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Government of India
Ministry of Home Affairs
Bureau of Police Research & Development

Office of the Director of Police
Law & Order, Jammu & Kashmir
No. 3965
Date 22.10.18

National Highway-08
Mahipalpur,
New Delhi-110037

Date 12.10.2018
15

To
DsGP of all States
Commissioners of Police of UTs

6422/CR.
20/10/2018

Sub: Implementation of HS Observations arising out of DsGP/IsGP Conference -2017-reg.

In compliance to HS Observations arising out of DsGP/IsGP Conference - 2017, (Point No.iii) i.e. 'Police websites set up in States/Districts must have improved functionalities for providing useful information and services to the citizens. Timelines must be fixed for enhancing functionalities of the State/District websites', BPR&D had detailed a Working Group to prepare list of functionalities for providing useful information to the citizens.

2. The minutes of meetings along with the list of functionalities for Police websites set up in States/Districts for providing useful information and services to the citizens is enclosed for further necessary action please.

3. This issues with the approval of DG, BPR&D.

SSP(C80) ✓
SPC 80)
SPC Cyber (10/11/18)
25/10

Yours faithfully


(Gopesh Agrawal)
DIG (Modernization)

was offr.

Minutes of Meetings of Working Group

A working group has been formed for the implementation of HS Observation emerged during the DsGP/IsGP Conference, 2017 on Police Websites i.e. "Police websites set up in States/Districts must have improved functionalities for providing useful information and services to the citizens. Timelines must be fixed for enhancing functionalities of the State/District website" and the related points of DsGP/IsGP Conference vide Modernization Division, BPR&D letter No. 52/01/Conf/2018 dated 4.09.2018. Composition of the Working Group is as under:

- i) DCP Cyber Crime, Delhi Police or his Representative
- ii) Prof. Kolin Paul, IIT, Delhi or his representative
- iii) DD, CCTNS, NCRB or his representative
- iv) SSO (T&E), BPR&D
- v) Representative from NIC
- vi) AD (System), BPR&D

Two meetings of the Working Group were held on 6.9.18 and 11.9.2018. Following officers were present:

- i) Shri Gopesh Agrawal, DIG (Mod), BPR&D
- ii) Shri DK B.N. Shetty, CTO, MHA
- iii) Shri A K Vidyarthi, AD (Systems) , BPR&D
- iv) Shri Jagir Chand, PSO (T), BPR&D
- v) Shri B.R. Malhotra, ACP, Crime, Delhi Police
- vi) Shri Nitin Verma, SI/ Crime , Delhi Police
- vii) Shri Trilok Chand, JSO, NCRB
- viii) Shri Anupam Karmakar, Jr. Staff Officer, NCRB
- ix) Dr. M.M. Gosal, SSO (T&E) , BPR&D
- x) Shri K K Sinha, SSA (LS) , BPR&D

During the meetings the functionalities for providing useful information and services to citizens compiled by BPR&D were deliberated. Following suggestions were made:

1. It was suggested that a separate Tab for Citizen Services should be visible on the States/Districts Police websites for the convenience of citizens. All the Citizen Services should be available on this single tab "CITIZEN SERVICES".
2. To facilitate the citizens and for covering wider citizen base, the States/District Police websites should be in multilingual or regional languages.
3. In the point regarding online registration for the verification of tenants, domestic help verification and employee verification, the citizens should be able to download/print the reference number and acknowledgment.

4. Citizen should be able to Lodge an e-FIR through the police portals for some crime heads like motor vehicle theft, property theft from outside of any premises not involving violence or where spot inspection is not involved.
5. A link may also be provided for anonymous complaint/confidential information/intelligence input form citizens.
6. Press Release/General Information: The portal should provide information about advisories, guidelines, etc. of important occasions and other positive publicity. Alerts for public regarding fake news under circulation.
7. The Time line for enhancing functionalities of State/District websites should be within 3 months.
8. After deliberations, the working group suggested/recommended following functionalities for the State/District Websites. However, additional functionalities for the better citizen services may also be incorporated by the States Police. This is based on the inputs received from 16 numbers of States/UTs.

SL NO	SERVICES GROUP	SERVICES	REMARKS
1	PERSON'S VERIFICATION	Character Certificate	Citizen Service for character & antecedent verification of an applicant. This service request should be registered online and subsequently downloaded/printed online.
		Tenant Verification	Citizen Service for tenant verification. This service request should be registered online giving necessary details of tenants and subsequently, after verification, citizen should be able to get the reference number and acknowledgment downloaded/printed online.
		Domestic Help Verification	Citizen Service for police verification of a maid servant. This service request should be registered online giving necessary details of domestic help and subsequently, after verification, citizen should be able to get the reference number and acknowledgment downloaded/printed online.
		Passport Verification	Citizen Service for police verification of a passport applicant. Citizen should enter the File number and Date of Birth and other necessary details online to get the Status of Police Verification related to issue of passport.
		Employee Verification	Police verification of an employee to check if the applicant has any criminal background. This service request should be registered online giving necessary details of employee and subsequently, after verification, citizen should be able to get the certificate downloaded/printed online.
2	PERMISSION	Protest/Strike/Demonstration/Dharna Request	To issue police clearance certificate to carry out procession/strike /demonstration /dharna. This Service Request can be registered online.
		Procession/Rally Request	To issue police clearance certificate to carry out procession. This Service Request can be registered online.
		Event Performance Request	To provide permission for event performance request. This Service Request can be registered online.

