



Madhya Pradesh Police, Home Department,  
Government of Madhya Pradesh

“Providing Consultancy Services for ERP  
solutions & ICT interventions for Madhya  
Pradesh Police”

As – Is Report

November 2014



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## Document Review Table

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## Abbreviations, Terms & Definitions

| S. No. | Abbreviations/ Terms | Description/ Definitions              |
|--------|----------------------|---------------------------------------|
| 1      | AC                   | Assistant Commandant                  |
| 2      | ACR                  | Annual Confidential Report            |
| 3      | ADG/ADGP             | Additional Director General of Police |
| 4      | Adj.                 | Adjutant                              |
| 5      | AGMP                 | Accountant General Madhya Pradesh     |
| 6      | AIG                  | Assistant Inspector General           |
| 7      | AJK                  | Anusuchit Janjati Kalyan              |
| 8      | ANPR                 | Automatic Number Plate Recognition    |
| 9      | APC                  | Assistant Platoon Commander           |
| 10     | ASI                  | Assistant Sub Inspector               |
| 11     | ASI(M)               | Assistant Sub Inspector (Ministerial) |
| 12     | ASP                  | Additional Superintendent of Police   |
| 13     | ATS                  | Anti-Terrorist Squad                  |
| 14     | BEML                 | Bharat Earth Movers Limited           |
| 15     | Bn.                  | Battalion                             |
| 16     | BP car               | Bullet Proof Car                      |
| 17     | C(M)                 | Constable(Ministerial)                |
| 18     | CAW                  | Crime Against Women                   |
| 19     | CBI                  | Central Bureau of Investigation       |
| 20     | CC                   | Company Commander                     |
| 21     | CCTV                 | Closed Circuit Tele Vision            |
| 22     | CCTV                 | Closed Circuit Television             |
| 23     | CDI                  | Chief Drill Instructor                |
| 24     | CID                  | Criminal Investigation Department     |
| 25     | CL                   | Casual Leave                          |
| 26     | CO                   | Commandant                            |
| 27     | Const.               | Constable                             |
| 28     | Coy                  | Company                               |
| 29     | CPC                  | Central Purchase Committee            |
| 30     | CPO                  | Central Payment Order                 |
| 31     | CrPC                 | Criminal Procedure Code               |
| 32     | CSP                  | City Superintendent of Police         |
| 33     | CUG                  | Closed User Group                     |
| 34     | CVR                  | Character Verification Report         |
| 35     | CVR                  | Character Verification Report         |
| 36     | DC                   | Deputy Commandant                     |




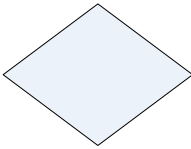






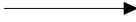




| S. No. | Abbreviations/ Terms | Description/ Definitions                     |
|--------|----------------------|--|
| 37     | DE                   | Departmental Enquiry                         |
| 38     | DEF                  | District Executive Force                     |
| 39     | DEO                  | Departmental Enquiry Officer                 |
| 40     | DGP                  | Director General of Police                   |
| 41     | DGS&D                | Directorate General of Supplies and Disposal |
| 42     | DIG                  | Deputy Inspector General                     |
| 43     | DM                   | District Magistrate                          |
| 44     | DPC                  | Departmental Promotion Committee             |
| 45     | DPF                  | Departmental Provident Fund                  |
| 46     | DPO                  | District Police Office                       |
| 47     | DPR                  | Detailed Project Report                      |
| 48     | DSB                  | District Special Branch                      |
| 49     | DSP                  | Deputy Superintendent of Police              |
| 50     | DSR                  | Daily Situation report                       |
| 51     | EL                   | Earned Leave                                 |
| 52     | ER                   | Expunge Report                               |
| 53     | ERP                  | Enterprise Resource Planning                 |
| 54     | FIR                  | First Information Report                     |
| 55     | FR                   | Final Report                                 |
| 56     | FSL                  | Forensic Science Lab                         |
| 57     | GOP                  | Gazette Orders Police                        |
| 58     | GPF                  | General Provident Fund                       |
| 59     | GPO                  | Gratuity Payment Order                       |
| 60     | GRP                  | Government Railway Police                    |
| 61     | HC(M)                | Head Constable (Ministerial)                 |
| 62     | HCG                  | Head Constable Gasti                         |
| 63     | HCM                  | Head Constable Moharrir                      |
| 64     | Head Const.          | Head Constable                               |
| 65     | HRA                  | House Rent Allowance                         |
| 66     | IB                   | Intelligence Bureau                          |
| 67     | ICT                  | Information and Communication Technology     |
| 68     | IG/IGP               | Inspector General of Police                  |
| 69     | INR                  | Indian Rupee                                 |
| 70     | Ins.                 | Inspector                                    |
| 71     | Int.                 | Intelligence                                 |
| 72     | IPC                  | Indian Penal Code                            |
| 73     | IPTC                 | Integrated Police Training Center            |
| 74     | IT                   | Information Technology                       |
| 75     | JAB                  | Juvenile Aid Bureau                          |
| 76     | LDC                  | Lower Division Clerk                         |
| 77     | LTC                  | Leave Travel Concession                      |

| S. No. | Abbreviations/ Terms | Description/ Definitions               |
|--------|----------------------|--|
| 78     | LWP                  | Leave Without Pay                      |
| 79     | MFP                  | Multi-Function Printer                 |
| 80     | MLA                  | Member of Legislative Assembly         |
| 81     | MLC                  | Medico-Legal Case                      |
| 82     | MOW                  | Minor Original Works                   |
| 83     | MP Police            | Madhya Pradesh Police                  |
| 84     | MTI                  | Motor Transport Inspector              |
| 85     | MTO                  | Motor Transport Officer                |
| 86     | NOC                  | No Objection Certificate               |
| 87     | NSDL                 | National Securities Depository Limited |
| 88     | OB                   | Order Book                             |
| 89     | OP                   | Outpost                                |
| 90     | OR                   | Orderly Room                           |
| 91     | OS                   | Office Superintendent                  |
| 92     | PC                   | Platoon Commander                      |
| 93     | PC&R                 | Petty Construction & Repairs           |
| 94     | PEB                  | Police Establishment Board             |
| 95     | PHQ                  | Police Head Quarters                   |
| 96     | PIL                  | Public Interest Litigation             |
| 97     | PM                   | Post Mortem                            |
| 98     | PPO                  | Pension Payment Order                  |
| 99     | PRAN                 | Permanent Retirement Account Number    |
| 100    | PS                   | Police Station (Police Thana)          |
| 101    | PTRI                 | Police Training Research Institute     |
| 102    | PTRI                 | Police Training and Research Institute |
| 103    | PTSMT                | Police Training School Motor Transport |
| 104    | PUD                  | Paper Under                            |
| 105    | PWD                  | Public Works Department                |
| 106    | QD                   | Question Document                      |
| 107    | R/S                  | Recruitment and Selection              |
| 108    | RAPTC                | Rustamji Armed Police Training College |
| 109    | RFSL                 | Regional Forensic Science Lab          |
| 110    | RHQ                  | Radio Head Quarters                    |
| 111    | RI                   | Reserve Inspector                      |
| 112    | RLVD                 | Red Light Violation Detection          |
| 113    | SAF                  | Special Armed Forces                   |
| 114    | SB                   | Special Branch                         |
| 115    | SC/ST                | Scheduled Caste/ Scheduled Tribe       |
| 116    | SCRB                 | State Crime Record Bureau              |
| 117    | SDM                  | Sub-Divisional Magistrate              |
| 118    | SDOP                 | Sub-Divisional Officer of Police       |

| S. No. | Abbreviations/ Terms | Description/ Definitions        |
|--------|----------------------|---------------------------------|
| 119    | SHO                  | Station House Officer           |
| 120    | SI                   | Sub Inspector                   |
| 121    | SI(M)                | Sub Inspector(Ministerial)      |
| 122    | SP                   | Superintendent of Police        |
| 123    | SSP                  | Senior Superintendent of Police |
| 124    | SSR                  | State Situation Room            |
| 125    | STF                  | Special Task Force              |
| 126    | TA                   | Travel Allowance                |
| 127    | TI                   | Town Inspector                  |
| 128    | UDC                  | Upper Division Clerk            |
| 129    | VIP                  | Very Important Person           |
| 130    | VS Cell              | Vidhan Sabha Cell               |
| 131    | WI                   | Weapon Instructor               |
| 132    | WP                   | Writ Petition                   |

## Process Map Shape Definition

| S. No. | Shape/ Symbol   | Name                   | Description   |
|--------|---|------------------------|---|
| 1      |    | Terminal Point - Start | A trigger action that sets the process flow into motion.  |
| 2      |    | Action Step            | It represents an action step in a process. This is the most common symbol in process maps.  |
| 3      |    | Pre-defined Process    | A Predefined Process symbol is a marker for another process step or series of process flow steps that are formally defined elsewhere. This shape commonly depicts sub-processes.  |
| 4      |  | Decision               | Indicates a question or branch in the process flow. Typically, a Decision flowchart shape is used when there are 2 options (Yes/No, No/No-Go, etc.)   |
| 5      |  | Record updated         | The Document flowchart symbol represents updating of records.   |
| 6      |  | Standard forms         | The Document flowchart symbol represents standard forms used in a process   |
| 7      |  | On-Page reference      | On-Page Connector shows a jump within a process map onto a point on the same page.  |
| 8      |  | Off-Page reference     | Off-Page Connector shows continuation of a process flowchart onto another page. When using them in conjunction with Connectors, it's best to differentiate the labels, e.g. use numbers for Off-Page Connectors and capital letters for Connectors. |

|    |   |                                    |  |
|----|---|------------------------------------|--|
| 9  |    | Flow Line<br>(Arrow,<br>Connector) | Flow line connectors show the direction that the process flows.  |
| 10 |    | Cross Over                         | If two lines cross, you ignore the perpendicular line and continue following the line to the next shape. |
| 11 |    | Yellow Note                        | States additional information related to the process.  |
| 12 |   | Green Callout                      | States additional information related to a particular step of the process.                               |
| 13 |  | Terminal Point –<br>Stop           | A trigger action that terminates the process flow.   |

## 1. Acknowledgement

We are grateful to the Madhya Pradesh Police and Government of Madhya Pradesh for assigning KPMG, for “Providing Consultancy Services for ERP solutions & ICT interventions for Madhya Pradesh Police”. We are highly grateful to Shri Anvesh Manglam, IPS, Additional Director General of Police-Telecom, MP Police, Shri R.K. Arusia, IPS, Ex-SSP(Radio), Shri R. A. Choubey, IPS, SSP(Radio) and Smt. Monika Shukla, SP(Radio) for extending their continuous guidance, relentless support & co-operation without which the completion of the As-Is Report would not have been possible.

We are thankful to all officials of MP Police with whom we interacted as part of this study.

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## 2. Executive Summary

Information technology (IT) has come to play an increasingly significant role in the way Government Organizations conduct business, evolving from a mere tool for automation to a potential enabler of business transformation. Madhya Pradesh Police has ventured on this journey of implementing ERP systems to enable its business transformation goals with a strong belief that it will enable department to integrate operational and management processes across a broad range of internal business activities.

This Current State (As-Is) Assessment Report takes comprehensive stock of the current state of affairs in a holistic way to assess where the department stands if it has to embark upon implementation of ERP Systems in a decisive way to change the way it conducts its operations and presents itself to its stakeholders.

**A Multi-Dimensional Assessment has been made in terms of:**

- (a) **SERVICE MISSION AND PORTFOLIO**, which takes stock of the department's vision and objectives and the functions and services it extends to its stakeholders.
- (b) **LEGAL AND REGULATORY MEASURES**, which takes into account laws/ legislations/ Policies influencing service attributes (Employees, process steps, business rules and Access channels).
- (c) **PROCESSES AND PROCEDURES**, or the steps and activities involved in providing a service, their duration, owner, information requirements/ inputs/outputs, business rules etc.
- (d) **DELIVERY AND OPERATIONS**, including key stakeholders involved, definition of approvals, authority levels and channels of service delivery used.

### 3. About MP Police

Madhya Pradesh State Police setup by State Government of Madhya Pradesh owes its constitution and legitimacy to **Entry 1(Public Order)** and **Entry 2(Police)** of **List II (State List)** in the **Seventh Schedule** to the Constitution of India (**Article 246**).

#### 3.1. Background of MP Police

The **Police Act, 1861**, the mother statute which governs setting of M.P. Police, appointment of its officers, their duties and responsibilities as well as powers conferred upon them to discharge their responsibilities under **Section 3** of the Police Act, 1861. The **superintendence** of the police throughout the **general police district** (State of Madhya Pradesh) shall vest in and shall be exercised by the State Government (through Home Department). According to **Section 2** of the Police Act 1861, the entire police establishment under the State Govt. of Madhya Pradesh shall be deemed to be one police force. It shall be formally enrolled and shall consist of such number of offices, and men and shall be constituted in such a manner, as shall from time to time, be ordered by the State Government.

Police Act, 1861, enacted during the British regime in pursuance to the recommendation of **First Police Commission of India** 1860 to sub serve the interests of the colonial power has become overdue for replacement to incorporate the aspirations of citizens and society in a free republic & democratic setup. Hon'ble Supreme court of India has issued some directions to all the state and Union of India in their order of September 2006 in WP(Civil) 310/1996 **Prakash Singh & Others V/S Union of India & Others** to introduce certain specific additional provisions in the Police Act 1861. Accordingly, the process of redrafting of a new Police Act incorporating directions of Hon'ble Supreme Court and other such measures, as shall revise the provisions of existing Police Act to bring them in line with the democratic aspirations of society has since been initiated.

Madhya Pradesh Police with a strength of **around one Lakh** in all ranks spread over entire state of area **3.08 Lakh sq. km.**, is the **principal law enforcement agency**.

**Prevention of crime and disorder** are the two principal responsibilities of state police according to Police Act 1861. The "**mission statement**" of M.P. Police aims:

- (a) to enforce rule of law
- (b) to ensure safety and security of people
- (c) to prevent and detect crime
- (d) to attain high standard of professional excellence to ensure quality service to citizens



- (e) To uphold the fundamental rights and other rights in general and weaker sections (SC/ST/children/women/mentally and physically challenged) in particular.
- (f) to promote efficiency and effectiveness of policing through proactive community participation and with the application of innovative cutting edge technology
- (g) to promote welfare of police personnel especially at the level of junior ranks(SI/ASI/HC/Const.) in order to raise their overall morale and commitment to duty in service of society.

Madhya Pradesh Police has adopted its **motto** as "देशभक्ति- जनसेवा" which is the guiding light for performance of duties for excellence by police personnel in all ranks.

To achieve the various objectives set out in the "**mission statement**" state police organization has been divided into various **territorial units** (Zones, Ranges, Districts, sub-divisions and police stations) and **functional units** at the Head Quarter and in the field like Narcotics, AJK, CID, CAW, STF, ATS, Hawk Force, SAF Battalions, Telecom, SCRB, Training, Intelligence, Administration, Planning, Provisioning, Complaints, Police Reforms etc.

### 3.2. Functions of MP Police

The functioning of police is broadly regulated by **Police Act 1861** while various procedures required to be followed are prescribed by the **Criminal Procedure Code 1973**, **Indian Evidence Act 1872** and other **Special and Local Laws** enacted by the Union Parliament and State legislature. Day to day functioning of the Police in various territorial and functional/specialized units is also guided by the M.P. Police Regulations.

M.P. Police has also been empowered with certain salutary provisions of law for crime prevention and curbing/ eliminating the menace of dacoit gangs and their crimes of kidnapping for ransom in the especially enacted statutes namely **Madhya Pradesh Rajya Suraksha Adhiniyam 1990** and **M.P. Dakaiti Prabhavit Kshetra Adhiniyam 1981** (applicable to notified areas only) respectively.

In addition to Police Act and other major criminal laws regulating the functioning and operations of Police, Madhya Pradesh State has enacted **M.P. SAF Act 1974** to create **Special Armed Force Battalions (21 Bns)** whose units aid the civil police in maintenance of public order, VIP security and crime prevention/detection duties.

To promote **community participation** in the policing functions in the State, M.P. State has brought on the statute book the **M.P. Nagar and Gram Raksha Samiti Act, 1999**. Provisions of this Act provide an institutionalized framework for active and useful '**Police Public Partnership**' to achieve the major objects of the policing i.e. maintenance of Public Order, prevention and detection of crime, communal harmony and safety & security of weaker sections of society through active cooperation between police and public.

To promote policing on scientific lines state has created forensic service facilities with the setting up of **Forensic Science Lab, Regional FSL, and State examiner of Q.D.** to provide excellent technical support from forensic science.

The **Welfare branch** of **Madhya Pradesh Police** promotes various welfare measures evolved and applied for ensuring welfare of the staff and their family members. Family welfare centers, adequate **educational/medical facilities, financial aids** and facilities of canteen and stores are some of the welfare measures, which can be used and utilized for **maintaining motivation and morale** of the force. Currently, over **400 Welfare activities** are being run all over the state by the Branch.

The State Govt. has been providing solid moral and material support to the Police Department to improve the quality of police service to the citizens by strengthening the police force in term of much needed additional police posts and infrastructure.

**Modernization of Police Scheme**, started in collaboration with Union Govt. has contributed very significantly to the modernization of M.P. Police in terms of infrastructure, training facilities and welfare of the police personnel. In continuation of this supporting approach State Govt. has approved further strengthening of State Police through an in-depth study by a professional consultancy of high repute to prepare Detailed Project Report (DPR) for the **Enterprise Resource Planning (ERP) and intervention of ICT** besides commissioning of a well-equipped **Dial 100** facility for citizens in need of police assistance and **CCTV surveillance** to enhance safety and security and to improve **traffic management** in Cities, Towns and Highways. Work is in progress to finalize these projects and to commission them expeditiously.

Police Department in Madhya Pradesh state is a well-structured and hierarchical organization. **Section 20** of the Police Act 1861 empowers the State Government to constitute one police force throughout the **General Police District** (covering entire territory of the state) with such number of offices and men, and it shall be constituted in such manner, as shall from time to time be ordered by the State Government. Accordingly, the **State Government of Madhya Pradesh has constituted Police Force in the State with following ranks:**

| S.No.                    | Rank  | Number |
|--------------------------|---|--------|
| 1                        | Director General of Police(DGP)(The Head of State Police Force)                       | 1      |
| 2                        | Director General/ Special Director General of Police                                  | 5      |
| 3                        | Additional Director General of Police(ADGP)   | 41     |
| 4                        | Inspector General of Police(IGP)  | 44     |
| 5                        | Deputy Inspector General of Police(DIG)   | 16     |
| 6                        | Superintendent of Police/ Commandant/Assistant Inspector General of Police(SP/CO/AIG) | 92     |
| 7                        | Additional Superintendent of Police/ Deputy Commandant(ASP/DC)                        | 191    |
| 8                        | Deputy Superintendent of Police/Assistant Commandant(DSP/AC)                          | 848    |
| 9                        | Inspector   | 1,958  |
| 10                       | Sub Inspector(SI)   | 7,533  |
| 11                       | Assistant Sub Inspector(ASI)  | 9,011  |
| 12                       | Head Constable (Head Const.)  | 18,586 |
| 13                       | Constable(Const.)   | 59,693 |
| <b>Ministerial Staff</b> |   |        |
| 14                       | Reporter/ Senior Stenographer   | 57     |
| 15                       | Subedar/ UDC/Head Clerk   | 213    |
| 16                       | Subedar Steno   | 375    |
| 17                       | Subedar accountant  | 218    |
| 18                       | Sub Inspector (M)   | 679    |

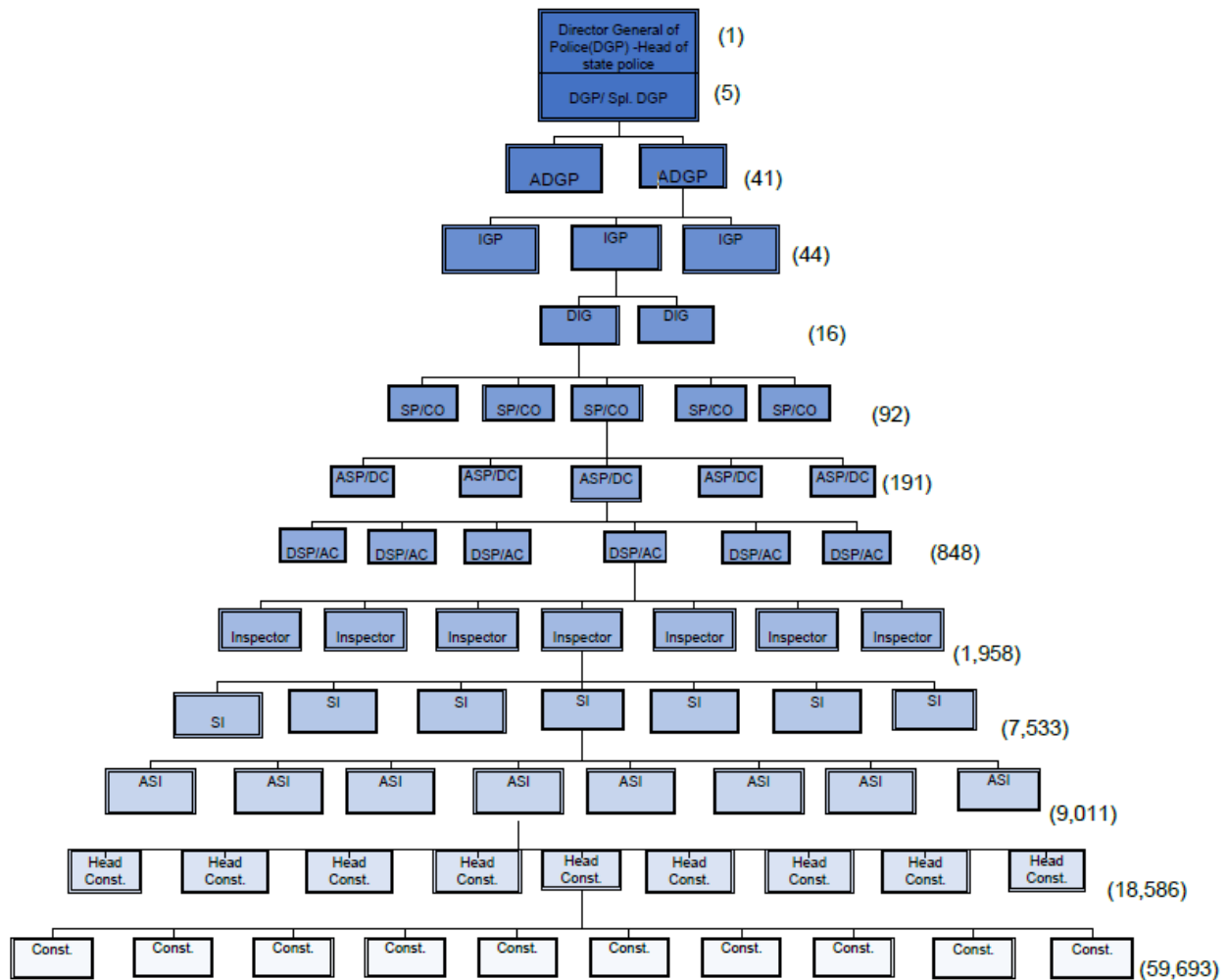
|    |                |      |
|----|----------------|------|
| 19 | ASI (M)        | 1516 |
| 20 | Head Const.(M) | 132  |
| 21 | Const.(M)      | 350  |

*(Source: Statistical Data 2013 – Madhya Pradesh Police)*

The **ministerial ranks** in the Police organization were combatized by the state government in 1968 exercising powers under the Police Act 1861 i.e. the clerical/office workers like lower division clerks, upper division clerks, accountants, stenographers etc. were given ranks as that of the executive police officers (Constable, Head Constable, Assistant Sub Inspector, Sub inspector etc.).

The **Prosecution Branch**, earlier part of Police Head Quarter, was gradually separated from police department after the enactment of new Code of Criminal Procedure, 1973, a separate Directorate of Prosecution has been mandated to be setup by the state government under the administrative control of **state Home Department** (Inserted by **Act 25 of 2005**, S.4(w.e.f. 23-6-2006))

### 3.2.1 Organizational Structure



## 4. Study Methodology

As-Is study in the context of this project is to understand various branches of MP Police and their key processes, current IT equipment and manpower.

In guidance of the domain experts and ADG (Radio), MP Police branches/ offices were identified and formal letters were issued by MP Police Radio Headquarters for conduction of interviews with senior officials of respective branches. The interviews conducted with the police officials and ministerial staff included responses for both open ended and close ended questions. The process related information captured during these interviews has been represented in this document through process maps.

## **Process Maps**

A process map is a tool for visually describing step by step actions taken by different entities involved to illustrate how the work flows while performing an input/output process. It was found that some of the processes were common for a number of branches/ offices, only the hierarchy in such branches/ offices was found different. Hence, to eliminate redundancy, only the key processes of the branches/ offices have been mapped.

Swim lane diagrams have been used to develop the process maps. In each of the process maps, entities/ parties involved have been represented in the column on the left and the ownership of the process changes with lanes of the swim lane diagram. Definitions of the symbols used in the process maps are have been given in the “**Process Map Shape Definition**” section.

## **SIPOC**

SIPOC is a tool that summarizes the inputs and outputs of a process in table form. The acronym SIPOC stands for suppliers, inputs, process, outputs, and customers which form the columns of the SIPOC table. The table has been used to provide a broad idea about the process before going into its detail through process map and description.

## **Process description**

This section describes the process step by step using sentences. Any dependencies/ associations with any of the other process has been explicitly mentioned. Policy requirement of the process has been incorporated. Also, any additional information regarding the process has been included in this section.

## **IT infrastructure**

IT infrastructure of respective branches/ offices was assessed for ICT intervention readiness. This information is expected to assist the decision makers while planning and implementing the ERP project.

## **Manpower**

The sanctioned and current manpower strength has been captured. This information gives a basic idea about the quantity of work being done at various branches/ offices and also preempts scale of the training as a part of ERP project implementation.

**Note: Crime related processes have been included under Crime and Criminal Tracking Network System (CCTNS) project.**

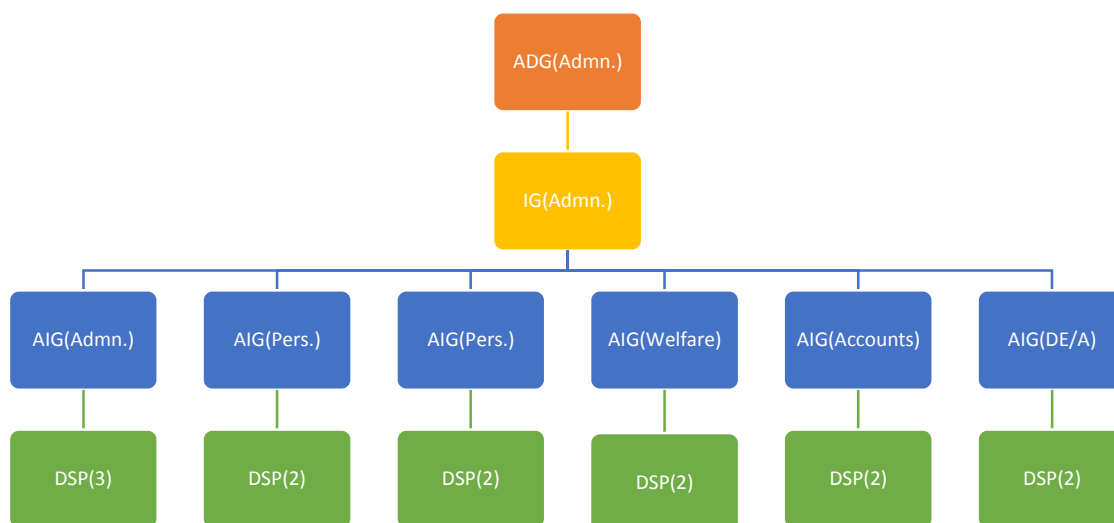
## 5. Branches/ Offices Covered

During this study, meetings with officials from the following thirty five branches/offices of MP Police were conducted in consultation with MP Police, Telecom Head Quarter:

1. Administration(Accounts)
2. Administration(Personnel)
3. Anusuchit Janjati Kalyan (AJK)
4. Crime Investigation Department (CID)
5. Complaint
6. Crime against Women
7. Integrated Police Training Center – Bhauri
8. Intelligence
9. Medico Legal Institute
10. Planning
11. Planning Estate
12. Police Training and Research Institute (PTRI)
13. Provisioning
14. Radio (Telecom)
15. Railways Police Head Quarter
16. Recruitment and Selection
17. Regional Forensic Science Lab (RFSL), Bhopal
18. Rustamji Armed Police Training College (RAPTC), Indore
19. Law & Order and Security
20. Special Armed Forces Head Quarter(SAF), Bhopal
21. Twenty Fifth Battalion SAF, Bhopal
22. Police Training School Motor Transport
23. Police Officers’ Mess, Bhopal
24. Special Task Force (STF), Bhopal
25. State Crime Record Bureau (SCRB)
26. Training
27. Press
28. Welfare
29. Zonal Inspector General of Police (IGP) Office, Bhopal
30. Superintendent of Police (SP) Office, Bhopal
31. Additional Superintendent of Police (ASP), Bhopal
32. City Superintendent of Police (CSP), Bhopal
33. Police Station, T.T. Nagar, Bhopal
34. Traffic Police Station, Bhopal
35. Traffic Control Room, Bhopal

## 5.1. Administration (Accounts)

### 5.1.1 Organisational Structure



### 5.1.2 Personnel Strength

| S. No. | Designation | Sanctioned | Available | Vacant |
|--------|-------------|------------|-----------|--------|
| 1      | ADG         | 1          | 1         | -      |
| 2      | IG          | 2          | 2         | -      |
| 3      | DIG         |            |           |        |
| 4      | AIG         | 1          | 1         | -      |
| 5      | DSP         | 3          | 3         | -      |
| 6      | OS          | 1          | 1         | -      |
| 7      | Deputy OS   | 1          | 1         | -      |
| 8      | Inspector   |            |           |        |
| 9      | Subedar     | 4          | 5         |        |
| 10     | Accountant  | 4          | -         | 4      |
| 11     | SI          | 11         | 13        |        |
| 12     | ASI         | 14         | 10        | 4      |

|    |        |   |   |   |
|----|--------|---|---|---|
| 13 | HC     |   |   |   |
| 14 | Const. | 4 | 2 | 2 |

### 5.1.3 IT Infrastructure

| S. No. | Equipment                   | Quantity                    |
|--------|-----------------------------|-----------------------------|
| 1      | Computer                    | With internet connection    |
|        |                             | Without internet connection |
| 2      | Printer                     | Laser                       |
|        |                             | Dot Matrix                  |
| 3      | Fax                         | 1                           |
| 4      | Photocopier                 | 3                           |
| 5      | Scanner                     | -                           |
| 6      | Multifunction Printer (MFP) | -                           |

### 5.1.4 As-Is Processes

#### 5.1.4.1 GPF/ DPF Advance payment

#### A. Process Summary

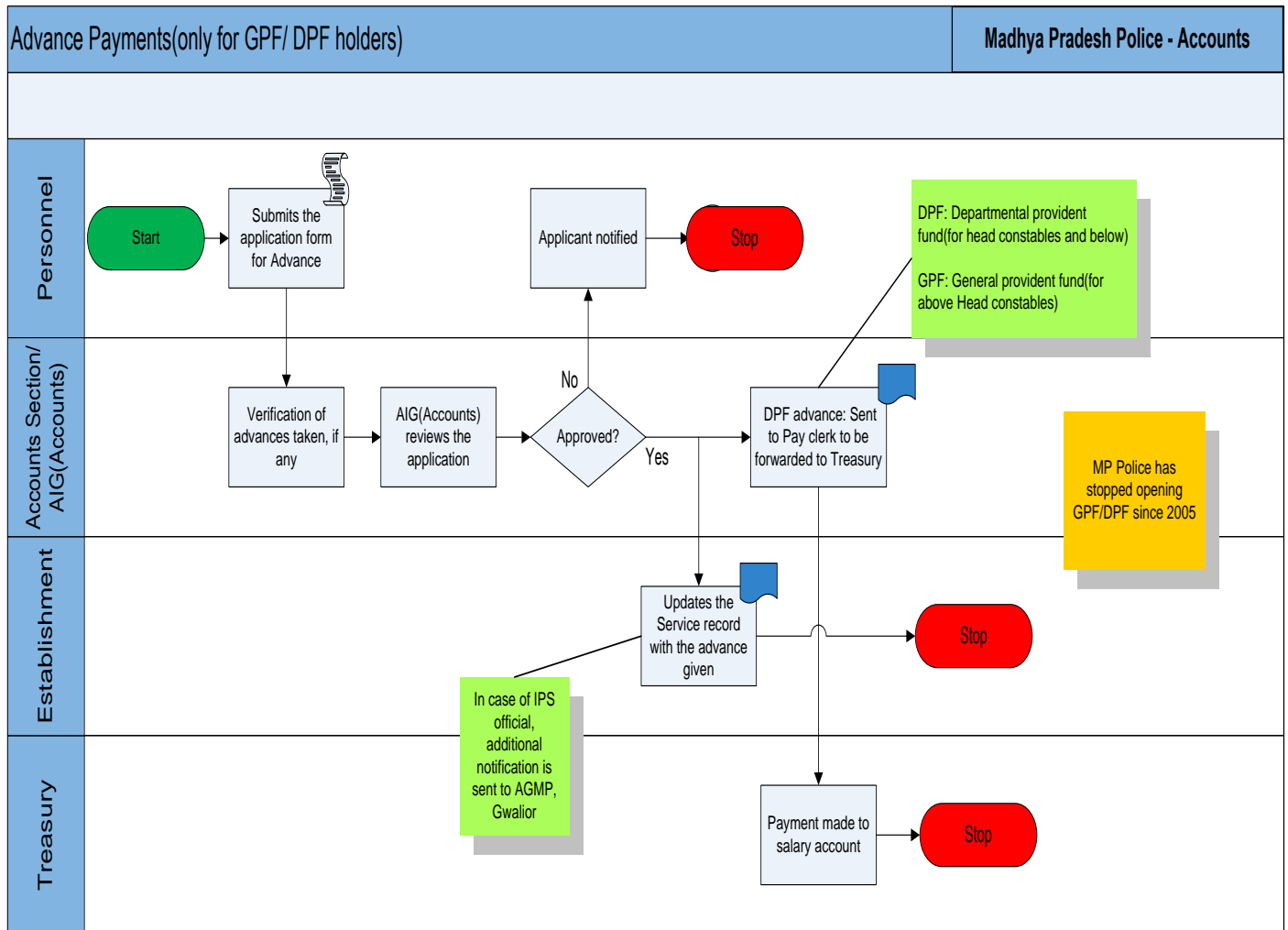
This is the process of Advance payment to those police personnel who are DPF/GPF account holders. The payment is based on the approval from the AIG (Accounts). The key actors in the process are applicant, Accounts Section, Treasury and AIG (Accounts).

#### B. SIPOC

| Supplier                        | Input                        | Process        | Output          | Customer                      |
|---------------------------------|------------------------------|----------------|-----------------|-------------------------------|
| MP Police Personnel (Applicant) | Application form for Advance | As shown below | Advance Payment | Accounts Section<br>Applicant |



## C. Process Map



## D. Process Description

|  |                        |                            |                 |
|--|------------------------|----------------------------|-----------------|
| <b>Process Name:</b>   | <b>Advance Payment</b> | <b>Branch/ Sub-Branch</b>  | <b>Accounts</b> |
| <b>Process Predecessor:</b>  | None                   | <b>Process successor :</b> | None            |
| <b>Process</b>   |                        |                            |                 |
| i) MP Police has stopped opening GPF/DPF since 2005.<br>ii) For personnel joining Post 2005 the amount is deducted under National Pension Scheme.<br>iii) MP Police personnel submits the application for advance to the Accounts section. |                        |                            |                 |

- iv) The Accounts Section verifies the application for any advances taken previously and then it is forwarded to AIG (Accounts)
- v) AIG (Accounts) reviews the application. Once approved it is entered into the Treasury's application by pay clerk who then generates the payment voucher. This voucher sent to the treasury for advance payment
- vi) If the application is not approved then a notification is sent to the applicant for the same.
- vii) A temporary advance not exceeding 3 month pay or half the amount at the credit of the subscriber may be sanctioned by sanctioning authority. Recovery of advances shall be made in the manner prescribed in the rules
- viii) Withdrawals may be sanctioned by the competent authority for any of the fund e purpose as permitted. The amount of withdrawal should not exceed 3 months pay or half the balance to the credit of the subscriber, whichever is less
- ix) When a subscriber quits the service the amount standing to his credit in the fund shall become payable to him.

**Policy Requirement**

GOP - Government Gazette Notification, Madhya Pradesh Police Regulations, Circulars, MP General Provident Fund Rules 1955

### 5.1.4.2 Salary Disbursement

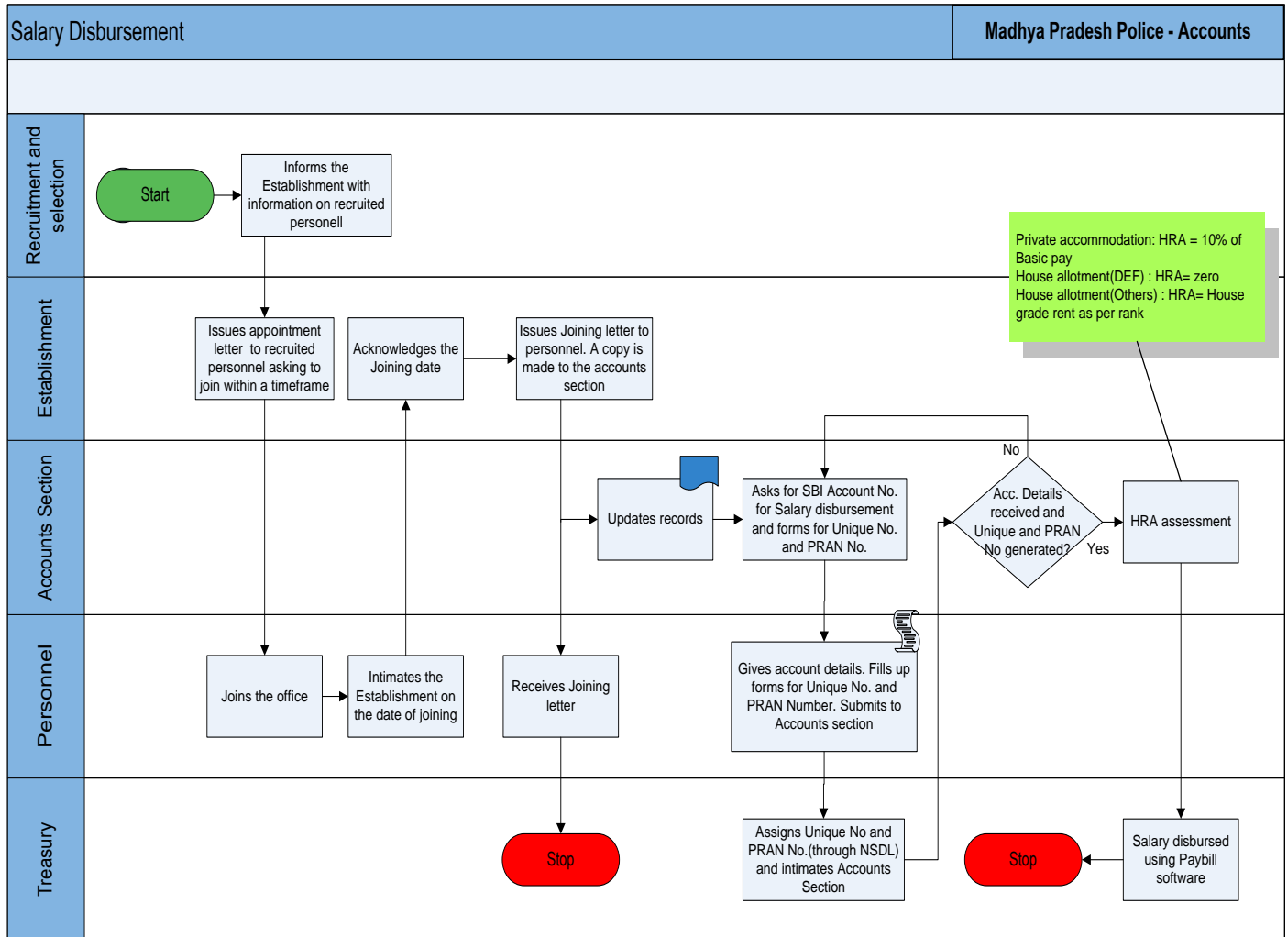
#### A. Process Summary

This is the process of disbursement of salary to the recruited/appointed personnel of MP Police. The key actors of the process are the Police Personnel, the Establishment Section, the Account Section and Treasury.

#### B. SIPOC

| Supplier                                   | Input                           | Process        | Output              | Customer                              |
|--|---------------------------------|----------------|---------------------|---------------------------------------|
| MP Police Personnel, Establishment Section | Account details, Joining letter | As shown below | Salary disbursement | Accounts Section, MP Police Personnel |

### C. Process Map



### D. Process Description

|   |                            |                            |                       |
|---|----------------------------|----------------------------|-----------------------|
| <b>Process Name:</b>  | <b>Salary disbursement</b> | <b>Branch/ Sub-Branch</b>  | <b>Administration</b> |
| <b>Process Predecessor:</b>   | Recruitment of Personnel   | <b>Process successor :</b> | None                  |
| <b>Process</b>  |                            |                            |                       |
| i) Recruitment and selection department sends the information to the establishment department about the recruited personnel.<br>ii) The establishment department Issues appointment letter to recruited personnel asking to join within a timeframe.<br>iii) The personnel joins the office and intimates the establishment on the date of joining. |                            |                            |                       |

- iv) The establishment department acknowledges the joining date, issues the joining letter to personnel. A copy of the same is made to the accounts section.
- v) The accounts section updates the records and asks the applicant for the account details (SBI bank account number for account disbursement) asks to fill up the forms for unique no. and PRAN no.)
- vi) The personnel provides the account details and fills up the forms for unique no. and PRAN no.
- vii) The Treasury department assigns the Unique no. and PRAN no. to the personnel through NSDL and intimates accounts department.
- viii) If the account details are received and Unique and PRAN no. are generated, the accounts department performs the HRA assessment and if the account details are not received and the Unique and PRAN no. is not generated the accounts department asks the applicant again to provide the same.
- ix) After the HRA assessment the salary is disbursed by the treasury department.
- x) Monetary fines imposed cannot be accounted for through this IT application. Such sums are collected

|                           |  |
|---------------------------|--|
| <b>Policy Requirement</b> | GOP, Circulars, Police rules and regulations |
|---------------------------|--|

#### 5.1.4.3 Audit

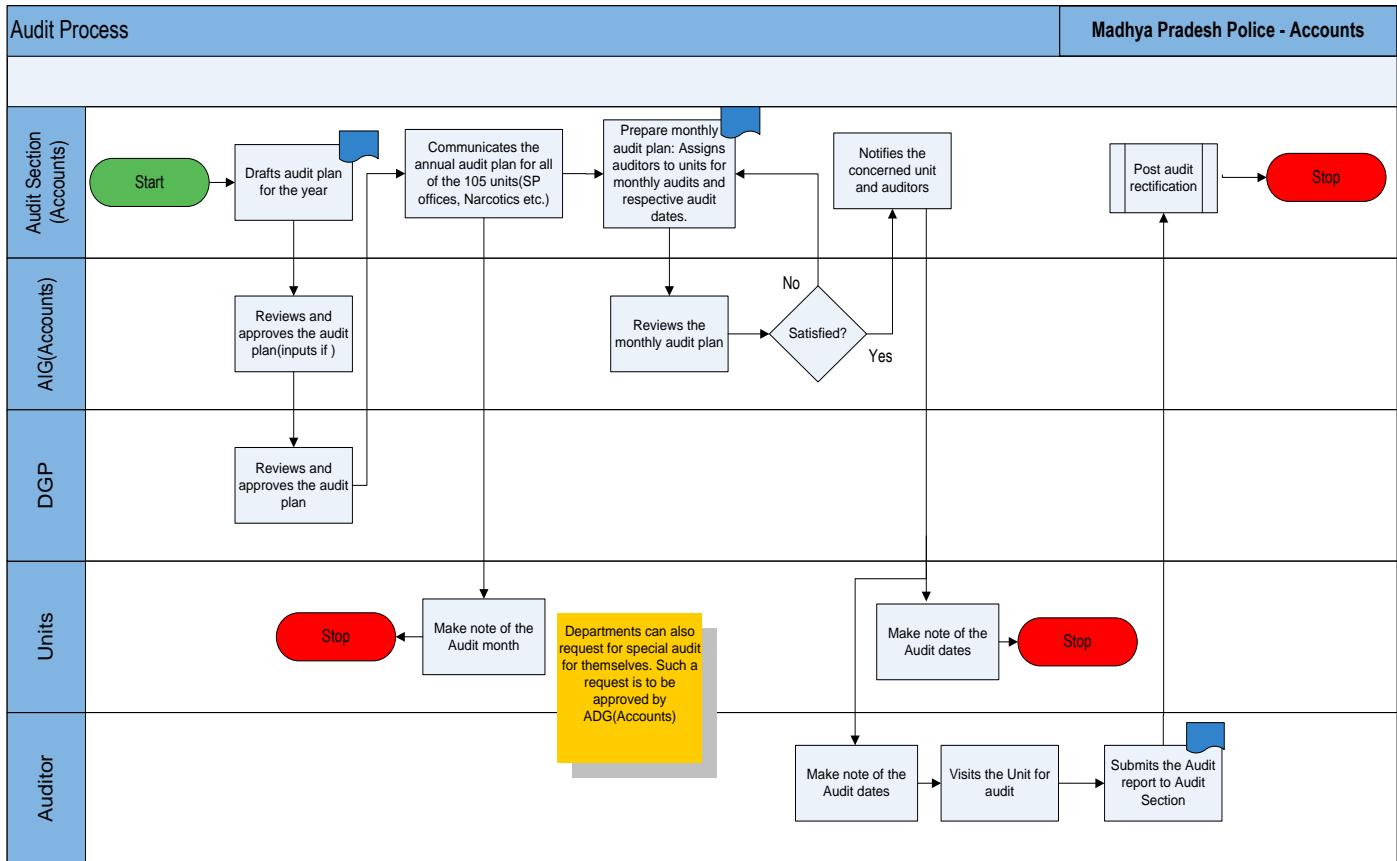
##### A. Process Summary

This is the process of conduction of Audit by the concerned section of the 105 units of MP Police (SP offices, Narcotics etc.). The key actors of the process are AIG (Accounts), Audit section and police units.

##### B. SIPOC

| Supplier      | Input            | Process        | Output       | Customer             |
|---------------|------------------|----------------|--------------|----------------------|
| Audit section | Draft Audit Plan | As shown below | Audit Report | Units, Audit section |

## C. Process Map



## D. Process Description

|  |              |                            |                          |
|--|--------------|----------------------------|--------------------------|
| <b>Process Name:</b>   | <b>Audit</b> | <b>Branch/ Sub-Branch</b>  | <b>Audit Section</b>     |
| <b>Process Predecessor:</b>  | None         | <b>Process successor :</b> | Post Audit Rectification |
| <b>Process</b>   |              |                            |                          |
| <p>i) The Audit section prepares the annual audit plan for all the 105 concerned units of MP Police.</p> <p>ii) This plan is sent to AIG (Accounts) for approval.</p> <p>iii) The AIG (Accounts) provides the inputs (if any) and send it to DGP for approval.</p> <p>iv) Once it is approved by the DGP, the audit section communicates the plan to all the concerned units and the units note down the month of the audit. Also the audit section prepares the monthly audit plan and sends it to AIG (Accounts) for review.</p> |              |                            |                          |

- v) If the AIG (Accounts) is satisfied with the monthly audit plan, the audit section will communicate the plan to concerned units and the respective auditors.
- vi) The auditors will note down the audit dates, conduct the audit of the unit at the scheduled date and submit the audit report to Audit Section.
- vii) The audit is followed by a post audit rectification process.
- viii) Departments can also request for special audit for themselves. Such a request is to be approved by ADG (Accounts).

**Policy Requirement**

GOP , Rules and Regulations, Circulars

**5.1.4.4 Post audit rectification**

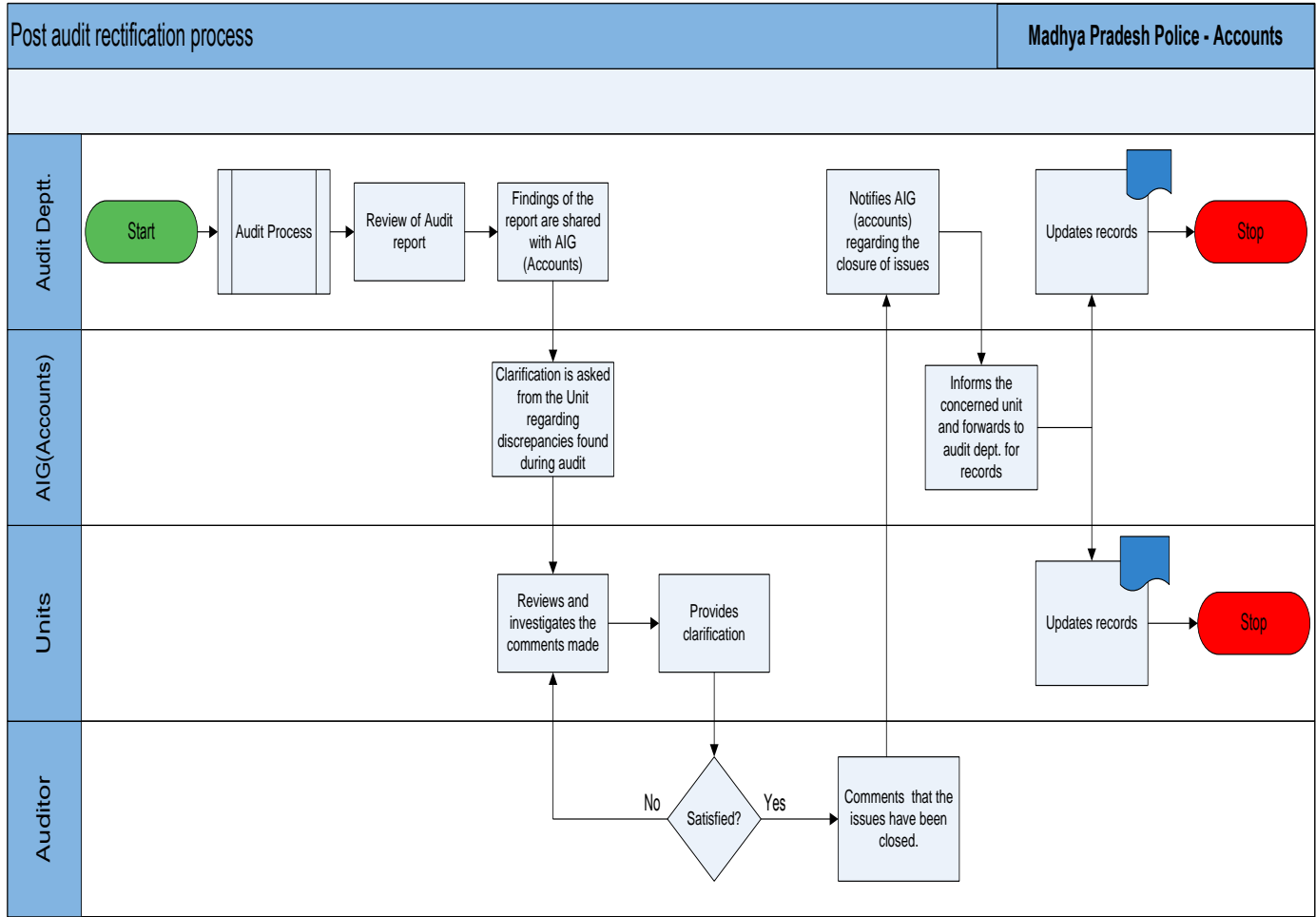
**A. Process Summary**

This is the process of rectification of the discrepancies found during the audit process at any unit of MP Police. The key actors in this process are AIG (accounts), the concerned unit and the auditor.

