

**E-GOVERNANCE**  
**MISSION MODE PROJECT (MMP)**  
**CRIME & CRIMINAL TRACKING NETWORK AND**  
**SYSTEMS**  
**(CCTNS)**

**TEMPLATE**  
**FOR**  
**PROJECT IMPLEMENTATION**  
**& MONITORING (PIM) REPORT**  
**(DRAFT)**



सत्यमेव जयते

**MINISTRY OF HOME AFFAIRS**  
**GOVERNMENT OF INDIA**



## SUGGESTED TABLE OF CONTENTS

| S. No.    | CONTENTS                              |
|-----------|---------------------------------------|
| <b>1.</b> | <b>INTRODUCTION</b>                   |
| 1.1       | PROJECT BACKGROUND                    |
| 1.2       | PROJECT OBJECTIVES                    |
| 1.3       | SCOPE OF SERVICES                     |
| 1.4       | EXPECTED BENEFITS TO THE STAKEHOLDERS |
| 1.5       | PROJECT DETAILS                       |
| 1.6       | PROJECT FUNDING                       |
| <b>2.</b> | <b>PROJECT DETAILS</b>                |
| 2.1       | STAKEHOLDER ANALYSIS                  |
| 2.2       | SUMMARY OF ASSESSMENT                 |
| 2.3       | SERVICES AND SERVICE LEVELS           |
| 2.4       | SUMMARY OF PROPOSED SOLUTION          |
| <b>3.</b> | <b>IMPLEMENTATION PLAN</b>            |
| 3.1       | IMPLEMENTATION MODEL                  |
| 3.2       | MONITORING AND EVALUATION PARAMETERS  |
| 3.3       | GOVERNANCE STRUCTURE                  |
| 3.4       | OTHER AGENCIES                        |
| 3.5       | EXIT PLAN                             |
| 3.6       | RISK MITIGATION AND MANAGEMENT        |
| 3.7       | DETAILED PROJECT PLAN                 |
| <b>4</b>  | <b>PROJECT FINANCIAL ESTIMATES</b>    |

*This template has been prepared based on the DPR template prepared by DIT that is intended to be used for the all the projects under National eGovernance Plan (NeGP). The Project Implementation and Monitoring Report (PIM) has to be prepared by the State/UT Government based on the Implementation, Capacity Building, and Functional Scope guidelines sent by the Center. Additional guidelines on Service Levels, Process Redesign Interventions, Change Management, and Monitoring and Evaluation Parameters will be provided to the State/UT to aid in the preparation of this PIM. With respect to the financial estimates, the States should use the Guidelines on State Plans with the entitled quantities and unit costs that were earlier sent to the states.*

*The State/UT is expected to utilize the services of a State Project Management Consultant (SPMC) to study the unique requirements of the State/UT, identify the additional services along with the functional and technical requirements under the CCTNS scope that will be implemented by the State through this project and prepare a comprehensive Detailed Project Report for the approval by Center.*

*The State/UT is also expected to provide only the essential components of the project in the PIM report and the additional details can be provided as part of Annexure to this PIM report*

## 1. Introduction

### 1.1. Project Background

**Note:** This section should provide a brief history of Information Technology Systems in Police Department and the reasons behind initiating the CCTNS project.

**Common Integrated Police Application (CIPA)** started in the year 2004 after a detailed study thereof by a Subgroup of domain and technical experts. The pilot project was launched in Delhi in 2005. Computer hardware, software and technical assistance were provided to police stations. 20% police stations have been covered under CIPA wherein, at present, FIRs are being registered digitally and some events relating to investigations are also being captured. Over a period of time, at one level, it was felt that, at this pace, it would take many years before all police stations could be covered and, at another level, that a stand-alone system of this nature would have very limited utility. Keeping this aspects in view, it was decided that there is a need for expanding the functional applications, widening the territorial spread, and building in networking capabilities in the system, both from the angle of Management Information Systems (MIS) requirements and storage, collation, analysis and transmission/sharing of crime and criminals related information at the police station, District, State and Central levels. In this background, the Crime and Criminal Tracking Networking and Systems (CCTNS) Scheme was conceived and incorporated in the Eleventh Five Year Plan.

CCTNS aims at creating a comprehensive and integrated system for enhancing the efficiency and effectiveness of policing through adoption of principles of e-Governance and creation of a nationwide networking infrastructure for evolution of IT-enabled-state-of-the-art tracking system around 'investigation of crime and detection of criminals'. It aims to create infrastructure and mechanism to provide the basis for evolution of an IT enabled state-of-the-art workflow (Processes) automation system in a planned manner from Police Station level upwards and also provide public service delivery systems. It will not only automate police functions at police station and higher levels but will also create facilities and mechanism to provide public services like registration of online complaints, ascertaining the status of case registered at the police station, verification of persons etc.

CCTNS will cover all the Police Stations in the States/UTs, and also the Circle offices, Sub-Divisions, District headquarters, Range headquarters, Zonal IG offices and State/UT headquarters. Necessary Hardware will be provided at all these locations including data centers at State/UT and National headquarters. All these locations will be networked by providing appropriate high-speed connectivity for data transfer and sharing of information amongst various stakeholders.

**To be added by the State:** Provide a brief background of the eGovernance initiatives undertaken by the State and what are the issues the State wants to resolve through the CCTNS project.

## **1.2. Project Objectives**

**Note:** This section should list the objectives that will be achieved by the implementation of CCTNS project. The objectives should be consistent with the CCTNS objectives defined at the Center

The overall objective of the MMP is based on enhancing the operational efficiency and effectiveness of the police force in delivering the services. The broad objectives of the project are as follows:

- 1) Make the Police functioning citizen friendly, transparent, accountable, effective and efficient by automating the processes and functions at the level of the Police Stations and other police offices at various levels.
- 2) Improving delivery of citizen-centric services through effective usage of Information & Communication Technology (ICT).
- 3) Provide the Investigating Officers with the tools, technologies and information to facilitate faster and more accurate investigation of crime and detection of criminals.
- 4) Improve the Police functioning in various other areas such as Law & Order, Traffic Management, curbing organised crimes, resource management etc.
- 5) Facilitate collection, storage, retrieval, analysis, transfer and sharing of data and Information among Police Stations, Districts, State headquarters and other organisations/agencies, including those at Government of India level.
- 6) Enabling and assisting the senior Police Officers in better management of Police Force
- 7) Keep track of the progress of the crime and criminal investigation and prosecution Cases, including progress of cases in the Courts.
- 8) Reduction in manual and redundant Record keeping.

**To be added by the State:** The State may add any other specific objectives based on the State's requirements and priorities of implementing CCTNS project

### **1.3. Scope of Services**

**Note:** This section will list the services that will be covered under the CCTNS project. At a minimum the services shall include the services identified to be taken up in CCTNS as per the guidelines provided by MHA. Even the additional services that will be identified by the State shall adhere to the broad guidelines provided by the Center

CCTNS will cover all the Police Stations in the State/UT, and also the Circle offices, Sub-Divisions, District headquarters, Range headquarters, Zonal IG offices and State/UT headquarters.

Necessary Hardware will be provided at all these locations including data centers at State/UT and National headquarters. All these locations will be networked by providing appropriate high-speed connectivity for data transfer and sharing of information amongst various stakeholders.

The services to be covered under CCTNS project are:

- 1) Complaints/ information to the concerned Police Station
- 2) Status of the complaint or case registered at Police Station
- 3) Copies of FIRs, post-mortem reports and other permissible documents etc.
- 4) Details of arrested persons/ wanted criminals and their illegal activities etc.
- 5) Details of missing/ kidnapped persons and their matching with arrested, unidentified persons and dead bodies
- 6) Details of stolen/ recovered vehicles, arms and other properties.
- 7) Submission of requests for issue/ renewal of various NOCs, clearances and permits and status of requests online.
- 8) Verification requests for servants, employment, passport, marriages, senior citizen registrations, etc.
- 9) Portal for sharing information and enable citizens to download required forms/ certificates etc.

