

**Government of Odisha
Home Department**

Notification

Dated, Bhubaneswar, the 09th November 2020

No. HOME-DA1-MANUAL-0001-2020/ 36117 /D&A, In exercise of powers conferred under 46 (3) of the Police Act, 1861 (Act No. 5 of 1861), the State Government do hereby add Chapter-XXXVII on Crime and Criminal Tracking Network and Systems (CCTNS) in Police Manual Rule (Vol-I) as mentioned at Annexure-A.

By the order of Governor

Encl: As above

(Sanjeev Chopra)

Principal Secretary to Government

Memo No. 36118 /D&A, dated 09.11.2020

Copy along with enclosure forwarded to A.G. Odisha, Bhubaneswar for kind information.

Deputy Secretary to Government

Memo No. 36119 /D&A, dated 09.11.2020

Copy along with enclosure forwarded to Director, Printing, Stationery and Publications, Odisha, Cuttack for publication of the notification in the next issue of Odisha Gazette.

He is requested to send twenty (20) copies of the publication to Home Department.

Deputy Secretary to Government

Memo No. 36120 /D&A, dated 09.11.2020

Copy along with enclosure forwarded to All Departments / D.G. & I.G. of Police, Odisha, Cuttack / Revenue & Disaster Management Department / Law Department / Home (Elections) Department / Member, Board of Revenue, Odisha, Cuttack / All Revenue Divisional Commissioners / Director, State Crime Records Bureau, Bhubaneswar / All Range I.G.s & D.I.G.s / All District Magistrate & Collectors / All Superintendents of Police for information and necessary action.

Deputy Secretary to Government

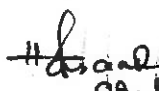
Memo No. 36121 /D&A, dated 09.11.2020

Copy along with enclosure forwarded to all Police Sections of Home Department / Guard file of D&A Section with five (05) copies for information.


09.11.2020
Deputy Secretary to Government

Memo No. 36122 /D&A, dated 09.11.2020

Copy along with enclosure forwarded to Scientist (E-TD), NIC Coordinator, Home Department for information and necessary action.


09.11.2020
Deputy Secretary to Government

CHAPTER-XXXVII

Crime and Criminal Tracking Network and Systems (CCTNS)Introduction:

1179. Ministry of Home Affairs, Government of India vide D.O Letter No-24021/9/2008-PM-I, Dt.05.12.2008 has embarked upon a prestigious project to automate and connect all Police Stations and other Police Offices in the Country through CCTNS. The CCTNS Project is being implemented in Odisha for enhancing the efficiency and effectiveness of policing through the adoption of principles of e-governance and creation of a nationwide infrastructure for evolution of IT enabled state of the Art Tracking System for investigation of crime and detection of criminals.

State Crime Records Bureau, a wing of Odisha Police is the Nodal agency to bring out the extensive and effective use of Information and Communication Technology in the Department under CCTNS Project.

CCTNS is a mission mode project under the National e-Governance Plan of Government of India. Keeping in view of an urgent National need for digitization of database on Crime and Criminals for sharing information with all the stake holders in the system and to meet challenges of crime control and maintenance of public order effectively and also with a view to give major thrust on technology up-gradation in Police, the Planning Commission of India had included the New Scheme of CCTNS in XI Five Year Plan (2007-2012). This project is being extended with country wide network covering almost all the 15,000 Police Stations and about 6,000 other Higher Police Offices.

In Odisha it covers 612 Police Stations, 37 Police Control Rooms & and 109 SDPO/DSRP/ACP offices under the CCTNS project. It also includes 36 Police District Offices, 8 Range Offices including IG Railway Office, Police Commissionerate and State Police Headquarters. It also covers the HRPC, Director Intelligence, IG Operations, Special Armed Police, Economic Offences Wing, Special Task Force, CID-Crime Branch, State Forensic Science Laboratory, State Crime Records Bureau and 44 District Training Centres including CCTNS Training Centres at Biju Pattnaik State Police Academy, Police Training College, Angul and 6 Battalions. More Police Stations and higher offices may be included under CCTNS Project as and when created and as per requirement.

