

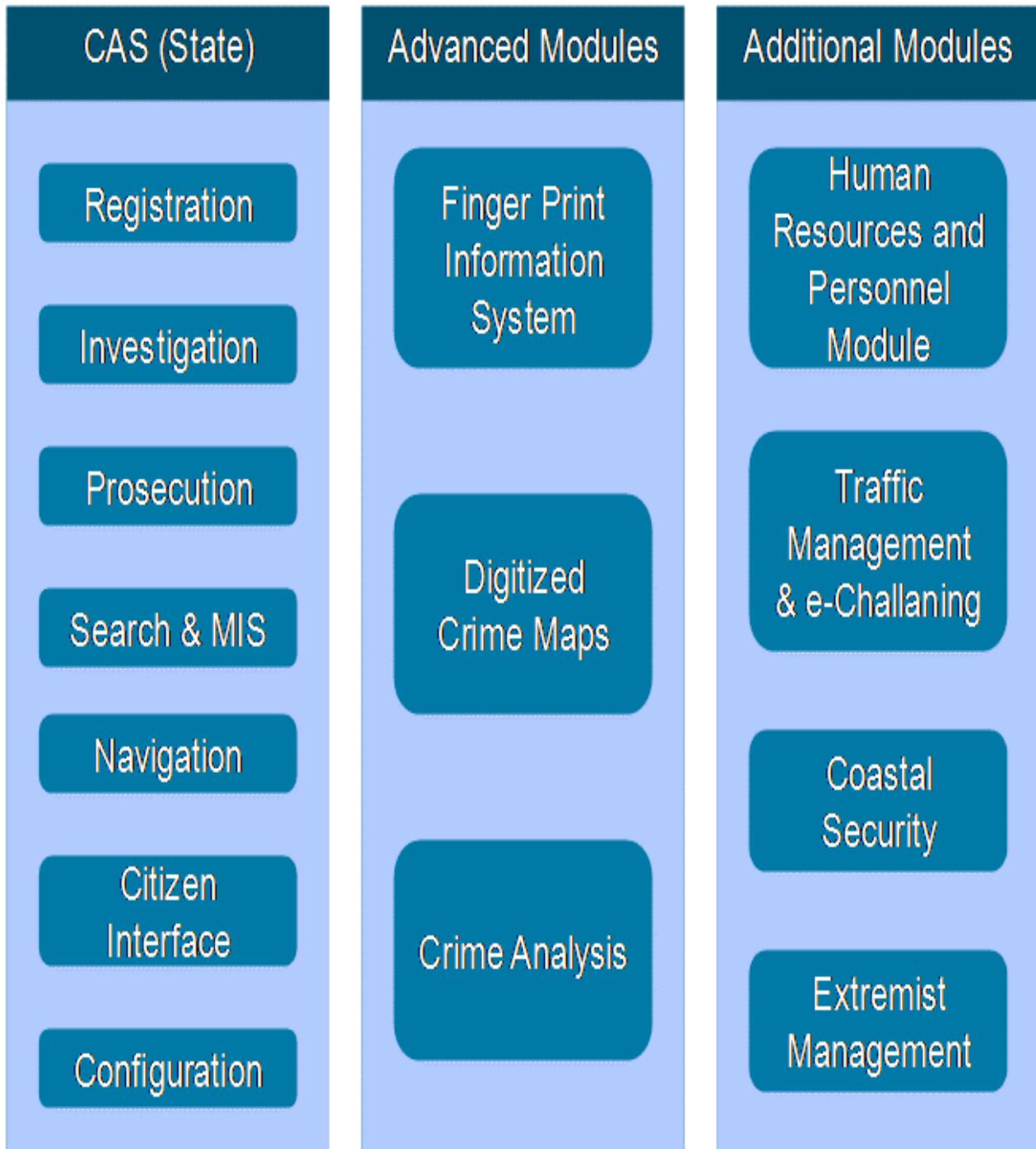
## **Annexure-5 Configuration and Customization**

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## 1. IT Solution Interventions

This section will provide the IT solutions along with the detailed functional requirements that will be covered under the project. It will contain functional requirements at the different levels of the organization/s covering police stations and higher offices. This section will also list the functionality that the state wants specifically for itself. These can be additional modules or customization requirements of the core application developed and provided by the Centre to the States.



## 2. Functional Requirement Specifications

### 2.1 General Requirements

- a. The Application Modules of CAS (state) should be multi-tier, web-based solution (having web-based front-end for users and as well as for system administrative functions) having centralized database, web and application server
- b. Should support interoperable, portable, and scalable applications, services, interfaces, data formats and protocols
- c. Should be compatible with all leading Web Browsers in India
- d. The system's development environment and databases should be from an OEM with presence in India (and easy availability of skilled resources for the product in India) and should not restrict government agencies from using the application or data or database structure in any future requirement
- e. The system shall support the English and Odiya character sets
- f. The system should provide browser based access on a 24 x 7 basis
- g. The System should enforce secure login as per the Login process, where the government official/staff will have to authenticate his/her Username, Password to access the home page.
- h. The System, on successful login, should display the Main page or the Home page of the browser as customized by the user with specific ULB/location and links to various services as per his/her customization
- i. The system should provide the ability to securely access the application(s) from a remote location
- j. The system should provide for online help, general information and instructions
- k. The system should use standard drop-down lists wherever possible for standard values to be selected by the User
- l. The system should have capability to cut/ paste/ format, etc.at a field level on the inputs screens, output screens, etc.
- m. The system's user interface should make use of horizontal and vertical scroll bar feature wherever needed, depending on the layout of the window
- n. The system should have an ability to configure restricted and mandatory fields wherever relevant
- o. The system should at the time of input pre-fill the field with the next value in the restricted list that matches the characters which have already been entered
- p. The system should include a calendar tool which can be used to graphically select a date when a date field is to be used
- q. The system should store all authentication credentials of users in an encrypted format
- r. System should provide the facility for recording of audit trail. System should maintain following categories of logs:
  - i. System access logs
  - ii. System health logs
  - iii. System error logs
- s. The system should have an integrated audit log capable of recording, displaying and reporting all transactions occurring in the system
- t. The system should time-out after a stipulated period of idle time

## 2.2 Registration Module

Sr. No.	Functionality
1.	<p><b>GENERAL APPLICATION</b></p> <p><b>Functional Requirements:</b></p> <ul style="list-style-type: none"> <li>i. Assign unique No to every application received.</li> <li>ii. Date and Time will be entered by the user</li> <li>iii. Provision to enter the Description of the event.</li> <li>iv. Provision to select the primary police personnel responsible. This should appear in the form of a drop down list. It will provide the list of only those officers based on roles. For example, only IO, OIC level officers will appear here. This needs to be done to avoid a long list of available names. The list must be filtered for a state and district from the master data of all personnel.</li> <li>v. On saving this form, based on role, user will be redirected. For example, the OIC level officers will be re-directed to the 'Prepare Response' form, while data entry/Munshiji Level operators may be returned to menu form.</li> <li>vi. Since this will be basically used a 'Station Diary'(SD), hence it should not be mandatory to select a primary officer. This needs to be clarified using a field/checkbox option called '<b>Action Required (Yes/No)</b>'. If it is yes, then selection of police personnel will be mandatory. There must be provision to scan and upload the written petitions/declaration etc received from citizens/ complainants and others.</li> </ul>
2.	<p><b>PREPARE RESPONSE</b></p> <p><b>Functional Requirements:</b></p> <ul style="list-style-type: none"> <li>i. The above unique No will be reflected for making a response to the general petition.</li> <li>ii. The action required should appear as a selection form of the drop down/etc. these values are : Create NOC, cancel and Return to main landing Page, Forward this case for generating FIR.</li> <li>iii. Provision to generate a report in pre-printed or normal stationary, this will be also reflected as a radio button, checkbox selection</li> </ul> <p><b>Customization (Number in brackets correspond to Functionality Serial No):</b></p> <ul style="list-style-type: none"> <li>i. The Unique petition number should appear as a link, which will re-direct the user to the previous screen.</li> </ul>
3.	<p><b>REGISTER COMPLAINT</b></p> <p><b>Functional Requirements:</b></p> <ul style="list-style-type: none"> <li>i. User will select the IPC, CrPC , Local Act code and the system will decide if the complaint is cognizable or not</li> <li>ii. Provision for selecting the Police Station from a list of PS, or for a PS since an id will be allocated, hence based on role single(example for data entry operators level role) or multiple(SP level role) Police Stations will appear.</li> </ul> <p>The Investigating officer allotted for a complaint will appear as a list of values from the Police Station or the circle/sub division to which the PS belongs. The data entry user will select the IO. Later on, there must be provision for users with higher role (example SP) to change them as required.</p> <p><b>Case Title: This meta data is incorporated for easy searching later on. This will be a text box with 25 characters or so and will act as a subject of the whole matter.</b></p>

Sr. No.	Functionality
4.	<p><b>COMPLETE REGISTRATION</b></p> <p>i. This step will allow the user to complete the registration process initiated in the earlier step. The possible steps will be</p> <ul style="list-style-type: none"> <li>• Save &amp; Quit - user may do multiple iterations/editing of the previous data</li> <li>• Save &amp; Create FIR - FIR is created and Investigation started</li> <li>• Save &amp; Create Non Cognizable Report</li> <li>• Save &amp; Create Complaint Report</li> <li>• Save &amp; Create Zero FIR, and system will ask the user to enter the relevant PS details</li> </ul> <p>ii. User will select the case as Serious Reported (SR) and Non-Serious Reported (NSR). This will appear as a drop down</p> <p><b>Customization (Number in brackets correspond to Functionality Serial No):</b></p> <p>ii. The Provision for a combo box that will allow users to select the FIR as SR and NSR. This will appear for all those cases for which entries are saved as 'FIR'.</p>
5.	<p><b>CLOSE COMPLAINT</b></p> <p>i. Provision in system to close those cases for which there is no progress for a long time (three to four months)</p>

### 2.3 Investigation Module

Sr. No.	Functionality
1.	<p><b>CAPTURE CRIME DETAILS</b></p> <p><b>Functional Requirements:</b></p> <p>i. System must capture the following details:</p> <ol style="list-style-type: none"> <li>1. Date of Crime details capture</li> <li>2. FIR Number</li> <li>3. *Case Type</li> <li>4. Case Diary Number</li> <li>5. *Sections Applied (major/Minor/Local)</li> <li>6. Methods for capturing the Crime</li> <li>7. *Place</li> <li>8. *Suspected Gangs</li> <li>9. *Implements Used</li> <li>10. *Motive Of Crime</li> <li>11. Accused Details <ul style="list-style-type: none"> <li>• Language</li> <li>• Name</li> <li>• Fathers Name</li> <li>• Address</li> <li>• DOB</li> <li>• Height and Weight</li> <li>• Complexion</li> <li>• Hair</li> </ul> </li> </ol>

Sr. No.	Functionality
	<ul style="list-style-type: none"> <li>• Eye</li> <li>• Teeth</li> <li>• Any Other Information</li> </ul> <p>12. Victim details (in same format as above)</p> <p>13. Witness Details</p> <p>14. Property Details</p> <p>15. Description of PO</p> <p>16. Other details</p> <p><b>Customization (Number in brackets correspond to Functionality Serial No)</b></p> <p>i. The fields marked with(*) will be list of values to select from. These will have corresponding master forms also. The list of suspected gangs must appear as a combo. The Place must appear of all important landmarks (new may be added/removed by master form). This will be used to generate the apparadh manchitra (digitized crime map). For the field no 15 (Description of PO), provision to enter the data in words and also the provision to upload a scanned copy/image of the place of occurrence. Master form for case Type is required. This will store standard values like murder, loot, rape, property offence etc. The same argument and master forms holds for Suspected gangs. Suspected gang is an important customization. It will map an individual with a gang. This very field will then be used in the advanced search module for identifying criminals</p>
2.	<p><b>CAPTURE INVESTIGATION DETAILS</b></p> <p>i. Following fields are required for capturing the data pertaining to investigation:</p> <ol style="list-style-type: none"> <li>1. Case Version No</li> <li>2. FIR No</li> <li>3. Case status</li> <li>4. Accused Details</li> <li>5. Witness Details</li> <li>6. Victim details</li> <li>7. PO detail</li> <li>8. Property Details</li> <li>9. Motive</li> <li>10. Comments Made by Senior officer Other Details More Specifically following fields must also be present</li> </ol> <p>The list of required fields are as follows</p> <ol style="list-style-type: none"> <li>1. *District</li> <li>2. *P.S</li> <li>3. Date</li> <li>4. *Act I</li> <li>5. *Act II</li> <li>6. *Act III</li> <li>7. *Section I</li> <li>8. *Section II</li> <li>9. *Section III</li> <li>10. *Other Acts and Sections</li> <li>11. *Name of IO</li> </ol>