**B. SIPOC**

| Supplier                         | Input        | Process        | Output   | Customer                         |
|----------------------------------|--------------|----------------|--|----------------------------------|
| <b>Auditor, Audit department</b> | Audit Report | As shown below | Rectification of discrepancies by the concerned unit | Audit department, concerned unit |

### C. Process Map



### D. Process Description

|   |                                 |                            |                       |
|---|---------------------------------|----------------------------|-----------------------|
| <b>Process Name:</b>  | <b>Post audit rectification</b> | <b>Branch/ Sub-Branch</b>  | <b>Administration</b> |
| <b>Process Predecessor:</b>   | Audit                           | <b>Process successor :</b> | None                  |
| <b>Process</b>  |                                 |                            |                       |
| i) The audit department reviews the audit report and findings are shared with the AIG (accounts).<br>ii) The AIG accounts asks for clarification from the Unit regarding discrepancies found during audit.<br>iii) The concerned unit reviews and investigates the comments made and provides clarification to Auditor. |                                 |                            |                       |

- iv) If the auditor is satisfied, he comments to audit department that the issues have been closed. The audit department notifies AIG (accounts) regarding the closure of issues
- v) The AIG (accounts) informs the concerned unit and forwards it to audit department for the records.
- vi) The audit department and the concerned unit updates their records for the same.
- vii) **If the auditor is not satisfied then further clarification is provided by the concerned unit.**

**Policy Requirement**

GOP, Circulars, Police rules and regulations

**5.1.4.5 Bill reimbursement**

**A. Process Summary**

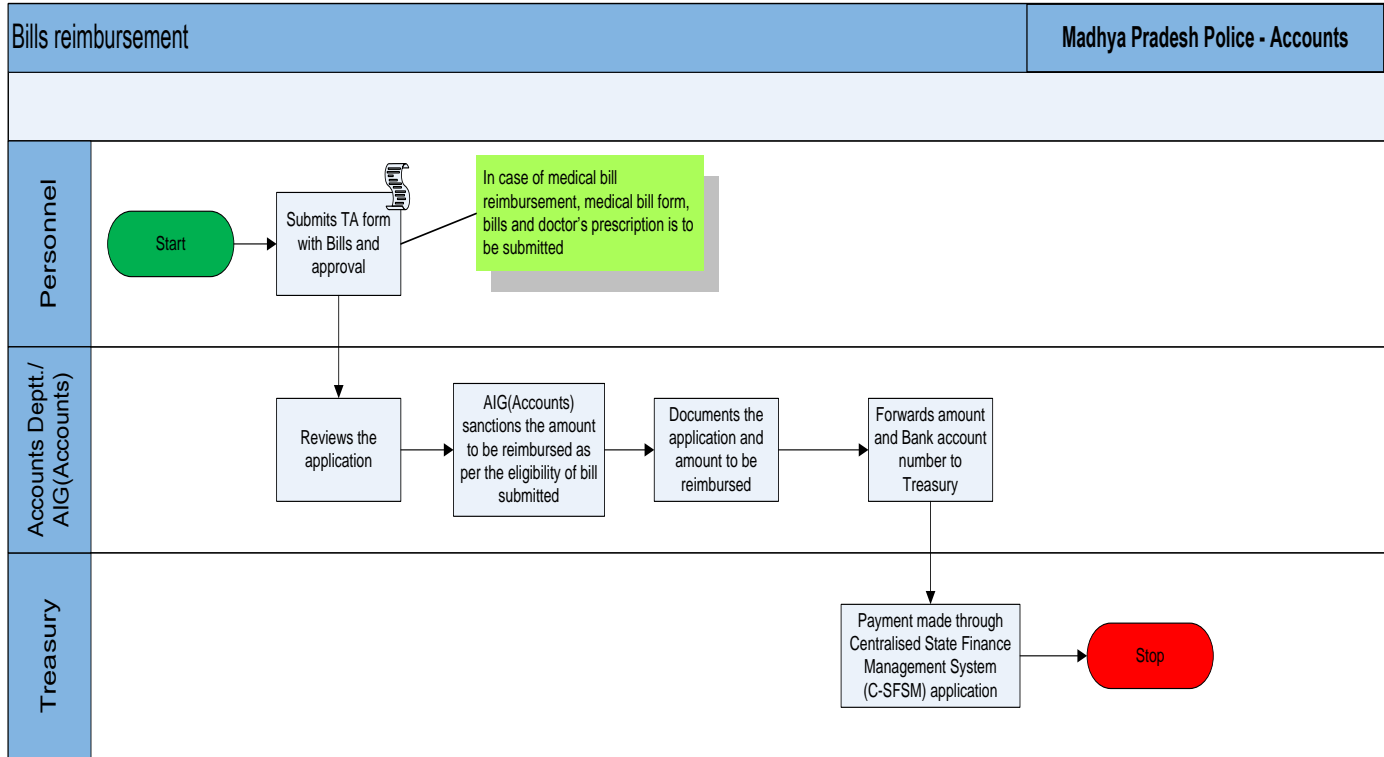
This is the process of reimbursement of bills (Travel, Medical bills etc.) submitted by the police personnel to the accounts department. The key actors involved in the process are Accounts Section, Treasury.

**B. SIPOC**

| Supplier                        | Input   | Process        | Output                 | Customer  |
|---------------------------------|---|----------------|------------------------|-----------|
| MP Police Personnel (Applicant) | TA form and Bills/ Medical Bill form and bills, doctor's prescription | As shown below | Reimbursement of Bills | Applicant |



### C. Process Map



### D. Process Description

|   |  |                            |                       |
|---|--|----------------------------|-----------------------|
| <b>Process Name:</b>  | <b>Bill Reimbursement</b>                    | <b>Branch/ Sub-Branch</b>  | <b>Administration</b> |
| <b>Process Predecessor:</b>   | None   | <b>Process successor :</b> | None                  |
| <b>Process</b>  |  |                            |                       |
| i) The police personnel submits the bills (Travel, medical bills etc.) along with all the required supporting documents and application forms to accounts department.<br>ii) The Account Section reviews the application form and documents the application and the amount to be reimbursed.<br>iii) AIG (Accounts) sanctions the amount to be reimbursed as per the eligibility of bill submitted.<br>iv) The Account Section then sends this amount and the bank account number of the applicant to the treasury.<br>v) The treasury section makes the payment to the applicant through the Centralised State Finance Management System (C-SFSM) application. |  |                            |                       |
| <b>Policy Requirement</b>   | GOP, Circulars, Police rules and regulations |                            |                       |

#### 5.1.4.6 Pension payment

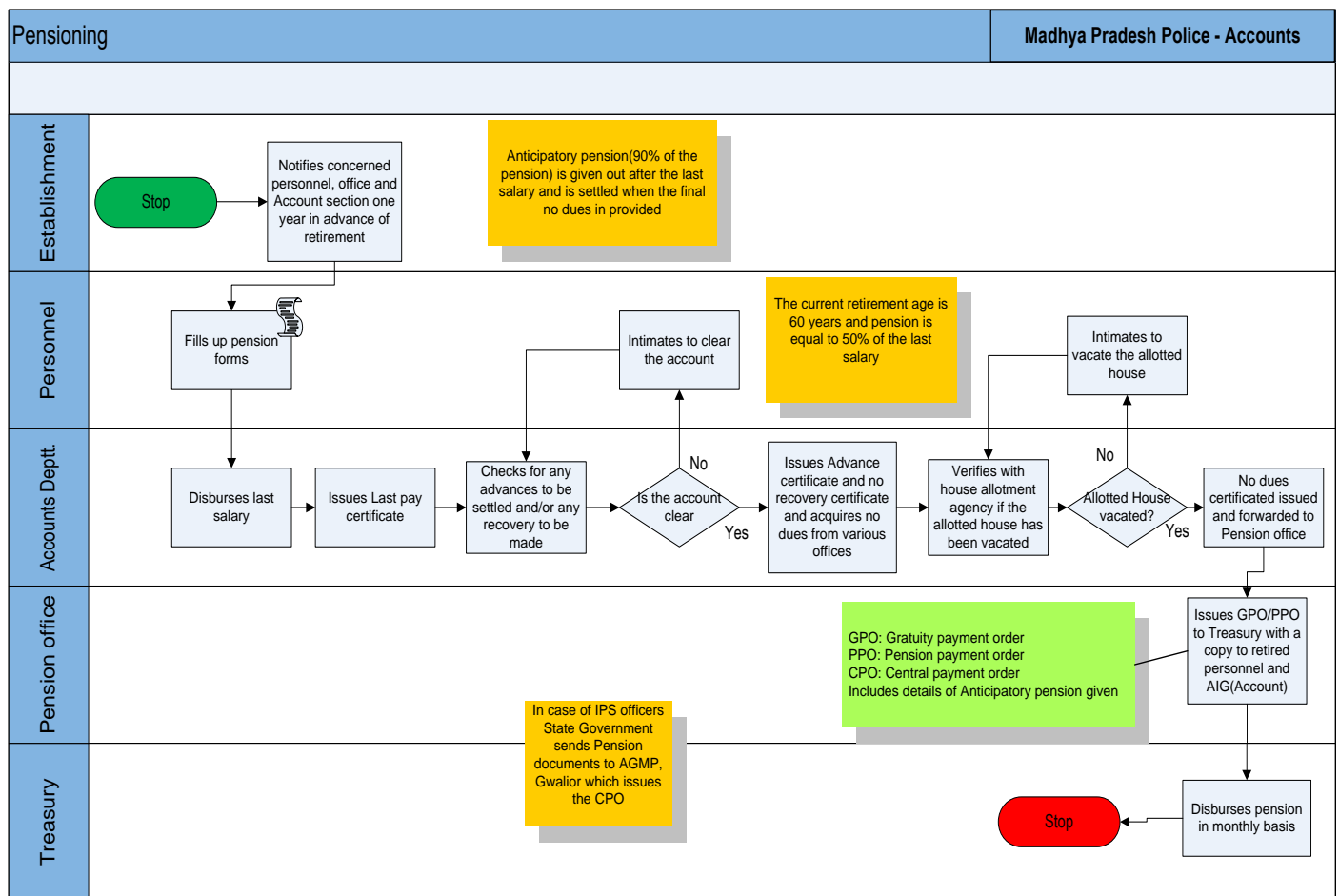
##### A. Process Summary

This is the process of preparation of pension case of a personnel nearing retirement. The key actors of the process are Accounts Section, Pension office, retiring personnel and Treasury.

##### B. SIPOC

| Supplier                        | Input                             | Process        | Output                | Customer                                       |
|---------------------------------|-----------------------------------|----------------|-----------------------|--|
| MP Police Personnel (Applicant) | Pension Form, No dues certificate | As shown below | Pension Payment Order | Accounts Department, Pension Office, Applicant |

##### C. Process Map

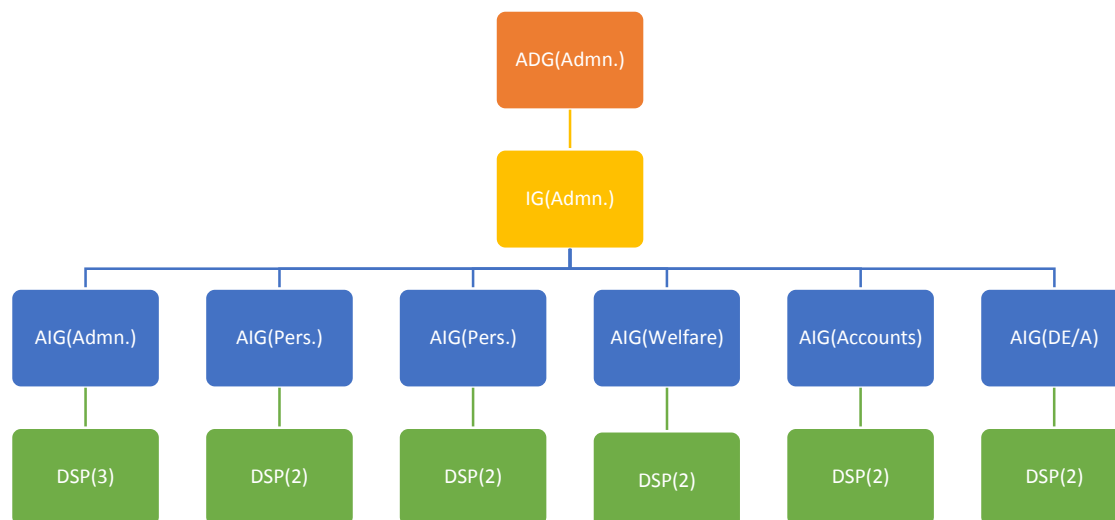


## D. Process Description

|  |                   |  |                         |
|--|-------------------|--|-------------------------|
| <b>Process Name:</b>   | <b>Pensioning</b> | <b>Branch/ Sub-Branch</b>  | <b>Accounts Section</b> |
| <b>Process Predecessor:</b>  | None              | <b>Process successor :</b>   | None                    |
| <b>Process</b>   |                   |  |                         |
| <p>i) The establishment section notifies the personnel, concerned office and accounts department about the date of retirement one year in advance.</p> <p>ii) Then the personnel (applicant) fills up the pension forms and the accounts department disburses the last salary, issues the last pay certificate and checks for any advances to be settled by the applicant and issues the advance certificate and no recovery certificate if the account is clear.</p> <p>iii) If the account is not clear, the accounts department intimates the applicant to clear the account.</p> <p>iv) The accounts department verifies with the house allotment agency if the allotted house has been vacated by the applicant.</p> <p>v) If the allotted house has not been vacated, the accounts department intimates the applicant to vacate the house and if it is vacated, the accounts department issues the no dues certificate and forwards it to the pension office.</p> <p>vi) The pension office Issues GPO/PPO to Treasury with a copy to retired personnel and AIG (Account).</p> <p>vii) The treasury disburses the pension on monthly basis.</p> <p>viii) Anticipatory pension (90% of the pension) is given out after the last salary and is settled when the final no dues is provided. The current retirement age is 60 years and pension is equal to 50% of the last salary.</p> <p>ix) In case of IPS officers State Government sends Pension documents to AGMP, Gwalior which issues the CPO.</p> <p>x) Pension work has been decentralized at district level</p> |                   |  |                         |
| <b>Policy Requirement</b>  |                   | <p>GOP, Circulars, Police rules and regulations, MP Govt. servants Group Insurance Scheme 1985, MP Police Personnel Extraordinary Family Pension rules (1965), Mp Shashkiya Sewak(Ardhvarshiki Ayu) adhiniyam 1967</p> |                         |

## 5.2. Administration (Personnel)

### 5.2.1 Organisational Structure



### 5.2.2 Personnel Strength

| S. No. | Designation | Sanctioned | Available | Vacant |
|--------|-------------|------------|-----------|--------|
| 1      | ADG         | 1          | 1         | -      |
| 2      | IG          | 2          | 2         | -      |
| 3      | DIG         |            |           |        |
| 4      | AIG         | 1          | 1         | -      |
| 5      | DSP         | 3          | 3         | -      |
| 6      | OS          | 1          | 1         | -      |
| 7      | Inspector   |            |           |        |
| 8      | Subedar     | 5          | 3         | 2      |
| 9      | Accountant  | 1          | 3         | -      |
| 10     | SI          | 16         | 15        | 1      |
| 11     | ASI         | 25         | 29        | -      |
| 12     | HC          |            |           |        |
| 13     | Const.      | 7          | 4         | 3      |

### 5.2.3 IT Infrastructure

| S. No. | Equipment                   | Quantity                    |
|--------|-----------------------------|-----------------------------|
| 1      | Computer                    | With internet connection    |
|        |                             | Without internet connection |
| 2      | Printer                     | Laser                       |
|        |                             | Dot Matrix                  |
| 3      | Fax                         |                             |
| 4      | Photocopier                 |                             |
| 5      | Scanner                     |                             |
| 6      | Multifunction Printer (MFP) |                             |

### 5.2.4 As-Is Processes

#### 5.2.4.1 Gradation list preparation

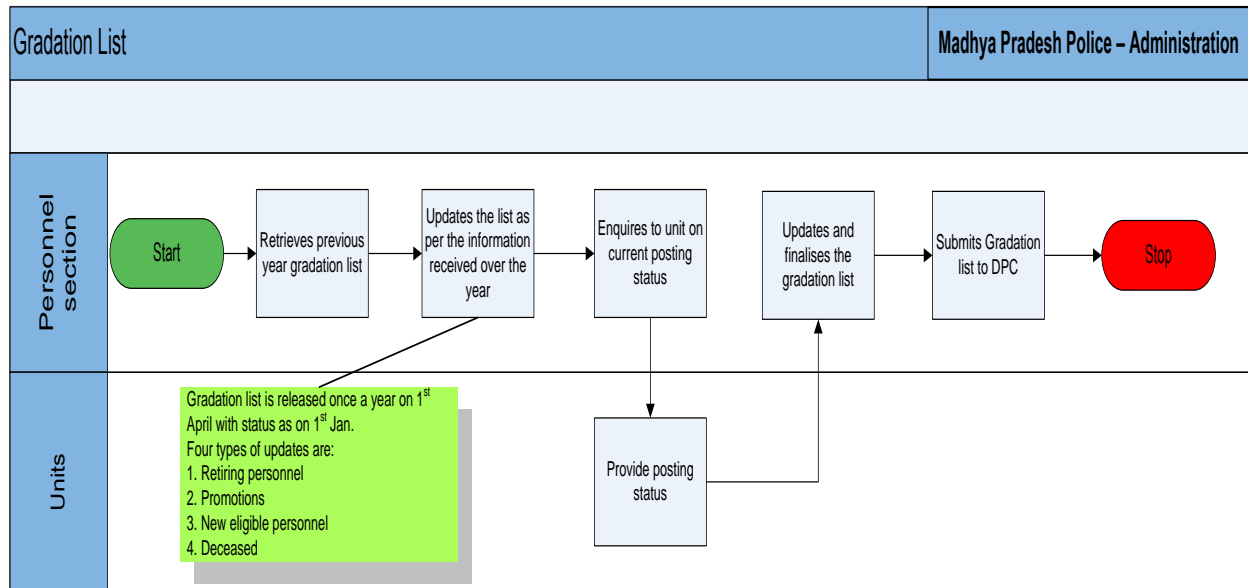
#### A. Process Summary

In this process Gradation List is prepared, a document which lists potential candidates for future promotion based on their seniority level. Departmental Committee (DPC) uses the list as a starting point for preparation of Fit List.

#### B. SIPOC

| Supplier          | Input                        | Process        | Output         | Customer          |
|-------------------|------------------------------|----------------|----------------|-------------------|
| Concerned Section | Previous Year Gradation List | As shown below | Gradation List | Concerned Section |

## C. Process Map



## D. Process Description

|   |                                      |                            |                       |
|---|--------------------------------------|----------------------------|-----------------------|
| <b>Process Name:</b>  | <b>Preparation of Gradation List</b> | <b>Branch/ Sub-Branch</b>  | <b>Administration</b> |
| <b>Process Predecessor:</b>   | None                                 | <b>Process successor :</b> | Promotion             |
| <b>Process</b>  |                                      |                            |                       |
| <p>i) Gradation list is released once a year on 1<sup>st</sup> April with status as on 1<sup>st</sup> Jan. Gradation list is prepared for each service in which members of the service holding post will be listed in as per seniority in the service. Seniority is decided as per the notification in M.P. Gazette (Extraordinary dated 2.4.98). Gazette notification method deciding severity on the basis of</p> <ol style="list-style-type: none"> <li>a) Directly recruited and promoted personnel</li> <li>b) Transferred personnel from other cadre</li> <li>c) Special cases</li> <li>d) Adhoc employee</li> </ol> <p>ii) It lists the personnel at a particular rank in decreasing order of seniority.</p> <p>iii) Previous year Gradation list is taken as a starting point which is updated. Such updates may be due to :</p> <ol style="list-style-type: none"> <li>1. Retiring personnel</li> <li>2. Promotions</li> </ol> |                                      |                            |                       |

|  |   |
|--|---|
| 3. New eligible personnel<br>4. Deceased<br>5. Deputation<br>iv) Gradation list is updated as per the copy of the orders received by the section.<br>v) Gradation lists of IPS officers of Madhya Pradesh cadre and SPS officers are made separately by State Home Department.<br>vi) Gradation list of Ministerial staff and for DEF force ranking ASI to Inspector is prepared at PHQ<br>vii) Gradation list of APC to CC level personnel is prepared at SAF(HQ)<br>viii) Gradation list of rest of the personnel is prepared at respective Units. |   |
| <b>Policy Requirement</b>  | GOP - 104/2002, 62/1994 etc.<br>Government Gazette Notification |

#### 5.2.4.2 Promotion

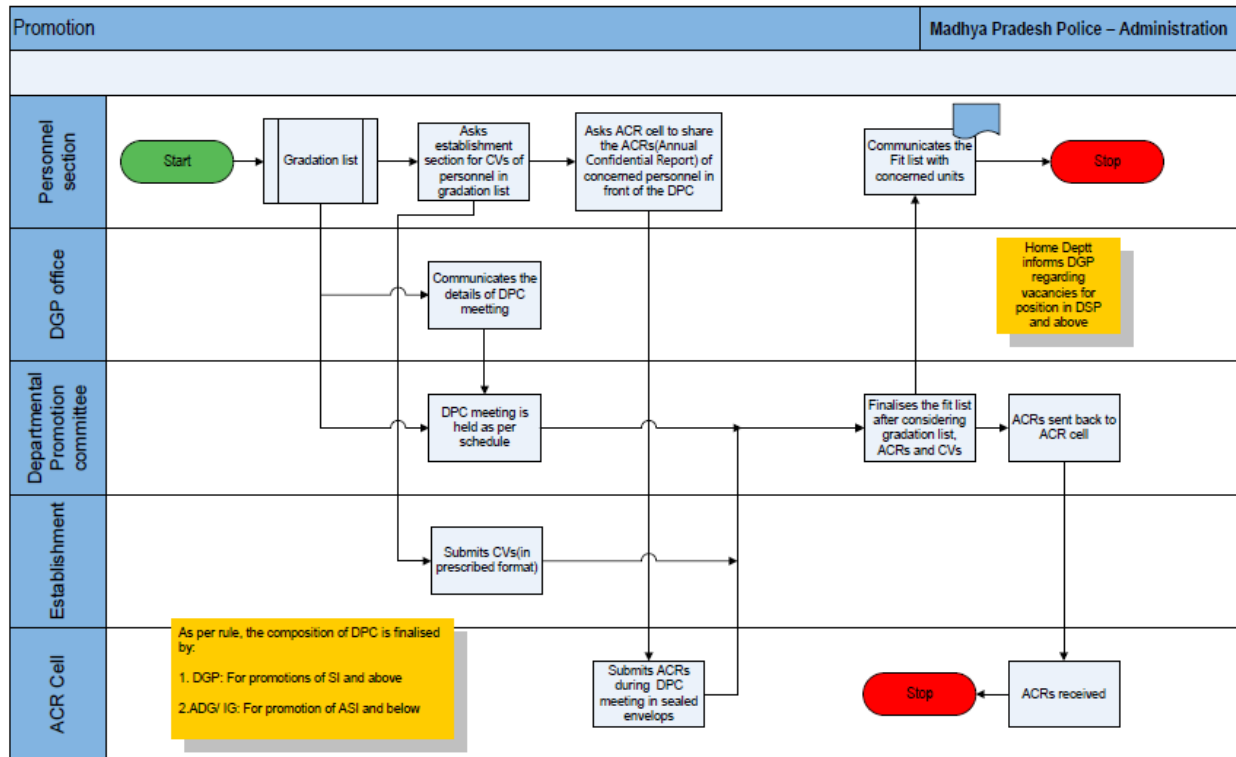
##### A. Process Summary

This is the process for development of Fit list for promotion of Personnel of various units. The key actors involved in the process are Personnel section and Establishment section, DGP Office, Departmental Promotion Committee etc.

##### B. SIPOC

| Supplier          | Input          | Process        | Output   | Customer |
|-------------------|----------------|----------------|----------|----------|
| Personnel Section | Gradation List | As shown below | Fit List | Units    |

## C. Process Map



## D. Process Description

|   |                  |                            |                          |
|---|------------------|----------------------------|--------------------------|
| <b>Process Name:</b>  | <b>Promotion</b> | <b>Branch/ Sub-Branch</b>  | <b>Personnel section</b> |
| <b>Process Predecessor:</b>   | Gradation list   | <b>Process successor :</b> | None                     |
| <b>Process</b>  |                  |                            |                          |
| <ol style="list-style-type: none"> <li>The information of the personnel is checked into the gradation list prepared and process is initiated.</li> <li>The personnel section asks the establishment section for CVs of personnel in gradation list</li> <li>The personnel section further asks ACR cell to share the ACRs (Annual confidential report) of in front of the DPC.</li> <li>The ACR cell then submit the ACRs during DPC meeting in sealed envelope.</li> <li>The establishment section submits the CVs (in prescribed format) in front of DPC.</li> <li>The DGP office communicates the details of DPC meeting.</li> <li>Home department informs DGP regarding vacancies for position in DSP and above.</li> </ol> |                  |                            |                          |



- viii) At the departmental promotion committee, DPC meeting is held as per schedule.
- ix) As per the rule, the composition of DPC is finalized by
  - a) DGP: For promotions of SI and above
  - b) ADG/IG: For promotions of ASI and below
- x) The departmental promotion committee then finalizes the fit list after considering the gradation list, ACRs and CVs and.
- xi) The ACRs are sent back to ACR cell from departmental promotion committee and the ACR cell receives the ACR.
- xii) The personnel section communicates the fit list with concerned units.
- xiii) Promotions of attached staff is recommended to the concerned unit
- xiv) Promotion of non-attached staff is handled by Parent unit

**Policy Requirement**

Madhya Pradesh Police Regulation and Gazette notification

### 5.2.4.3 Deputation

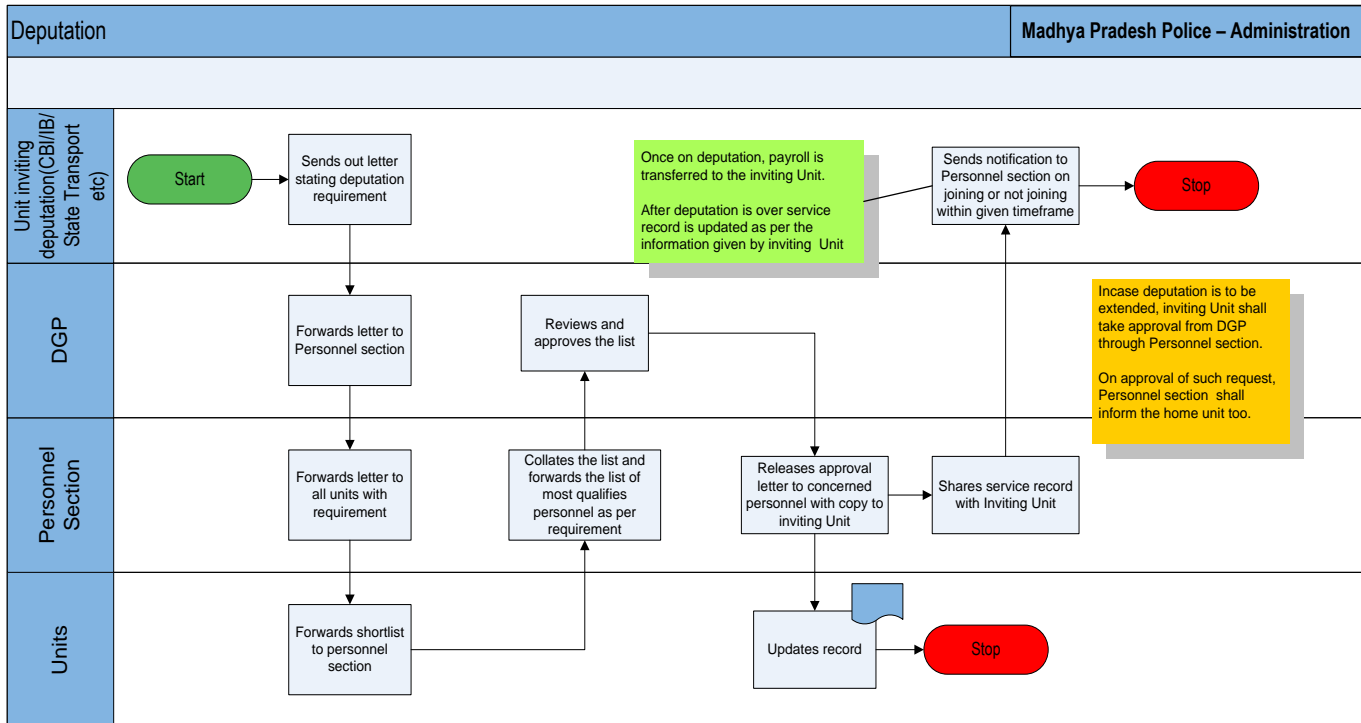
#### A. Process Summary

Deputation is a process for transferring and posting of the Personnel for a specific period of time. The key actors involved in the process are Unit inviting deputation (CBI/IB/State Transport etc.), DGP, Personnel section and Unit.

#### B. SIPOC

| Supplier                 | Input             | Process        | Output           | Customer                                  |
|--------------------------|-------------------|----------------|------------------|---|
| Unit inviting deputation | Deputation letter | As shown below | Deputation Order | Personnel<br><br>Unit inviting deputation |

## C. Process Map



## D. Process Description

|   |                   |                            |                          |
|---|-------------------|----------------------------|--------------------------|
| <b>Process Name:</b>  | <b>Deputation</b> | <b>Branch/ Sub-Branch</b>  | <b>Personnel section</b> |
| <b>Process Predecessor:</b>   | None              | <b>Process successor :</b> | None                     |
| <b>Process</b>  |                   |                            |                          |
| i) The unit inviting deputation sends out letter stating deputation requirement.<br>ii) The DGP forwards the letter to the Personnel section.<br>iii) The personnel section forwards the letter to all units with requirement.<br>iv) The units forward shortlist to personnel section.<br>v) The personnel section collates the list and forwards the list of most qualifies personnel as per requirement.<br>vi) The DGP reviews and approves the list.<br>vii) The personnel section releases approval letter to concerned personnel with copy to inviting unit. |                   |                            |                          |

- viii) The personnel section shares service record with Inviting Unit.
- ix) The inviting unit sends notification to personnel section on joining or not joining within given timeframe.
- x) Once on deputation, payroll is transferred to the Inviting Unit. After deputation is over service record is updated as per the information given by the inviting unit.
- xi) Incase deputation is to be extended, inviting unit shall take approval from DGP through Personnel section. On approval of such requests, Personnel section shall inform the home unit too.

**Policy Requirement**

MP Police Regulations, Circulars and GOPs

#### 5.2.4.4 Leaves

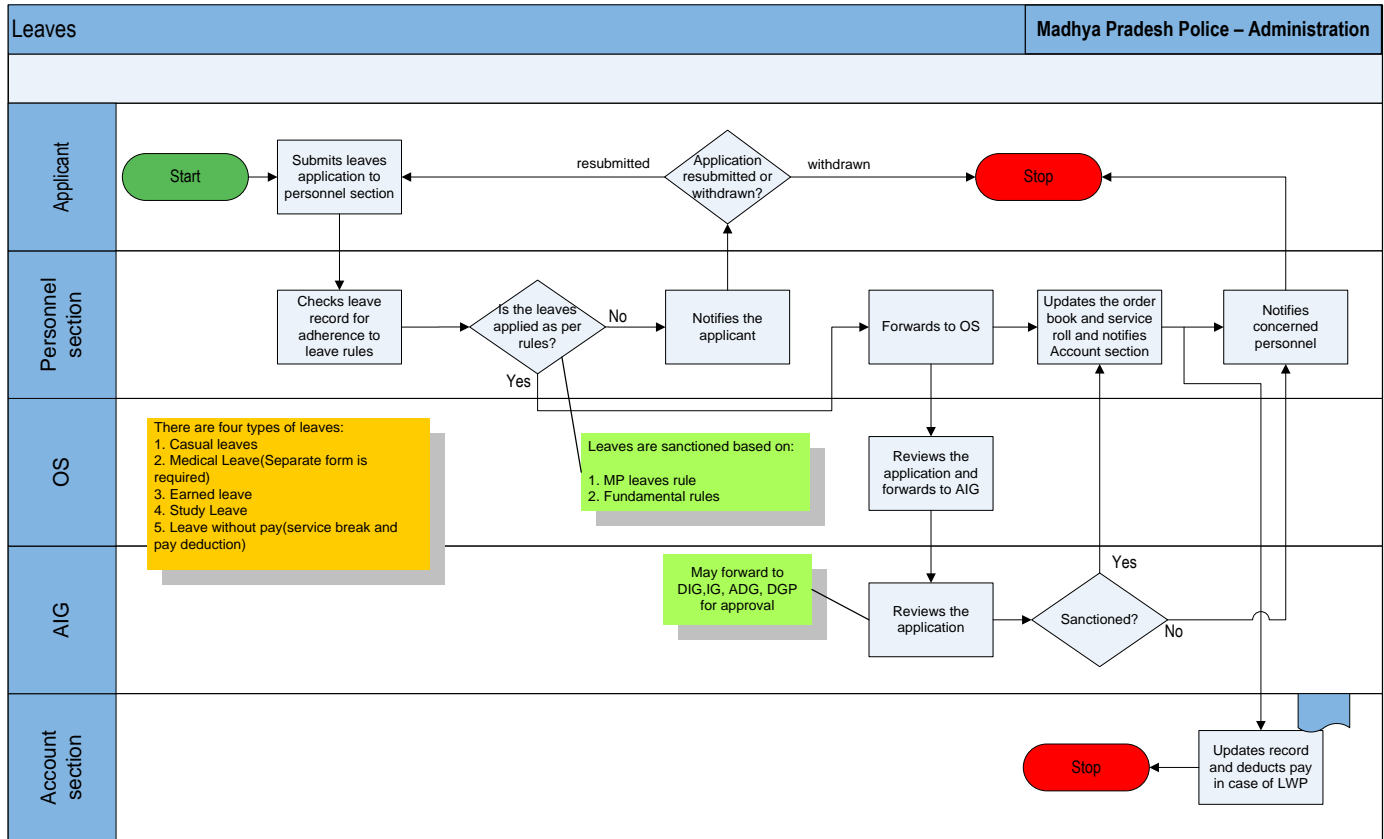
#### A. Process Summary

Leave is a process for sanctioning of leaves of the personnel. Leaves are applied and sanctioned into 5 types- Casual leave, Study leave, Medical leave, Earned leave and Leave without pay.

#### B. SIPOC

| Supplier  | Input             | Process        | Output           | Customer  |
|-----------|-------------------|----------------|------------------|-----------|
| Applicant | Leave application | As shown below | Sanctioned leave | Applicant |

### C. Process Map



### D. Process Description

|   |                          |                            |                          |
|---|--------------------------|----------------------------|--------------------------|
| <b>Process Name:</b>  | <b>Sanction of leave</b> | <b>Branch/ Sub-Branch</b>  | <b>Personnel section</b> |
| <b>Process Predecessor:</b>   | None                     | <b>Process successor :</b> | None                     |
| <b>Process</b>  |                          |                            |                          |
| <p>i) There are five types of leaves:</p> <ul style="list-style-type: none"> <li>Casual leaves</li> <li>Medical leave (Separate form is required)</li> <li>Earned leave</li> <li>Study leave</li> <li>Leave without pay (Service break and pay deduction)</li> </ul> <p>ii) The applicant will submit leave application to personnel section.</p> <p>iii) At personnel section leave record will be checked for adherence to leave rules and Leaves are sanctioned based on MP leaves rule and fundamental rules.</p> |                          |                            |                          |

- iv) If the leave applied is per the leave rule, then the application is forwarded to OS.
- v) If the leave applied is not as per the leave rule, then the personnel section notifies the applicant to resubmit or withdraw the application.
- vi) After the application is forwarded to OS, there are two steps for processing the application:
  1. The application will be reviewed by OS and is forwarded to AIG.
    - a) AIG reviews the application and may forward it to DIG, IG, ADG and DGP for approval.
    - b) If the leave is sanctioned, the personnel section updates the order book and service roll and notification is sent to account section.
    - c) If the leave is not sanctioned, notification is sent to the concerned person.
    - d) The account section updates the record and deducts pay in case of LWP.
  2. At the personnel section, the order book and service roll is updated and notification is sent to account section.
    - a) Notification is sent to concerned person regarding sanctioning of leave.
    - b) The account section updates the record and deducts pay in case of LWP.

**Policy Requirement**

MP Rule Book, Policy Rule Book

**Medical Leave:** No Government servant who has been granted leave on medical certificate or for reasons of health may return to duty without producing a medical certificate of fitness.(Fundamental rule 71).

This rule does not apply in case of Head Constable, Constable where a certificate from a medical officer under supplementary rule (fundamental rule 74) will be sufficient for grant of leave on medical certificate.

**Earned Leave:** Leave is earned by duty only. It is earned under the ordinary leave rules at the rate 1/11<sup>th</sup> of the period spent on duty.

- a) The maximum amount of leave on average pay which may be granted at one time is four months without medical certificate and eight months on medical certificate (Fundamental Rules 81(b)(ii)).
- b) The maximum period of continuous absence from duty on leave otherwise than a medical certificate is 28 months. (Fundamental Rules 81(d))
- c) Leave not due may be granted on half average pay (Fundamental Rules 81(c) and (b))
- d) In special circumstances, when no other kind of leave is by rule admissible, extraordinary leave without allowances may be granted to an officer(Fundamental Rules 85)

#### 5.2.4.5 Departmental enquiry

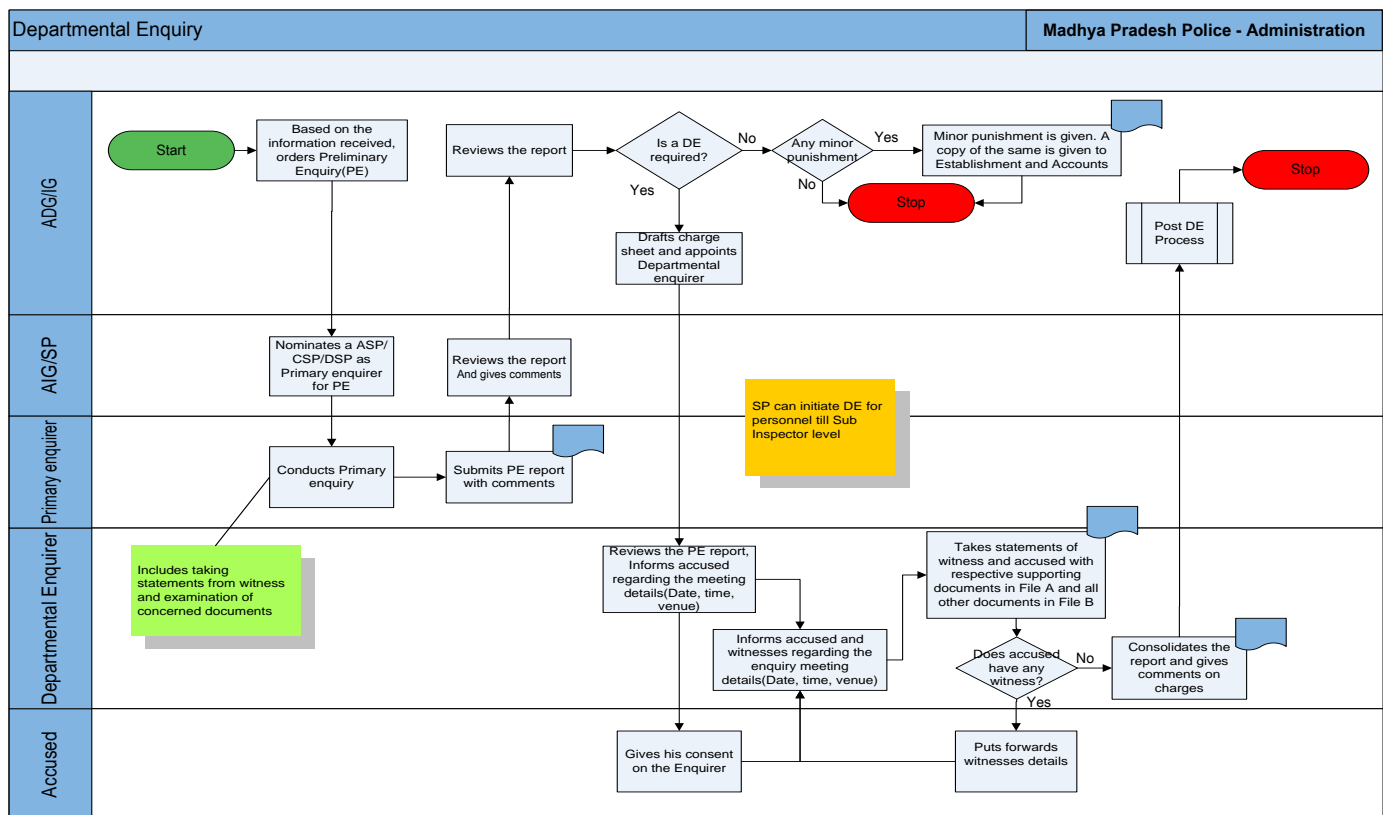
##### A. Process Summary

Departmental Enquiry is the process of conducting an enquiry against a Police personnel. The key actors involved in the process are ADG/ IG, AIG/SP, Primary Enquirer, Departmental Enquirer and Accused.

##### B. SIPOC

| Supplier    | Input                     | Process        | Output          | Customer |
|-------------|---------------------------|----------------|-----------------|----------|
| Complainant | Information about accused | As shown below | Post DE process | Accused  |

##### C. Process Map



## D. Process Description

|  |                             |                                   |                       |
|--|-----------------------------|-----------------------------------|-----------------------|
| <b>Process Name:</b>   | <b>Departmental Enquiry</b> | <b>Branch/ Sub-Branch</b>         | <b>Administration</b> |
| <b>Process Predecessor:</b>  | None                        | <b>Process successor :</b>        | Post DE Process       |
| <b>Process</b>   |                             |                                   |                       |
| <ul style="list-style-type: none"> <li>i) Based on the information received ADG/IG orders Preliminary enquiry (PE).</li> <li>ii) The AIG/SP nominates an ASP/CSP/DSP as Primary enquirer for PE.</li> <li>iii) The primary enquirer conducts a primary enquiry and submits the PE report with comments.</li> <li>iv) The AIG/SP reviews the report and gives comments.</li> <li>v) Then ADG/IG reviews the report and checks whether a departmental enquiry is required or not. <ul style="list-style-type: none"> <li>• If a DE is required, IG drafts charge sheet and appoints departmental enquirer.</li> <li>• If a DE is not required, IG decides for any minor punishment should be given or not. <ul style="list-style-type: none"> <li>➤ If Yes, Minor punishment is given by IG and a copy of same is given to Establishment and accounts</li> <li>➤ If No, then enquiry is stopped.</li> </ul> </li> </ul> </li> <li>vi) After the appointment of departmental enquirer for DE, the departmental enquirer reviews the PE report and informs the accused and witnesses regarding the enquiry meeting details (Date, time, venue)</li> <li>vii) On the other hand, accused gives his consent to the enquirer.</li> <li>viii) The departmental enquirer takes statements of the witness and accused with respective supporting documents in File A and all other documents in File B.</li> <li>ix) If the accused have any witnesses, he/she puts forward the witnesses' details.</li> <li>x) If not, then departmental enquirer consolidates the report and gives comments on charges.</li> <li>xi) Further, post DE process is carried out by IG.</li> </ul> |                             |                                   |                       |
| <b>Policy Requirement</b>  |                             | Madhya Pradesh Police Regulations |                       |

### 5.2.4.6 Post DE Action

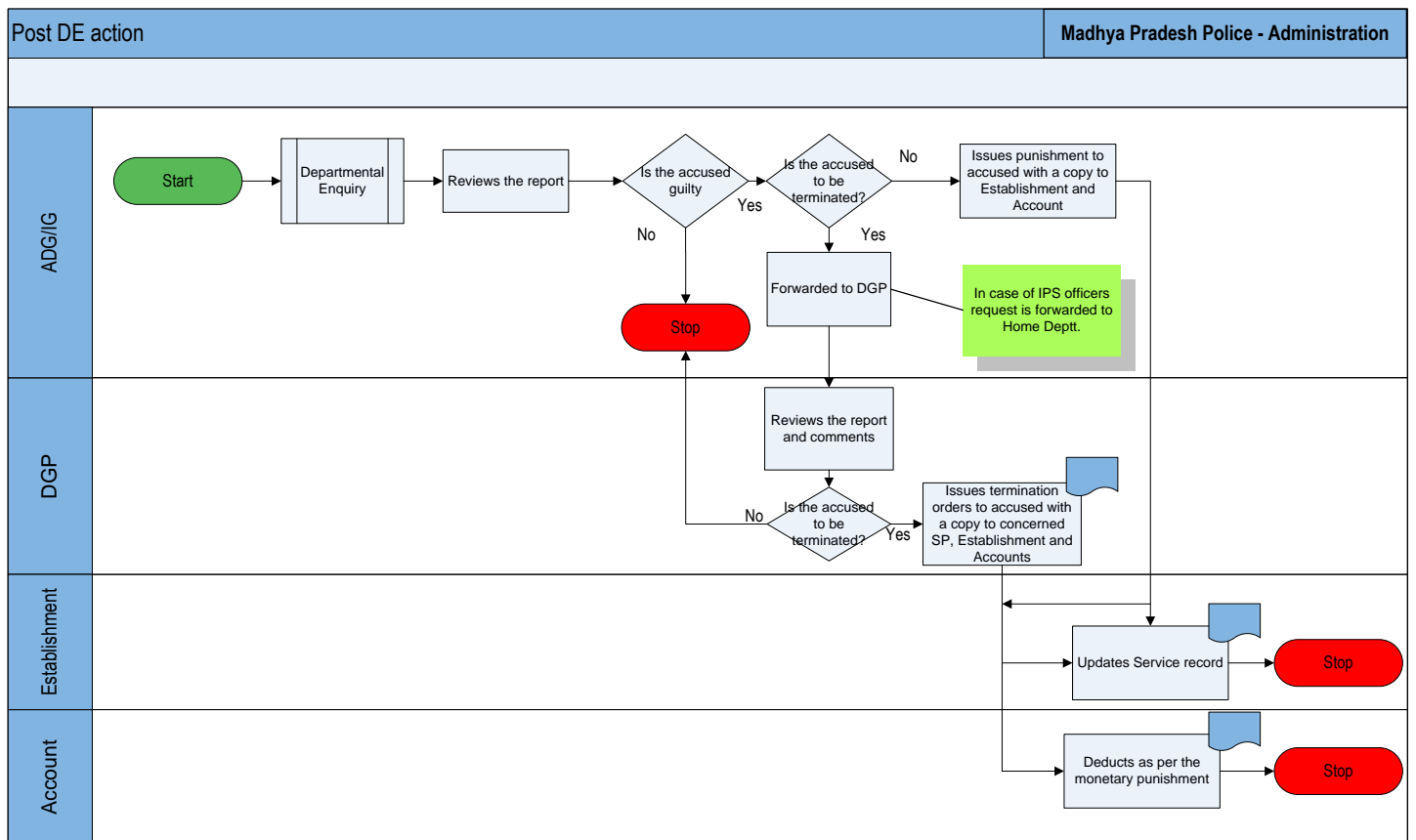
## A. Process Summary

Post DE action is a process carried out after departmental enquiry in case the accused subordinate police official is found guilty in DE and involves imposing of penalty/punishment by a senior police official on within the department. The key actors involved in the process are IG, DGP, Establishment section and Account section.

## B. SIPOC

| Supplier    | Input     | Process        | Output           | Customer |
|-------------|-----------|----------------|------------------|----------|
| DE enquirer | DE Report | As shown below | Punishment Order | Accused  |

## C. Process Map



## D. Process Description

|               |                |                    |                |
|---------------|----------------|--------------------|----------------|
| Process Name: | Post DE Action | Branch/ Sub-Branch | Administration |
|---------------|----------------|--------------------|----------------|



|   |                                   |                            |      |
|---|-----------------------------------|----------------------------|------|
| <b>Process Predecessor:</b>   | Departmental enquiry              | <b>Process successor :</b> | None |
| <b>Process</b>  |                                   |                            |      |
| <p>i) IG asks for departmental enquiry and reviews the report.</p> <p>ii) If the accused is found guilty, he decides for the termination of the accused.</p> <p>iii) If the accused is not guilty then the process stops.</p> <p>iv) After the accused is proven guilty, then IG decides for termination of the accused.<br/>If the accused is to be terminated then IG forwards the case to DGP. (In case of IPS officers request is forwarded to Home Department)</p> <ul style="list-style-type: none"> <li>DGP reviews the report and comments.</li> <li>DGP decides whether the accused is to be terminated or not.</li> </ul> <p><i>If the accused is to be terminated</i></p> <p>DGP issues termination orders to accused with a copy to concerned SP, Establishment and accounts.</p> <p>If the accused is not to be terminated, IG issues punishment to accused with a copy to establishment and account.</p> <p>v) In both the cases establishment section updates the record and account section deducts as per the monetary punishment.</p> |                                   |                            |      |
| <b>Policy Requirement</b>   | Madhya Pradesh Police Regulations |                            |      |

#### 5.2.4.7 Transfer/ Posting

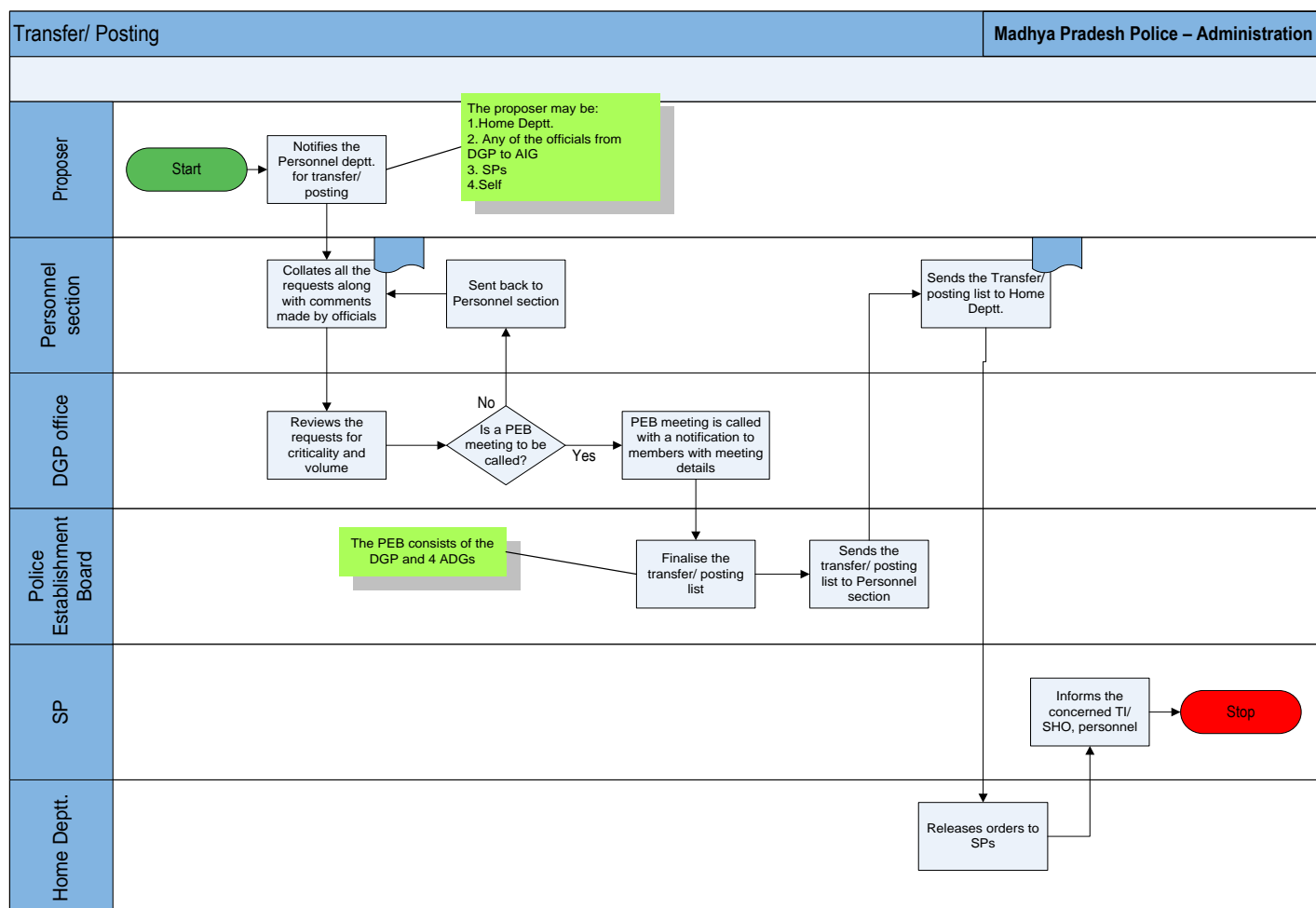
##### A. Process Summary

Transfer/Posting is a process for transferring and posting of the Personnel to various units. The key actors involved in the process are Personnel section, DGP Office, Police Establishment board and SP.

