Crime and Criminal Tracking Network & Systems

Core Application Software (CAS)
Citizen State

Citizen User Manual

Submitted to

National Crime Records Bureau
New Delhi

Submitted By

Wipro Limited

Confidentiality
This document is being submitted to National Crime Records Bureau, Ministry of Home Affairs, Government of India, with the explicit understanding that the contents would not be divulged to any third party without prior written consent from Wipro Limited.
## ABBREVIATIONS

<table>
<thead>
<tr>
<th>SNo</th>
<th>Abbreviation</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>ACP</td>
<td>Assistant Commissioner of Police</td>
</tr>
<tr>
<td>2.</td>
<td>APP</td>
<td>Assistant Public Prosecutor</td>
</tr>
<tr>
<td>3.</td>
<td>ASI</td>
<td>Assistant Sub Inspector</td>
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<td>4.</td>
<td>ASP</td>
<td>Assistant Superintendent of Police</td>
</tr>
<tr>
<td>5.</td>
<td>CAS</td>
<td>Core Application Software</td>
</tr>
<tr>
<td>6.</td>
<td>CCIS</td>
<td>Crime Criminal Information System</td>
</tr>
<tr>
<td>7.</td>
<td>CCTNS</td>
<td>Crime and Criminal Tracking Network &amp; Systems</td>
</tr>
<tr>
<td>8.</td>
<td>CID</td>
<td>Criminal Investigation Department</td>
</tr>
<tr>
<td>9.</td>
<td>CIPA</td>
<td>Common Integrated Police Application</td>
</tr>
<tr>
<td>10.</td>
<td>CNCP</td>
<td>Child in Need of Care &amp; Protection</td>
</tr>
<tr>
<td>11.</td>
<td>CO</td>
<td>Circle Officer</td>
</tr>
<tr>
<td>12.</td>
<td>CP</td>
<td>Commissioner Of Police</td>
</tr>
<tr>
<td>13.</td>
<td>CPIO</td>
<td>Central Public Information Officer</td>
</tr>
<tr>
<td>14.</td>
<td>CWC</td>
<td>Children Welfare Court</td>
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<tr>
<td>15.</td>
<td>DCP</td>
<td>Deputy Commissioner of Police</td>
</tr>
<tr>
<td>16.</td>
<td>DCRB</td>
<td>District Crime Record Bureau</td>
</tr>
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<td>17.</td>
<td>DGP</td>
<td>Director General of Police</td>
</tr>
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<td>18.</td>
<td>DIG</td>
<td>Deputy Inspector General</td>
</tr>
<tr>
<td>19.</td>
<td>DM</td>
<td>District Magistrate</td>
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<td>20.</td>
<td>DO</td>
<td>Duty Officer</td>
</tr>
<tr>
<td>21.</td>
<td>DSB</td>
<td>District Special Branch</td>
</tr>
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<td>22.</td>
<td>DSP</td>
<td>Deputy Superintendent of Police</td>
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<td>23.</td>
<td>EO</td>
<td>Enquiry Officer</td>
</tr>
<tr>
<td>24.</td>
<td>FIR</td>
<td>First Information Report</td>
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<td>25.</td>
<td>FPB</td>
<td>Finger Print Bureau</td>
</tr>
<tr>
<td>26.</td>
<td>FSL</td>
<td>Forensic Science Laboratory</td>
</tr>
<tr>
<td>27.</td>
<td>GD</td>
<td>General Dairy</td>
</tr>
<tr>
<td>28.</td>
<td>GPF</td>
<td>General Provident Fund</td>
</tr>
<tr>
<td>29.</td>
<td>HC</td>
<td>Head Constable</td>
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<tr>
<td>30.</td>
<td>ID</td>
<td>Identification (document)</td>
</tr>
<tr>
<td>31.</td>
<td>IG</td>
<td>Inspector General</td>
</tr>
<tr>
<td>32.</td>
<td>IIF</td>
<td>Integrated Investigation Form</td>
</tr>
<tr>
<td>33.</td>
<td>IO</td>
<td>Investigating Officer</td>
</tr>
<tr>
<td>34.</td>
<td>JICL</td>
<td>Juvenile In Conflict With Law</td>
</tr>
<tr>
<td>35.</td>
<td>JJB</td>
<td>Juvenile Justice Board</td>
</tr>
<tr>
<td>36.</td>
<td>LIU</td>
<td>Local Intelligence Unit</td>
</tr>
<tr>
<td>37.</td>
<td>NCR</td>
<td>Non Cognizable Report</td>
</tr>
<tr>
<td>38.</td>
<td>NCRB</td>
<td>National Crime Record Bureau</td>
</tr>
<tr>
<td>No.</td>
<td>Abbreviation</td>
<td>Description</td>
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<tr>
<td>39.</td>
<td>NOC</td>
<td>No Objection Certificate</td>
</tr>
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<td>40.</td>
<td>OC</td>
<td>Officer In Charge</td>
</tr>
<tr>
<td>41.</td>
<td>PAN</td>
<td>Permanent Account Number</td>
</tr>
<tr>
<td>42.</td>
<td>PCN</td>
<td>Provisional Criminal Number</td>
</tr>
<tr>
<td>43.</td>
<td>PCR</td>
<td>Police Control Room</td>
</tr>
<tr>
<td>44.</td>
<td>PP</td>
<td>Public Prosecutor</td>
</tr>
<tr>
<td>45.</td>
<td>PS</td>
<td>Police Station</td>
</tr>
<tr>
<td>46.</td>
<td>RCN</td>
<td>Regular Criminal Number</td>
</tr>
<tr>
<td>47.</td>
<td>RTI</td>
<td>Right To Information</td>
</tr>
<tr>
<td>48.</td>
<td>SC/ST</td>
<td>Scheduled Caste/Scheduled Tribe</td>
</tr>
<tr>
<td>49.</td>
<td>SCRB</td>
<td>State Crime Record Bureau</td>
</tr>
<tr>
<td>50.</td>
<td>SDOP</td>
<td>Sub Divisional Office of Police</td>
</tr>
<tr>
<td>51.</td>
<td>SDPO</td>
<td>Sub Divisional Police Officer</td>
</tr>
<tr>
<td>52.</td>
<td>SHO</td>
<td>Station House Officer</td>
</tr>
<tr>
<td>53.</td>
<td>SI</td>
<td>Sub Inspector</td>
</tr>
<tr>
<td>54.</td>
<td>SMS</td>
<td>Short Messaging Service</td>
</tr>
<tr>
<td>55.</td>
<td>SO</td>
<td>Supervisory officer/Station Officer/Standing Order/Sections Officer</td>
</tr>
<tr>
<td>56.</td>
<td>SP</td>
<td>Superintendent of Police</td>
</tr>
<tr>
<td>57.</td>
<td>SSP</td>
<td>Senior Superintendent of Police</td>
</tr>
<tr>
<td>58.</td>
<td>UID</td>
<td>Unique Identification Document</td>
</tr>
</tbody>
</table>
Know your ICONS
CAS user manual consists of icons which are used throughout the manual. The icons are described below and can be use as necessary.

<table>
<thead>
<tr>
<th>ICON</th>
<th>Description</th>
<th>ICON</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>🟢</td>
<td>Important Item – Keep in mind</td>
<td>📅</td>
<td>Take a print out</td>
</tr>
<tr>
<td>💡</td>
<td>Help Tip</td>
<td>📝</td>
<td>Note</td>
</tr>
<tr>
<td>✔️</td>
<td>Do’s – User should do / perform this action</td>
<td>🔗</td>
<td>Linked to another item</td>
</tr>
<tr>
<td>✖</td>
<td>Don’ts – User should not do / perform this action</td>
<td>🏡</td>
<td>Go the main menu</td>
</tr>
</tbody>
</table>

Assumptions & Limitations
1. CAS User Manual has been prepared for the base system that has been prepared on basis of approved functional and system requirements. Any additional requirements that stem after the preparation of this documentation shall result in a revision of the CAS User Manual, which shared be shared subsequently.
2. CAS User Manual assumes that the infrastructure for the project has already been provided to the users, therefore, any users who are using earlier or old infrastructure such as computers, networking, and peripherals may face difficulty in getting the desired results from the software.
3. CAS screens are visible/access to user on the basis on his/her role and responsibilities.
   All screens are not visible to all users.
4. CAS lite is a subset version of complete CAS. It does not contain the complete functionality.
Let’s Start!!

Tools Required
You will be provided with the following basic infrastructure:
1. Computer (CPU, Monitor, Keyboard & Mouse)
2. Network Connection (as per requirement)
3. Peripherals (as per requirement)
4. Browser (Internet Explorer 7.0 or Mozilla 3.6)
5. Uninterrupted Power Supply (UPS)

Starting your Computer
Steps
1. Ensure all cables are connected between the computer, network connection, peripherals & UPS
2. Plug the UPS to the electrical socket
3. Switch ‘ON’ the electrical socket
4. Switch ‘ON’ the UPS
5. Press the (power button) on the computer
6. Allow the system to boot up

- Switch ‘ON’ the UPS only after you have switched ‘ON’ the power socket
- Switch ‘ON’ the computer only after you have switched ‘ON’ the UPS
- Switch ‘OFF’ the power socket in there is an electrical spark in the socket

- Do not start the computer in case the UPS is not fully charged
- Do not start the computer in case any of the wires are in contact with water sources / moisture

- In case you are not sure whether the computer is connected in the right way – please contact system engineer
User Manual

The purpose of this User Manual is to help users in data entries. The manual consists of steps used for making entries with screenshots. Brief description is also provided before every module for user to understand.