Sr. No.	Functionality
	<p>12. Rank of IO</p> <p>13. Name of Informer/Complainant</p> <p>14. Fathers Name of Above</p> <p>15. Details of Assets/properties Seized in tabular format in serial no from 20-24, there must be provision as an 'Add Row'/similar feature to enter details of multiple properties in the table</p> <p>16.Sr. No.</p> <p>17. Description of Property</p> <p>18. Approx Value</p> <p>19. When and How Procured</p> <p>20. Other details</p> <p>21. Particulars of Accused persons charge sheeted as fields from 20 to 43. Standard 'Add Row' or similar feature must be present to add details of more than one person</p> <p>22. Name</p> <p>23. Fathers/Husbands Name</p> <p>24. Date of Birth</p> <p>25. *Sex</p> <p>26. *Nationality</p> <p>27. Passport No</p> <p>28. Place</p> <p>29. Date</p> <p>30. Religion</p> <p>31. *SC/ST/OBC</p> <p>32. Profession</p> <p>33. *Provisional Criminal No</p> <p>34. *Regular Criminal No- Fields 37, 38 will be auto generated/selected from list when UID for criminals is shown here as a drop down</p> <p>35. Date of release on Bail</p> <p>36. Date on which forwarded to Court</p> <p>37. Under Sections and Acts</p> <p>38. Name of bailers/Sureties and Address</p> <p>39. *Status of accused as Forwarded /Bailed By Police/In Judicial Custody/Absconding/Proclaimed Offender</p> <p>40. Details of Acquaintances of People whose statements will also be recorded in tabular format for fields no 45 to 50, there will be 'Add row' feature to add details for each person</p> <p>41. Name</p> <p>42. Fathers/Husbands Name</p> <p>43. DOB</p> <p>44. Profession</p> <p>45. Address</p> <p>46. Details of Statements Given</p> <p>47. * IPC Acts to be applied under 182/211 or any other acts that may be applied</p> <p>48. Results of Forensic Analysis</p> <p>49. Brief Details of the case</p> <p>50. Provision to upload finger print details in form of an image received from FSL in soft copy</p>

Sr. No.	Functionality
	<p>51. Provision to capture the finger print details in real time basis from the criminal, if present physically, by integration of CAS software with the finger print machine.</p> <p>52. Provision to capture real time snap of the accused, if , present physically, by integration of CAS with web camera.</p> <p>53. Provision to capture any available image of any accused or suspected collected from some source in soft format as an image.</p> <p><b>Customization (Number in brackets correspond to Functionality Serial No)</b></p> <p>There will be a search criteria in all forms pertaining to investigation, which is as : Any case may be searched using the FIR number, or name of accused. On entering the details of accused, the list of all cases with that same name will appear and user will select out of them.</p> <p>There must also be a standard help button feature enabling the user to view cases registered with a data ranged.</p> <p>Three customizations when the form is saved:</p> <ol style="list-style-type: none"> <li><b>Update</b> - On clicking this button the investigation details will be updated for a case.</li> <li><b>Save and generate progress Report</b> - on clicking this, a email based alert will be sent to the concerned SP with a report called progress report containing the summary of the data entry.</li> <li><b>Investigation Complete and Proceed for Charge Sheet</b> - On clicking this button the investigation will be closed and the final charge sheet will be generated as a report, which will contain all the fields from 1 to 50.</li> </ol> <p><b>Thus a work flow will be established between the IO and the SP in this form. This is a mandatory customization as per the practice followed by Odisha Police.</b></p> <p><b>Customization for Creation of Unique ID for Criminals:</b> At this point when the details of each suspect or accused are captured an unique ID will be created for the criminal or any suspect. If the finger print details are available, they will be uploaded in the system in this form. Thus there will be a button that will create the UID. This button will appear beside the details of each suspect.</p>
3.	<p><b>PREPARE ARREST CARD</b></p> <p>The System will provide for the following fields for generating the arrest card/warrant.</p> <ol style="list-style-type: none"> <li>PrePopulated details Based on case Selected</li> <li>FIR No</li> <li>Date and Time of Arrest</li> <li>Name of Police personnel Who Made the Arrest</li> <li>Details of Arrested</li> <li>Details of Relative</li> <li>Details of Money found</li> <li>Details of Objectionable Items Found</li> <li>If presented Before Magistrate</li> <li>If Taken on remand</li> <li>Any Other Details</li> <li>Upload the image for finger print. This corresponds to attaching the finger print details in the system</li> </ol> <p><b>Customization (Number in brackets correspond to Functionality Serial No)</b></p>

Sr. No.	Functionality
	<p>There must be a similar customization for selection criteria for searching of case as depicted in capture investigation details form.</p> <p><b>Customization for Creation of Unique ID for Criminals:</b> At this point when the arrest warrant is created if the finger print details are available then that will be used an unique ID will be created for the criminal or any suspect who was ever arrested. If the finger print details are not available, they can be collected when the person is in custody, and updated in the system against the ID. Thus there will be a button that will create the UID. This will be present in this form as well as the Capture investigation Details form as depicted above.</p>
4.	<p><b>PREPARE JUDICIAL CUSTODY REPORT</b></p> <p>The System will capture the details of the following:</p> <ol style="list-style-type: none"> <li>1. *PS</li> <li>2. *District</li> <li>3. *IO</li> <li>4. Date</li> <li>5. FIR No</li> <li>6. Custody Type</li> <li>7. Date when Accused was presented to Court</li> <li>8. Name and Type of Court</li> <li>9. Date Up to which accused will be in Custody</li> <li>10. Name of Jail</li> <li>11. Any Other details</li> </ol> <p><b>Customization (Number in brackets correspond to Functionality Serial No)</b></p> <p>Fields marked with * will have a list of values/selection from combo</p> <p>There must be a similar customization for selection criteria for searching of case as depicted in capture investigation details form.</p>
5.	<p><b>PREPARE PROPERTY SEIZURE FORM</b></p> <p>The System must provide for capturing the following fields:</p> <ol style="list-style-type: none"> <li>1. Date and time of Seizure</li> <li>2. Name of Policeman who did the seizure</li> <li>3. Place of Seizure</li> <li>4. PS</li> <li>5. Owner of Property</li> <li>6. Details of the arrested</li> <li>7. Witness</li> <li>8. Property sizeable or not</li> <li>9. Type</li> <li>10. Estimated cost</li> <li>11. Condition</li> <li>12. Accused details other Details</li> </ol>
6.	<p><b>Prepare FPB/FSL/PME/MLC/RTO/Excise Request Form</b></p> <p>The System will have provision to get the details of case based on FIR search criteria. Further the following details will be captured:</p> <p>*6 options will be present</p> <ol style="list-style-type: none"> <li>1. FSL selected <ul style="list-style-type: none"> <li>• Information on Property Seized</li> </ul> </li> </ol>

Sr. No.	Functionality
	<ul style="list-style-type: none"> <li>• Details of FSL, where referred</li> <li>• *Name of Officer through which the property is sent</li> </ul> <p>2. Post Mortem Examination(PME)</p> <ul style="list-style-type: none"> <li>• Details of Hospital</li> <li>• *Name of Officer through which the body is sent</li> </ul> <p>3. Medico Legal case(MLC)</p> <ul style="list-style-type: none"> <li>• Details of Hospital</li> <li>• *Name of Officer Concerned</li> </ul> <p>4. RTO</p> <ul style="list-style-type: none"> <li>• Details of RTO</li> <li>• Info on Vehicle</li> </ul> <p>5. Excise</p> <ul style="list-style-type: none"> <li>• Details</li> </ul> <p><b>Customization (Number in brackets correspond to Functionality Serial No)</b> There must be a similar customization for selection criteria for searching of case as depicted in capture investigation details form.</p> <p>* Master Form to add further options to the list of 6 options. If any other options are added, fields must also be added for each header level selection.</p>
7.	<p><b>Prepare FPB/FSL/PME/MLC/RTO/Excise Response Form</b> System will have provision to save the following data, based on the response received from the respective departments as under</p> <p>1. FSL</p> <ul style="list-style-type: none"> <li>• Info on Property seized</li> <li>• Details of FSL seized property</li> <li>• Brief Description of property</li> <li>• Analysis report</li> </ul> <p>2. Post Mortem(PME)</p> <ul style="list-style-type: none"> <li>• Details of Doctor</li> <li>• Date of PM</li> <li>• Brief Description of cause of Death</li> </ul> <p>3. MLC</p> <ul style="list-style-type: none"> <li>• Examination Date</li> <li>• Discharge Date</li> <li>• Statement by injured</li> <li>• Brief description of Injuries</li> </ul> <p>4. RTO</p> <ul style="list-style-type: none"> <li>• Verification Date</li> <li>• Vehicle Verified(Y/N)</li> <li>• Details of Findings</li> </ul> <p>5. Excise</p> <ul style="list-style-type: none"> <li>• Verification Date</li> <li>• Excise Officer</li> <li>• Details of Findings</li> </ul> <p>Provision to upload any hard copy of report received which may contain any extra</p>

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	<p>data/communication etc.</p> <p><b>Customization (Number in brackets correspond to Functionality Serial No)</b> There must be a similar customization for selection criteria for searching of case as depicted in capture investigation details form.</p> <p><b>Although the RTO details have been mentioned in point 4 to maintain the uniformity with other departments, but on integration of NIC's software with CAS, the findings (mentioned under fourth point) from the RTO will be automatically retrieved.</b></p> <p>In all cases when there is a different format of report used by any of these external agencies that will be communicated to Police department, there must be a provision to upload the scanned copy of such reports in this form.</p>
8.	<p><b>Prepare Inquest Report</b> The System will capture the following details for the case</p> <ol style="list-style-type: none"> <li>1. Details of Wound</li> <li>2. Details of Clothes</li> <li>3. Details of Personal Belongings</li> <li>4. *Body Sent to post Mortem(Y/N)</li> <li>5. Any Other Details</li> </ol> <p><b>Customization (Number in brackets correspond to Functionality Serial No)</b> There must be a similar customization for selection criteria for searching of case as depicted in capture investigation details form.</p>
9.	<p><b>Inquest Report Received From Magistrate</b> System will capture the following details for the case</p> <ol style="list-style-type: none"> <li>1. Magistrate Code</li> <li>2. Magistrate Name</li> <li>3. Report Date</li> <li>4. Magistrate Remarks</li> <li>5. Magistrate Report</li> </ol> <p>Provision to upload any hard copy of report received from Magistrate office</p> <p><b>Customization (Number in brackets correspond to Functionality Serial No)</b> There must be a similar customization for selection criteria for searching of case as depicted in capture investigation details form</p>
10.	<p><b>Remarks from Officer</b> This form will be typically used for sending remarks about any case to an IO/OIC. Following fields must be present</p> <ol style="list-style-type: none"> <li>1. *Name of the Form</li> <li>2. Remarks</li> <li>3. Date and Time</li> <li>4. *IO/OIC</li> <li>5. Case/FIR Number</li> </ol> <p><b>Customization</b> There must be a similar customization for selection criteria for searching of case as depicted in</p>

Sr. No.	Functionality
	capture investigation details form. The star marked fields will appear as list of values. There must be master form to enter any new form that may be developed for which comments are sent by the officer (point 1).
11.	<p><b>Transfer a Case to a different Police Station</b></p> <p>Following fields must be present for capturing the workflow for transfer of cases. The case will be selected using a search criteria.</p> <ol style="list-style-type: none"> <li>1. *State</li> <li>2. *District</li> <li>3. *Previous PS</li> <li>4. *Transfer to PS</li> <li>5. Transfer Type</li> <li>6. Reason</li> <li>7. *Previous IO</li> <li>8. *New IO</li> <li>9. *Transferred To Agency</li> <li>10. Remarks</li> </ol> <p><b>Customization</b></p> <p>There must be a similar customization for selection criteria for searching of case as depicted in capture investigation details form.</p> <p>The List of all PS will be available for selection of 'from' (Previous) and 'to' (new) Police station</p> <p>Master form must be present to add/edit a reason of transfer</p> <p>Transfer to Agency will also be entered by a master form with typical values like CBI/IB/Other State Police etc.</p>
12.	<p><b>Prepare Final Report or Charge Sheet</b></p> <p>This form will use data from Capture investigation form and Capture Crime Details form. The list of fields that are used in a typical charge sheet by Odisha Police are hence added as customizations in those forms over and above to those contained in the CAS centre.</p> <ol style="list-style-type: none"> <li>1. Provision to select a particular case based on search criteria.</li> <li>2. There must be a link for navigation to the capture investigation detail form</li> <li>3. Extra details relating to accused will be added</li> <li>4. *Final Report Type</li> <li>5. *Original /Supplement</li> <li>6. *Court Name</li> <li>7. *Court Type</li> <li>8. After this the user will save and generate the charge sheet.</li> </ol> <p><b>Customization</b></p> <p>There must be a similar customization for selection criteria for searching of case as depicted in capture investigation details form.</p> <p>There must be a link for navigation to the capture investigation detail form, if the user wishes to add more data before generating the charge sheet in the current form.</p> <p>Master Data form as well as selection from a list of options are required for star marked fields. It needs to be noted that Final Report type will be a combo box selection showing the user the previous versions of the progress report (workflow between the IO and the SP) along with another value 'Charge Sheet'</p>