##### B. SIPOC

| Supplier                  | Input                        | Process        | Output                  | Customer                         |
|---------------------------|------------------------------|----------------|-------------------------|----------------------------------|
| <b>Proposer/applicant</b> | Transfer/Posting application | As shown below | Transfer/Posting orders | Applicant<br>Unit Head (TI etc.) |

## C. Process Map



## D. Process Description

|   |                         |                            |                          |
|---|-------------------------|----------------------------|--------------------------|
| <b>Process Name:</b>  | <b>Transfer/Posting</b> | <b>Branch/ Sub-Branch</b>  | <b>Personnel section</b> |
| <b>Process Predecessor:</b>   | None                    | <b>Process successor :</b> | None                     |
| <b>Process</b>  |                         |                            |                          |
| i) The proposer notifies the personnel deptt. for transfer/posting.<br>ii) The personnel section collates all the requests along with comments made by officials.<br>iii) The DGP office reviews the requests for criticality and volume. |                         |                            |                          |

- iv) Necessity of calling up a PEB meeting is decided at DGP office.
- v) If yes, the PEB meeting is called with a notification to members with meeting details.
- vi) If No, the request is sent back to personnel section and further collection of all the requests along with comments made by officials is done.
- vii) After the PEB meeting is called, the police establishment board finalizes the transfer/posting list.
- viii) The Police Establishment board consists of DGP and 4 ADGs.
- ix) It further sends the transfer/posting list to Personnel section.
- x) The personnel section releases the transfer/posting orders to concerned units with copy to DGP, ADG and AIG.
- xi) The SP then informs the concerned TI/SHO, personnel.

**Policy Requirement**

Madhya Pradesh Police Regulations

#### 5.2.4.8 Permission for Foreign Travel

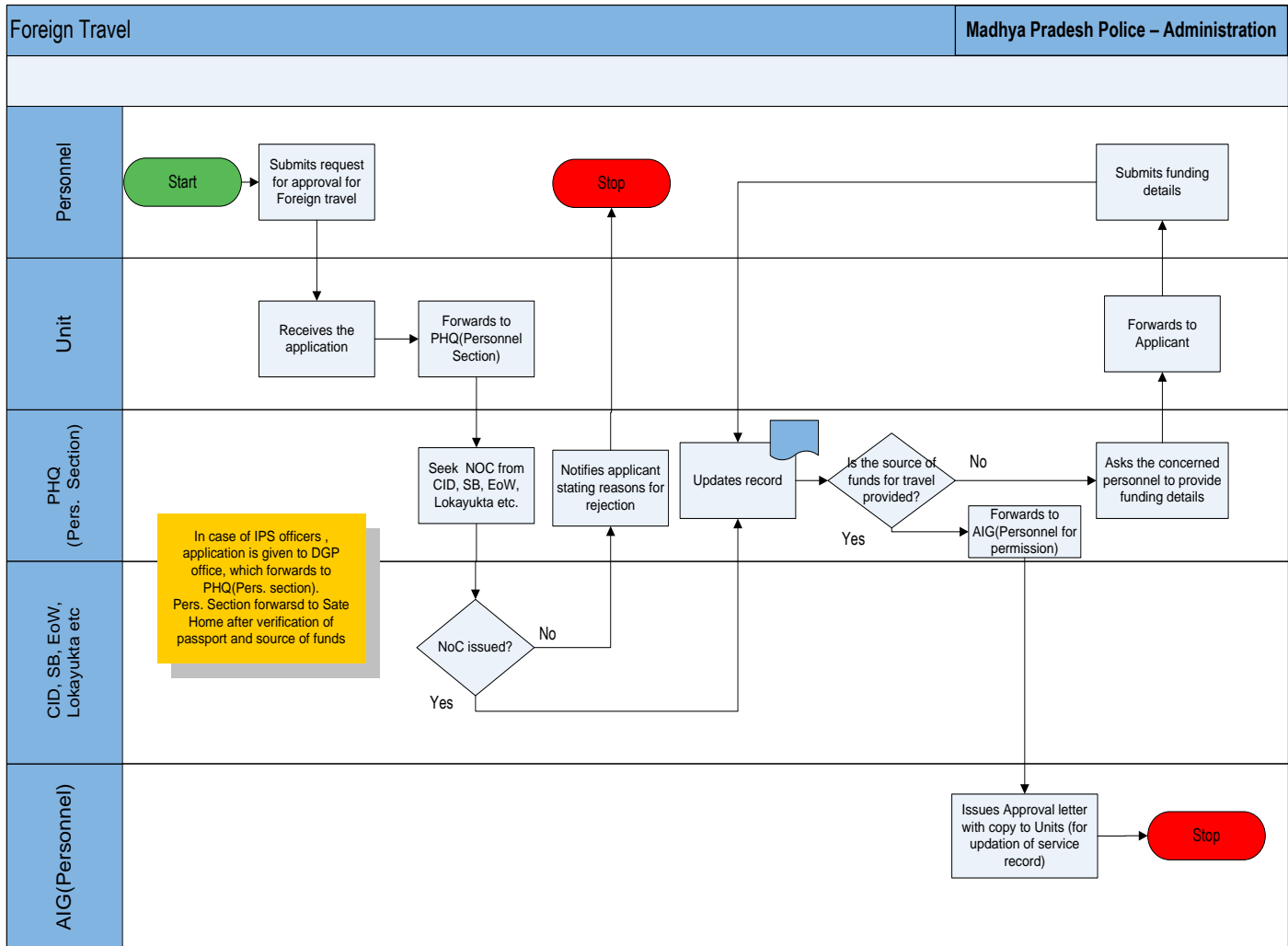
#### A. Process Summary

This is the process for submitting request for permission for foreign travel. The key actors involved in the process are AIG (Personnel), Personnel section and PHQ (Personnel Section).

#### B. SIPOC

| Supplier  | Input                      | Process        | Output            | Customer  |
|-----------|----------------------------|----------------|-------------------|-----------|
| Applicant | Foreign travel application | As shown below | Permission Letter | Applicant |

## C. Process Map



## D. Process Description

|  |                       |                            |                          |
|--|-----------------------|----------------------------|--------------------------|
| <b>Process Name:</b>   | <b>Foreign Travel</b> | <b>Branch/ Sub-Branch</b>  | <b>Personnel section</b> |
| <b>Process Predecessor:</b>  | None                  | <b>Process successor :</b> | None                     |
| <b>Process</b>   |                       |                            |                          |
| i) The personnel submits the request for approval of foreign travel. |                       |                            |                          |

- ii) The unit receives the application and forwards to PHQ (Personnel section).
- iii) The personnel section forwards the letter to all units with requirement.
- iv) The PHQ (Pers. Section) seeks NOC (No objection certificate) from CID, SB, EoW, Lokayukta etc.
- v) If the NOC is issued, PHQ updates the record..
- vi) If the NOC is not issued, PHQ notifies the applicant stating reasons for rejection.
- vii) After the Updating of record by PHQ, it checks for provision of source of fund for travel.
- viii) If it is provided, PHQ forwards the application to AIG (personnel) for permission.
- ix) AIG (Personnel) issues the approval letter with copy to Units (for Updating of service record).
- x) If it is not provided, then PHQ asks the concerned personnel to provide fund details.
- xi) Unit forwards it to the applicant.
- xii) The personnel then submits the funding details.
- xiii) PHQ then updates the records and take the approval again.

**Policy Requirement**

Madhya Pradesh Police Regulations, GOPs and Circulars

**5.2.4.9**

**Compassionate Appointment**

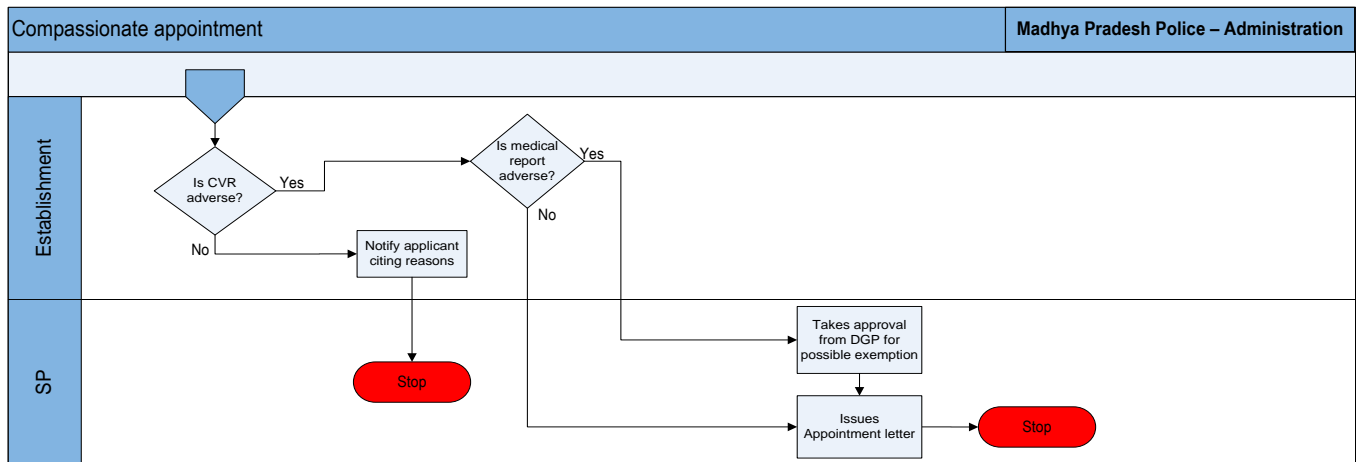
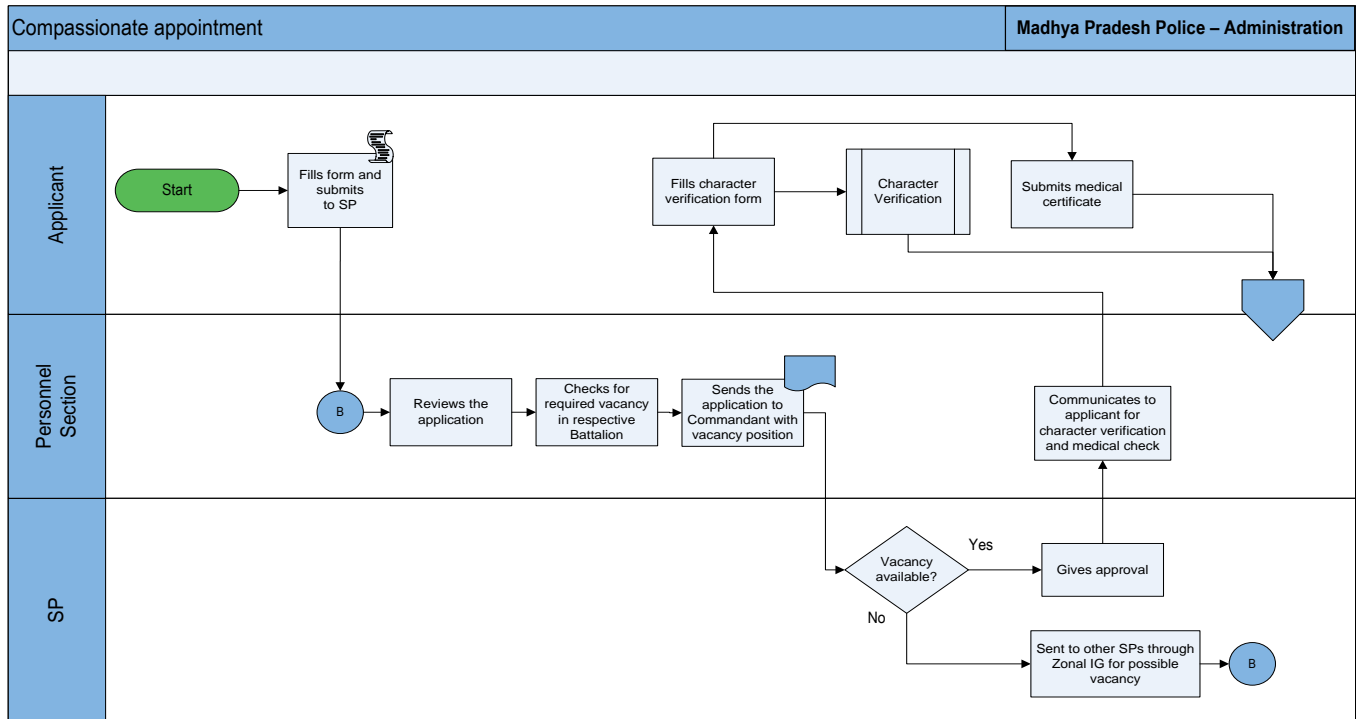
**A. Process Summary**

In this process, Compassionate Appointment is given to family member of deceased police personnel. The key actors involved in the process are Applicant, Personnel Section etc.

**B. SIPOC**

| Supplier         | Input            | Process        | Output             | Customer                     |
|------------------|------------------|----------------|--------------------|------------------------------|
| <b>Applicant</b> | Application form | As shown below | Appointment letter | Applicant, Personnel section |

### C. Process Map



### D. Process Description

|                      |                                  |                           |                          |
|----------------------|----------------------------------|---------------------------|--------------------------|
| <b>Process Name:</b> | <b>Compassionate Appointment</b> | <b>Branch/ Sub-Branch</b> | <b>Personnel section</b> |
|----------------------|----------------------------------|---------------------------|--------------------------|

|   |   |                            |      |
|---|---|----------------------------|------|
| <b>Process Predecessor:</b>   | None  | <b>Process successor :</b> | None |
| <b>Process</b>  |   |                            |      |
| <ul style="list-style-type: none"> <li>i) The applicant fills up the form and submits to SP.</li> <li>ii) The personnel section reviews the application and checks for required vacancy in respective Battalion.</li> <li>iii) The personnel section sends the application to Commandant with vacancy position.</li> <li>iv) SP checks for the availability of vacancy.</li> <li>v) If the vacancy is available, then SP gives the approval.</li> <li>vi) If the vacancy is not available, then SP sends the application to other SPs through zonal IG for possible vacancy.</li> <li>vii) Once the application for vacancy is approved, personnel section communicates to the applicant for character verification and medical check.</li> <li>viii) The applicant fills the character verification form and character verification is done and then submits the medical certificate.</li> </ul> |   |                            |      |
| <b>Policy Requirement</b>   | Madhya Pradesh Police Regulations, GoMP Circulars |                            |      |

#### 5.2.4.10 Service Roll Maintenance

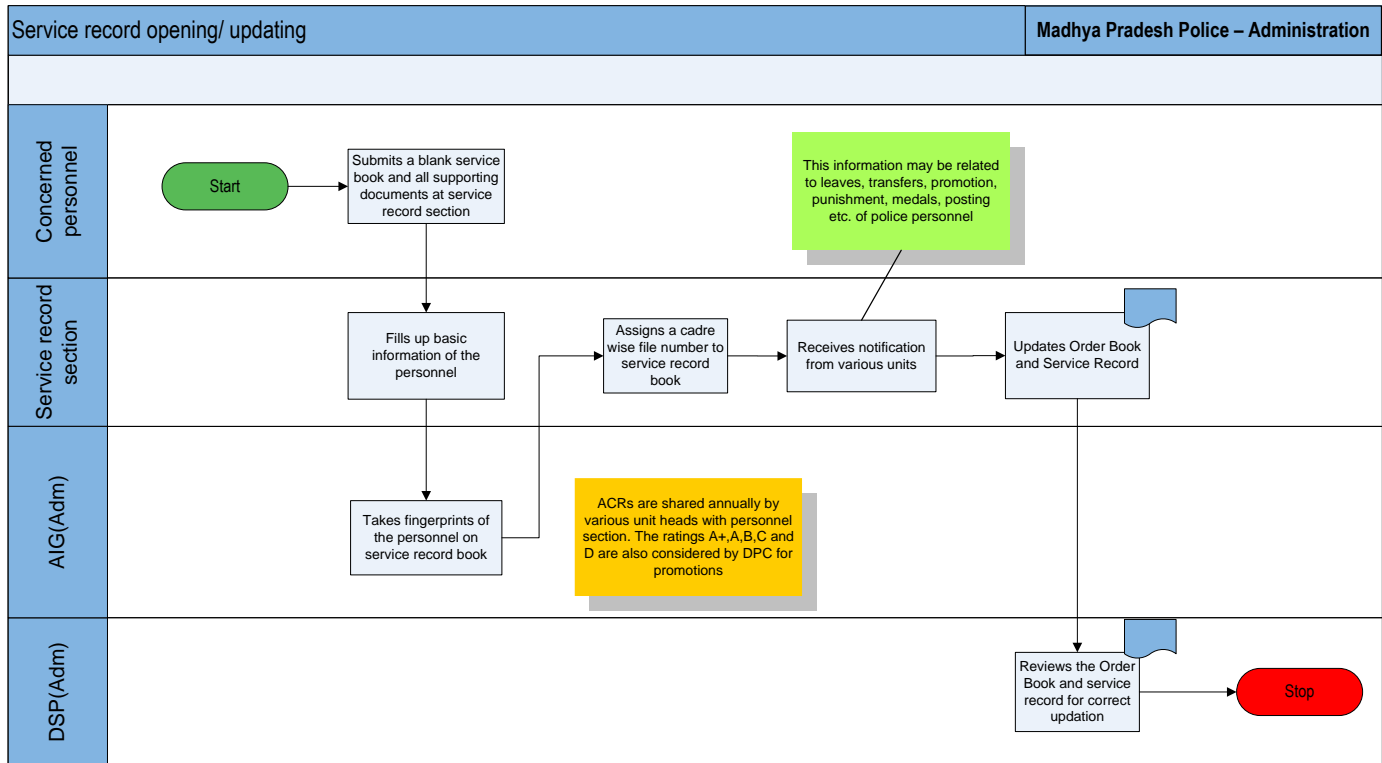
##### A. Process Summary

Service record opening/updating is a process for creation/up gradation of the Service Record of the candidate (Police Personnel). The actors involved in the process are AIG (Administration) and DSP (Administration).

##### B. SIPOC

| Supplier          | Input                    | Process        | Output              | Customer                            |
|-------------------|--------------------------|----------------|---------------------|-------------------------------------|
| Concerned Section | All supporting documents | As shown below | Service Record Book | Applicant<br>Service record section |

## C. Process Map



## D. Process Description

|   |  |                            |                               |
|---|--|----------------------------|-------------------------------|
| <b>Process Name:</b>  | <b>Service Record Opening/Up gradation</b> | <b>Branch/ Sub-Branch</b>  | <b>Service record section</b> |
| <b>Process Predecessor:</b>   | None                                       | <b>Process successor :</b> | None                          |
| <b>Process</b>  |  |                            |                               |
| <p>i) The ACRs are shared annually by various unit heads with personnel section. The ratings given are also considered for promotions.</p> <p>ii) The candidate submits a blank service book and all supporting documents at service record section.</p> <p>iii) Basic information of the personnel is filled up at service record section.</p> <p>iv) AIG (Administration) takes fingerprints of the personnel on the service record book.</p> <p>v) Service record book is assigned a cadre wise file number by the service record section.</p> |  |                            |                               |



- vi) The section receives notification from various units. The information may be related to leaves, transfers, promotions, punishment, medals, posting etc. of police personnel.
- vii) The section then updates the order book and service record.
- viii) DSP (Administration) reviews the order book and service record for correct updating.

**Policy Requirement**

Madhya Pradesh Police rules and regulation, Circulars and GOPs

**5.2.4.11 File Put-up**

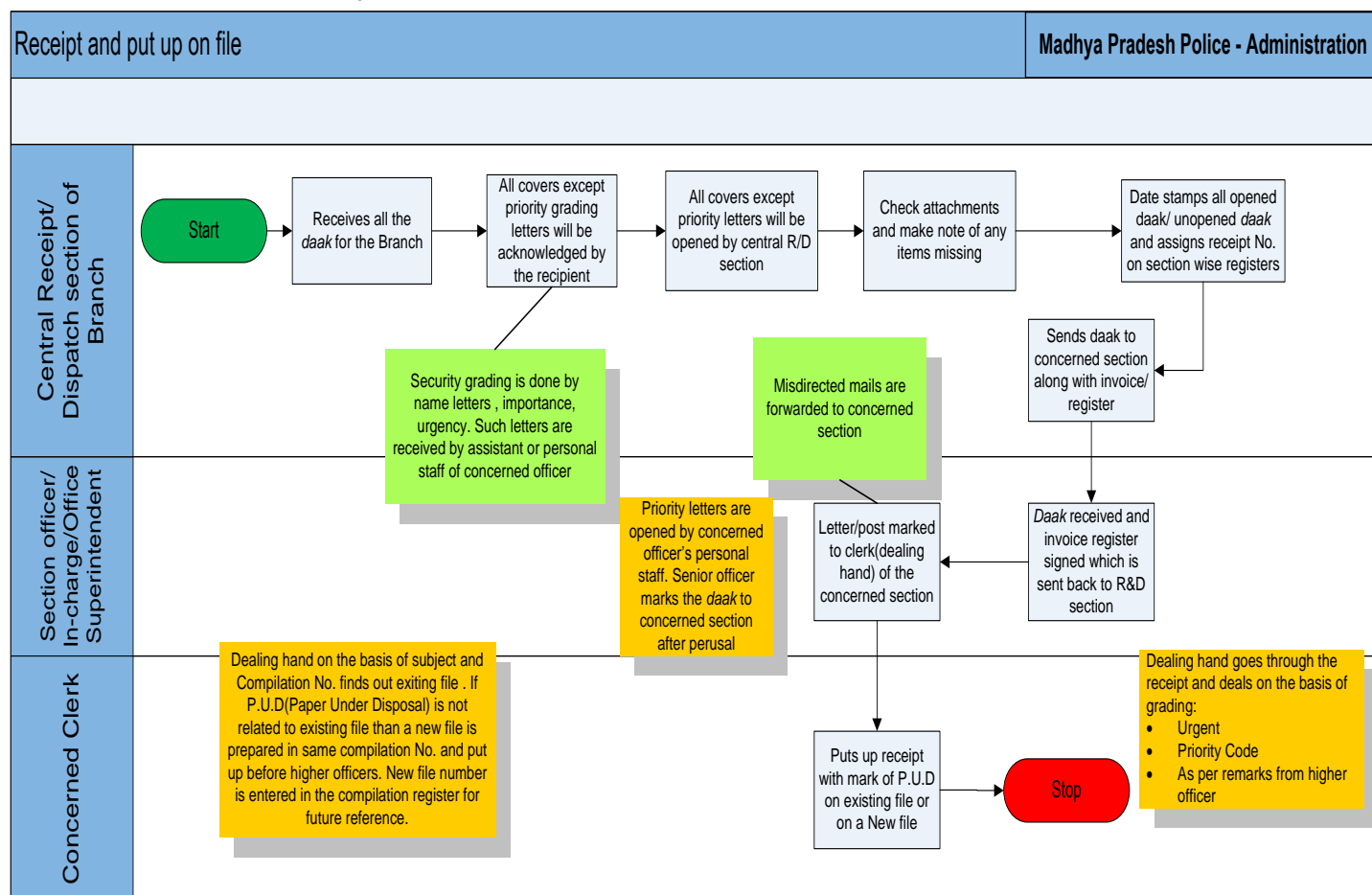
**A. Process Summary**

This is the process of putting up of received letter/report etc on a *note-sheet* by the ministerial staff for perusal of senior police officials. The Key actors of the process are Receipt and Dispatch Section of Police Units, Office Superintendent (OS) and concerned Clerk.

**B. SIPOC**

| Supplier                        | Input                | Process        | Output   | Customer               |
|---------------------------------|----------------------|----------------|--|------------------------|
| Police unit sending <i>daak</i> | Received <i>Daak</i> | As shown below | Receipt put up on <i>Note-sheet</i> for further action | Senior Police official |

## C. Process Map



## D. Process Description

|  |             |                            |                    |
|--|-------------|----------------------------|--------------------|
| <b>Process Name:</b>   | File Put Up | <b>Branch/ Sub-Branch</b>  | Administration     |
| <b>Process Predecessor:</b>  | None        | <b>Process successor :</b> | Action on receipts |
| <b>Process</b>   |             |                            |                    |
| i) Central Receipt/ Dispatch section of Branch receives all the <i>daak</i> for the Branch<br>ii) Security grading is done for by-name letters, importance and urgency. Such letters are received by assistant or personal staff of concerned officer<br>iii) All covers except priority letters will be acknowledged by the recipient<br>iv) All covers except priority letters will be opened by central R/D section<br>v) Central R/D Section check attachments and make note of any items missing and date stamps all opened <i>daak</i> / unopened <i>daak</i> and assigns receipt No. on section wise registers. |             |                            |                    |

- vi) Central R&D Section sends *daak* to concerned section along with invoice/register. Misdirected mails are forwarded to concerned section
- vii) The OS receives *daak* and invoice register signed which is sent back to R&D section and marks Letter/post to clerk (dealing hand) of the concerned section.
- viii) Dealing hand goes through the receipt and deals on the basis of grading:
  - Urgent
  - Priority Code
  - As per remarks from higher officer
- ix) The concerned clerk puts up receipt with mark of P.U.D on existing file or on a new file.
- x) Dealing hand on the basis of subject and Compilation No. finds out exiting file. If P.U.D(Paper Under Disposal) is not related to existing file than a new file is prepared in same compilation No. and put up before higher officers. New file number is entered in the compilation register for future reference.
- xi) Priority *Daak* is opened by concerned officer's personal staff. Senior officer marks the *daak* to concerned section after perusal

**Policy Requirement**

GOP - Government Gazette Notification, Madhya Pradesh Police Regulations, Circulars

**5.2.4.12 Action on receipts**

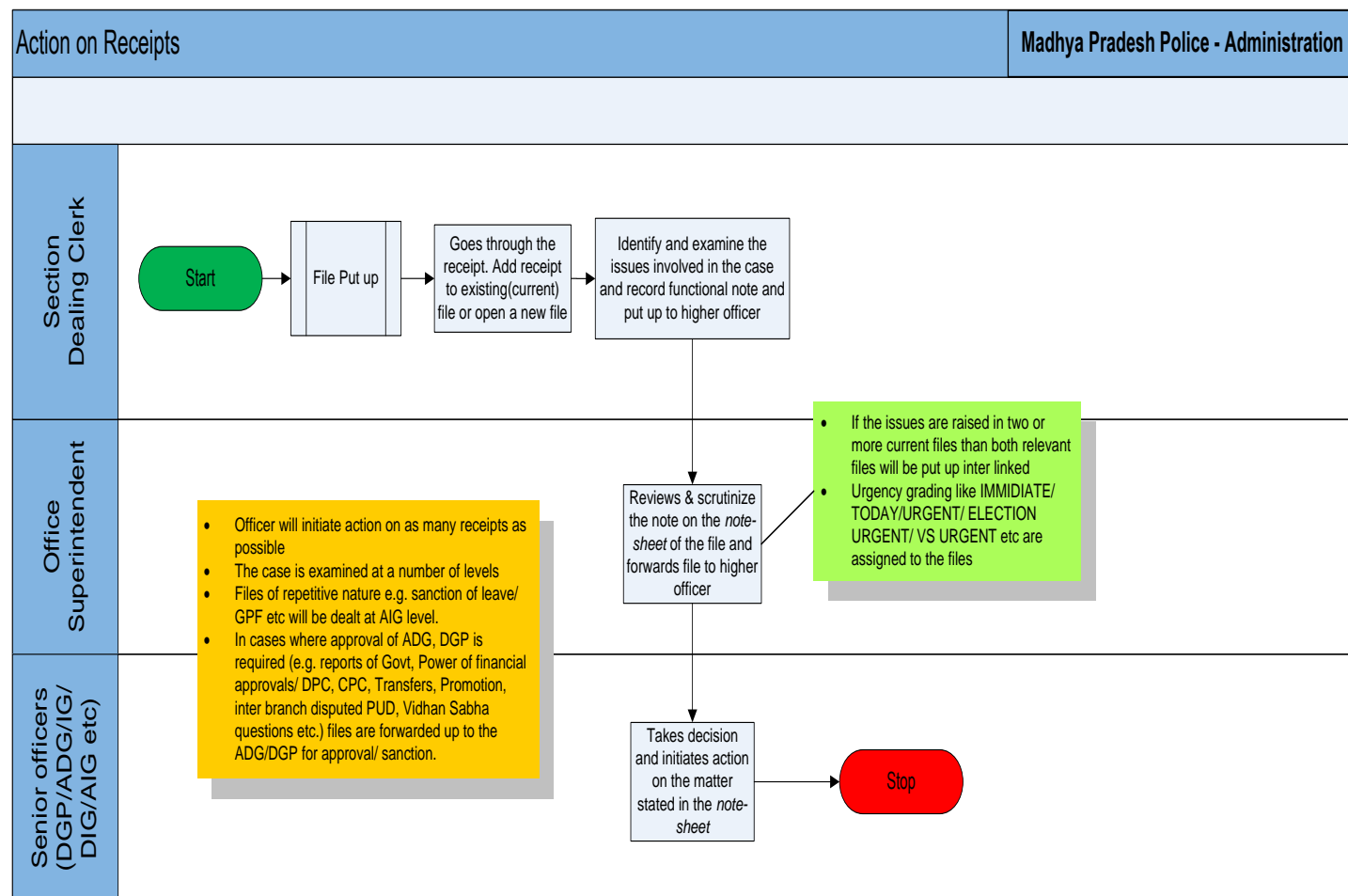
**A. Process Summary**

This is the process of decision making on the issues raised in the *note-sheet*. The Key actors of the process are Dealing Clerk, Office Superintendent and senior officials.

**B. SIPOC**

| Supplier      | Input             | Process        | Output            | Customer        |
|---------------|-------------------|----------------|-------------------|-----------------|
| Dealing clerk | <i>Note-sheet</i> | As shown below | Decision on issue | Dealing officer |

## C. Process Map



## D. Process Description

|   |                    |                            |                |
|---|--------------------|----------------------------|----------------|
| <b>Process Name:</b>  | Action on Receipts | <b>Branch/ Sub-Branch</b>  | Administration |
| <b>Process Predecessor:</b>   | File Put up        | <b>Process successor :</b> | None           |
| <b>Process</b>  |                    |                            |                |
| i) Handling Clerk Goes through the receipt. Add receipt to existing(current) file or open a new file and Identify and examine the issues involved in the case and record functional note and put up to higher officer |                    |                            |                |

|   |   |
|---|---|
| <ul style="list-style-type: none"> <li>ii) OS reviews &amp; scrutinize the note on the note-sheet of the file and forwards file to higher officer.</li> <li>iii) If the issues are raised in two or more current files than both relevant files will be put up inter linked</li> <li>iv) Urgency grading like IMMEDIATE/TODAY/URGENT/ ELECTION URGENT/ VS URGENT etc are assigned to the files</li> <li>v) Senior officials takes decision and initiates action on the matter stated in the note-sheet.</li> <li>vi) Officer will initiate action on as many receipts as possible</li> <li>vii) The case is examined at a number of levels</li> <li>viii) Files of repetitive nature e.g. sanction of leave/ GPF etc will be dealt at AIG level.</li> <li>ix) In cases where approval of ADG, DGP is required (e.g. reports of Govt, Power of financial approvals/ DPC, CPC, Transfers, Promotion, inter branch disputed PUD, Vidhan Sabha questions etc.) files are forwarded up to the ADG/DGP for approval/ sanction.</li> </ul> |   |
| <b>Policy Requirement</b>   | GOP - Government Gazette Notification, Madhya Pradesh Police Regulations, Circulars |

#### 5.2.4.13 Recording of file

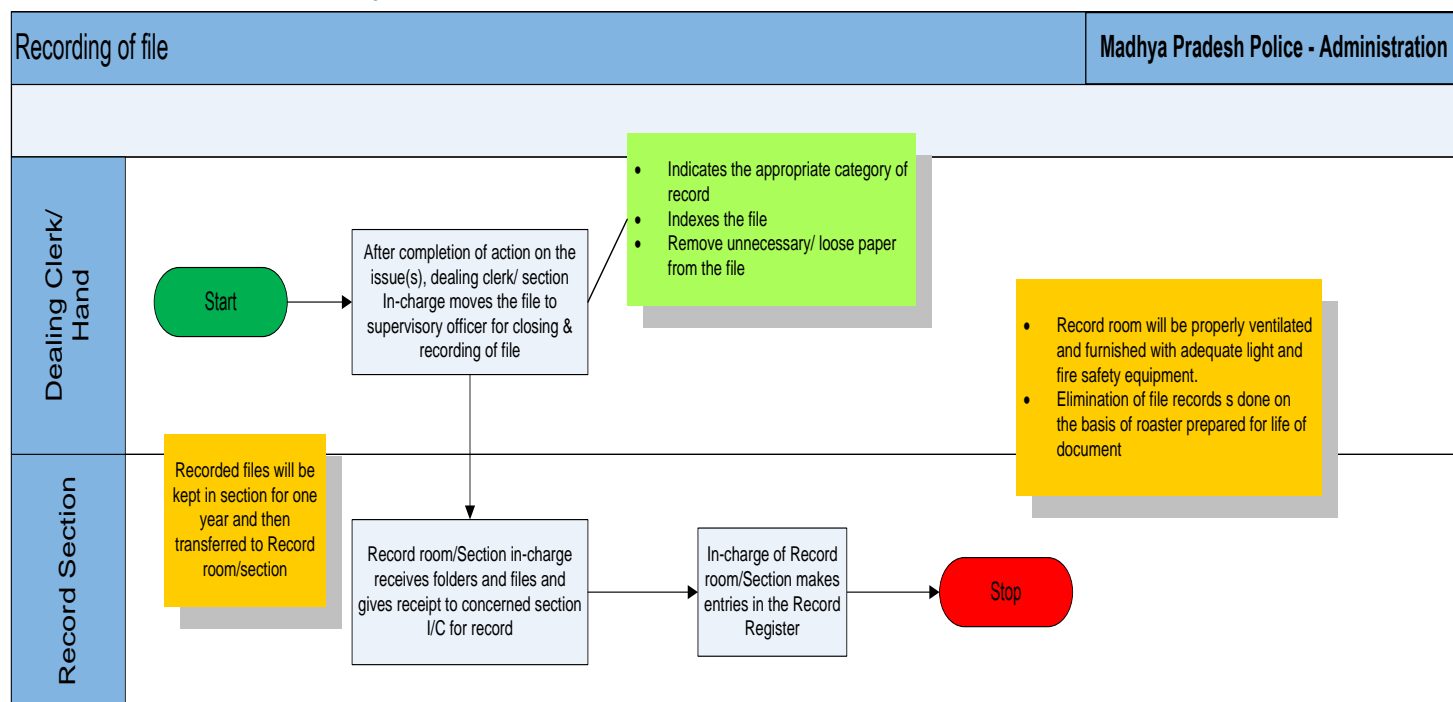
##### A. Process Summary

This is the process of recording of files on which the required action has been completed. The Key actors of the process are Dealing clerk, Office Superintendent and Record Section.

##### B. SIPOC

| Supplier      | Input                  | Process        | Output                         | Customer       |
|---------------|------------------------|----------------|--------------------------------|----------------|
| Dealing Clerk | File moved for closure | As shown below | File moved to records register | Record Section |

## C. Process Map



## D. Process Description

|   |                   |                            |                |
|---|-------------------|----------------------------|----------------|
| <b>Process Name:</b>  | Recording of File | <b>Branch/ Sub-Branch</b>  | Administration |
| <b>Process Predecessor:</b>   | None              | <b>Process successor :</b> | None           |
| <b>Process</b>  |                   |                            |                |
| i) After completion of action on the issue(s), dealing clerk/ section In-charge moves the file to supervisory officer for closing & recording of file.<br>ii) The handling officer:<br>a) Indicates the appropriate category of record<br>b) Indexes the file<br>c) Remove unnecessary/ loose paper from the file<br>iii) After approval of supervisory officer, the file is moved to record section.<br>iv) Record room/Section in-charge receives folders and files and gives receipt to concerned section I/C for record.<br>v) In-charge of Record room/Section makes entries in the Record Register<br>vi) Record room is to be properly ventilated and furnished with adequate light and fire safety equipment.<br>vii) Elimination of file records is done on the basis of roaster prepared for life of document |                   |                            |                |

|   |   |
|---|---|
| viii) Recorded files are kept in section for one year and then transferred to Record room/section |   |
| <b>Policy Requirement</b>   | GOP - Government Gazette Notification, Madhya Pradesh Police Regulations, Circulars |

#### 5.2.4.10 Allotment of Governmental Quarter

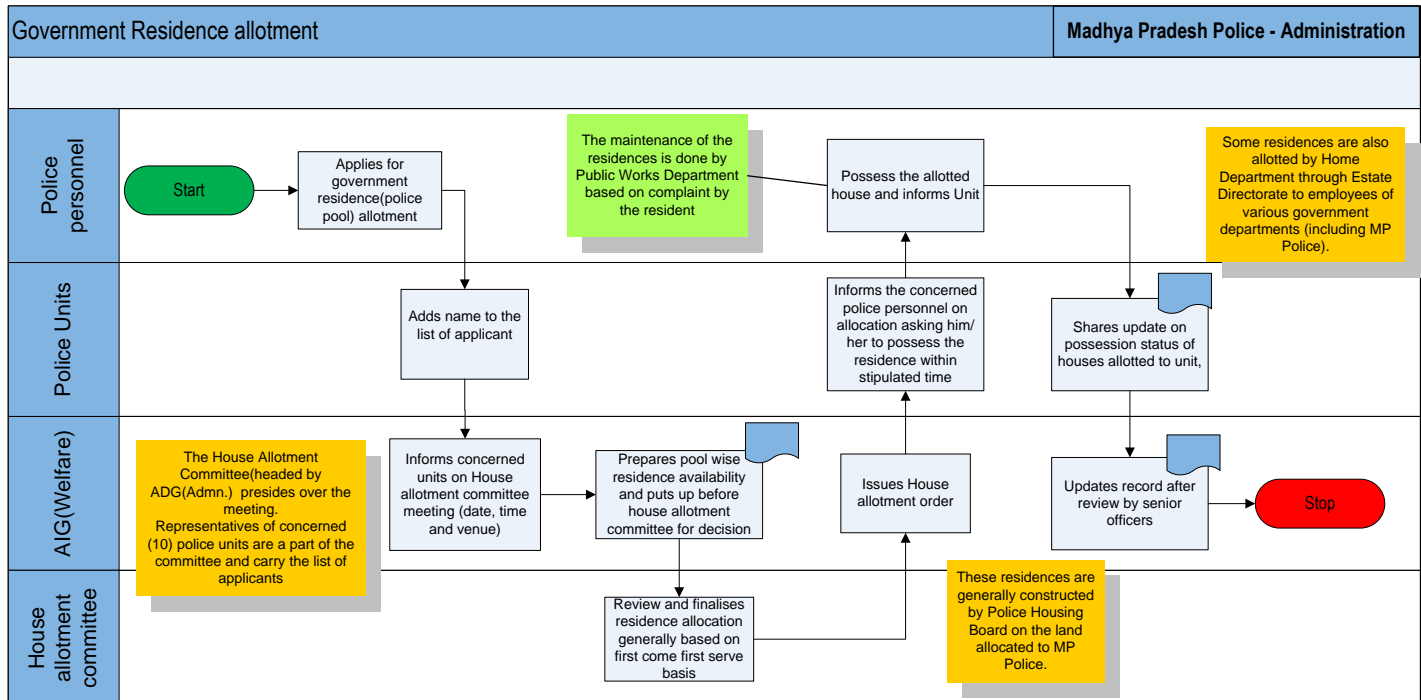
##### A. Process Summary

This is the process of allotment of governmental quarter to Police Personnel based on their eligibility. The Key actors of the process are Police personnel, AIG(Welfare), ADG(Admn) and House Allotment Committee.

##### B. SIPOC

| Supplier         | Input                               | Process        | Output          | Customer                       |
|------------------|-------------------------------------|----------------|-----------------|--------------------------------|
| Police Personnel | Application for residence allotment | As shown below | House allotment | Police personnel, Police Units |

##### C. Process Map



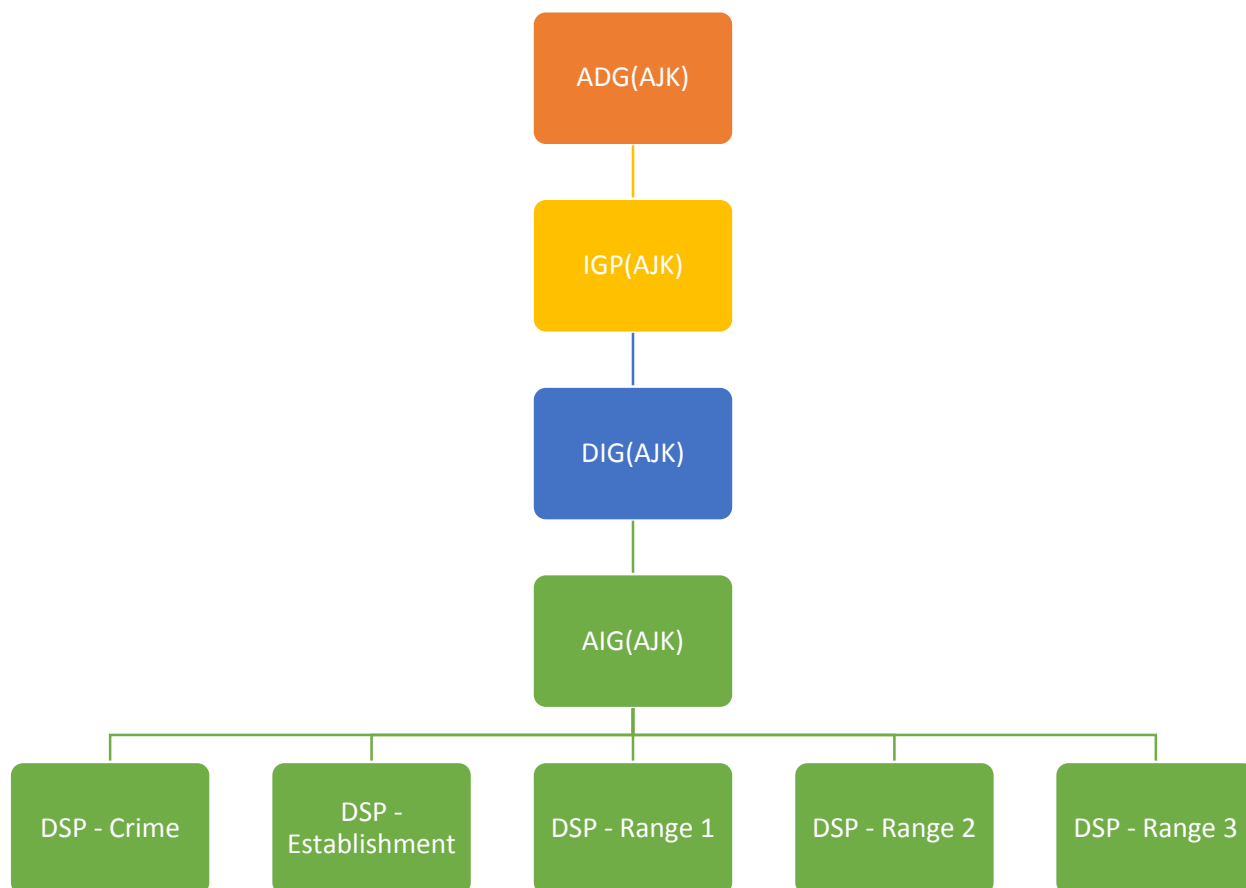
## D. Process Description

|   |                                     |   |                |
|---|-------------------------------------|---|----------------|
| <b>Process Name:</b>  | Allotment of Governmental residence | <b>Branch/ Sub-Branch</b>   | Administration |
| <b>Process Predecessor:</b>   | None                                | <b>Process successor :</b>  | None           |
| <b>Process</b>  |                                     |   |                |
| <ul style="list-style-type: none"> <li>i) Police personnel applies for government residence (police pool) allotment and their respective units.</li> <li>ii) Police units adds applicant name to the list of residential house applicant of the respective cadre.</li> <li>iii) AIG (Welfare) informs concerned units on House allotment committee meeting (date, time and venue). These residences are generally constructed by Police Housing Board on the land allocated to MP Police.</li> <li>iv) The House Allotment Committee (headed by ADG(Admn.) presides over the meeting.</li> <li>v) Representatives of concerned (10) police units are a part of the committee and carry the list of applicants.</li> <li>vi) AIG (Welfare) prepares pool wise residence availability and puts up before house allotment committee for decision.</li> <li>vii) House Allotment Committee reviews and finalises residence allocation generally based on first come first serve basis.</li> <li>viii) Based on the decision AIG(Welfare) issues House Allotment Order.</li> <li>ix) Police Units informs the concerned police personnel on allocation asking him/her to possess the residence within stipulated time.</li> <li>x) Police Personnel possess the allotted house and informs Unit.</li> <li>xi) The maintenance of the residences is done by Public Works Department based on complaint by the resident</li> <li>xii) Police Units shares update on possession status of houses allotted to unit.</li> <li>xiii) AIG(Welfare) updates record after review by senior officers.</li> <li>xiv) Some residences are also allotted by Home Department through Estate Directorate to employees of various government departments (including MP Police).</li> </ul> |                                     |   |                |
| <b>Policy Requirement</b>   |                                     | GOP - Government Gazette Notification, Madhya Pradesh Police Regulations, Circulars |                |



## 5.3 Anusuchit Janjati Kalyan (AJK)

### 5.3.1 Organisational Structure



### 5.3.2 Personnel Strength

| S. No. | Designation           | Sanctioned | Available | Vacant |
|--------|-----------------------|------------|-----------|--------|
| 1      | ADG                   | 1          | 1         | -      |
| 2      | IG                    |            | -         |        |
| 2      | DSP                   | 3          | 3         | -      |
| 3      | Office Superintendent | 1          | 1         | -      |

|   |                |   |   |   |
|---|----------------|---|---|---|
| 4 | Subedar        | 1 | 1 | - |
| 5 | Accountant     | - | - | - |
| 6 | SI             | 3 | 5 | - |
| 7 | ASI            | 8 | 2 | 6 |
| 8 | Head Constable | 1 | 2 | - |
| 9 | Constable      | 5 | - | 5 |

### 5.3.3 IT Infrastructure

### 5.3.4 As-Is Processes

#### 5.1.4.1 SC/ST Complaints

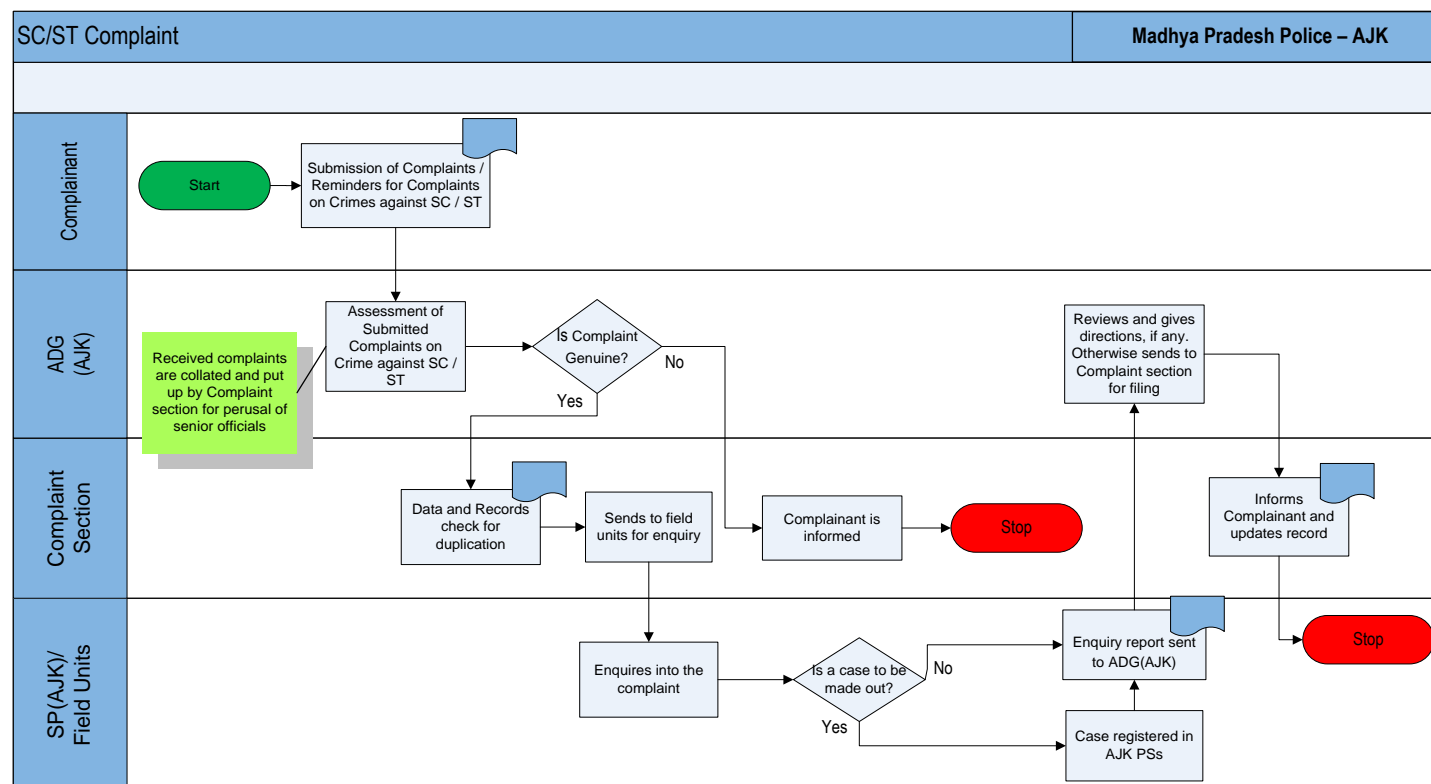
#### A. Process Summary

This is the process of handling of complaints related to SC/ST citizens received by AJK Branch. The key actors in the process are Complainant, ADG (AJK), Complaint Section, SP (AJK) and Field Units.