Before making data entries one should keep the following points in mind:

- User should have a valid username and password before login
- User can see the pages only if he/she have access to those screens
- Make relevant and correct entries only
- Mandatory fields (marked with *) cannot be left blank
- Do not make false entries
- Browse through each & every Tab to make data entries
- Recheck the entries made before clicking on Submit
- Text shown in BLUE colour shows the output for any entry or activity

Example: For making data entries

Steps

1. To open a required page click on links provided on top
   Example: To open an FIR Registration page
      i. First click on Registration

      ![Registration Page]

      ![FIR Registration Page]

      i. Click on First Information Report
      ii. Click on New Registration to open the page

2. Click on tabs one by one to make entries
   i. Click tabs from left to right
ii. Go to next only when all the necessary entries are made in first one

3. Browse through each tabs within tabs to make data entries

4. Enter the data in textboxes given

5. Select the data from the dropdowns

6. Click on radio buttons to select

7. Select the dates by clicking on

8. Shows the mandatory entries. Entries of these fields are must

9. Click on Add button to add details in grid
10. Click on delete button to remove entry from the list

11. Click on Search button to search for a record or entry made initially
   i. System will display the recent items in the grid
   ii. If the required number is not available in the list, click Search button
   iii. Enter the search criteria and click on search
   iv. System will display the result

12. User can click on Clear button to remove the entries made

13. User can click on Submit button to save the entries made

14. User can click on Close button to exit the page

15. User can click on Preview button to see the preview of the page

16. User can click on Print button to take out the print

17. User can upload documents by clicking on Browse button and select the required file to be upload
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1. Crime and Criminal Tracking & Network Systems

The Crime and Criminal Tracking Network Systems (CCTNS) has been conceptualized by the Ministry of Home Affairs (MHA) in detailed consultation with all stakeholders, including the National Crime Records Bureau (NCRB), the State Governments, the Department of Information Technology (DIT), Government of India and the National Informatics Centre (NIC). It is envisioned to be implemented as a ‘Mission Mode Project (MMP)’ and will adopt the guidelines of the National e-Governance Plan (NeGP).

CCTNS aims at creating a comprehensive and integrated system for enhancing the efficiency and effective policing at all levels and especially at the Police Station level through adoption of principles of e-Governance, and creation of a nationwide networked infrastructure for evolution of IT-enabled state-of-the-art tracking system for “investigation of crime and detection of criminals” in real time, which is a critical requirement in the context of the present day internal security scenario.

The project 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.

The project includes vertical connectivity of police units (linking police units at various levels within the States – police stations, district police offices, state headquarters, SCRB and other police formations – and States/UTs, through state headquarters and SCRB, to NCRB at GOI level) as well as horizontal connectivity, linking police functions at State and Central level to external entities. CCTNS also provides for a citizens interface to provide basic services to citizens.
1.1 About the Project

The overall vision of project CCTNS is to create - A State-of-Art System that allows access to real-time crime and criminal information to all stakeholders. The key objectives of the CCTNS project can be identified as:

Providing enhanced tools
The project is envisioned to provide for enhanced tools for crime investigation, crime prevention, law and order maintenance and other functions such as traffic management, emergency response etc. The enhanced tools would enable the police personnel to conduct activities in an effective and efficient manner. These tools would in addition help remove non-value adding activities and create integrated workflows for better management of cases till closure.

Increasing operational efficiency
The project is envisioned to increase the operational efficiency by reducing redundancy in processes through their streamlining and standardization, increasing communication by providing access to and availability of additional communication modes such as police messaging, email, mobile telephony etc., automating back office functions such as information collection, MIS, workflows etc.

Creating national platform to share information and intelligence
The project also envisions the creation of a national platform for sharing information and intelligence through the use of SSDGs at the state level and NSDG at the national level. This would allow other interfacing agencies sharing data and information in a two way mode to the last level, at the police station or a PCR. This would allow the police personnel to better conduct their actions based on availability of real time information through a chosen communication mode.

Providing services to citizens and policemen
The project envisions to create services that can be availed directly by the citizens through the nearest available mode such as CSC, internet, police station etc. This also implies that the police personnel would have access to citizen complaints and requests from different sources in a real time manner; which means that the resolution to a case can be reached in an effective and timely manner. Internally the systems would enable the police personnel to register, investigate and prepare for prosecution of a case online, using minimal paperwork and dependency on traditional systems.
2. Core Application Software (CAS)

CAS State system will be implemented in the centralized architecture at the State Data Centres and support the remote managed client environment (at police stations) to work in online/offline mode. The CCTNS CAS (Central) will be implemented at NCRB. The CCTNS CAS applications have the clear separation of concern and the architecture layers i.e. presentation, business logic and database layers as depicted in the above figure.

CCTNS CAS System will be built using following industry standards / guidelines that will facilitate the coexistence and inter-changeability of multiple hardware and software technologies, tools, protocols, and interfaces. These standards compliance will give more flexibility to react to changing business and technology conditions without unnecessarily restricting the architecture direction to proprietary environments.

CAS State would include modules covering business processes in police stations and higher offices:

i. Registration
The Registrations can be of general service petitions or general complaints. This service is initiated once the citizens register their complaints or petitions with police personnel. Based on nature of the petition (General Service Petition, Cognizable Complaint, Non-Cognizable Complaint) the service to citizens will be honoured by issuing general service petitions like No Objection certificates, Permissions etc., or registering a complaint and issue FIR/NCR. Based on the evidence and facts, the police personnel will proceed for investigation.

ii. Investigation
After a complaint is registered, police initiates the investigation process. The identified Investigating officer will visit the crime scene and record the crime details. The Investigating officer will send the collected evidences to external agencies for further verification. The IO will arrest the accused if any and proceed for interrogation and later file a charge sheet/final report and submit the accused in the court.

iii. Prosecution
Interfacing with the courts during the prosecution of cases is an integral part of the responsibilities of police personnel. After filing the charge sheet the police personnel will update the Trial details and execute the summons/warrants issued by court. The police personnel will also record the court disposal details include persons involved, attendance, examination, court order, details about bail and status of accused.
iv. **Search and Basic Reporting**

Since the inception of the case the police personal will search different registers to track/identify the criminals involved in different cases/crimes. This will help the police personal to map the missing cases with un-known dead bodies and enable them to generate different reports like MCR’s, NBW’s, PT cases, UI cases etc.
3. Modules
Each module can be defined as a set of services grouped together according to the requirements.

3.1 General
The sets of screens shown in this section are common to all users. Every user has to go through these screens before entering the system.

3.1.1 Citizen’s Login Page
This is the homepage for citizens (before login). User can use the general services shown without registering in the system. For using rest of the services citizen has to create account.

Steps
1. Double click on 🌐 or 🎨 icons to open the browser.
2. Enter the URL in the address bar.

System will open the Homepage for citizens
3.1.2 Create Citizen Login

This page will allow a user to create a user account by registering themselves with the system. User has to create a Username and Password for login. User has to enter his/her personal details also in the process of registration.
Steps

1. Click on ‘Create Account’ link
   System will display the registration page
2. Enter/Select the entries to be made
   - Choose the Username and Password which you can easily remember
   - Two security questions and their answers are mandatory
3. Click on ‘Submit’ button to complete the process
4. Click on ‘Clear’ button to set all the fields as blank
5. Click on ‘Close’ button to return to the main menu

💡 Password should be minimum of 8 characters long and maximum limit should be 30 characters
   - Password should have at least 1 special character and 1 number and 1 alphabet
   - Data Field in Password and confirm Password should be same for successful User creation
3.1.3 Citizen Login

This page allows all registered citizens to ‘login’ in the system.

**Steps**

1. Enter the ‘**Username**’ and ‘**Password**’
2. Select the Language to be used
3. Click on ‘**Login**’ button

System will validate the username and password

After validation, system will let you enter the application and display the home page

**Points to Remember**

- User can have only one active session at any given time
- Do not share your Username and Password to anyone
- Do not enter the incorrect Username and Password more than three times; otherwise system will block the access for sometime
- In case of three failed login attempts within <five> minutes, system will not allow the user to login for the next one hour
3.1.4 Citizen Homepage (After Login)

This page will show the list of services citizen can use. It displays the various services and tasks which users have access.
3.1.5 Modify Citizen Login Details

This page allows user to modify personal details except his/her login ID.
Steps
1. Click on ‘Modify Citizen Login’ Link
2. Enter/Select the entries to be made
3. Click on ‘Submit’ button to complete the process
   System will update the details
4. Click on ‘Clear’ button to set all the fields as blank
5. Click on ‘Close’ button to return to the main menu
3.1.6 Change Password-Citizen

This page provides the functionality to change the password in the system.