**To be added by the State:** The State may add to the list of the services mentioned above, however the new services defined by the State should be in conformance with the overall objectives of the CCTNS scheme defined by the Centre

#### 1.4. Expected benefits to the stakeholders

**Note:** This section shall list down the benefits that might be achieved by the implementation of CCTNS project.

| S.No | Stakeholder       | Benefits  |
|------|-------------------|---|
| 1.   | Citizens          | <ul style="list-style-type: none"> <li>• Multiple channels to access services from police</li> <li>• Simplified process for registering and tracking petitions and FIRs</li> <li>• Simplified process for accessing general services such as requests for certificates, verifications, and permissions</li> <li>• Simplified process for registering grievances against police</li> <li>• Simplified process for tracking the progress of the case during trials</li> <li>• Simplified access to view/report unclaimed/recovered vehicles and property</li> <li>• Improved relationship management for victims and witnesses</li> <li>• Greater access to traffic police for registering traffic complaints</li> <li>• Ability to view and pay pending traffic challans from multiple access points</li> <li>• Faster and assured response from police to any emergency calls for assistance</li> </ul>   |
| 2.   | Police Department | <ul style="list-style-type: none"> <li>• Enhanced tools for investigation</li> <li>• Centralized crime and criminal information repository along with the criminal images and fingerprints with advanced search capabilities</li> <li>• Enhanced ability to analyze crime patterns, modus operandi</li> <li>• Enhanced ability to analyze accidents and other road incidents</li> <li>• Faster turnaround time for the analysis results (crime and traffic) to reach the officers on the field</li> <li>• Reduced workload of the police station back-office activities such as preparation of regular and ad-hoc reports and station records management</li> <li>• Enhanced tools to optimize resource allocation for patrols, emergency response, petition enquiries, and other general duties</li> <li>• A collaborative knowledge-oriented environment where knowledge is shared across the different regions and units</li> <li>• Better coordination and communication with external stakeholders through implementation of electronic information exchange systems</li> <li>• Advanced tools for traffic regulation and enforcement</li> </ul> |
| 3.   | Police personnel  | <ul style="list-style-type: none"> <li>• Balanced performance evaluation metrics and framework</li> <li>• Simplified process for registering grievances within the department</li> </ul>  |
| 4.   | Police officials  | <ul style="list-style-type: none"> <li>• Standardized means of capturing the crime and criminal data across the police stations in the country</li> <li>• Faster and easier access to crime and criminal information across the country in a manner amenable for trend and pattern analysis</li> <li>• Enhanced ability to detect crime patterns and modus operandi across the states and communicate to the state police departments for aiding in crime prevention</li> </ul>   |



- |    |                      |   |
|----|----------------------|---|
| 5. | External Departments | <ul style="list-style-type: none"> <li>Seamless integration with police systems for better citizen service delivery and improved law enforcement</li> </ul> |
|----|----------------------|---|

**To be added by the State:** The State can add to the list of benefits to the different Stakeholders. The State may also additional state specific stakeholders on how the CCTNS implementation would provide benefits to these Stakeholders

### 1.5. Project Details

**Note:** This section will provide details of the Project including details project initiator details, implementing agency details and project coverage details.

| Sr. No.           | Parameter   | Description  |       |              |                 |  |              |  |           |  |        |  |       |  |     |  |     |  |                   |  |                  |  |           |  |            |  |           |  |      |  |
|-------------------|---|--|-------|--------------|-----------------|--|--------------|--|-----------|--|--------|--|-------|--|-----|--|-----|--|-------------------|--|------------------|--|-----------|--|------------|--|-----------|--|------|--|
| 1                 | Project Title   | CCTNS Project implementation for the State/UT  |       |              |                 |  |              |  |           |  |        |  |       |  |     |  |     |  |                   |  |                  |  |           |  |            |  |           |  |      |  |
| 2                 | Does the Project fall under an existing Mission Mode Project (MMP)? If yes state which. | Police Mission Mode Project  |       |              |                 |  |              |  |           |  |        |  |       |  |     |  |     |  |                   |  |                  |  |           |  |            |  |           |  |      |  |
| 3                 | Type of Project   |  |       |              |                 |  |              |  |           |  |        |  |       |  |     |  |     |  |                   |  |                  |  |           |  |            |  |           |  |      |  |
| 4                 | Project Initiator Details   |  |       |              |                 |  |              |  |           |  |        |  |       |  |     |  |     |  |                   |  |                  |  |           |  |            |  |           |  |      |  |
|                   | Department  |  |       |              |                 |  |              |  |           |  |        |  |       |  |     |  |     |  |                   |  |                  |  |           |  |            |  |           |  |      |  |
|                   | Contact Person  |  |       |              |                 |  |              |  |           |  |        |  |       |  |     |  |     |  |                   |  |                  |  |           |  |            |  |           |  |      |  |
|                   | Contact Details   |  |       |              |                 |  |              |  |           |  |        |  |       |  |     |  |     |  |                   |  |                  |  |           |  |            |  |           |  |      |  |
| 5                 | State Project Management Consultant   |  |       |              |                 |  |              |  |           |  |        |  |       |  |     |  |     |  |                   |  |                  |  |           |  |            |  |           |  |      |  |
|                   | Name of Consultant from Government of State   |  |       |              |                 |  |              |  |           |  |        |  |       |  |     |  |     |  |                   |  |                  |  |           |  |            |  |           |  |      |  |
| 6                 | System Integrator   |  |       |              |                 |  |              |  |           |  |        |  |       |  |     |  |     |  |                   |  |                  |  |           |  |            |  |           |  |      |  |
| 7                 | Implementing Agency Details   |  |       |              |                 |  |              |  |           |  |        |  |       |  |     |  |     |  |                   |  |                  |  |           |  |            |  |           |  |      |  |
|                   | Name of Implementing Agency   |  |       |              |                 |  |              |  |           |  |        |  |       |  |     |  |     |  |                   |  |                  |  |           |  |            |  |           |  |      |  |
|                   | Year of Establishment   |  |       |              |                 |  |              |  |           |  |        |  |       |  |     |  |     |  |                   |  |                  |  |           |  |            |  |           |  |      |  |
|                   | Contact Person  |  |       |              |                 |  |              |  |           |  |        |  |       |  |     |  |     |  |                   |  |                  |  |           |  |            |  |           |  |      |  |
|                   | Contact Details   |  |       |              |                 |  |              |  |           |  |        |  |       |  |     |  |     |  |                   |  |                  |  |           |  |            |  |           |  |      |  |
| 8                 | Project Coverage  | <table border="1" style="width: 100%;"> <thead> <tr> <th>Heads</th> <th>No. of units</th> </tr> </thead> <tbody> <tr><td>Police Stations</td><td></td></tr> <tr><td>Circles/SDPO</td><td></td></tr> <tr><td>Districts</td><td></td></tr> <tr><td>Ranges</td><td></td></tr> <tr><td>Zones</td><td></td></tr> <tr><td>ACP</td><td></td></tr> <tr><td>DCP</td><td></td></tr> <tr><td>Joint CP/Addl. CP</td><td></td></tr> <tr><td>Commissionerates</td><td></td></tr> <tr><td>PHQ Large</td><td></td></tr> <tr><td>PHQ Medium</td><td></td></tr> <tr><td>PHQ Small</td><td></td></tr> <tr><td>SCRB</td><td></td></tr> </tbody> </table> | Heads | No. of units | Police Stations |  | Circles/SDPO |  | Districts |  | Ranges |  | Zones |  | ACP |  | DCP |  | Joint CP/Addl. CP |  | Commissionerates |  | PHQ Large |  | PHQ Medium |  | PHQ Small |  | SCRB |  |
| Heads             | No. of units  |  |       |              |                 |  |              |  |           |  |        |  |       |  |     |  |     |  |                   |  |                  |  |           |  |            |  |           |  |      |  |
| Police Stations   |   |  |       |              |                 |  |              |  |           |  |        |  |       |  |     |  |     |  |                   |  |                  |  |           |  |            |  |           |  |      |  |
| Circles/SDPO      |   |  |       |              |                 |  |              |  |           |  |        |  |       |  |     |  |     |  |                   |  |                  |  |           |  |            |  |           |  |      |  |
| Districts         |   |  |       |              |                 |  |              |  |           |  |        |  |       |  |     |  |     |  |                   |  |                  |  |           |  |            |  |           |  |      |  |
| Ranges            |   |  |       |              |                 |  |              |  |           |  |        |  |       |  |     |  |     |  |                   |  |                  |  |           |  |            |  |           |  |      |  |
| Zones             |   |  |       |              |                 |  |              |  |           |  |        |  |       |  |     |  |     |  |                   |  |                  |  |           |  |            |  |           |  |      |  |
| ACP               |   |  |       |              |                 |  |              |  |           |  |        |  |       |  |     |  |     |  |                   |  |                  |  |           |  |            |  |           |  |      |  |
| DCP               |   |  |       |              |                 |  |              |  |           |  |        |  |       |  |     |  |     |  |                   |  |                  |  |           |  |            |  |           |  |      |  |
| Joint CP/Addl. CP |   |  |       |              |                 |  |              |  |           |  |        |  |       |  |     |  |     |  |                   |  |                  |  |           |  |            |  |           |  |      |  |
| Commissionerates  |   |  |       |              |                 |  |              |  |           |  |        |  |       |  |     |  |     |  |                   |  |                  |  |           |  |            |  |           |  |      |  |
| PHQ Large         |   |  |       |              |                 |  |              |  |           |  |        |  |       |  |     |  |     |  |                   |  |                  |  |           |  |            |  |           |  |      |  |
| PHQ Medium        |   |  |       |              |                 |  |              |  |           |  |        |  |       |  |     |  |     |  |                   |  |                  |  |           |  |            |  |           |  |      |  |
| PHQ Small         |   |  |       |              |                 |  |              |  |           |  |        |  |       |  |     |  |     |  |                   |  |                  |  |           |  |            |  |           |  |      |  |
| SCRB              |   |  |       |              |                 |  |              |  |           |  |        |  |       |  |     |  |     |  |                   |  |                  |  |           |  |            |  |           |  |      |  |