#### B. SIPOC

| Supplier    | Input                | Process        | Output                               | Customer                    |
|-------------|----------------------|----------------|--------------------------------------|-----------------------------|
| Complainant | Complaint Submission | As shown below | Complaint enquiry, Case registration | SP, Field unit, Complainant |

## C. Process Map



## D. Process Description

|   |                 |                            |      |
|---|-----------------|----------------------------|------|
| <b>Process Name:</b>  | SC/ST Complaint | <b>Branch/ Sub-Branch</b>  | AJK  |
| <b>Process Predecessor:</b>   | None            | <b>Process successor :</b> | None |
| <b>Process</b>  |                 |                            |      |
| <ul style="list-style-type: none"> <li>i) Complainant submission of Complaints / Reminders for Complaints on Crimes against SC / ST</li> <li>ii) Received complaints are collated and put up by Complaint section for perusal of senior officials.</li> <li>iii) ADG(AJK) assesses submitted Complaints on Crime against SC/ ST.</li> <li>iv) If the complaint is genuine, complaint section checks for duplication and forwards to SP(AJK) for enquiry.</li> <li>v) SP(AJK) may delegate enquiry to a field unit.</li> </ul> |                 |                            |      |

|  |   |
|--|---|
| vi) SP(AJK) based on the enquiry decides whether a case needs to be registered.<br>a) If yes, case is registered in AJK PS and enquiry report is sent to ADG(AJK)<br>b) If no, the enquiry report is sent to ADG(AJK)<br>vii) ADG (AJK) reviews and gives directions, if any. Otherwise sends to Complaint section for filing.<br>viii) Complaint section informs Complainant and updates record |   |
| <b>Policy Requirement</b>  | GOP - Government Gazette Notification, Madhya Pradesh Police Regulations, Circulars |

#### 5.1.4.2 Vidhan Sabha Questions (AJK)

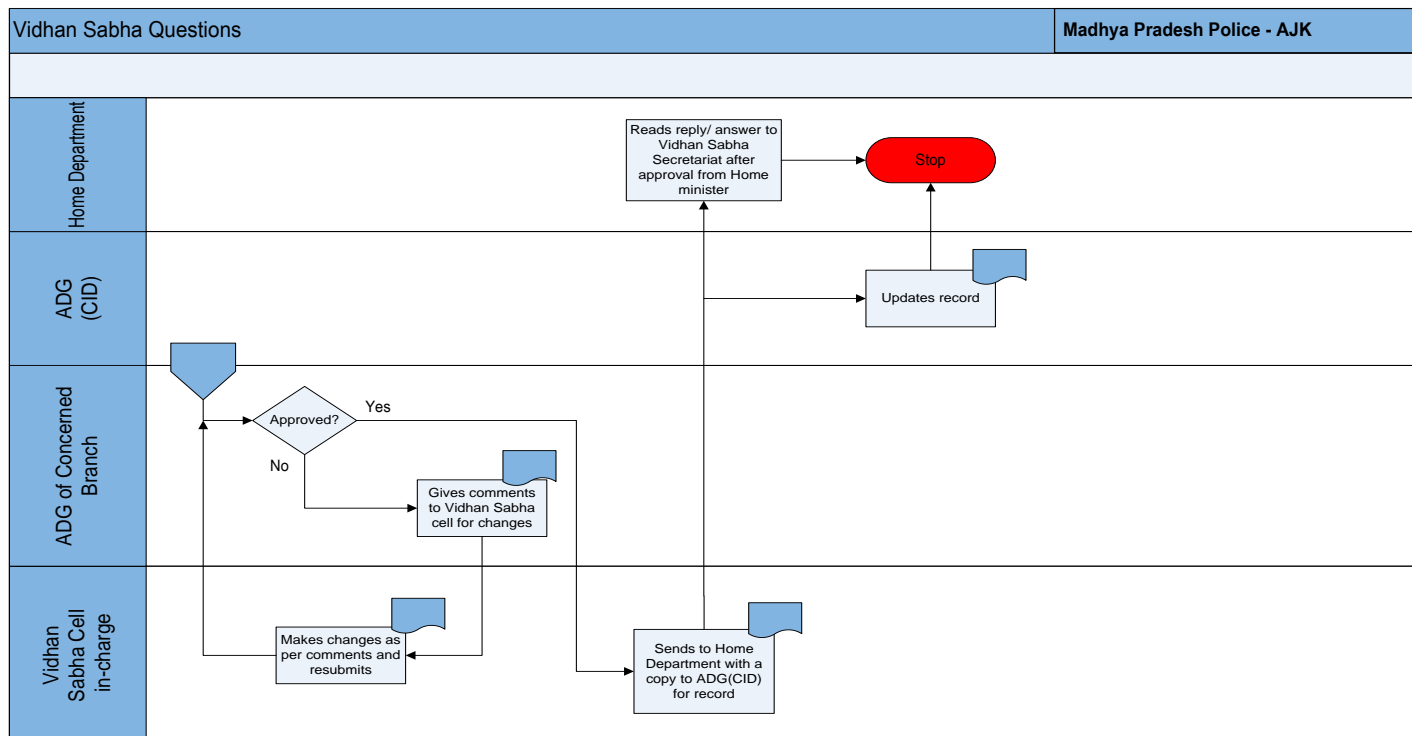
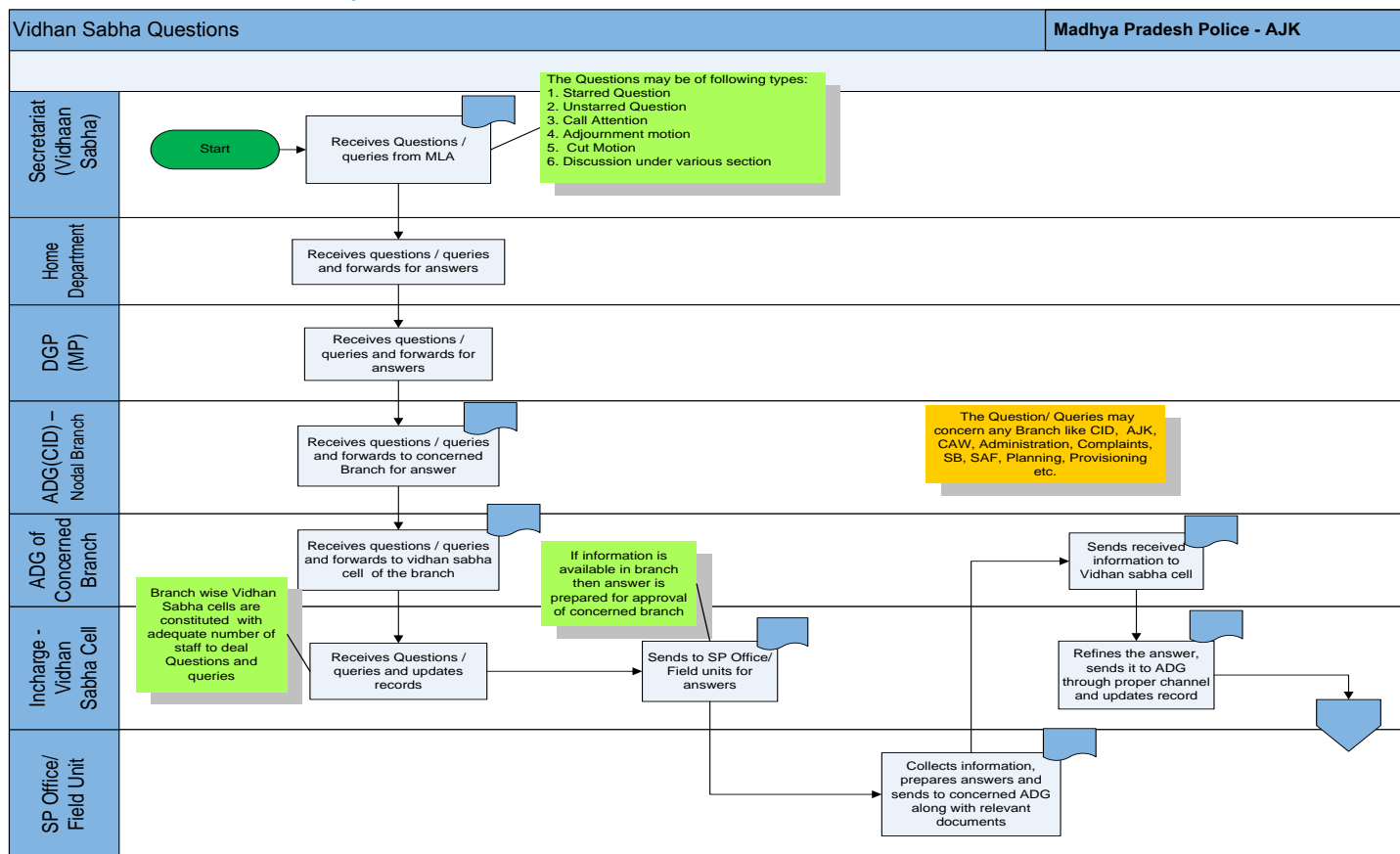
##### A. Process Summary

This is the process of preparation of responses to the MP Police Department related question raised in Vidhan Sabha. The key actors in the process are Secretariat (Vidhan Sabha), Home Department, DGP, ADG(CID), ADG(AJK) and Vidhan Sabha Cell(AJK).

##### B. SIPOC

| Supplier                      | Input   | Process           | Output  | Customer                        |
|-------------------------------|---|-------------------|---|---------------------------------|
| Secretariat<br>(Vidhan Sabha) | Questions/<br>Queries<br>received from<br>MLA | As shown<br>below | To the point<br>Response/ answer to<br>the Vidhan Sabha<br>Question | Home<br>Department/<br>ADG(CID) |

## C. Process Map

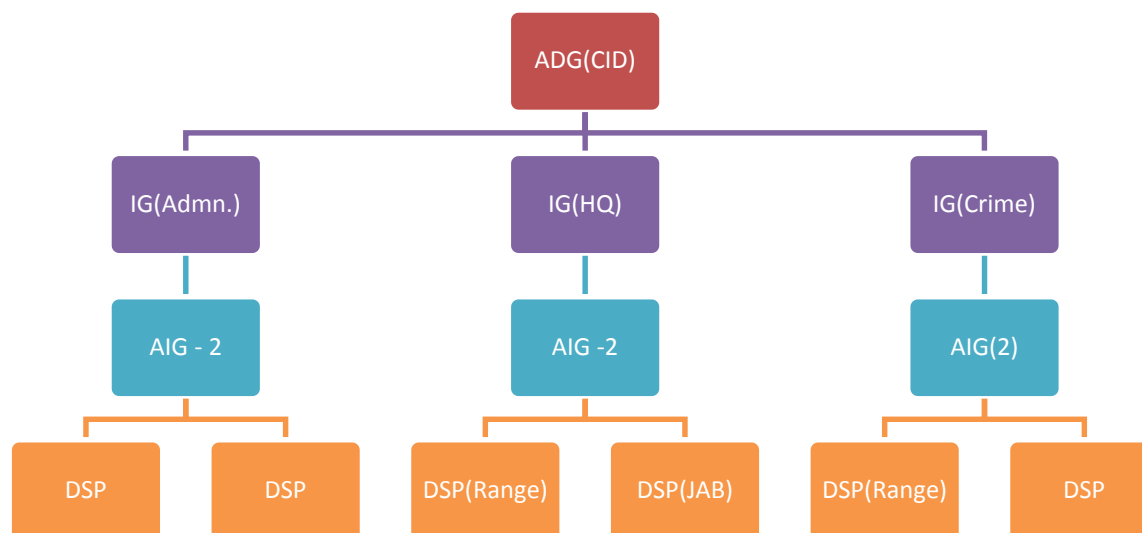


## D. Process Description

|   |                       |   |      |
|---|-----------------------|---|------|
| <b>Process Name:</b>  | Vidhan Sabha Question | <b>Branch/ Sub-Branch</b>   | AJK  |
| <b>Process Predecessor:</b>   | None                  | <b>Process successor :</b>  | None |
| <b>Process</b>  |                       |   |      |
| <p>i) The Questions may be of following types:</p> <ol style="list-style-type: none"> <li>1. Starred Question</li> <li>2. Unstarred Question</li> <li>3. Call Attention</li> <li>4. Adjournment motion</li> <li>5. Cut Motion</li> <li>6. Discussion under various section</li> </ol> <p>ii) The VS Secretariat receives questions from MLA and forwards them to Home Deptt.</p> <p>iii) Home Department sends the Police related questions to DGP who forwards them to ADG (CID).</p> <p>iv) ADG (CID) after reviewing the question sends them to the ADG(AJK) for response.</p> <p>v) ADG (AJK) reviews the question and sends to the Vidhan Sabha Cell.</p> <p>vi) The In-charge of the VS cell(AJK) Branch sends letters to SP Office/ Field units for answers. If information is available in AJK HQ then answer is prepared for approval of senior officials of the branch.</p> <p>vii) SP Office/ Field Unit collects information, prepares answers and sends to ADG (AJK) along with relevant documents who forwards the same to VS Cell.</p> <p>viii) VS Cell (AJK), sends it to ADG(AJK) through proper channel and updates record</p> <p>ix) ADG (AJK) reviews the response and takes final decision on the same.</p> <p>x) If ADG(AJK) is not satisfied with the answer, he/she gives comments to Vidhan Sabha cell for changes. In such case VS Cell makes changes as per comments and resubmits.</p> <p>xi) Once ADG(AJK) of the concerned branch is satisfied, the answer is sent to Home Department with a copy to ADG (CID) for record.</p> <p>xii) Home Deptt. reads reply/ answer to Vidhan Sabha Secretariat after approval from Home minister.</p> |                       |   |      |
| <b>Policy Requirement</b>   |                       | GOP - Government Gazette Notification, Madhya Pradesh Police Regulations, Circulars |      |

## 5.4 Crime Investigation Department (CID)

### 5.4.1 Organisational Structure



### 5.4.2 Personnel Strength

| S. No. | Designation           | Sanctioned | Available | Vacant |
|--------|-----------------------|------------|-----------|--------|
| 1      | ADG                   | 1          | 1         |        |
| 2      | IG                    | 3          | 3         |        |
| 2      | AIG                   | 6          | 6         |        |
| 3      | DSP                   | 18         | 18        |        |
| 4      | Office Superintendent |            |           |        |
| 5      | Steno                 | -          |           |        |
| 6      | Inspector             | -          | 68        |        |
| 7      | Subedar               | -          | -         |        |
| 8      | SI                    | -          | 46        |        |
| 9      | ASI                   | -          | 6         |        |
| 10     | HC                    | -          | 52        |        |
| 11     | Const                 | -          | 129       |        |
| 12     | Inspector(M)          | -          | 1         |        |
| 13     | Subedar(M)            | -          | 11        |        |
| 14     | SI(M)                 | -          | 14        |        |

|    |          |   |    |  |
|----|----------|---|----|--|
| 15 | ASI(M)   | - | 29 |  |
| 16 | HC(M)    | - | 1  |  |
| 17 | Const(M) | - | 19 |  |

### 5.4.3 IT Infrastructure

### 5.4.4 As-Is Processes

#### 5.4.4.1 Handing over of cases to CID

#### A. Process Summary

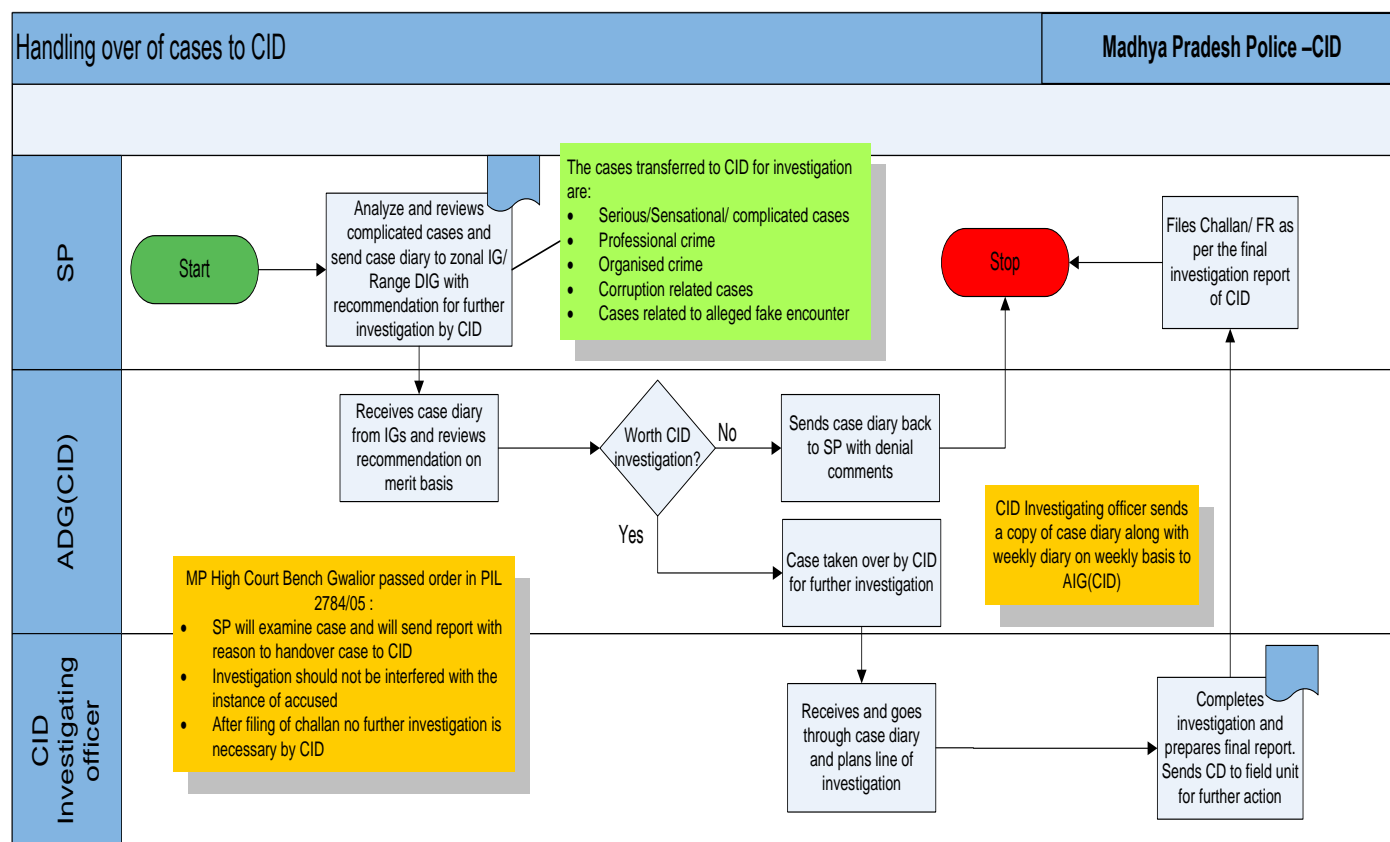
This is the process of handing over of cases from District Executive Force to CID. The key actors in the process are SP, ADG (CID) and Investigating Officer (CID).

#### B. SIPOC

| Supplier | Input                                   | Process        | Output               | Customer       |
|----------|---|----------------|----------------------|----------------|
| SPs      | Recommendation for case transfer to CID | As shown below | Filing of Challan/FR | SP, Field unit |



## C. Process Map



## D. Process Description

|  |                               |                            |      |
|--|-------------------------------|----------------------------|------|
| <b>Process Name:</b>   | Handling over of cases to CID | <b>Branch/ Sub-Branch</b>  | CID  |
| <b>Process Predecessor:</b>  | None                          | <b>Process successor :</b> | None |
| <b>Process</b>   |                               |                            |      |
| <p>i) Concerned SP analyzes and reviews complicated cases and send case diary to zonal IG/ Range DIG with recommendation for further investigation by CID.</p> <p>ii) The cases transferred to CID for investigation are:</p> <ul style="list-style-type: none"> <li>Serious/sensational/complicated cases</li> <li>Professional crime</li> <li>Organised crime</li> </ul> |                               |                            |      |

- Corruption related cases
  - Cases related to alleged fake encounter
- iii) ADG (CID) receives case diary from IGs and reviews recommendation on merit basis.
  - iv) ADG (CID) decides if the case requires investigation by CID. If not, ADG (CID) sends case diary back to SP with denial comments.
  - v) If the handover is approved, Case is taken over by CID for further investigation
  - vi) CID investigating officer goes through case diary and plans line of investigation. Investigating officer sends a copy of case diary along with weekly diary on weekly basis to AIG(CID)
  - vii) The CID I/O completes investigation and prepares final report. Sends CD to field unit for further action.
  - viii) SP, field unit files Challan/ FR as per the final investigation report of CID
  - ix) MP High Court Bench Gwalior passed order in PIL 2784/05, which includes :
    - a) SP will examine case and will send report with reason to handover case to CID
    - b) Investigation should not be interfered with the instance of accused
    - c) After filing of challan no further investigation is necessary by CID

**Policy Requirement**

GOP - Government Gazette Notification, Madhya Pradesh Police Regulations, Circulars

#### 5.4.4.2 Gallantry Medals

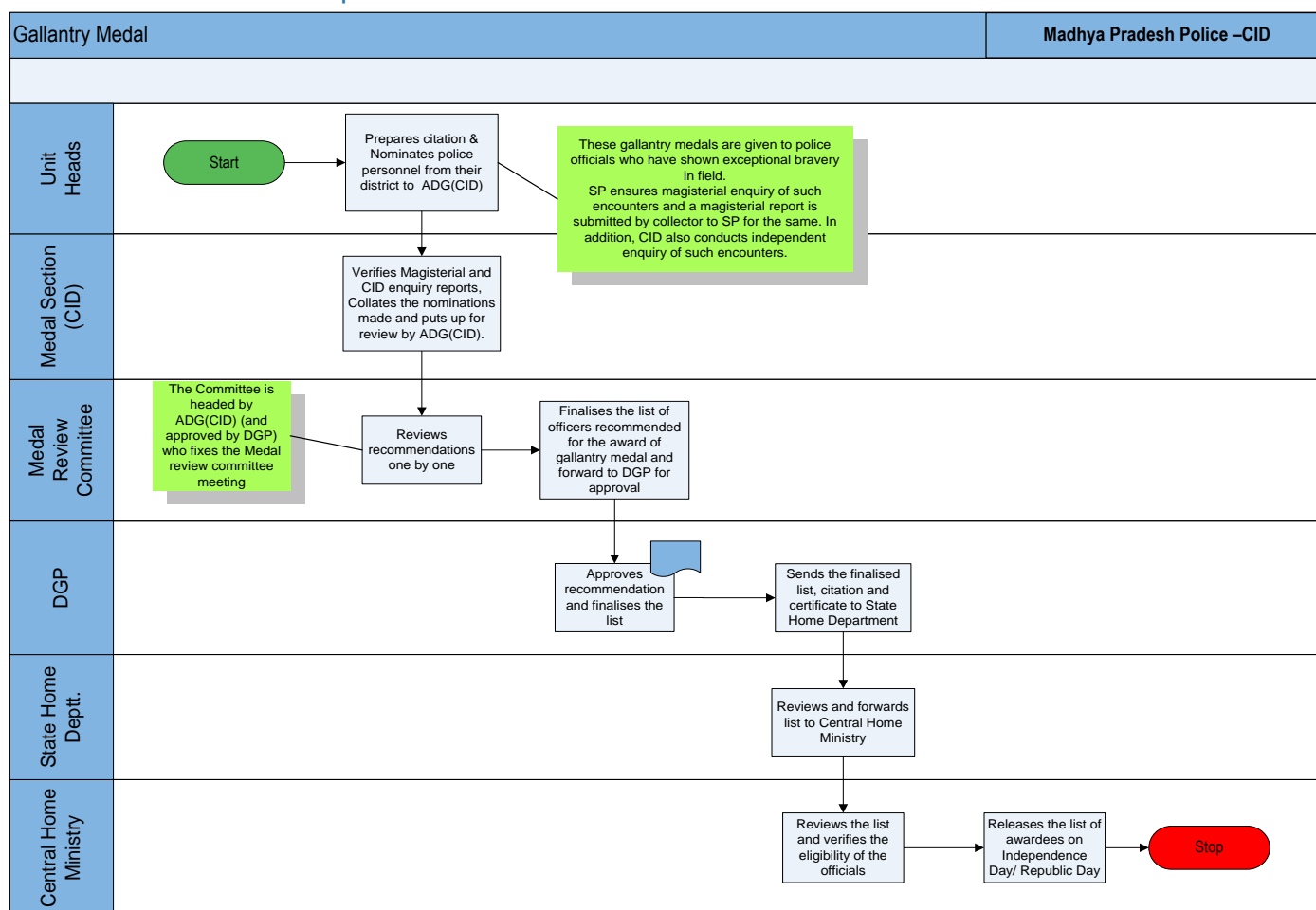
##### A. Process Summary

This is the process of finalisation of Police personnel to be felicitated with various medals for their acts of bravery. The key actors in the process are SPs/IGs, ADG (CID), DGP and Medal Review Committee.

##### B. SIPOC

| Supplier | Input            | Process        | Output                 | Customer              |
|----------|------------------|----------------|------------------------|-----------------------|
| SPs/IGs  | Medal nomination | As shown below | List of medal awardees | Police Personnel, DGP |

## C. Process Map



## D. Process Description

|   |                  |                            |      |
|---|------------------|----------------------------|------|
| <b>Process Name:</b>  | Gallantry Medals | <b>Branch/ Sub-Branch</b>  | CID  |
| <b>Process Predecessor:</b>   | None             | <b>Process successor :</b> | None |
| <b>Process</b>  |                  |                            |      |
| <p>i) Unit Heads Prepares citation &amp; Nominates police personnel from their district to Medal Section through ADG(CID).</p> <p>ii) Medal Section (CID) collates the nominations made and puts up in front of Medal Review Committee on scheduled date.</p> <p>iii) Medal Review Committee (approved by DGP) is headed by ADG(CID.) who fixes the Medal review committee meeting.</p> |                  |                            |      |

|  |   |
|--|---|
| iv) The Committee Reviews recommendations one by one and finalises the list of officers recommended for the award of medal and forward to DGP for approval<br>v) DGP approves recommendation and finalises the list and sends the finalised list, citation and certificate to State Home Department<br>vi) State Home Deptt. reviews and forwards list to Central Home Ministry<br>vii) Central Home Ministry reviews the list and verifies the eligibility of the officials and releases the list of awardees on Independence Day/ Republic Day every year. |   |
| <b>Policy Requirement</b>  | GOP - Government Gazette Notification, Madhya Pradesh Police Regulations, Circulars |

#### 5.4.4.3 Monitoring of crime against elderly citizens cases

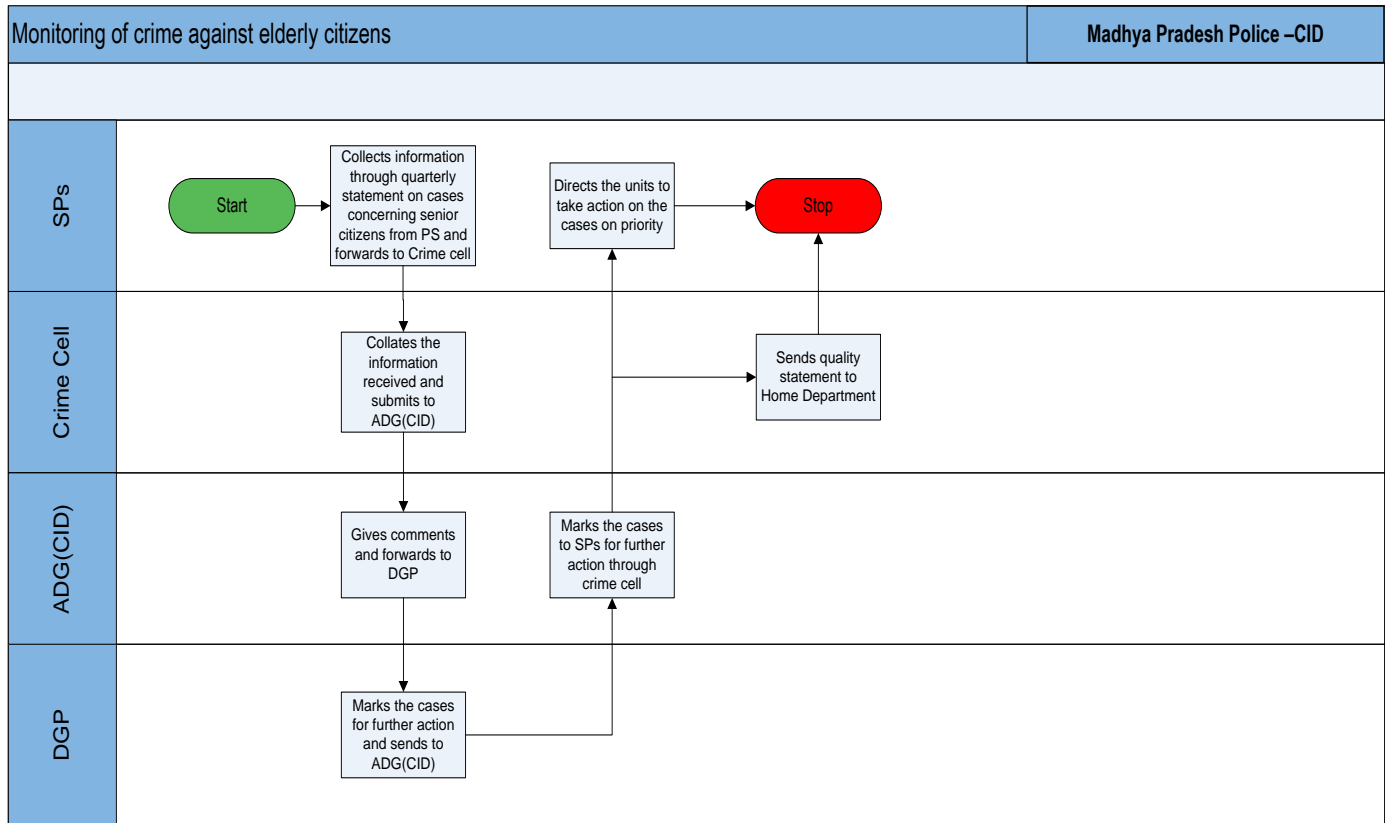
##### A. Process Summary

This is the process of monitoring of crime against elderly citizens by CID. The key actors in the process are IGs, Crime Cell (CID), ADG (CID) and DGP.

##### B. SIPOC

| Supplier | Input                     | Process        | Output                 | Customer     |
|----------|---------------------------|----------------|------------------------|--------------|
| SPs      | Crime related information | As shown below | Action against accused | Police Units |

## C. Process Map



## D. Process Description

|  |  |                            |      |
|--|--|----------------------------|------|
| <b>Process Name:</b>   | Monitoring of Crime against elderly citizens | <b>Branch/ Sub-Branch</b>  | CID  |
| <b>Process Predecessor:</b>  | None   | <b>Process successor :</b> | None |
| <b>Process</b>   |  |                            |      |
| i) SPs collects information on cases concerning senior citizens from PS and forwards to ADG (CID) who sends to Crime cell for putting up.<br>ii) Crime Cell collates the information received and submits to ADG(CID)<br>iii) ADG (CID) gives his comments and forwards to DGP for perusal.<br>iv) DGP gives comments/ directions on the cases and sends the same to ADG(CID)<br>v) ADG (CID) marks the comments/ directions to SPs for further action through Crime Cell. |  |                            |      |

- vi) SPs directs the units to take action on the cases on priority.
- vii) Crime cell shares quarterly statement with Home Department through proper channel.

|                           |   |
|---------------------------|---|
| <b>Policy Requirement</b> | GOP - Government Gazette Notification, Madhya Pradesh Police Regulations, Circulars |
|---------------------------|---|

#### 5.4.4.4 Monitoring of crime – *Chinhit* (identified) cases

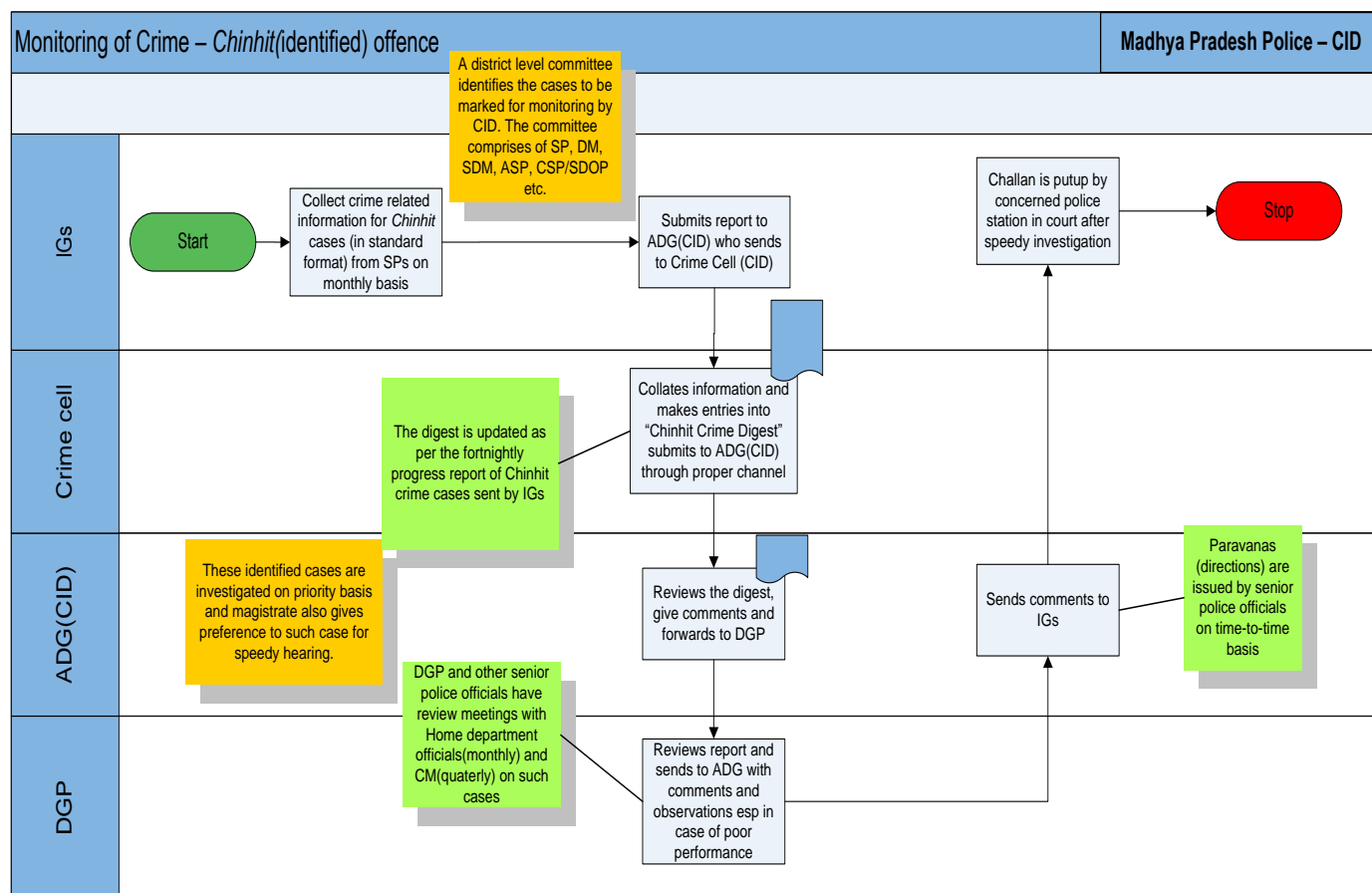
##### A. Process Summary

This is the process of monitoring of *chinhit* (identified) crime cases. The key actors in the process are IGs, Crime Cell (CID), ADG (CID) and DGP.

##### B. SIPOC

| Supplier | Input                         | Process        | Output  | Customer     |
|----------|-------------------------------|----------------|---|--------------|
| SPs      | Identify cases for monitoring | As shown below | Quick investigation and speedy disposal in the court of law | Police Units |

## C. Process Map



## D. Process Description

|  |   |                            |      |
|--|---|----------------------------|------|
| <b>Process Name:</b>   | Monitoring of Crime – <i>Chinhit</i> (identified) offence | <b>Branch/ Sub-Branch</b>  | CID  |
| <b>Process Predecessor:</b>  | None  | <b>Process successor :</b> | None |
| <b>Process</b>   |   |                            |      |
| i) These <i>chinhit</i> (identified) cases are investigated on priority basis and magistrate also gives preference to such case for speedy hearing.<br>ii) IGs collect crime related information for <i>Chinhit</i> cases (in standard format) from SPs on monthly basis and submits report to ADG(CID) who sends to Crime Cell (CID)<br>iii) A district level committee identifies the cases to be marked for monitoring by CID. The committee comprises of SP, DM, SDM, ASP, CSP/SDOP etc. |   |                            |      |

- iv) Crime Cell (CID) collates information and makes entries into “Chinhit Crime Digest” submits to ADG(CID) through proper channel. The digest is updated as per the fortnightly progress report of Chinhit crime cases sent by IGs
- v) ADG(CID) reviews the digest, give comments and forwards to DGP. Paravanas (directions) are issued by senior police officials on time-to-time basis
- vi) DGP reviews report and sends to ADG with comments and observations esp in case of poor performance.
- vii) DGP and other senior police officials have review meetings with Home department officials(monthly) and Honorable CM(quarterly) on such cases.
- viii)ADG(CID) sends comments to IGs on cases.
- ix) IGs and field units(concerned Police Station) work towards putting up of challan in court after speedy investigation

**Policy Requirement**

GOP - Government Gazette Notification, Madhya Pradesh Police Regulations, Circulars



#### 5.4.4.5 Prize money

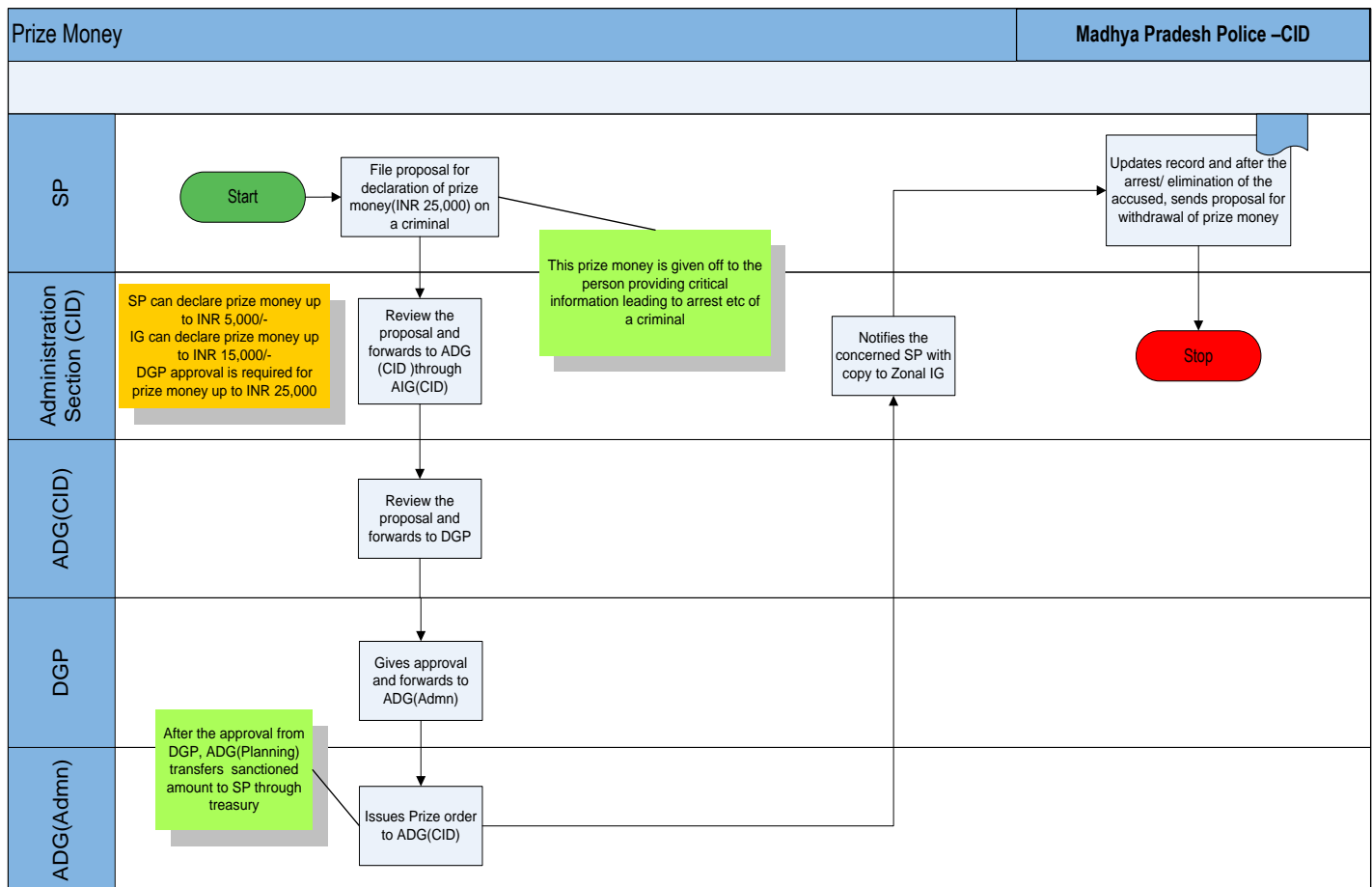
##### A. Process Summary

This is the process of giving of prize money to the person(informer) who provides critical information leading to arrest etc of a criminal on whom a prize money has been declared. The key actors in the process are CID administration, ADG(CID), DGP, ADG(Admn) and SP.

##### B. SIPOC

| Supplier | Input                | Process        | Output                | Customer     |
|----------|----------------------|----------------|-----------------------|--------------|
| SP       | Prize money proposal | As shown below | Prize money disbursal | SP, informer |

##### C. Process Map



## D. Process Description

|  |             |   |      |
|--|-------------|---|------|
| <b>Process Name:</b>   | Prize money | <b>Branch/ Sub-Branch</b>   | CID  |
| <b>Process Predecessor:</b>  | None        | <b>Process successor :</b>  | None |
| <b>Process</b>   |             |   |      |
| <ul style="list-style-type: none"> <li>i) This prize money is given off to the person providing critical information leading to arrest etc of a criminal.</li> <li>ii) SP can declare prize money up to INR 5,000/-</li> <li>iii) IG can declare prize money up to INR 15,000/-</li> <li>iv) DGP approval is required for prize money up to INR 25,000</li> <li>v) SP submits a proposal for declaration of prize money(INR 25,000) on a criminal</li> <li>vi) Administration section of CID receives the proposal and puts forward to AIG(CID) for perusal who upon satisfaction forwards the same to ADG(CID).</li> <li>vii) ADG (CID) reviews the proposal and forwards to DGP on satisfaction.</li> <li>viii) DGP reviews and sanctioned prize money and forwards the ADG(Admn).</li> <li>ix) ADG(Admn) issues prize order to ADG(CID). After the approval from DGP, ADG(Planning) transfers sanctioned amount to SP through treasury after arrest/ elimination report is received from concerned SP.</li> <li>x) ADG(CID) notifies the concerned SP with a copy of concerned zonal IG,</li> <li>xi) SP updates record and after the arrest/ elimination of the accused, sends proposal for withdrawal of prize money</li> </ul> |             |   |      |
| <b>Policy Requirement</b>  |             | GOP - Government Gazette Notification, Madhya Pradesh Police Regulations, Circulars |      |

### 5.4.4.6 Vidhan Sabha Questions

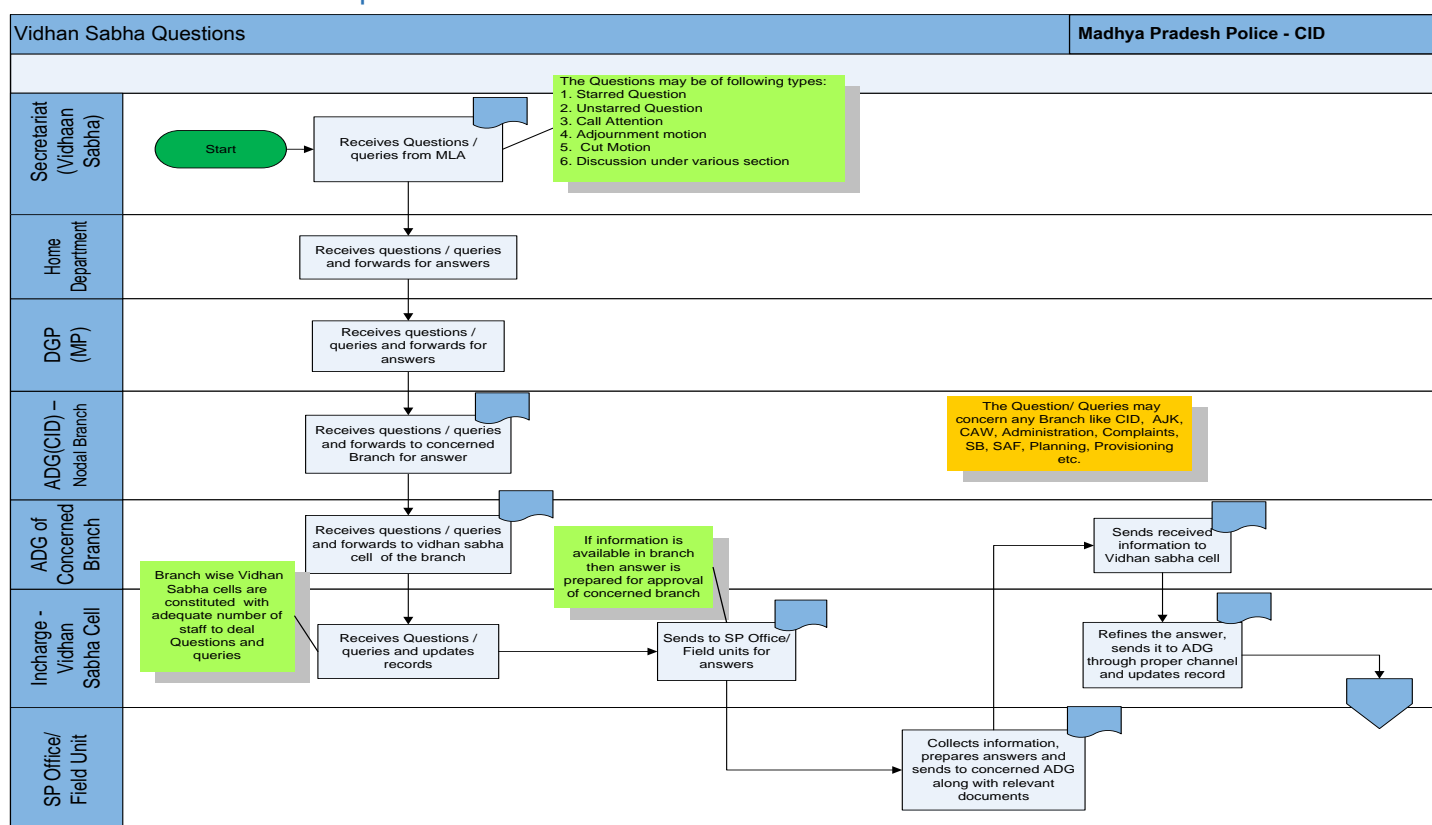
## A. Process Summary

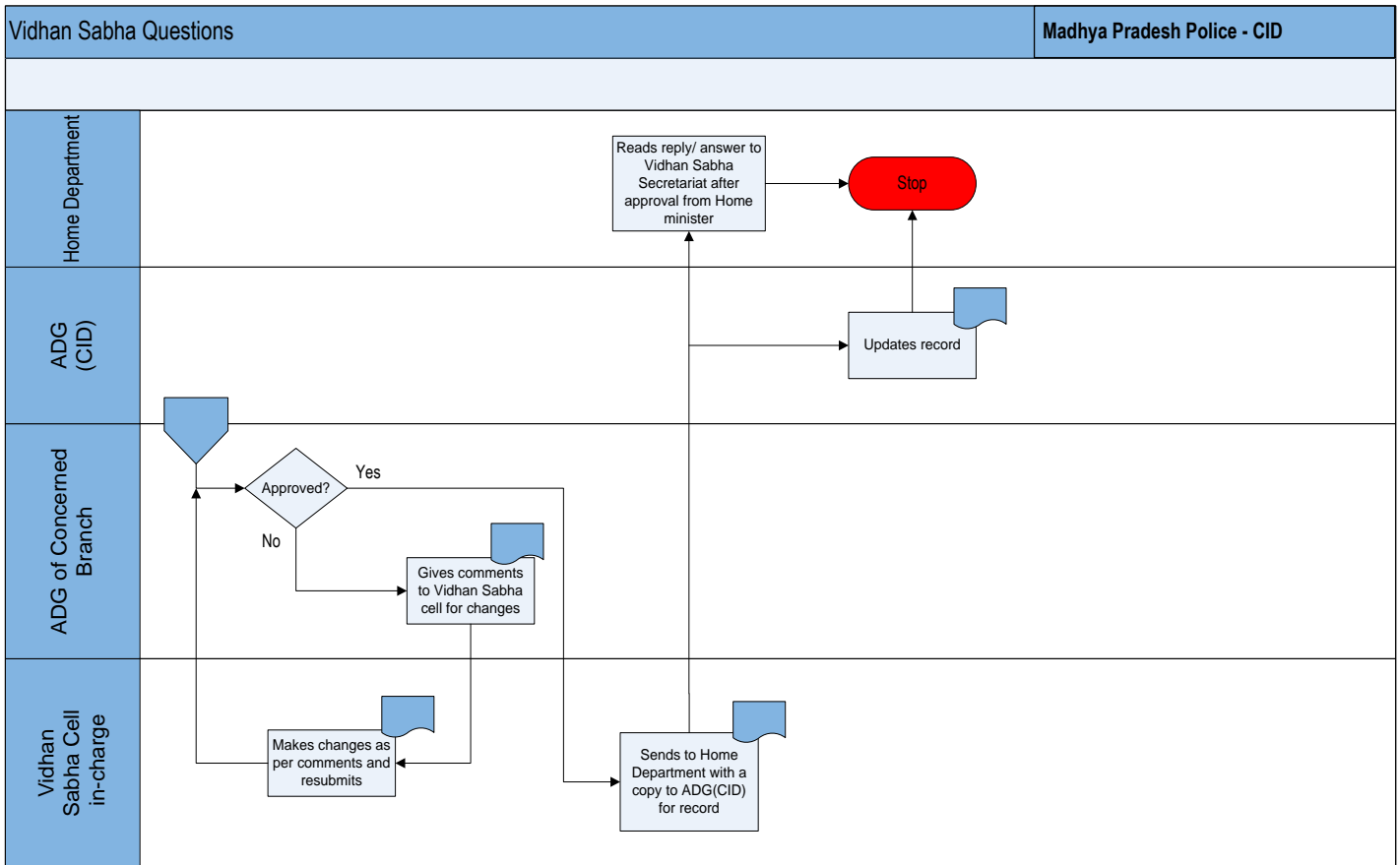
This is the process of preparation of responses to the MP Police Department related question raised in Vidhan Sabha. The key actors in the process are Secretariat (Vidhan Sabha), Home Department, DGP, ADG(CID), Concerned ADGs and Concerned Vidhan Sabha Cell.