Steps

1. Click on icon on the top right of the citizen homepage
   System will display ‘Change Password’ screen
2. Enter/Select the entries to be made
   Password will automatically get expire after 60 days of its creation
3. Click on ‘Submit’ button to complete the process
   System will change the password and update the details
4. Click on ‘Close’ button to return to the dashboard

Points to Remember

- Do not set the ‘new password’ from any of the last five consecutive passwords
- Please remember the answers given to the Security Questions
- Password will minimum of 8 characters long and maximum limit will be 30 characters.
  Password will have at least 1 special character and 1 number and 1 alphabet.
  Data Field in Password and confirm Password will be same for successful User creation.
- All mandatory fields will be entered
Two security question are mandatory
User will not be able to select a security question more than once
In case the user enters, any of the last five consecutive passwords as a ‘new password’, system will display a message – THE NEW PASSWORD SHOULD BE DIFFERENT FROM THE PREVIOUS FIVE PASSWORDS ENTERED
In case the user does not enter the ‘new password’ as per the password characteristics, system will display a message – PASSWORD SHOULD BE AS PER PASSWORD POLICY
In case the user does not enter data in a mandatory field, system will display a message – PLEASE FILL ALL MANDATORY FIELDS
System will display a message ‘Password successfully changed’ and display the login screen
3.1.7  Forgot Password-Citizen

This page provides functionality to the actor to reset the password.

**Steps**

1. Click on ‘Forgot Password’ link
   System will display Forgot Password screen
2. Enter/Select the entries to be made
   System will ask the answers to security questions selected at the time of registration
3. Click on ‘Reset Password’ button to complete the process
4. Click on ‘Close’ button to return to the main menu

**Points to Remember**

- Do not enter wrong answer to the security question more than three times, otherwise, system will lock the account
- All mandatory fields will be entered
- User will answer the security questions
In case the user enters incorrect answers to the security questions, system will display a message – SECURITY QUESTION ANSWERED INCORRECTLY, PLEASE TRY AGAIN; and display the ‘Forgot Password’ screen.

In case the user enters incorrect answers to the security questions four times consecutively, system will display a message – YOU HAVE EXCEEDED THE MAXIMUM NUMBER OF TRIES. YOUR ACCOUNT HAS BEEN LOCKED.

In case the user does not enter data in a mandatory field, system will display a message – PLEASE FILL ALL MANDATORY FIELDS.

System displays a message, ‘Your new password is xxxx, please note it down’
3.2 Status Search (for complaints, service requests and FIR)

This page allows user to search the present status of a Service Request / Complaint / FIR.
**Steps**
1. Click on ‘Status Search’ link
   System will open the status search page
2. Enter/Select the entries to be made
3. Select the Type of Service to be view
4. Click on ‘Clear’ button to set all the fields as blank
5. Click on ‘Close’ button to return to the home page
3.3 Citizen Information

This page provides functionality to view information pertaining to - Missing Persons, Proclaimed Offenders, Stolen Vehicles, Recovered Vehicles, Rewarded Criminals, Unidentified Dead Bodies and Abandoned / Unclaimed Property.
Steps

1. Click on ‘Citizen Information’ link.
   System will display citizen information page
2. Select the type of service and click on ‘Search’ button.
   System will display the list of Service Request/FIR/Complaint with their information
3. Click on ‘Save as PDF’ button to save the present screen as a PDF document.
4. Click on ‘Print’ button to print the document.
5. Click on ‘Close’ button to return to the home page.
3.4 Citizen’s Tip

This page will allow user to enter the anonymous tip or information about a person, object, location or event.

**Steps**

1. Click on ‘Citizen’s Tip’ link.
   System will display Citizen’s Tip page
2. Enter/Select the correct information to be provided.
3. Select the 'Tip Detail' tab and enter the tip to be given.
4. Click on ‘Submit’ button to save the details.
Steps
1. Click on ‘Suspect Details’ tab.
   System will open the Suspect details page
2. Enter/Select the correct information to be provided.

Steps
1. Click on ‘Tip Details’ tab
   System will display Tip details page
2. Enter/Select the entries to be made
3. Click on ‘Browse’ button to upload the document
4. Click on ‘Clear’ button to set all the fields as blank
5. Click on ‘Close’ button to return to the home page

**Steps**

1. Click on ‘Tip Submission’ tab
   - System will open the Tip submission page for citizen service
2. Enter/Selects the correct information to be provided
3. Click the ‘Submit’ button to submit the entered details
4. Click the ‘Clear’ button to set all the fields as blank
5. Click the ‘Close’ button to return to the home page
3.5 Citizen Feedback

This page allows you to provide feedback on police services.

Steps

1. Click on ‘Citizen Feedback’ link
   System will display the Citizen Feedback page
2. Enter/Select the correct information to be provided
3. Click on ‘Submit’ button to submit the entered details
4. Click on ‘Clear’ button to set all the fields as blank
5. Click on ‘Close’ button to return to the home page
3.6 Frequently Asked Questions

This page will allow user to view pertaining to frequently asked questions with regards to registration of complaints and service requests.

**Steps**

1. Click on ‘FAQ’ link.
2. Select any one from the list.
3. Click on ‘Go’ button.

System will display the frequently asked questions with answers.
3.7 Online Library

This page will allow user to view the online library.
**Steps**

1. Click on **Citizen Service** link.
2. Click on **Online Library** link.
   User can see the list of documents like:
   - State Police Manuals
   - Code of Criminal Procedure
   - Indian Penal Code
   - Indian Evidence Act
   - Crime in India
   - Other Acts like Juvenile Justice Act, NDPS act, Arms act, Gambling act and other minor acts
   - Important judgment rules of SC/HCs
   - Circulars and standing orders

3. Click on a particular document to see the details.
   System will display the document with option to view and save.
3.8 Complaint

This service allows citizen to lodge complaint online to the police station. They can also modify and view the status of the complaint.

3.8.1 Add New Complaint

This page will allow user to register a complaint
1. Online for the Citizen
2. Through system for a police officer
## Core Application Software – User Manual

### Register New Complaint

#### Personal Information

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Address</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Gender</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Date of Birth</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

#### Contact Information

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Email</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

#### Incident Details

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Type</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Date</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

#### ID Details

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>ID No.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>ID Type</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Bangladesh National Crime Record System (BANCRS)

Copyright © 2011 National Crime Records Bureau. All rights reserved.
Steps
1. Click on ‘Complaint’ link
2. Click on ‘Register New Complaint’ link
   System will display register new complaint page
3. Browse within tabs to make or select entries
4. Enter or Select the information to be provided
5. Click on radio button to select when required
6. Click on ‘Submit’ button to save the information
System will save the entries made and generate a complaint number. System will generate a temporary number if he/she click on ‘Save’ button, which will get drop after 48 hours if not modified & submitted permanently (User can submit the complaint permanently by clicking on ‘Submit’ button)

or

Click on ‘Clear’ button to remove the entries made
System will remove the entries made and set the default entries

or

Click on ‘Close’ button to close the current page
System will close the current page and return to the Homepage

or

Click on ‘Save as PDF’ button to save the present screen as a PDF document

or

Click on ‘Print’ button to print the document

_points_to_remember_

- Option to select ‘others’ is not available to a citizen.
- When ‘Others’ is selected, all fields will become non-mandatory.
- In case ‘Others’ is selected, the label ‘Complaint number’ should be changed to ‘Reference number’
- All mandatory fields should be entered
- User should enter a minimum of two of the following fields:
  - Mobile number
  - Landline
  - Address
  - ID type & ID number
  - Email
- If an user has submitted an e-Form, the system should forward the application based on same criteria as in the online form
- If ‘Complaint’ is selected as ‘Against Police Officer’, system should forward the application to the queue to the respective SP, of the Police Station
- If user is other than citizen, then system should display the name of the police station / higher office
- System should forward the complaint number to the ‘complainant’ through SMS, based on complainant details
- System will forward the complaint number to the ‘complainant’ through email, based on complainant details
- System will forward the complaint to the queue of selected police station, police station head’s, ‘Complaint list’
- If an user leaves mandatory fields blank, system should display a message - PLEASE FILL ALL MANDATORY FIELDS
- If a user enters data other than permissible data, system should display a message – DATA ENTERED IN <NAME OF THE FIELD> IS INCORRECT. PLEASE ENTER THE CORRECT DATA
- System should generate a complaint number and display a message – SERVICE REQUEST NUMBER XX HAS BEEN REGISTERED
- System should forward the complaint number to the ‘complainant’ through SMS, based on complainant details
- System should forward the complaint number to the ‘complainant’ through email, based on complainant details
- System should forward the complaint to the queue of selected police station, police station head’s,
‘Complaint list’

1. System update Status as ‘Registered’
3.8.2 Modify Complaint

This page will allow user to modify a ‘saved’ complaint, for which a ‘temporary complaint number’ has been generated.
**Steps**

1. Click on ‘Complaint’ link
2. Click on ‘Modify Complaint’ link
3. Enter the ‘Temporary Complaint Number’ in the required field
4. Click on ‘Modify’ button and see the saved complaint
5. Browse within tabs to make or select entries
6. Enter or Select the information to be provided
7. Click on radio button to select when required
8. Click on ‘Submit’ button to save the information permanently

System will save the entries made.
or

Click on ‘Clear’ button to remove the entries made
System will remove the entries made and set the default entries
or

Click on ‘Close’ button to close the current page
System will close the current page and return to the Homepage
or