## 1.6. Project Funding

**Note:** This section will provide an overview of the funding anticipated from the Centre and the funding that will be provided by the State. In the first year the centre will be funding 10% of the total cost across different categories. Section 4 of this report will provide details of the funding; however a summarized version is presented in this section

| Funds Category   | 2009-10 |       |       | 2010-11 |       |       | 2011-12 |       |       | Total  |       |       |
|--|---------|-------|-------|---------|-------|-------|---------|-------|-------|--------|-------|-------|
|  | Centre  | State | Total | Centre  | State | Total | Centre  | State | Total | Centre | State | Total |
| (I) Hardware / Site Preparation - Police Stations cost |         |       |       |         |       |       |         |       |       |        |       |       |
| (II) Hardware/Site Preparations - Higher Offices cost  |         |       |       |         |       |       |         |       |       |        |       |       |
| (III) Application Customization / Development cost     |         |       |       |         |       |       |         |       |       |        |       |       |
| (IV) Data Centre cost                                  |         |       |       |         |       |       |         |       |       |        |       |       |
| (V) Networking Infrastructure cost                     |         |       |       |         |       |       |         |       |       |        |       |       |
| (VI) Handholding Support cost                          |         |       |       |         |       |       |         |       |       |        |       |       |
| (VII) Project Management Consultancy cost              |         |       |       |         |       |       |         |       |       |        |       |       |
| (VIII) Capacity Building cost                          |         |       |       |         |       |       |         |       |       |        |       |       |
| (IX) Digitization cost                                 |         |       |       |         |       |       |         |       |       |        |       |       |
| <b>Total</b>   |         |       |       |         |       |       |         |       |       |        |       |       |

The total Funds for Project CCTNS should match with total cost of the project as detailed out in section 4.

### Other Costs – State Funding

| Funds Category            | 2009-10 | 2010-11 | 2011-12 | Total |
|---------------------------|---------|---------|---------|-------|
| (X) Building Costs        |         |         |         |       |
| (XI) Civil infrastructure |         |         |         |       |
| (XII) Manpower Costs      |         |         |         |       |

|   |  |  |  |  |
|---|--|--|--|--|
| (XIII) Operating costs not covered under centre funding         |  |  |  |  |
| (XIV) Other Consumables   |  |  |  |  |
| (XV) Electricity and Power costs                                |  |  |  |  |
| (XVI) Communication Tariff Costs                                |  |  |  |  |
| (XVII) Facilities Management                                    |  |  |  |  |
| (XVIII) Annual maintenance costs not covered the Centre funding |  |  |  |  |
| <b>Total</b>  |  |  |  |  |

## 2. Project Details

### 2.1. Stakeholder Analysis

**Note:** This section will identify the multiple stakeholders and describe the roles and responsibilities of the stakeholders in the CCTNS project. It will also provide a description of the expectations of each stakeholder from the CCTNS project. It will also list the down the magnitude of impact of the stakeholder on the project.

| Key Stakeholder Group/<br>Name   | Role | Key Issues faced | Expectation from the CCTNS<br>Project |
|--|------|------------------|---------------------------------------|
| Citizens   |      |                  |                                       |
| Police department  |      |                  |                                       |
| Police officials   |      |                  |                                       |
| External Agencies  |      |                  |                                       |
| <ul style="list-style-type: none"> <li>• Courts</li> <li>• Collector Office</li> <li>• Regional Passport Office</li> <li>• Regional Transport Office</li> <li>• Any other</li> </ul> |      |                  |                                       |
| National Crime Record Bureau (NCRB)  |      |                  |                                       |
| Ministry of Home Affairs   |      |                  |                                       |

**To be added by the State:** The state shall fill the above table and identify any other key stakeholders of the project. The analysis shall identify how the implementation of the CCTNS project will affect the identified stakeholders of the project and how the stakeholders can affect the implementation and success of the CCTNS project

## 2.2. Summary of Assessment

**Note:** This section will provide the summary assessment of the Organizational Structure, AS IS processes, IT solutions, IT Infrastructure, Capacity Building Initiatives. The assessment should bring out the gaps and the issues that will be addressed by this project along with the reasons behind such issues. It should also highlight in concrete terms the efficiencies envisaged to be enhanced for the scope of services undertaken as part of this project.

### 2.2.1. Current State Process Assessment

**Note:** This section will provide AS-IS a process of the following services and also additional services identified by the State in Section 1.3

- Complaints/ information to the concerned Police Station
- Status of the complaint or case registered at Police Station
- Copies of FIRs, post-mortem reports and other permissible documents etc
- Details of arrested persons/ wanted criminals and their illegal activities etc
- Details of missing/ kidnapped persons and their matching with arrested, unidentified persons and dead bodies
- Details of stolen/ recovered vehicles, arms and other properties
- Submission of requests for issue/ renewal of various NOCs, clearances and permits and status of requests online
- Verification requests for servants, employment, passport, marriages, senior citizen registrations, etc.

### 2.2.2. Current State IT Solution Assessment

**Note:** This section will provide AS-IS IT Solutions available with the State

| Sl. No. | Application Name | Description of Services provided by Application | Application architecture (Centralized / Decentralized ) | Development Platform – Web Enabled or not | Database/ Operating System | Developed by | Location (HO/DO/ZO/MO/Any other level)- Centralized / Decentralized |
|---------|------------------|---|---|---|----------------------------|--------------|---|
| 1.      |                  |   |   |   |                            |              |   |
| 2.      |                  |   |   |   |                            |              |   |
| 3.      |                  |   |   |   |                            |              |   |

### 2.2.3. Current State ICT Hardware Infrastructure Assessment

| SERVERS INFRASTRUCTURE INFORMATION |  |          |              |                  |   |        |     |                            |                   |
|------------------------------------|--|----------|--------------|------------------|---|--------|-----|----------------------------|-------------------|
| S<br>.<br>N<br>o                   | Server Name<br>(Utility of the server) | Location | Make & Model | Operating System | No. of Processors<br>(with processor information) | Memory |     | Other Server configuration | No. of Components |
|                                    |  |          |              |                  |   | HDD    | RAM |                            |                   |
| 1                                  |  |          |              |                  |   |        |     |                            |                   |

| NETWORK INFRASTRUCTURE INFORMATION |                        |          |              |             |                                       |        |                   |
|------------------------------------|------------------------|----------|--------------|-------------|---------------------------------------|--------|-------------------|
| S<br>.<br>N<br>o                   | Network Device Utility | Location | Make & Model | IOS Version | Interface / Network Cards Information | Memory | No. of Components |
| 1                                  |                        |          |              |             |                                       |        |                   |

| STORAGE INFRASTRUCTURE INFORMATION |  |          |                            |  |                                   |  |
|------------------------------------|--|----------|----------------------------|--|-----------------------------------|--|
| S<br>.<br>N<br>o                   | Storage Device / Platform Make & Model | Location | Storage Capacity (Current) | Supported Storage Capacity (Scalability) | Storage Configuration Information | Current Storage Capacity Utilization % |
| 1                                  |  |          |                            |  |                                   |  |

| OTHER INFRASTRUCTURE INFORMATION |                   |          |         |   |                   |
|----------------------------------|-------------------|----------|---------|---|-------------------|
| S<br>.<br>N<br>o                 | Device/ Component | Location | Utility | If any configuration related information available, please specify same | No. of Components |
| 1                                |                   |          |         |   |                   |

### 2.2.4. Current State Capacity Building & Change Management Assessment

**Note:** This section will provide the details of the Capacity Building & Change Management initiatives undertaken by the State for IT awareness amongst the police personnel, their benefits envisaged and outcomes of these initiatives. This will also include the details of trainings and knowledge sessions held in the past for police personnel across all the levels.

