

## AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

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### NAME OF CATEGORY- 'EXCELLENCE IN GOVERNMENT PROCESS RE-ENGINEERING'

#### 1. Coverage – Geographical and Demographic ()

**(i) Comprehensiveness of reach of Delivery Centers:**

Not Applicable. However the citizen can access the online services through the internet from their home, browsing centers, CSCs etc.

**(ii) Number of Delivery Centers**

Not Applicable

**(iii) Geographical**

(a) National level – No of State covered - Not Applicable

(b) State/UT level– No of District covered - 39 Districts (entire State of Tamil Nadu)

(c) District level – No of Blocks covered - 1961 locations across the State of Tamil Nadu

The different strata of offices that constitute the 1961 locations are given below:

- 1482 Police Stations
- 479 higher Police Officers viz. Deputy Superintendent of Police, Assistant Commissioner, Superintendent of Police, Deputy Commissioner, Joint Commissioner, Deputy Inspector General, Inspector General of Police, Addl. Deputy General of Police and Deputy General of Police.

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### (iv) Demographic spread (percentage of population covered)

100% Spread addressing the population of 7+ cores in 39 police jurisdictions across the State of Tamil Nadu.

## 2. Situation Before the Initiative

*(Bottlenecks, Challenges, constraints etc with specific details as to what triggered the Organization to conceptualize this project):*

- Tamil Nadu Police department over the last decade has accumulated over 34,84,815 hand written crime records and average time to prepare such manual First Information Reports (FIRs) is about 2 hours.
- Every stage in Case life cycle would call for a re-entry of the same information in multiple register such as FIR Index, Part I Register, Part IV Register and Loose Leaf register & further updated in all relevant registers (Arrest Card, PSR, seizure Mahazure, Form 95, Charge Sheet, Part III).
- Any State level review and MIS monitoring by Police Headquarters and Other Unit Heads would involve laborious approach writing to various districts for required data & manual consolidating of physical information received from all the district data together.
- Over the period of years different notations / conventions was adopted by different districts in the State; this non-standardization state level validation & generation of consolidated MIS was difficult.
- Many individual IT initiatives have resulted in disparate systems catering to specific / local needs. The scalability of such legacy application was the biggest hurdle.

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- State Crime Record Bureau being the Data-Hub for Police department services needs to ensure high degree of Accuracy & integrity of the records. This process of comprehensive consolidation from various sources of data-supply points is very time consuming.
- The maintenance of voluminous physical paper records was posing a herculean challenge due to constraint on space in all police stations. Securing of paper records for long timeframes against physical damage, content smudging by water, etc. was critical since there was no soft form of such records as redundancy / backup.
- Multiple registers are to be referred to search the Crime / Criminal details for any investigation and analysis purpose which was time consuming.
- The criminal and case details to be consolidated by referring multiple manual registers to prepare the periodical reports as required by superior officers.
- Consolidation and reconciliation of all statistical reports, periodically carried out at all levels took longer time
- Earlier many complainants may not be aware of which Police Station to lodge their complaint and hence need to physically visit Police station to know on jurisdiction details.
- Case files to be physically produced to the superior officers during periodical review meetings.
- The creation and maintenance of the manual records also has high dependency on the personnel who have handled the concerned cases. It was not easy for other personnel to retrieve the historical records for the purpose of the current investigation.

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- Citizen has to visit the Police Station to lodge a complaint and to know the case status.

To overcome the bottlenecks / Challenges, the use of Information Technology can play vital role in improving the function of the police organization towards handling huge volume of record pertaining to crime and criminals and to improve the area of crime investigation and criminal detection by facilitating easy recording, retrieval, analysis and sharing of information.

### **3. Extent of Process re-engineered**

*(Processes that have been re-engineered, services which depend on these processes, analysis/re-design of Process workflows – before (As-Is) and after (To-Be) re-engineering; changes in activities and their sequencing; level of automation (Extent of computerization in terms of number of services computerized, Extent to which steps in each service have been ICT- enabled) #)*

- Standardization of data capture through mostly through “Drop-Down Combo-box” approach. Thereby reducing same convention, time taken for typing is optimized.
- Compliant had only one channel of operation currently with advent of this new solution the services are offered to CSC & online Portal (Citizen Portal).
- Earlier many complainants may not be aware of which Police Station to lodge their complaint and hence need to physically visit police station to learn jurisdiction details and then register the complaint. This unnecessary hurdle of physical visit has been removed & the complainant can check the same online and submit an online complaint.