Sr. No.	Functionality
13.	<p><b>Alert and MIS for Senior Officers</b></p> <p>This will be the interface for senior officers to send alerts and MIS. Pre populated Details Based on Case Selected will appear and the following details will be entered</p> <ol style="list-style-type: none"> <li>1. Remarks</li> <li>2. *Sending Officer</li> <li>3. *Receiving Officer</li> <li>4. *Notification in Mobile Phone</li> <li>5. Provision to upload any document for reference</li> </ol> <p><b>Integration with Other Modules/ Third Party Software/Third part Software</b> Integration with Mobile network for sending SMS based alerts</p> <p><b>Customization</b> There must be a similar customization for selection criteria for searching of case as depicted in capture investigation details form. * To make effective and practical use of sending sms based alerts, there must be a master form for entering and updating data relating to each concerned police officials. Such data will contain the mobile phone number, which may be altered.</p>
14.	<p><b>Alerts for IO: Finishing a Particular Activity Before a Stipulated Time</b></p> <p>Pre populated Details Based on Case Selected will appear and the following details will be entered.</p> <ol style="list-style-type: none"> <li>1. *Events that can fire the IO a message</li> <li>2. Name of officer for Alert</li> <li>3. Notification to be sent to a Mobile No</li> <li>4. Remarks including time frame etc.</li> </ol> <p><b>Integration with Other Modules/ Third Party Software/Third part Software</b> Integration with Mobile network for sending SMS based alerts</p> <p><b>Customization</b> There must be a similar customization for selection criteria for searching of case as depicted in capture investigation details form. * To make effective and practical use of sending sms based alerts, there must be a master form for entering and updating data relating to each concerned police officials. Such data will contain the mobile phone number, which may be altered.</p>
15.	<p><b>Help: Information on Support Agencies</b></p> <p>The System must capture the following fields for entering and retrieving the list of contact persons of supporting agencies. This will be basically act as a help form, where data may be added just for reference. The fields are</p> <ol style="list-style-type: none"> <li>1. Support Agency</li> <li>2. Contact information</li> <li>3. Area of Responsibility</li> </ol>
16.	<p><b>Help: View Checklist for case Types</b></p> <p>Another help form that will act as a ready reference for various case types. On selection of a case type(from combo box) the typical list of documents required will be shown.</p> <ol style="list-style-type: none"> <li>1. *Case type</li> </ol>

Sr. No.	Functionality
	<p data-bbox="391 222 643 247">2. List of Documents</p> <p data-bbox="310 296 488 321"><b>Customization</b></p> <p data-bbox="310 331 1435 401">Should support Real-time exact and relaxed matches of fingerprints from the master database using live scan fingerprints or the latest prints collected from the scene of crime</p> <p data-bbox="310 407 1471 474">The case types will appear as a combo value, with a separate master form for adding/editing the values</p>
17.	<p data-bbox="310 485 984 510"><b>Interface with Voter List of State Election Commission</b></p> <ol data-bbox="391 520 1435 653" style="list-style-type: none"><li data-bbox="391 520 1390 583">1. The system should be able have an interface with the voter list of State Election Commission</li><li data-bbox="391 594 1435 653">2. The system should be able to search a citizen based on various parameters from this voters list</li></ol>
18.	<p data-bbox="310 674 464 699"><b>Excise cases</b></p> <ol data-bbox="391 709 1211 735" style="list-style-type: none"><li data-bbox="391 709 1211 735">1. The system should allow an interface with the Excise Department</li></ol>

Sr. No.	Functionality
19.	<p><b>Inventory Management /Malkhana Records</b></p> <p><b>Procurement of Items-</b>A master form to enter details of all items with their specifications such as</p> <ol style="list-style-type: none"> <li>1. Name of Item</li> <li>2. Category of Item (consumables/Weaponary/Furniture/Equipments/others)</li> <li>3. Cost of Item</li> <li>4. Date of requisition</li> <li>5. Date of Purchase</li> <li>6. Requisition Number raised by Department</li> <li>7. Name and Designation of Sanctioning Authority</li> <li>8. Name of Office where the item will be maintained.</li> </ol> <p>There must be provision in system that a particular office (PS, DCRB, SDPO etc) will raise a requisition. This requisition will follow a workflow and find be addressed at a central location from where the procurement and disbursement will be made. The applicant must be able to view the status of the application made. Reports pertaining to items procured during a period must be available. Report of items as per item category must be available. Report of items as per District/SP Office/PHQ must be available. The system should record of the each new items procured and segregate for the different type of items purchased.</p> <p>The system should be able to display the current inventory level of the item in the stock</p> <p><b>Malkhana Records:</b></p> <ol style="list-style-type: none"> <li>1. The system should be able keep record of the items seized and captured from the crime site in the malkhana records of the police station.</li> <li>2. The system should be able to record the details of the items, date of seizure, crime location, FIR number, name of the accused and other information.</li> <li>3. The system should be able keep record of the court order for the disposal of the items, or release to the concerned person</li> </ol> <p><b>Arms and Ammunition Management</b></p> <ol style="list-style-type: none"> <li>1. The system should be able to keep record of the inventory of the arms and ammunition of the district</li> <li>2. The system should keep record of the different types of the arms and ammunition available with the district</li> <li>3. The system should allow the police officer to update the purchase or procurement of new arms and ammunition</li> <li>4. The system should allow the officer to keep record of the distribution of arms and ammunition to the police personnel</li> <li>5. The system should keep record of the location of the posting of the arms police and availability of arms at particular SDPO</li> <li>6. The system should keep record of the bullets used during a particular month</li> </ol>
	<b>Investigation Support (Sub-Module):</b>
20.	<p><b>FSL</b></p> <ol style="list-style-type: none"> <li>1. The system should be able to add new DNA profiles along with details of reported convicts/ suspects/ missing persons (or their parents/ siblings), Unidentified dead bodies/ any other person</li> <li>2. The system should be able to add missing person data automatically from the Citizen Portal Database</li> <li>3. The system should maintain database of missing persons, convicts and suspects (with</li> </ol>

Sr. No.	Functionality
	<p>case details E.g. FIR number) along with their DNA profiles</p> <ol style="list-style-type: none"> <li>4. The system should have linkage with all the other databases maintained for searching match (missing persons/ unidentified dead bodies/ convicts and criminals) against the DNA profile obtained</li> <li>5. The system should have the facility to compare and cross match the DNA Profiles stored in the database</li> <li>6. The system should be able to link/ cross match DNAs of past crime/ criminal activity and generate reports (exact and relaxed match</li> <li>7. The system should have the facility to update the complaint on the basis of the DNA matching result</li> <li>8. The system should have provisions of making recommendations based on the search results by FSL team</li> <li>9. The system should only have access to the results of DNA profiling and search exercise</li> <li>10. The system allow interface with the citizens to notify police on the missing person/ unidentified dead body</li> <li>11. PS/ Other Offices/ Hospital should have an interface through which they can be informed of any unidentified dead body</li> </ol>
21.	<p><b>Hospital</b></p> <ol style="list-style-type: none"> <li>1. The system should have interface with Health Department, Districts Headquarter/All Government Hospital, and Medical Colleges etc.</li> <li>2. The system should allow the personnel to submit the report (post mortem, accident etc.) online into CCTNS application</li> <li>3. The system should allow entry any act of violence reported in hospital</li> </ol>

## 2.4 Prosecution Module

Sr. No.	Functionalities
1.	<p><b>Court Interface Requirement</b></p> <p>The system should allow the court constable to log into the system with his/her unique login and password</p> <ol style="list-style-type: none"> <li>1. The system should allow the court constable to receive the details of the new charge sheet</li> <li>2. The system should allow the court constable to send the charge sheet to the court. The CCTNS should have interface with the court system for submitting the charge online. In the absence of court system should allow the court constable to print the charge sheet and send it to the court</li> <li>3. COURT TRAIL DETAIL: The system should be able to record the acknowledgement of the court of the receipt of the charge sheet. The system should be able to record the courts response trails details: <ul style="list-style-type: none"> <li>• Date of trail</li> <li>• Evidence to be produced</li> <li>• Alert the witnesses/IO/victim on the upcoming date</li> <li>• Produce accused</li> <li>• Any summons left un-served</li> </ul> </li> </ol>

Sr. No.	Functionalities
	<ul style="list-style-type: none"> <li>• Any warrants left un-executed</li> <li>• Summons to be served</li> <li>• Warrants to be executed</li> <li>• Bail petitions</li> <li>• Court ruling or final result</li> <li>• Next trial date</li> <li>• Assign summons and status</li> <li>• Assign warrants and status</li> <li>• Stand on bail petition and status</li> <li>• Appeal to be filed or not</li> </ul> <p>4. <b>ACTIVITIES ON TRAIL DATE:</b> The system should allow the court constable to the sort the trail date and identify the cases to be handled on that date, accused to present, summons/warrant severed and unserved. The system should allow the user to generate the summary report for the court trail. Re investigation: Incase the court ask the Police to undertake further investigation the system should allow the court constable to update the court order for reinvestigation. The system should record following details:</p> <ul style="list-style-type: none"> <li>• Name of court</li> <li>• Court Order details</li> <li>• Court order date</li> <li>• Court order received date</li> <li>• Investigation handed over to</li> </ul> <p>5. The system should be able to send alert to the concerned investigation officer for the re-investigation</p> <p>6. The system should allow the user to capture the details if the convict appeals to the higher court</p> <p>7. The system should allow the user to capture the status (granted retrial, appeal denied) of the appeal</p> <p>8. The system should allow the user to capture jail/remand related information (released from jail, sent to judicial custody, sent to police custody)</p> <p>9. The system should allow the user to handle the split cases</p>
2.	<p><b>Jail Interface Requirement</b></p> <ol style="list-style-type: none"> <li>1. The system should send messgae to the OIC for the convicts to be produced before court for the hearing. The system should provide the details of the convicts name, photographs, age, name of jail, name of court to produce etc.</li> <li>2. The system should record the information of the movement of the prisoner/suspects/ arrested/ convict in and out of the prisons</li> <li>3. The system should allow the police to keep track of the behaviour of the detainee inside the prison</li> <li>4. The system should allow the police to know about the discharge details of the detainees. The system should allow the officer to capture the details of the behaviour of the released convicts.</li> <li>5. The system should allow the police to know the details of the visitors meeting the detainee in the jails.</li> <li>6. The system should allow the officer to record the details of the escape of prisoner. The system should be able to send alert message to the nearest</li> </ol>

Sr. No.	Functionalities
	<p>7. The system should record the details of any untoward incident taking place inside the prison like fighting among detainees, abundant materials found inside the jail like drugs, arms and other objectional material inside prison.</p> <p><b>Parole/Farlo</b></p> <ol style="list-style-type: none"> <li>1. The System shall send alerts to the concerned dept. &amp; witness about hearing date through SMS/Messages</li> <li>2. The System shall allow to prepare &amp; send the Parole/Farlo request</li> <li>3. The System shall allow Government to accept/reject request Parole/Farlo request</li> <li>4. The System shall allow Parole warrant to be issued</li> <li>5. The System shall allow to generate request for release warrant for approved parole/Farlo</li> <li>6. The System shall send alert to DC through email about dispatch of release warrant request</li> <li>7. The System shall send alert in form of SMS/message to SSP/IIC regarding parole/Farlo This shall include detail like: <ul style="list-style-type: none"> <li>• Name of Convict</li> <li>• Detail of Conviction/Crime</li> <li>• Reason for Parole/Farlo</li> <li>• Duration for Parole/Farlo</li> <li>• Location for Parole/Farlo</li> </ul> </li> <li>8. The System shall allow SSP/IIC to submit report about Convict behaviour etc during Parole/Farlo</li> <li>9. The System shall allow to update the information of Visitors: <ul style="list-style-type: none"> <li>• Name of visitor</li> <li>• Name of Convict</li> <li>• Detail of Conviction/Crime</li> <li>• ID(DL/PAN/UID/Voter ID no)</li> <li>• Photograph</li> </ul> </li> <li>10. The System shall allow DPO &amp; Intelligence Wing to access visitor Information <ul style="list-style-type: none"> <li>• The System shall send alert about release/premature release date to Intelligence Wing or PS</li> <li>• The System shall update all concern register if there is any change in any register involve in Prosecution &amp; Conviction Processes</li> <li>• The system shall allow Personnel to enter Day, date and time of Prisoner's parade The list of required fields are as follows which are maintained at Jails. There may be addition or removal of some fields.</li> <li>• Form for Under Trial Prisoners <ul style="list-style-type: none"> <li>○ Name</li> <li>○ Village</li> <li>○ Case No.</li> <li>○ Caste</li> <li>○ Age</li> <li>○ Weight</li> <li>○ Authority Issuing Order of Remand</li> <li>○ Previous conviction, if any</li> <li>○ Date of Admission to special Jail, Bhubaneswar</li> <li>○ Date fixed for appearance</li> </ul> </li> </ul> </li> </ol>