### 2.3. Services and Service Levels

**Note:** This section will provide the details of the services covered under the CCTNS project at the state level. This will also include the services that the state has added in the additional functionality section. It will list down the services based on their department, service details, current service levels and the targeted service levels for each service.

e-Service is defined as the core services that are delivered by the Police department / Police institution to Government, Police or Citizen through use of technology. Some of these e-services are already being provided by the police department of the state. However some of them will be covered under CCTNS.

Service levels refer to the parameters that can be used in measuring the efficiency, transparency & reliability of the core services in terms of

- Service Quality
- Service Quantity
- Service delivery time
- Cost of service

The table below provides an indicative template that can be used to capture services and service levels details along with the transaction details for each service.

| S<br>N<br>o | Services | No. of<br>Transactions<br>/ month | Service Levels |           | Improvements in<br>Service |         |
|-------------|----------|-----------------------------------|----------------|-----------|----------------------------|---------|
|             |          |                                   | Existing       | Envisaged | Quantity                   | Quality |
| 1           |          |                                   |                |           |                            |         |
| 2           |          |                                   |                |           |                            |         |
| 3           |          |                                   |                |           |                            |         |
| 4           |          |                                   |                |           |                            |         |
| 5           |          |                                   |                |           |                            |         |
| 6           |          |                                   |                |           |                            |         |
| 7           |          |                                   |                |           |                            |         |
| 8           |          |                                   |                |           |                            |         |
| 9           |          |                                   |                |           |                            |         |

**To be added by the State:** The State should add to the above list of Services and Service levels and define the improvement in service delivery in terms of quality and quantity

## 2.4. Summary of Proposed Solution

**Note:** This section will provide the details of summary assessment of the Proposed Solution in terms of process interventions, IT solutions, ICT Infrastructure, Change Management & Capacity Building initiatives. The interventions should be clearly linked to the objectives of the project and the gaps identified in the assessment study.

### 2.4.1. Process Interventions

**Note:** This section will bring out the changes required to the various processes to optimize the police service delivery to the citizens.

### 2.4.2. IT Solution Interventions

**Note:** 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.

The table below list down the modules to be covered under CCTNS implementation. The detailed functional requirements for the same should be provided as annexure.

| Sr. No. | CCTNS modules                        | Functionality Requirements |
|---------|--------------------------------------|----------------------------|
| 1.      | Registration Module                  |                            |
| 2.      | Investigation Module                 |                            |
| 3.      | Prosecution Module                   |                            |
| 4.      | Navigation Module                    |                            |
| 5.      | Search Module                        |                            |
| 6.      | Configuration Module                 |                            |
| 7.      | Citizen interface Module             |                            |
| 8.      | Any other modules added by the State |                            |

**To be added by the State:** The State can add to the above list of functional modules and provide detailed functionalities for these modules

**To be added by the State:** The State can also add any additional IT solutions in addition to Core Application Software (CAS) supplied by the MHA and NCRB and provide detailed application functionalities and how it will be integrated with the CAS



### 2.4.3. Solution & Technology Architecture

**Note:** This section will provide the details of the TO BE state for the ICT Hardware and solution & technology architecture with focus on how the solution will enable the State to provide a consolidated suite of applications that can seamlessly interface with external sources such as other States, Centre, and other external agencies.

CCTNS is deployed on a centralized architecture wherein various offices of Police Department connect to the system through State Data Centre.

#### Deployment Architecture (Centralized)

Diagram of the Deployment Architecture

#### Network Architecture

Diagram of the Network Architecture

#### Disaster Recovery

Brief Write-up

#### 2.4.4. Capacity Building Plan and Change Management initiatives

**Note:** This section will provide the details of various trainings that will be provided and the categorization of personnel covered under the CCTNS project as per the guidelines provided by the Centre. This will also provide contours of the training material and target personnel.

Capacity Building is a highly critical component of CCTNS. The objective of CCTNS Capacity Building (CB) initiatives is to empower the direct users and other stakeholders of CCTNS to optimally use CCTNS and enhance outcomes in crime investigation, criminals tracking and other core police functions; and also ensure a smooth functioning of CCTNS.

The state-level System Integrator would render CB services in both areas, as per the “bundling” approach adopted for CCTNS. The SI holds the responsibility for creation of training material, designing the training programs and their delivery to the target group.

Building capacities at various levels is critical to the successful implementation of the recommended IT initiatives. Also, the training programs would cover general/basic computer awareness programs in addition to CCTNS-specific programs in order to ensure adoption of the system at the police station level.

The break-up of the police force in the State/UT is provided below:

| Break-up of Police Personnel in the State/UT   |                  |
|--|------------------|
| Group  | No. of personnel |
| Group A - senior officers of SP rank and above |                  |
| Group B - officers of ASI rank and above       |                  |
| Group C - officers of Constable rank and above |                  |
| Total  |                  |

The training under these themes will be provided to selected police personnel as per the requirements. These requirements are presented in the table below. Provide actual no. of personnel required to be trained by multiplying no. of Group A /Group B/Group C personnel with respective percentages provided in the table below.

| Estimate for number of personnel for direct training                 |           |            |           |            |           |            |
|--|-----------|------------|-----------|------------|-----------|------------|
| Training Program   | Group A   |            | Group B   |            | Group C   |            |
|  | % covered | Actual no. | % covered | Actual no. | % covered | Actual no. |
| Awareness and sensitization of benefits of IT                        | 100%      |            | 5%        |            | 1%        |            |
| Basic Computer Awareness & Role based training for application users | 100%      |            | 80%       |            | 40%       |            |
| Trainers Training  | 0%        |            | 0.10%     |            | 0.25%     |            |

|                                   |    |    |    |
|-----------------------------------|----|----|----|
| Administration & Support Training | 0% | 0% | 3% |
|                                   |    |    |    |

The following is an indicative training plan for members of state police departments based on the nature of their responsibilities:

| S. No. | Level   | Type of Training   | Training Content   |
|--------|---------|--|--|
| 1      | Group A | Awareness and sensitization of benefits of ICT           | <ul style="list-style-type: none"> <li>▪ Principles of e-governance</li> <li>▪ Leadership and Team building skills</li> <li>▪ Technology update</li> <li>▪ Skills in Troubleshooting <i>vis-à-vis</i> application, standard software's and networking (for those with the aptitude and/or prior training)</li> </ul>   |
|        |         | Basic computer awareness                                 | <ul style="list-style-type: none"> <li>▪ Fundamentals of computer usage</li> <li>▪ Office Suite</li> <li>▪ Analytical &amp; Search Capabilities</li> </ul>   |
| 2      | Group B | Basic computer awareness                                 | <ul style="list-style-type: none"> <li>▪ Fundamentals of computer usage</li> <li>▪ Office Suite</li> <li>▪ Analytical &amp; Search Capabilities</li> </ul>   |
|        |         | Role based system training on CCTNS Application Software | <p>This module is required to train the officers at various levels in operating the CCTNS application. The topics under the scope of this training would cover mainly the post-operationalization of CCTNS. The training is to be provided to the police staff depending upon their role and responsibilities in the service workflow. Training would include mechanism for demonstration, practical exercises and evaluation of trainees. During this training, the trainees could also be asked to carry out the routine functions using the software.</p> |
| 3      | Group C | Basic computer awareness                                 | <ul style="list-style-type: none"> <li>▪ Fundamentals of computer usage</li> <li>▪ Office Suite</li> <li>▪ Analytical &amp; Search Capabilities</li> </ul>   |
|        |         | Role based system training on CCTNS                      | <p>This module is required to train the officials at various levels in operating the CCTNS application. The topics under the</p>   |

|   |              |   |   |
|---|--------------|---|---|
|   |              |   | scope of this training would cover mainly the post-operationalization of CCTNS. The training is to be provided to the employees depending upon their role and responsibilities in the service workflow. Training would include mechanism for demonstration, practical exercises and evaluation of trainees. During this training, the trainees could also be asked to carry out the routine functions using the software. |
| 4 | New Recruits | Awareness and sensitization of benefits of IT | <ul style="list-style-type: none"> <li>▪ Principles of e-governance</li> <li>▪ Leadership and Team building skills</li> <li>▪ Technology update</li> <li>▪ Skills in Troubleshooting <i>vis-à-vis</i> application, standard software's and networking (for those with the aptitude and/or prior training)</li> </ul>  |
|   |              | Basic computer awareness                      | <ul style="list-style-type: none"> <li>▪ Fundamentals of computer usage</li> <li>▪ Office Suite</li> <li>▪ Analytical &amp; Search Capabilities</li> </ul>  |

Other important aspect of Capacity Building is strengthening of institutions of capacity building. This can be done by providing hardware and software to the RTC, PTC, and RPCTCs etc. in the state/union territory. The details of the training institutions in the State / UT are provided below:

| Training Institution Type    | No. of Training Institutions | Infrastructure requirements |
|------------------------------|------------------------------|-----------------------------|
| District HQ                  |                              |                             |
| District HQ Site Preparation |                              |                             |
| RPCTC                        |                              |                             |
| SCRB                         |                              |                             |
| RTC/PTC                      |                              |                             |

#### **Handholding Support**

1. CCTNS scheme funds one competent person per police station for a period of 6 months to handhold the staff in that police station and ensure that the staff in that police station are able to use CCTNS on their own by the end of the handholding period.
2. Handholding support would be required only after the CCTNS application and the necessary infrastructure are successfully commissioned in police stations. Funding for handholding would therefore be released only after successful commissioning of CCTNS.