3	VEHICLE RELATED	Vehicle Inquiry	To search for details of a given vehicle in the portal. Citizen should be able to view the document/status and download the same.
		Unclaimed Vehicles	The police portal will display the details of unclaimed vehicles that are lying unclaimed with the police. The portal will also provide information about how these vehicles could be reclaimed.
		Lost Vehicle Report	To file a report for a lost vehicle.
		E-Challan	Citizen should enter the details of their Vehicle and its registration number to check if there are any challan on their Vehicles. Citizen would also be guided about how to deal with the challans. Online payment facilities for the disposal of the case.
		Road Accident Cases	Citizen should be able to report a case of road accident. Citizen should also be able to find about a particular road accident case and the details of any kind of damage to vehicle, persons or any other related details.
4	ARMS LICENSE	Granting And Renewal Of Arms License.	Guidelines to citizen regarding issuing of Arms license process and its renewal process.
5	FIR	Lodging Online FIR	Citizen should be able to Lodge an e-FIR through the police portal for specific crime heads like motor vehicle theft, property theft from outside of any premises not involving violence or where spot inspection is not involved. Provision for downloading copy of FIR to be provided.
		FIR Status	On the police web portal the information regarding status of the registered cases should be available through FIR e-Status link.
6	HELPLINE		Helpline numbers to contact police in case of any problem/emergency.
			Helpline for tourists.
			Helpline for reporting any kind of Disaster.
			All FAQ's about police such as crime related, arms license, passport etc.
			Relevant laws.
			Matters related with Foreigner's registration.
			Immigration related matters.
			Safety and security of citizens. Helpline for Road Accidents
7	RECRUITMENT	Recruitment	Citizen can view and download the latest recruitment advertisement with respect to the Police department.
8	E-GRIEVANCE	Grievance Redressal	The integrated grievance redressal system should allow persons to lodge their grievances online and subsequently they should be able to monitor their grievances' status online.
9	INFORMATION/ INTELLIGENCE INPUT FROM CITIZENS	For Intelligence Input	A link may also be provided for Anonymous complaint/confidential information/intelligence input from citizens

10	LOST FOUND AND FOUND	Items Lost Or Found By Citizens.	There should be provision for lodging complaint for following categories of lost items/documents on the police web portal:- UID Card, Bank pass book, Birth certificate, Bus permit, Camera, Caste Certificate, Cheque Book, Computer, Data Card/Dongal, Debit/Credit Card, Driving License, Education Certificate, I-pad, Laptop, Migration/Character certificate, Other Documents, Mobile, Passport, Pension scheme certificate, Wealth certificate, Ration card, Vehicle registration, Share Documents, SIM cards, Stamp paper, Tablets, Vat Registration certificate, Voter ID card. Provisional Missing certificates should be generated instantly. The above list is suggestive and not exhaustive.
		Missing Persons Or Found Persons	Portal should be able to capture the details of missing persons along with the photographs. Similarly portal should be able to display information relating to persons found.
11	GUIDELINES/ SAFETY TIPS	General	Senior Citizen
			Cyber safety
			Credit card usage
			ATM usage
			Disasters (Manmade and Naural)
			Safe neighbourhood
			Road safety
		Traffic	How to apply for passport? For safety of women & children the rules, acts and laws should be displayed in the webpage. The traffic rules, regulation, act, road safety tips, MV Act, MV Rules, traffic offence, traffic symbols should be provided in this page for citizens benefits
12	ARMS LICENSE	Issue And Renewal Of Arms License	Guidelines to citizen regarding issuing of Arms license process and its renewal process.
13	FOREIGNER'S REGISTRATION RULES	Detailed Rules Regarding Registration	Guidelines to foreigners visiting India and collecting information regarding registration requirement.
14	KNOW YOUR POLICE STATION	Finding Out The Relevant Police Station.	The portal should be able to accept information from citizen like state, district, place, pin code and then the portal should be able to suggest the name of relevant Police Station and its contact numbers.
15	PRESS RELEASE /GENERAL INFORMATION	Public Alerts / News, Etc.	The portal should provide information about advisories, guidelines etc of important occasions and other positive publicity. Alerts for public regarding fake news under circulation.

9. The comparative analysis of all the State/UTs Police and CAPFs website carried out by NIELIT was also discussed during the meeting.

10. National Institute of Electronics & Information Technology (NIELIT) has carried out comparative analysis of all the States/UTs Police and CAPFs websites.

11. Various parameters such as speed of Bandwidth sensitivity, accessibility, citizen connect, search engine optimization, content and professionalism & effectiveness has been taken into consideration by the NIELIT for the comparative analysis.
12. Assessment of the website has been done to identify website effectiveness and efficiency on parameters related to interactiveness friendly designed. (Guidelines for Indian Government Websites) GIGW compliance, impact analysis, achievement and popularity, etc.
13. The websites have been rated based on the scores obtained on various parameters. The working group found that the NIELIT has prepared a comprehensive analysis of all the Police websites and given many suggestions for their improvement. All the suggestions of working group are also already incorporated into the NIELIT Report such as Timeline/Regional language etc.
14. The suggestions made in the report by NIELIT have been circulated to the States/UTs Police for implementation by IB, MHA. The progress of implementation by State/UTs Police is required to be monitored.