1180. Objectives of "CCTNS":

The objectives of the Scheme can broadly be listed as follows:

1. Make the Police functioning citizen friendly and more transparent by automating the functioning of Police Stations.
2. Improve delivery of citizen-centric services through effective usage of Information Technology.

3. Provide the Investigation Officers of the Civil Police with tools, technology and information to facilitate investigation of crime and detection of criminals.
4. Improve Police functioning in various other areas such as Law and Order, Traffic Management etc.
5. Facilitate interaction and sharing of information among Police Stations, Districts, State/UT headquarters and other Police agencies.
6. Assists Senior Police Officers in better management of Police force.
7. Keep track of the progress of cases, including those in Courts.
8. Reduce manual and redundant Records keeping.

1181-The followings are the main features available in CCTNS project:

A. Integrated Investigation Forms and other Forms:

National Crime Records Bureau has prepared a standardize formats for Integrated Investigation Forms in Core Application Software and provided the same to the State which is being used by the Police Officers throughout the Country. These IIFs are i) IIF-I- First Information Report, ii) IIF-II- Crime Details Form, iii) IIF-III- Arrest Memo, iv) IIF-IV- Seizure Memo, v) IIF-V- Final Form, vi) IIF-VI- Court Disposal Memo, vii) IIF-VII- Result of Appeal, viii) IIF-VIII- Man Missing Report, ix) IIF-IX- Un-identified Found Person, x) IIF-X- Un-identified Dead bodies and xi) IIF-XI- Registration of Unnatural Death. The goals of the system are to facilitate collection, storage, retrieval, analysis, transfer and sharing of data and information. To meet the requirements of Core Application Software and standardization of procedure in filling of Integrated Investigation Forms, a comprehensive Police Circular Order No.357/2015 has also been issued by State Police Headquarters.

B. Reports and Registers :-

One of the main objectives of CCTNS Project is to reduce redundant record keeping and to reduce the work load. In order to provide better and real time reports on crime and criminal analysis, the following Registers and Reports have been developed and customized in Core Application Software for use by Police Personnel:-

Registers

1. Register of First Information Report.
2. Index of Crime.
3. Crime Directory Part-II A.
4. Crime Directory Part-II B.
5. Crime Directory Part-II C.
6. M.O. Index.
7. Alphabetical Index for Charge Sheeted Persons.
8. Arrest Register.
9. Man Missing Register.
10. Cattle Missing Register.
11. Duty Roaster.

12. Village Visiting Register.
13. Dacoity Register.
14. Final Report under Section 173 Cr.P.C.
15. Gang Register.
16. Gun Licence Register.
17. Khatian Inspection Register.
18. Unnatural Death Register.
19. Register of Absconders.
20. Register of Arms Deposited in the Police Station.
21. Register of Cases in Which First Information is not used (Non-FIR).
22. Station Dairy Book.
23. Charge Sheet.