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- The application has ready-made solution for all complaints pertaining to purchase of stolen vehicles. The citizen can check online the engine chassis number before purchase of second-hand vehicle from the market. This is a preventive & fool-proof measure which all citizens can leverage.
- The Current Application – CIPRUS was successfully designed as scalable architecture by leveraging on the data structure of existing legacy systems viz. CAARUS & CIPA. Thereby optimization achieved.
- In order to mitigate the prevailing unreliable / inconsistent WAN connectivity in the state, Hybrid application architecture was conceived. This architecture has two fold benefits a) 100% service availability to citizen irrespective of connectivity issues b) Data redundancy both at Police Station (PS) & Central State Data Centre as well.
- Static IP's are provided to each of 1482 Police Stations thereby enhancing the security during data transfer on the dedicated WAN connectivity to the State Data Center (SDC).
- As on date, application has digitized database of 13.5 lakh cases for the period 2002-2013.
- Citizen / Police Portal have been developed. The data captured at Police Stations using CIPRUS software is replicated in the portal. User credentials have been created and shared with all officers to login into police portal for supervision of the work done by the subordinate officers.
- The public can access citizen portal directly to utilize the online services offered by Tamil Nadu Police department.

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After implementing the ICT in police organization, the following progress was achieved and bottlenecks were removed.

- In manual process the crime & criminal details were written and maintained in multiple registers. By capturing data through CIPRUS software, a data is being replicated in all the relevant registers. This resulted in effective utilization of time and resources of the Police department.
- Crime/Criminal information has been collated in digital form for instant access by the police stations. Thus the laborious process of perusing manual record has been done away with.
- In CIPRUS Software the user credential is created for all police personnel in PS. Their roles / privileges are designed based on their ranks.
- CSR was being issued separately for L& O and Crime and two different registers were maintained with its own individual sequential numbering and hence two processes at the same PS. After introduction of computer generated CSR, the two processes were combined as a single process.
- Even Micro level cases including petty cases for theft can be tracked using CIPRUS.
- The user credentials to access the police portal were shared to all Superior officers starting from SHO to DGP. The superior officers can instantly view and analyse the case progress / Status of all cases at a micro level including the scan documents, case diaries, witness statements and charge sheet. This has avoided the physical movement of files from police stations to the senior officers whenever need for review of a particular case arose.

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- The following citizen centric services are provided in citizen portal
  - Online Complaint / Information
  - Matching Missing Person / Unidentified Dead Body
  - Viewing FIR Status
  - Viewing CSR Status
  - Checking the vehicles involved in crime.
- Instead of visiting the police stations, the citizens can register complaints about commission of non-cognizable offences through citizen portal. The police personnel will view the received complaint and take appropriate action on the complaint.
- Once an online complaint is registered, an acknowledgement SMS is sent to both the complainant and the Station House Officer(SHO)
- A citizen can view the status of his /her online complaint / FIR through the portal.
- If he/she was not satisfied with the action taken on the online complaint at police station level, can escalate the complaint to the SP /COP.
- Since provision to download Arms License, Browsing Center License, Video library License and Gymnasium License in citizen portal. The necessity of citizen's first visit to Superior Office for getting application form has been eliminated. Thus saving time and effort of citizens at certain extent.
- Earlier, the department used to print & advertise the Lookup notice in order to trace / establish the identity of the missing persons/un-identify dead body. This manual process has been eliminated as the details of missing persons/un-identified dead body along with photographs are reflected in the Citizen Portal.

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- In station where a Missing person case is registered the SHO's will get an alert message immediately on logging in, if a case of Un-identified dead bodies (Post the date of missing) is registered at any other Police station across the state.

### **4. Strategy Adopted**

#### **(v) Details of base line study done,**

- The legacy applications such as CCIS, CAARUS and CIPA were studied.
- CCIS & CIPA are NCRB initiated applications and CAARUS is a State initiated application.
- The stake holder analysis was done based on the consolidation of three key points namely (i)usage of the legacy applications, (ii)the key issues faced & (iii)the expectations from the CCTNS applications
- The work flow for certain identified services such as registration of cases/complaints, investigation of cases, prosecution, antecedent verification services & NOCs, clearances & permits etc. were collected, studied and documented.
- The gap in the existing process and the requirement for the business process reengineering was prepared.

#### **(vi) Problems identified**

- The legacy applications were stand alone and off line applications.
- There was no single state level data base and hence there was no consolidation of data.
- There was no dedicated network.
- There was no standardization of the reports, forms etc.