Sr. No.	Functionalities
	<ul style="list-style-type: none"> <li>○ Court before which ot appear</li> <li>○ Date fixed for apperances</li> <li>○ Court before which</li> <li>● Convict Prisoners form <ul style="list-style-type: none"> <li>○ Name</li> <li>○ Class</li> <li>○ Previous conviction</li> <li>○ Education</li> <li>○ Occupation</li> <li>○ Sentence</li> <li>○ Fine</li> <li>○ Sentence Court</li> <li>○ Crime</li> <li>○ Section</li> <li>○ Set off</li> <li>○ In default</li> <li>○ Period</li> <li>○ Date of Sentence</li> <li>○ Date of release</li> <li>○ Age</li> <li>○ Height</li> <li>○ Health</li> <li>○ Labour for which fit</li> <li>○ Weight in Kgs</li> </ul> </li> <li>● Escort requisition form <ul style="list-style-type: none"> <li>○ Name of Prisoner</li> <li>○ Offence for which convicted or accused</li> <li>○ Sentence</li> <li>○ Previous convictions</li> <li>○ Jail room</li> </ul> </li> <li>● Escort order <ul style="list-style-type: none"> <li>○ Officer in charge</li> <li>○ Mode of transport of escort</li> <li>○ Prisoner nos</li> <li>○ Signature of SP</li> <li>○ Date</li> </ul> </li> <li>● Certificate of fitness of prisoners for tranfer from one place to another</li> <li>● Descriptive roll of prisoner in the jail at special jail, Bhubaneswar <ul style="list-style-type: none"> <li>○ Name of the prisoner with father's or husband's name</li> <li>○ Age on conviction and sex</li> <li>○ Race, religion, caste</li> <li>○ Residence</li> <li>○ Height, description and other distinguishing marks</li> <li>○ Crime with section of penal code</li> <li>○ Sentencing authority</li> <li>○ Sentence</li> </ul> </li> </ul>

Sr. No.	Functionalities
	<ul style="list-style-type: none"> <li>○ Remission earned in days</li> <li>○ Unexpired portion of sentence</li> </ul>

## 2.5 Search and MIS Reporting Module

Sr. No.	Functionality
1.	<p>Generic Search Functionality required as per CAS centre are as follows:</p> <p><b>i. Quick Search will be based on the following user entered criteria</b></p> <ol style="list-style-type: none"> <li>1. FIR range</li> <li>2. Date Range</li> <li>3. Police Station</li> <li>4. District</li> <li>5. *Type of Case</li> <li>6. Name of IO</li> <li>7. Title of the case</li> </ol> <p>There must be standard features of pagination for viewing data as well as the feature to extract the report and save in pdf, excel and word formats.</p> <p><b>ii. Advanced search will be a more exhaustive search based on</b></p> <ol style="list-style-type: none"> <li>1. Criminal detail <ul style="list-style-type: none"> <li>• Name/Alias Name</li> <li>• Fathers name</li> <li>• Address</li> <li>• DOB</li> <li>• Blood Group</li> <li>• Identification Marks</li> <li>• Associated with gangs</li> </ul> </li> <li>2. Suspect detail <ul style="list-style-type: none"> <li>• Name/Alias Name</li> <li>• Fathers name</li> <li>• Address</li> <li>• DOB</li> <li>• Blood Group</li> <li>• Identification Marks</li> </ul> </li> <li>3. Victim detail <ul style="list-style-type: none"> <li>• Name/Alias Name</li> <li>• Fathers name</li> <li>• Address</li> <li>• DOB</li> <li>• Blood Group</li> </ul> </li> <li>4. Modus Operandi</li> <li>5. Property detail <ul style="list-style-type: none"> <li>• Estimated Value</li> <li>• Real Estate</li> <li>• Gold/Jewellery/Valuables</li> </ul> </li> </ol>

Sr. No.	Functionality
	<ul style="list-style-type: none"> <li>• Ca sh</li> <li>• Vehicles</li> </ul> <p>There must be standard features of pagination for viewing data as well as the feature to extract the report and save in pdf, excel and word formats.</p> <p>There must be provision to directly mail a generated report to any colleague from here only.</p> <p><b>Customization (Number in brackets correspond to Functionality Serial No)</b></p> <ul style="list-style-type: none"> <li>v. Type of case will appear as a list of values like (Dacoity, Murder, loot, rape etc). This will be fetched from the registration Module</li> <li>vii. The title of the case is a meta data that was captured in the registration module (register complaint). The search criteria will be based on the same field that will appear as metadata</li> </ul>
2.	<p><b>Reports Compiled by SCRB</b></p> <p>Following reports need to be generated by the system:</p> <ol style="list-style-type: none"> <li>1. Monthly Review report</li> <li>2. Accidental Death and Suicide report</li> <li>3. Annual crime data report</li> <li>4. Motor Vehicle data report</li> <li>5. Missing and Kidnapping</li> <li>6. Monthly NCRB report</li> </ol> <p><b>Customization</b></p> <p>Wherever required if any metadata is missing for reports, they need to be added in the <b>registration</b> ('Register complaint' form) and <b>investigation</b> module('Capture Crime Details' and 'Capture Investigation Details' form).</p> <p><b>The various columns that appear in the report for example murder due to casteism, witch craft, love affairs etc need to added by the master form for types of crime. Else report will not be able to generate such data.</b></p>
3.	<p><b>Miscellaneous Reports</b></p> <ol style="list-style-type: none"> <li>1. Monthly Crime figure and achievements</li> <li>2. Pending cases report</li> <li>3. Comparative Crime Report</li> <li>4. Monthly Crime Review</li> <li>5. Speedy Trial Report</li> <li>6. Daily crime Report</li> <li>7. Daily Arrest Details Report</li> <li>8. Road Accident Reports</li> </ol>
4.	<p><b>Following Reports must be generated at the Police Station level:</b></p> <ol style="list-style-type: none"> <li>1. Station Diary (SD) Report - this will collect data from the general petition and register complaint section.</li> <li>2. Crime Directory 1 (CD1) Report</li> <li>3. Crime Directory 2 (CD2) Report -Alphabetical</li> <li>4. Crime Directory 2 (CD2)- Modus Operandi</li> <li>5. FIR Report - this will be a summary of all FIRs register</li> <li>6. Non-FIR - this will be a summary of all non FIR cases registered</li> <li>7. Running Register Report</li> <li>8. Unnatural death (UD) Report</li> <li>9. Passport verification Report</li> </ol>

Sr. No.	Functionality
	10. Arms License Report 11. Absconder Report
5.	Provision for keeping ten (10) new reports that may be developed for SP/district level

## 2.6 Citizen Interface Module

Sr. No.	Functionality
1.	<p><b>Frequently Asked Questions (FAQ) Module</b></p> <p>The citizen module must essentially begin with an exhaustive list of the questions that are generally in the mind of a citizen with regard to Police; the system must have :</p> <ol style="list-style-type: none"> <li>1. The list of services that are offered to the citizens by the Police. It should have the proper segregation of online services and offline (visit to PS required) that are offered</li> <li>2. There will be proper timelines defined for each service offered. with an escalation matrix defined in case the issue is not resolved within the mentioned timeline. In other words, system will maintain service level agreements (SLA) for each service.</li> <li>3. The list of all police stations in a district with the contact/phone numbers of the Officer in charge</li> <li>4. The organization structure of the police must be highlighted from the PS level to the headquarters -</li> <li>5. The list of preventive measures that citizens need to follow for any event/natural calamity/riots/driving in foggy weather etc must be highlighted - ‘the do’s and dont’s ’</li> <li>6. Any information or directive from the central ministries /Home ministry that may be of use may be shown as a link in the portal for more dissemination of related information to citizens</li> </ol> <p><b>Customization (Number in brackets correspond to Functionality Serial No):</b></p> <ol style="list-style-type: none"> <li>1. There must be provision to regularly update these information through master forms.</li> <li>2. There must be a workflow based mechanism that will facilitate entering such data in the portal after online approval of superior Police officers.</li> <li>3. There must be customization to provide the links of other related websites(home affairs , neighbouring states, etc) in this section.</li> </ol>
2.	<p><b>Complaints and Acknowledgement</b></p> <ol style="list-style-type: none"> <li>1. The system will give the following services that the citizens will be able to access through the online portal: <ul style="list-style-type: none"> <li>• Register non-emergency complaints and receive acknowledgement through the portal</li> <li>• There will be provision to track the status of application of police verification for passport applications</li> <li>• There will be provision to check the status on the complaint filed (FIR, non FIR etc.)</li> <li>• There will be provision to see the photograph and details of the missing persons</li> <li>• Get copies of the case documents (FIR, MC, PME etc)</li> <li>• Submission of evidence and updates</li> </ul> </li> </ol> <p><b>Integration with Other Modules/ Third Party Software</b></p> <p>Integration with Configuration module to create temporary user ids for complainant/</p>

Sr. No.	Functionality
	<p>victims of cases; these user ids may be de-activated by the IOs when the case is closed. This is not for tracking the FIR/Non-FIR cases but for getting the cases related documents from the system</p> <p><b>Customization (Number in brackets correspond to Functionality Serial No):</b></p> <ul style="list-style-type: none"> <li>ii. Mobile based alerts to citizen once the foreign section of SP office makes the verification for passport</li> <li>iii. For getting copies of case documents, the complainant will get temporary user ids that will be used to track the details of the case documents.</li> </ul>
3.	<p><b>Conduct a Query</b></p> <ol style="list-style-type: none"> <li>1. The system will provide interface for querying the following details from the system: Query on process of registering complaints, investigation updates, summons, warrants, appearance as witnesses, and other procedures for which citizen comes in contact with the police. The following are the general queries: <ul style="list-style-type: none"> <li>• On Missing Persons</li> <li>• On status of a case</li> <li>• On Stolen Property (including vehicles)</li> <li>• On Unclaimed/Abandoned Property (including vehicles)</li> <li>• On Most Wanted Persons in the area, with photographs, if available</li> <li>• On crime profile/statistics of an area.</li> <li>• Query on information on the police station trends, crime maps to the citizens</li> </ul> </li> </ol> <p><b>Integration with Other Modules/ Third Party Software</b></p> <p>The data pertaining to missing persons, absconders, crime statistics will be gathered from the registration and investigation module.</p> <p><b>Customization (Number in brackets correspond to Functionality Serial No)</b></p> <ul style="list-style-type: none"> <li>ii. There must be proper method to 'filter' data when querying data in the form for missing persons/crime stats etc. the following method is suggested: there will be one level of a combo for selecting districts, the next drop down will be for selecting PS under the selected district. If no PS is selected the entire data of the district will be available.</li> </ul> <p><b>There must be corresponding master forms for all those cases where information is not derived from the Registration and Investigation Modules of CAS</b></p>
4.	<p><b>NOCs</b></p> <ol style="list-style-type: none"> <li>1. The system must have provision for applying for different kind of No Objection Certificates (NOCs). These are required for jobs/etc</li> <li>2. There must be provision to seek the status of such applications in the online portal</li> </ol>
5.	<p><b>Feedback and grievance</b></p> <ol style="list-style-type: none"> <li>1. The system must have the following provision: <ul style="list-style-type: none"> <li>• There must be ways to submit a complaint against the Police. The status of the same must be visible to the complainant.</li> <li>• <b>Option 1:</b> There will be various categories of the grievance recorded in a list of options (combo box, radio button etc). For highest level of a complaint lodged, there must be a provision in the system to upload a scanned copy / photograph/ etc, of the matter with a signature. This will be after the user clicks on a button that makes him/her state that this is a true copy and he/she is ready to accept all consequences as per law</li> </ul> </li> </ol>

Sr. No.	Functionality
	<p>if this is a false declaration. Hence it will be considered a sacrosanct copy based on which proceedings in Police can be made more effectively</p> <ul style="list-style-type: none"> <li>• <b>Option 2:</b>The process of validating the identity of the complainant will be possible by integration with databases like PAN card, passport number, driving license no, proposed UID. Thus before lodging such complaints, user will be prompted to enter any of such details. The data entered will be validated with the mentioned database and if found true, then user will be permitted to lodge complaint against police</li> </ul> <p>2. Provision to send intelligence / anonymous information to police through the portal.</p> <p><b>Integration with Other Modules/ Third Party Software</b> Integration with PAN card , Driving license database. Both these identity card issuing authorities have their own IT systems. Hence through Service Oriented Architecture (SOA) or web services or available exposed APIs, it will be possible to integrate them and validate the identity of the user instantly.</p> <p><b>Customization (Number in brackets correspond to Functionality Serial No)</b> For grievances redressal there must be workflow defined. This workflow will be allotted personnel at each level who will look into the matter. The status of matter will be reflected to the complainant in the portal based on the complaint number generated.</p>
6.	<p><b>Police Verification for Passport</b></p> <ol style="list-style-type: none"> <li>1. The police verification system should be able to interact with the passport application of RPO. The system should have feature to record the details of applicant for verification.</li> <li>2. The system should allow the Police Officer to log into the system and check for the new police verification for passport application or pending police verification .</li> <li>3. The system should allow the Police Officer to send the police verification for passport application to the respective police station.</li> <li>4. The system should allow the officer to search the details of person in the crime record. The officer should update the police verification form with the history of crime record of the applicant.</li> <li>5. The system should allow the district police office to send the passport verification form to the RPO.</li> <li>6. The system should allow the applicant to check the status of the police verification.</li> </ol>

## 2.7 Navigation Module

Sr. No.	Functionality
1.	<ol style="list-style-type: none"> <li>1. The system will have provision for role based functionalities. The following are the various roles: <ul style="list-style-type: none"> <li>• Investigating Officer (IO)</li> <li>• IIC/IOC</li> <li>• Duty Officer (DO)</li> <li>• Court constable</li> <li>• Station writer (Munshi)</li> </ul> </li> </ol>