### 3. Implementation Plan

#### 3.1. Implementation Model

**Note:** This section will provide the details of the implementation framework of the CCTNS project. It will detail out the relationships between different agencies involved in the implementation, the roles and responsibilities of the agencies, information of committees to be formed for project monitoring, implementation, co-ordination and review.

It is proposed to roll out CCTNS in three phases. Deployment of hardware, connectivity and other infrastructure across all police stations, higher offices and other police units would take place in the first two phases. CAS (Core Application Software) would be rolled out in three phases. The core focus of each of the three phases is delineated below:

#### CCTNS Phase-I

##### Geographical Coverage

During the first phase of the application, CCTNS would be rolled out in 1-2 districts (**amounting to approximately 10% of the total police stations across the state**) and all higher offices. The roll out would include installation and commissioning of hardware, connectivity, other infrastructure and associated services (such as handholding). The choice of the districts where the first phase would be rolled out is provided below.

| S. No. | Districts in Phase I | Number of Police Stations | Rationale for choosing them |
|--------|----------------------|---------------------------|-----------------------------|
|        |                      |                           |                             |
|        |                      |                           |                             |
|        |                      |                           |                             |
|        |                      |                           |                             |

##### Service Coverage

During the first phase, the following services and service levels will be achieved

| S. No. | Services | Service levels |
|--------|----------|----------------|
|        |          |                |
|        |          |                |
|        |          |                |
|        |          |                |

**Digitization of Historical Data:** In addition to the functionality identified above, Phase-I would also include the digitization of historical data (covering the last 10 years). The historical data to be digitized would include crime (case/incident) data, criminals’ data, the data from the 7 IIF and data from the police stations records rooms (form police registers).

| S. No. | Registers/Form Name | Number of records |
|--------|---------------------|-------------------|
|        |                     |                   |
|        |                     |                   |
|        |                     |                   |

Digitization of historical data would help the police department maximize benefits from features such as Search and Reporting and is would significantly enhance outcomes in the areas of Crime Investigation, Criminals Tracking, servicing the requests of citizens and other groups, etc. The digitization exercise would be carried out by the state-level SI.

### Application Functionalities

The application modules and functionalities covered during the Phase II of CCTNS implementation are listed in the table below

| Modules                                 | Additional Functionalities Covered |
|---|------------------------------------|
| Registration module                     | •                                  |
| Investigation module                    | •                                  |
| Prosecution module                      | •                                  |
| Basic and Advanced Search functionality | •                                  |
| Basic (regular) reporting and MIS       | •                                  |

**To be added by the State:** Over and above the functionality covered during the phase, States would be free to add more functionality that they deem necessary and useful.

### Capacity Building Initiatives

The no. of personnel in each group that would be trained on the four training themes during Phase I is provided in the table below:

| Training Program   | Group A | Group B | Group C |
|--|---------|---------|---------|
| Awareness and sensitization of benefits of IT                        |         |         |         |
| Basic Computer Awareness & Role based training for application users |         |         |         |
| Trainers Training  |         |         |         |
| System Administration & Support Training                             |         |         |         |

**Outcomes**

| Phase         | Activities | Outcomes | Challenges |
|---------------|------------|----------|------------|
| CCTNS Phase-I |            |          |            |
|               |            |          |            |
|               |            |          |            |

**CCTNS Phase-II**

**Geographical Coverage**

During Phase-II of CCTNS, the remaining police stations will be covered for the installation and commissioning of hardware, connectivity and other infrastructure and associated services.

The districts where the second phase would be rolled out are provided below.

| S. No. | Districts in Phase II | Number of Police Stations |
|--------|-----------------------|---------------------------|
|        |                       |                           |
|        |                       |                           |
|        |                       |                           |
|        |                       |                           |

**Service Coverage**

During the second phase, the following services and service levels will be achieved

| S. No. | Services | Service levels |
|--------|----------|----------------|
|        |          |                |
|        |          |                |
|        |          |                |
|        |          |                |

**Application Functionalities**

The application modules and functionalities covered during the Phase II of CCTNS implementation are listed in the table below

| Modules   | Additional Functionalities Covered |
|---|------------------------------------|
| Collaboration Solutions (police messaging, email) | •                                  |
| Citizen Interface                                 | •                                  |
| Advanced analysis and reporting                   | •                                  |
| Automated Fingerprint                             | •                                  |

Identification System

**To be added by the State:** Over and above the functionality covered during the phase, States would be free to add more functionality that they deem necessary and useful.

**Capacity Building Initiatives**

The no. of personnel in each group that would be trained on the four training themes during Phase II is provided in the table below:

| Training Program   | Group A | Group B | Group C |
|--|---------|---------|---------|
| Awareness and sensitization of benefits of IT                        |         |         |         |
| Basic Computer Awareness & Role based training for application users |         |         |         |
| Trainers Training  |         |         |         |
| System Administration & Support Training                             |         |         |         |

**Outcomes**

| Phase          | Activities | Outcomes | Challenges |
|----------------|------------|----------|------------|
| CCTNS Phase-II |            |          |            |
|                |            |          |            |
|                |            |          |            |

**CCTNS Phase-III**

**Geographical Coverage**

All police units in the State/UT would have been covered for the installation and commissioning of hardware, connectivity and other infrastructure by the end of Phase-II. CCTNS Phase-III is planned around the release of subsequent versions of CAS and the large enhancements initiated at the state level.



### Service Coverage

During the third phase, the following services and service levels will be achieved

| S. No. | Services | Service levels |
|--------|----------|----------------|
|        |          |                |
|        |          |                |
|        |          |                |
|        |          |                |

### Application Functionalities

The application modules and functionalities covered during the Phase III of CCTNS implementation are listed in the table below

| Modules   | Additional Functionalities Covered |
|---|------------------------------------|
| External Interfaces (such as Courts, Prisons, Hospitals, Cell phone service providers, Vehicle information, etc.) | •                                  |
| Crime Prevention (Beat Management, etc.) and other modules decided to be provided to all states                   | •                                  |

**To be added by the State:** Over and above the functionality covered during the phase, States would be free to add more functionality that they deem necessary and useful.

### Capacity Building Initiatives

The no. of personnel in each group that would be trained on the four training themes during Phase III is provided in the table below:

| Training Program   | Group A | Group B | Group C |
|--|---------|---------|---------|
| Awareness and sensitization of benefits of IT                        |         |         |         |
| Basic Computer Awareness & Role based training for application users |         |         |         |
| Trainers Training  |         |         |         |
| System Administration & Support Training                             |         |         |         |

### Outcomes

| Phase           | Activities | Outcomes | Challenges |
|-----------------|------------|----------|------------|
| CCTNS Phase-III |            |          |            |
|                 |            |          |            |
|                 |            |          |            |

### 3.2. Monitoring and Evaluation Parameters

**Note:** This section will describe the framework and parameters for monitoring and evaluating the success of the implementation of CCTNS project.

Successful Implementation of CCTNS is critically dependent on certain prerequisites, which are considered as critical success factors. The table below outlines such prerequisites

| Sr. No.                   | Factor for successful implementation of the project | Y/N |
|---------------------------|---|-----|
| <b>Outcome Indicators</b> |   |     |
| 1                         |   |     |
| 2                         |   |     |
| <b>Output Indicators</b>  |   |     |
| 3                         |   |     |
| 4                         |   |     |
| <b>Process Indicators</b> |   |     |
| 5                         |   |     |
| 6                         |   |     |
| <b>Impact Indicators</b>  |   |     |
| 7                         |   |     |
| 8                         |   |     |
| <b>Service levels</b>     |   |     |
| 9                         |   |     |
| 10                        |   |     |
| <b>Any other</b>          |   |     |

**To be added by the State:** Over and above the category of indicators defined above the state should add its own monitoring indicators based on the State's specific requirements and in line with the overall objective of CCTNS

### 3.3. Governance Structure

**Note:** This section will provide the governance structure that will be created at the state level to monitor the implementation of the CCTNS project.