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- Redundant work in the form of paper work and data entry. The manual method of information exchange and collaboration as there was no use of technology to improve performance.

### **(vii) Roll out/implementation model**

- NCRB proposed for Core application software (CAS) for CCTNS, which is to be customized by each State as CAS (State), according to their requirements including the services that are mandated by NCRB.
- However, the Tamil Nadu has planned to upgrade CAARUS instead of customization of the CAS. An exercise was carried out to map the requirements of CAS with CAARUS and the changes to be done in CAARUS were consolidated and it was finalized to upgrade CAARUS to meet the state CAS standards in terms of architecture and functionality mandated by NCRB.
- With the long term notion of maintenance of state CAS beyond the tenure of SI, the State decided to hand over the responsibility of upgrading CAARUS to NIC. NIC has incorporated all CAARUS features in its CIPA and the CAS specifications were added to it.
- The application is developed in a client/server model and it is envisioned to convert into web based one in the future.

### **(viii) Communication, dissemination strategy and approach used:**

- Sensitization programme in each District from SHO to SP level.
- Work shop for senior officers (DSP and above) in each zone.
- Training in local language typing (Tamil).
- District level teams (SCRB detachment) with 4 to 5 members were formed to act as an interface between SCRB and the Districts /Cities.

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Suitable personnel were identified in the team and training was given to them to function as TOT's for imparting training for personnel at the district level on CIPRUS application.

