the Police Station, the Hand holding staff member will be required to provide the aforementioned training to them as well, during the period of handholding support (i.e. six months).

#### **4. Rolls and responsibility**

The candidate should be capable enough to provide all type of Software as well as hardware support activity like:

1. Installation and Updation of required software as per need under CCTNS project
2. Rectify all the software related problems
3. Providing hardware support and rectifying hardware related problem
4. Providing support on CAS application
5. Rectifying the IT related problem of Police officials raised during data entry in CAS application
6. Establishing proper coordination between various police stations regarding working of CAS application.
7. Coordination with various stakeholders as and when required
8. Other activity related to Rajasthan police under CCTNS.

#### **5. Effectiveness of candidate**

In case, the candidate is not capable or at the end of tenure Police personal has not been given adequate hand holding period may be extended as demanded by SHO concern. The candidate not found to have imparted effective handholding may be replace and the total duration will have to be compensated by SI.