Click on ‘Save as PDF’ button to save the present screen as a PDF document
or

Click on ‘Print’ button to print the document

Points to Remember

1. Temporarily Complaint Number should be active for only 48 hrs from its date of creation
2. Once service request number is allotted, temporary service request number should be deactivated
3. Post 48 hrs from the date of creation, the system should delete the entry
4. All mandatory field should be filled
5. If ‘Complaint’ is selected as ‘Against Police Officer’, system should forward the application to the queue to the respective SP, of the Police Station
6. If user is other than citizen, then system should display the name of the police station / higher office
7. If an user leaves mandatory fields blank, system should display a message - PLEASE FILL ALL MANDATORY FIELDS
8. If a user enters data other than permissible data, system should display a message – DATA ENTERED IN <NAME OF THE FIELD> IS INCORRECT. PLEASE ENTER THE CORRECT DATA
9. Alert will go to particular senior officer from where the complaint is forwarded
10. System should generate a complaint number and display a message – SERVICE REQUEST NUMBER XX HAS BEEN REGISTERED
11. System should forward the complaint number to the ‘complainant’ through SMS, based on complainant details
12. System should forward the complaint number to the ‘complainant’ through email, based on complainant details
13. System should forward the complaint to the queue of selected police station, police station head’s, ‘Complaint list’
14. System update Status as ‘Registered’
3.8.3 View Registration of Complaint

This page will allow user to search and view a registered complaint.
Steps
1. Click on ‘Complaint’ link
2. Click on ‘View Registration of Complaint’ link
   System will display the list of recently registered complaint number, click on required number if it is in there otherwise enter the search criteria and click on ‘Search’ button
3. Browse within tabs to view the entries made earlier
4. Click on ‘Close’ button to close the current page
   System will close the current page and return to the Homepage
   or
   Click on ‘Print’ button to print the document.

Points to Remember

- If the user does not enter a valid complaint number, system should display a message – PLEASE ENTER A VALID COMPLAINT NUMBER
3.9 Citizen Services

3.9.1 Tenant Verification Request

This page will provide the functionality for adding a new service request for Tenant verification.
Steps

1. Click on ‘Citizen Services’ link.
2. Click on ‘Tenant/PG Verification Request’ link.
3. Click on ‘Add Tenant Verification Request’ link.
   System will display the Tenant Verification Request page
4. Select / Enter the correct information to be made for owner information.
5. Click on ‘Submit’ button to save the information.
   System will save the entries made
   or
   Click on ‘Clear’ button to remove the entries made
   System will remove the entries made and set the default entries
   or
   Click on ‘Close’ button to close the current page
   System will close the current page and return to the Homepage
**Steps**

1. Click on ‘Address’ tab.
   
   System will display the present address fields

2. Select / Enter the correct information to be made.
Steps
1. Click on ‘Previous Address’ tab.
   System will display the previous address fields
2. Select / Enter the correct information to be made.

Steps
1. Click on ‘Permanent Address’ tab.
   System will display the permanent address fields
2. Select / Enter the correct information to be made.
**Steps**

1. **Click on ‘Family Member Information’ tab.**
   System will display the Family Member Information fields
2. **Select / Enter the correct information to be made.**
1. Click on ‘Affidavit’ tab. 
   System will display the Affidavit fields
2. Select / Enter the correct information to be made.
3. Click on radio button to select when required.
4. Click on ‘Submit’ button to save the information.
   System will save the entries made
   or
   Click on ‘Clear’ button to remove the entries made
   System will remove the entries made and set the default entries
   or
   Click on ‘Close’ button to close the current page
   System will close the current page and return to the Homepage

Points to Remember

1. Date of leaving should not be greater than the current date. If the permanent address and present address are different then the same form will also be submitted to the SHO of the Police station where he permanently resides
2. If the present and permanent address are same, the form will be submitted at the present address Police station only
3. System should automatically alert and create a pending task of verification for the SHO of the respective present address and permanent address police station
4. System generate Service request ID for Tenant Verification
5. Pending task to the permanent, previous and present address SHOs’ to Assign the Enquiry officer for the service request
6. System should set the status of request as ‘Registered’
7. Citizen should get alert through
   - Email address
   - SMS- mobile phone number
8. User attempts to enter a future date as the date of leaving
   - The system would respond with the message DATE OF LEAVING CANNOT BE A FUTURE DATE
9. User attempts to enter age as the future date
   - The system would respond with the message AGE CANNOT BE A FUTURE DATE
   - The age of the tenant should be above 18 years
10. If the user leaves the mandatory fields blank and clicks on submit, system should display the message- PLEASE FILL ALL MANDATORY FIELDS
11. If the user clicks the Save button without inputting the mandatory fields. Then System should display a message. (PLEASE FILL ALL MANDATORY FIELDS)
12. If the user has entered a value in the field that is not according to the permissible data of that field, then system should display a message. DATA ENTERED IN <NAME OF THE FIELD> IS INCORRECT. PLEASE ENTER THE CORRECT DATA
3.9.2 Modification of Tenant verification request

This page will provide for modification of saved request for Tenant verification.
**Steps**

1. Click on ‘Citizen Services’ link.
2. Click on ‘Tenant/PG Verification Request’ link.
3. Click on ‘Modification of Tenant Verification request’ link.
System will display the Modification of Tenant Verification request page
4. Enter the temporary service request number.
5. Click on ‘Modify’ button to update the details entered.
6. Select / Enter the correct information to be made.
Steps
1. Click on ‘Tenant Verification’ tab.
   System will display the Tenant Verification fields
2. Enter the personal information under Tenant information.
3. Select / Enter the correct information to be made.

Steps
1. Click on ‘Address’ tab.
   System will display the present address fields
2. Select / Enter the correct information to be made.
Steps

1. Click on ‘Previous Address’ tab.
   System will display the previous address fields
2. Select / Enter the correct information to be made.
1. Click on ‘Permanent Address’ tab. 
System will display the permanent address fields
2. Select / Enter the correct information to be made.

Steps
1. Click on ‘Family Member Information’ tab.
System will display the Family Member Information fields
2. Select / Enter the correct information to be made.
Steps

1. Click on ‘Affidavit’ tab.
   System will display the Affidavit fields
2. Select / Enter the correct information to be made.
3. Click on radio button to select when required.
4. Click on ‘Submit’ button to save the information.
   System will save the entries made
   
   or

   Click on ‘Clear’ button to remove the entries made
   System will remove the entries made and set the default entries
   
   or

   Click on ‘Close’ button to close the current page
   System will close the current page and return to the Homepage

Points to Remember

1. Temporarily Request Number should be valid for 48 hrs from time of creation, post which the entry should be deleted
2. User should enter / select at least one of the following
3. ID type and ID number, Temporary service request number
4. ID number will be a mandatory field when the user is trying to search by selecting the ID Type
5. If User clicks on ‘Submit’ button without entering mandatory fields, system should display a message – THE FOLLOWING FIELDS XX,XX,XX ARE MANDATORY, PLEASE FILL ALL MANDATORY FIELDS
6. If data entered is not as the permissible data than System would display message – DATA ENTERED IN <NAME OF THE FIELD> IS INCORRECT. PLEASE ENTER THE CORRECT DATA
3.10 Character Certificate

3.10.1 Character Certificate request

This page will provide the functionality for adding a new service request for character certificate.
Steps
1. Click on ‘Citizen Services’ link.
2. Click on ‘Character Certificate Request’ link.
3. Click on ‘Add Character Certificate Request’ link.
   System will display the Character Certificate Request page
4. Select / Enter the correct information to be made for Applicant details.
5. Click on radio button to select when required.

Steps
1. Click on ‘Address’ tab.
   System will display the permanent address fields
2. Select / Enter the correct information to be made.
3. Select the ‘Yes’ button for same as permanent address.
4. Otherwise, select the ‘No’ button to enter the present address.
5. Enter the present address in the required fields.
Steps

1. Click on ‘Affidavit’ tab.
   System will display the Affidavit fields
2. Click on radio button to select when required.
3. Select / Enter the correct information to be made.
4. Click on ‘Submit’ button to save the information.
   System will save the entries made
   or
   Click on ‘Clear’ button to remove the entries made
   System will remove the entries made and set the default entries
   or
   Click on ‘Close’ button to close the current page
   System will close the current page and return to the Homepage

Points to Remember

1. Date of Birth should not be greater than the current date
2. System will send the application separately to the SHO’s of permanent and present police station if permanent and present address is different
3. Citizen can search and modify with the help of temporary request ID and further submit it to generate permanent Service Request ID within 48 hours of generation of temporary ID
4. System should automatically submit the form for verification to the respective present address and permanent address police station
5. System generate Service request ID for Character Certificate and trigger a pending task to the concerned SHOs’ to Assign the Enquiry officer for the service request
6. Status should be updated “Registered”
Citizen should get alert through
- Email address
- SMS- mobile phone number

User clicks on ‘Submit’ button without entering mandatory fields, system should display a message – PLEASE FILL ALL MANDATORY FIELDS

If the user has entered a value in the field that is not according to the permissible data of that field, then system should display a message- DATA ENTERED IN <NAME OF THE FIELD> IS INCORRECT. PLEASE ENTER THE CORRECT DATA
3.10.2 Modification of Character Certificate Request