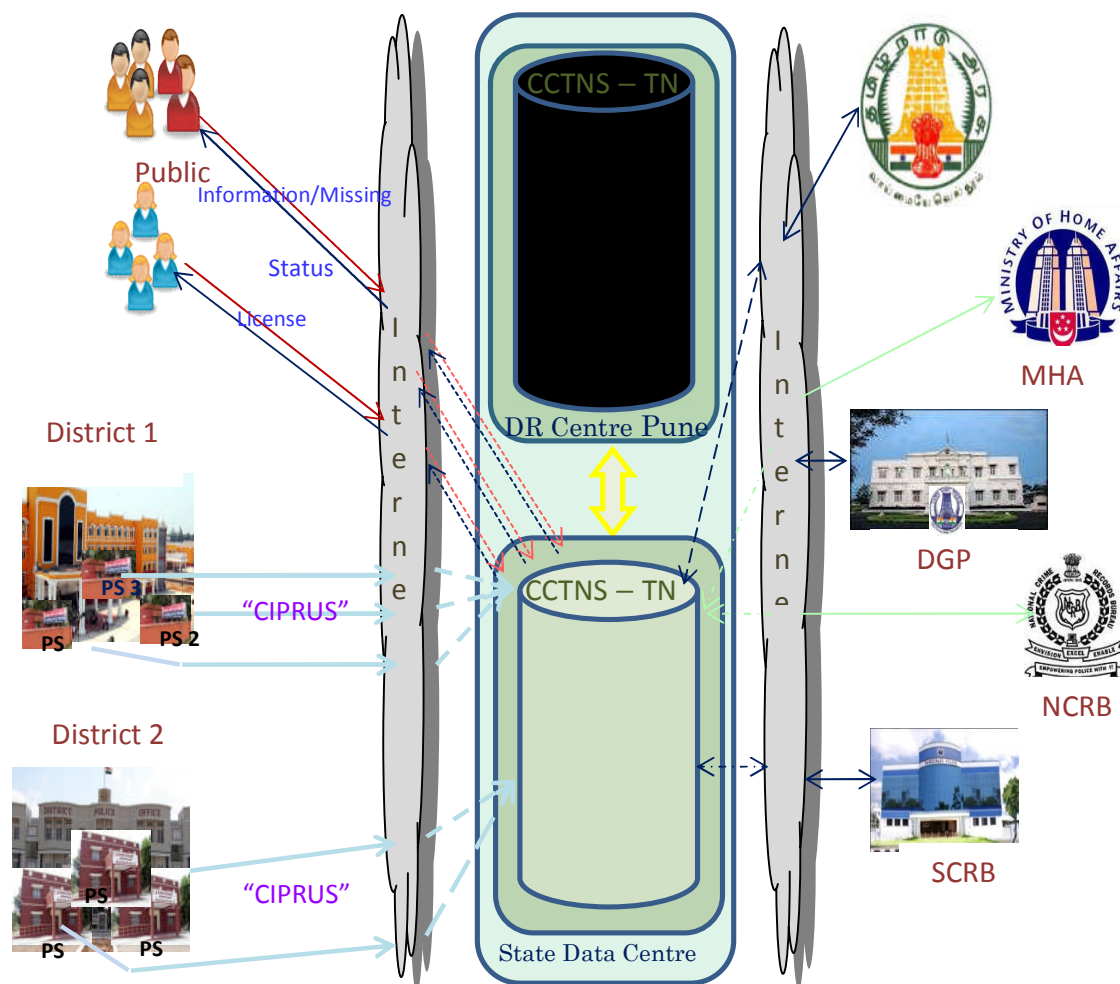
### **5. Technology Platform used-**

#### **(i) Interoperability**

- 100% Free and Open Source Solution – Customized NIC Linux - Java Application with PostgreSQL as the backend.
- Provision to configure the system either as Database server or a client.
- Customized input forms to suit the Tamil Nadu Police Manual Records without compromising on the IIF forms for data sharing with the Central CAS.
- Installation of replication software at the Police Station server and auto start the process, during the booting time, as a service.
- Using the native replication tool – Streaming replication – to maintain the backup of the database server.

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### Architecture



### (ii) Security concerns

- The Open Source Technology Group of NIC is supporting all the products that are being used.
- Bundling all data dictionaries as a property file of Java ensures the integrity and security of the data dictionary.
- Open Standard web enabled solution is used for accessing the data from the backup read-only server
- Maintaining separate Schema for individual districts at the Data Centre Server.

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**(iii) Any issue with the technology used:**

NIL

**(iv) Service level Agreements(SLAs) (Give details about presence of SLA, whether documented, whether referred etc. #)**

- The Enterprise Management System (EMS) deployed at State Data Centre to monitor the performance indicators listed under prescribed SLA.

### **6. Citizen Centricity (Give specific details on the following#)**

**(i) Impact on effort, time and cost incurred by user,**

- The need of the Citizens to visit the Police Station / Higher offices for non-cognizable complaints is totally eliminated. They can access the internet to lodge complaints to police department with less effort and free of cost.
- Citizens can easily view the status of complaint / case / CSR through online which ultimately reduce their efforts.
- Citizens can also help the department by giving information about any illegal activities / missing persons displayed in the portal.
- Citizens before buying a vehicle from others, can verify with Police records available online if it is stolen or involved in any crime.
- For the safety and awareness of citizens, a set of Crime Prevention Tips are provided in the Citizen portal.

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### **(ii) Feedback/grievance redressal mechanism**

- The Citizens can give their feedback on the services provided by the department through the portal. This will be taken up by a team at State Headquarters for further necessary action.
- If at the Police station, no action is taken on online complaint, Citizens can either escalate the matter as a complaint to SP /COP or send as feedback/grievance to Headquarters.

### **(iii) Audit Trails**

- All online transactions of the citizen are maintained with log files for any future reference.

### **(iv) Interactive platform for service delivery**

- The action taken on a complaint can be viewed by the citizen.
- For all online complaints, an acknowledgement SMS is sent to complainant as well as to the SHO of the concerned PS for follow-up action.
- A plan is on the anvil to send an SMS to the complainant as and when a mile stone is achieved in a case.

### **(v) Stakeholder consultation**

Not Applicable.

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### **7. User convenience (Give specific details about the followings #)**

#### **(i) Service delivery channels (Web, email, SMS etc.)**

- Keeping in view the network availability in the Police Stations across the State, an Hybrid technology is used i.e., without depending on the network availability, the Police station can perform their day to day transactions of all the cases through a Client Server Software [CIPRUS] which will be consolidated to the Central Server database. This consolidated database is accessed by all higher officials of the Police Department on the web using the web-portal <http://eservices.tnpolice.gov.in>.
- The details captured through CIPRUS will get replicated in the portal, where the data can be viewed from anywhere/ at anytime. Superior officers can generate instant reports at the click of a button.
- Once the online complaint is registered by a complainant, an alert SMS is sent to SHO stating a new complaint has been received so that police personnel need not log in to the portal to know whether any new complaints have been lodged or not.
- The complainant can view the case progress through portal at a click of a button.

#### **(ii) Completeness of information provided to the users**

- The case details are captured/updated in CIPRUS and hence the police officials can view the complete information in the portal through their user credentials.
- The case status can be tracked by the citizen using the FIR number of their case, date & time of the registration.

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### **(iii) Accessibility (Time Window)**

- Since Police stations work 24/7 on all days of the year -and also the online services are provided through the portal to the citizen on 24x7 basis on all days of the year. The citizens have accessibility at anytime / from anywhere.

### **(iv) Distance required to travel to Access Points**

- Citizen can access the online services through the internet from their home, browsing centers, CSCs etc.