Sr. No.	Functionality
	<ul style="list-style-type: none"> <li>• Senior officers (SP and Above)</li> </ul> <p>2. <b>IO and SHO home page</b> will have the following features:</p> <ul style="list-style-type: none"> <li>• Case List</li> <li>• Under Investigation</li> <li>• Under Trial</li> <li>• Re-Opened Cases</li> <li>• Calendar</li> <li>• Court Appointment Schedule Administration</li> </ul> <p>Besides there will be a link in the landing page to redirect the user to the new case registration and MIS reports page</p> <p>3. <b>DO home page</b> will have the same features as in the register general petition form, i.e this form will be available in the landing page after login.</p> <p>4. <b>Station Writer home page</b> will primarily have the common reports relating to registration of complaints/FIRs, charge sheets made, arrests made etc. These are:</p> <ul style="list-style-type: none"> <li>• FIRs - Yearly/Monthly/Weekly</li> <li>• Case Pending Arrests</li> <li>• Registered Cases</li> <li>• Charge Sheets</li> <li>• Court Disposal</li> <li>• Warrants</li> <li>• Summons</li> </ul> <p>The only data entry page will be that of the general service petition which is equivalent to that of the station diary (SD)</p> <p>5. <b>Court Constable home page</b> will have the following features:</p> <ul style="list-style-type: none"> <li>• Court Appointment Schedule</li> <li>• Court</li> <li>• Date &amp; Time of Trial</li> <li>• FIR No</li> <li>• Case Description</li> <li>• Activity</li> <li>• Charge Sheet Number</li> <li>• Trial Date Update</li> <li>• Arrest</li> <li>• Warrants</li> <li>• Summons</li> <li>• Court Notices</li> <li>• Bail Petitions</li> <li>• The report summary will be shown for the following: <ul style="list-style-type: none"> <li>○ Charge Sheets</li> <li>○ Court Disposal</li> <li>○ Warrants</li> <li>○ Summons</li> </ul> </li> </ul> <p>6. <b>Senior Officer home page</b> will have the following features:</p> <ul style="list-style-type: none"> <li>• The system displays the following button to the user to navigate to the respective pages: <ul style="list-style-type: none"> <li>○ Open Cases</li> </ul> </li> </ul>

Sr. No.	Functionality
	<ul style="list-style-type: none"> <li>○ Closed Cases</li> <li>○ Re-Opened Cases</li> <li>○ Resolved Cases</li> <li>○ Disposed Cases</li> <li>● Reports: <ul style="list-style-type: none"> <li>○ Case Pending Arrests</li> <li>○ Registered Cases</li> <li>○ Charge Sheets</li> <li>○ Court Disposal</li> <li>○ Warrants</li> <li>○ Summons</li> </ul> </li> <li>● Criteria for generating Report: <ul style="list-style-type: none"> <li>○ FIR No.</li> <li>○ Select Area</li> <li>○ Category of Case</li> <li>○ Date Range</li> <li>○ Yearly/Monthly/Weekly</li> </ul> </li> </ul> <p><b>Customization</b></p> <p>i. There must be master forms to create further roles based on future requirements and the provision to add list of data to be captured by the new role.</p>

## 2.8 Configuration Module

Table 1 Configuration Module

Sr. No.	Functionality
1.	<p><b>Configure Odisha Local Acts/sections</b></p> <p>1. The system will have facility to add/deactivate/ edit the local acts and sections of Odisha through this master form. The inputs will be</p> <ul style="list-style-type: none"> <li>● Act Number</li> <li>● Section Number</li> <li>● Date of Activation</li> </ul> <p><b>Customization</b></p> <p>It should be ensured that the following acts must be reflected in the registration section of the CAS; based on which the case entered will be categorised as cognizable and non-cognizable</p>
2.	<p><b>Configure Additional Data Elements specific to the State Acts/Sections</b></p> <p>System will have provision to add any extra data fields to be tagged along with the local acts and sections. This master form facility will be provided here.</p> <p>If the User chooses to add data elements, System displays a form that enables the user to add additional data elements. The User adds the data elements. System adds the additional data elements to the Act/Section.</p>
3.	<p><b>Configure MO /Property-Type/Castes/Tribes</b></p> <p>1. The system will have the provision to add the following master data:</p>

Sr. No.	Functionality
	<ul style="list-style-type: none"> <li>• MO</li> <li>• Property-Type</li> <li>• Castes</li> <li>• Tribes</li> <li>• Case Type</li> <li>• Case Status</li> <li>• Other fields that will be required as per the annexure for reports need to be added here. For example, there are various types of robbery - road robbery, bank robbery, petrol pump robbery. These data will be required to be added in mainly the registration and investigation modules when registration/capture of crime details/capture of investigation details are done.</li> </ul> <p><b>Customization</b> Customization for new fields must be done here based on the report annexure.</p>
4.	<p><b>Configure Police Organisation Structure (District Ranges Police Stations)</b></p> <ol style="list-style-type: none"> <li>1. System will have provision to add new locations like district, beats etc. Following needs to be added: <ul style="list-style-type: none"> <li>• Update roles/functionalities for the station</li> <li>• Update Beat Information</li> <li>• Update jurisdiction</li> </ul> </li> </ol>
5.	<p><b>Configure Court/FSL/FPB</b></p> <p>The following master form will enable the user to add details of the other agencies like finger print bureau/FPB</p> <p>User navigates to configuration module of the Court/FSL/FPB. System displays the option to</p> <ul style="list-style-type: none"> <li>• Add a Court.</li> <li>• Add a FSL</li> <li>• Add a FPB</li> <li>• If the user chooses to add a court, User fill in the details of Court</li> <li>• Name of the Court</li> <li>• Name of Judge</li> <li>• Joining and End dates</li> <li>• Address</li> <li>• If the user chooses to add FSL, User fill in the details of FSL</li> <li>• Name of the FSL</li> <li>• Name of concerned person</li> <li>• Address</li> <li>• If the user chooses to add FPB, User fill in the details of FPB</li> <li>• Name of the FPB</li> <li>• Name of concerned person</li> <li>• Address</li> </ul>
6.	<p><b>Configure Case-specific Service Levels</b></p> <p>System will allow the user to define service level agreements here. The various parameters like time period, people involved will be entered here.</p>
7.	<p><b>Configure Users</b></p> <ol style="list-style-type: none"> <li>1. The system will enable users to enter all basic master data required for the entire police department who will be using this system. The following are the required parameters. The admin level users will be able to :</li> </ol>

Sr. No.	Functionality
	<ul style="list-style-type: none"> <li>• Add or delete a user</li> <li>• Reset the password of user</li> <li>• Change the role of the user</li> </ul> <p>2. System must have provision to:</p> <ul style="list-style-type: none"> <li>• Add a user</li> <li>• Delete a user</li> <li>• Change role of user</li> <li>• Resets the password</li> </ul> <p>In case of a new user added the following must be captured:</p> <ul style="list-style-type: none"> <li>• Name</li> <li>• Designation</li> <li>• ID</li> <li>• Role</li> <li>• Date of enlistment</li> <li>• Date of Birth</li> <li>• Caste</li> <li>• Religion</li> <li>• Educational Qualification</li> <li>• Official Mobile Number</li> <li>• Personal Mobile Number</li> <li>• Residence Contact Number</li> <li>• Name of Spouse</li> <li>• Name of Father</li> <li>• Name of Mother</li> <li>• Name of Children</li> <li>• Email id official</li> <li>• Email id personal</li> </ul> <p><b>Customization</b> The master form must have the provision to add any further fields whenever required by admin level users.</p>

### 3. CAS (State) Extension

#### 3.1 Human Resources and Personnel Module

Sr. No.	Functionality
1.	<p>1. The system must capture the details relating to the following aspects and generate reports relating to :</p> <ul style="list-style-type: none"> <li>• Rank wise personnel data</li> <li>• Rank wise list of people who are on suspension</li> <li>• Rank wise list of people who are scheduled to retire on June of each year.</li> <li>• Rank wise vacancy list</li> </ul>

Sr. No.	Functionality
	<ul style="list-style-type: none"> <li>• List of people recruited on compassionate grounds.</li> </ul> <p>The above list is used for recruitment process for each unit of Police.</p> <p>There is already a master form in the configuration module to capture the basic details of police personnel. The same form may be customized for capturing these data and re-used in the HRMS module. The other details are as follows:</p> <ul style="list-style-type: none"> <li>• Photograph attached</li> <li>• Property Statements</li> <li>• Health profile</li> <li>• Name of Spouse and children with full details</li> <li>• Name of dependant parents</li> <li>• Date of Retirement</li> <li>• Gratuity and pension details</li> <li>• Caste category- Gen/SC/ST/OBC/EBC (Extreme Backward Class)</li> </ul>
2.	<p><b>Recruitment Process:</b></p> <ol style="list-style-type: none"> <li>1. The system must capture the following details for recording the hiring process: <ul style="list-style-type: none"> <li>• Name</li> <li>• Fathers Name</li> <li>• Caste</li> <li>• Religion</li> <li>• Address</li> <li>• Date of Birth</li> <li>• Educational Qualifications</li> </ul> </li> </ol> <p>The recruitment process is based on the reports generated in the point number one.</p>
3.	<p><b>Training</b></p> <ol style="list-style-type: none"> <li>1. The system must include the information with regard to: <ul style="list-style-type: none"> <li>• <b>Basic Training</b> - this must capture information relating to a person. Thus system must associate the user id based information with all the trainings done by the person.</li> <li>• <b>Extra Training</b> -this will capture details to group of users within a police unit. Hence the roles of users must be mapped to various police units like CID, BMP, Special Branch, SCRB, etc.</li> </ul> </li> </ol>
4.	<p><b>Postings and Transfers</b></p> <p>Every police personnel with an id in the system must also capture information relating to the past postings served. System will also have provision to record the details of transfers that is pending. System will give admin role based rights for making changes to the transfers.</p>
5.	<p><b>ACR</b></p> <p><b>Annual confidential Report:</b> Based on all feedback entered about a personnel from time to time. The system will generate a report. There will be provision in system based on role, whereby a certain role of users will be able to fill up and perform self assessment. While for others, the assessment data entered by user will move in workflow to a senior officer.</p>
6.	<p><b>Increments</b></p> <ol style="list-style-type: none"> <li>1. There will be provision in system to record the details of the pay structure of a personnel. There will be ways to download pay slips as well. The salary structure must be viewable in</li> </ol>

Sr. No.	Functionality
	<p>the usual format like: Rs. 10,000-100-15,000-300-20,000</p> <p><b>Earned Leave</b></p> <ol style="list-style-type: none"> <li>1. There must be provision in system to calculate the total leaves, including half earned leave</li> <li>2. There must be a mechanism in the system to define such leaves and associate the leave structure based on the role/rank of a user in the system.</li> <li>3. The system must have provision to reflect the following information in a tabular/easy view format for a year: <ul style="list-style-type: none"> <li>• Total Leaves</li> <li>• Leaves Spent</li> <li>• Leave Balance</li> <li>• Carry Forward Leaves from last year.</li> <li>• Encashment of Leaves</li> <li>• Maternity Leave Balance</li> <li>• Paternity Leave Balance</li> </ul> </li> </ol>
7.	<p><b>Grievance Redressal</b></p> <ol style="list-style-type: none"> <li>1. The system should allow dealing hand to create a request for Grievance</li> <li>2. The system should provide dealing hand with an option to chose amongst the officer whom to mark the request</li> <li>3. The system should allow dealing hand to add remarks to the service request</li> <li>4. The system should provide the SP with an option to retrieve the details of Grievance</li> <li>5. The system should allow SP to add remarks to the Grievance request.</li> </ol>
8.	<p><b>Payroll</b></p> <ol style="list-style-type: none"> <li>1. The system should be able to calculate the salary details of the all the police personnel based on their salary structure</li> <li>2. The system should be able to link with the leaves sub module for the monthly salary processing in case of deduction in the salary</li> <li>3. The system should be able to link the payroll system currently functioning under the police department</li> </ol> <p><b>Arrear Generation</b></p> <ol style="list-style-type: none"> <li>1. The system should provide clerk with an option to enter the revised basic pay of the employee</li> <li>2. The system should allow the clerk to generate the arrear of an employee from a selected date based upon revised basic pay.</li> <li>3. The system should allow clerk to generate &amp; print bills for selected employees with selected details</li> <li>4. The system should be able to update the revised salary details into the Employees' account</li> </ol>
9.	<p><b>Bandobast Duties</b></p> <ol style="list-style-type: none"> <li>1. The system should allow the officer for the planning of the bandobast duties of the police officials. The system should record the date of allocation of work, number of police personnel, location of the bandobast duties and other details</li> <li>2. The system should record the details of the the official who will be allocated for the bandosbast duties</li> <li>3. The system should allow the police officer to report the personnel available on the day of</li> </ol>