This page will provide for modification of saved request for Character certificate.
Steps
1. Click on ‘Citizen Services’ link.
2. Click on ‘Character Certificate Request’ link.
3. Click on 'Modification of Character Certificate Request' link.
   System will display the Modification of Character Certificate Request page
4. Enter the temporary request number.
5. Click on radio button to select when required.
6. Click on ‘Modify’ button to update the details entered.
7. Select / Enter the correct information to be made for applicant details.
Steps
1. Click on ‘Affidavit’ tab.
   System will display the Affidavit fields
2. Browse within tabs to make or select entries.
3. Click on radio button to select when required.
4. Select / Enter the correct information to be made.
5. Click on ‘Save’ button to save the information.
   System will save the entries made
   or
   Click on ‘Clear’ button to remove the entries made
   System will remove the entries made and set the default entries
   or
   Click on ‘Close’ button to close the current page
   System will close the current page and return to the Homepage

Points to Remember
- Temporarily Request Number should be valid for 48 hrs from time of creation, post which the entry should be deleted
- Once system generates a service request number then temporary service request number should be deactivated
- User should enter / select at least one of the following
  - ID type and ID number, Temporary service request number
- ID number will be a mandatory field when the user is trying to search by selecting the ID type
- If the request is successfully submitted, an alert “Service Request number XX is submitted for your perusal” is sent to the relevant SHO for assigning the Enquiry Officer
- Service request will be forwarded to the queue of the relevant SHO
- System update status of service request as “Registered”
If User clicks on ‘Submit’ button without entering mandatory fields, system should display a message – THE FOLLOWING FIELDS XX,XX,XX ARE MANDATORY, PLEASE FILL ALL MANDATORY FIELDS

If data entered is not as the permissible data than System would display message – DATA ENTERED IN <NAME OF THE FIELD> IS INCORRECT. PLEASE ENTER THE CORRECT DATA
3.11 Event/Performance Request Registration

3.11.1 Event / Performance Request Registration

This page will allow user to register an application for seeking permission for an event or performance.

Steps
1. Click on ‘Citizen Services’ link.
2. Click on ‘Event / Performance Request’ link.
3. Click on ‘Event / Performance Request Registration’ link.
System will display the Event / Performance Request Registration page
4. Enter the personal information under applicant details.
5. Select / Enter the correct information to be made.
6. Click on ‘Submit’ button to save the information.
System will save the entries made

or

Click on ‘Clear’ button to remove the entries made
System will remove the entries made and set the default entries

or

Click on ‘Close’ button to close the current page
System will close the current page and return to the Homepage

Steps
1. Click on ‘Address’ tab.
System will display the present address fields
2. Select / Enter the correct information to be made.
3. Select the ‘Yes’ button for same as present address.
4. Otherwise, select the ‘No’ button to enter the permanent address.
5. Enter the permanent address in the required fields.
Steps

1. Click on ‘Organization Details’ tab.
   System will display the Organization Details fields
2. Select / Enter the correct information to be made.
Steps
1. Click on ‘Organization Member Details’ tab. System will display the Organization Member Details fields.
2. Select / Enter the correct information to be made.
Steps

1. Click on ‘Location Details’ tab.
   System will display the Location Details fields
2. Select / Enter the correct information to be made.
3. Click on ‘Click Here’ link.
   System will open a popup window for address details
4. Click on ‘Save’ button to save the current details.
   System will save the entries made
   or
   Click on ‘Close’ button to close the current page
   System will close the current page and return to the Homepage
Steps

1. Click on ‘Event/Performance Details’ tab. System will display the Event/Performance Details fields.
2. Select / Enter the correct information to be made.

Steps

2. Select / Enter the correct information to be made.
Steps
1. Click on ‘Safety Arrangement’ tab.
   System will open the Safety Arrangement fields
2. Select / Enter the correct information to be made.
3. Click on ‘Submit’ button to submit the information permanently
   System will save the entries made and generate a service request number
   or
   Click on ‘Save’ button to temporary save the service request
   System will generate a temporary service request number which will get drop if not submitted permanently in 48 hours (For submit the service request permanently refer next case)
   or
   Click on ‘Clear’ button to remove the entries made
   System will remove the entries made and set the default entries
   or
   Click on ‘Save as PDF’ button to save the information in PDF format
   System will save the entries made
   or
   Click on ‘Close’ button to close the current page
   System will close the current page and return to the Homepage
   or
   Click on ‘Print’ button to take printout

Points to Remember
- Temporarily Request Number should be valid for 48 hrs from time of creation, post which the entry should be deleted
- Medical Attendant (Doctors) field should have multiple entry (up to 3)
System should queue the request only to the respective SP or equivalent officer whose jurisdiction district is selected in ‘Address of the Location’ under ‘Location Detail tab’

System should allow to add multiple entry (up to 5) in ‘Organizing committee member details’ tab

If the request is successfully submitted, an alert “Service request XX is submitted for your perusal” is sent to the relevant
  - Superintendent of Police Office, or equivalent officer

Citizen should get alert through
  - Email address
  - SMS- mobile phone number

If User clicks on ‘Submit’ button without entering mandatory fields, system should display a message –
THE FOLLOWING FIELDS XX,XX,XX ARE MANDATORY and PLEASE FILL ALL MANDATORY FIELDS

If data entered is not as the permissible data than System would display message –DATA ENTERED IN <NAME OF THE FIELD> IS INCORRECT. PLEASE ENTER THE CORRECT DATA
3.11.2 Modification of Request for Permission for Event / Performance

This page will allow user to provide user for modification of saved request of Permission for Event / Performance.
Steps
1. Click on ‘Citizen Services’ link.
2. Click on ‘Event/Performance Request’ link.
3. Click on ‘Modification of Request for Permission for Event / Performance’ link.
4. System will display the Modification for Permission for Event / Performance page
5. Enter the temporary event/performance request number.
6. Click on ‘Modify’ button to update the details entered.
7. Enter the personal information under applicant details.
8. Select / Enter the correct information to be made.
Steps
1. Select / Enter the correct information to be made.
2. Click on radio button to select when required.
3. Click on ‘Submit’ button to save the information

System will save the entries made

or

Click on ‘Clear’ button to remove the entries made

System will remove the entries made and set the default entries

or

Click on ‘Close’ button to close the current page

System will close the current page and return to the Homepage

or

Click on ‘Save as PDF’ button to save the present screen as a PDF document.

or

Click on ‘Print’ button to print the document.

Points to Remember

1. Temporarily Request Number should be valid for 48 hrs from time of creation, post which the entry should be deleted
2. Once service request number is allotted, temporary service request number should be deactivated
3. System should queue the request only to the respective SP or equivalent officer whose jurisdiction district is selected in ‘Address of the Location’ under ‘Location Detail tab’
4. If the request is successfully submitted, an alert “Service request XX is submitted for your perusal” is sent to the relevant Superintendent of Police Office, or equivalent officer
5. System should open the form in printable mode
- System update status of service request as “Registered”
- If User clicks on ‘Submit’ button without entering mandatory fields, system should display a message – THE FOLLOWING FIELDS XX,XX,XX ARE MANDATORY, PLEASE FILL ALL MANDATORY FIELDS
- If data entered is not as the permissible data than System would display message – DATA ENTERED IN <NAME OF THE FIELD> IS INCORRECT. PLEASE ENTER THE CORRECT DATA
3.12 Protest /Strike Request

3.12.1 Protest / Strike Registration Request

This page will provide to user with the functionality to register an application for a Protest or Strike.
Steps
1. Click on ‘Citizen Services’ tab.
2. Click on ‘Protest Strike Request’ link.
3. Click on ‘Protest / Strike Registration Request’ link.
System will display the Protest / Strike Registration Request page
4. Enter the personal information under applicant details.
5. Select / Enter the correct information to be made.
6. Click on ‘Submit’ button to save the information.
System will save the entries made
   or
Click on ‘Clear’ button to remove the entries made
System will remove the entries made and set the default entries
   or
Click on ‘Close’ button to close the current page
System will close the current page and return to the Homepage

Steps
1. Click on ‘Address’ tab.
System will display the permanent address fields
2. Select / Enter the correct information to be made.
3. Select the ‘Yes’ button for same as permanent address.
4. Otherwise, select the ‘No’ button to enter the present address.
5. Enter the present address in the required fields.
**Steps**

1. Click on ‘Organization Details’ tab.
   *System will display the Organization Details fields*
2. Select / Enter the correct information to be made.
3. Click on ‘Click Here’ link.
4. System will open a popup window for address details
5. Click on ‘Save’ button to save the information.
   *System will save the entries made*
   
   or
   
   Click on ‘Close’ button to close the current page
   
   *System will close the current page and return to the Homepage*
Steps

1. Click on ‘Details of Protest / Strike’ tab.
   System will display the Details of Protest / Strike fields
2. Select / Enter the correct information to be made.
3. Click on ‘Click Here’ link.
   System will open a popup window for address details
4. Click on ‘Save’ button to save the information.
   System will save the entries made
   or
   Click on ‘Clear’ button to remove the entries made
   System will remove the entries made and set the default entries
   or
   Click on ‘Close’ button to close the current page
   System will close the current page and return to the Homepage
Steps