### **(v) Facility for online/offline download and online submission of forms**

- The license application for Arms License, Browsing Center License, Video library License and Gymnasium License can be downloaded through portal.

### **(vi) status tracking**

- The complainant can track the case status through portal.
- Police personnel can view Case progress anywhere

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### 8. Efficiency Enhancement (Give specific details about the following #)

**Volume of transactions processed:** On an average 2300 cases are being entered besides the 1500 cases getting updated per day. Average number of users per day – Public : 25000 Officers : 2400

**(i) Coping with transaction volume growth:** The PostgreSQL, which does not have any memory limitation is being used at PS as well as the SDC, where the consolidation of PS data takes place and a 2 TB of SAN space is already in use and can be extended based on requirement.

#### **(ii) Time taken to process transactions**

- Average time taken for registering the Manual FIR – 2 Hours
- Average Time Taken for registering Computer generated FIR – 20 Minutes

#### **(iii) Accuracy of output**

The Police station has captured all the details of cases based on the case type and sub-case type in the CIPRUS application. The data fed by Police stations is replicated to Data Center. Through Police portal the Superior officers can review the data and the overall accuracy of output for 30,43,928 data captured so far is 100%.

#### **(iv) Number of delays in service delivery**

NIL



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### **9. Cost effectiveness**

(Give details about impact on cost incurred w.r.t. overhead cost, direct and indirect cost, man days/man hour required to do a job etc.#)

- The OS, Database development and deployment platform are one of the major cost components to implement the application in about 2000 locations. Having gone for Free and open source solution, a substantial amount of money has been saved (Both capital and recurring).
- The application is integrated with National SMS gateway to send SMS to police personnel and citizens. This has reduced the cost of server procurements, MSP (Mobile Service Provider) and maintenance.
- At the police stations, inverters have been installed instead of Diesel Generators. This has saved the recurring diesel cost.
- As the Police personnel are taking care of the data entry and there is no need for appointment for separate data entry operators.
- For investigation and preparation of periodical reports, the use of application has reduced the time taken drastically as there is no need for searching manual records and consolidating the same manually.

### **10. Capacity Building and Organizational Sustainability**

(Give details about hiring skilled staff, imparting training etc.#)

#### **Training Imparted**

- Tamil Type writing
- CIPRUS application Training
- System Administrator Training
- Refresher Training

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### **Identification of Trainees**

Based on the nature of their responsibilities and their requirements from CCTNS, police staff can be classified into the following categories for training purposes:

#### **Group I:**

- Identify the key senior officers (ADGP, IG, and DIG) responsible for Crime, Law and Order, who are directly impacted by the CCTNS with respect to receiving/analyzing the reports through CCTNS.
- Role-based training will be carried out for these officers at suitable location in the State Headquarters by the System Integrator.

#### **Group II:**

- Identify the key officers (IG, DIG, SP, DCP, ACP) in charge of a zone/range/district/sub-division who are directly impacted by the CCTNS with respect to reviewing the police station performance through CCTNS, reviewing the reports generated by the system, carrying out the required analysis using CCTNS and providing the necessary guidance to the officers at the cutting edge.
- Role-based training will be carried out for these officers at suitable locations in the State Headquarters and respective Districts/Commissionerates by the System Integrator.

#### **Group III:**

- Identify the key officers (SHO, SI) in the Police Stations and Higher Offices who will use CCTNS for police station management, filing the necessary investigation forms, and utilize the basic and advance search features of CCTNS to facilitate their investigation process.
- In addition to the computer awareness training, role-based training will be carried out for these officers at District Training Centers in

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the respective Districts/ Commissionerates by the System Integrator.

- Refresher training can be carried out by the internal trainers subsequent to the System Integrator trainings.

### **Group IV:**

- Identify at least 2-3 key officers/constables (Station Writers, Court Duty, Head Constables, Constables,) in each of the Police Stations and Higher Offices who will use CCTNS for capturing the data/investigation forms, generating the reports and utilize the basic and advance search features of CCTNS to service the general service requests and aid in investigation process.
- Role-based training will be carried out for the identified officers at District Training Centers in the respective Districts/Commissionerates by the System Integrator.
- Refresher training, subsequent training to the remaining officers/constables in the Police Station and Higher Offices can be carried out by the internal trainers subsequent to the System Integrator trainings.

### **Group V:**

- Identify 2 constables for each Sub-division/Circle Office that can provide the basic computer operation support to the police stations within the Sub-division/Circle.
- Technical training will be carried out for the identified constables at District Training Centers in the respective Districts/Commissionerates by the System Integrator.