## B. SIPOC

| Supplier                      | Input                                      | Process           | Output   | Customer                        |
|-------------------------------|--|-------------------|--|---------------------------------|
| Secretariat<br>(Vidhan Sabha) | Questions/<br>Queries received<br>from MLA | As shown<br>below | To the point<br>Response/<br>answer to the<br>Vidhan Sabha<br>Question | Home<br>Department/<br>ADG(CID) |

## C. Process Map





#### D. Process Description

|   |                       |                            |      |
|---|-----------------------|----------------------------|------|
| <b>Process Name:</b>  | Vidhan Sabha Question | <b>Branch/ Sub-Branch</b>  | CID  |
| <b>Process Predecessor:</b>   | None                  | <b>Process successor :</b> | None |
| <b>Process</b>  |                       |                            |      |
| i) The Questions may be of following types: <ol style="list-style-type: none"> <li>1. Starred Question</li> <li>2. Unstarred Question</li> <li>3. Call Attention</li> <li>4. Adjournment motion</li> <li>5. Cut Motion</li> </ol> |                       |                            |      |

#### 6. Discussion under various section

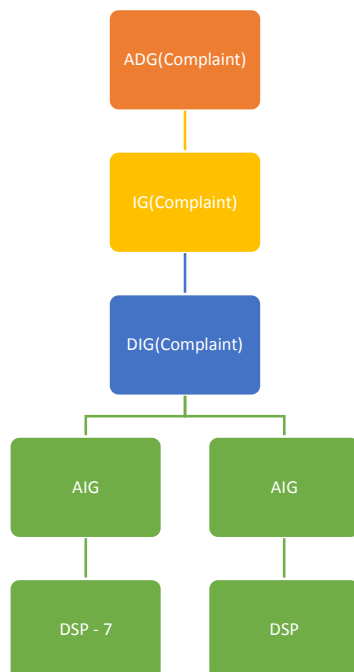
- ii) The VS Secretariat receives questions from MLA and forwards them to Home Deptt.
- iii) Home Department sends the Police related questions to DGP who forwards them to ADG (CID).
- iv) ADG (CID) after reviewing the question sends them to the ADG of the concerned MP Police Branch for response.
- v) ADG of the concerned branch reviews the question and sends to the Vidhan Sabha Cell of the Branch.
- vi) Branch wise Vidhan Sabha cells are constituted with adequate number of staff to deal Questions and queries
- vii) The In-charge of the VS cell sends letters to SP Office/ Field units for answers. If information is available in branch HQ then answer is prepared for approval of senior officials of the branch.
- viii) SP Office/ Field Unit collects information, prepares answers and sends to concerned ADG along with relevant documents who forwards the same to VS Cell.
- ix) VS Cell refines the answer, sends it to ADG through proper channel and updates record
- x) ADG of the concerned branch reviews the response and takes final decision on the same.
- xi) If ADG is not satisfied with the answer, he/she gives comments to Vidhan Sabha cell for changes. In such case VS Cell makes changes as per comments and resubmits.
- xii) Once ADG of the concerned branch is satisfied, the response is sent to Home Department with a copy to ADG (CID) for record.
- xiii) Home Deptt. reads reply/ answer to Vidhan Sabha Secretariat after approval from Home minister.

#### Policy Requirement

GOP - Government Gazette Notification, Madhya Pradesh Police Regulations, Circulars

## 5.5 Complaint

### 5.5.1 Organisational Structure



### 5.5.2 Personnel Strength

| S. No. | Designation           | Sanctioned | Available | Vacant |
|--------|-----------------------|------------|-----------|--------|
| 1      | ADG                   | 1          | 1         | -      |
| 2      | AIG                   | 2          | 2         | -      |
| 3      | DSP                   | 5          | 5         | -      |
| 2      | Office Superintendent | 1          | 1         | -      |
| 3      | SI                    | 10         | 7         | 3      |
| 4      | ASI                   | 9          | 7         | 2      |
| 5      | HC                    | 1          | 1         | -      |
| 6      | Constable             | 7          | 2         | 5      |

### 5.5.3 IT Infrastructure

### 5.5.4 As-Is Processes

#### 5.5.4.1 Complaint

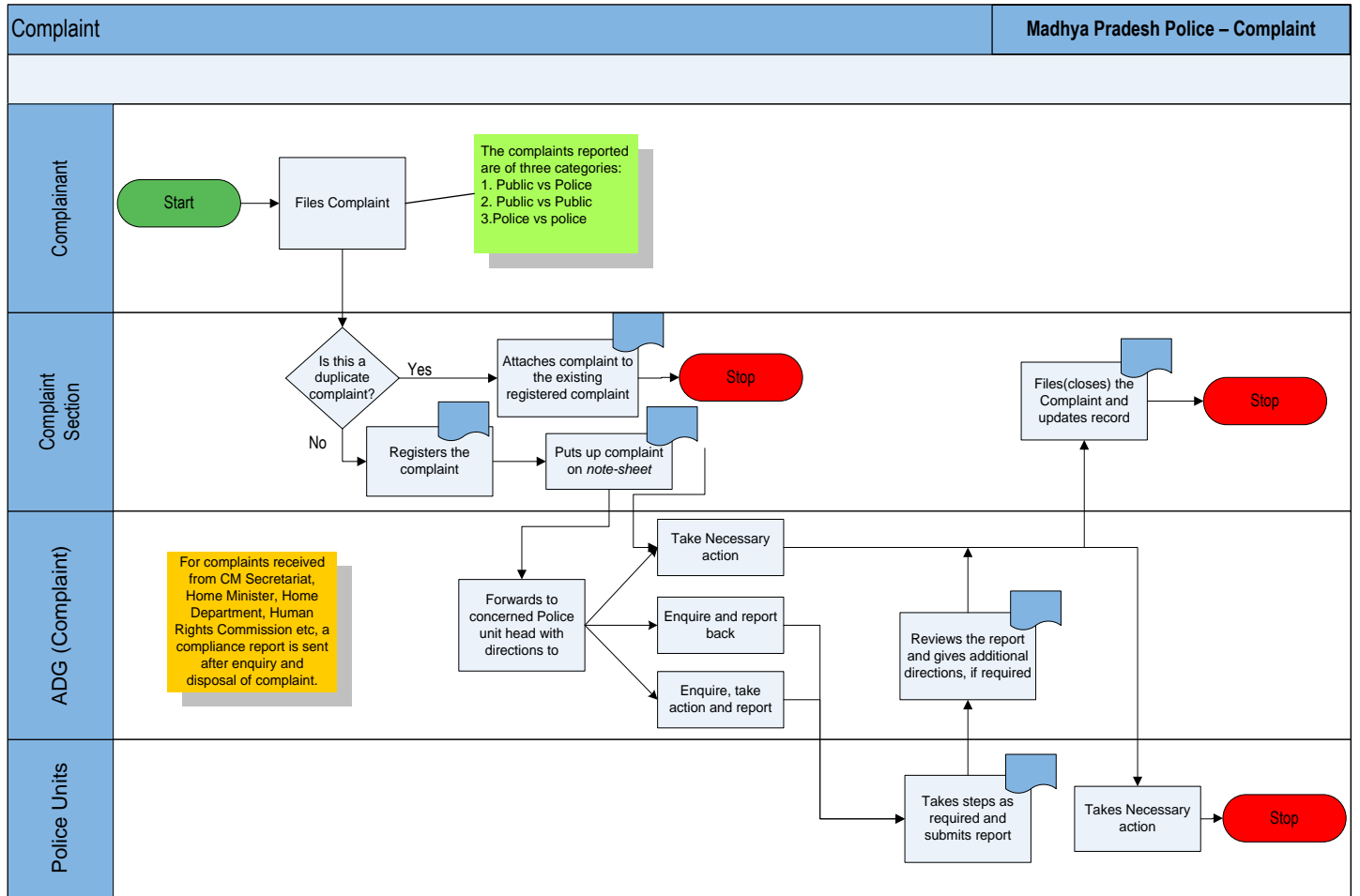
#### A. Process Summary

This is the process of handling of complaints submitted at the Complaint branch of MP Police. The Key actors of the process are Complainant, Complaint Section, ADG(Complaint) and Police Units.

#### B. SIPOC

| Supplier    | Input     | Process        | Output                            | Customer                  |
|-------------|-----------|----------------|-----------------------------------|---------------------------|
| Complainant | Complaint | As shown below | Enquiry and disposal of complaint | Complainant, Police Units |

### C. Process Map



### D. Process Description

|  |                  |                            |                  |
|--|------------------|----------------------------|------------------|
| <b>Process Name:</b>   | <b>Complaint</b> | <b>Branch/ Sub-Branch</b>  | Complaint Branch |
| <b>Process Predecessor:</b>  | None             | <b>Process successor :</b> | None             |
| <b>Process</b>   |                  |                            |                  |
| i) Complaints have been categorized into three types: <ol style="list-style-type: none"> <li>1. Public vs Police</li> <li>2. Public vs Public</li> </ol> |                  |                            |                  |



### 3. Police vs police

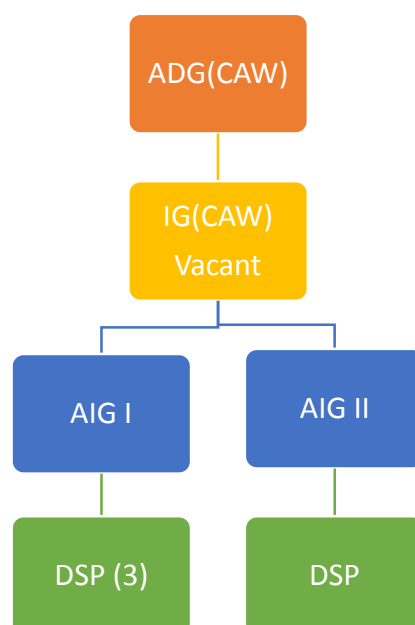
- ii) The Complaint Section upon receiving the complaint checks for duplicity of complaint.
- iii) In case of a duplicate complaint, the complaint is attached to the already existing complaint
- iv) In case of a fresh complaint, the complaint is registered and is put up on *note-sheet* for perusal of senior officials.
- v) ADG(Complaint) review the complaint and sends to concerned police unit heads with remarks which may be:
  - a) Taking necessary action
  - b) Enquiry on complaint and reporting back
  - c) Enquiry on complaint, taking necessary action and reporting back
- vi) Unit heads ensure the complaint is enquired and necessary action is taken
- vii) ADG (Complaint) reviews the reports sent by Unit Heads and may give additional remarks on the complaint.
- viii) Once ADG(Complaint) is satisfied with action and response on the complaint, Complaint Section closes the complaint file and keeps it for record purpose.
- ix) For complaints received from CM Secretariat, Home Minister, Home Department, Human Rights Commission etc, a compliance report is sent after enquiry and disposal of complaint.

#### Policy Requirement

GOP - Government Gazette Notification, Madhya Pradesh Police Regulations, Circulars

## 5.6 Crime against Women (CAW)

### 5.6.1 Organisational Structure



## 5.6.2 Personnel Strength

| S. No. | Designation           | Sanctioned | Available | Vacant |
|--------|-----------------------|------------|-----------|--------|
| 1      | ADG                   | 1          | 1         | -      |
| 2      | DIG                   | -          | -         | -      |
| 2      | AIG                   | 1          | 1         | -      |
| 3      | DSP                   | 2          | 2         | -      |
| 4      | Office Superintendent | 1          | -         | 1      |
| 5      | Subedar               | -          | 1         | -      |
| 6      | Accountant            | 3          | 1         | 2      |
| 7      | SI                    | 4          | 2         | 2      |
| 8      | ASI                   | 6          | 2         | 4      |
| 9      | Const                 | 7          | -         | 7      |

## 5.6.3 IT Infrastructure

| S. No. | Equipment                   | Quantity                    |
|--------|-----------------------------|-----------------------------|
| 1      | Computer                    | With internet connection    |
|        |                             | Without internet connection |
| 2      | Printer                     | Laser                       |
|        |                             | Dot Matrix                  |
| 3      | Fax                         | 1                           |
| 4      | Photocopier                 | 2                           |
| 5      | Scanner                     | -                           |
| 6      | Multifunction Printer (MFP) | 1                           |

## 5.6.4 As-Is Processes

### 5.6.4.1 Awareness Training

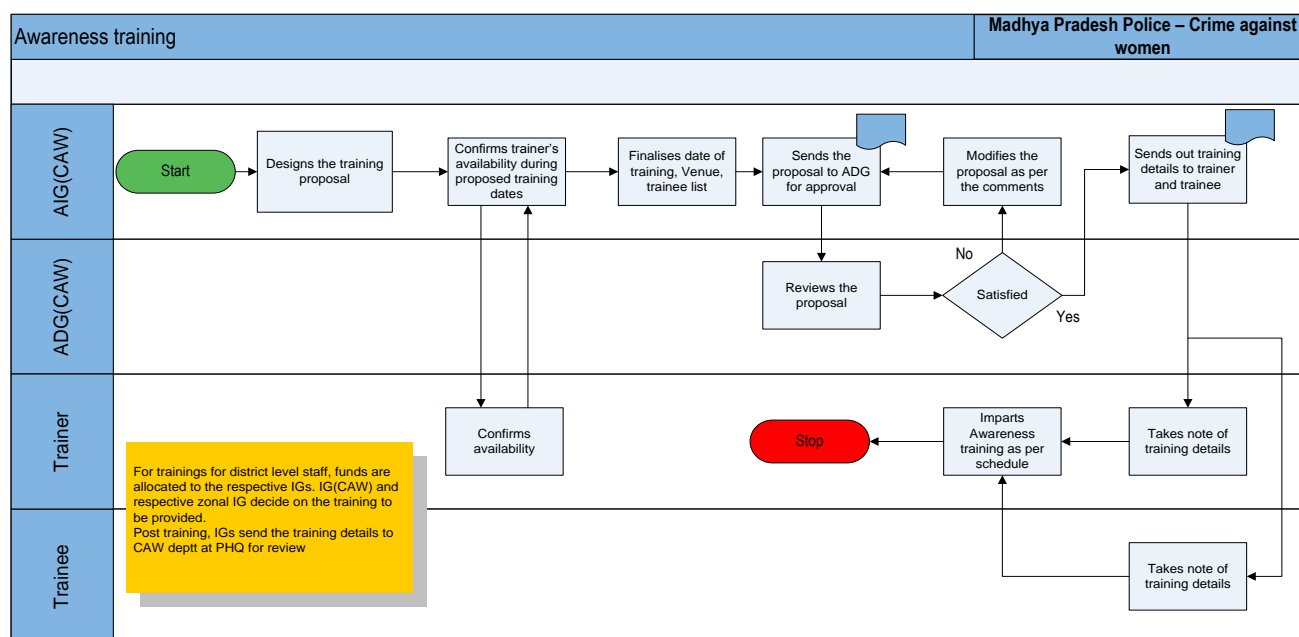
#### A. Process Summary

This is the process of conducting of training on topic related to crime against women. The key actors in the process are AIG(CAW), ADG(CAW), Training and Trainee.

## B. SIPOC

| Supplier | Input             | Process        | Output            | Customer         |
|----------|-------------------|----------------|-------------------|------------------|
| AIG(CAW) | Training Proposal | As shown below | Training schedule | Trainee, Trainer |

## C. Process Map



## D. Process Description

|   |                    |                            |                     |
|---|--------------------|----------------------------|---------------------|
| <b>Process Name:</b>  | Awareness Training | <b>Branch/ Sub-Branch</b>  | Crime Against Women |
| <b>Process Predecessor:</b>   | None               | <b>Process successor :</b> | None                |
| <b>Process</b>  |                    |                            |                     |
| i) AIG(CAW) designs the training proposal<br>ii) AIG(CAW) branch confirms trainer's availability during proposed training dates |                    |                            |                     |

- iii) AIG(CAW) finalises dates of training, venue, trainee list and sends the proposal to ADG (CAW) for approval
- iv) If ADG(CAW) is not satisfied, he/she sends modification comments to AIG(CAW) who modifies the proposal as per the comments and sends the proposal back for approval.
- v) Once ADG(CAW) is satisfied, AIG(CAW) branch sends out training details to trainer and trainee
- vi) Both trainer and trainee takes note of training details.
- vii) The awareness training is imparted as per schedule.
- viii) In addition trainings for district level staff, funds are allocated to the respective IGs. IG (CAW) and respective zonal IG(CAW) decide on the training to be provided.
- ix) Post training, IGs(CAW) send the training details to CAW Deptt at PHQ for review

**Policy Requirement**

GOP - Government Gazette Notification, Madhya Pradesh Police Regulations, Circulars

**5.6.4.2 Dial 1090**

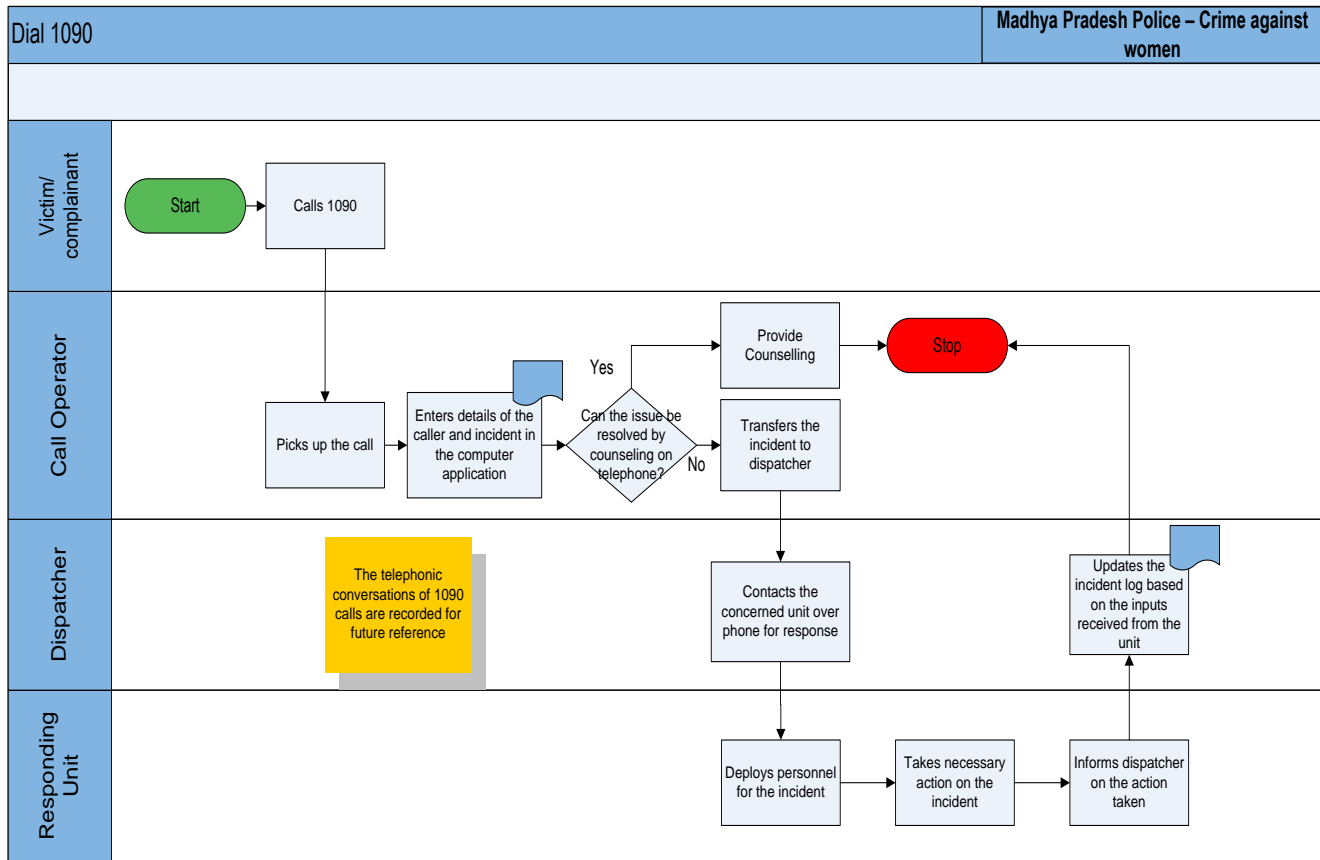
**A. Process Summary**

This is the process of handling of Dial 1090 calls. Dial 1090 is a women helpline run by Crime Against women branch. The key actors in the process are Victim/Complainant, Call Operator, Dispatcher and Responding Unit.

**B. SIPOC**

| Supplier           | Input       | Process        | Output   | Customer           |
|--------------------|-------------|----------------|--|--------------------|
| Victim/Complainant | Complainant | As shown below | Resolution of issue through counselling/ necessary action by the responding unit | Victim/Complainant |

## C. Process Map



## D. Process Description

|  |           |                            |                     |
|--|-----------|----------------------------|---------------------|
| <b>Process Name:</b>   | Dial 1090 | <b>Branch/ Sub-Branch</b>  | Crime Against Women |
| <b>Process Predecessor:</b>  | None      | <b>Process successor :</b> | None                |
| <b>Process</b>   |           |                            |                     |
| i) Victim/ Complainant report complaint through Dial 1090.<br>ii) Call Operator picks up the call and enters details of the caller and the incident in the computer application.<br>iii) If the issue can be resolved by counselling, the operator provide counselling<br>iv) If not, call operator transfer the incident to dispatcher who contacts the concerned unit over phone for response<br>v) Responding unit deploys personnel for the incident and take necessary action on the incident<br>vi) Responding unit informs dispatcher on the action taken |           |                            |                     |

- vii) Dispatcher updates the incident log based on the inputs received from the unit.
- viii) The telephonic conversations of 1090 calls are recorded for future reference

**Policy Requirement**

GOP - Government Gazette Notification, Madhya Pradesh Police Regulations, Circulars

### 5.6.4.3 Monitoring of crime against women cases

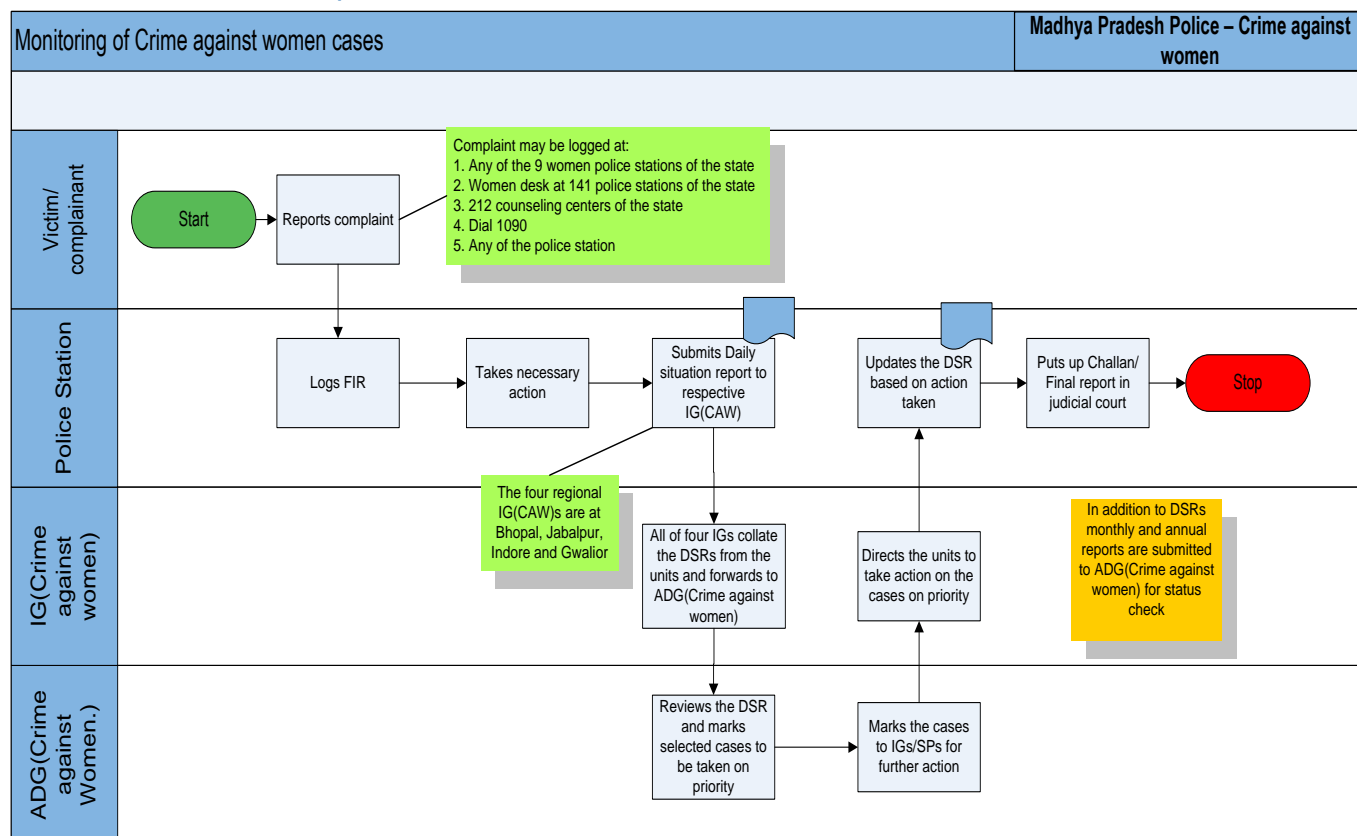
#### A. Process Summary

This is the process of monitoring of crime against women cases by the CAW Branch. The key actors in the process are Victim/Complainant, Police Station, IG (CAW) and ADG (CAW).

#### B. SIPOC

| Supplier           | Input       | Process        | Output   | Customer              |
|--------------------|-------------|----------------|--|-----------------------|
| Victim/Complainant | Complainant | As shown below | DSRs of CAW cases<br><br>Challan/ Final report in judicial court | Police Station/Victim |

## C. Process Map



## D. Process Description

|  |   |                            |                     |
|--|---|----------------------------|---------------------|
| <b>Process Name:</b>   | Monitoring of Crime Against Women cases | <b>Branch/ Sub-Branch</b>  | Crime Against Women |
| <b>Process Predecessor:</b>  | None                                    | <b>Process successor :</b> | None                |
| <b>Process</b>   |   |                            |                     |
| i) Victim report complaint and complaint may be logged at: <ul style="list-style-type: none"> <li>Any of the 9 women police stations of the state</li> <li>Women desk at 141 police stations of the state</li> <li>212 counseling centers of the state</li> <li>Dial 1090</li> <li>Any of the police station</li> </ul> ii) Police station logs FIR and takes necessary action |   |                            |                     |

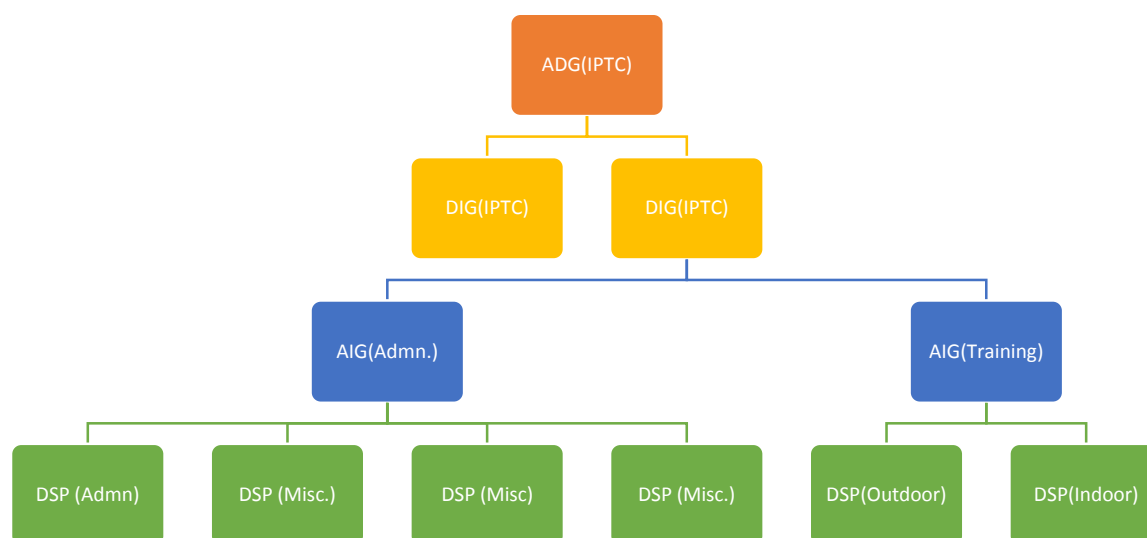
- iii) Police station submits Daily Situation Report (DSR) to respective IGs (CAW). The four regional IG(CAW)s are at Bhopal, Jabalpur, Indore and Gwalior
- iv) All of four IGs collate the DSRs from the units and forwards to ADG(CAW)
- v) ADG(CAW) reviews the DSR and marks selected cases to be taken on priority and marks the cases to IGs/SPs for further action
- vi) IG(CAW) directs the units to take action on the cases on priority
- vii) Police station updates the DSR based on action taken and puts up the challan/final report in judicial court
- viii) In addition to DSRs monthly and annual reports are submitted to ADG(CAW) for status check

**Policy Requirement**

GOP - Government Gazette Notification, Madhya Pradesh Police Regulations, Circulars

## 5.7 Integrated Police Training Center – Bhauri (IPTC)

### 5.7.1 Organisational Structure





### 5.7.2 Personnel Strength

| S. No. | Designation       | Sanctioned | Available | Vacant |
|--------|-------------------|------------|-----------|--------|
| 1      | ADG               | 01         | 01        | 0      |
| 2      | DIG               | 03         | 03        | 0      |
|        | Inspector         | 05         | 05        | 0      |
| 3      | Company Commander | 03         | 03        | 0      |
| 4      | Subedar           | 01         | 01        | 0      |
| 5      | SI                |            |           | 0      |
| 6      | PC                | 04         | 04        | 0      |
| 7      | HC                | 26         | 26        | 0      |
| 8      | Const.            | 11         | 11        | 0      |

### 5.7.3 IT Infrastructure

| S. No. | Equipment   | Quantity                    |
|--------|---|-----------------------------|
| 1      | Computer  | With internet connection    |
|        |   | Without internet connection |
| 2      | Printer   | Laser                       |
|        |   | Dot Matrix                  |
| 3      | Fax   | -                           |
| 4      | Photocopier   | 8                           |
| 5      | Scanner   | -                           |
| 6      | Multifunction Printer (MFP)/ Multifunction Device (MFD) | 2                           |
|        |   |                             |

### 5.7.4 As-Is Processes

### 5.7.4.1 Absence during training

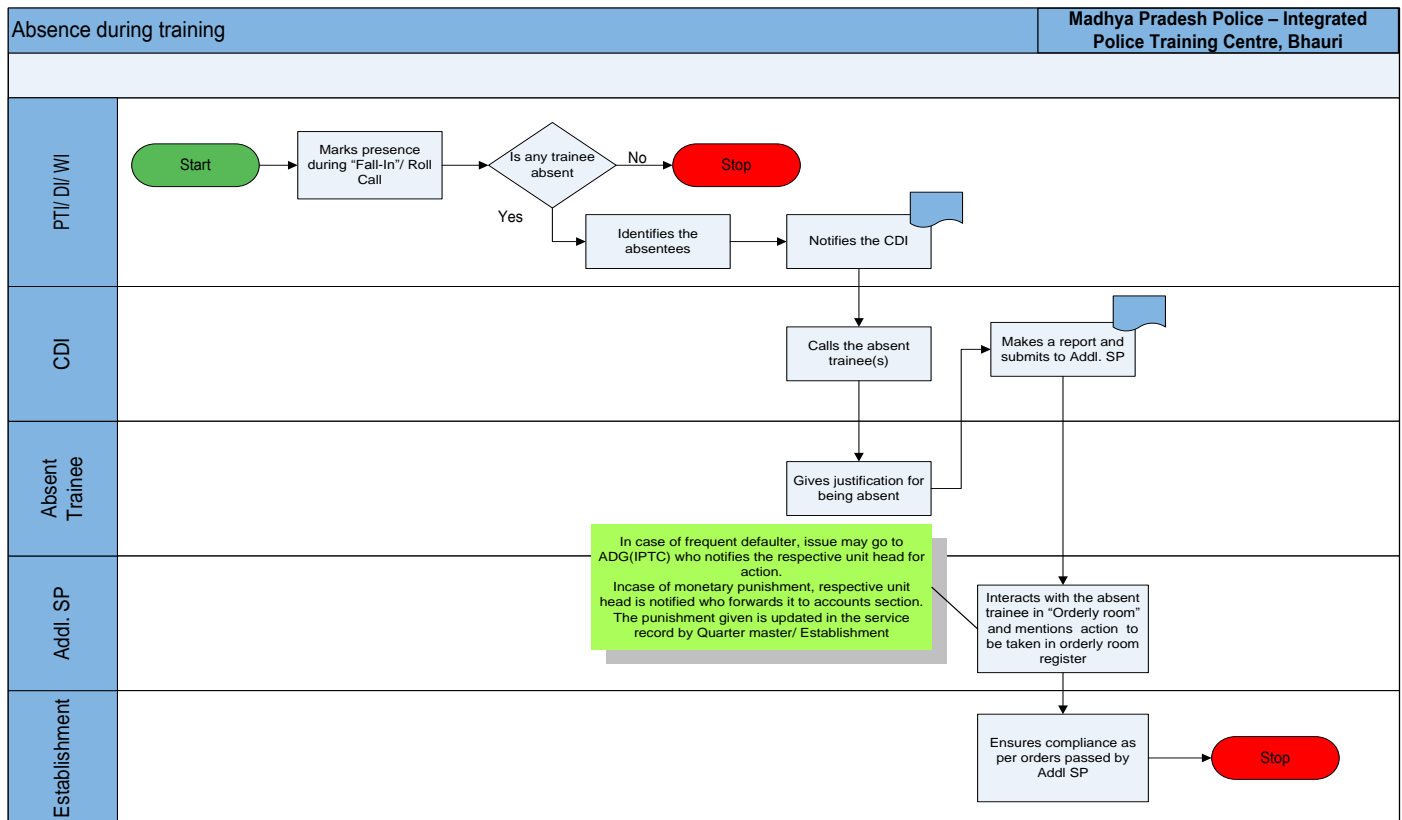
#### A. Process Summary

This process provides the information about the action taken against the police personnel who are absent during the training. The key actors of the process are Addl. SP and CDI.

#### B. SIPOC

| Supplier | Input  | Process        | Output  | Customer                |
|----------|--------|----------------|---|-------------------------|
| PT/DI/WI | Absent | As shown below | Appropriate action/punishment against the absent police personnel | Absent Police personnel |

#### C. Process Map



## D. Process Description

|  |                               |  |                    |
|--|-------------------------------|--|--------------------|
| <b>Process Name:</b>   | <b>Absent during training</b> | <b>Branch/ Sub-Branch</b>                    | <b>IPTC Bhauri</b> |
| <b>Process Predecessor:</b>  | None                          | <b>Process successor :</b>                   | None               |
| <b>Process</b>   |                               |  |                    |
| <ul style="list-style-type: none"> <li>i) PTI/ DI/ WI marks presence during “Fall-In”/ Roll Call. If any trainee is absent then it identifies the absentees and notifies the CDI.</li> <li>ii) CDI meets the absent trainee(s).</li> <li>iii) The absent trainee gives justification for being absent.</li> <li>iv) CDI makes a report and submits to Addl. SP.</li> <li>v) Addl. SP interacts with the absent trainee in “Orderly room” and mentions action to be taken in orderly room register. The orders are implemented by the Establishment section and records are updated.</li> <li>vi) In case of frequent defaulter, issue may go ADG who notifies the respective unit head for action.</li> <li>vii) In case of monetary punishment, respective unit head is notified who forwards it to accounts section.</li> <li>viii) The punishment given is updated in the service record by Quarter master/ Establishment.</li> </ul> |                               |  |                    |
| <b>Policy Requirement</b>  |                               | GOP, Circulars, Police rules and regulations |                    |

### 5.7.4.2 Arms Record

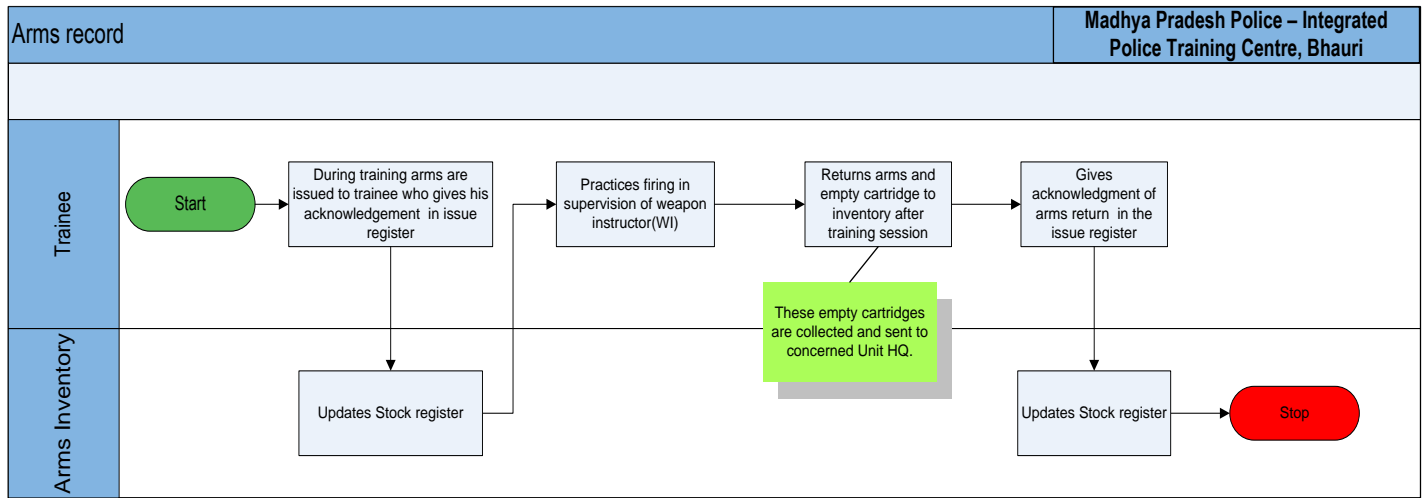
## A. Process Summary

This is the process of issuance of arms to the trainee. The key actors of the process are trainee and arms inventory.

## B. SIPOC

| Supplier       | Input   | Process        | Output                             | Customer                                 |
|----------------|---|----------------|------------------------------------|--|
| <b>Trainee</b> | Acknowledgment of arms issuance on issue register | As shown below | Return of arms after arms training | Trainee police personnel, Arms inventory |

### C. Process Map



### D. Process Description

|  |  |                            |                    |
|--|--|----------------------------|--------------------|
| <b>Process Name:</b>   | <b>Arms Record</b>                           | <b>Branch/ Sub-Branch</b>  | <b>IPTC Bhauri</b> |
| <b>Process Predecessor:</b>  | None   | <b>Process successor :</b> | None               |
| <b>Process</b>   |  |                            |                    |
| i) During training arms are issued to trainee who gives his acknowledgement in issue register<br>ii) Arms inventory updates Stock register.<br>iii) Trainee practices firing in supervision of weapon instructor WI).<br>iv) Trainee returns arms and empty cartridge to inventory after training session (This empty cartridge is collected and sent to Special Forces)<br>v) Gives acknowledgment of arms return in the issue register<br>vi) Arms inventory updates Stock register. |  |                            |                    |
| <b>Policy Requirement</b>  | GOP, Circulars, Police rules and regulations |                            |                    |

#### 5.7.4.3 Hostel Maintenance

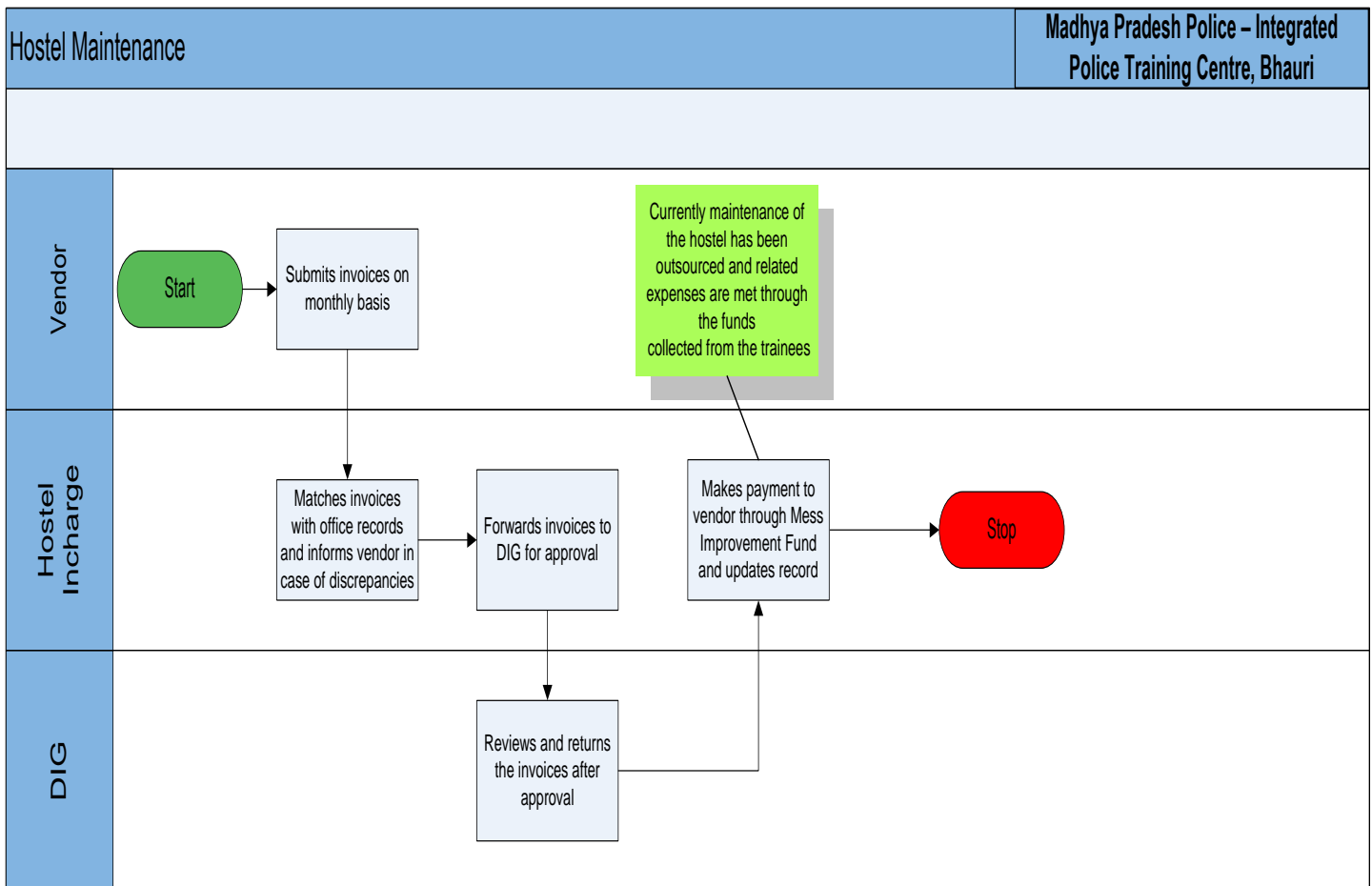
### A. Process Summary

This is the process of hostel maintenance and its payment to the vendor. The key actors of the process are DIG, vendor and Hostel In-charge.

### B. SIPOC

| Supplier | Input   | Process        | Output                | Customer |
|----------|---------|----------------|-----------------------|----------|
| Vendor   | Invoice | As shown below | Payment to the vendor | Vendor   |

### C. Process Map



### D. Process Description

|                      |                        |                           |                    |
|----------------------|------------------------|---------------------------|--------------------|
| <b>Process Name:</b> | <b>Hostel Incharge</b> | <b>Branch/ Sub-Branch</b> | <b>IPTC Bhauri</b> |
|----------------------|------------------------|---------------------------|--------------------|

|  |  |                            |      |
|--|--|----------------------------|------|
| <b>Process Predecessor:</b>  | None   | <b>Process successor :</b> | None |
| <b>Process</b>   |  |                            |      |
| i) The vendor submits the invoices on monthly basis.<br>ii) Hostel Incharge matches invoices with office records and informs vendor in case of discrepancies then forwards invoices to DIG for approval.<br>iii) DIG reviews and returns the invoices after approval<br>iv) Hostel In-charge makes payment to vendor through Mess Improvement Fund and updates record<br>v) Currently maintenance of the hostel has been outsourced and related expenses are met through the funds collected from the trainees |  |                            |      |
| <b>Policy Requirement</b>  | GOP, Circulars, Police rules and regulations |                            |      |

#### 5.7.4.4 Induction

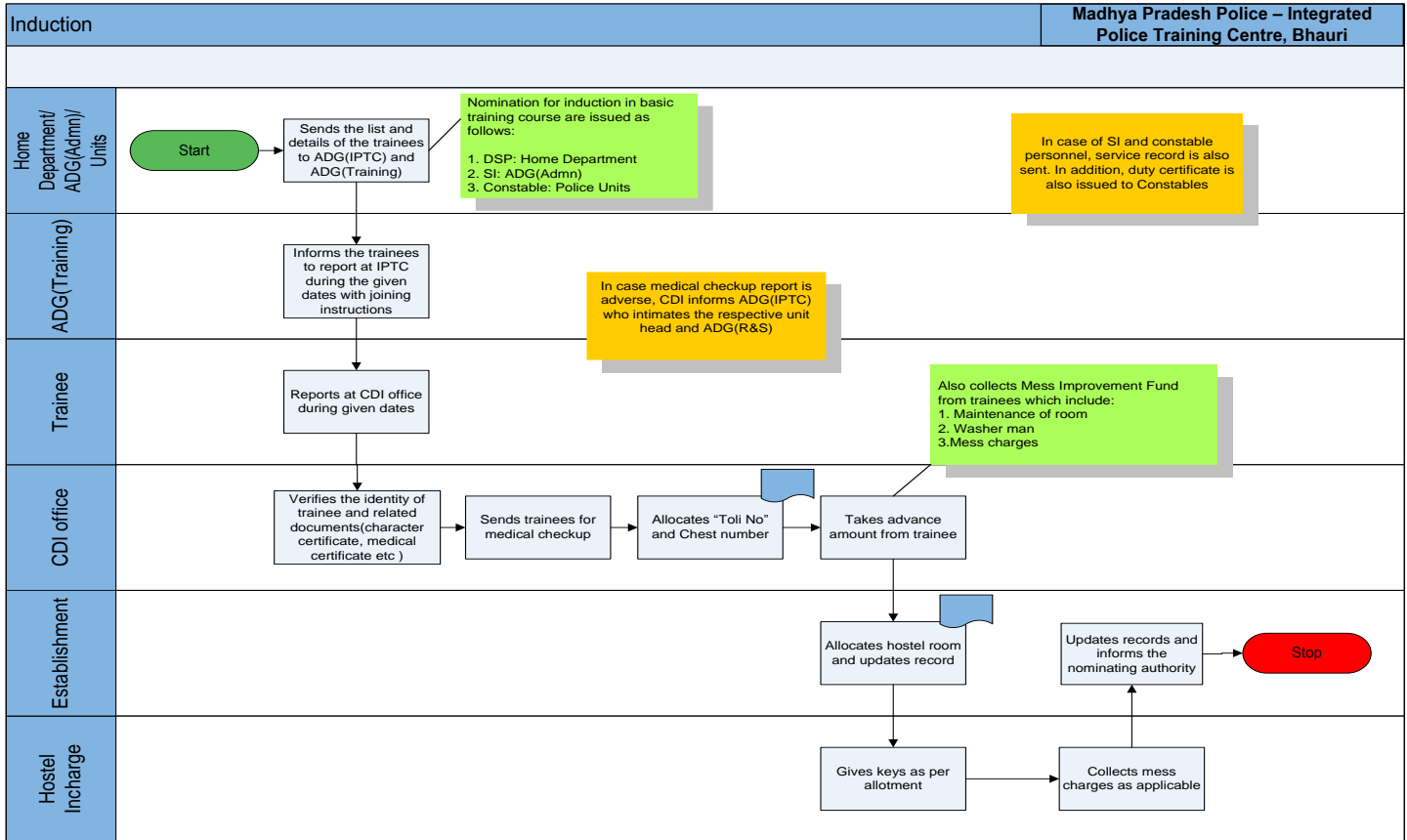
##### A. Process Summary

This is the process of induction of police personnel for training at IPTC, Bhauri. The key actors of the process are Home Department, ADG(IPTC/Admn/Training), Police Units, Trainees, CDI office and Establishment Section.