Reports:-

1. DETAILS OF CASES REGISTERED.
2. MONTHLY/QUARTERLY CRIME REVIEW.
 - i) Proforma-I- Total Cognizable cases registered during a given period.
 - ii) Proforma-I- Murder cases registered during a given period.
 - iii) Proforma-I- Dacoity cases registered during a given period.
 - iv) Proforma-I- Robbery cases registered during a given period.
 - v) Proforma-I- Burglary cases registered during a given period.
 - vi) Proforma-I- Theft cases registered during a given period.
 - vii) Proforma-I- Swindling cases registered during a given period.
 - viii) Proforma-I- Rioting cases registered during a given period.
 - ix) Proforma-I- M.V. Accident cases registered during a given period.
 - x) Proforma-I- Rape cases registered during a given period.
 - xi) Proforma-I- Misc. cases registered during a given period.
 - xii) Proforma-II- Total true Cognizable cases registered during a given period.
 - xiii) Proforma-II- Total true Murder cases registered during a given period.
 - xiv) Proforma-II- Total true Dacoity cases registered during a given period.
 - xv) Proforma-II- Total true Robbery cases registered during a given period.
 - xvi) Proforma-II- Total true Burglary cases registered during a given period.
 - xvii) Proforma-II- Total true Theft cases registered during a given period.
 - xviii) Proforma-II- Total true Swindling cases registered during a given period.
 - xix) Proforma-II- Total true Rioting cases registered during a given period.
 - xx) Proforma-II- Total true M.V. accident cases registered during a given period.
 - xxi) Proforma-II- Total true Rape cases registered during a given period.
 - xxii) Proforma-II- Total true Miscellaneous cases registered during a given period.
 - xxiii) Proforma-II- Total true cases registered during period Page-i.
 - xxiv) Proforma-II- Total true cases registered during period Page-ii.
 - xxv) Proforma-II- Total true cases registered during period Page-iii.
 - xxvi) Proforma-III- Motives in Murder cases registered during a given period.
 - xxvii) Proforma-IV- Nature of Dacoity cases registered during a given period.

- xxviii) Proforma-IV- Nature of Robbery cases registered during a given period.
- xxix) Proforma-V- M.O. chart for Burglary cases registered during a given period.
- xxx) Proforma-VI- M.O. chart for Theft cases registered during a given period.
- xxxi) Proforma-VII- Chart for Auto-Theft cases registered during a given period.
- xxxii) Proforma-VIII- Motives in Rioting with Murder cases registered.
- xxxiii) Proforma-IX- Rape cases registered during a given period.
- xxxiv) Proforma-X- M.V. Accident cases registered during a given period.
- xxxv) Cases pending investigation for more than 30 days.

3. ANNUAL CRIME REVIEW (WHITE PAPER)

- i) Appendix-I- Total Cases registered during a given period.
- ii) Appendix-I- Total Murder cases registered during a given period.
- iii) Appendix-I- Total Dacoity cases registered during a given period.
- iv) Appendix-I- Total Robbery cases registered during a given period.
- v) Appendix-I- Total Burglary cases registered during a given period.
- vi) Appendix-I- Total Theft cases registered during a given period.
- vii) Appendix-I- Total Swindling cases registered during a given period.
- viii) Appendix-I- Total Rioting cases registered during a given period.
- ix) Appendix-I- Total Rape cases registered during a given period.
- x) Appendix-I- Total M.V. Accident cases registered during a given period.
- xi) Appendix-I- Total Miscellaneous cases registered during a given period.
- xii) Appendix-I- Total IPC Cases registered during a given period
- xiii) Appendix-I- Total Non-IPC local and special laws cases registered during a given period.
- xiv) Appendix-II- Part-II (A) cases registered during period (Page-1).
- xv) Appendix-II- Part-II (A) cases registered during period (Page-2).
- xvi) Appendix-II- Part-II (A) cases registered during period (Page-3).
- xvii) Appendix-II- Part-II (A) cases registered during period (Page-4).
- xviii) Appendix-II- Part-II (A) cases registered during period (Page-5).
- xix) Appendix-I (A)-Motives in Murder cases registered during a given period.
- xx) Appendix-I (B) - Dacoity/Robbery cases registered during a given period.
- xxi) Appendix-I (C) - Burglary cases registered during a given period.
- xxii) Appendix-I (D) - Theft cases registered during a given period.
- xxiii) Appendix-I (E) - Rioting cases registered during a given period.
- xxiv) Appendix-I (F) - Rioting with Murder cases registered during a given period.
- xxv) Appendix-I (G) - Gang Rape cases registered during a given period.
- xxvi) Appendix-I (H) - M.V. Accident cases registered during a given period.
- xxvii) Part-III- Proceeding under Preventive Sections of law and bad livelihood during a given period.
- xxviii) Part-II (A) - Un-natural death cases registered during a given period.
- 4. Details of Cases registered during a given period.
- 5. Details of Murder cases registered during a given period.
- 6. Details of Dacoity cases registered during a given period.
- 7. Details of Robbery cases registered during a given period.