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- Two days role based training was given to 3726 police personnel
- Three days System administrator training was given to 217 police personnel.
- Refresher trainings are given to police personnel on need basis by District Implementation Team in the Districts.

### **11. Accountability**

(Give details about, impact on transparency of process, fixing responsibilities etc.

- At the police stations, the SHO's can create user credentials for the station staff and thus fixing responsibility for each and every personnel in Police Station.
- All Higher officers can view the case progress at any point of time and the same information is shared ensuring transparency.
- Citizens can view their FIR/CSR status at any time through portal and this enables the citizens to know whether there is progress in their cases or not.
- Citizen can get the information regarding the missing persons and unidentified dead bodies through websites.
- Citizen can check their vehicle status online whether it is involved in crime or not before buying it.

### **12. Innovation**

(Give details on the extent to which re-engineered process is unique, compared to other common process re-engineering efforts, impact on number of steps required, identification and removal of bottlenecks/Irrelevant steps etc. #)

- A Hybrid model was designed and implemented by exploiting the features of both the Client Server and Web Technology based on the

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ground level reality of the available last mile connectivity. Hence even in the case of connectivity failure the work is not affected at Police Station.

- Even to the very remote locations the connectivity is given through V-SAT
- 100% Open Source Solution
- Single Media solution for OS, Database and Application
- Java & PostgreSQL based application for the Police Station and for the Web development
- Java based Apache wicket framework has used – Thus enabling reusability of java classes.
- Data Replicated from State Data Center to Disaster Recovery center (DRC) in geographically different location (Pune).
- Missing and Unidentified Dead Body matching through unique parameters like Tattoo, Dress Pattern etc., is available.

### **13. Appropriate Delegation**

**(Give details on whether a team involving employees** from all levels has been deployed for the project implementation and maintenance, can employees be held accountable for their actions, etc. #)

- The following committees are formed at the state level to actively play a role in implementation and monitoring of the project in various stages.
  - State Apex Committee
  - State Empowered Committee
  - State Mission Team
  - District Mission Team
  - District Implementation Team

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The roles and responsibilities of each of the committees/teams are described in the table below

### Roles and Responsibilities of Committees/Teams

| Committee / Team                    | Roles and Responsibility   |
|-------------------------------------|--|
| <b>State Apex Committee Meeting</b> | <b>Chairperson : Chief secretary</b><br><br>Frequency of Meeting: Quarterly<br><br><b>Agenda</b> <ul style="list-style-type: none"><li>• Reviewing progress of the Project</li><li>• Overseeing utilization of funds</li><li>• Policy Directions and Guidance for successful execution of the Project</li><li>• Ensuring continuance of Mission Leader for sufficient duration</li><li>• Creating a supporting environment for the success of the project</li></ul>                              |
| <b>State Empowered Committee</b>    | <b>Chairperson : DGP</b><br><br>Frequency of Meeting: Monthly<br><br><b>Agenda</b> <ul style="list-style-type: none"><li>• Disbursement of funds to Districts and other units/agencies</li><li>• Approval of BPR proposals</li><li>• Sanction for various project components , as may be specified, including the Hardware / Software procurement as per the specifications from NIC</li><li>• Approval of various Project Components and Functionalities to be covered in the Project</li></ul> |

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| Committee / Team          | Roles and Responsibility  |
|---------------------------|---|
|                           | <ul style="list-style-type: none"> <li>• Review progress of the Project</li> <li>• Ensure proper Training arrangements</li> <li>• Ensure deployment of appropriate handholding personnel</li> <li>• Other important policy and procedural issues</li> <li>• Guidance to State/District Mission Teams</li> </ul>   |
| <b>State Mission Team</b> | <p><b>Chair Person : ADGP</b></p> <p>Frequency of Meeting: Monthly</p> <p><b>Agenda</b></p> <ul style="list-style-type: none"> <li>• Operational responsibility for the Project</li> <li>• Formulating Project Proposals</li> <li>• Getting sanction of GOI for various projects</li> <li>• Hardware rollout and operationalization</li> <li>• Co-ordination with various agencies</li> <li>• Resolution of all software related issues, including customization</li> <li>• Resolution of all other issues hindering the Project Progress</li> <li>• Any other decision to ensure speedy implementation of the project</li> <li>• Assist the State Apex and Empowered Committees</li> </ul> |
| District Mission Team     | <p><b>Chair Person : SP / COP</b></p> <p>Frequency of Meeting: : Monthly</p> <p><b>Agenda</b></p> <ul style="list-style-type: none"> <li>• Prepare District Project Proposal</li> <li>• Ensure hardware and software installation, and operationalization of the Project</li> <li>• Training of all police personnel in the District</li> </ul>   |