##### B. SIPOC

| Supplier                                | Input                      | Process        | Output                         | Customer         |
|---|----------------------------|----------------|--------------------------------|------------------|
| Home Department/<br>ADG(Admn)/<br>Units | List of nominated trainees | As shown below | Allotment of hostel facilities | Police personnel |

## C. Process Map



## D. Process Description

|   |                  |                            |                    |
|---|------------------|----------------------------|--------------------|
| <b>Process Name:</b>  | <b>Induction</b> | <b>Branch/ Sub-Branch</b>  | <b>IPTC Bhauri</b> |
| <b>Process Predecessor:</b>   | None             | <b>Process successor :</b> | None               |
| <b>Process</b>  |                  |                            |                    |
| <p>i) Home Department/ ADG(Admn)/ Police Units sends the list and details of the trainees to ADG (IPTC) and ADG (Training).</p> <p>ii) Nomination for induction in basic training course are issued as follows:</p> <ol style="list-style-type: none"> <li>1. DSP: Home Department</li> <li>2. SI: ADG(Admn)</li> <li>3. Constable: Police Units</li> </ol> <p>iii) In case of SI and constable personnel, service record is also sent. In addition, duty certificate is also issued to Constables.</p> |                  |                            |                    |

|  |  |
|--|--|
| iv) Trainee reports at CDI office during given dates.<br>v) CDI Office verifies the identity of trainee and related documents (character certificate, medical certificate etc). It sends trainees for medical checkup, allocates “Toli No” and Chest number and Takes advance amount from trainee.<br>vi) Also collects Mess Improvement Fund from trainees which include:<br>1. Maintenance of room<br>2. Washer man<br>3. Mess charges<br>vii) Establishment section allocates hostel room and updates record.<br>viii) Hostel Incharge gives keys as per allotment and collects the mess charges as applicable.<br>ix) Establishment updates records and informs the nominating authority |  |
| <b>Policy Requirement</b>  | GOP, Circulars, Police rules and regulations |

#### 5.7.4.5 Leaves

##### A. Process Summary

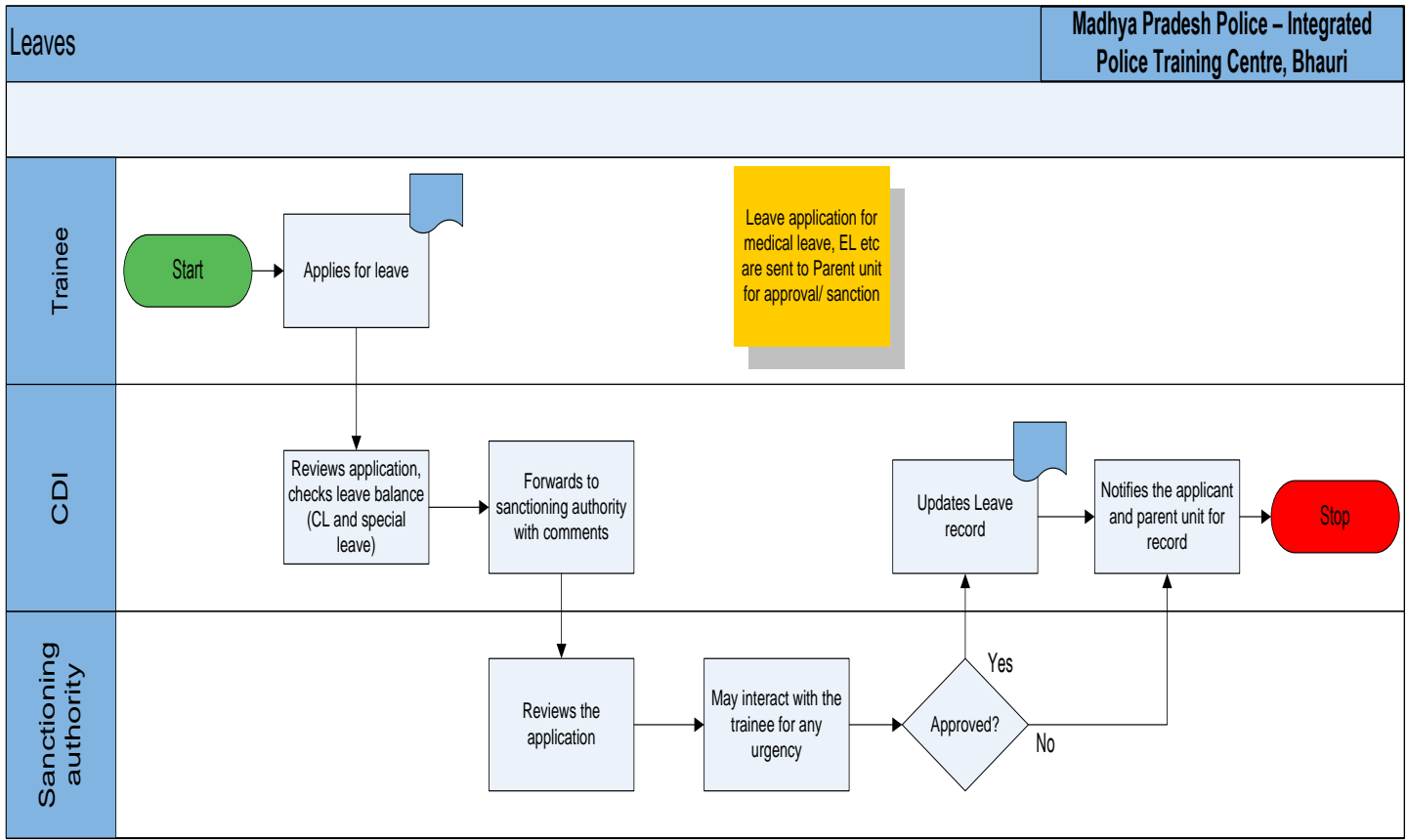
This is the process of sanction of leave for police personnel. The key actors of the process are CDI office, leave applicant and Additional SP.

##### B. SIPOC

| Supplier | Input             | Process        | Output                   | Customer         |
|----------|-------------------|----------------|--------------------------|------------------|
| Trainee  | Leave application | As shown below | Leaves approved/rejected | Police personnel |



### C. Process Map



### D. Process Description

|   |  |                            |                    |
|---|--|----------------------------|--------------------|
| <b>Process Name:</b>  | <b>Leaves</b>                                | <b>Branch/ Sub-Branch</b>  | <b>IPTC Bhauri</b> |
| <b>Process Predecessor:</b>   | None   | <b>Process successor :</b> | None               |
| <b>Process</b>  |  |                            |                    |
| i) Trainee applies for leave to CDI.<br>ii) CDI reviews application, checks leave balance (CL and special leave) and forwards to sanctioning authority with comments<br>iii) Sanctioning authority reviews the application and may interact with the trainee for any urgency<br>iv) CDI Updates Leave record and notified leave applicant and parent unit.<br>v) Leave application for medical leave, EL etc are sent to Parent unit for approval/ sanction |  |                            |                    |
| <b>Policy Requirement</b>   | GOP, Circulars, Police rules and regulations |                            |                    |

#### 5.7.4.6 Outdoor Training

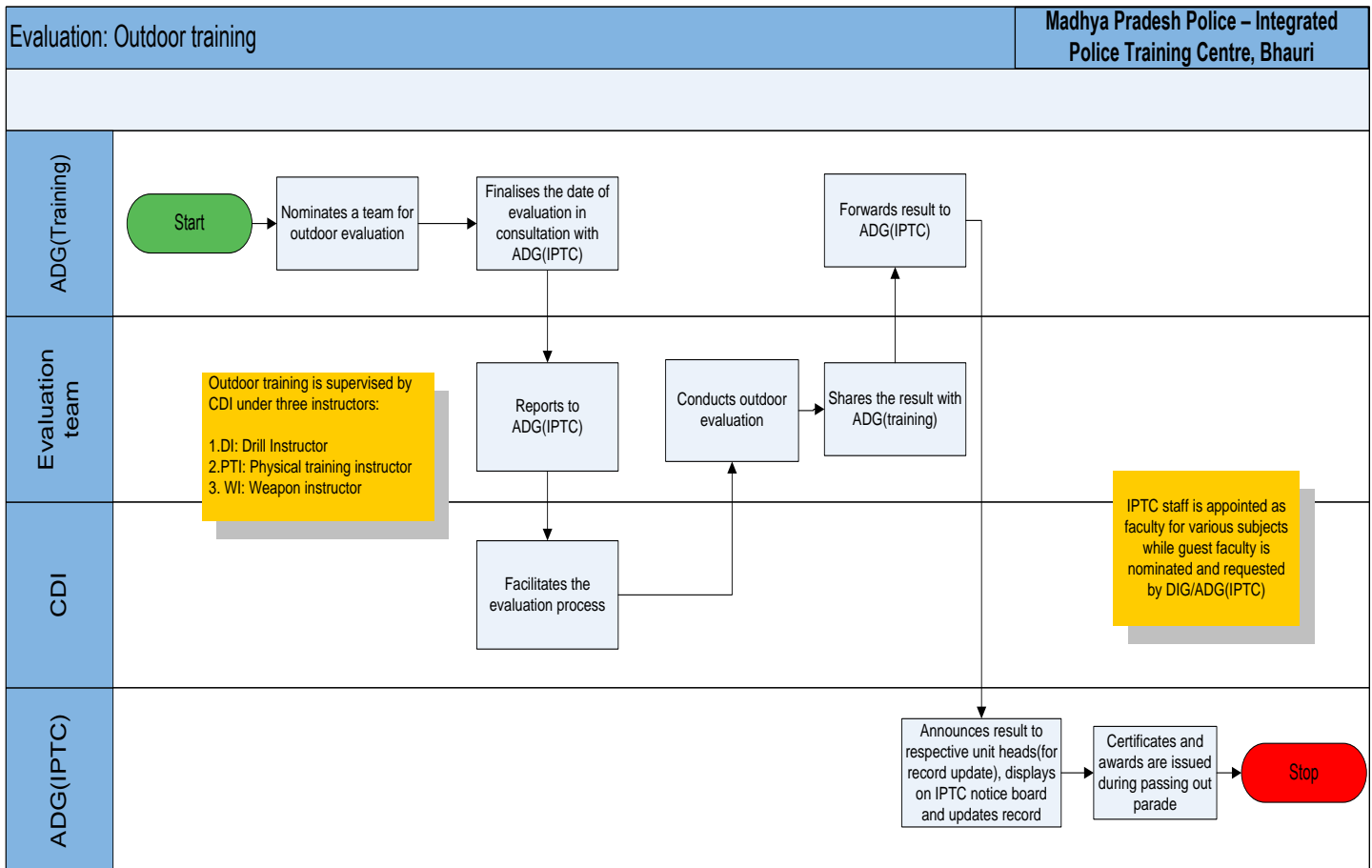
##### A. Process Summary

This is the process of evaluation of outdoor training of police personnel. The key actors of the process are trainee, CDI, evaluation team and ADG (Training).

##### B. SIPOC

| Supplier       | Input                    | Process        | Output           | Customer         |
|----------------|--------------------------|----------------|------------------|------------------|
| ADG (Training) | Nominations for training | As shown below | Outdoor training | Police personnel |

##### C. Process Map

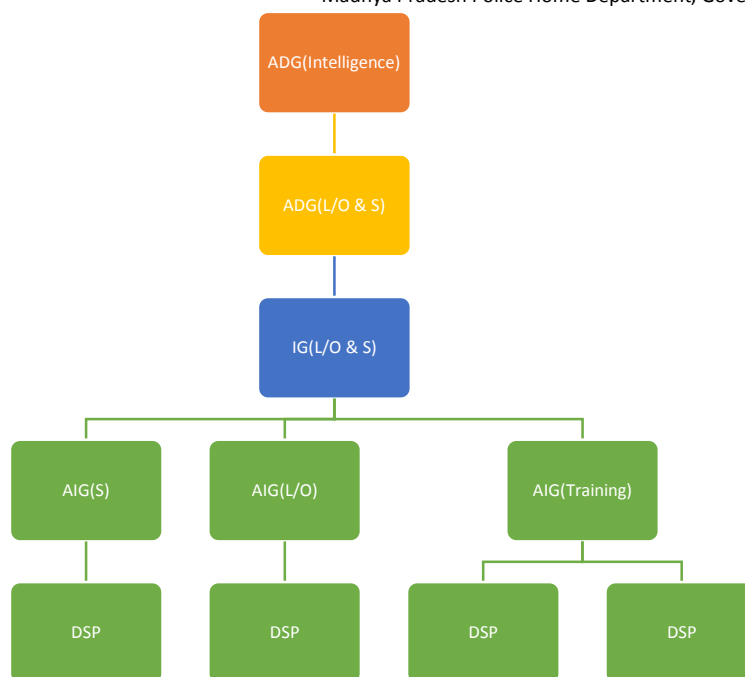


## D. Process Description

|  |                         |  |                    |
|--|-------------------------|--|--------------------|
| <b>Process Name:</b>   | <b>Outdoor Training</b> | <b>Branch/ Sub-Branch</b>                    | <b>IPTC Bhauri</b> |
| <b>Process Predecessor:</b>  | None                    | <b>Process successor :</b>                   | None               |
| <b>Process</b>   |                         |  |                    |
| <ul style="list-style-type: none"> <li>i) ADG (Training) nominates a team for outdoor evaluation and finalises the date of evaluation in consultation with ADG (IPTC).</li> <li>ii) Outdoor training is supervised by CDI under three instructors: <ul style="list-style-type: none"> <li>1. DI: Drill Instructor</li> <li>2. PTI: Physical training instructor</li> <li>3. WI: Weapon instructor</li> </ul> </li> <li>iii) Evaluation Team reports to ADG (IPTC).</li> <li>iv) CDI facilitates the evaluation process.</li> <li>v) Evaluation team conducts outdoor evaluation and shares the results with ADG (Training).</li> <li>vi) ADG (Training) forwards result to ADG (IPTC).</li> <li>vii) ADG (IPTC) announces result to respective unit heads (for record update), displays on IPTC notice board and updates record. Certificates and awards are issued during passing out parade.</li> <li>viii) IPTC staff is appointed as faculty for various subjects while guest faculty is nominated and requested by DIG/ADG(IPTC)</li> </ul> |                         |  |                    |
| <b>Policy Requirement</b>  |                         | GOP, Circulars, Police rules and regulations |                    |

## 5.8 Intelligence – Special Branch

### 5.8.1 Organisational Structure



## 5.8.2 Personnel Strength

| S. No. | Designation | Sanctioned | Available | Vacant |
|--------|-------------|------------|-----------|--------|
| 1      | ADG         | 1          | 1         |        |
| 2      | IG          |            |           |        |
| 3      | DIG         |            |           |        |
| 4      | AIG         |            |           |        |
| 5      | DSP         |            |           |        |
| 6      | Inspector   |            | 28        |        |
| 7      | SI          |            | 26        |        |
| 9      | ASI         |            | 29        |        |
| 10     | HC          |            | 37        |        |
| 11     | Const       |            | 68        |        |
| 12     | OS          |            | 4         |        |
| 13     | Reporter    |            | 4         |        |
| 14     | Steno       |            | 16        |        |
| 15     | Assistant   |            | 24        |        |
| 16     | Accountant  |            | 7         |        |
| 17     | SI(M)       |            | 43        |        |
| 18     | ASI(M)      |            | 39        |        |

### 5.8.3 IT Infrastructure

| S. No. | Equipment   | Quantity                    |
|--------|---|-----------------------------|
| 1      | Computer  | With internet connection    |
|        |   | Without internet connection |
| 2      | Printer   | Laser                       |
|        |   | Dot Matrix                  |
| 3      | Fax   | -                           |
| 4      | Photocopier   | -                           |
| 5      | Scanner   | -                           |
| 6      | Multifunction Printer (MFP)/ Multifunction Device (MFD) | 37                          |

### 5.8.4 As-Is Processes

#### 5.8.4.1 Law and order: Preparation of annual important events calendar

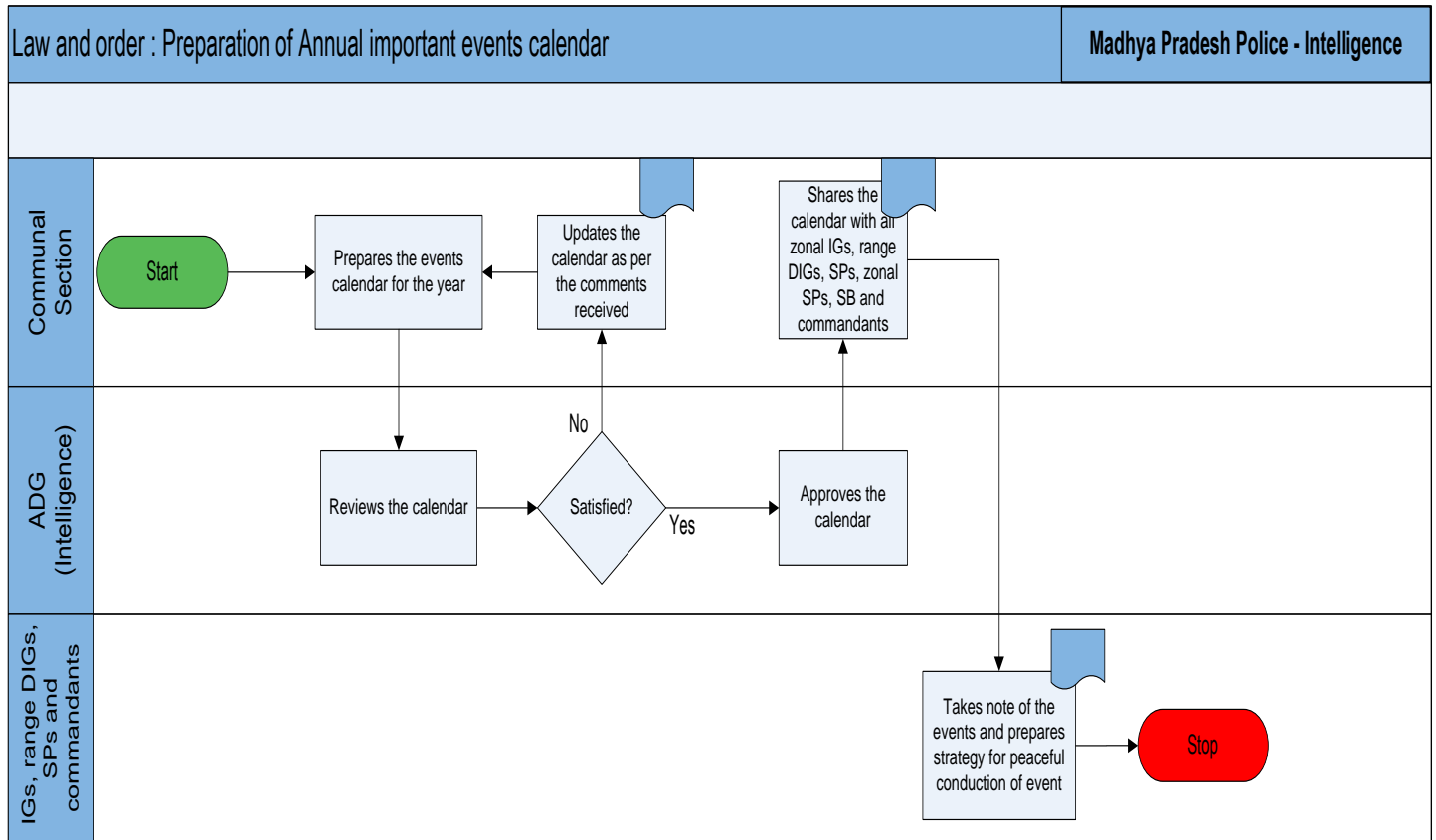
##### A. Process Summary

This is the process of preparation of annual important events calendar by Communal section. The key actors of the process are Communal section and ADG (Intelligence).

##### B. SIPOC

| Supplier         | Input          | Process        | Output                              | Customer                                       |
|------------------|----------------|----------------|-------------------------------------|--|
| Communal section | Draft Calendar | As shown below | Final/Approved L &O Calendar issued | All zonal IGs, range DIGs, SPs and commandants |

### C. Process Map



### D. Process Description

|  |   |                            |                     |
|--|---|----------------------------|---------------------|
| <b>Process Name:</b>   | <b>L&amp;O: Preparation of annual important events calendar</b> | <b>Branch/ Sub-Branch</b>  | <b>Intelligence</b> |
| <b>Process Predecessor:</b>  | None  | <b>Process successor :</b> | None                |
| <b>Process</b>   |   |                            |                     |
| i) The Communal section prepares the events calendar for the year.<br>ii) ADG (Intelligence) reviews the calendar if he is not satisfied, Communal section updates the calendar as per the comments received from ADG (Intelligence) and sends it again to ADG (Intelligence) for approval.<br>iii) If ADG (Intelligence) is satisfied with the calendar, he approves the calendar. Then Communal section shares the calendar with all zonal IGs, range DIGs, SPs, zonal SPs, SB and commandants.<br>iv) IGs, range DIGs, SPs and commandants takes note of the events and prepares strategy for peaceful conduction of event. |   |                            |                     |
| <b>Policy Requirement</b>  | GOP, Circulars, Police rules and regulations                    |                            |                     |

## 5.8.4.2 Intelligence

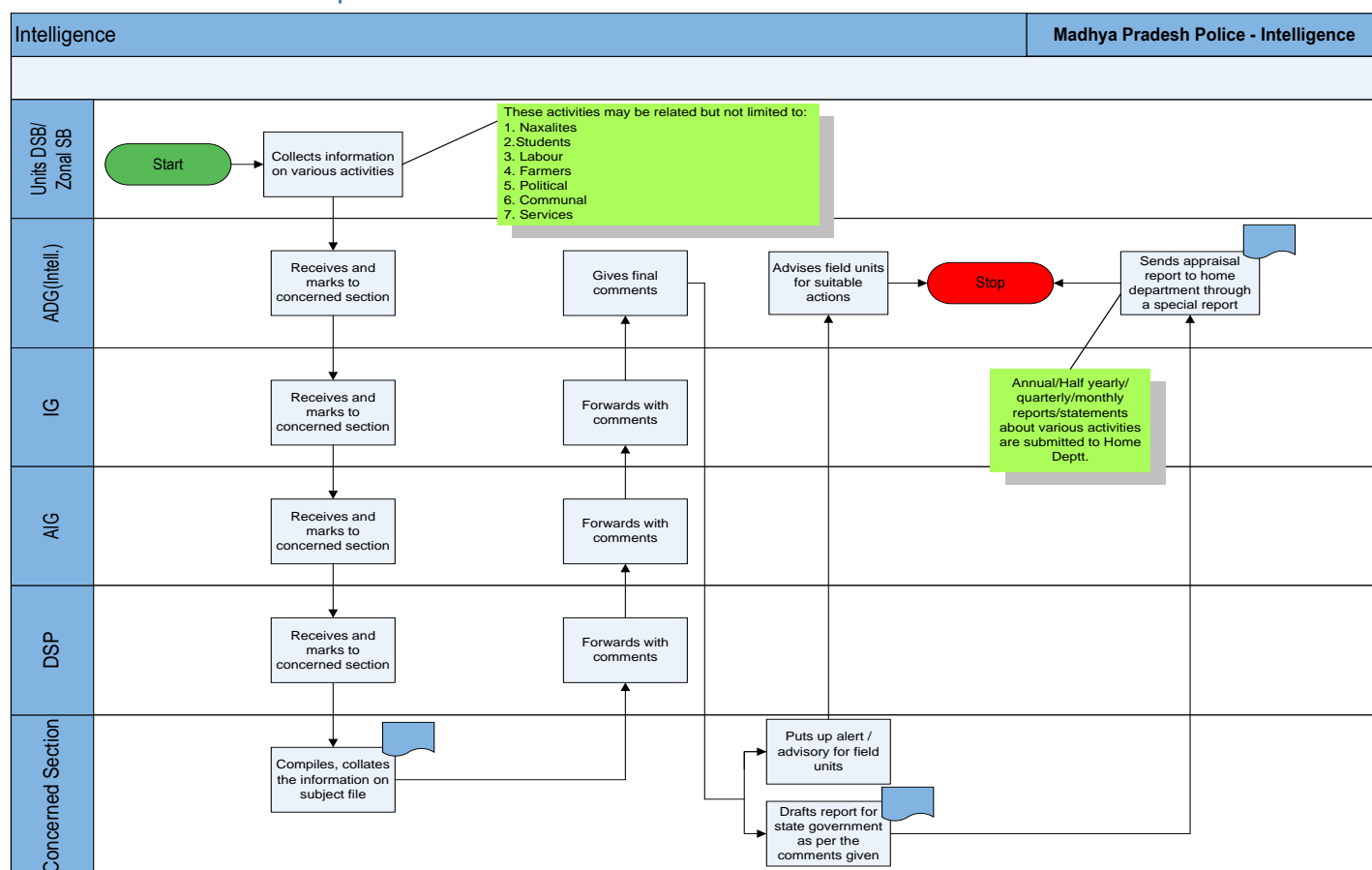
### A. Process Summary

This is the process of receiving information from various field units/DSB/Zonal SB and guiding filed units for suitable action on any incident/situation.

### B. SIPOC

| Supplier              | Input                                  | Process           | Output   | Customer                       |
|-----------------------|--|-------------------|--|--------------------------------|
| Units<br>DSB/Zonal SB | Important<br>information<br>from field | As shown<br>below | Suitable actions<br>based on the<br>incident/situation | Field<br>units/DSB/Zonal<br>SB |

### C. Process Map



## D. Process Description

|  |                     |  |                     |
|--|---------------------|--|---------------------|
| <b>Process Name:</b>   | <b>Intelligence</b> | <b>Branch/ Sub-Branch</b>                    | <b>Intelligence</b> |
| <b>Process Predecessor:</b>  | None                | <b>Process successor :</b>                   | None                |
| <b>Process</b>   |                     |  |                     |
| <ul style="list-style-type: none"> <li>i) The units DSB/Zonal SB collects information on various activities. These activities may be related but not limited to: Naxalites, Students, Labour, Farmers, Political, Communal and services etc.</li> <li>ii) ADG (Intelligence) receives this information and marks to concerned section.</li> <li>iii) IG receives the same and marks to concerned section.</li> <li>iv) AIG receives the same and marks to concerned section.</li> <li>v) DSP receives the same and marks to concerned section.</li> <li>vi) Concerned section compiles and collates the information on the subject file then DSP forwards it with comments to AIG.</li> <li>vii) AIG forwards it with his comments to IG.</li> <li>viii) IG forwards it with his comments to ADG (Intelligence) who gives the final comments and sends it to the concerned section.</li> <li>ix) The concerned section puts up alert /advisory for field units then ADG (Intelligence) advises field units for suitable actions.</li> <li>x) The concerned section also drafts report for state government as per the comments given. ADG (Intelligence) sends appraisal report to home department through a special report.</li> <li>xi) Annual/Half yearly/ quarterly/monthly reports/statements about various activities are submitted to Home Dept.</li> </ul> |                     |  |                     |
| <b>Policy Requirement</b>  |                     | GOP, Circulars, Police rules and regulations |                     |

### 5.8.4.3 Bullet-proof vehicle purchase

## A. Process Summary

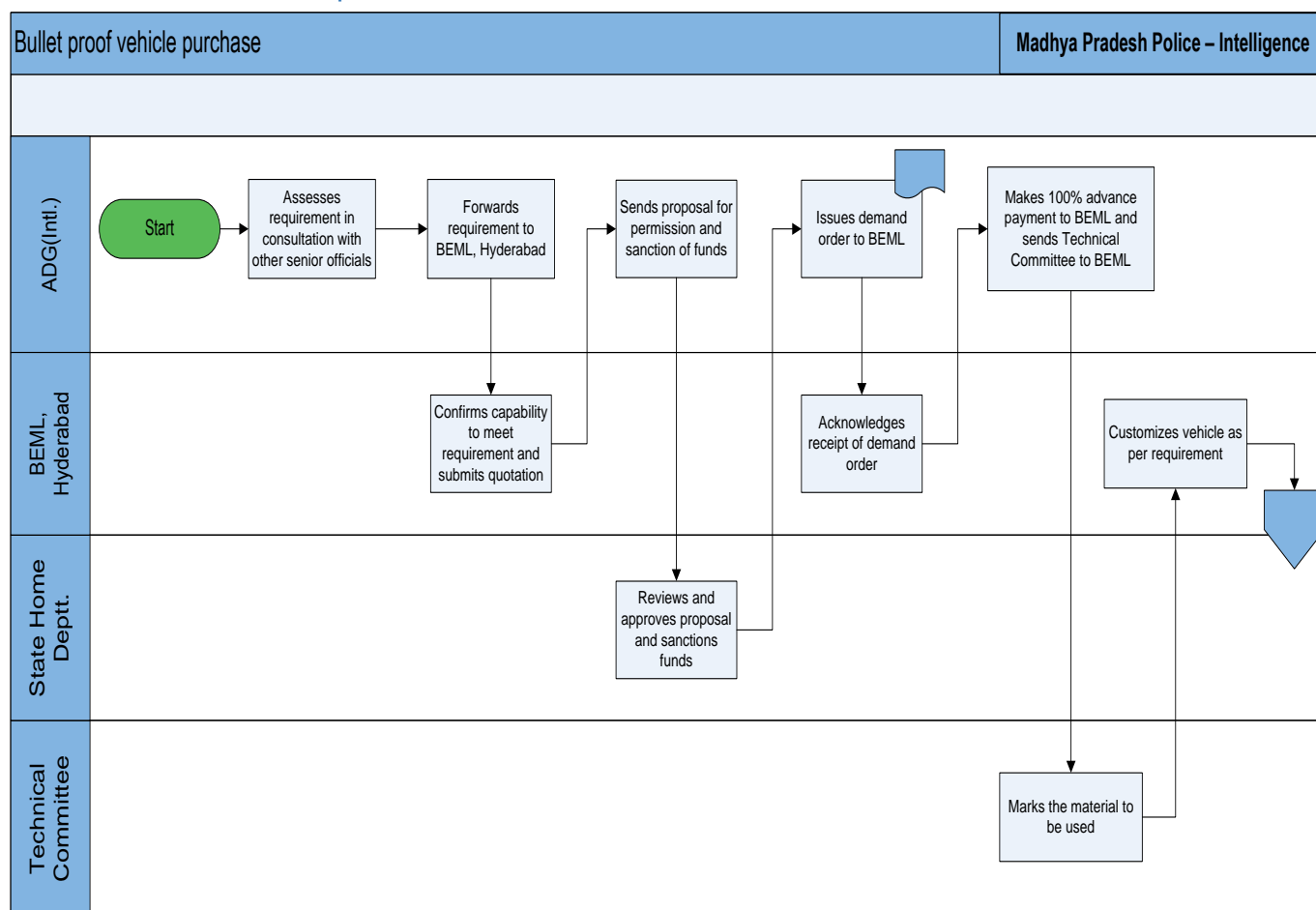
This is the process Bullet proof vehicle purchase by MP Police. The key actors of the process are ADG(Int.), Bharat Earth Movers Limited (Hyderabad), State Home Deptt and Technical Committee.

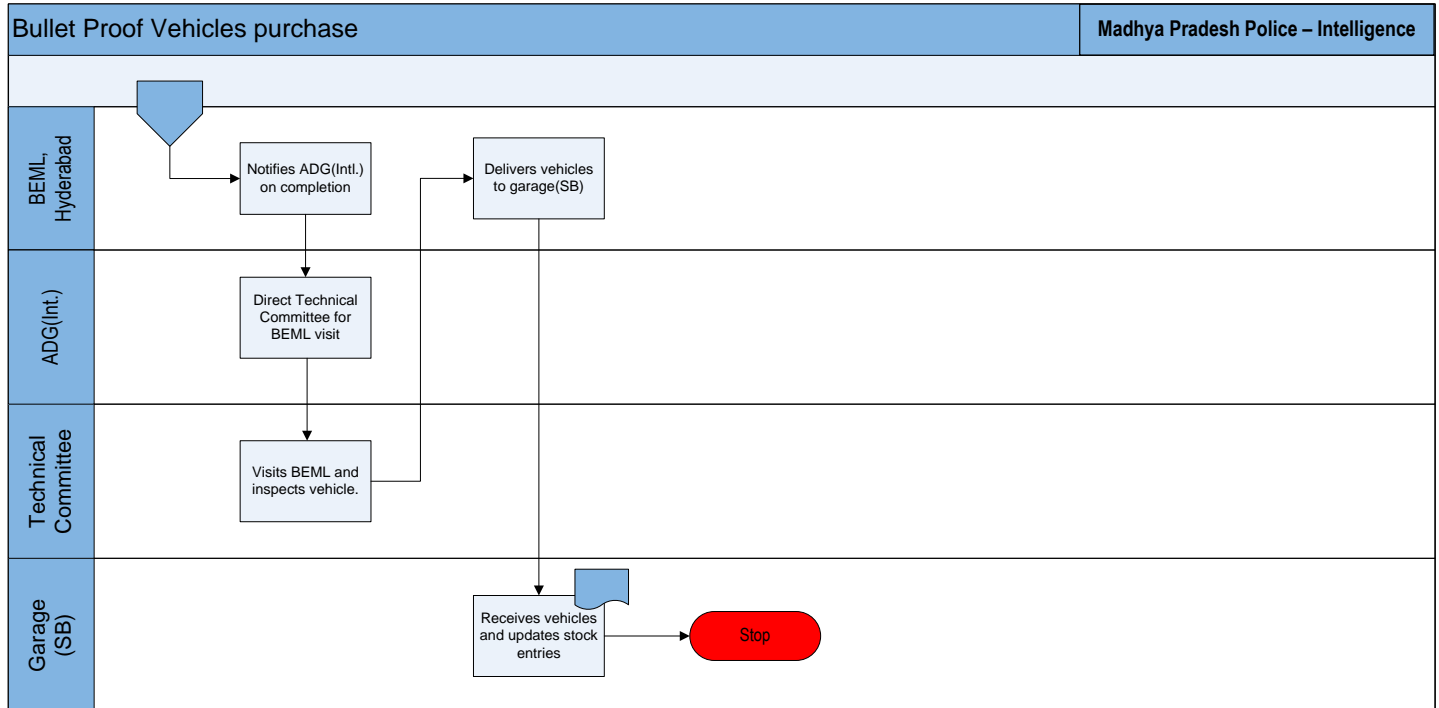


## B. SIPOC

| Supplier  | Input                                 | Process        | Output                               | Customer                  |
|-----------|---------------------------------------|----------------|--------------------------------------|---------------------------|
| ADG(Intl) | Requirement for bullet proof vehicles | As shown below | Procurement of bullet proof vehicles | Garage (SB), Police units |

## C. Process Map





#### D. Process Description

|  |                                |                            |              |
|--|--------------------------------|----------------------------|--------------|
| <b>Process Name:</b>   | Bullet Proof Vehicles purchase | <b>Branch/ Sub-Branch</b>  | Intelligence |
| <b>Process Predecessor:</b>  | None                           | <b>Process successor :</b> | None         |
| <b>Process</b>   |                                |                            |              |
| i) ADG(Intl.) assesses requirement in consultation with other senior officials and forwards requirement to BEML, Hyderabad.<br>ii) Bharat Earth Movers Limited (BEML), Confirms capability to meet requirement and submits quotation.<br>iii) ADG(Intl.) sends proposal for permission and sanction of funds to State Home Deptt through proper channel.<br>iv) Once sanction is provided, ADG(Intl.) issues demand order to BEML.<br>v) After BEML acknowledges receipt of Demand order, ADG(Intl) initiates 100% advance payment to BEML and sends Technical Committee to BEML<br>vi) The technical committee marks the material to be used.<br>vii) BEML customizes vehicle as per requirement and notifies ADG(Intl.) on completion. |                                |                            |              |

|   |  |
|---|--|
| viii) ADG(Int.) direct Technical Committee for BEML visit which inspects adherence to requirement.<br>ix) BEML delivers vehicles to Garage (SB).<br>x) Garage (SB) receives vehicles and updates stock entries. |  |
| <b>Policy Requirement</b>   | GOP, Circulars, Police rules and regulations |

#### 5.8.4.4 Bullet-proof armor purchase

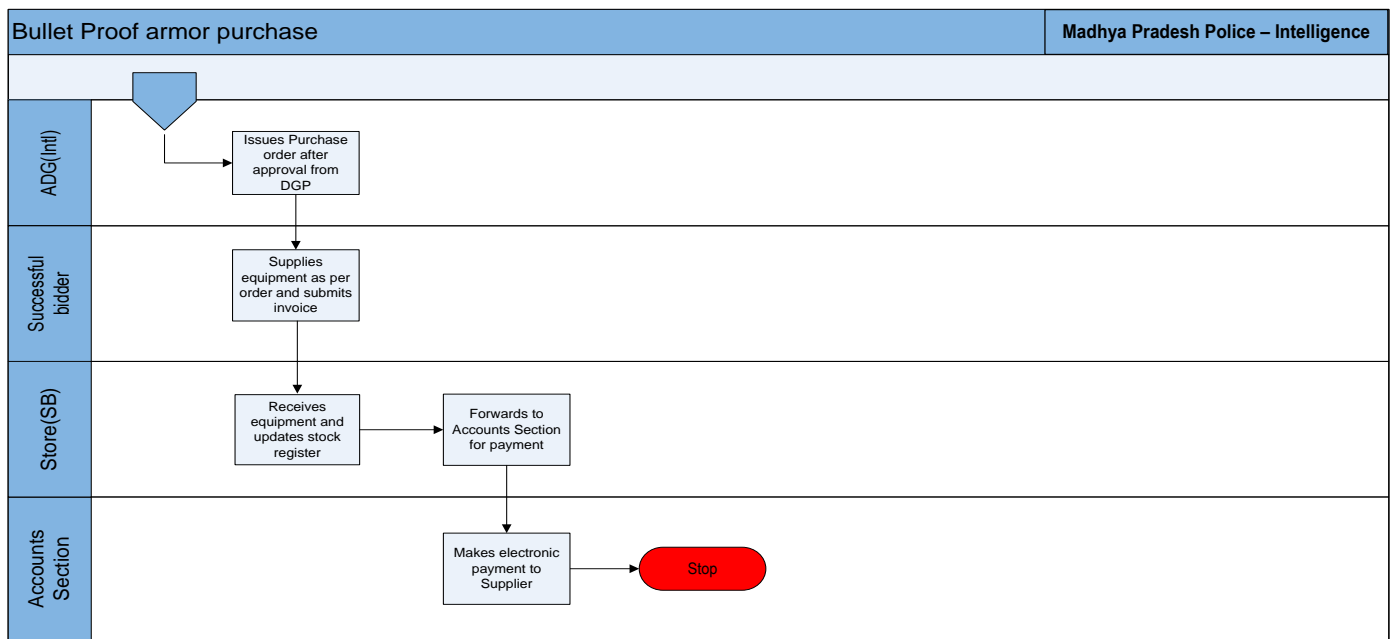
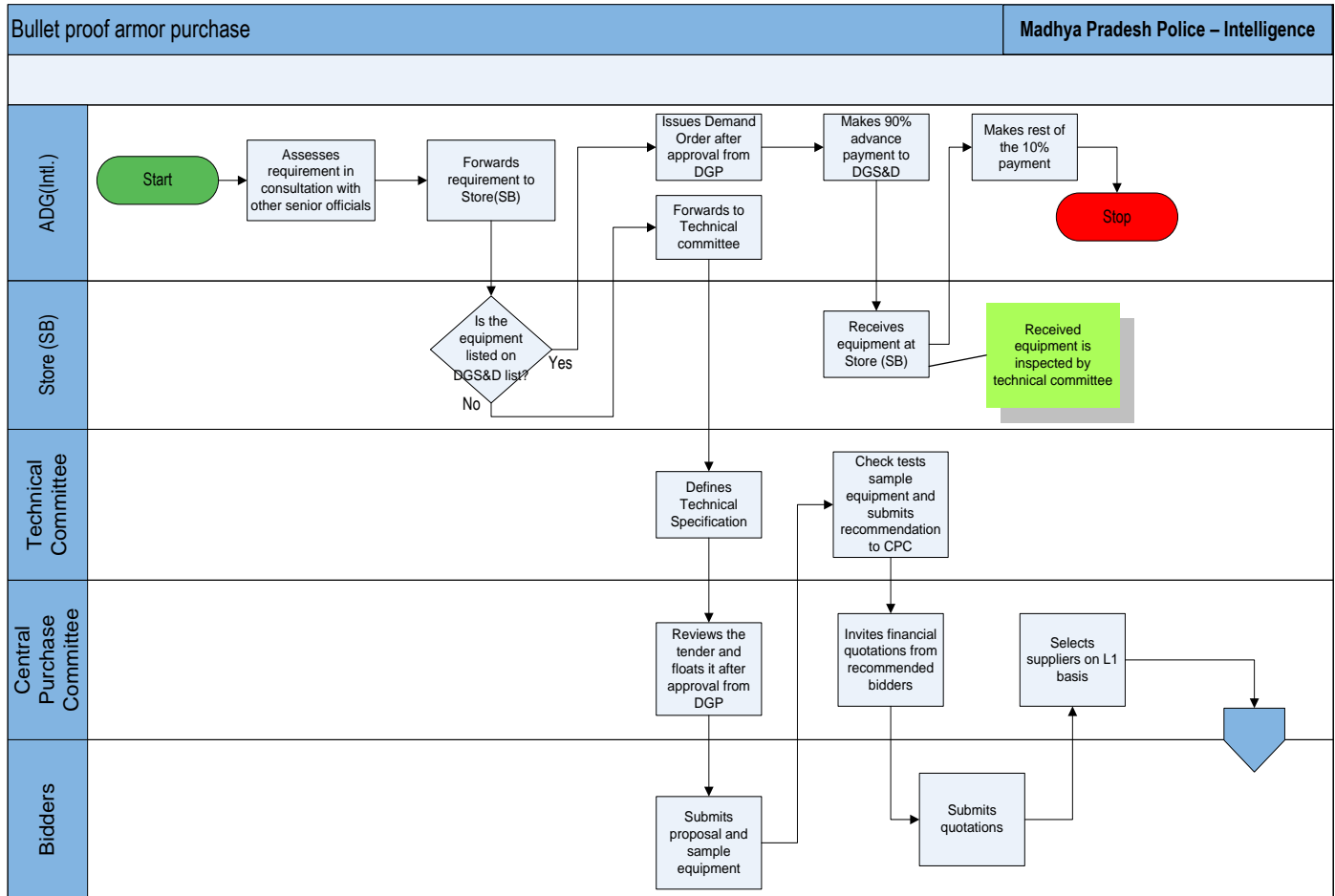
##### A. Process Summary

This is the process of purchase of bullet proof armor by MP Police. The key actors of the process are ADG (Int.), Store (SB), CPC, DGS&D and Bidders.

##### B. SIPOC

| Supplier  | Input                   | Process        | Output               | Customer               |
|-----------|-------------------------|----------------|----------------------|------------------------|
| ADG(Int.) | Need for armor purchase | As shown below | Procurement of armor | Police unit, Store(SB) |

### C. Process Map

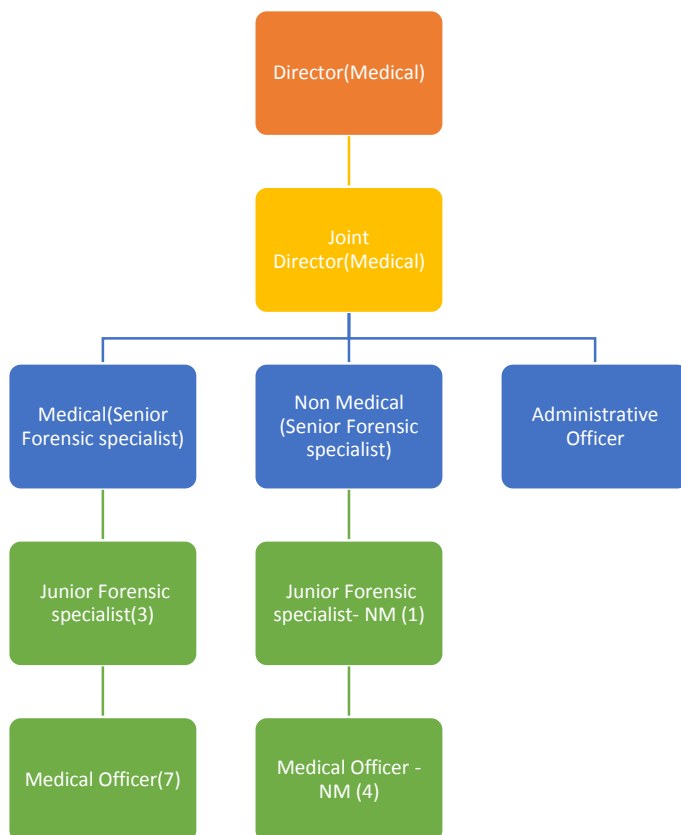


## D. Process Description

|   |                                    |  |              |
|---|------------------------------------|--|--------------|
| <b>Process Name:</b>  | <b>Bullet proof armor purchase</b> | <b>Branch/ Sub-Branch</b>                    | Intelligence |
| <b>Process Predecessor:</b>   | None                               | <b>Process successor :</b>                   | None         |
| <b>Process</b>  |                                    |  |              |
| <ul style="list-style-type: none"> <li>i) ADG(Int.) assesses requirement in consultation with other senior officials and forwards requirement to Store(SB)</li> <li>ii) Store(SB) checks DGS&amp;D website for availability of required equipment.</li> <li>iii) If equipment is provided by DGS&amp;D, ADG(Int.) issues Demand order after approval from DGP.</li> <li>iv) After DO is acknowledged by DGS&amp;D, ADG(Int.) 90% advance payment to DGS&amp;D.</li> <li>v) DGS&amp;D supplies required equipment to Store(SB) which updates its stock registers after verification by technical committee.</li> <li>vi) Once equipment has been entered into stock registers, ADG(Int.) initiates payment for remaining 10%.</li> <li>vii) If equipment is not provided by DGS&amp;D, ADG(Int.) forwards requirement to technical committee which defines technical specification.</li> <li>viii) CPC reviews the tender and floats it after approval from DGP</li> <li>ix) Bidders submits proposal and sample equipment.</li> <li>x) Technical Committee Check tests sample equipment and submits recommendation to CPC.</li> <li>xi) CPC invites financial quotations from recommended bidders and subsequently Selects suppliers on L1 basis</li> <li>xii) ADG(Int.) issues Purchase order to successful bidder after approval from DGP.</li> <li>xiii) Successful bidder supplies equipment as per order and submits invoice to Store(SB)</li> <li>xiv) Store(SB) receives equipment, updates stock register and forwards to Accounts Section for payment.</li> <li>xv) Account section makes electronic payment to Supplier.</li> </ul> |                                    |  |              |
| <b>Policy Requirement</b>   |                                    | GOP, Circulars, Police rules and regulations |              |

## 5.9 Medico Legal Institute

### 5.9.1 Organisational Structure



### 5.9.2 Personnel Strength

| S. No. | Designation                | Sanctioned | Available | Vacant |
|--------|----------------------------|------------|-----------|--------|
| 1      | Director                   | 1          | 1         | 0      |
| 2      | Joint Director             | 1          | 1         | 0      |
| 3      | Senior Forensic Specialist | 2          | 2         | 0      |
| 4      | Junior Forensic Specialist | 4          | 3         | 1      |
| 5      | Medical Officer            | 11         | 6         | 5      |

|    |                              |    |    |   |
|----|------------------------------|----|----|---|
| 6  | Administrative officer       | 1  | 1  | 0 |
| 7  | Office Superintendent        | 1  | 1  | 0 |
| 8  | Steno                        | 2  | 2  | 0 |
| 9  | Cashier                      | 1  | 0  | 1 |
| 10 | Store Keeper                 | 1  | 1  | 0 |
| 11 | Assistant                    | 2  | 2  | 0 |
| 12 | Photographer/ Artist         | 1  | 1  | 0 |
| 13 | Lab Technician               | 3  | 2  | 0 |
| 14 | Lab Assistant                | 4  | 4  | 0 |
| 15 | Driver                       | 1  | 1  | 0 |
| 16 | Lab Attendant                | 3  | 3  | 0 |
| 17 | Support staff (Sweeper etc.) | 14 | 12 | 2 |

### 5.9.3 IT Infrastructure

| S. No. | Equipment                   | Quantity                    |
|--------|-----------------------------|-----------------------------|
| 1      | Computer                    | With internet connection    |
|        |                             | Without internet connection |
| 2      | Printer                     | Laser                       |
|        |                             | Dot Matrix                  |
| 3      | Fax                         | -                           |
| 4      | Photocopier                 | 1                           |
| 5      | Scanner                     | -                           |
| 6      | Multifunction Printer (MFP) | 1                           |

### 5.9.4 As-Is Processes

#### 5.9.4.1 Medico legal case

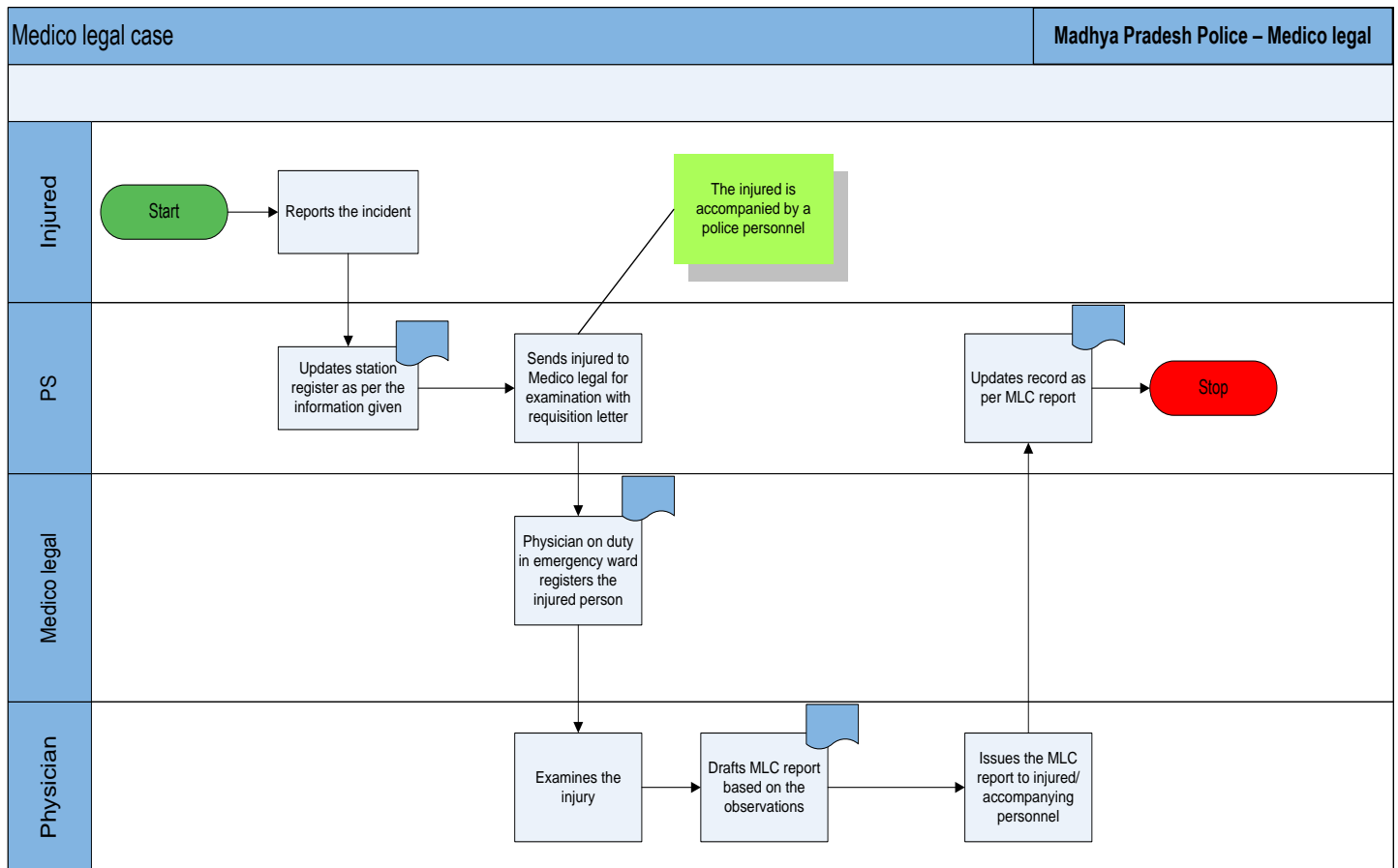
### A. Process Summary

This is the standard process followed in Medico legal case (MLC). These cases includes injury due to accidents, violence, crime etc. The key actors of the process are the Police station, injured person, Doctor.