   System will display the Traffic & Security Details fields
2. Select / Enter the correct information to be made.
3. Click on ‘Submit’ button to save the information
   System will save the entries made
   or
   Click on ‘Clear’ button to remove the entries made
   System will remove the entries made and set the default entries
   or
   Click on ‘Close’ button to close the current page
   System will close the current page and return to the Homepage

Points to Remember

1. Temporarily Request Number should be valid for 48 hrs from time of creation, post which the entry should be deleted
2. Specify Protest/Strike (if “Other”) should be visible if the ‘Type of Protest/Strike’ is selected as ‘Other’
3. System should queue the request only to the respective SP/DCP or equivalent officer whose jurisdiction district is selected in ‘Address of the Location(Place of Protest / Strike)’ under ‘Detail of Protest/Strike tab’
4. Details of the medical attendant /doctor proposed field should allow to be entered
5. If the request is successfully submitted, an alert “Service request Number XXX is submitted for you perusal” is sent to the relevant
6. Service request will be forwarded to the queue of the relevant Superintendent of Police Officer or equivalent officer
System updates status of service request as “Registered”
Citizen should get alert through
- Email address
- SMS- mobile phone number
3.12.2 Modification of Request for Permission for Protest / Strike

This page will provide for modification of saved request for permission for Protest/Strike.
Steps
1. Click on ‘Citizen Services’ link.
2. Click on ‘Protest Strike Request’ link.
3. Click on ‘Modification of Request for Permission for Protest / Strike’ link.
   System will display the Modification of Request for Permission for Protest / Strike page
4. Enter the temporary Protest / Strike request number.
5. Click on ‘Modify’ button to update the details entered.
6. Enter the personal information under applicant details.
7. Select / Enter the correct information to be made.
8. Click on ‘Submit’ button to save the information.
   System will save the entries made
   or
   Click on ‘Clear’ button to remove the entries made
   System will remove the entries made and set the default entries
   or
   Click on ‘Close’ button to close the current page
   System will close the current page and return to the Homepage
Steps
1. Click on ‘Address’ tab.

System will display the permanent address fields
2. Select / Enter the correct information to be made.
3. Select the ‘Yes’ button for same as permanent address.
4. Otherwise, select the ‘No’ button to enter the present address.
5. Enter the present address in the required fields.
Steps
1. Click on ‘Organization Details’ tab.
   System will display the Organization Details fields
2. Select / Enter the correct information to be made.
Steps
1. Click on ‘Details of Protest / Strike’ tab.
   System will display the Details of Protest / Strike fields
2. Select / Enter the correct information to be made.
3. Click on ‘Click Here’ link.
   System will open a popup window for address details
4. Click on ‘Save’ button to save the information.
   System will save the entries made
   or
   Click on ‘Clear’ button to remove the entries made
   System will remove the entries made and set the default entries
   or
   Click on ‘Close’ button to close the current page
   System will close the current page and return to the Homepage
Steps
   System will display the Traffic & Security Details fields
2. Select / Enter the correct information to be made.
3. Click on ‘Submit’ button to save the information
   System will save the entries made
   or
   Click on ‘Clear’ button to remove the entries made
   System will remove the entries made and set the default entries
   or
   Click on ‘Close’ button to close the current page
   System will close the current page and return to the Homepage

Points to Remember
1. Temporarily Request Number should be valid for 48 hrs from time of creation, post which the entry should be deleted
2. Once service request number is allotted, temporary service request number should be deactivated
3. System should queue the request only to the respective SP or equivalent officer whose jurisdiction district is selected in ‘Address of the Location (Place of Protest / Strike)’ under ‘Detail of Protest/Strike tab’
4. If the request is successfully submitted, an alert “Service request Number XXX is submitted for you perusal” is sent to the relevant Superintendent of Police Office, or equivalent officer
5. System update status of service request as “Registered”
6. If User clicks on ‘Submit’ button without entering mandatory fields, system should display a message – THE FOLLOWING FIELDS XX,XX,XX ARE MANDATORY, PLEASE FILL ALL MANDATORY FIELDS
7. If data entered is not as the permissible data than System would display message –DATA ENTERED IN <NAME OF THE FIELD> IS INCORRECT. PLEASE ENTER THE CORRECT DATA
3.13 Procession Request

3.13.1 Procession Request Registration

This page will provide user with the functionality to register an application for Procession request registration.

Steps

1. Click on ‘Citizen Services’ link.
2. Click on ‘Procession Request’ link.
3. Click on ‘Procession Request Registration’ link.

System will display the Procession Request Registration page
4. Enter the personal information under applicant details.
5. Select / Enter the correct information to be made.
6. Click on ‘Submit’ button to save the information.
   System will save the entries made
   or
   Click on ‘Clear’ button to remove the entries made
   System will remove the entries made and set the default entries
   or
   Click on ‘Close’ button to close the current page
   System will close the current page and return to the Homepage

### Steps
1. Click on ‘Address’ tab.
   System will display the permanent address fields
2. Select / Enter the correct information to be made.
3. Select the ‘Yes’ button for same as permanent address.
4. Otherwise, select the ‘No’ button to enter the present address.
5. Enter the present address in the required fields.
Steps

1. Click on ‘Organization Details’ tab. 
   System will display the Organization Details fields.
2. Select / Enter the correct information to be made.
3. Click on ‘Click Here’ link. 
   System will open a popup window for address details.
4. Click on ‘Save’ button to save the information. 
   System will save the entries made.
Click on ‘Close’ button to close the current page
System will close the current page and return to the Homepage
Steps

1. Click on ‘Details of the Procession’ tab.
   System will display the Details of the Procession fields
2. Select / Enter the correct information to be made.
3. Click on ‘Click Here’ link.
   System will open a popup window for address details
4. Click on ‘Save’ button to save the information.
   System will save the entries made
   or
   Click on ‘Close’ button to close the current page
   System will close the current page and return to the Homepage
Steps

1. Click on ‘Essential arrangements’ tab.
   System will display the Essential arrangements fields
2. Select / Enter the correct information to be made.
3. Click on ‘Submit’ button to save the information.
   System will save the entries made
   or
   Click on ‘Clear’ button to remove the entries made
   System will remove the entries made and set the default entries
   or
   Click on ‘Close’ button to close the current page
   System will close the current page and return to the Homepage

Points to Remember

- Temporarily Request Number should be valid for 48 hrs from time of creation, post which the entry should be deleted
- ‘Specify Procession’ field should be activated only if ‘Type of Procession’ is selected as ‘others’
- ‘Name of all major Participant in the Procession’ and ‘Address of all major Participant in the Procession’ should be in pair and System should allow to add more than one
- The fields ‘Address of the Starting Point’, ‘Address of the other Point in route’, ‘Address of the Ending Point’, should come in 1 group
- System should allow to fill more than one ‘Address of the other Point en route’, ‘Area Pin code of the other Point in route’
- If the ‘Address of the Starting Point’, ‘Address of the other Point in route’, and ‘Address of the Ending Point’ in ‘Detail of Procession tab’, belong to more than 1 district than the request should queue in pending list of IG or equivalent officer else should queue in pending list of SP/DCP or equivalent officer
If the request is successfully submitted, an alert “Service Request number XX is submitted for your perusal” is sent to the relevant

- IG or equivalent officer

OR

- Superintendent of Police Office or equivalent officer

Service request will be forwarded to the queue of the relevant IG or equivalent officer or Superintendent of Police Office or equivalent officer

System should open the filled form in printable mode

System update status of service request as “Registered”

Citizen should get alert through

- Email address
- SMS- mobile phone number

If User clicks on ‘Submit’ button without entering mandatory fields, system should display a message –

THE FOLLOWING FIELDS XX,XX,XX ARE MANDATORY, PLEASE FILL ALL MANDATORY FIELDS

If data entered is not as the permissible data than System would display message – DATA ENTERED IN <NAME OF THE FIELD> IS INCORRECT. PLEASE ENTER THE CORRECT DATA
3.13.2 Modification of Permission for Procession Request

This page will provide for modification of saved request for permission for Procession.
**Steps**

1. Click on ‘Citizen Services’ link.
2. Click on ‘Procession Request’ link.
3. Click on ‘Modification of Permission for Procession Request’ link.
   System will display the Modification of Permission for Procession Request page
4. Enter the Temporary Procession Request number.
5. Click on ‘Modify’ button to update the details entered.
6. Enter the personal information under applicant details.
7. Select / Enter the correct information to be made.
This image contains screenshots of the Core Application Software – User Manual. The screenshots show different interface elements and fields related to the system. The text visible in the images includes terms such as "Temporary Procession Request No.", "Address Details", "Village / Town / City", and "Police Station".
**Steps**

1. Click on ‘Organization Details’ tab.
   System will display the Organization Details fields
2. Select / Enter the correct information to be made.
3. Click on ‘Click Here’ link.
   System will open a popup window for address details

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**Steps**

1. Click on ‘Details of the Procession’ tab.
   System will display the Details of the Procession fields
2. Select / Enter the correct information to be made.
Steps
1. Click on ‘Essential arrangements’ tab.
   System will display the Essential arrangements fields
2. Select / Enter the correct information to be made.