8. Details of Burglary cases registered during a given period.
9. Details of Theft cases registered during a given period.
10. Details of Swindling cases registered during a given period.
11. Details of Rioting cases registered during a given period.
12. Details of Rape cases registered during a given period.
13. Details of M.V. Accident cases registered during a given period.
14. Details of Miscellaneous cases registered during a given period.
15. POCSO Act cases registered during a given period.
16. Pie chart of Major Head wise cases registered during a given period.
17. Police station wise total Cognizable cases reported during a given period.
18. Police station wise line chart of Cognizable cases registered during a given period.
19. Police station wise line chart of Murder cases registered during a given period.
20. Police station wise line chart of Dacoity cases registered during a given period.
21. Police station wise line chart of Robbery cases registered during a given period.
22. Police station wise line chart of Burglary cases registered during a given period.
23. Police station wise line chart of Theft cases registered during a given period.
24. Police station wise line chart of Swindling cases registered during a given period.
25. Police station wise line chart of Rioting cases registered during a given period.
26. Police station wise line chart of Rape cases registered during a given period.
27. Police station wise line chart of M.V. Accidents cases registered during a given period.
28. Police station wise line chart of Miscellaneous cases registered during a given period.
29. State wise line chart of Cognizable cases registered during a given period.
30. State wise line chart of Murder cases registered during a given period.
31. State wise line chart of Dacoity cases registered during a given period.
32. State wise line chart of Robbery cases registered during a given period.
33. State wise line chart of Burglary cases registered during a given period.
34. State wise line chart of Theft cases registered during a given period.
35. State wise line chart of Swindling cases registered during a given period.
36. State wise line chart of Rioting cases registered during a given period.
37. State wise line chart of Rape cases registered during a given period.
38. State wise line chart of M.V. Accidents cases registered during a given period.
39. State wise line chart of Miscellaneous cases registered during a given period.
40. Time chart of total Cognizable cases registered during a given period.
41. Time chart of Murder cases registered during a given period.

42. Time chart of Dacoity cases registered during a given period.
43. Time chart of Robbery cases registered during a given period.
44. Time chart of Burglary cases registered during a given period.
45. Time chart of Theft cases registered during a given period.
46. Time chart of Swindling cases registered during a given period.
47. Time chart of Rioting cases registered during a given period.
48. Time chart of Rape cases registered during a given period.
49. Time chart of M.V. Accidents cases registered during a given period.
50. Time chart of Miscellaneous cases registered during a given period.
51. Summary of IIF forms district wise.
52. Motive/cause of Murder and Culpable Homicide not amounting to Murder cases registered.
53. IIF forms prepared by Police Stations in different districts.
54. Firing by police during a given period.
55. FIR transfer to other PS during a given period.
56. Extremist cases registered during a given period.
57. Daily Crime Sitrep.
58. Complaint registered against Police Officer during a given period.
59. Cases registered against Police Personnel during a given period.

More such reports and registers may be developed/customized as per requirement.

C. Crime and Criminal Intelligence System:

- a. It is an investigation support and repository for crime and criminal related data.
- b. It facilitates in identifying and short listing details of most probable Criminals involved in crime along with their personal details.
- c. Provides details about Arrested persons, Missing persons, Unknown Dead bodies image.
- d. It provides various Reports and Registers related to crime and criminal analysis required by State Police.

