

**E-GOVERNANCE**

**MISSION MODE PROJECT (MMP)**

**CRIME AND CRIMINAL TRACKING  
NETWORK AND SYSTEMS (CCTNS)**

**CAPACITY BUILDING  
GUIDELINES**

**MINISTRY OF HOME AFFAIRS  
GOVERNMENT OF INDIA**

*Table of Contents*

**1. Introduction to CCTNS ..... 3**

    1.1 Key Objectives of CCTNS.....3

    1.2 Objective of this Document.....4

**2. Capacity Building Guidelines ..... 5**

    2.1 Main Training Themes .....5

    2.2 Indicative Training Plan for the Members of Police Department.....7

    2.3 General Capacity Building Guidelines..... 10

**3. Capacity Building Guidelines for FY 2009-10..... 11**

**4. Handholding Guidelines ..... 13**

## 1. INTRODUCTION TO CCTNS

The Ministry of Home Affairs has conceptualized the Crime & Criminals Tracking Network and Systems (CCTNS) project as a Mission Mode Project under the National e-Governance Plan (NeGP). This is an effort of the Government of India to modernize the police force giving top priority to enhancing outcomes in the areas of Crime Investigation and Criminals Detection, in information gathering, and its dissemination among various police organizations and units across the country, and in enhancing Citizen Services.

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.

### KEY OBJECTIVES OF CCTNS

The key objectives of the CCTNS project are as follows:

- i. Provide Enhanced Tools for Investigation, Crime Prevention, Law & Order Maintenance and other functions like Traffic Management, Emergency Response, etc.
  - a. Utilize IT for efficiency and effectiveness of core policing operations
  - b. Provide information for easier and faster analysis
- ii. Increase Operational Efficiency by:
  - a. Reducing the necessity to manually perform monotonous and repetitive tasks
  - b. Improving the communication e.g. Police messaging, email systems, etc.
  - c. Automating back-office functions, and thereby release police staff for greater focus on core police functions

- iii. Create platforms at State and Central levels for sharing crime and criminal information/ databases across states and across the country. This would enable easy sharing of real-time information across police stations and districts at the State level and across states at the National level, thereby resulting in:
  - a. Improved investigation and crime prevention
  - b. Better tracking of criminals, suspects, accused, repeat offenders, etc.
- iv. Create a platform for sharing intelligence across the states, across the country and across other state-level and GOI-level agencies
- v. Improved service delivery to the public/ citizen/ stakeholders
  - a. Access to police services in a citizen-friendly manner
  - b. Provide alternate modes of service delivery such as internet (for general requests such as NOC, for following up on status)
  - c. Example ministry of external affairs, road transport

## **OBJECTIVE OF THIS DOCUMENT**

This document provides states with guidelines and a framework around which they could plan their CCTNS Capacity Building programs.

It also provides guidelines on the Capacity Building initiatives for which funding would be made available to states during the FY 2009-10.

## **2. CAPACITY BUILDING GUIDELINES**

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.

In line with the proposed implementation model, CCTNS CB initiatives should be closely aligned with the stage of implementation of the project. The “Go-live” milestones of the project implementation plan at all levels must ensure that requisite capacity is available among the users for sustained operation of the system.

The state-level SI 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. In cases where the training material may be made available by MHA/NCRB, it is the SI’s responsibility to ensure the relevance of the material to the state, customize if necessary and own up the delivery and effectiveness.

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.

Based on the nature of their responsibilities and their requirements from CCTNS, police staff can be classified into the following categories for training purposes.

- Group – A: covers all senior officers including DGP, ADGP, IG, DIG, SSP, SP, ASP and DSP
- Group – B: covers all Inspectors, SIs and ASIs
- Group – C: covers all Head Constables, Constables and clerks

## **MAIN TRAINING THEMES**

Based on their needs and the objectives of CCTNS, training programs would be organized under the following themes:

1. Creating awareness about the benefits of ICT and basic computer skills
2. Role-based training on the CCTNS application
3. “Train the Trainer” programs, where members of the police staff would be trained to enable them to conduct further training programs, thus helping build up scalability in the training program and also reducing the dependency on external vendors for training.
4. System Administrator training: a few members of the police staff with high aptitude would be trained to act as system administrators and troubleshooters for CCTNS.

The above themes are expanded below:

**a. Creating awareness and sensitization regarding the benefits of ICT; and creating Basic Computer Skills**

- i. This part of the training focuses on the awareness of the general benefits of IT systems such as automation of routine and redundant tasks or moving from the paper-based records management to a more sophisticated electronic records system that can alleviate the efforts to create reports for senior management.
- ii. Fundamentals of computer usage should focus on the basics of using the computer, keyboard, and mouse in order to make the users feel comfortable with the computer.
- iii. Email and Office suite training
- iv. Training on analytical functions of the computers such as worksheet applications should be imparted to the users to actually derive the benefits of analyzing the data.

