



# ERSS SUPPORT HANDBOOK

## ABSTRACT

This document provides a brief information on the various roles and responsibilities of FMS Members working as part of ERSS Project.

C-DAC Trivandrum

FMS Handbook

## ERSS Support Handbook

### A. Roles & Responsibilities

- Ensure the PSAP is fully operational. All components should be up and running.
- Addressing all queries from Customer (police and other departments of the state regarding ERSS). FMS members may contact C-DAC Trivandrum technical team in case any clarifications are required.
- Ensure that all official calls are timely attended. It is very important to timely attend all voice calls, messages & emails received from Police, CDAC and MHA officials.
- If any calls are missed/unattended, then FMS should ensure that they are called back and queries are addressed.
- In case FMS member is on leave/out of office, this need to be communicated to SPOC and ERSS duty officer of PSAP.
- Ensure that all commissioned DCCs are online and are connected to PSAP
- Ensure all MDTs are ONLINE and location updates are getting stored.
- Ensure all bills – PRI/ILL/MPLS/SIM Cards are getting timely addressed. Contact the Telecom provider periodically and collect updates.
- Any issues or non-compliance on above points, escalate immediately to C-DAC Support.
- Ensure that the Standard Operating Procedure (SOP) is followed strictly by the CRM/CAD/CRS/DCC/WDT and MDT Agents.
- Closely interact with PSAP Duty officer and provide suggestions/corrective actions for improving the PSAP work flow in providing better service to a citizen in emergency thus improving the efficiency of ERSS.
- Should have deep knowledge on the network architecture, connectivity details, hardware details & software features of the ERSS solution of your site.
- Keep a list of all important contact numbers of BSNL officials, SIM card provider, DCC officers etc. to escalate any issues noted.

### B. Reporting Officer

- Each FMS member will have a reporting officer who will be responsible for performing periodic assessment of the FMS Member. Any official issues faced by the FMS member can be escalated to Reporting Officer.
- Each Site is allocated a Single Point of Contact (SPOC) for addressing the issues/new requirements/queries from the site. Each FMS member can get in touch with the SPOC for clarifying their doubts.

### C. Daily Tasks/Activities

The below tasks need to be performed daily by the FMS member on duty. Any issue identified has to be examined and after troubleshooting escalate to appropriate levels.

SI No	Activity/Task	Steps	Action	Remarks
1	Check connectivity to all servers in PSAP	Test ping from the PSAP and verify the connectivity (Ex: ping 10.X.0.1) 10.X.0.1 to 10.X.0.8	If pinging test fails to any of server, report that to CDAC	Immediately Report

		10.X.0.11 to 10.X.0.12  (For IPs refer to CRMCADIPSERIES excel file in Share folder: <a href="ftp://10.X.0.7/pub/share/docs/">ftp://10.X.0.7/pub/share/docs/</a> )		
2	Check the connectivity from PSAP to DCCs	Test ping from the PSAP and verify the connectivity (Ex: ping 10.X.2.2) 10.X.2.2 to 10.X.13.2  10.X.2.1 to 10.X.13.1  (For Ips refer to CRMCADIPSERIES excel file in Share folder: <a href="ftp://10.X.0.7/pub/share/docs/">ftp://10.X.0.7/pub/share/docs/</a> )	If pinging test fails report corresponding DCC. Instruct DCC to switch on the Router and PC, then Login. If Login is successful connection is fine. Otherwise check the PC/Network cable/BSNL connectivity.	If MPLS connectivity in DCC is down report to BSNL officials and CDAC.
3	Calls to 112 not landing in PSAP	1. Make a test call to 112 and check the response. If IVR is playing, and call not landing inform CDAC. If IVR not playing follow below steps.  2. Test Ping to Matrix Gateway's. 10.X.0.16 and 10.X.0.17  3. Check status of PRI lines in Matrix Gateway's page.  4. Check LED status of E1/T1 in Matrix Gateway.  5. Check status of BSNL modem and also check if there's any damage in cables.	1. If PRI status in Matrix is down, reboot Matrix and check status again.  2. If issue still remains inform BSNL and CDAC immediately.	
4	Vehicle status grey colour (Offline) in map	Call corresponding MDT officer to do following (1) Switch ON MDT (2) Check SIM signal status (3) Charging properly (4) Check status of Mobile Data, Location and WiFi. (5) Open MDT App.	1. Mobile Data and Location should be in ON state and WiFi should be in OFF state.  2. If still updation from MDT is not getting, check internet in MDT by opening any browser like Chrome. The issue may be caused by non payment of bills, in that cases inform CDAC immediately.  3. Collect Log file from MDT App	1. If MDT charge is fully drained out and not charging from vehicle charger, instruct them to charge MDT using the wall charger that comes along with the box.  2. Give instruction that the MDT charge should not go lower than 20%.