D. Search & Query:

It is an advanced analytical search engine. This helps in accelerating the process of identification of criminals involved in Crime through various search parameters like Accused Name, Relative Name, Crime Number, Act/Sections, Police Station, and District etc for fetching the data available from CAS Database. Crime Search can also be done through various search parameters like Act/Section, FIR Date Range, Police Station, District, State, Place of Occurrence, Major Heads, Crime Methods and Property Type etc. This feature helps in Crime and Criminal analysis, and investigation process.

E. Advantages:

a. Quick verification of Character & Antecedent:

To know the antecedents, character, behavior of a person and his criminal history.

b. FIR/Petition:

IIC/OIC of a Police Station gets to know whether a person is a :

- i. Habitual offender.
- ii. If he is a criminal, his crime culture, type, time of offence, his offence jurisdiction, co-associates and life style of a person.

c. Arrest:

- i. Enables the IO, to know the status of arrest of a person.
- ii. Number of cases in which he/she was arrested/remanded to Judicial Custody.
- iii. Facilitates to know the previous history of the Crime and Criminal.
- iv. To get extension of a remand period.
- v. Useful in filling contest petition for opposing bail.

d. Supervision:

Senior Officer can monitor the progress of the Case and issue instructions.

e. MIS (Management Information Systems) Reports to the IO/Senior Officers:

- a. Offender wise reports.
- b. Modus Operandi wise reports.
- c. Gang wise reports
- d. Missing persons wise reports
- e. Un-natural death cases registered during a given period.
- f. Monitoring the CCTNS Project on number of IIFs generated by Police Stations,
- g. Number of General diary entries made,
- h. Status of Service requests in Citizen Portal,
- i. Status of tickets/issues raised by the districts through Helpdesk/EMS.

f. SMS Alerts:

- a. Group SMS on Law & Order issues etc.
- b. On each stage, SMS alerts are sent to citizens in case of petition/service request filed before Police in Citizen Portal.
- c. SMS alerts to the citizens after filling of FIR, seizure, arrest of accused and submission of Final Form.
- d. SMS alert to IO/SHO/SP/DCP for submission of Final Form before completion of 60/120/180 days as the case may be.

g. Crime Reports for Senior Officer:

- a. Senior Police Officer can view the total Crime details in real time.
- b. FIR management: Bodily Offences, Property offences, SC/ST, Women Harassment, White Collar Crimes, Road accidents, Cyber Crimes.
- c. Status of the FIR: Arrests, Seizure, Charge Sheets, Final Reports, Pending investigation etc.
- d. Case status: Month, Year, PS Wise, District wise etc.
- e. Status of Police related Services under Citizen Portal: Month, Year, Received, EO assigned, pending.

F. Citizen Portal:

Odisha Police is committed towards time bound delivery of Police services to the citizens. In process of delivering good Governance in the State, Odisha Police has taken a major step by introducing an ambitious as well as mission mode project under National e-Governance Plan namely Crime & Criminal Tracking Network and Systems. In order to provide better and quick services to Citizens, Odisha Police has developed a web based Portal namely "Citizen Portal" under CCTNS Project through Internet which enables citizens to register their Complaints and seek services from Police Department without visiting Police Station/ Higher Offices. It also enables them to track the status of their Complaints/ Service requests online. The following Police Services are being provided to the citizens under Citizen Portal.

- 1) Online Petition.
- 2) Request for Character Certificate.
- 3) Request for Tenant/Paying Guest Verification.
- 4) Request for Employee Verification.
- 5) Registration of Missing Person.
- 6) Registration of Loss of Property.
- 7) NOC for Fair/Mela. (Only for Police Commissionerate)
- 8) NOC for Loud speaker.(Only for Police Commissionerate)
- 9) Request for Procession License.
- 10) Request for Event/ Performance License.
- 11) Request for supply of copy of FIR.
- 12) Request for supply of copy of Final Form.(Only Accident/MV Theft Cases)
- 13) View/Download FIR.

More such Citizen centric services and their Mobile applications may be developed as per requirement.