Sr. No.	Functionality
	bandobast duty

### 3.2 Traffic Management and e-challaning

Sr. No.	Functionality
1.	<p><b>E-Challaning</b></p> <ol style="list-style-type: none"> <li>1. The System should have capability to enter challan details into the system</li> <li>2. The System should be able to generate challan report</li> <li>3. The System should allow to update and maintain the bank receipts records</li> <li>4. The System should allow to update and maintain the bank receipts records</li> <li>5. Hand held device provided to the police officer will enable to generate the challan details in the system directly and also authenticate the documents held by the motor driver</li> <li>6. The system should have the feature of finding the details of previous challan(s) if any on the vehicle/ driving license/ driver/ any other individual and take necessary action (if required)</li> <li>7. The system should have the facility of finding the information on the vehicle and/ or the driving license on the basis of its Registration number/ Driving License no. / Name and Fathers Name/ Date of Birth</li> <li>8. The system should have the functionality of challaning, money collection from the offender, updating of challan information and compounding of challan at the scene of offence</li> <li>9. The system should support Handheld devices for - issuing challan, accessing databases, reporting violation, acknowledging receipt of documents obtained from the offender, Compounding of challan on the spot, etc.</li> <li>10. The system should have the facility to give the system generated copy of the Challan, receipt for documents or payment receipt to the offender (optional)</li> <li>11. The system should have the facility of automatic update of Challan information in the Traffic Violation Database</li> <li>12. The system should have provision of accessing the database of crime and criminals and lost and stolen vehicles using the hand held device at the scene of offense</li> <li>13. The system should have the facility of online payment of challan using the internet portal</li> <li>14. The system should have the facility to pay the challan money at the kiosks at the Traffic Police Office</li> <li>15. The Offender would have the facility to take the services of a courier service hired by Police to return his Registration Copy/ driving license/ Pan card etc seized during the Challaning. (The Offender can also visit the traffic police office and collect his documents)</li> <li>16. The money from the Kiosks at the Traffic Police office would be collected in cash and the system would be updated</li> <li>17. The system should have the information on the status of Challan payment by the offender(s)</li> <li>18. The system should allow capturing of information relating to violations compounded by the court (in case of offenders who prefer going to court).</li> <li>19. The system should show pendency of challans in courts (more than 1 year, 6 months, 3 months, 2 months etc.) and generate reports</li> <li>20. Should have provision of recording the offence against driver/ owner and maintaining the</li> </ol>

Sr. No.	Functionality
	<ul style="list-style-type: none"> <li>record for suspension/ cancellation of licenses</li> <li>21. Should create automatic alerts for offenders who have not paid their Challan fees for more than a month when they are caught next time</li> <li>22. Should have the facility of updating the database once the documents of the offender have been sent to court</li> <li>23. <b>Should</b> have interface with Police for criminal database, Transport for vehicle and drivers data, SCRB for stolen vehicles</li> <li>24. Should allow violations/ challaning database to be shared with Transport department to allow them to cancel the driving license</li> </ul>
2.	<b>Traffic Management</b> <ul style="list-style-type: none"> <li>1. The system should be able to display all the road network and routes in a digitized maps based system</li> <li>2. The system should be able to record the information on the traffic flow in a particular during different hours of the day</li> <li>3. The system should allow the traffic police to plan for the traffic diversion in a specific route due to event/construction/security measures</li> <li>4. The system should be able to generate report on the traffic management</li> </ul>
3.	<b>City Surveillance</b> <ul style="list-style-type: none"> <li>1. The system should be able to monitor the traffic condition in a particular traffic intersection through CCTV. The system should be able keep record of the traffic flow in the intersection</li> <li>2. The system should allow the officer to record the traffic violation at the intersection and keep record the vehicle number</li> <li>3. The system should allow the officer to send alert to the next traffic intersection and capture the offender</li> </ul>

### 3.3 Costal Security Requirement

Sr. No.	Functionality
1.	The system should be able to record the marine related offence in the sea
2.	The system should be able to keep record of the information provided by the fishermen to local police
3.	The system should be able to register the details of all the fishermen in the locality and record the name of fishermen, photograph, contact number, address and parentage of the fishermen
4.	The system should record the details of the boat and the vessel used by the fishermen. The system should be able to register the details of the boat including the engine number
5.	The system should record the village wise name of the fishermen, local gentries of the fishermen village
6.	The system should be developed to manage the training of the fishermen on the costal security equipment and safety aspect while on sea
7.	The system should be able keep record of the patrolling done for the costal security

Sr. No.	Functionality
8.	The system should have provision to record the following: <ol style="list-style-type: none"> <li>i. Village visiting information</li> <li>ii. Patrolling duties</li> <li>iii. Boat log book</li> <li>iv. Engine log book</li> <li>v. Defect list book</li> <li>vi. POL returning registers</li> </ol>

### 3.4 Extremist Management

Sr. No.	Functionality
1.	<b>Extremist Database:</b> The system should be able to capture information related to the suspected extremist group. The system should be able to record the name of the group, location they are operating from, team leader's name, address of team leader, number of members of the group, record the name of the member and their address, details of the next of kins. The system should be able to capture the details of the financier, sympathiser, harbourer, frontal organisation.
2.	<b>Search Module:</b> Extremist Management involve identification of the suspected individual who belong to the region, migrated from other region and other cases so extensive search operation is carried out by the Para-Military force to identify the suspected person. The system should be able to search the details of the suspected person. The system should be able to link with the RTO, Voter ID, and telecom operator's database to verify the identity of the person. The system should be interlinked with the agencies like IB, SSB, Defence Intelligence, Revenue Intelligence, real-time data sharing with Telecom Service providers, call Interception and Intelligence of other state police. Interface with state and central security agencies should be provided for sharing of information
3.	<b>Force Movement:</b> The system should be able to keep record of the details of the movement of the force. The system should assist the force to get the geographical details of the location to be visited for the search, combing and other operation. The system should be able to map the location of the nearest police station and location of the post of the force. The system should allow the officer to keep track of different inspection post and force at the post. The system should allow the officer to keep track of the movement of the vehicle through the GPS based system to identify the location of force in different location.

#### 4. Specification for Citizen Service Portal, SMS Gateway and Knowledge Repository

##### 4.1 Requirements for Citizen Centric Portal

The creation of a “Citizen Centric” portal is a significant part of the requirement of MHA to improve the delivery of services to citizens. Odisha Police currently has a website - <http://uppolice.up.nic.in> which provides mostly information services. The scope of work with respect to citizen centric portal is provided below:

Sr .No.	Requirements
1	Creation of a Citizen Centric Portal and operate and manage the same till the end of the contract period.
2	The Portal shall integrate with CAS (State) application software extended as per this RFP.
3	The bidder shall design, code, build, procure the required hardware and software, install, operate, manage content and update the portal on a continuous basis.
4	The bidder shall get prior approval of the Odisha Police on prototype designs before building the complete portal.
5	The bidder shall plan and provide informational (forms, notices, procedural etc.), transactional services (payment of challans), collaborative services (with other department) services through the portal.
6	The portal shall provide inter-departmental and intra-departmental services in addition to citizen services.
7	The portal shall provide a log-in and userid ID mechanism for end-user where users can create a profile managed through an open directory mechanism e.g. LDAP or equivalent. Profile information and records shall be saved and be accessible by the user.
8	The portal shall be enabled to support digital certificates which may be incorporated after statutory changes to enable citizens to file FIRs and complaints online.
9	<a href="http://www.uidai.gov.in">The portal shall be enabled to be linked at the end-user level with UID scheme of Government of India. (http://www.uidai.gov.in)</a>
10	The portal shall implement the BPR recommendations, where feasible, in this RFP document.
11	The portal shall generate an unique receipt/response/identification number for all transactions (including non-financial transaction, e.g. filing of complaint) which shall be unique across all the service channels.
12	The portal content shall be managed through a content management system to be procured as per the BOM.

Sr .No.	Requirements
13	The portal shall be accessible over the Internet and through the Intranet (Odisha SWAN).
14	The CAS (State) application shall have a link to the portal and CAS (State) users logged in the application shall not have to re-log into the Portal over intranet.
15	The portal shall have updated Government Information and Departmental information.
16	The portal shall have services grouped/linked through/ accessible based on the following criteria: <ul style="list-style-type: none"> <li>· Based on Stakeholder type</li> <li>· Based on Life-cycle/ life-events of citizens</li> <li>· Age</li> <li>· Service Type</li> </ul>
	<ul style="list-style-type: none"> <li>· Index list of all services - 'A-Z'</li> <li>· Popular Services</li> </ul>
17	The portal shall provide contact details, all police station details, all police station contact details
18	The portal shall have special users/ groups with administrative privileges to update / change the information. The vendor must create an updated information, review, verification & proof-reading process for updating the portal.
19	The portal shall have online forms and online services grouped by subject
20	The portal shall have a: <ul style="list-style-type: none"> <li>· FAQ</li> <li>· Publications sections</li> <li>· Provide RSS feeds</li> <li>· What's New Section</li> </ul>
21	The portal shall have 'Accessibility Section' with: <ul style="list-style-type: none"> <li>· Accessibility Features</li> <li>· Client side CSS</li> <li>· Text size modifications</li> </ul>
22	The portal shall allow Unicode based multiple languages for all sections including forms, information etc. Two language must be supported: <ul style="list-style-type: none"> <li>· Hindi</li> <li>· English</li> </ul>

Sr .No.	Requirements
23	<p>The portal shall be designed to be accessible to the handicapped or people with disabilities. The vendor may either create a separate section in the portal or ensure the main portal is usable:</p> <ul style="list-style-type: none"> <li>· Readable by screen readers</li> <li>· Provide captioning wherever required</li> <li>· Must ensure that: <ul style="list-style-type: none"> <li>o Transaction through screen readers etc. are performed in reasonable amount of time</li> <li>o All services and forms are accessible to users</li> </ul> </li> </ul>
24	The portal must allow for CAPCHA's or other challenge-response test to ensure human input in all forms and transactional sections.
25	The portal shall provide a video introduction to service usage.
26	The portal shall be accessible over mobile phones running a standard browser.
27	The bidder shall operate, manage and enable growth of portal services during the period of the contract. The objective would be to make portal the primary contact point for service access and delivery.
28	The vendor shall, upon agreement with Odisha POLICE, identify and add one new service every two months after the launch of the initial set of services.
29	<p>The Portal shall allow user (citizens) to access Citizens' Services portal via the internet:</p> <p>Following citizen centric services are to be provided on the portal</p> <ol style="list-style-type: none"> <li>1. Reporting of Incidents / Complaints</li> <li>2. Reporting of Grievances</li> <li>3. Reporting of Information</li> <li>4. All forms that are needed for citizens to avail police services (General Svc Requests, Application for copies of case artifacts) in downloadable formats</li> <li>5. All the primary contact numbers in the police station</li> <li>6. List of crime prone areas</li> <li>7. Viewing the status of all the complaints (either registered through internet or Police Station or other delivery channels) through the unique complaint number.</li> <li>8. Viewing the status of all the general service requests through the unique request number</li> <li>9. Viewing the status on Foreigner's Visa Extension</li> <li>10. Viewing the traffic accidents' locations on the map</li> <li>11. Information on the services and processes and steps for citizens to avail those services</li> <li>12. The expectations from the police and the next steps along with some estimates of time lines.</li> <li>13. Authorities to approach in case of non-satisfactory response from the police stations.</li> <li>14. Booklets similar to the ones developed by Commonwealth Human Rights</li> </ol>