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| Committee / Team                    | Roles and Responsibility   |
|-------------------------------------|--|
|                                     | <ul style="list-style-type: none"> <li>• Site preparation and availability of all utilities</li> <li>• Ensure separate account keeping for the Project</li> </ul>  |
| <b>District Implementation Team</b> | <p><b>Chairperson : Zonal Inspector</b></p> <p>Frequency of meeting : Fort-night</p> <p><b>Agenda</b></p> <ul style="list-style-type: none"> <li>• Regular visit to PS</li> <li>• Implementation of project at field level</li> <li>• Supporting PS and Higher Offices</li> <li>• Data validation at PS</li> <li>• Conducting need basis refresher training</li> </ul> |

### 14. Result Achieved/ Value Delivered to the beneficiary of the project

(share the results, matrices, key learning's, feedback and stakeholders statements that show a positive difference is being made etc):

#### (i) To organization

- 30,43,928 Lakhs cases are available at the central database which can be accessed throughout the state.
- Sharing data to National Crime Record Bureau is under progress
- The database effectively utilized at police stations for Passport verification, Antecedent verification, Badge verification, accused search, Vehicle details and matching of Missing / Unidentified Dead Body (UIDB).



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### **(ii) To citizen**

- Citizens are accessing department services through portal, not visiting police station.
- Citizens willfully step forward to provide information about crimes since there is no necessity to provide their personal information.
- Citizens are following case progress through the portal.

### **(iii) Other stakeholders**

- Standardized means of capturing the crime and criminal data of Tamil Nadu can be shared with NCRB.
- The ability to respond faster and with greater accuracy to inquiries from the parliament, citizens and citizens groups; and to RTI queries.
- Application is scalable to integrate with other stake holders like Jails, Courts, Passports Office, Transport Department, and Hospitals.

## **15. Extent to which the Objective of the Project is fulfilled -**

**(Benefit to the target audience i.e.G2G, G2C, G2B, G2E or any other, size and category of population/stakeholder benefited etc):**

The target audiences are G2G and G2C and following objectives were achieved

### **Citizen Perspective**

- It made the Police functioning citizen friendly, transparent, accountable, effective and efficient by automating the processes and functions at the level of the Police Stations and Higher Offices at various levels.
- Improved delivery of citizen-centric services through effective usage of Information & Communication Technology (ICT).

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- Simplified process for registering and tracking petitions and FIRs
- Simplified process for registering grievances against police
- Simplified process for tracking the progress of the case during trials
- Simplified access to view/report unclaimed/recovered vehicles and property.
- Improved relationship management for victims and witnesses.

### **Department Perspective**

- Provided the Investigating Officers with the tools, technologies and information to facilitate faster and more accurate investigation and speedy detection of crimes.
- Improved the Police functioning in various other areas including Law & Order, Traffic Management, curbing organized crimes and resource management.
- Facilitate collection, storage, retrieval, analysis, transfer and sharing of data and Information among Police Stations, Districts, State headquarters and other organizations/agencies, including those at level of Government of India.
- Helps to keep track of the progress of the crime and criminal investigation and prosecution cases, including progress of these cases in the courts.
- Has reduced the workload of the police station especially, back-office activities including preparation of regular and ad-hoc reports and station records management.
- A collaborative knowledge-oriented environment where knowledge is shared across the different regions and units

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### 16. Adaptability Analysis

#### (i) Measures to ensure adaptability and scalability

- The police personnel are very well familiar with the details / information that are to be captured by them related to registration and updation of the cases.
- The CIPRUS application uses the same nomenclatures that are followed by the police personnel which facilitated for easy adaptability to new application
- In manual system the same type of form is used to capture all types of cases and hence only relevant fields are to be captured for each type of case. In CIPRUS the standard details are captured for all types of cases and the relevant field for specific type of case will be displayed to capture the details. This made the adaptability to the new application easy and quick.
- In general the complaints are given in the local language and the content will be written in the local language in FIR. Hence Bilingual facility has been incorporated in CIPRUS to enter the FIR content in the local language. The training was given in the local language typing.

#### (ii) Measures to ensure replicability

And

#### (iii) Restrictions, if any, in replication and or scalability

- Being MVC framework using Apache Wicket development, it is scalable.
- Application is designed in such a way that it can be scaled up for rollout across the State.