The table below provides the committees /teams that form part of the governance structure and their roles and responsibilities as defined in the CCTNS implementation guidelines provided by MHA

| Committee / Team          | Roles & Responsibilities   |
|---------------------------|--|
| State Apex Committee      | <ul style="list-style-type: none"> <li>Reviewing progress of the Project,</li> <li>Overseeing utilization of funds,</li> <li>Policy Directions and Guidance for successful execution of the Project,</li> <li>Ensuring continuance of Mission Leader for sufficient duration, and</li> <li>Creating a supporting environment for the success of the project</li> </ul>   |
| State Empowered Committee | <ul style="list-style-type: none"> <li>Disbursement of funds to Districts and other units/agencies</li> <li>Approval of BPR proposals</li> <li>Sanction for various project components, as may be specified, including the Hardware/Software procurement as per the specifications from NIC</li> <li>Approval of various Project Components and Functionalities to be covered in the Project</li> <li>Review progress of the Project</li> <li>Ensure proper Training arrangements</li> <li>Ensure deployment of appropriate handholding personnel</li> <li>Other important policy and procedural issues</li> <li>Guidance to State/District Mission Teams</li> </ul> |
| State Mission Team        | <ul style="list-style-type: none"> <li>Operational responsibility for the Project</li> <li>Formulating Project Proposals</li> <li>Getting sanction of GOI for various projects</li> <li>Hardware rollout and operationalisation</li> <li>Co-ordination with various agencies</li> <li>Resolution of all software related issues, including customization</li> <li>Resolution of all other issues hindering the Project Progress</li> <li>Any other decision to ensure speedy implementation of the project</li> <li>Assist the State Apex and Empowered Committees</li> </ul>  |
| District Mission Team     | <ul style="list-style-type: none"> <li>Prepare District Project Proposal</li> <li>Ensure proper Rollout of the Project in each selected Police Station</li> <li>Ensure hardware and software installation, and operationalisation of the Project</li> </ul>  |

- Training of all police personnel in the District
- Site preparation and availability of all utilities
- Ensure separate account keeping for the Project

The composition of **State Apex Committee** is as following:

| Members                | Composition Suggested   |
|------------------------|---|
| Member 1 (Chairperson) | Chief Secretary   |
| Member 2 (Co-Chair)    | Principal Home Secretary                                      |
| Member 3               | DGP of the State  |
| Member 4               | Secretary Finance   |
| Member 5               | IT Secretary  |
| Member 6               | Head of SCRB  |
| Member 7               | Representative of NIC   |
| Member 8               | Representative of GOI, MHA                                    |
| Member 9(Convener)     | Nodal Officer (CCTNS Project)                                 |
| Member 10              | Any other member co-opted from the field of IT, Telecom, etc. |

The composition of **State Empowered Committee** is as following:

| Members   | Composition Suggested                                    |
|---|--|
| Member 1 (Chairperson)  | DGP  |
| Member 2 (Co-Chair)   | Head of SCRB   |
| Member 3  | Representative of NCRB                                   |
| Member 4  | Representative of Home Department at State level         |
| Member 5  | Representative of Finance at State level                 |
| Member 6  | Director e-governance or representative of IT Department |
| Member 7  | NIC representative at State Level                        |
| Member 8  | Representative of State Implementation agency            |
| Member 9 Nodal Officer as Convener                                  | ADGP/IG level office as nominated by DGP                 |
| The Committee may co-opt any other member whenever, felt necessary. |  |

The composition of **State Mission Team** is as following:

| Members   | Composition Suggested                |
|---|--------------------------------------|
| Member 1 (Mission Leader)   | Nodal Officer                        |
| Member 2  | Head of SCRB                         |
| Member 3  | Head of Implementing Agency          |
| Member 4  | State Informatics Officer (SIO), NIC |
| Nodal Officer/ Head of SCRB, whoever is senior will be the Mission Leader |                                      |

The composition of **District Mission Team** will have the following members:

| Members                         | Composition Suggested                                      |
|---------------------------------|--|
| Member1<br>(Chairperson)        | SSP/SP of the District                                     |
| Member 2 (Convener)<br>Convener | One officer of DCRB  |
| Member 3                        | DIO of the NIC District Centre                             |
| Member 4                        | One officer from District Police having computer knowledge |

**To be added by the State:** The State can add the names of members of these bodies. The state can also bring about necessary changes to the suggested composition of the governance structure.

### 3.4. Other Agencies

**Note:** This section will provide the roles and responsibilities of the other implementation agencies such as State Designated Agency, State Project Management Consultant, State Project Management Unit and System Integrator etc.

#### 3.4.1. State Designated Agency

“State Designated Agency”, (agency/society/public sector unit) at the state level that would serve as a channel for transfer of funds from GOI to states and from state governments to the vendors implementing CCTNS. Identification of such an agency/society and routing funds through it would ensure the following:

- Timely payments for time-critical events
- Strict control on utilization of funds for intended purpose
- Sustainability even beyond plan period
- Enable States in timely hiring of experts and internal capacity building

**To be added by the State:** The State should provide the details of the State Designated agency (Name and Address)

#### 3.4.2. State Project Management Consultant

Since the implementation of CCTNS and a significant part of the functionality of CCTNS application are driven by the states, State Project Management Consultants is engaged to support the State Empowered Committee in the following areas:

1. Preparation of Detailed Project Report (DPR)
2. Assisting the state in identifying the state Systems Integrator (SI):
  - a. Customizing the model RFP (Request for Proposal) provided by MHA/NCRB
  - b. Releasing the RFP assisting the state in managing the bid process
  - c. Assisting the states with the assessment of techno-commercial appraisal of bids in identifying the state level Systems Integrator (SI)
3. Developing the functional specifications for the extensions/enhancements of CCTNS application not covered by MHA/NCRB.

**To be added by the State:** The State to add to the role of SPMC based on State specific requirements

### **3.4.3. State Project Management Unit**

In order to monitor the progress on CCTNS the state would engage a state-level Program Management Unit (S-PMU). The scope of S-PMU's work would include the following:

- Overall project planning and management in collaboration with state Empowered Committee and State/District Mission teams: includes planning, supervising the overall progress of the project, monitor conformance with the timelines, budgets and service levels.
- Review the scope and technical solutions (covering all CCTNS components) provided by the SI
- Acceptance testing and acceptance
- Perform structured transition and rollout
- Post-deployment reviews
- Confirm and monitor service levels through the engagement with the SI through periodic reviews
- Monitor the implementation of the project according to the project plan and report to the state Empowered Committee and C-PMU
- Assess the progress of the implementation and recommend release of funds to the state nodal agency for the SI

### **3.4.4. System Integrator**

CCTNS adopts a “bundling of services” approach to implementation. Accordingly, all the implementation components at the state level are “bundled” and contracted out to a single Systems Integrator (SI) who would act as a single point of contact and accountability for the implementation, integration and performance of CCTNS. The bundle of services would include the following:

1. Program Planning and Management
2. The SI would customize and implement CCTNS core application provided by NCRB under the guidance of and in consultation with NIC.
3. The SI would develop and deploy additional functionality that is scoped under CCTNS (for some of the additional functionality, the central nodal agency would provide the functional specifications to ensure standardization across states).

4. Procurement, installation and commissioning of hardware (including PCs, peripherals, etc.) at police stations and higher offices including site preparation
5. Procurement, deployment and commissioning of communications infrastructure (Network, Wiring, Switches etc.) at all police stations and higher offices; SWAN and State Data Center would be leveraged to the extent possible.
6. Capacity building
  - a. Awareness and Sensitization of benefits of IT along with the application level training
  - b. Trainers Training
  - c. System Administration and Support Training
  - d. Handholding support to the police stations for 6 months
7. Change management
8. Procurement, configuration and commissioning of specialized infrastructure and applications as necessary
9. Utilization Statements/ Progress Reports
10. Digitization of Historical Records
11. Application, System and Network Maintenance
12. Helpdesk Support

The SI would be held responsible for the outcomes of the program and their payments would be linked to the progress of the project as well as the outcomes of the program. The payment schedule will be based on achieving milestones of the Project as well as on accomplishing those milestones with predefined SLAs and Standard. The state would select a SI through a competitive bidding process.