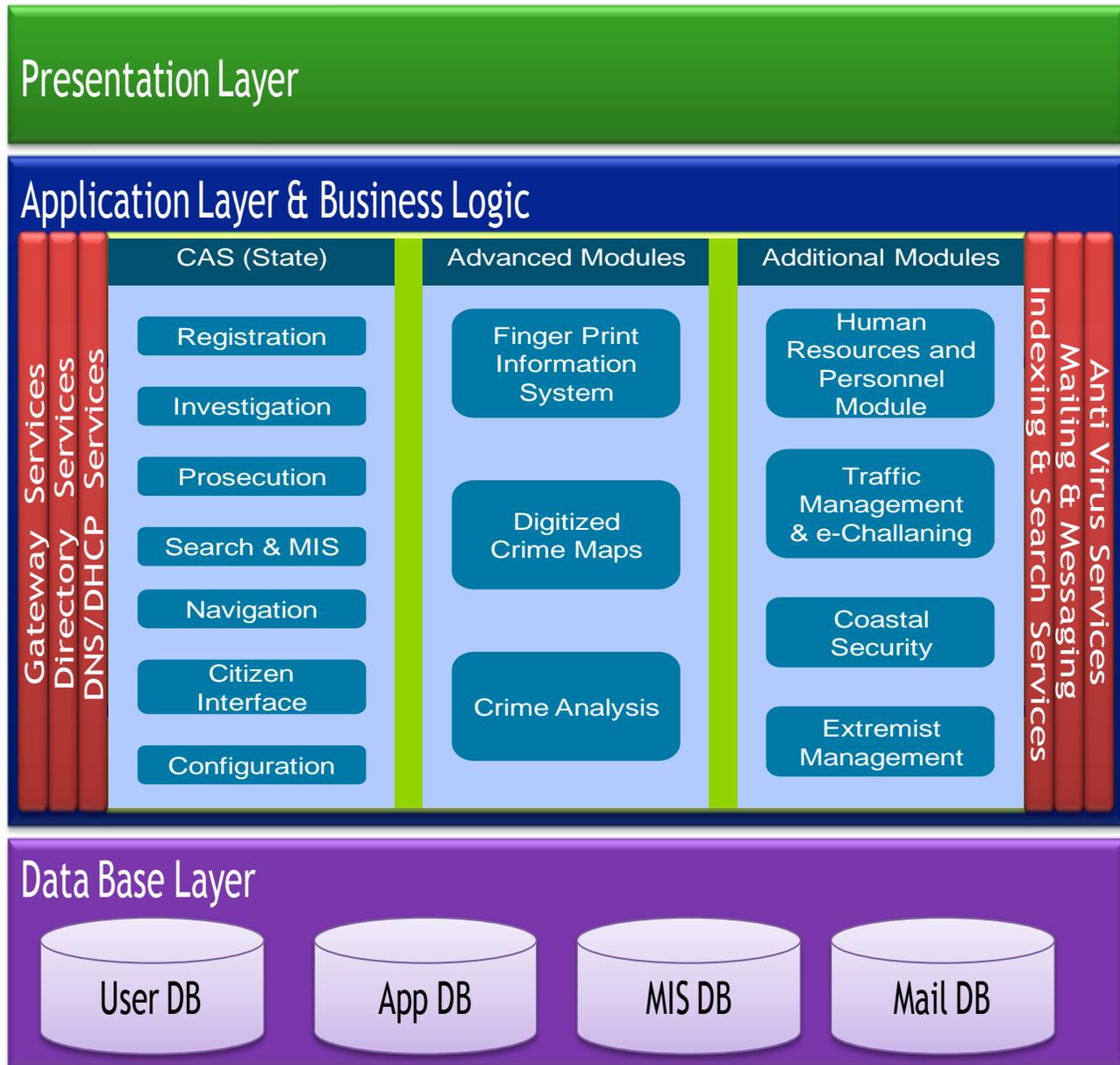
Sr .No.	Requirements
	Initiative (CHRI) as part of a series called Police & You: Know Your Rights 15. Statutory warning to indicate the penalty for reporting false incidents / complaints / grievances 16. Missing Person Photos 17. Vehicle and Owner Details 18. PT Cases Trial Dates 19. Fine for Traffic Violation 20. Persons arrested in Serious Offences 21. Tracking History Sheeted Criminals and Habitual Offenders 22. Persons in State Prison 23. Receiving information about locked houses Following general services are to be provided on the portal 1. Copies of relevant case documents (FIR, PME Report, Charge Sheet,...) 2. Payment of Challans / Compoundable Offences allowed as per the MV and Police Acts 3. Arms License (Fresh application as well as renewals) 4. Cinematography License (Fresh application as well as renewals) 5. NOC for Establishments such as Hotels, Cyber Cafes, Restaurants (Fresh application as well as renewals), and other commercial entities (public resorts) 6. NOC for installation of Petrol Pump (Fresh application as well as renewals) 7. Permission for Film Shooting 8. Permission for Public Meetings / Processions / Dharnas / Rallies / Loud Speakers 9. Certificate for a lost document 10. Certificate for a lost cell phone 11. Character Antecedent Verification 12. No-objection certificate for job 13. No-objection certificate for Vehicle 14. Senior Citizen Registration 17. Status of Passport Verification with Police 18. Submission of Information on Locked House 19. Non-Traceable Certificate 20. Permission for Crackers 21. Any other services as specified by the State
30	The Portal shall allow users (citizens/petitioners) to search for their request on the basis of Service Request number or petitioner details.
31	Display petition/service request details and status on the screen based on the user search
32	The Portal shall allow users to save the status as a PDF file and/or print the status
33	The Portal shall allow the users to provide comments and feedback on online services
34	System should provide the user with an Online Help facility

Sr .No.	Requirements
35	System should allow the user to input details for complaint registration on the online portal (at least 2 should be mandatory)
36	System should allow the user to view the time taken to process the service request (to monitor service delivery time)
37	System should provide an acknowledgement to the complainant (once the application has been submitted online).
38	System should generate a complaint reference number for retrieval of complaint status information.
39	System should allow the user to select their relevant (as per jurisdiction) police station from a list (in case the PS is known) or allow users to select PS by select their area.
40	System should allow the user to lodge an anonymous information (in case the user does not want to disclose personal details, only select information)
41	System should be able to record the IP address of user
42	System should allow the user to submit C-form to register foreigners
43	Should allow user (citizens) to view menu of services available
44	Should allow automatic carbon copying of generated reports on services to stakeholders.
45	This page on the site should carry warning to the user to discourage fraudulent complaint filing.
46	System should allow the user to view the time taken to process the service request (to monitor service delivery time)
47	System should provide an acknowledgement to the complainant (once the application has been submitted online)
48	For old cases registered before the start of CCTNS, the portal should allow for generation and linking to a unique complaint number.
49	The portal shall be accessible through internet and at the Police Stations through Intranet.

## 4.2 Architecture of Odisha Police Portal

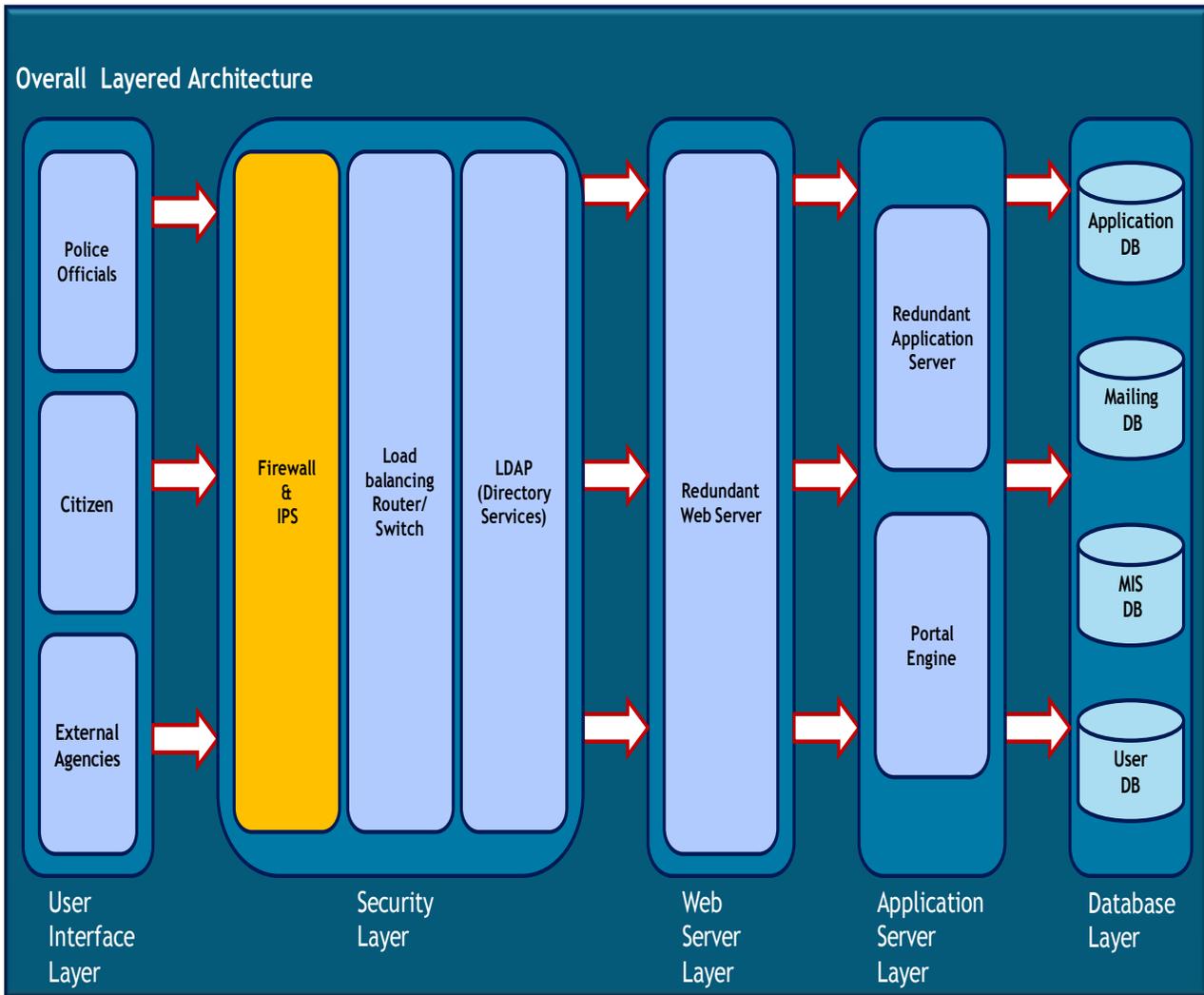
The components of CAS (State) - Odisha Police Portal, CAS (State) Application, Odisha SWAN and SDC are interdependent on each other for achieving the overall integrated service delivery objectives. In addition, the project components are required to interoperate with various other applications and NCRB requirements to extend the services of the information systems hosted in Odisha SDC to the Police Stations and other service delivery channels.

Citizens, external stakeholders as well as the external departments (e.g. RTO) may access the portal, which is hosted in the Odisha SDC. The following paragraphs highlight the overarching requirements of Odisha Police Portal



### 4.3 Overarching Requirements of Odisha Police Portal

Odisha Police Portal is a critical element of the CCTNS requirements. The System Integrator should clearly understand that the desire of the Odisha Police is not to create a web-site but an integrated



information infrastructure that will expand, integrate and enhance the functional needs of the Odisha POLICE. The design of such a comprehensive solution requires the judicious use of technology combined with foresight and a desire to create a best-in-class solution. It is in this spirit that the following core design and functional requirements are elaborated below:

- i. **Alternative & Integrated Channel for Service Access** - The Odisha Police Portal is expected to serve as an important and critical service access channel. The Portal is an alternative but interlinked channel for access to Odisha Police services where any citizen desirous of availing a service may register and make a request and generate an acknowledgement/complaint number. The acknowledgement/ complaint number thus generated would serve as a link and reference if the same is used for e.g. in a Police Stations to submit relevant documents.
- ii. **Service Completion**- The objective of the Odisha Police Portal should be delivery of the service from initiation to completion wherever possible. The System Integrator (SI) should make every effort to design the services so that a citizen should be able to enter the portal,

through any channel, perform required tasks which may involve single or multiple back-end interactions and transactions and complete his service through the portal. In this sense the portal is much more than a single information source; which directs the end-user toward various completion channels and informs of the next step. The bidder is required to be innovative and design services, with support from Odisha Police to maximize service completion.

- iii. **Single-Sign On** - The System Integrator must design the portal to enable single-sign-on so that any user once authenticated and authorized by the portal would not need to be re-authorized for completing any services. The SI may keep user history and data to enable the process during the session.
- iv. **Anywhere, Anytime Services** - The portal, SMS Gateway would enable and allow access and completion from anywhere, anytime. Though the portal and Odisha SDC are accessible through the internet and the intranet, the design should be simple, configurable, and easily modifiable to fit the requirement of various devices for e.g. Tablet PCs, Smart Phones and Feature Phones.
- v. **Design around Limitations** - While the Odisha Police is putting significant effort in fully computerizing all its operations, integration limitations shall exist. Thus it is critical that sometimes non-conventional methods of circumventing a particular problem are envisaged where the conventional solution will not lead to service completion or effective service delivery. The SI is expected to interact closely with the Odisha Police and provide solutions to achieve service access and delivery objectives.
- vi. **Creation of a Unique Registration/ Complaint/ Acknowledgement/ Response number** - The portal solution should facilitate the provision of a Unique Number for all those who access Odisha Police Portal Services for each service/ transaction which will be linked across service channels:
  - o **SMS Gateway**
  - o **Police Stations**
  - o **Any new channels added**

#### 4.4 Service Oriented Architecture (SOA)

- i. The Odisha Police Portal design should conform to an application development and integration methodology based on a Service Oriented Architecture (SOA), and the integration methodology should be based on XML/ Web Services/ W3C complaint standards.
- ii. The solution should be architected to ensure that current and new services/applications from Odisha Police can be seamlessly integrated into the proposed and implemented solution architecture with minimal impact and changes.
- iii. The Solution has to integrate with applications across various Odisha Police applications and external applications consisting of heterogeneous platforms and databases (e.g. integration of the Portal with transport, Passport etc) through an application integration solution.
- iv. The solution developed should have native Indian language support and the Portal should have Hindi and English language interfaces and support and should leverage the Unicode.

#### 4.5 Scalability

One of the fundamental requirements of architecture to be proposed for Odisha Police Portal is its scalability. The architecture should be proven to be highly scalable and capable of delivering high-performance as and when the volumes increase. It is required that the hardware, software, network and application and deployment architecture should provide for Scale-Up and Scale out on the Application and Web Servers, Database Servers, Application Integration Servers, and all other solution components.

Scalability of solution is to be achieved along 3 dimensions, as described below:

- **Scalability in terms of the volumes of transactions handled.**

This translates to the facility to enhance the hardware, software and network capacities to maintain the performance levels always in tune with the SLA metrics.

- **Scalability in terms of addition of new services**

This translates to seamless and effortless integration with the CAS (State) application such that new services can be added with relative ease at the Odisha Police Portal.

- **Scalability in terms of addition of new channels of delivery.**

This translates to designing the systems suitably to provide services through other delivery channels including external portals, tablets, mobile phones etc.

#### 4.6 Security

The systems implemented for the project should be highly secure, considering that it is intended to handle sensitive applications relating to citizen data and Police records. The overarching security considerations are described below.