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### **(iv) Risk Analysis**

- The resistance to adopt a new system at the field level was felt and hence change management program was conducted to create awareness and bring about change in the perspective of the field level officers and Men.
- The skill level of the police personnel may be a challenge to roll out the application and hence a hand holding personnel was posted at each station for six months to assist & support the police personnel in handling the computer for data entry and to create awareness on the hardware provided for the project.

### **17. Comparative Analysis of earlier Vs new system with respect to the BPR, Change Management, Outcome/benefit, change in legal system, rules and regulations**

| S.No | Manual Process   | New System  |
|------|--|---|
| 1    | In Manual process the re-entry of same information in multiple registers such as FIR Index, Part I Register, Part IV Register and Loose Leaf register & further updation in all relevant registers was required.(Arrest Card, PSR, seizure Mahazure, Form 95, Charge Sheet, Part III). | In CCTNS, the CIPRUS software allows the single data can be replicated in Multiple Registers. This resulted in effective utilization of resource in the department. |

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| S.No | Manual Process  | New System   |
|------|---|--|
| 2    | The maintenance of manual registers is time consuming and is a challenge when it comes to accuracy and integrity of the data  | Crime/Criminal information has been collated in digital form for instant access to department. Hence more accurate and less time consuming.  |
| 3    | Multiple registers are to be referred to search the Crime / Criminal details for any investigation and analysis purpose which was time consuming.   | Provides the Investigating Officers with the platform and database to retrieve accurate data on crime and criminals. Thus enabling faster investigation & detection.   |
| 4    | The criminal and case details were consolidated by referring multiple manual registers to prepare the periodical reports as required by Superior Officers. Consolidation and reconciliation of all statistical reports, periodically carried out at all levels took longer time | <p>The user credentials to access the police portal were shared to all Superior officers starting from SHO to DGP. The superior officers can instantly view and analyse the case progress / Status of all cases at the micro level including the scan documents, case diaries, witness statements and charge sheet. This has avoided the physical movement of files from police stations to the Higher offices.</p> <p>The Superior officers can generate periodical reports at click of a button thus saves time.</p> |

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| S.No | Manual Process  | New System  |
|------|---|---|
| 5    | Citizen has to visit the Police Station to lodge a complaint and to know the case status. | <p>Instead of visiting the police station, the citizens can register a complaint about commission of non-cognizable offences through citizen portal.</p> <p>The police personnel will view the received complaint and take appropriate action on the complaint.</p> <p>If citizen is not satisfied with the action taken for online complaint at police station, complainant can escalate the complaint to SP /COP.</p> |
| 6    | No computer based trainings was imparted for police personnel                             | The role based training was conducted to 3726 police personnel and system administrator training conducted to 217 police personnel across Tamil Nadu.   |
| 7    | No centralized data available for accessing crime details                                 | The project has a centralized database where all entries in PS are updated at State Data Center.  |

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### **Changes in legal System, Rules and Regulation**

- Order has been given to Police station to dispense the following manual records and generate through the CIPRUS application.
  - Rowdy Check register, Ordinary Petty Case Register, Loose leaf index, Ex-Convict Register, CSR Register, Name war Index, Motor Vehicle Petty Case register, Crime Abstract
- It is planned to enable the Electronic FIR to citizen. Proposal has sent to government & Orders awaited.

### **18. Other distinctive features/ accomplishments of the project:**

1. A Hybrid model was designed and implemented by exploiting the features of both the Client Server and Web Technology based on the ground level reality of the available last mile connectivity. Hence even in the case of connectivity failure the work is not affected at Police Station.
2. It was originally planned to implement the project in the 3 phases i.e., Pilot (4 districts), phase-I (17districts) and Phase-II (19 districts). However, the merging of phases-I & II implementation was conceptualized to reach the citizens at earliest. As per the original plan, the project implementation has been completed by September-2014 whereas after merging of phases, it was completed by September-2013.
3. The web application (Citizen Portal) has undergone the security Audit and the information shared is secure and not vulnerable to external attacks.
4. Tamil Nadu CCTNS is the first project at national level to replicate data from State Data Center with Disaster Recovery Center, Pune. Thus enabling

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data back up in a geographically different location.

5. The Police station database is replicated to State Data Center for data redundancy and centralization.

6. Once an online complaint is registered, an acknowledgement SMS is sent to the complainant and the Station House Officer (SHO).

# This is just an indicative list of indicators. Applicant can add on more information based on suitability of the project nominated.