G. State Specific Modules:

Odisha Police has developed 07 State Specific Extension Modules to cater to the need of the Police Department. These are a. Coastal Security Module, b. Extremist Management Module, c. Traffic Management & e-challaning Module, d. HRMS Module, e. FSL Module, f. ORTPSA Module and g. Inventory Management Module.

a. Coastal Security Module-

Coastal Security Module has been developed to assist the Marine Police Stations of State for collection of data about Fisher man, Fishing Boat, Patrol Boat etc. It also helps in monitoring various issues related to Coastal Security. The goal of the system is to facilitate, collection, storage, retrieval, analysis of marine information.

b. Extremist Management Module-

Extremist Management Module has been developed to assist the Police personnel posted to Maoist affected districts of the State for collection, storage,

retrieval, about Maoist organization, looted and recovered arms and ammunition, their cadre members etc. The goal of the system is to facilitate, collection, storage, retrieval and analysis of Maoist related activities.

c. Traffic Management and e-challaning Module-

Traffic management and e-challaning module has been developed to assist the Police Station Officers for Traffic management. The Module facilitates for e-challaning, submission of Prosecution Report form, Traffic diversion route plan and traffic flow etc.

d. Human Resources Management System-

Human Resource Management System Module facilitates maintenance of database on Employee Profile (Transfer, Posting, Training, Promotion, Earned Leave, Pay Status). It also has sub-modules on Grievance Redressal Monitoring, Welfare (Rehabilitation Scheme Appointment) and Bandobast Duty etc.

e. FSL Module-

FSL Module is a role based web application which automates the entire work of State Forensic Science Laboratory. The goal of the Module is to facilitate collection, storage, retrieval, analysis, transfer and sharing of data and information and to reduce the work load.

f. Odisha Right to Public Services Act Module:-

This Module is a role based web application which facilitates Citizens to get certain Police Services in a time bound manner having provision for Appeal and Revision.

g. Inventory Management Module:-

Inventory Management System has been developed for the management of items of the District Offices/Higher Offices, Malkhana Records, Arms and ammunitions management for the District/State Hqrs. /Battalions.

1182. Police Officers of all ranks shall ensure implementation of CCTNS Project as per instruction used by SCRB/SP Hqrs./Government from time to time. Concerted efforts shall be made by Police Officers of all the ranks to switch over to maintenance of Case records and Crime records in digital format as envisaged under CCTNS Project.

1183. Formation of CCTNS Wing:

As the introduction and expansion of Information Technology in the functioning of policing has become an important priority, a separate, dedicated entity namely CCTNS Wing shall be created within State Crime Records Bureau under the overall charge of Director, SCRB. Further, CCTNS Wing shall function under the direct supervision and control of DGP. This wing shall ensure proper functioning of CCTNS Project in Odisha and further initiate the conceptualization and development of software applications, the procurement infrastructure and communication Technology (Hardware, Software and Network), the setting up of strong 'communication' infrastructure for networking both within individual Police

units and across all the Police Units in the State, the building up of physical infrastructure, the introduction of changes in the management of processes including organizational ones as appropriate, and also the standardization of all these efforts.

The CCTNS Wing shall assess the need to develop an organizational setup to handle the central application/data repository as well as undertake State level/ District level initiatives and requirements.

Responsibilities of CCTNS Wing:

The CCTNS Wing shall undertake the work of proposing, planning and implementing the automation of Police Administration and functional processes through computerization. In connection with the implementation, roll out of various Applications, co-ordination and maintenance etc., an Information Technology Core Team headed by S.P(Computer) shall be formed in CCTNS Wing which shall have following sub teams :-