**To be added by the State:** The State to add to the role of SI based on State specific requirements



### 3.5. Exit Plan

**Note:** This section will detail out the transfer processes to ensure continuity of services once the vendor transfers the project to the State

| Other Agencies                      | Exit Clause | Transfer Process |
|-------------------------------------|-------------|------------------|
| State Project Management Consultant |             |                  |
| State Project Management Unit       |             |                  |
| System Integrator                   |             |                  |

### 3.6. Risk Mitigation and Management

**Note:** This section will list down the identified risks for this project and their mitigation plans.

| S. No. | Description of Risk   | Impact / Probability | Risk Mitigation Measure  | Stakeholders involved |
|--------|---|----------------------|--|-----------------------|
| 1.     | Delay in the infrastructure (Hardware, Software, Networking devices etc...) procurement | High                 | Initiate the Internal procedures for the timely procurement of the required hardware from the beginning of the project     |                       |
| 2.     | Variation in the scope may happen after preparing a URS/FS documents                    | Medium               | Timely Evaluation and Signing off of the URS/FS documents  |                       |
| 3.     | Integration of CCTNS with the CCIS and CIPA (external applications)                     | Low                  | Follow-up with the central Government to get the documents/formats for understanding CCIS and CIPA applications            |                       |
| 4.     | Data Migration through Legacy system  | Medium               | Instruct the various Departments to Identify the Legacy Data to be uploaded into the new system                            |                       |
| 5.     | Instability of the network causing application downtime                                 | High                 | Initiate the process to create a fall back network in case of failure of GSWAN network as part of building 100% redundancy |                       |
| 6.     | Unavailability of the experienced team members with the project domain                  | High                 | Recruit domain experts that helps the other team members of the project  |                       |

|     |   |      |  |  |
|-----|---|------|--|--|
|     | knowledge   |      |  |  |
| 7.  | Unavailability of the experienced team members with the proper technology knowledge used in the project | High | Recruit technical experts that helps the other team members of the project and take a technical lead |  |
| 8.  | Review of project deliverables and sign-off is not timely; resulting in delays                          | High | Clear communication on project plan to the customer  |  |
| 9.  | Any other risk  |      |  |  |
| 10. | Any other risk  |      |  |  |

**To be added by the State:** The State can add other potential risks envisaged during the implementation of the project. The state shall also fill in the details in the template provided for risk identification.

### 3.7. Detailed Project Plan

**Note:** This section will provide the detailed project plan for the implementation.

## 4. Financial Details

**Note:** This section will provide detailed information on cost of each component along with a consolidated view of the budget required for the implementation of this project. All the costing has to be provided with year wise break-up.

| Summary of Hardware / Site Preparation Cost Year Wise Break-up |              |                           |               |               |              |                         |               |               |              |                         |                        |               |
|--|--------------|---------------------------|---------------|---------------|--------------|-------------------------|---------------|---------------|--------------|-------------------------|------------------------|---------------|
| Year 1   |              |                           |               | Year 2        |              |                         |               | Total         |              |                         |                        |               |
| Office   | Qty<br>(no.) | Centre<br>Cost<br>(Lakhs) | State<br>Cost | Total<br>Cost | Qty<br>(no.) | Centre<br>Cost          | State<br>Cost | Total<br>Cost | Qty<br>(no.) | Total<br>Centre<br>Cost | Total<br>State<br>Cost | Total<br>Cost |
| Police Station   |              | 2.94                      |               |               |              | 2.94                    |               |               |              |                         |                        |               |
| Circle   |              | 1.85                      |               |               |              | 1.85                    |               |               |              |                         |                        |               |
| Sub Divisions  |              | 1.85                      |               |               |              | 1.85                    |               |               |              |                         |                        |               |
| Range / Zone   |              | 2.1                       |               |               |              | 2.1                     |               |               |              |                         |                        |               |
| District   |              | 7                         |               |               |              | 7                       |               |               |              |                         |                        |               |
| Comm   |              | 15.85                     |               |               |              | 15.85                   |               |               |              |                         |                        |               |
| PHQ  |              | 31.8/<br>19.9/<br>10.85   |               |               |              | 31.8/<br>19.9/<br>10.85 |               |               |              |                         |                        |               |
| SCRB   |              | 2.65                      |               |               |              | 2.65                    |               |               |              |                         |                        |               |

### Police Station Hardware / Site Preparation

The table below provides a detailed break up of hardware required at a police station level. The state shall fund any extra hardware requirements that fall out of the specified limits of Cabinet Note.

| Police Station Hardware / Site Preparation Cost |       |        |       |              |       |        |       |
|---|-------|--------|-------|--------------|-------|--------|-------|
| Items   | Qty   |        |       | Unit<br>Cost | Cost  |        |       |
|   | State | Centre | Total |              | State | Centre | Total |
| Client Systems                                  |       | 4      |       | 0.25         |       |        |       |
| HDD 160GB                                       |       | 1      |       | 0.04         |       |        |       |
| Duplex Laser Printer                            |       | 1      |       | 0.16         |       |        |       |
| Multi-Function Laser<br>(Print/Scan/Copy)       |       | 1      |       | 0.17         |       |        |       |
| UPS for 120min backup                           |       | 1      |       | 0.45         |       |        |       |
| 2KVA Generator Set                              |       | 1      |       | 0.30         |       |        |       |
| 16-Port Switch                                  |       | 1      |       | 0.03         |       |        |       |
| Fingerprint Reader                              |       | 1      |       | 0.15         |       |        |       |

|                      |  |    |  |      |  |  |  |
|----------------------|--|----|--|------|--|--|--|
| Digital Camera       |  | 1  |  | 0.09 |  |  |  |
| Electronic Pen       |  | 1  |  | 0.10 |  |  |  |
| Site Preparation     |  | 1  |  | 0.45 |  |  |  |
| Operational Expenses |  | 1  |  | 0.12 |  |  |  |
| Any other            |  | NA |  |      |  |  |  |
| Total                |  |    |  |      |  |  |  |

### Higher Offices Hardware / Site Preparation

The table below provides a detailed break up of hardware required at a Higher Office level. The State/UT shall fund any extra hardware requirements that are out of the specified limits of Cabinet Note.

| Higher Office Hardware / Site Preparation Cost |                   |        |      |      |        |                  |                     |           |       |      |
|--|-------------------|--------|------|------|--------|------------------|---------------------|-----------|-------|------|
| Higher Offices                                 |                   | PC     | UPS  | MFP  | Switch | Site Preparation | OPE (Paper / Toner) | Any Other | Total |      |
| Circle   | Qty               | State  |      |      |        |                  |                     |           |       |      |
|  |                   | Centre | 3    | 1    | 1      | 1                | 1                   | 1         | NA    |      |
|  |                   | Total  |      |      |        |                  |                     |           |       |      |
|  | Unit Cost (Lakhs) | State  | 0.25 | 0.45 | 0.17   | 0.03             | 0.45                | 0.12      |       |      |
|  |                   | Centre | 0.75 | 0.45 | 0.17   | 0.03             | 0.45                | 0.12      |       | 1.97 |
|  |                   | Total  |      |      |        |                  |                     |           |       |      |
| Sub-Division                                   | Qty               | State  |      |      |        |                  |                     |           |       |      |
|  |                   | Centre | 3    | 1    | 1      | 1                | 1                   | 1         | NA    |      |
|  |                   | Total  |      |      |        |                  |                     |           |       |      |
|  | Unit Cost         | State  | 0.25 | 0.45 | 0.17   | 0.03             | 0.45                | 0.12      |       |      |
|  |                   | Centre | 0.75 | 0.45 | 0.17   | 0.03             | 0.45                | 0.12      |       | 1.97 |
|  |                   | Total  |      |      |        |                  |                     |           |       |      |
| Range / Zone                                   | Qty               | State  |      |      |        |                  |                     |           |       |      |
|  |                   | Centre | 4    | 1    | 1      | 1                | 1                   | 1         | NA    |      |
|  |                   | Total  |      |      |        |                  |                     |           |       |      |
|  | Unit Cost         | State  | 0.25 | 0.45 | 0.17   | 0.03             | 0.45                | 0.12      |       |      |
|  |                   | Centre | 1.0  | 0.45 | 0.17   | 0.03             | 0.45                | 0.12      |       | 2.32 |
|  |                   | Total  |      |      |        |                  |                     |           |       |      |
| SCRB   | Qty               | State  |      |      |        |                  |                     |           |       |      |
|  |                   | Centre | 4    | 1    | 1      | 1                | 1                   | 1         | NA    |      |
|  |                   | Total  |      |      |        |                  |                     |           |       |      |
|  | Unit Cost         | State  | 0.75 | 0.45 | 0.17   | 0.03             | 0.45                | 0.12      |       |      |
|  |                   | Centre |      |      |        |                  |                     |           |       |      |
|  |                   | Total  |      |      |        |                  |                     |           |       |      |
| Cost   | State             |        |      |      |        |                  |                     |           |       |      |
|  | Centre            |        |      |      |        |                  |                     |           |       |      |