### B. SIPOC

| Supplier                               | Input                 | Process           | Output     | Customer                          |
|--|-----------------------|-------------------|------------|-----------------------------------|
| Injured person/<br>police<br>personnel | Requisition<br>letter | As shown<br>below | MLC report | Police station,<br>injured person |

### C. Process Map



### D. Process Description



|  |                          |  |                     |
|--|--------------------------|--|---------------------|
| <b>Process Name:</b>   | <b>Medico Legal Case</b> | <b>Branch/ Sub-Branch</b>                    | <b>Medico Legal</b> |
| <b>Process Predecessor:</b>  | None                     | <b>Process successor :</b>                   | None                |
| <b>Process</b>   |                          |  |                     |
| i) The injured person reports the incident at the police station.<br>ii) The police station updates the station register as per the information given by the injured person.<br>iii) The police station sends the injured person to the medico legal section with a requisition letter. The injured person is accompanied by a police personnel during this time.<br>iv) The physician on duty at the emergency ward registers the injured person at medico legal section.<br>v) The physician examines the injury, drafts MLC report base on the observations and issues the MLC report to injured/accompanying personnel.<br>vi) The police station updates the record as per the MLC report.<br>vii) Injured person may directly go/taken for treatment and MLC report to the hospital. In such cases, requisition letter is not required. Although the hospital shall informed the concerned police station. |                          |  |                     |
| <b>Policy Requirement</b>  |                          | GOP, Circulars, Police rules and regulations |                     |

#### 5.9.4.2 Post Mortem (PM) Report

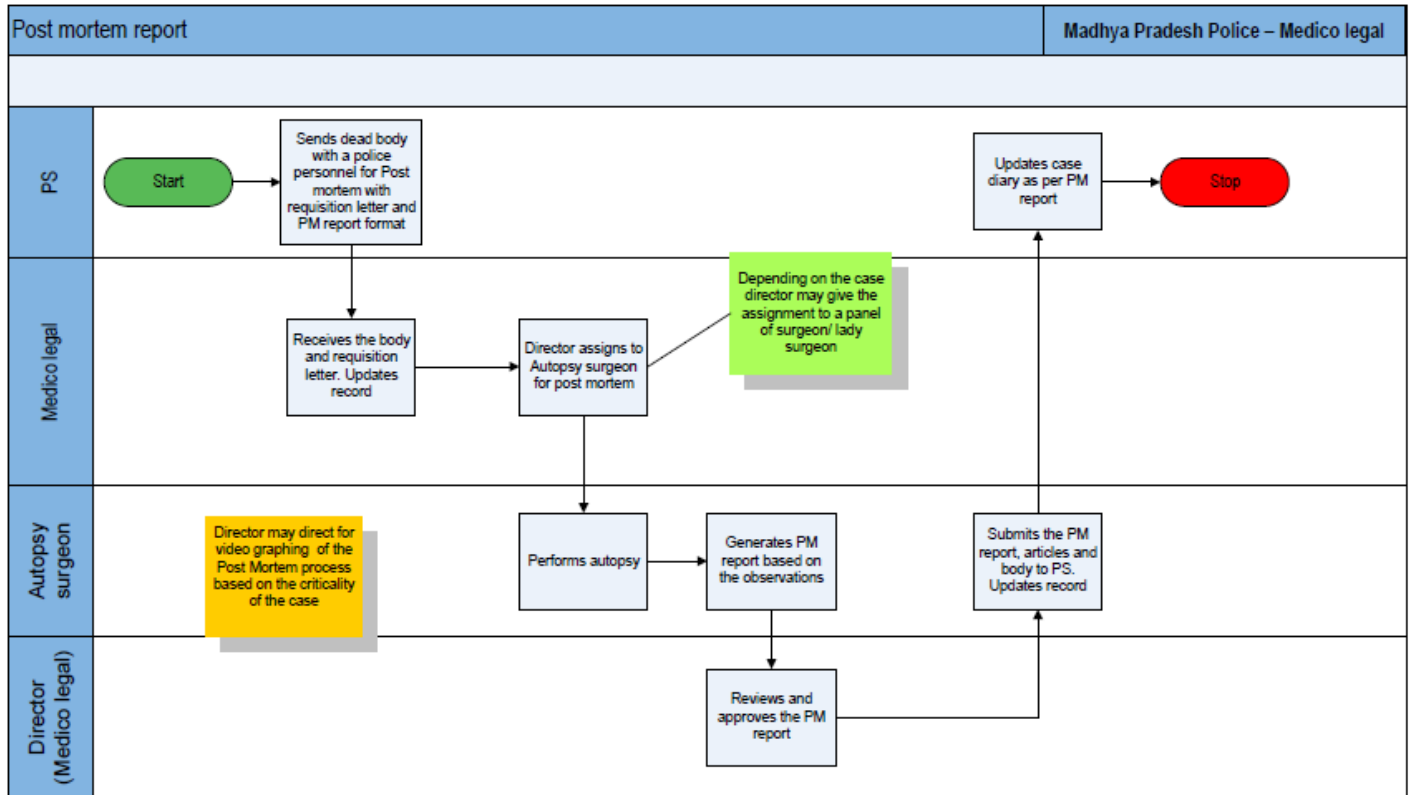
##### A. Process Summary

It is the process of post mortem performed by medico-legal to identify the potential reasons of death. The key actors of the process are Police unit and autopsy surgeon.

##### B. SIPOC

| Supplier       | Input     | Process        | Output    | Customer                             |
|----------------|-----------|----------------|-----------|--------------------------------------|
| Police Station | Dead Body | As shown below | PM report | Police station, Medico legal section |

### C. Process Map



### D. Process Description

|  |                  |                            |                     |
|--|------------------|----------------------------|---------------------|
| <b>Process Name:</b>   | <b>PM report</b> | <b>Branch/ Sub-Branch</b>  | <b>Medico Legal</b> |
| <b>Process Predecessor:</b>  | None             | <b>Process successor :</b> | None                |
| <b>Process</b>   |                  |                            |                     |
| <p>i) Police station sends the dead body with a police personnel for post mortem with requisition letter and PM report format.</p> <p>ii) Medico legal section receives the body and requisition letter and updates the record. Medico legal Director assigns an Autopsy surgeon for post mortem.</p> <p>iii) Depending upon the case the director may give the case to a panel of surgeon or lady surgeon.</p> <p>iv) The autopsy surgeon performs the autopsy, generates PM report based on the observations.</p> <p>v) The director reviews and approves the PM report then autopsy surgeon submits the PM report, articles, body to police station and updates the record.</p> |                  |                            |                     |

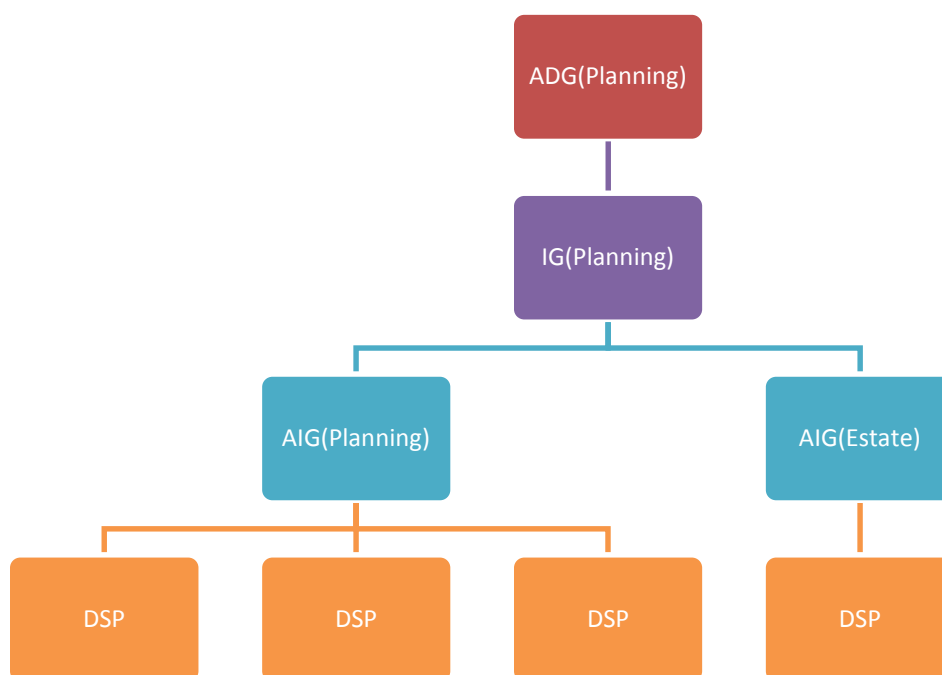
vi) The police station updates the case diary as per PM report.

**Policy Requirement**

GOP, Circulars, Police rules and regulations

## 5.10 Planning

### 5.10.1 Organisational Structure



### 5.10.2 Personnel Strength

| S. No. | Designation      | Sanctioned | Available | Vacant |
|--------|------------------|------------|-----------|--------|
| 1      | ADG              | 1          | 1         | -      |
| 2      | IG               | 1          | 1         | -      |
| 3      | DIG              |            |           |        |
| 4      | AIG              | 2          | 2         | -      |
| 5      | DSP              | 3          | 3         | 3      |
|        | Senior Librarian | 1          | 1         | -      |
| 6      | Inspector        | 1          | 1         |        |

|    |                       |    |    |    |
|----|-----------------------|----|----|----|
| 7  | Office Superintendent | 5  | 3  | 2  |
| 8  | Assistant OS          | 2  | 2  | -  |
| 9  | Subedar               | 9  | 9  | -  |
|    | Accountant            | 6  | 2  | 4  |
|    | SI(M)                 | 16 | 13 | 3  |
|    | ASI(M)                | 28 | 17 | 11 |
| 9  | HC                    | 3  | 1  | 2  |
| 10 | Const                 | 3  | 2  | 1  |

### 5.10.3 IT Infrastructure

| S. No. | Equipment   | Quantity                    |
|--------|---|-----------------------------|
| 1      | Computer  | With internet connection    |
|        |   | Without internet connection |
| 2      | Printer   | Laser                       |
|        |   | Dot Matrix                  |
| 3      | Fax   | -                           |
| 4      | Photocopier   | 3                           |
| 5      | Scanner   | -                           |
| 6      | Multifunction Printer (MFP)/ Multifunction Device (MFD) | 8                           |

### 5.10.4 As-Is Processes

#### 5.10.4.1 Budgeting

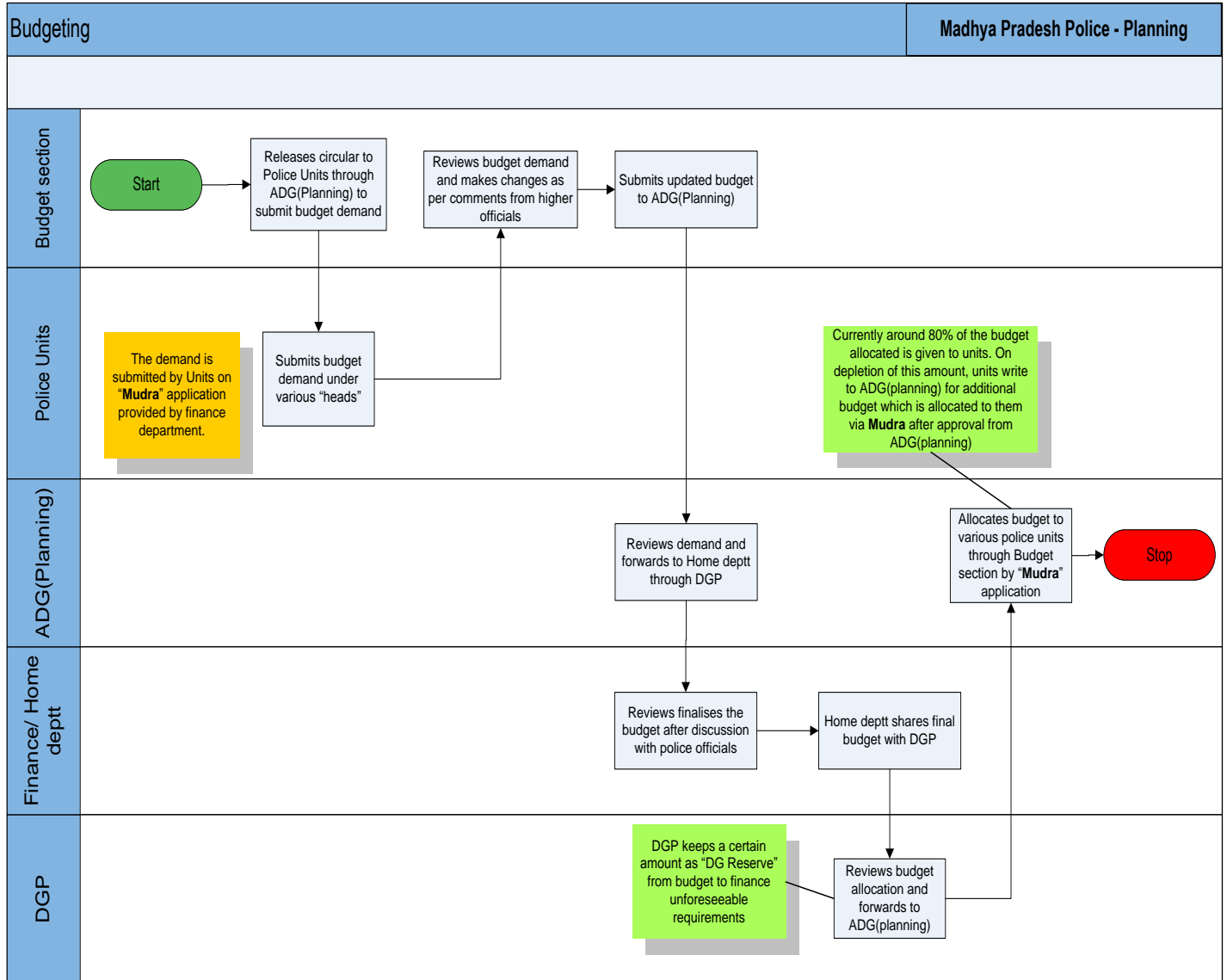
#### A. Process Summary

This is the process of preparation of budget by the Planning Branch. The key actors of the process are the budget section of Planning Branch, All Police Units, ADG (Planning), DGP and Home Department.

#### B. SIPOC

| Supplier | Input  | Process        | Output            | Customer                            |
|----------|--------|----------------|-------------------|-------------------------------------|
| Units    | Demand | As shown below | Budget allocation | Budget section,<br>All Police Units |

### C. Process Map



### D. Process Description

|   |                  |                            |                 |
|---|------------------|----------------------------|-----------------|
| <b>Process Name:</b>  | <b>Budgeting</b> | <b>Branch/ Sub-Branch</b>  | <b>Planning</b> |
| <b>Process Predecessor:</b>   | None             | <b>Process successor :</b> | None            |
| <b>Process</b>  |                  |                            |                 |
| i) The budget section releases circular to the unit through ADG (Planning) to submit budget demand. |                  |                            |                 |

- ii) Units submit the budget demand under various “heads” using the “Mudra” application provided by finance department.
- iii) The budget section reviews the demand and makes changes as per comments from higher officials and submits updated budget to ADG (Planning)
- iv) ADG (Planning) reviews demand and forwards to Home department through DGP.
- v) Finance/ Home department review and finalize the budget after discussion with police officials
- vi) Home department shares final budget with the DGP.
- vii) DGP reviews the budget allocation and forwards to ADG (Planning). DGP keeps a certain amount as “DG Reserve” from budget to finance unforeseeable requirements.
- viii) ADG (Planning) allocates budget to various police units through budget section by “Mudra” application
- ix) Currently around 80% of the budget allocated is given to police units. On depletion of this amount, units write to ADG (Planning) for additional budget which is allocated to them via “Mudra” after approval from ADG (Planning).

|                           |  |
|---------------------------|--|
| <b>Policy Requirement</b> | GOP, Circulars, Police rules and regulations |
|---------------------------|--|

#### 5.10.4.2 Creation of New Posts

##### A. Process Summary

This is the process of assessment of vacant posts for the police personnel in the Department. The key actors of the process are Police Units, ADG (Planning), DGP and Home department.

##### B. SIPOC

| Supplier | Input                            | Process        | Output                                       | Customer                          |
|----------|----------------------------------|----------------|--|-----------------------------------|
| Units    | Demand for creation of new posts | As shown below | Sanction for recruitment of police personnel | DGP, ADG (Planning), Police units |



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- iv) ADG (Planning) reviews the demand for post creation. If ADG (Planning) has a concern/ query on a particular demand, the unit is informed by the planning section about the same.
- v) Once ADG (Planning) gives his concurrence on the demand, it is forwarded to DGP.
- vi) The DGP forwards it to the Home department after review.
- vii) The Home department reviews the demand and finalizes the sanctioned posts and sends back to the DGP.
- viii) DGP forwards the sanctioned posts details to ADG (Planning).
- ix) ADG (Planning) allocates the sanctioned posts to police units.
- x) The planning section informs the police units and updates the records.
- xi) The recruitment is done by the Recruitment and Selection Branch with support from Police units based on the sanctioned posts.

|                           |  |
|---------------------------|--|
| <b>Policy Requirement</b> | GOP, Circulars, Police Rules and Regulations |
|---------------------------|--|

#### 5.10.4.3 Sanction of new police station

##### A. Process Summary

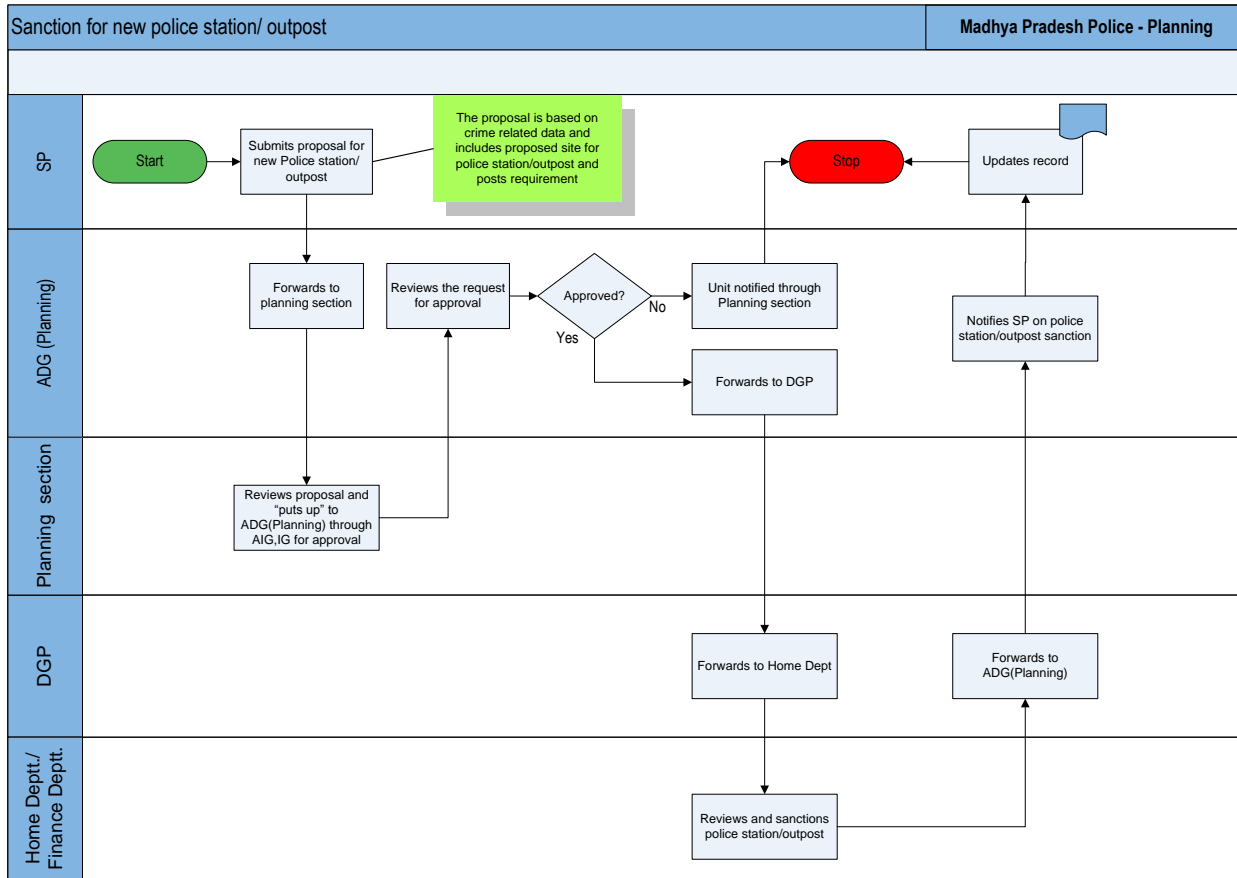
This is the process of sanction of new police station. The key actors of the process are SP, ADG (Planning), DGP and Home department.

##### B. SIPOC

| Supplier | Input                           | Process        | Output                          | Customer              |
|----------|---------------------------------|----------------|---------------------------------|-----------------------|
| SP       | Proposal for new Police Station | As shown below | Sanction for new police station | Concerned Police Unit |



## C. Process Map



## D. Process Description

|  |  |                            |          |
|--|--|----------------------------|----------|
| <b>Process Name:</b>   | <b>Sanction for new police station/outpost</b> | <b>Branch/ Sub-Branch</b>  | Planning |
| <b>Process Predecessor:</b>  | None   | <b>Process successor :</b> | None     |
| <b>Process</b>   |  |                            |          |
| <p>i) SP submit proposal for creation of new police station/ outpost to ADG (Planning).</p> <p>ii) The proposal is based on crime related data and includes proposed site for police station/outpost and posts requirement</p> <p>iii) The planning section collates and reviews the proposal and puts up to ADG (Planning) through AIG, IG for sanction.</p> <p>iv) ADG (Planning) reviews the proposal. If ADG (Planning) has a concern/ query on the proposal, concerned SP is informed by the planning section about the same.</p> |  |                            |          |

|   |  |
|---|--|
| v) Once ADG (Planning) gives his concurrence on the proposal, it is forwarded to DGP.<br>vi) The DGP forwards it to the Home department after review.<br>vii) The Home department reviews the proposal and sanctions the new police station/<br>outpost and sends back to the DGP.<br>viii) DGP forwards the sanctioned police station/ out post details to ADG (Planning).<br>ix) ADG (Planning) notifies SP on police station/outpost sanction<br>x) SP takes the sanction on record. |  |
| <b>Policy Requirement</b>   | GOP, Circulars, Police Rules and Regulations |

#### 5.10.4.4 Tender Evaluation

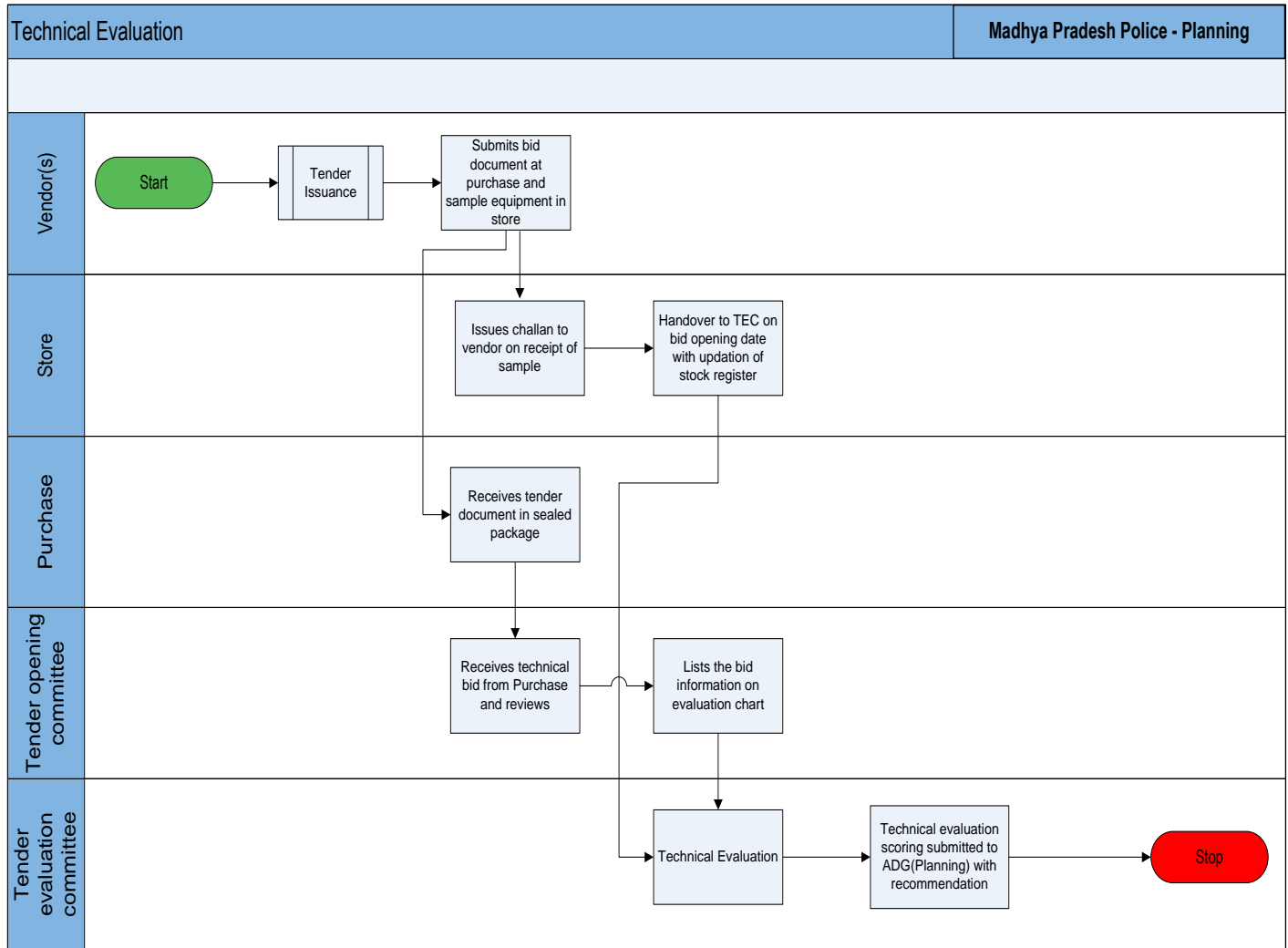
##### A. Process Summary

This is the process of Tender evaluation for selection of the vendor/ supplier. The key actors of the process are technical evaluation committee, Vendor, Store and Purchase Section.

##### B. SIPOC

| Supplier | Input        | Process        | Output               | Customer      |
|----------|--------------|----------------|----------------------|---------------|
| Vendor   | Bid document | As shown below | Technical evaluation | ADG(Planning) |

### C. Process Map



### D. Process Description

|  |                             |                            |                 |
|--|-----------------------------|----------------------------|-----------------|
| <b>Process Name:</b>   | <b>Technical Evaluation</b> | <b>Branch/ Sub-Branch</b>  | <b>Planning</b> |
| <b>Process Predecessor:</b>  | Tender Issuance             | <b>Process successor :</b> | None            |
| <b>Process</b>   |                             |                            |                 |
| i) Vendor submits the bid document in sealed package to the purchase section and the sample equipment to the store.<br>ii) Store issues a challan to the vendor on receipt of the sample equipment which is handed over to technical evaluation committee by the store on the bid opening date with updating the stock register. |                             |                            |                 |

- iii) The tender opening committee receives the technical specifications from the purchase section and reviews it. The information is listed on the evaluation chart.
- iv) The technical evaluation committee performs the technical evaluation and submits the technical evaluation score to ADG (Planning) with recommendation.

**Policy Requirement**

GOP, Circulars, Police Rules and Regulations

**5.10.4.5 Tender issuance**

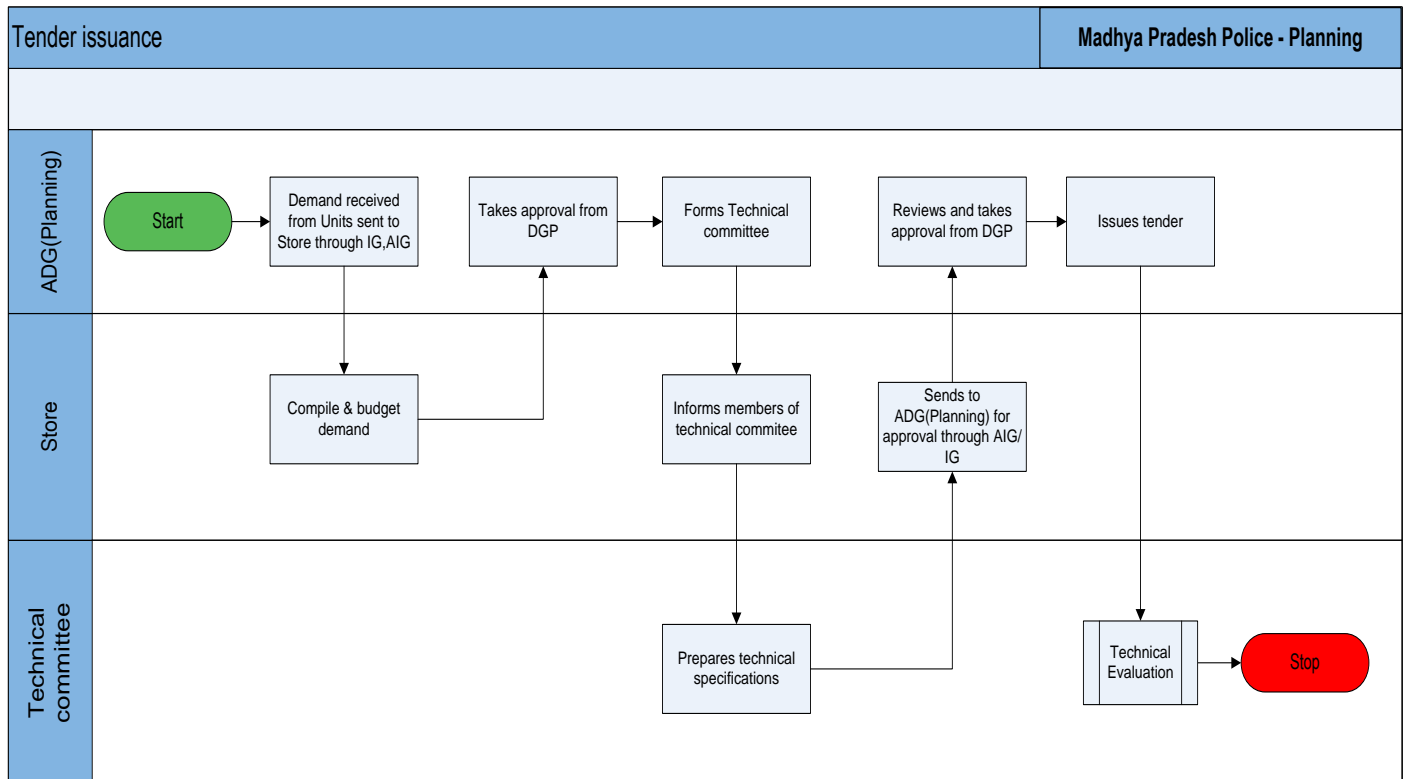
**A. Process Summary**

This is the process of issuance of tender for the purchase of equipment. The key actors of the process are ADG (Planning.), Store and the Technical Committee.

**B. SIPOC**

| Supplier    | Input  | Process        | Output          | Customer            |
|-------------|--------|----------------|-----------------|---------------------|
| Field units | Demand | As shown below | Tender issuance | Technical committee |

**C. Process Map**

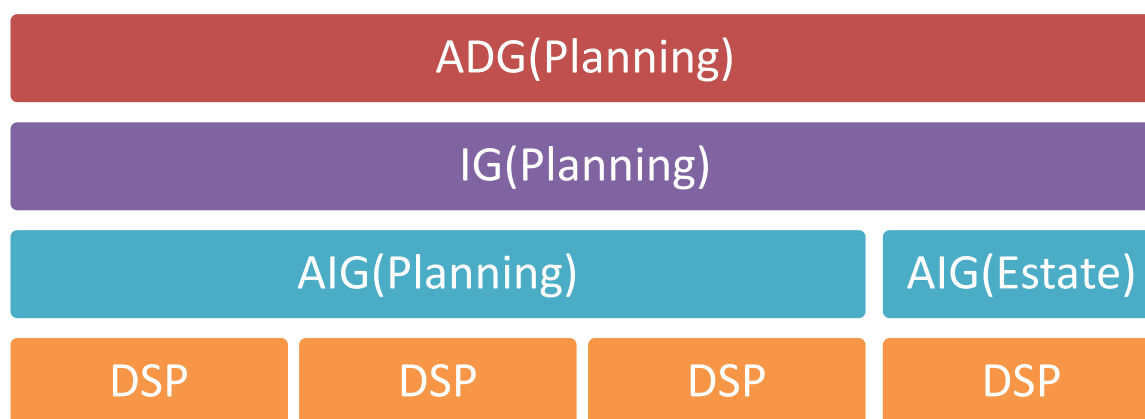


## D. Process Description

|   |                        |  |                      |
|---|------------------------|--|----------------------|
| <b>Process Name:</b>  | <b>Tender issuance</b> | <b>Branch/ Sub-Branch</b>                    | <b>Planning</b>      |
| <b>Process Predecessor:</b>   | None                   | <b>Process successor :</b>                   | Technical Evaluation |
| <b>Process</b>  |                        |  |                      |
| i) ADG (Planning) sends the demand received from the field unit, SB to store through IG, AIG.<br>ii) The store compiles and budget the demand.<br>iii) ADG (Planning) takes approval from the DGP and forms a technical committee.<br>iv) Store informs the members of the technical committee.<br>v) The technical committee prepares technical specifications.<br>vi) The store sends the technical specifications to ADG (Planning) through AIG, IG for approval.<br>vii) ADG (Planning) reviews the same and takes approval from the DGP and finally issues the tender. |                        |  |                      |
| <b>Policy Requirement</b>   |                        | GOP, Circulars, Police rules and regulations |                      |

## 5.11 Planning – Estate

### 5.11.1 Organisational Structure



### 5.11.2 Personnel Strength

Below information is for the complete Planning branch.

| S. No. | Designation           | Sanctioned | Available | Vacant |
|--------|-----------------------|------------|-----------|--------|
| 1      | ADG                   | 1          | 1         | -      |
| 2      | IG                    | 1          | 1         | -      |
| 3      | DIG                   |            |           |        |
| 4      | AIG                   | 2          | 2         | -      |
| 5      | DSP                   | 3          | 3         | 3      |
|        | Senior Librarian      | 1          | 1         | -      |
| 6      | Inspector             | 1          | 1         |        |
| 7      | Office Superintendent | 5          | 3         | 2      |
| 8      | Assistant OS          | 2          | 2         | -      |
| 9      | Subedar               | 9          | 9         | -      |
|        | Accountant            | 6          | 2         | 4      |
|        | SI(M)                 | 16         | 13        | 3      |
|        | ASI(M)                | 28         | 17        | 11     |
| 9      | HC                    | 3          | 1         | 2      |
| 10     | Const                 | 3          | 2         | 1      |

### 5.11.3 IT Infrastructure

This information is for the whole Planning Branch.

| S. No. | Equipment   | Quantity                    |
|--------|---|-----------------------------|
| 1      | Computer  | With internet connection    |
|        |   | Without internet connection |
| 2      | Printer   | Laser                       |
|        |   | Dot Matrix                  |
| 3      | Fax   | -                           |
| 4      | Photocopier   | 3                           |
| 5      | Scanner   | -                           |
| 6      | Multifunction Printer (MFP)/ Multifunction Device (MFD) | 8                           |

## 5.11.4 As-Is Processes

### 5.11.4.1 Petty Construction and Repair (PC&R)

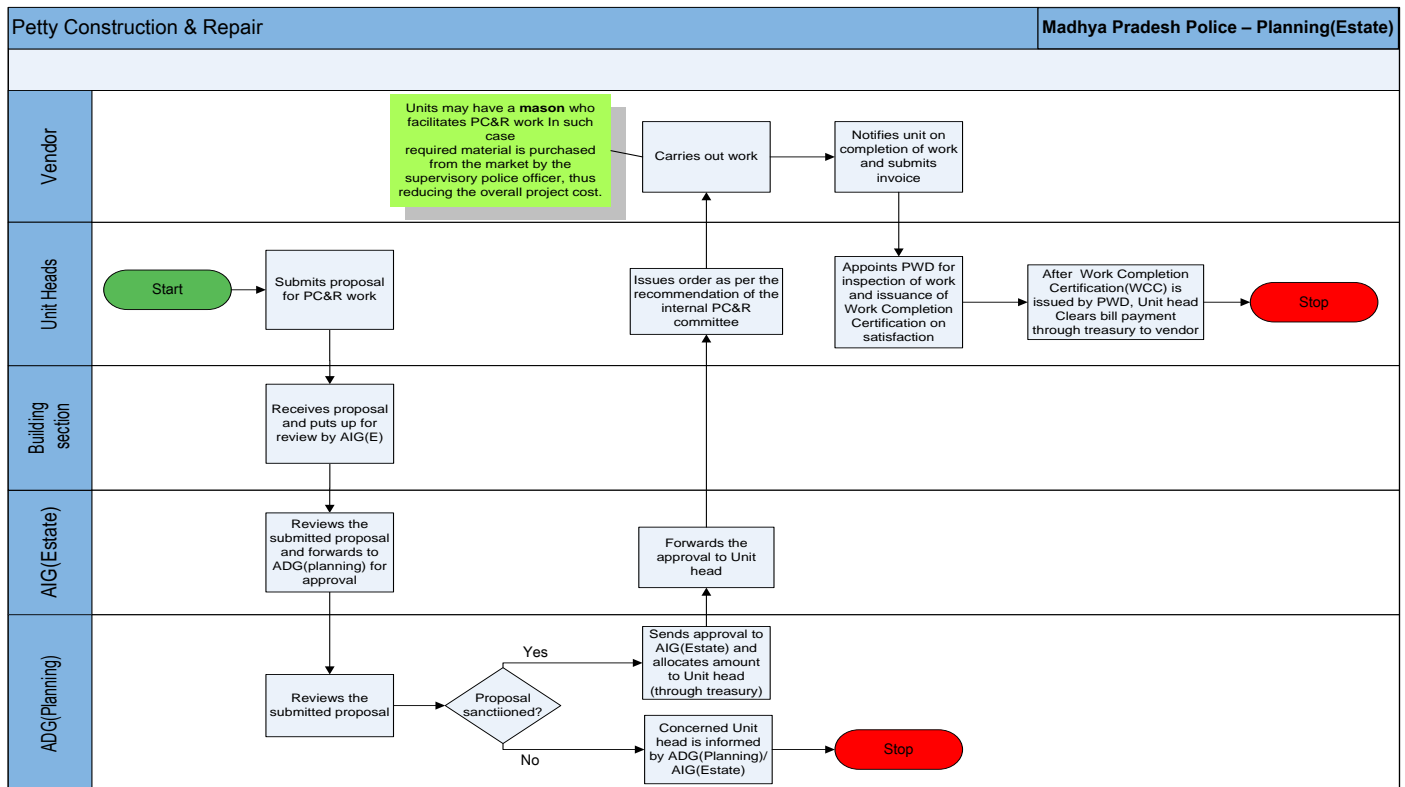
#### A. Process Summary

This is the process related to construction and repair work undertaken by MP Police units under the PC&R head. The key actors of the process are ADG (Planning), AIG (Estate), Building section and police units.

#### B. SIPOC

| Supplier          | Input                 | Process        | Output               | Customer     |
|-------------------|-----------------------|----------------|----------------------|--------------|
| Police Unit Heads | PC&R project proposal | As shown below | PC&R work completion | Police units |

#### C. Process Map



## D. Process Description

|   |      |  |                   |
|---|------|--|-------------------|
| <b>Process Name:</b>  | PC&R | <b>Branch/ Sub-Branch</b>                    | Planning – Estate |
| <b>Process Predecessor:</b>   | None | <b>Process successor :</b>                   | None              |
| <b>Process</b>  |      |  |                   |
| <ul style="list-style-type: none"> <li>i) Unit heads submit proposal for PC&amp;R work. The proposal reaches Building section for putting up.</li> <li>ii) AIG(E) reviews the proposal and upon satisfaction forwards to ADG(Planning) for approval.</li> <li>iii) In case the proposal not sanctioned by ADG(Planning), the concerned unit head is informed accordingly.</li> <li>iv) In case the proposal is sanctioned by ADG(Planning), AIG(E) is informed of the same and related funds are transferred to the Unit under PC&amp;R head.</li> <li>v) AIG(E) informs the concerned unit head on proposal approval.</li> <li>vi) Concerned Unit head directs the unit PC&amp;R committee for selection of vendor for the project.</li> <li>vii) Units may have a mason who facilitates PC&amp;R work In such case required material is purchased from the market by the supervisory police officer, thus reducing the overall project cost.</li> <li>viii) The selected vendor carries out PC&amp;R work and notifies unit head after completion (also submits the related invoice)</li> <li>ix) Unit heads appoint PWD for inspection of work. PWD representative conduct inspection and issues Work Completion Certificate on satisfaction</li> <li>x) Unit head upon receiving the Work Completion Certification, approved payment to vendor through Treasury.</li> </ul> |      |  |                   |
| <b>Policy Requirement</b>   |      | GOP, Circulars, Police rules and regulations |                   |

### 5.11.4.2 Minor Original Work

## A. Process Summary

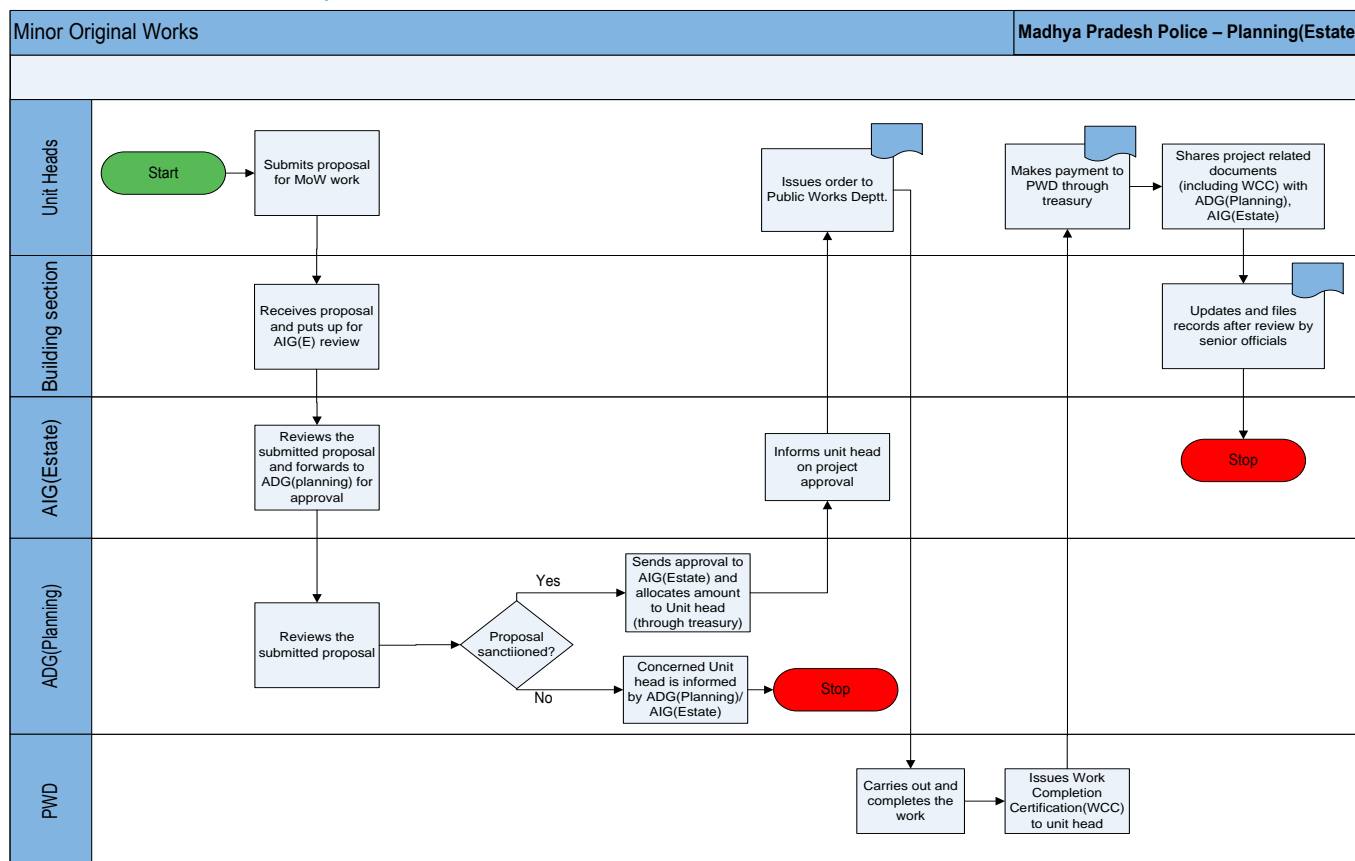
This is the process related to civil work undertaken by MP Police units under the MOW head. The key actors of the process are ADG (Planning), AIG (Estate), Building section and police units.



## B. SIPOC

| Supplier          | Input                | Process        | Output              | Customer     |
|-------------------|----------------------|----------------|---------------------|--------------|
| Police Unit Heads | MOW project proposal | As shown below | MOW work completion | Police units |

## C. Process Map



## D. Process Description

|   |      |                            |                   |
|---|------|----------------------------|-------------------|
| <b>Process Name:</b>  | MOW  | <b>Branch/ Sub-Branch</b>  | Planning – Estate |
| <b>Process Predecessor:</b>   | None | <b>Process successor :</b> | None              |
| <b>Process</b>  |      |                            |                   |
| i) Unit heads submit Submits proposal for MOW work. The proposal reaches Building section for putting up. |      |                            |                   |

|  |  |
|--|--|
| ii) AIG(E) reviews the proposal and upon satisfaction forwards to ADG(Planning) for approval.<br>iii) In case the proposal not sanctioned by ADG(Planning), the concerned unit head is informed accordingly.<br>iv) In case the proposal is sanctioned by ADG(Planning), AIG(E) is informed of the same and related funds are transferred to the Unit under MOW head.<br>v) AIG(E) informs the concerned unit head on proposal approval.<br>vi) Concerned Unit head issues work order to Public Works Department (PWD).<br>vii) PWD carries out work as per the work order and issues Work Completion Certificate to Head of the concerned MP Police Unit.<br>viii) Unit approves payment to PWD through Treasury. The project related document are kept on record after perusal by ADG(Planning). |  |
| <b>Policy Requirement</b>  | GOP, Circulars, Police rules and regulations |

#### 5.11.4.3 Preparation of 'Statistical Data' booklet

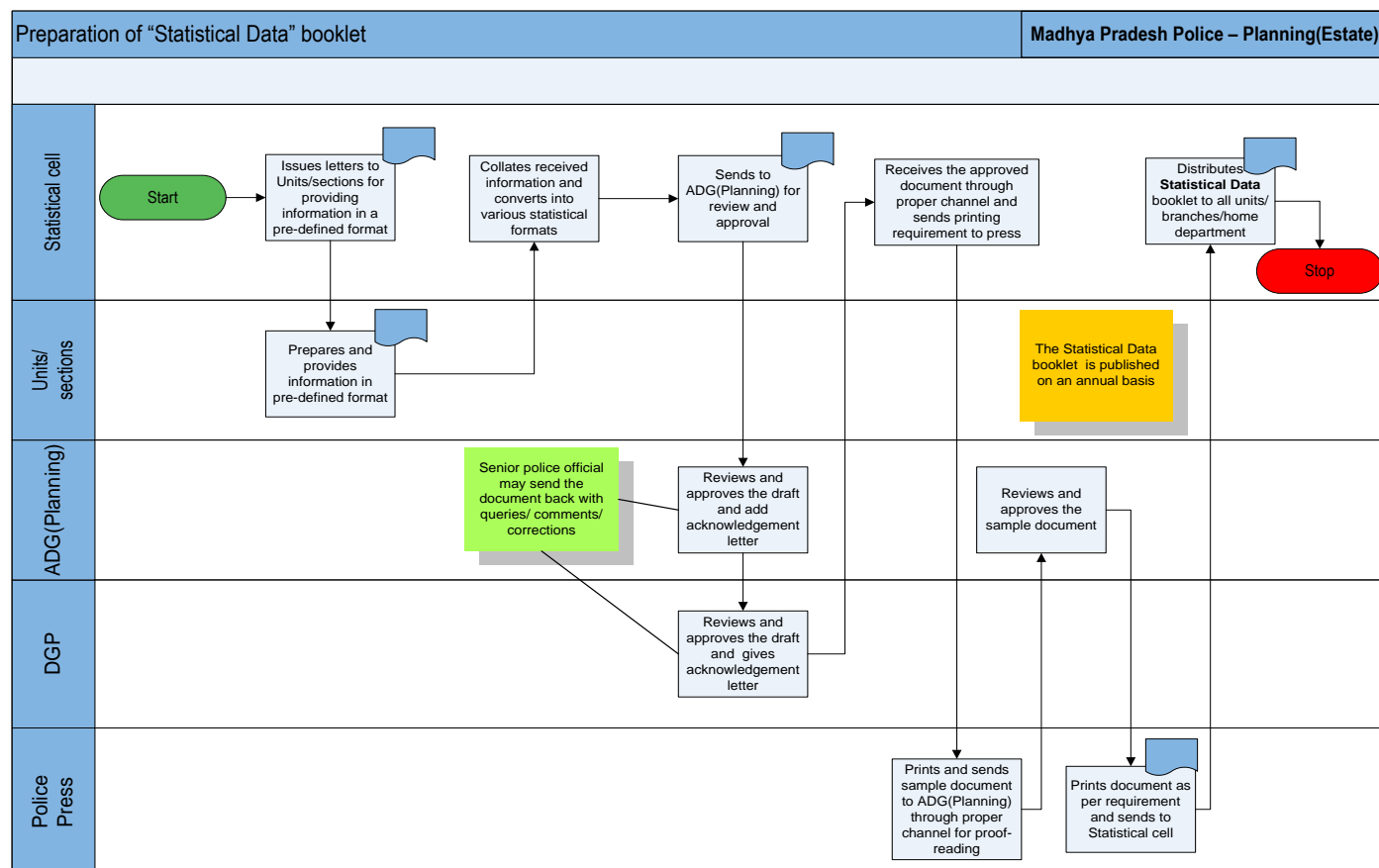
##### A. Process Summary

This process depicts the preparation of annual statistical data booklet. The key actors of the process are Statistical Cell, ADG (Planning), AIG (Estate) and Police Press.