Points to Remember

1. Temporary Request Number should be valid for 48 hrs from time of creation, post which the entry should be deleted
2. Once system generates a service request number then Temporary Request Number will be deactivated
3. ‘Specify Procession’ field will be activated only if ‘Type of Procession’ is selected as ‘others’
4. ‘Name of all major Participant in the Procession’ and ‘Address of all major Participant in the Procession’ should be in pair and System should allow to add more than one
5. The fields ‘Address of the Starting Point’, ‘Area Pin code of the Starting Point’, ‘Address of the other Point in route’, ‘Area Pin code of the other Point en route’, ‘Address of the Ending Point’, ‘Area Pin code of the Ending Point’ should come in 1 group
6. System should allow to fill more than one ‘Address of the other Point in route’, ‘Area Pin code of the other Point in route’
7. If the ‘Address of the Starting Point’, ‘Address of the other Point in route’, and ‘Address of the Ending Point’, belong to more than 1 district than the request should queue in pending list of IG or equivalent officer else should queue in pending list of SP/DCP or equivalent officer
8. If the request is successfully submitted, an alert “Service Request number XX is submitted for your perusal” is sent to the relevant
   a. IG or equivalent officer
   OR
   a. Superintendent of Police Office or equivalent officer
9. Service request will be forwarded to the queue of the relevant IG or equivalent officer or Superintendent of Police Office or equivalent officer
10. System update status of service request as “Registered”
3.14 Employee Verification Request

3.14.1 Add Employee Verification Request

This page will provide the functionality for adding a new service request for Employee Verification.

Steps

1. Click on ‘Citizen Services’ link.
2. Click on ‘Employee Verification’ link.
3. Click on ‘Add Employee Verification Request’ link.

System will display the Add Employee Verification Request page
4. Select / Enter the correct information to be made for Basic details tab.
5. Click on ‘Submit’ button to save the information.
   System will save the entries made
   or
   Click on ‘Clear’ button to remove the entries made
   System will remove the entries made and set the default entries
   or
   Click on ‘Close’ button to close the current page
   System will close the current page and return to the Homepage

Steps
1. Click on ‘Employee Details’ tab.
   System will display the Employee Details fields
2. Enter the personal information under Employee details.
3. Select / Enter the correct information to be made.
Steps
1. Click on ‘Address’ tab.
   System will display the permanent address fields
2. Enter the address details under Employee details.
3. Select / Enter the correct information to be made.

Steps
1. Click on ‘Previous Address’ tab.
   System will display the previous address fields
2. Select / Enter the correct information to be made.
**Steps**

1. Click on ‘Present Address’ tab.  
   System will display the present address fields
2. Select / Enter the correct information to be made.
Steps

1. Click on ‘Address of the Relatives’ tab.
   System will display the Address of the Relatives fields
2. Enter the address of the relatives under Employee details.
3. Select / Enter the correct information to be made.

Steps

1. Click on ‘Details of Previous Employer’ tab.
   System will display the Details of Previous Employer fields
2. Select / Enter the correct information to be made.
3. Click on ‘Click Here’ link.
4. System will open a popup window for address details
5. Click on ‘Save’ button to save the information.
   System will save the entries made
   or
   Click on ‘Clear’ button to remove the entries made
   System will remove the entries made and set the default entries
   or
Click on ‘Close’ button to close the current page
System will close the current page and return to the Homepage

Steps
1. Click on ‘Details of Current Employer’ tab.
   System will display the Details of Current Employer fields
2. Select / Enter the correct information to be made.
3. Click on ‘Click Here’ link.
   System will open a popup window for address details
Steps
1. Click on ‘Other Details’ tab.
   System will display the Other Details fields
2. Select / Enter the correct information to be made.
3. Click on ‘Submit’ button to save the information.
   System will save the entries made
   or
   Click on ‘Clear’ button to remove the entries made
   System will remove the entries made and set the default entries
   or
   Click on ‘Close’ button to close the current page
   System will close the current page and return to the Homepage

Points to Remember
- System generate Service request ID for Employee Verification
- A pending task send to permanent, previous & present address SHOs’ “Assign the Enquiry officer for the employee verification service request <xx>”
- System should set the status of request as ‘Registered’
- Alert is sent to Citizen and SHO (of concern Police Stations) regarding submission of employee verification request with Service request number through:
  - E-MAIL
  - SMS
- User clicks on ‘Submit’ button without entering mandatory fields, system should display a message – (PLEASE FILL ALL MANDATORY FIELDS)
- If the user clicks the Save button without inputting the mandatory fields. Then System should display a message. (PLEASE FILL ALL MANDATORY FIELDS)
- If the user has entered a value in the field that is not according to the permissible data of that field, then system should display a message. DATA ENTERED IN <NAME OF THE FIELD> IS INCORRECT. PLEASE ENTER THE CORRECT DATA
- User attempts to enter application date as future date
  - The system would respond with the message no 17 (DATE CANNOT BE A FUTURE DATE)
3.14.2 Modification of Employee Verification request

This page will provide for modification of saved request for Employee verification.
Steps
1. Click on ‘Citizen Services’ link.
2. Click on ‘Employee Verification request’ link.
3. Click on ‘Modification of Employee Verification request’ link.
   System will display the Modification of Employee Verification request page
4. Enter the temporary request number.
5. Select ID type and enter ID number.
6. Click on ‘Modify’ button to update the details entered.
7. Select / Enter the correct information to be made for Basic details tab.
**Steps**

1. Click on ‘Employee Details’ tab.  
   System will display the Employee Details fields  
2. Enter the personal information under Employee details.  
3. Select / Enter the correct information to be made.

**Steps**

1. Click on ‘Address’ tab.  
   System will display the permanent address fields  
2. Enter the address details under Employee details.  
3. Select / Enter the correct information to be made.
Steps
1. Click on ‘Previous Address’ tab.  
   System will display the previous address fields
2. Select / Enter the correct information to be made.

Steps
1. Click on ‘Present Address’ tab.  
   System will display the present address fields
2. Select / Enter the correct information to be made.
Steps
1. Click on ‘Address of the Relatives’ tab.
   System will display the Address of the Relatives fields
2. Enter the address of the relatives under Employee details.
3. Select / Enter the correct information to be made.
**Steps**

1. Click on ‘Details of Previous Employer’ tab.
   System will display the Details of Previous Employer fields
2. Select / Enter the correct information to be made.
3. Click on ‘Click Here’ link.
   System will open a popup window for address details
Steps
1. Click on ‘Details of Current Employer’ tab.
   System will display the Details of Current Employer fields
2. Select / Enter the correct information to be made.
3. Click on ‘Click Here’ link.
   System will open a popup window for address details
Steps

1. Click on ‘Other Details’ tab.
   System will display the Other Details fields
2. Select / Enter the correct information to be made.
3. Click on ‘Submit’ button to save the information.
   System will save the entries made
   
   or
   
   Click on ‘Clear’ button to remove the entries made
   System will remove the entries made and set the default entries
   
   or
   
   Click on ‘Close’ button to close the current page
   System will close the current page and return to the Homepage

Points to Remember

1. Temporarily Request Number should be valid for 48 hrs from time of creation, post which the entry should be deleted
2. Once system generates a service request number then temporary service request number should be deactivated
3. User should enter / select at least one of the following ID type and ID number , Temporary service request number
4. ID number will be a mandatory field when he user is trying to search by selecting the ID type
5. Date of birth should not be greater than current date
6. Date of birth and Age should be equal to or greater than 18 yrs
7. Service request will be forwarded to the queue of the relevant SHO
8. System should open the filled form in printable mode
9. System update status of service request as “Registered”
10. If User clicks on ‘Submit’ button without entering mandatory fields, system should display a message – THE FOLLOWING FIELDS XX,XX,XX ARE MANDATORY, PLEASE FILL ALL MANDATORY FIELDS
11. If data entered is not as the permissible data than System would display message – DATA ENTERED IN <NAME OF THE FIELD> IS INCORRECT. PLEASE ENTER THE CORRECT DATA
3.15 Domestic Help Verification Request

3.15.1 Add Domestic Help Verification Request

This page will provide the functionality for adding a new service request for Domestic Help Verification.

Steps

1. Click on ‘Citizen Services’ link.
2. Click on ‘Domestic Help Verification’ link.
3. Click on ‘Add Domestic Help Verification Request’ link.

System will display the Domestic Help Request page.
4. Enter the personal information details under Domestic Help Information.
5. Select / Enter the correct information to be made.
6. Click on ‘Submit’ button to save the information.
   
   **System will save the entries made**

   or

   **Click on ‘Clear’ button to remove the entries made**
   
   **System will remove the entries made and set the default entries**

   or

   **Click on ‘Close’ button to close the current page**
   
   **System will close the current page and return to the Homepage**

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**Steps**

1. Click on ‘Address’ tab.

   **System will display the permanent address fields**

2. Select / Enter the correct information to be made.

3. Select the ‘Yes’ button for same as permanent address.

4. Otherwise, select the ‘No’ button to enter the present address.

5. Enter the present address in the required fields.
Steps
1. Click on ‘Other Identification’ tab.
   System will display the Other Identification fields
2. Select / Enter the correct information to be made.

