

CRIME & CRIMINAL TRACKING NETWORK AND SYSTEMS (CCTNS)

CITIZEN INTERFACE MODULE



MINISTRY OF HOME AFFAIRS

GOVERNMENT OF INDIA

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1 Description of Modules and Functional Requirements

1.1 Functional Requirements of Citizen Interface

CCTNS has a Citizen Interface which provides point of contact for the interaction between citizens and police. It increases the efficiency and cuts the red tape for day to day need of citizens interacting with police.

Citizen Interface
Complaint Based Registration
Register Complaint and Receive Acknowledge
Query Based Interfacing
Conduct a Query
Property Information
Apply for a NOC from the police
Status check on a NOC application
Provide general feedback/comments to the Police

1.1.1 Register Complaints and Receive Acknowledgement

This flow enables citizens to register non emergency complaints online, and receive an electronic format acknowledgement that police has received the complaint and will get back to the citizen within a stipulated time. Citizens also get the copies of the case documents which they have filed with the Police station. Citizens can get the copies of FIR/MC/PME after giving the credentials online and they can view and take the print out.

1. Register non-emergency complaints and receive acknowledgement
2. View status on the complaint filed (FIR, non FIR etc.)
3. Get copies of the case documents (FIR, MC, PME etc)
4. Submit evidence and updates on the complaints

1.1.2 Conduct a Query

The purpose of this flow is to give citizens a handle to operate upon the wish of seeking information. Citizens can conduct a query based on the type of complaint they have of the type of the information they seek.

1. This use case helps citizens conduct following types of queries:
2. 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
3. On Missing Persons
4. On status of a case
5. On Stolen Property (including vehicles)
6. On Unclaimed/Abandoned Property (including vehicles)
7. On Most Wanted Persons in the area
8. On crime profile/statistics of an area.
9. Query on information on the police station trends, crime maps to the citizens
10. Query on information on filing false FIR/complaint

1.1.3 Apply for an NOC from the Police

The citizens need to apply for different kind of No Objection Certificates (NOCs). This interface gives them a control of applying for those NOCs online

This flow describes the required steps performed how a citizen can apply to an NOC online.

1.1.4 Seek Status of an NOC Request

For the NOCs applied, a citizen may seek the status in which his request is. This flow gives the handle to the citizen by which he can seek the status of the NOC online.

This use case describes the required steps performed by citizens who are going to seek the status for their NOCs.

Request for escalation on a complaint.

1.1.5 Provide the General Feedback/Comments to the Police

At times citizens may have some feedback for police personnel/processes/incidents. This flow enables citizens to provide this feedback online to the department.

1. This use case describes the required steps performed to submit the feedback to the police.
2. Submit intelligence, information to police (anonymous information).
3. Register complaint against Police