|                     |           |        |      |              |                  |                     |           |        |
|---------------------|-----------|--------|------|--------------|------------------|---------------------|-----------|--------|
|                     | Centre    | 1.0    | 0.45 | 0.17         | 0.03             | 0.45                | 0.12      | 2.32   |
|                     | Total     |        |      |              |                  |                     |           |        |
| Higher Offices      |           | PC     | MFP  | UPS / Switch | Site Preparation | OPE (Paper / Toner) | Any Other | Total  |
| Commissionerates    | Qty       | State  |      |              |                  |                     |           |        |
|                     |           | Centre | 25   | 25           |                  | 1                   | 1         | NA     |
|                     |           | Total  |      |              |                  |                     |           |        |
|                     | Unit Cost |        | 0.25 | 0.17         |                  | 1.0                 | 0.12      |        |
|                     | Cost      | State  |      |              |                  |                     |           |        |
|                     |           | Centre | 6.25 | 4.25         | 4.35             | 1                   | 0.12      | NA     |
|                     | Total     |        |      |              |                  |                     |           |        |
| Districts           | Qty       | State  |      |              |                  |                     |           |        |
|                     |           | Centre | 10   | 10           |                  | 1                   | 1         | NA     |
|                     |           | Total  |      |              |                  |                     |           |        |
|                     | Unit Cost |        | 0.25 | 0.17         |                  | 1.0                 | 0.12      |        |
|                     | Cost      | State  |      |              |                  |                     |           |        |
|                     |           | Centre | 2.5  | 1.7          | 1.8              | 1                   | 0.12      | NA     |
|                     | Total     |        |      |              |                  |                     |           |        |
| Police Headquarters | Qty       | State  |      |              |                  |                     |           |        |
|                     |           | Centre | 50   | 50           |                  | 1                   | 1         | NA     |
|                     |           |        | /30  | /30          |                  |                     |           |        |
|                     |           |        | /15  | /15          |                  |                     |           |        |
|                     |           | Total  |      |              |                  |                     |           |        |
|                     | Unit Cost |        | 0.25 | 0.17         |                  | 2.5                 |           |        |
|                     |           |        |      |              | /2.0             |                     |           |        |
|                     |           |        |      |              | /1.5             |                     |           |        |
| Cost                | State     |        |      |              |                  |                     |           |        |
|                     | Centre    | 12.5   | 8.5  | 8.3          | 2.5              | 0.12                | NA        | 31.92  |
|                     |           | /7.5   | /5.1 | /5.3         | /2.0             |                     |           | /20.02 |
|                     |           | /3.75  | /2.6 | /3.1         | /1.5             |                     |           | /11.02 |
|                     | Total     |        |      |              |                  |                     |           |        |

### Networking Infrastructure

The table below provides a detailed break up of Networking Infrastructure required at a Police Station and Higher Office level. The State/UT shall fund any secondary network requirements that are outside the specified limits of Cabinet Note.

| Networking Infrastructure       |                        |                   |       |
|---------------------------------|------------------------|-------------------|-------|
| Items                           | Qty (No. of locations) | Unit Rate (Lakhs) | Total |
| Routers at Sites (1yr warranty) |                        | 1.0               |       |
| Modem pair (1yr warranty)       |                        | 0.25              |       |

|                       |      |
|-----------------------|------|
| Switch (1yr warranty) | 0.25 |
| AMC (for 3 years)     | 10%  |

| Cost Estimates for Network Connectivity (for 3 years) |  |  |                             |       |
|---|--|--|-----------------------------|-------|
| Category  | Police Stations + Circles + Sub-Divisions + Ranges + Zones | Districts + Commissionerates + DGP + CID/Crime Branch/Special Branches + Inter State Police Wireless Centre + Forensic Science Labs + Finger Print Bureau + SCRB | Unit Rate for 3 years (Rs.) | Total |
| Broadband   |  | NA   | 30,000                      |       |
| VSAT/CDMA   |  | NA   | 1,05,000                    |       |
| Leased Line (including router, modem & switch)        | NA   |  | 2,40,000                    |       |
| <b>Total</b>  |  |  |                             |       |

### Capacity Building

The tables below provide a year-wise detailed break up of Capacity Building required at a Police Station and Higher Office level. The State/UT shall fund any other capacity building requirements that are outside the specified limits of Cabinet Note.

| Year-wise Cost Estimates for Capacity Building (Training of Personnel) |                     |         |     |         |     |         |            |
|--|---------------------|---------|-----|---------|-----|---------|------------|
| Training Program   | Cost per Unit (Rs.) | 2009-10 |     | 2010-11 |     | 2011-12 | Total Cost |
|  |                     | Qty     | Amt | Qty     | Amt |         |            |
| Awareness and sensitization of benefits of IT                          | 2,500               |         |     |         |     |         |            |
| Basic Computer Awareness & Role based training for application users   | 1,000               |         |     |         |     |         |            |
| Trainers Training  | 1,000               |         |     |         |     |         |            |
| System Administration & Support Training                               | 2,000               |         |     |         |     |         |            |
| <b>Total</b>   |                     |         |     |         |     |         |            |

| Year-wise Cost Estimates for Capacity Building (Strengthening of Institutions) |         |     |         |     |         |     |       |
|--|---------|-----|---------|-----|---------|-----|-------|
| Training Institution Type  | 2009-10 |     | 2010-11 |     | 2011-12 |     | Total |
|  | Qty     | Amt | Qty     | Amt | Qty     | Amt |       |
| District HQ  |         |     |         |     |         |     |       |
| District HQ Site Preparation   |         |     |         |     |         |     |       |
| RPCTC  |         |     |         |     |         |     |       |
| SCRB   |         |     |         |     |         |     |       |
| RTC/PTC  |         |     |         |     |         |     |       |

### Digitization

A one-time digitization effort to migrate the data of last ten years across the police stations into the system is required. The table below provides the no. of records to be digitized and the cost of digitization of these records.

| Cost Estimates for Networking Infrastructure (for 3 years) |                     |                   |                |            |
|--|---------------------|-------------------|----------------|------------|
| S. No.   | Registers/Form Name | Number of records | Unit Cost (Rs) | Total Cost |
|  |                     |                   | 27             |            |
|  |                     |                   | 27             |            |
|  |                     |                   | 27             |            |
| Total  |                     |                   |                |            |

### Handholding Support

A provision for handholding support for the Police Stations has been made for six months. The table below provides the cost of handholding support as per norms provided by MHA.

| Cost Estimates for Handholding Support (for 6 months) |                       |                                 |       |
|---|-----------------------|---------------------------------|-------|
| Items   | No of Police Stations | Unit Rate (in Rs. For 6 months) | Total |
| Handholding Support                                   |                       | 90,000                          |       |

### Project Management Consultancy

Technical Consultants for Business Process Reengineering, State-specific DPR and proposal creation, State-specific customization requirements, Project Management, Implementation

Strategy and frameworks, Best Practices Survey, monitoring of SI and other purposes at various stages are proposed to be engaged during planning, execution, monitoring, and assessment activities of the Project. The table below provides the cost of Project Management Consulting including SPMC and SPMU.

| Cost Estimates for Project Management Consultancy (PMC) |            |                                  |       |
|---|------------|----------------------------------|-------|
| Category  | Man Months | Unit Rate (in Rs. Per man month) | Total |
| State Project Management Consultant (SPMC)              |            |                                  |       |
| State Project Monitoring Unit (SPMU)                    |            |                                  |       |

### Data Centre

The cost estimates for Data Centre infrastructure in the State/UT has been detailed out in the table below.

| Cost Estimates for Data Centre at State/UT  |     |                          |                       |
|---|-----|--------------------------|-----------------------|
| Items   | Qty | Unit Rate (in Rs. Lakhs) | Total (in Rs. Crores) |
| Data Center Storage Cost  |     | 45                       |                       |
| Disaster Recovery (DR) Storage Cost   |     | 45                       |                       |
| Data Center Server Cost   |     | 25                       |                       |
| DR Center Server Cost   |     | 20                       |                       |
| Automated Tape Library (ATL) for Data Center  |     | 20                       |                       |
| Fibre Cabling and Networking items for Data Centers and DR Centers                                |     | 25                       |                       |
| Software for Data Center and DR Center  |     | 120                      |                       |
| AMC (@ 10% for 3 years)   |     |                          |                       |
| Outsourced manpower for Data Centres 2nos. x 3shifts for 4 yrs., with 10% increase in cost / year |     | 0.4                      |                       |
| Total   |     |                          |                       |

### Additional Customization / Development Cost

The table below provides the cost of CAS customization and any additional software application development



| Cost Estimates for Additional Customization / Development |                       |                |       |
|---|-----------------------|----------------|-------|
| Items   | No. of Resources used | Man-month Rate | Total |
| CAS Customization   |                       |                |       |
| Application Development                                   |                       |                |       |