Steps
1. Click on ‘Specialization Details’ tab.
   System will display the Specialization Details fields
2. Select / Enter the correct information to be made.
Steps
1. Click on ‘Physical Description’ tab.
System will display the Physical Description fields
2. Enter the General details under Physical Description tab.
3. Select / Enter the correct information to be made.
4. Click on ‘Clear’ button to remove the entries made.
System will remove the entries made and set the default entries
Steps

1. Click on ‘Other Information’ tab.
   
   System will display the Other Information fields

2. Enter the Other Information under Physical Description tab.

3. Select / Enter the correct information to be made.

4. Click on ‘Clear’ button to remove the entries made.
   
   System will remove the entries made and set the default entries
Steps

1. Click on ‘Relative Information’ tab.
   System will display the Relative Information fields
2. Enter the relative information details under Domestic help information.
3. Click on ‘Click Here’ link.
   System will open a popup window for address details
4. Select / Enter the correct information to be made.
Steps
1. Click on ‘Previous Employer’ tab.
System will display the previous employer fields
2. Select within yes or no to be required
3. Select / Enter the correct information to be made.
Steps  
1. Click on ‘Master details’ tab. 
   System will display the Master details fields 
2. Select / Enter the correct information to be made.
Steps
1. Click on ‘Other Details’ tab.
   System will display the Other Details fields
2. Select / Enter the correct information to be made.
3. You can upload the document using ‘Upload’ button.

Steps
1. Click on ‘Affidavit’ tab.
   System will display the Affidavit fields
2. Select / Enter the correct information to be made.
3. Click on ‘Submit’ button to save the information.
System will save the entries made
or
Click on ‘Clear’ button to remove the entries made
System will remove the entries made and set the default entries
or
Click on ‘Close’ button to close the current page
System will close the current page and return to the Homepage

Points to Remember

1. Date of birth should not be greater than current date
2. After submitting of the form, this will automatically be submitted to the police stations (present / local address and permanent address)
3. According to the state selected, relevant district name should be available for selection
4. Only when the user selects yes for the field “Has the Domestic Help worked any where before”, then only the system will ask to enter the previous employer details, otherwise they will be non enterable field
5. For the specialization details, only when the user selects “Any other” should the text box for entering the details of any other specialty be highlighted otherwise it should be non enterable field
6. Date since when employed shouldn’t be greater than current date
7. If the present and permanent address are same, the form will be submitted at the present address Police station only
8. Citizen can search and modify with the help of temporary request ID and further submit it to generate permanent Service Request ID within 48 hours of generation of temporary id
9. Citizen should be able to add more than one ID proof.
10. System should automatically create a pending task for the verification to the respective present address and permanent address police station
11. System will display the service request ID for Domestic Help verification
12. A pending task for the permanent and present address SHO’s “Assign the Enquiry officer for the Domestic Help verification request <xx>”
13. Status updated “Registered”
14. Citizen should get alert through
   - Email address
   - SMS- mobile phone number
15. User clicks on ‘Submit’ button without entering mandatory fields, system should display a message – (PLEASE FILL ALL MANDATORY FIELDS)
16. If the user clicks the Save button without inputting the mandatory fields. Then System should display a message. (PLEASE FILL ALL MANDATORY FIELDS)
17. If the age of the domestic help is less than <14 years> then system should prompt an alert to the user
18. If the user has entered a value in the field that is not according to the permissible data of that field, then system should display a message. DATA ENTERED IN <NAME OF THE FIELD> IS INCORRECT. PLEASE ENTER THE CORRECT DATA
3.15.2 Modification of Domestic Help verification request

This page will provide for modification of saved request for Domestic Help verification.

**Steps**
1. Click on ‘Citizen Services’ link.
2. Click on ‘Domestic Help verification’ link.
3. Click on ‘Modification of Domestic Help verification request’ link.
4. Enter the temporary request number.
5. Click on ‘Modify’ button to update the details entered.
6. Enter the personal information details under Domestic Help Information.
7. Select / Enter the correct information to be made.
8. Click on ‘Submit’ button to save the information.

System will save the entries made

or

Click on ‘Clear’ button to remove the entries made

System will remove the entries made and set the default entries

or

Click on ‘Close’ button to close the current page

System will close the current page and return to the Homepage

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**Steps**

1. Click on ‘Address’ tab.

System will display the permanent address fields

2. Select / Enter the correct information to be made.

3. Select the ‘Yes’ button for same as permanent address.

4. Otherwise, select the ‘No’ button to enter the present address.

5. Enter the present address in the required fields.
Steps
1. Click on ‘Other Identification’ tab.
   System will display the Other Identification fields
2. Select / Enter the correct information to be made.

Steps
1. Click on ‘Specialization Details’ tab.
   System will display the Specialization Details fields
2. Select / Enter the correct information to be made.
Steps

1. Click on ‘Physical Description’ tab.
   System will display the Physical Description fields
2. Enter the General details under Physical Description tab.
3. Select / Enter the correct information to be made.
4. Click on ‘Clear’ button to remove the entries made.
   System will remove the entries made and set the default entries
Steps
1. Click on ‘Other Information’ tab.
   System will display the Other Information fields
2. Enter the Other Information under Physical Description tab.
3. Select / Enter the correct information to be made.
4. Click on ‘Clear’ button to remove the entries made.
   System will remove the entries made and set the default entries
Steps
1. Click on ‘Relative Information’ tab.
   System will display the Relative Information fields
2. Enter the relative information details under Domestic help information.
**Steps**

1. Click on ‘Previous Employer’ tab. 
   System will display the previous employer fields.
2. Select within yes or no, as per required.
3. Select / Enter the correct information to be made.
Steps

1. Click on ‘Master details’ tab. System will display the Master details fields
2. Select / Enter the correct information to be made.
Steps

1. Click on ‘Other Details’ tab.
2. Select / Enter the correct information to be made.

Steps

1. Click on ‘Affidavit’ tab.
2. Select / Enter the correct information to be made.
3. Click on radio button to select when required
4. Click on ‘Submit’ button to save the information.
System will save the entries made

or

Click on ‘Clear’ button to remove the entries made

System will remove the entries made and set the default entries

or

Click on ‘Close’ button to close the current page

System will close the current page and return to the Homepage

Points to Remember

1. Temporarily Request Number should be valid for 48 hrs from time of creation, post which the entry should be deleted
2. Once system generates a service request number then temporary service request number should be deactivated
3. User should enter / select at least one of the following ID type and ID number, Temporary service request number
4. ID number will be a mandatory field when he user is trying to search by selecting the ID Type
5. If the request is successfully submitted, an alert “Service Request number XX is submitted for your perusal” is sent to the relevant SHO for assigning the Enquiry Officer
6. Service request will be forwarded to the queue of the relevant SHO
7. System update status of service request as “Registered”
8. If user clicks on ‘Submit’ button without entering mandatory fields, system should display a message – THE FOLLOWING FIELDS XX,XX,XX ARE MANDATORY, PLEASE FILL ALL MANDATORY FIELDS
9. If data entered is not as the permissible data than System would display message – DATA ENTERED IN <NAME OF THE FIELD> IS INCORRECT. PLEASE ENTER THE CORRECT DATA
3.16  C-Form Request

3.16.1 Submission of C Form (Foreigner Registration)

This page will provide the Submission of C Form online by Citizen.
Steps

1. Click on ‘Foreign Address’ tab.
   System will display the Permanent Foreigner address fields
2. Select / Enter the correct information to be made.
3. Select the ‘Yes’ button for same as permanent address.
4. Otherwise, select the ‘No’ button to enter the present address.
5. Enter the present address in the required fields.
6. Click on ‘Submit’ button to save the information.
   System will save the entries made
   or
   Click on ‘Clear’ button to remove the entries made
   System will remove the entries made and set the default entries
   or
   Click on ‘Close’ button to close the current page
   System will close the current page and return to the Homepage

Points to Remember

- System generate Service request ID for C-form submission
- System will set the status of request as ‘C-form details registered’
- User will be able to print the details
- System will generate following notices
- Foreigners (leave India notices)
- Interpol
- Immigration (Overstay checks and alerts)

1. Citizen will get an alert on Email and by SMS
2. User clicks on ‘Submit’ button without entering mandatory fields, system will display a message – (PLEASE FILL ALL MANDATORY FIELDS)
3. If the user clicks the Save button without inputting the mandatory fields. Then System will display a message. (PLEASE FILL ALL MANDATORY FIELDS)
4. If the user has entered a value in the field that is not according to the permissible data of that field, then system will display a message. DATA ENTERED IN <NAME OF THE FIELD> IS INCORRECT. PLEASE ENTER THE CORRECT DATA
5. User attempts to enter passport date as future date
6. The system would respond with the message – PASSPORT DATE CANNOT BE THE FUTURE DATE
7. User attempts to enter date of arrival as future date
8. The system would respond with the message – DATE OF ARRIVAL CANNOT BE THE FUTURE DATE
3.16.2 View C-Form (Foreigner Registration)

This page will provide the functionality to view the details of a submitted C Form.
Steps
1. Click on ‘Registration’ link.
2. Select the ‘C-Form’ link.
3. Select the ‘View C-Form (Foreigner Registration)’ link.
   System will display the list of recent registered C-Form, click on required number if it is in there otherwise enter the search criteria and click on ‘Search for More’ button
   System will display the registered details
4. Click on ‘Close’ button to close the current page.
   System will close the current page and return to the Homepage
   or
   Click on ‘Print’ button to take printout
   System will give printout of the form