- a. The Portal application and database security should integrate with platform security and system security. The vendor must have adequate checks and balances built into the Odisha Police Portal to ensure that on the technical security.
- b. The solution should provide for maintaining an audit trail of all the transactions and all entries into the system.
- c. The solution shall be designed to support advanced user authentication mechanisms including Digital Certificates
- d. The security services used to protect the information infrastructure shall include: Identification, Authentication, Role Assignment & Access Control, Administration and Audit and support for industry standard protocols.
- e. The solution should provide Single-Sign-On features with password encryption and capability to enforce changing the passwords at system-defined intervals.
- f. The solution should handle errors due to communication failure, hardware failure, etc. and roll back the changes appropriately so that transaction consistency is maintained at all times.
- g. **The overarching requirement is the need to comply with the latest ISO 27001 standard of security.**

- h. System will be audited by a third party at the stage of acceptance testing stage pre-launch and periodically thereafter, at least once a year, to ensure that the systems security is intact and that the security policies are strictly being enforced.

## 5. Functional requirements of ‘Odisha Police Portal’

The Odisha Police Portal is aimed as a single point of access for all the services offered by Odisha Police Department.

The ‘*Odisha Police Portal*’ Portal Solution for Odisha Police shall address the following key functional requirements:

### 5.1 Secure dynamic online self-registration for users

The solution must provide for the ability for users to register themselves in the user directory and then be assigned the related privileges / entitlements based on their preferences and eligibility. This facility should also give the user the ability to edit details about themselves, such as username and password. Whenever a citizen registers himself to Odisha Police Portal, he shall be provided with a unique login ID.

### 5.2 Advanced authentication (including PKI) support

The portal solution shall support advanced authentication techniques (such as PKI with X.509 certificates, RSA SecurID tokens, RADIUS, Smart Cards, etc) where required for chosen applications / transactions where dual authentication, non-repudiation, or digital signatures are required.

### 5.3 Increasing efficiency by providing “single sign-on”

The portal shall provide the capability for a user to log in once and be able to access all appropriate services. The portal shall facilitate the citizens to create and build the user profiles with required information to access and process the Government services. The user profiles and their privileges shall be administered using an LDAP based solution.

### 5.4 E-Forms for Online Services

The online or e-forms created for delivering the Odisha Police services through *Odisha Police Portal* shall be kept to the minimum so as to suit bandwidth typical to dial-up internet connections. The form filling should be easy, user friendly and shall avoid common form filling errors (such as, ensuring all mandatory fields are entered, selecting options by checking boxes where applicable, number entry etc.).

The portal shall provide Easy-to-use step-by-step guidance to fill the e-Forms in the form of form-wizards. The e-Forms must be populated with the necessary information based on the user profile and the data retrieved from the backend department databases using user information stored in the user profiles. The e-Forms, as required for the services, must support Digital Certificate based signatures of the citizens e-Forms are eventually expected to have the need to be signed digitally by the users, depending on the service.

Portal shall provide the printable formats for all the e-Forms and the user, upon filling up the details, can obtain the printout of the same. All the e-forms shall have appropriate field level and form level business validations built into it to ensure that scope for incomplete/inaccurate information is

eliminated and the information is captured for all the mandatory fields in the form. Following are the features to be supported by the E-Forms.

- The e-Forms shall be of the format PDF latest version or an equivalent format (that meets the all the requirements described in this section)
- Users must be able to download the e-Forms and fill them at their convenience, without requiring to be connected to the portal.
- Users must be able to copy the blank e-Forms with / without the filled-in data in any removable computer media (e.g., CDROMs, Memory sticks etc), as well as transport them using mechanisms such as email and ftp.
- The e -Forms must be designed to be user-friendly. For example, mandatory fields should be distinctly identifiable; fields that will be filled automatically by the system should be distinctly identifiable, etc.
- The e-Forms must be supported for use by the stakeholders on all widely used operating systems such as variations / versions of Windows or later, Unix, Linux, etc., preserving the functionality, look and feel of the form. When printed, the e-Form must preserve the appearance as on the screen.
- The e-Forms must support attachment of multiple documents (of any CAS (State) application supported format). Such attachments must be embedded in the e-Form so that they can be copied/transported/uploaded/downloaded seamlessly together.
- The e-Forms must have the facility to allow authorized Odisha Police employees add notes / notations / comments. The facility should allow saving of such notes separately from the e-Form itself; Display of the original e-Form with data should be possible with or without the notes (as per the access privileges applicable).
- The e-Forms must preserve the position of the notes for accurate display
- The e-Forms must have the facility to allow Odisha Police employees place watermarks on the form.
- The integrity of the original e-Form and its data content must be verifiable using the PKI digital signatures even after notes/comments/water marks are added by the employees
- The e-Form must allow the data to be extracted into XML format.
- There are some forms that require the photographs of individuals to be affixed. Such photographs should correlate (for storage, processing& retrieval) with the details of the corresponding individual mentioned in the e-Form.
- New e-Forms will be required to be designed & deployed whenever Odisha Police notifies changes / additions / deletions in the forms and addition of new services.

### 5.5 Content Management

The portal solution is the official information & service delivery interface for Odisha Police to all the stakeholders and the extreme care shall be taken while designing the portal layout, coloring scheme, taxonomy etc. It is the responsibility of the SI to ensure that portal is designed, implemented and managed to the fullest satisfaction and requirements of Odisha Police

One of the key requirements for the portal is the content management and the SI shall implement the required tools and processes to ensure that the content, form and services delivered through portal are adhering to the standards agreed between SI and Odisha Police. The SI shall implement content management organization including content editors, approvers and managers. SI shall deploy professional content editors for authoring the content and shall be uploaded to the 'Odisha Police Portal' after receiving such approval from the Odisha Police/ OdishaPTS. The SI shall ensure that all the content including free text, documents, forms etc. adheres to the defined standards before being uploaded in the site. Such requirements shall be met using a professional content management solution.

## 5.6 Personalization of Services

The portal solution shall provide the users with customized and personalized treatment by using the acknowledgement/ receipt numbers generated for each registration.

### 5.6.1 Enhancing flexibility by enabling access through multiple devices

The Odisha Police Portal shall be designed in a device independent manner such that major changes to the portal software or configuration are not required to access the services through multiple devices such as tablets, smart phones and cell phones.

### 5.6.2 Application Protection

Access to the 'Odisha Police Portal' Solution and its services should be restricted to authorized users. The security solution should disallow all attempts by users to bypass security controls.

### 5.6.3 Reliability & Integrity of the Services/Transactions

The solution shall address reliability and integrity of the end-to-end transactions i.e. ensuring the integrity & completeness of the information retrieved/updated in the databases.

### 5.6.4 Performance Caching

Portal shall provide performance caching to improve the overall performance in terms of the speed at which content is delivered to users, by caching frequently accessed information both at the user and server ends.

### 5.6.5 No Mandatory Client Software

The Web Portal security solution must not mandate the use of additional client software for web access, other than a standard web browser. The Portal should run on the latest released versions of all the standard browsers (including Firefox, IE, Chrome, Opera). In case any specific application requires the use of such a component, it should be made available on the portal for a free download by the end-users (e.g. Adobe Acrobat).

### 5.6.6 Search Functionality

'Odisha Police Portal' is aimed as a repository of Information & services related to Odisha Police and eventually will contain volumes of information, making it difficult for users to locate the information they require. Portal shall provide efficient search functionality through the automatic categorization and indexing of the content, services, documents etc.

The use of cookies and other such components should be avoided where feasible as they invite changes of data theft and virus threat.

#### **5.6.7 Metadata Directories**

The portal solution shall including Metadata directories for personalization and search functions to work effectively through creation of indexes and “cross-references” of the data (data assets) contained in each of the various databases associated with the portal.

#### **5.6.8 Secure transmission of data**

The solution must use encrypted communication between its components and the CAS (State) application/ portal databases. The solution must provide compatibility with industry standard encrypted network traffic, which may be used to transmit critical data (e.g. HTTP over SSL, and LDAP over SSL etc).

#### **5.6.9 Auditing and reporting facilities**

The portal solution must provide auditing and reporting facilities to be utilized in system performance and security access controls monitoring.

#### **5.6.10 MIS Reporting**

The Portal solution shall provide MIS reports on all portal transactions.

#### **5.6.11 Site, page, and content control**

The security solution must be able to support a variety of ways to restrict access for specific users to only certain resources at the site, page and control levels of the Portal.

#### **5.6.12 Secure storage of critical items**

The portal security solution must provide for the ability to securely store critical data within the LDAP/transaction database so that administrators do not have access to items such as transaction information, passwords, user profiles and other critical items.

#### **5.6.13 Detailed session management abilities**

The portal security solution must provide for session settings such as idle or max session time-outs, concurrent sessions and other session control settings.

#### **5.6.14 Password management functions**

The portal solution must have the ability to perform password management functions including: controlled password expirations, minimum password lengths, and enforcement of alphanumeric password standards, password history logging, and user lockout from failed login attempts.

#### **5.6.15 Web Access Filtering**

The portal security solution must examine all traffic to all resources of the solution and all access attempts to the ‘Odisha Police Portal’ or directly to any resource managed/access by the portal, should be intercepted by the security solution, and examined for authentication and authorization requirements defined for the resource.

At the same time, the performance overhead of examining all web-traffic and performing the authentication and authorization requests shall not become the bottleneck in the service delivery process and should not impact on the performance of the portal solution.

#### 5.6.16 Security Monitoring

The portal security solution must be capable of comprehensive logging of the transactions and access attempts to the resources/applications through the portal. It should be capable of logging transaction history, unauthorized access attempts, and attempts to login that fail. It should also be capable of notifying appropriate parties of suspicious activity.

#### 5.6.17 Configuration Management

The portal shall include mechanism of controlling changes to configuration, if a major change to configuration is made then a way of recording this change must be provided with the possibility of rolling back through previous configurations in the case of problems.

#### 5.6.18 Other Requirements

- *Branding:* The ‘Odisha Police Portal’ must standardize the look & feel of the solution, in concurrence to the local factors & Government requirements, specifically regarding the use of images and colours;
- *Other Government Portals:* The ‘Odisha Police Portal’ should provide links to other Government online resources
- *Open Standards:* The ‘Odisha Police Portal’ should make use of open standards such as protocols, languages (e.g. XML) and applications, where appropriate. This should help protect the site and technology against redundancy;
- *Scalability:* The portal should be built on scalable hardware, in terms of the volume of users & services it can support concurrently;
- *Browser Compatibility:* The portal should be displayed correctly in the latest version of each of the commonly available and popular web browsers, including Internet Explorer, Chrome, Mozilla etc;
- *Usability reviews:* The design should also take into consideration the results from more detailed discussions held with users regarding their expectations in using the portal. This shall be performed through feedback mechanisms targeted at users registered with the portal, e-mails received from citizens/businesses; survey conducted by the SI targeted at the specific stakeholder communities.
- *Content structure and navigation:* Content should be designed around User Goals and make use of the concept of sector/ sub-communities (Individuals/Businesses/Employers/Senior Citizen Services, Students etc)
- *Bilingual interface:* the portal must support bi-language interface in Hindi, English. Only Unicode supported fonts should be used for bilingual interface and also for typing purpose. There should not be any proprietary fonts requiring license for use.
- *Grievance redressal mechanism:* Portal must allow routing of grievances regarding delivery of services, quality etc.

## 6. Requirements for SMS Gateway services

The SMS gateway / Mobile services shall provide most of the services of the Portal over SMS and through a mobile browser. The scope of work for the bidder includes the following:

S.No.	SMS Gateway Requirements
1.	Installation and commission of an SMS Gateway to provide SMS based services till the end of the contract period.
2.	The bidder shall design, code, build, procure the required hardware/ software, install, operate, manage content and provide the SMS based services on a continuous basis.
3.	The bidder shall get prior approval of the Odisha Police and OdishaPTS committees on the services to be provided before commissioning the SMS Gateway.
4.	The bidder shall plan and provide informational and transactional services through the SMS Gateway.
Service Details	
1.	Allow user (citizens) to access list of Citizens' Services via SMS
2.	Allow users (citizens/petitioners) to search for their request on the basis of Service Request/ Acknowledge/ Complaint number.
3.	Display petition/service request details and status on the screen based on the user search
4.	Allow the citizen to get the phone number, address and other relevant details of Police Stations, PCR etc.
5.	Allow the citizen to input his location and get the location of nearest Police Station.
6.	Allow the citizen to input his location and get the number of a assigned Local Police personnel.
7.	Allow the Police personnel to get basic FIR details (for a FIR already filed) through SMS.
8.	Allow Odisha Police personnel to get vehicle details through SMS (the data would generated through RTO).
9.	Allow Odisha Police personnel to get basic case information through SMS.
10.	Allow Citizens to subscribe to various broadcast service (e.g. traffic information) through SMS
11.	Allow citizens to receive alerts through SMS on their case if service time have breached through registered mobile number during case filing
12.	Allow citizens to receive alerts on status of their cases or on query
13.	Allow interfaces and response in Hindi and English
14.	Allow citizens to register their mobile numbers to receive SMS alerts

The bidder is expected to continually improve the number and quality of the services through SMS during the period of the contract. **The Odisha Police may add additional services through the SMS Gateway at rate of 1 every 2 months**