1. **Technical/Domain Expert Team:** The Technical team shall be headed by a DySP and consist of one Inspector (Programming), one Inspector of Police, 04 (four) Sub-Inspectors of Police and 02 (Two) Constables. They shall be responsible for testing and implementation of various applications developed in Core Application Software under CCTNS Project. Each Technical team member shall also remain in charge of some Districts / Units.
2. **Training Team:** The Training team shall be headed by a DySP and consist of 01 (One) Inspectors, 02(Two) Sub-Inspectors of Police and 04 (Four) Constables. They shall be responsible for Training on various applications developed in Core Application Software under CCTNS Project. They shall also arrange Refresher course for Police personnel to familiarize them in new applications developed by Technical team. Each Technical team member shall also remain in charge of some Districts / Units. The District/ Unit Officers shall organize the following CCTNS Training Courses to the Police personnel.
 - i. CAS Role based Training.
 - ii. System Administration.
 - iii. Database Administration.
 - iv. Hardware Maintenance.
 - v. Network Maintenance
3. **Database Administration Team:** This team shall consist of one DySP (SA), one Inspector (Prog), One SI and 04(Four) constables. The responsibilities of this team shall be to maintain the databases of all applications. They shall also be responsible for data backup and restore and other related activities.
4. **Operations Team:** Operations team shall consist of one DySP (SA), 02 (Two) Inspector (Prog), 03(three) Sub-Inspectors of Police, 01(one) Asst. Sub-Inspector of Police and 04 (Four) Constables. The responsibilities of this team shall be to attend Hardware and Network related activities in State Crime Records Bureau and also throughout the State with the help of District CCTNS

Core Teams. They shall be responsible for the Servers installed in the State Data Centre/National Data Centre & Disaster Recovery Centre.

5. **Software Development Team:** The Software development team shall consist of 01 (One) DySP, 01(One) Dy. SP (SA), 03(Three) Inspectors (Prog), 02(Two) Sub-Inspectors and two Constables. This team will take up the development and customize as well as maintain the existing software and new applications.
6. **Help Desk Team:** - A Help Desk shall be established at State Crime Records Bureau for registration of Complaints and rectification of the problems relating to the Hardware, Software, Network, Internet and District Training Center from all the Districts/Units in the Police Department including Higher Offices. The Help Desk team shall consist of one DySP (SA), 01 (One) Inspector (Prog), 02(Two) Sub-Inspectors of Police and 04 (Four) Constables. They shall be responsible for monitoring, addressing the Complaints and rectification of the problems relating to the Hardware, Software, Network, Internet and District Training Center from all the Districts/Units in the Police Department including Higher Offices.
7. **Citizen Service Help Desk:** - Dedicated Citizen Service Help Desk shall be established at State Crime Records Bureau to monitor the Citizen services. The Citizen Service Help Desk team shall be headed by one Inspector of Police, 01 (One) Sub-Inspector of Police and 03(Three) Constables. They shall be responsible for monitoring, addressing Citizen Portal related issues, Citizen queries regarding services etc.

The following shall be the primary role of the Information Technology Core Team/Members:-

- a. Maintenance of the Data Centre and Applications / Databases hosted on Intranet.
- b. Identifying various areas in Police Department for computerization and providing necessary domain knowledge to the Software Development teams and facilitating them in testing and implementation.
- c. Organizing trainings on Basics of Computers and other specialized technical areas and usage of various applications developed and implemented by the Police Computer Services to the IT Core Team Members in Districts/ Units. Monitoring the training activities taken up by the Information Technology Core Team Members at District Training Centers in respect of organizing Trainings to the Police personnel in the respective Districts / Units.
- d. Collect feedback of the end-users in respect of various applications through CCTNS Core Team Members and furnish the same to the Software development Team for incorporating the new features and rectification of the bugs in the Software.
- e. Coordination with various Government agencies like IT Department, NIC, BSNL etc for taking technical solutions, guidance in respect of networking

all Police Stations in the State with the Data Centre through Broadband/CDMA/Dial-up connectivity etc.

- f. Station Writers, Court Constables and Literate Constables shall be targeted and imparted training in IT applications. IT Training shall be mandatory for Police recruits during their Induction Training at BPSPA/PTCs/PTSS and other Training Centers.