**b. Role based training on application software**

- i. The training should focus on the users getting comfortable to use the CCTNS application.

ii. This training would be tailored according to the unique requirements of each user category. The training program must ensure to cover the following user categories:

- Senior police officers (there might be sub-categories in this category with training needs differing from each other; for example, the training for SP/SSP will have to reflect their requirements in comparison to the requirements of an IGP)
- Station House Officers (SHO)
- Investigating officers
- Station Writers
- Court Constables
- Duty officers

**c. “Train the Trainer” Programs**

- i. Select set of police staff with high aptitude group and/or relevant prior training, are to be trained as trainers who would, in turn, train their colleagues.
- ii. “Train the Trainer” program could be held at a central location or two
- iii. The trained trainers would, in turn, conduct training programs for their colleagues at lower levels such as the district
- iv. Trainers would be trained to impart training in basic computer awareness & skills, and role-based training on CCTNS.

**d. Specialized training on system administration and troubleshooting**

- i. Select set of police staff with high aptitude group and/or relevant prior training, are to be imparted with the training/skills to act as system administrators and also as troubleshooters with basic systems maintenance tasks including hardware and network.

**INDICATIVE TRAINING PLAN FOR THE MEMBERS OF POLICE DEPARTMENT**

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</p>



			out the routine functions using the software.
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	This module is required to train the officials 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 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>

## GENERAL CAPACITY BUILDING GUIDELINES

1. Throughout the duration of CCTNS, states should try and leverage to the extent possible, existing police and other government training institutions and infrastructure. This would include not only the institutes identified above (such as PTC, RPCTC, etc.) but also other government institutes such as ATI (Advanced Training Institutes).
2. States must explore possibilities of partnering with academic institutions in their state for training programs where appropriate.
3. It is suggested that states lay increased focus on e-Learning, which makes learning process more engaging and effective. e-Learning systems typically enhance effectiveness by:
  - a. Imparting lessons through graphics, visuals, etc.
  - b. Use of animation clips to describe a process using audio visual aids
  - c. Interactive questioning and taking feedbacks
  - d. Rolling back to any other previous topics to get a better understanding
  - e. Employing an electronic topic assistant that can help solve a query and direct the learner to the concerned topic
  - f. Enable on-line discussions to share views, etc.
4. States must devise metrics to measure the effectiveness of the training programs and monitor the same constantly to ensure that desired levels of learning. Metrics must be devised to measure immediate learning as well as retention and effectiveness over a period of time.

### 3. CAPACITY BUILDING GUIDELINES FOR FY 2009-10

Funds will be released to states during FY 2009-10 towards Capacity Building activities. The following guidelines apply to the release of funds and their spending during FY 2009-10:

1. Funds would be released towards strengthening existing police training centers and institutes by enhancing the infrastructure. The following would be covered for infrastructure reinforcement:
  - All district headquarters
  - 5 RPCTCs (Regional Police Computer Training Center)
  - 35 SCRBx (State Crime Records Bureaus)
  - Recruit Training Centers and Police Training Colleges (110 in all)

The plan for reinforcement is as follows:

	Category	Infrastructure Reinforcement
1.	Training Infrastructure to be created at District Headquarters	1 server with 10 Clients, 1 UPS and other peripherals as provided at Police Stations Site preparation, Furniture, LCD projector etc.
2.	5 RPCTCs	Computer hardware, Photocopy machines, and one mini-bus, etc.
3.	35 SCRBx	Computers and other hardware infrastructure
4.	110 Recruit Training Centers/ Police Training Colleges	Computers and other hardware infrastructure, Furniture, LCD projector, Site preparation, etc.

2. It is suggested that states immediately commence the process of identifying members from the police staff for the “Train the Trainer” program.

- These personnel should have demonstrated high aptitude for IT and computers and/or must have relevant prior background that enables them to be trained as trainers
  - Potential trainers are identified at district level so that they could return to their district as trainers after they are successfully trained as trainers
3. According to the “bundled services” approach adopted for CCTNS, the state level Systems Integrator (SI) would deliver the Capacity Building initiatives at states. So, once states identify their SI, they would be in a position to initiate other training programs such as those on Creation of General Computer Awareness and Basic Computer Skills. At this point, funds would be released for these training programs as well.

#### **4. HANDHOLDING GUIDELINES**

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.

However, states have the flexibility of redefining the resource loading (number of police stations a handholding professional could serve) and the duration of handholding while ensuring that the handholding budget is not exceeded. For example, instead of having one professional per police station for 6 months, states would decide to have one person serve 2 police stations for a period of one year.

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.