			and send to CDAC team.  4. If App is accidentally removed, install it from Play Store (search “Draft MDT”) and do the configuration.  5. Inform CDAC along with the SIM number and MDT ID.	
5	Uncleared events in CRM/CAD/CCS	Ask the corresponding CRM/CAD/CCS to clear it if service provided.	If not able to clear, report CDAC with the event ID and Signal ID.	
6	Check the date and time in all computer and IP phone	1. Verify NTP server IP entered in IP phone. (Go to menu >> select preference >> datetime >> NTP server)  2. Verify NTP server IP entered in PC. (Right click on the date shown on the right side of the taskbar>> Adjust date/time >> Additional date, time, & regional settings >> Click on time and date link >> internet time >> change settings >> Check IP in Server filed )	If issue is not solved, Report to CDAC	
7	UPS /Power supply issue		Report to Police / CDAC	
8	Bills / any correspondence from BSNL	Regularly check the payment details of ILL, PRI, MDT SIM	Report to CDAC if any thing is pending/ nearing to last date.	
9	Check unauthorized access to internet from CRM & CAD machine	Check if there’s any proxy settings added to the PC, if present remove them immediately.	Disable internet access from CRM & CAD	
10	MDT hardware issue	1. Charging issue or MDT not turning ON: check vehicle charger and cable, if it’s working fine, check if it is charging with wall charger that comes along with the box.  2. Check if there’s any physical damage in MDT tablets.	Report immediately to CDAC along with the MDT ID	In Kerala, if there’s any hardware issue with Lenovo Tablet, report it to Police officials.
11	CRM / CAD/CCS monitoring	(1) Monitor the shift details (2) Proper Log off if CRM /CAD/CCS taking break in between		

		(3) Report technical issues if reported by CRM		
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#### D. Periodic Reviews & Reports

- Each site should provide weekly reports in the prescribed format to C-DAC indicating the major activities, issues, progress made etc.
- FMS Members should proactively contact all service providers to check for any pending bill payments and escalate the same to SPOC.
- FMS Members should periodically meet (monthly once) the Nodal officer and present a brief report on the current statistics, lessons learnt, best practices etc. and also provide necessary suggestions, any issues that need higher official intervention, policy level changes (if required), guidelines to be issued to Agents, suggestions (if any) for improving the efficiency of the system.
- Feedback and suggestions from the Nodal officer (if any) should be communicated with SPOC and suitable response from C-DAC has to be intimated.

#### E. Technical Support

1. Support Portal
  - All issues from site should be reported to the ERSS Ticketing portal and also informed to the SPOC through WhatsApp/other means based on criticality.
  - Support Portal URL : <https://support.ners.in>
  - Login credentials will be provided to all FMS Members.
2. Phone Support (L1)  
All sites have a dedicated Single Point of Contact (SPOC) for addressing all technical, billing & other issues. The FMS members may get in touch with SPOC for all issues from site.
3. Expert Technical Support (L2)  
In case of critical issues/blocking issues or when SPOC is not available the FMS members may get in touch directly with technical team. The contact numbers of domain expert for each module would be shared separately.

#### F. Annexure