##### B. SIPOC

| Supplier         | Input                                    | Process        | Output                     | Customer     |
|------------------|--|----------------|----------------------------|--------------|
| Statistical Cell | Seeking information in prescribed format | As shown below | "Statistical Data" booklet | Police Units |

## C. Process Map



## D. Process Description

|  |  |                            |                             |
|--|--|----------------------------|-----------------------------|
| <b>Process Name:</b>   | <b>Preparation of 'Statistical Data' booklet</b> | <b>Branch/ Sub-Branch</b>  | Statistical Cell – Planning |
| <b>Process Predecessor:</b>  | None   | <b>Process successor :</b> | None                        |
| <b>Process</b>   |  |                            |                             |
| i) Statistical Cell, on direction of AIG(E), issues letters to Units/sections for providing information in a pre-defined format.<br>ii) Units/Sections prepares and provide information in pre-defined format<br>iii) Statistical Cell collates received information, converts into various statistical formats and sends to ADG(Planning) for review through proper channel<br>iv) ADG(Planning) reviews and approves the draft, adds acknowledgement letter sends to DGP for review. |  |                            |                             |

- v) DGP reviews the draft and adds acknowledgement letter.
- vi) Senior officers may send the draft back to Statistical Cell with comments for changes.
- vii) Once Statistical Cell receives an approved draft, it sends the approved draft to Police Press with printing requirement
- viii) Police Press prints and sends sample document to ADG(Planning) through proper channel for proof-reading.
- ix) ADG (Planning) reviews and approves the sample document.(some modification comments may be given)
- x) Police Press prints the booklet as per requirement (incorporating comments from ADG(Planning), if any) and supplies to Statistical Cell
- xi) Statistical Cell distributes Statistical Data booklet to all units/branches/Home Department

**Policy Requirement**

GOP, Circulars, Police rules and regulations

#### 5.11.4.4 Procurement of Books

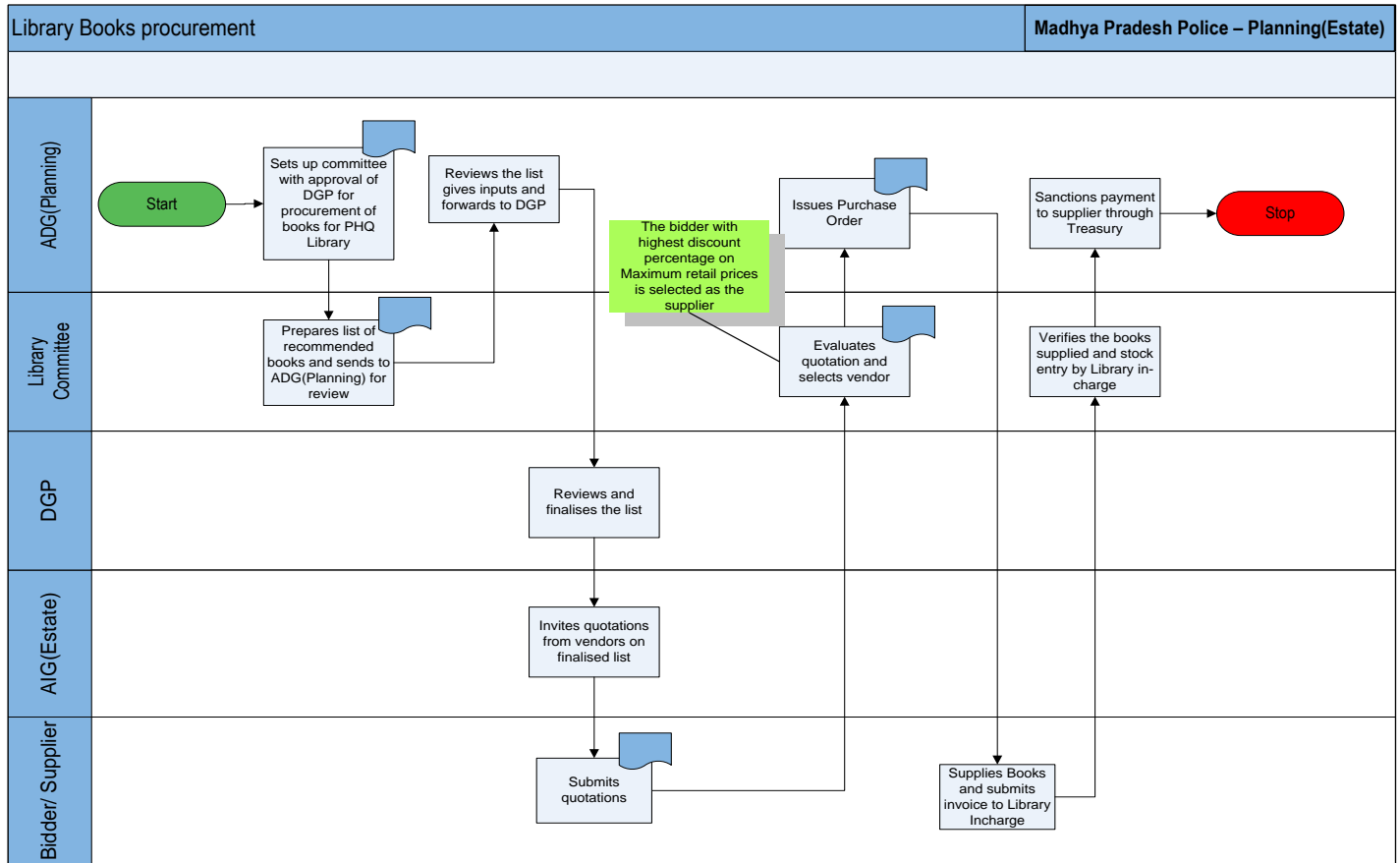
##### A. Process Summary

This is the process related to procurement of books at PHQ Library. The key actors of the process are ADG(Planning), Library Committee, AIG(E) and Supplier.

##### B. SIPOC

| Supplier      | Input                           | Process        | Output               | Customer    |
|---------------|---------------------------------|----------------|----------------------|-------------|
| ADG(Planning) | Setting up of Library Committee | As shown below | Procurement of Books | PHQ Library |

## C. Process Map



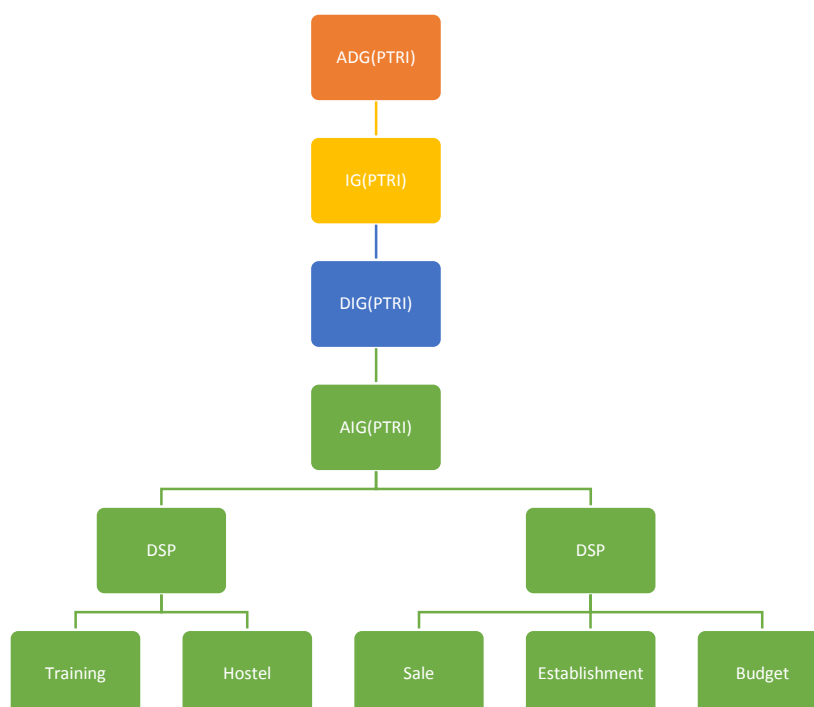
## D. Process Description

|   |                             |                            |             |
|---|-----------------------------|----------------------------|-------------|
| <b>Process Name:</b>  | <b>Procurement of Books</b> | <b>Branch/ Sub-Branch</b>  | PHQ Library |
| <b>Process Predecessor:</b>   | None                        | <b>Process successor :</b> | None        |
| <b>Process</b>  |                             |                            |             |
| i) ADG (Planning) sets up committee with approval of DGP for procurement of books for PHQ Library.<br>ii) Library Committee prepares list of recommended books and sends to ADG(Planning) for review.<br>iii) ADG(Planning) reviews the list, gives inputs and forwards to DGP for perusal.<br>iv) DGP reviews and finalises the list. After finalisation of books to be procured AIG(E) invites quotation from potential suppliers |                             |                            |             |

|   |  |
|---|--|
| v) Quotations submitted by suppliers are evaluated by Library Committee.<br>vi) The bidder with highest discount percentage on Maximum retail prices is selected as the supplier<br>vii) Based on the recommendation of the Library Committee, ADG(Planning) issues purchase order to the selected supplier.<br>viii) Selected supplier supplies books as per the purchase order and submits related invoices.<br>ix) Library Committee verifies the supplied books and facilitates entry in the library stock<br>x) After entry into stock registers, ADG(Planning) sanction payment to the supplier which is done through treasury. |  |
| <b>Policy Requirement</b>   | GOP, Circulars, Police rules and regulations |

## 5.12 Police Training and Research Institute (PTRI)

### 5.12.1 Organisational Structure



## 5.12.2 Personnel Strength

| S. No. | Designation           | Sanctioned | Available | Vacant |
|--------|-----------------------|------------|-----------|--------|
| 1      | ADG                   | 1          | 1         | -      |
| 2      | IG                    | 1          | 1         | -      |
| 3      | DIG                   | 1          | 1         | -      |
| 4      | AIG                   | 1          | 1         | -      |
| 5      | DSP                   | -          | -         | -      |
| 6      | Office Superintendent | 1          | 1         | -      |
| 6      | Steno                 | 2          | 1         | 1      |
| 8      | Subedar               | 2          | 1         | 1      |
| 9      | Accountant            | 2          | -         | 2      |
| 10     | SI                    | 4          | 3         | 1      |
| 11     | ASI                   | 7          | 1         | 6      |
| 12     | Head Const.           | 3          | -         | 3      |
| 13     | Cosnt.                | 3          | 2         | 1      |

## 5.12.3 IT Infrastructure

| S. No. | Equipment                   |                             | Quantity |
|--------|-----------------------------|-----------------------------|----------|
| 1      | Computer                    | With internet connection    | 12       |
|        |                             | Without internet connection | -        |
| 2      | Printer                     | Laser                       | 12       |
|        |                             | Dot Matrix                  | -        |
| 3      | Fax                         |                             | 3        |
| 4      | Photocopier                 |                             | 3        |
| 5      | Scanner                     |                             | -        |
| 6      | Multifunction Printer (MFP) |                             | -        |

## 5.12.4 As-Is Processes

### 5.12.4.1 Amendments

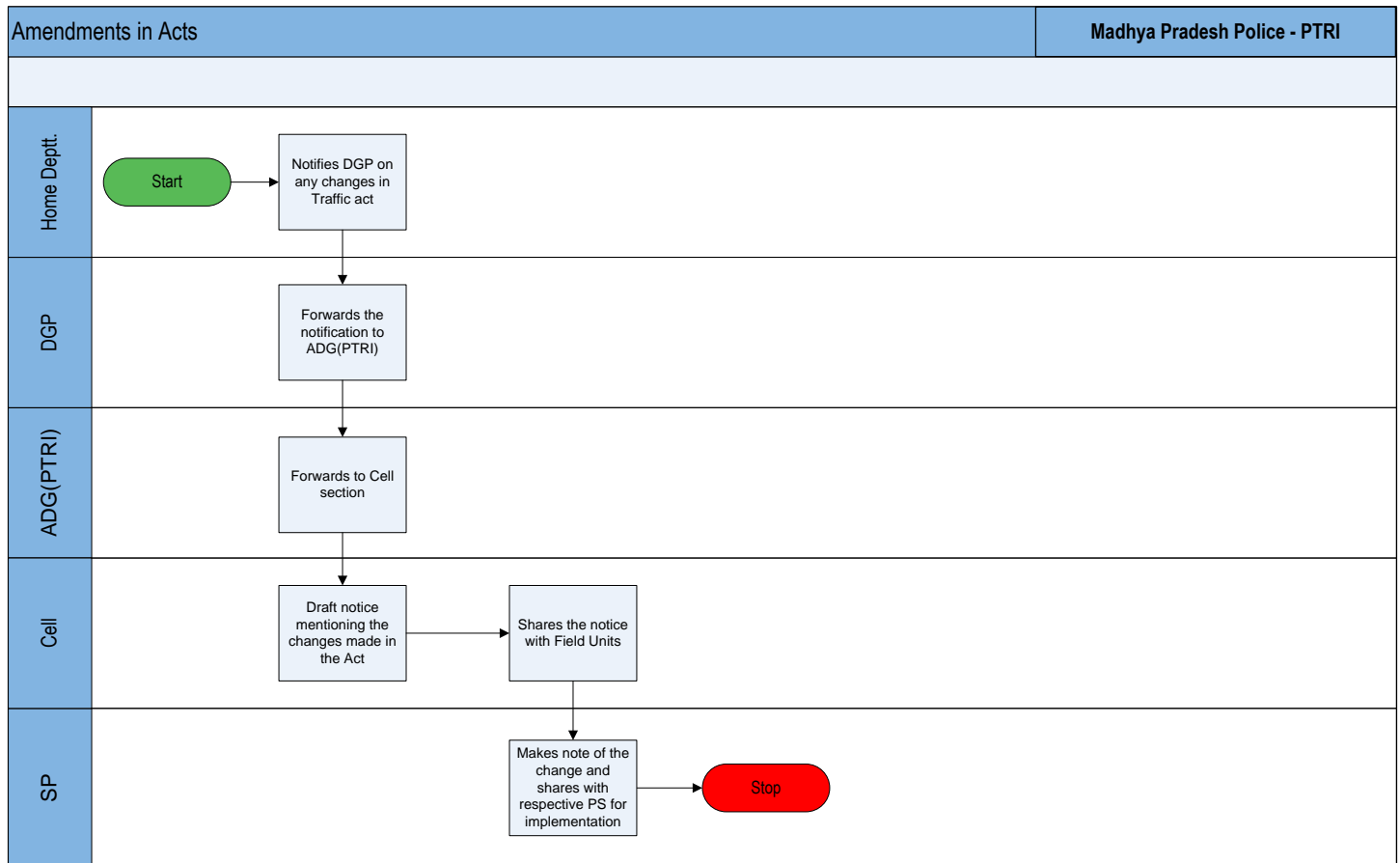
#### A. Process Summary

This is the process of communicating the changes in the traffic act to the traffic police personnel. The key actors of the process are Home dept., SP, Police station and ADG (PTRI).

#### B. SIPOC

| Supplier   | Input                  | Process        | Output                   | Customer    |
|------------|------------------------|----------------|--------------------------|-------------|
| Home dept. | Changes in traffic act | As shown below | Circulars for compliance | Field Units |

#### C. Process Map





## D. Process Description

|  |                  |  |             |
|--|------------------|--|-------------|
| <b>Process Name:</b>   | <b>Amendment</b> | <b>Branch/ Sub-Branch</b>                    | <b>PTRI</b> |
| <b>Process Predecessor:</b>  | None             | <b>Process successor :</b>                   | None        |
| <b>Process</b>   |                  |  |             |
| i) Home dept. notifies DGP on any changes in Traffic act.<br>ii) DGP forwards the notification to ADG (PTRI).<br>iii) ADG (PTRI) forwards it to Cell section.<br>iv) Cell section drafts notice mentioning the changes made in the Act. Also Shares the notice with Additional SPs (Traffic), SPs after approval from ADG (PTRI).<br>v) SP makes note of the change and shares with respective Field Units.<br>vi) Field Units makes note of the changes and ensures implementation/ compliance. |                  |  |             |
| <b>Policy Requirement</b>  |                  | GOP, Circulars, Police rules and regulations |             |

### 5.12.4.2 Budgeting

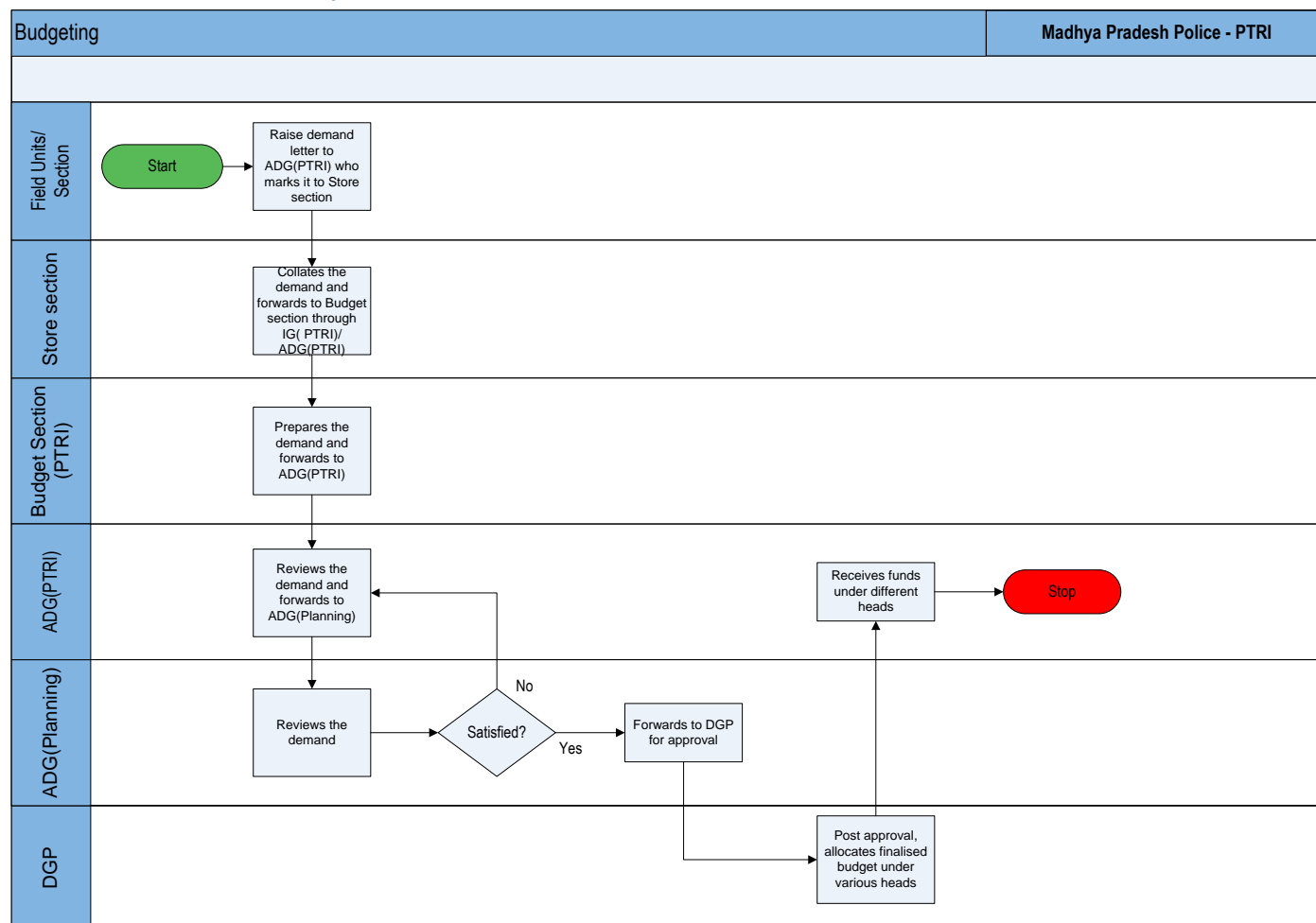
#### A. Process Summary

This is the process of preparation and allocation of budget to PTRI. The key actors of the process are Field Units/ Sections, Store, Budget section, ADG (PTRI), DGP and ADG (Planning).

#### B. SIPOC

| Supplier                   | Input                             | Process        | Output          | Customer              |
|----------------------------|-----------------------------------|----------------|-----------------|-----------------------|
| <b>PTRI units/sections</b> | Demand from Field Units/ Sections | As shown below | Fund Allocation | Field units sections, |

## C. Process Map



## D. Process Description

|  |                  |                            |             |
|--|------------------|----------------------------|-------------|
| <b>Process Name:</b>   | <b>Budgeting</b> | <b>Branch/ Sub-Branch</b>  | <b>PTRI</b> |
| <b>Process Predecessor:</b>  | None             | <b>Process successor :</b> | Procurement |
| <b>Process</b>   |                  |                            |             |
| i) Various Field Units/sections raise demand letter to ADG (PTRI).<br>ii) Store section of PTRI collates the demand and sends to IG/ADG (PTRI) who mark it to Budget section (PTRI).<br>iii) Budget Section prepares the demand and forwards to ADG (PTRI).<br>iv) ADG (PTRI) reviews the demand and forwards to ADG (Planning). |                  |                            |             |

|  |  |
|--|--|
| v) ADG (Planning) reviews the demand. If he is not satisfied he may send it back to ADG (PTRI) for changes.<br>vi) If ADG (Planning) is satisfied then he Forwards it to DGP for approval.<br>vii) Post sanctioning of Budget, DGP allocates finalized budget under various heads. |  |
| <b>Policy Requirement</b>  | GOP, Circulars, Police rules and regulations |

#### 5.12.4.3 Challan Audit

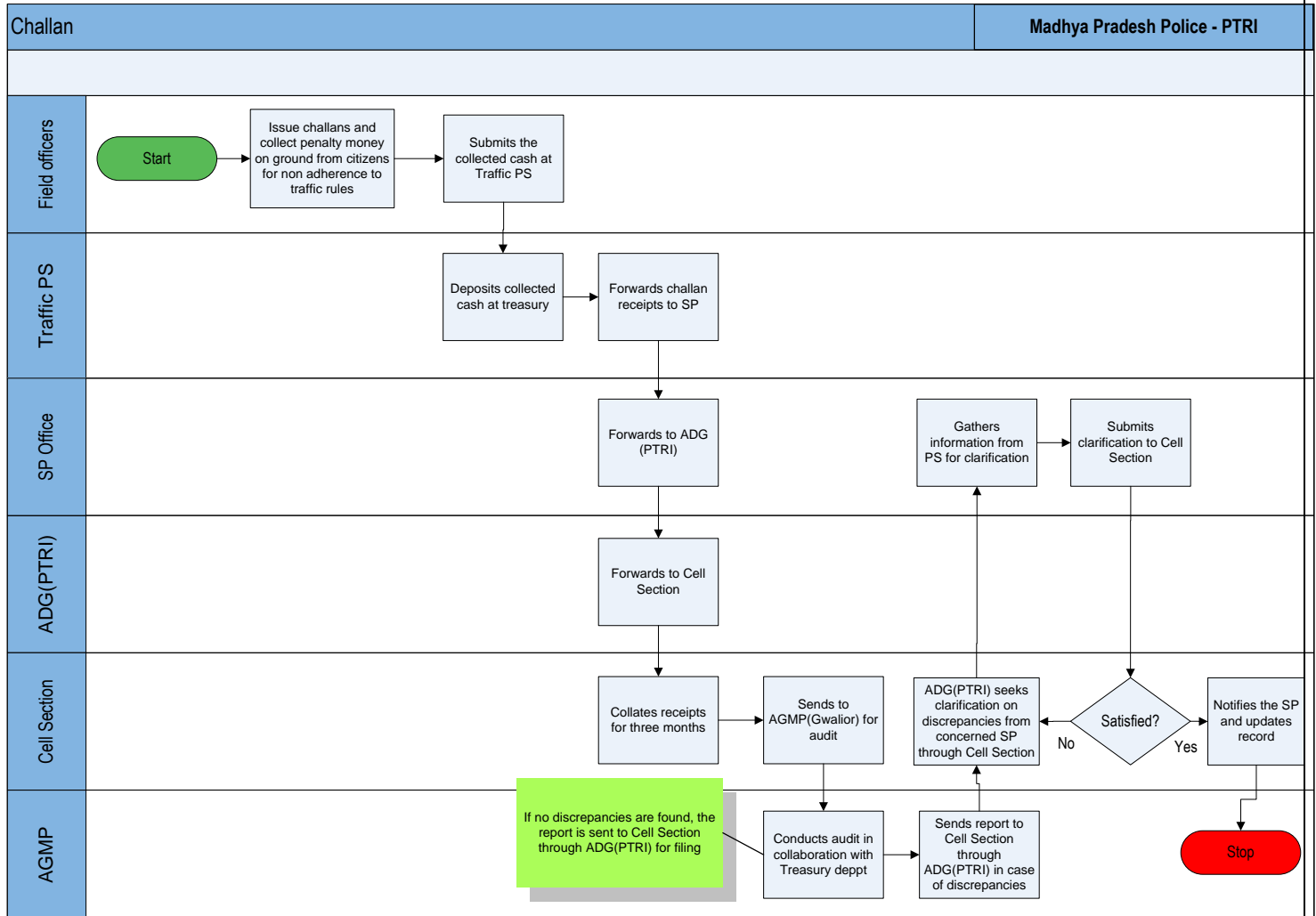
##### A. Process Summary

This is the process of auditing of challans issued and collection of penalty money from the citizens. The key actors of the process are Traffic Police station, ADG (PTRI), Field Officers, Cell section and AGMP (Gwalior).

##### B. SIPOC

| Supplier       | Input            | Process        | Output       | Customer                |
|----------------|------------------|----------------|--------------|-------------------------|
| Field Officers | Challan issuance | As shown below | Audit report | ADG(PTRI), Cell Section |

### C. Process Map



### D. Process Description

|   |                |                            |             |
|---|----------------|----------------------------|-------------|
| <b>Process Name:</b>  | <b>Challan</b> | <b>Branch/ Sub-Branch</b>  | <b>PTRI</b> |
| <b>Process Predecessor:</b>   | None           | <b>Process successor :</b> | None        |
| <b>Process</b>  |                |                            |             |
| <p>i) Field Officers issue challans and collect penalty money on ground from citizens for non-adherence to traffic rules and submit the collected cash at Police Station.</p> <p>ii) Traffic Police station deposits collected cash at treasury and forwards the challan receipts to SP.</p> <p>iii) SP Office forwards the same to ADG (PTRI).</p> |                |                            |             |

- iv) ADG (PTRI) forwards it to Cell Section.
- v) Cell Section collates receipts for three months and sends it to AGMP (Gwalior) for audit.
- vi) AGMP (Gwalior) conducts audit in collaboration with Treasury dept. and sends audit report to Cell Section through ADG (PTRI) in case of discrepancies.
- vii) Cell Section seeks clarification on discrepancies from concerned SP.
- viii) Cell Section gathers information from Police station for clarification and submits the clarification to Cell Section.
- ix) If the ADG (PTRI) is satisfied with the clarification provided then it notifies the concerned SP and updates the record. However, if he is not satisfied with the clarifications provided then it again seeks clarification from the concerned SP through Cell Section and the same process is followed again until ADG (PTRI) is satisfied.

**Policy Requirement**

GOP, Circulars, Police rules and regulations

#### 5.12.4.4 Paper Setting and Evaluation

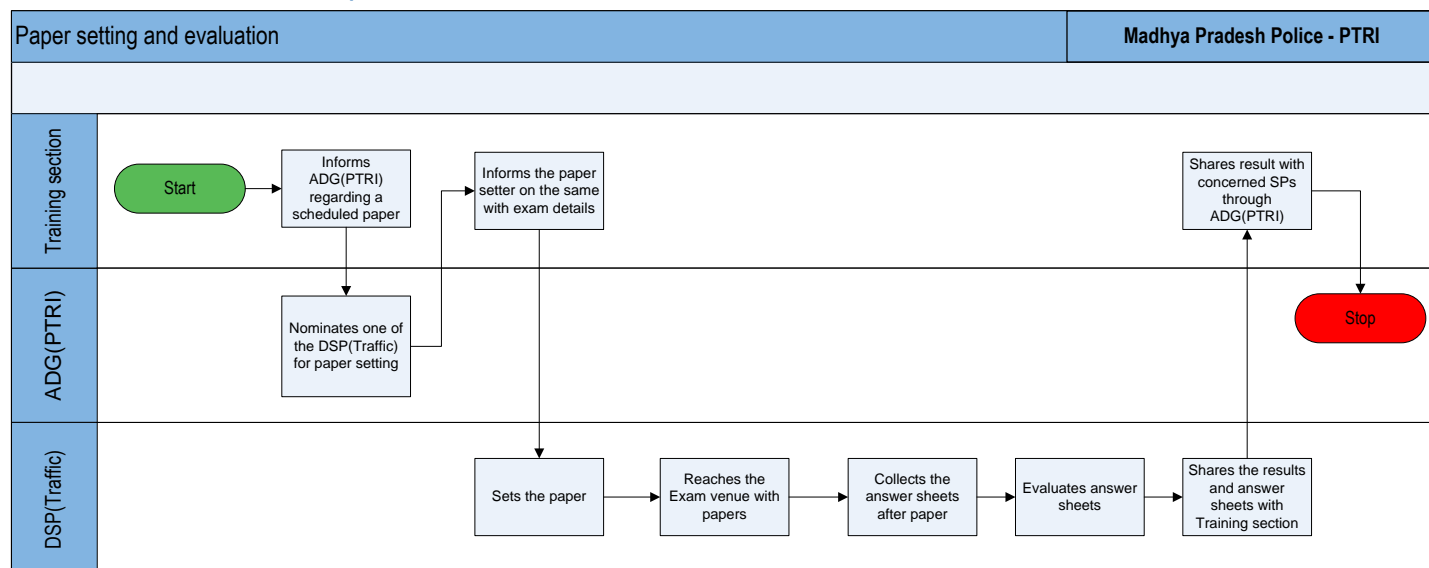
##### A. Process Summary

This is the process of paper setting and evaluation. The key actors of the process are DSP (traffic), Training section and ADG (PTRI).

##### B. SIPOC

| Supplier         | Input                              | Process        | Output  | Customer                |
|------------------|------------------------------------|----------------|---|-------------------------|
| Training section | Information on the scheduled paper | As shown below | Paper setting and Evaluation of answer sheets | Examinee, DSP (Traffic) |

## C. Process Map



## D. Process Description

|   |  |                            |             |
|---|--|----------------------------|-------------|
| <b>Process Name:</b>  | <b>Paper setting and evaluation</b>          | <b>Branch/ Sub-Branch</b>  | <b>PTRI</b> |
| <b>Process Predecessor:</b>   | None   | <b>Process successor :</b> | None        |
| <b>Process</b>  |  |                            |             |
| i) Training section informs ADG (PTRI) regarding a scheduled paper.<br>ii) ADG (PTRI) nominates one of the DSP (Traffic) for paper setting.<br>iii) Training section informs the DSP Traffic (paper setter) on the same with exam details.<br>iv) DSP (Traffic) sets the paper, reaches the Exam venue with papers, collects the answer sheets after examination, evaluates answer sheets and shares the results and answer sheets with Training section.<br>v) Training section shares result with concerned SPs through ADG (PTRI). |  |                            |             |
| <b>Policy Requirement</b>   | GOP, Circulars, Police rules and regulations |                            |             |

### 5.12.4.5 Purchase

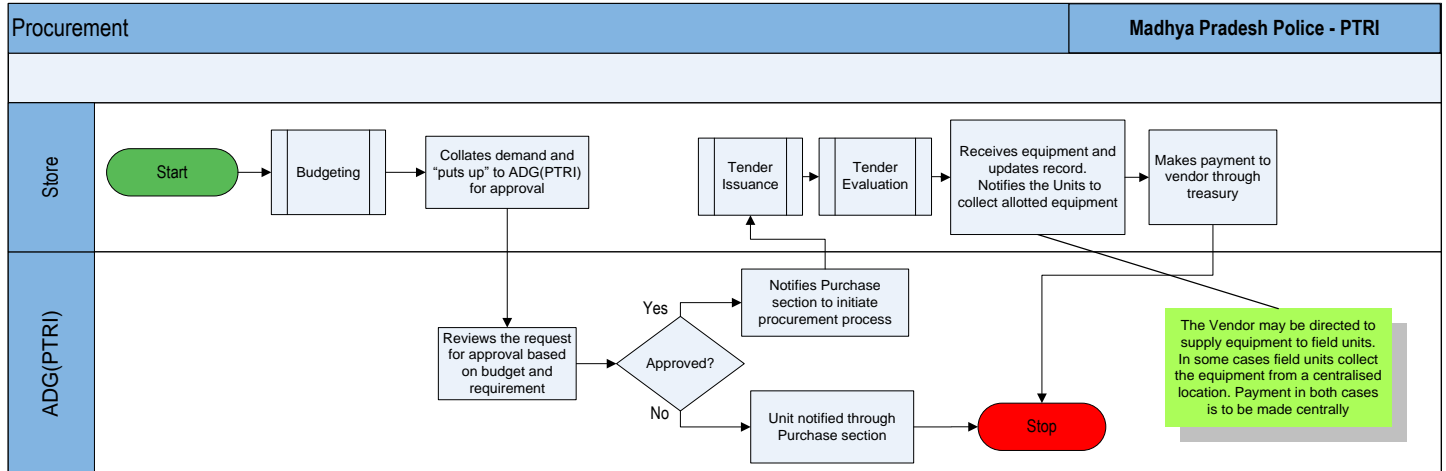
## A. Process Summary

This is the process of procurement based on the budget and demand of various units/sections. The key actors of the process are Store section and ADG (PTRI).

## B. SIPOC

| Supplier      | Input                             | Process        | Output      | Customer           |
|---------------|-----------------------------------|----------------|-------------|--------------------|
| Store section | Demand from Field Units/ Sections | As shown below | Procurement | Field Units, Store |

## C. Process Map



## D. Process Description

|  |                    |                            |             |
|--|--------------------|----------------------------|-------------|
| <b>Process Name:</b>   | <b>Procurement</b> | <b>Branch/ Sub-Branch</b>  | <b>PTRI</b> |
| <b>Process Predecessor:</b>  | Budgeting          | <b>Process successor :</b> | None        |
| <b>Process</b>   |                    |                            |             |
| i) The store section raises the procurement request based on the budget and demand.<br>ii) ADG (PTRI) reviews and sanctions the procurement.<br>iii) ADG (PTRI) issues work order/ tender as per demand.<br>iv) The vendor receives work order and supplies as per work order and submits bills to ADG (PTRI). The Vendor may be directed to supply equipment to field units.<br>v) In some cases field units collect the equipment from a centralised location. Payment in both cases is to be made centrally<br>vi) The store section makes stock entry and gives receipt to vendor. |                    |                            |             |

vii) PTRI processes bills and submits to Treasury for payment.

|                           |  |
|---------------------------|--|
| <b>Policy Requirement</b> | GOP, Circulars, Police rules and regulations |
|---------------------------|--|

#### 5.12.4.6 Selection for training

##### A. Process Summary

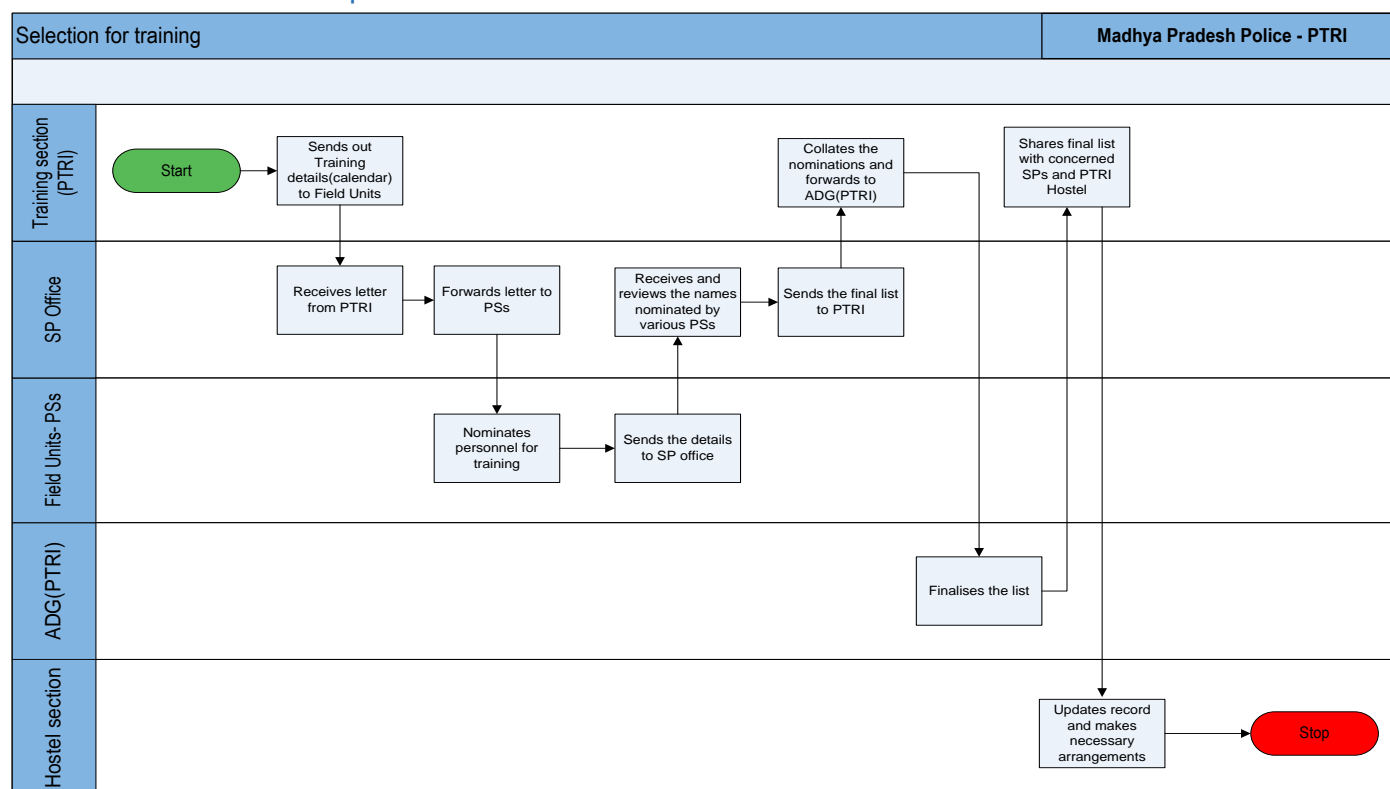
This is the process of selection of various police personnel for traffic related trainings. The key actors of the process are Training section (PTRI), ADG (PTRI), SP Office and the police personnel from field units.

##### B. SIPOC

| Supplier         | Input            | Process        | Output                 | Customer   |
|------------------|------------------|----------------|------------------------|--|
| Training section | Training details | As shown below | Final list of Trainees | Police personnel, training section, hostel section |



## C. Process Map



## D. Process Description

|  |                               |                            |             |
|--|-------------------------------|----------------------------|-------------|
| <b>Process Name:</b>   | <b>Selection for training</b> | <b>Branch/ Sub-Branch</b>  | <b>PTRI</b> |
| <b>Process Predecessor:</b>  | None                          | <b>Process successor :</b> | None        |
| <b>Process</b>   |                               |                            |             |
| i) The training section sends out training details to SPs.<br>ii) SP Office receives the letter from training section and forwards the letter to police stations.<br>iii) Police stations nominate personnel for training and sends the details to SP Office.<br>iv) SP Office receives and reviews the names nominated by various Police stations and sends the final list to PTRI.<br>v) Training section collates the nominations and forwards to ADG (PTRI).<br>vi) ADG (PTRI) finalizes the list.<br>vii) Training section shares final list with concerned SPs and PTRI Hostel.<br>viii) PTRI Hostel updates record and makes necessary arrangements for trainees. |                               |                            |             |

**Policy Requirement**

GOP, Circulars, Police rules and regulations

**5.12.4.7 Preparation of Training Calendar**

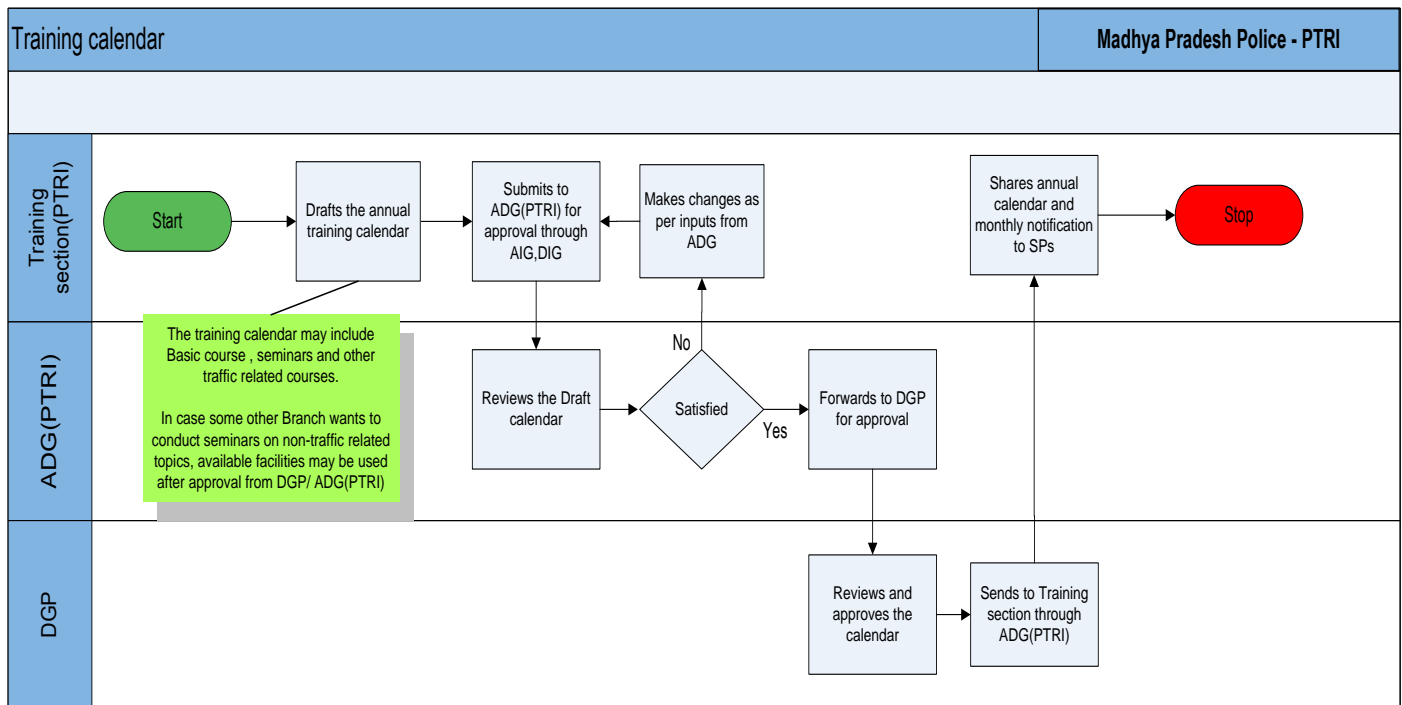
**A. Process Summary**

This is the process of finalization of training calendar for PTRI. The key actors of the process are Training section (PTRI), ADG (PTRI) and DGP.

**B. SIPOC**

| Supplier         | Input   | Process        | Output                              | Customer                                 |
|------------------|---|----------------|-------------------------------------|--|
| Training section | Draft Training calendar as per training needs | As shown below | Issuance of Final Training Calendar | Police personnel, Training section(PTRI) |

**C. Process Map**

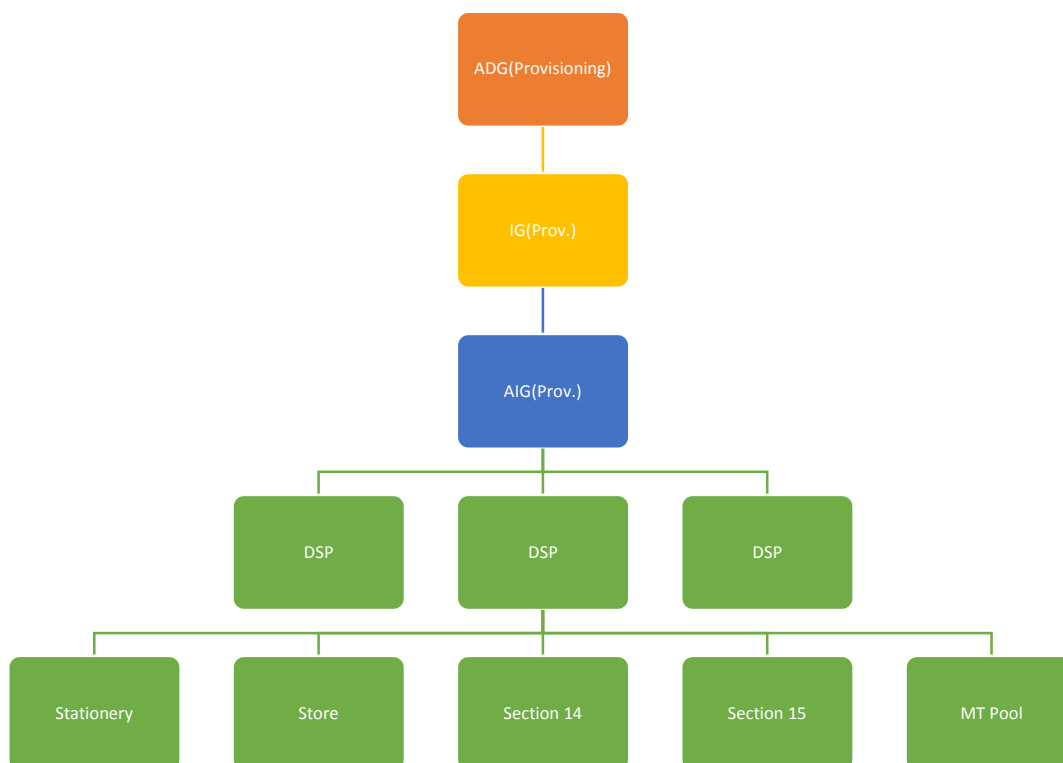


## D. Process Description

|   |                          |  |             |
|---|--------------------------|--|-------------|
| <b>Process Name:</b>  | <b>Training Calendar</b> | <b>Branch/ Sub-Branch</b>                    | <b>PTRI</b> |
| <b>Process Predecessor:</b>   | None                     | <b>Process successor :</b>                   | None        |
| <b>Process</b>  |                          |  |             |
| <ul style="list-style-type: none"> <li>i) Training section drafts the annual training calendar based on the training needs and submits to ADG (PTRI) for approval through AIG, DIG.</li> <li>ii) ADG (PTRI) reviews the calendar and if he is not satisfied then training section makes changes in the calendar as per inputs received from ADG (PTRI) and again submits for ADG (PTRI) approval.</li> <li>iii) If ADG (PTRI) is satisfied with the calendar, he forwards the same to DGP for approval.</li> <li>iv) DGP reviews and approves the calendar and sends it to ADG (PTRI).</li> <li>v) Training section shares annual calendar with SPs</li> <li>vi) Training section also sends monthly notifications to SPs.</li> <li>vii) The training calendar may include Basic course, seminars and other traffic related courses.</li> <li>viii) In case some other Branch wants to conduct seminars on non-traffic related topics, available facilities may be used after approval from DGP/ ADG(PTRI)</li> </ul> |                          |  |             |
| <b>Policy Requirement</b>   |                          | GOP, Circulars, Police rules and regulations |             |

## 5.13 Provisioning

### 5.13.1 Organisational Structure



### 5.13.2 Personnel Strength

| S. No. | Designation  | Sanctioned | Available | Vacant |
|--------|--------------|------------|-----------|--------|
| 1      | ADG          | 1          | 1         | -      |
| 2      | IG           | 1          | 1         | -      |
| 3      | DIG          |            |           |        |
| 4      | AIG          | 1          | 1         | -      |
| 5      | DSP          |            |           |        |
| 6      | OS           | 2          | 2         | -      |
|        | Assistant OS | 1          | -         | 1      |
| 7      | Inspector    |            |           |        |
| 8      | Subedar      | 4          | 2         | 2      |
| 9      | Accountant   | 1          | 4         | 3      |

|    |           |    |    |   |
|----|-----------|----|----|---|
| 10 | SI        | 13 | 11 | 2 |
| 11 | ASI       | 17 | 9  | 8 |
| 12 | Constable | 4  | 2  | 2 |

### 5.13.3 IT Infrastructure

| S. No. | Equipment                   | Quantity                    |
|--------|-----------------------------|-----------------------------|
| 1      | Computer                    | With internet connection    |
|        |                             | Without internet connection |
| 2      | Printer                     | Laser                       |
|        |                             | Dot Matrix                  |
| 3      | Fax                         | -                           |
| 4      | Photocopier                 | 2                           |
| 5      | Scanner                     | -                           |
| 6      | Multifunction Printer (MFP) | -                           |

### 5.13.4 As-Is Processes

#### 5.13.4.1 Arms Purchase

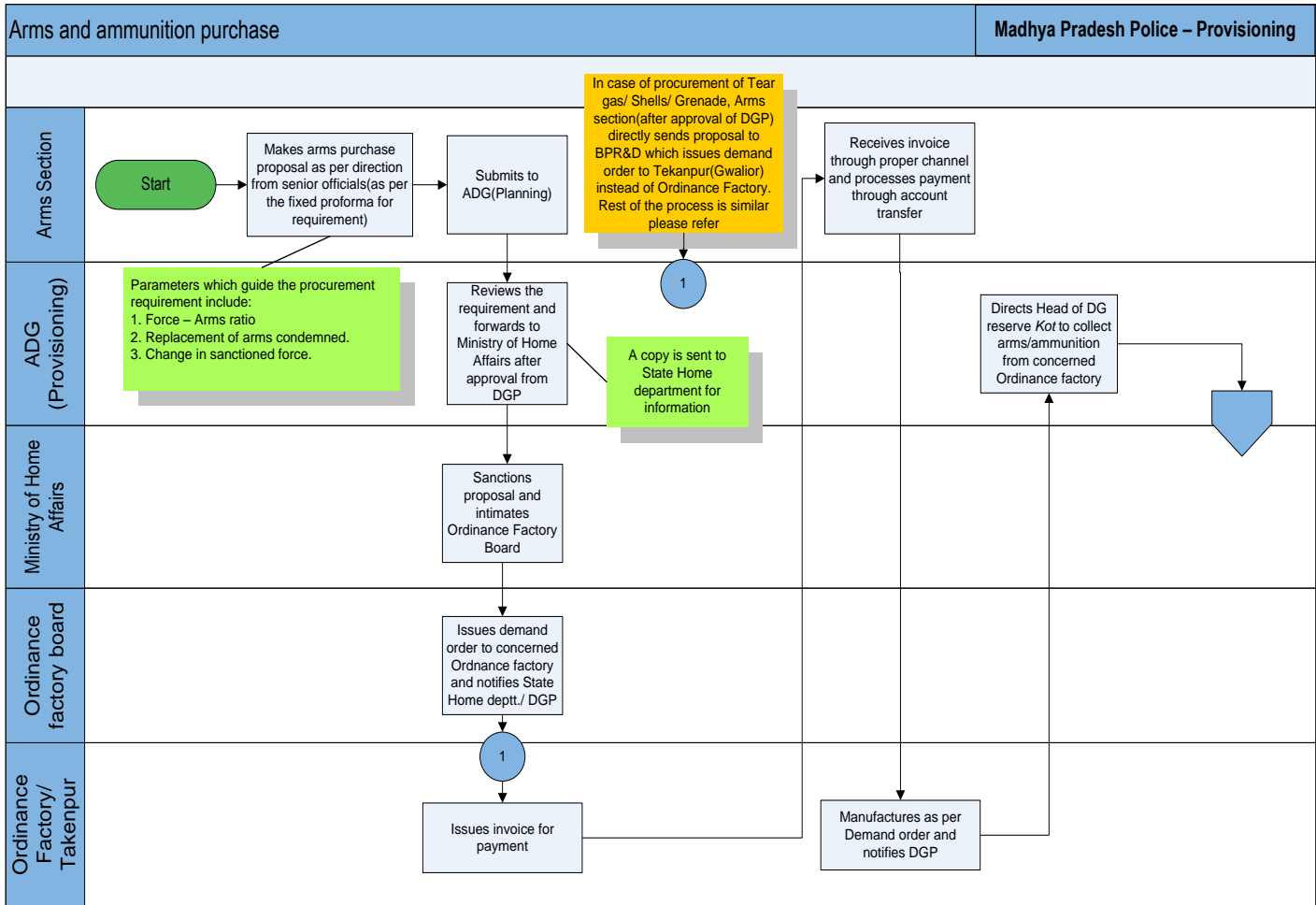
#### A. Process Summary

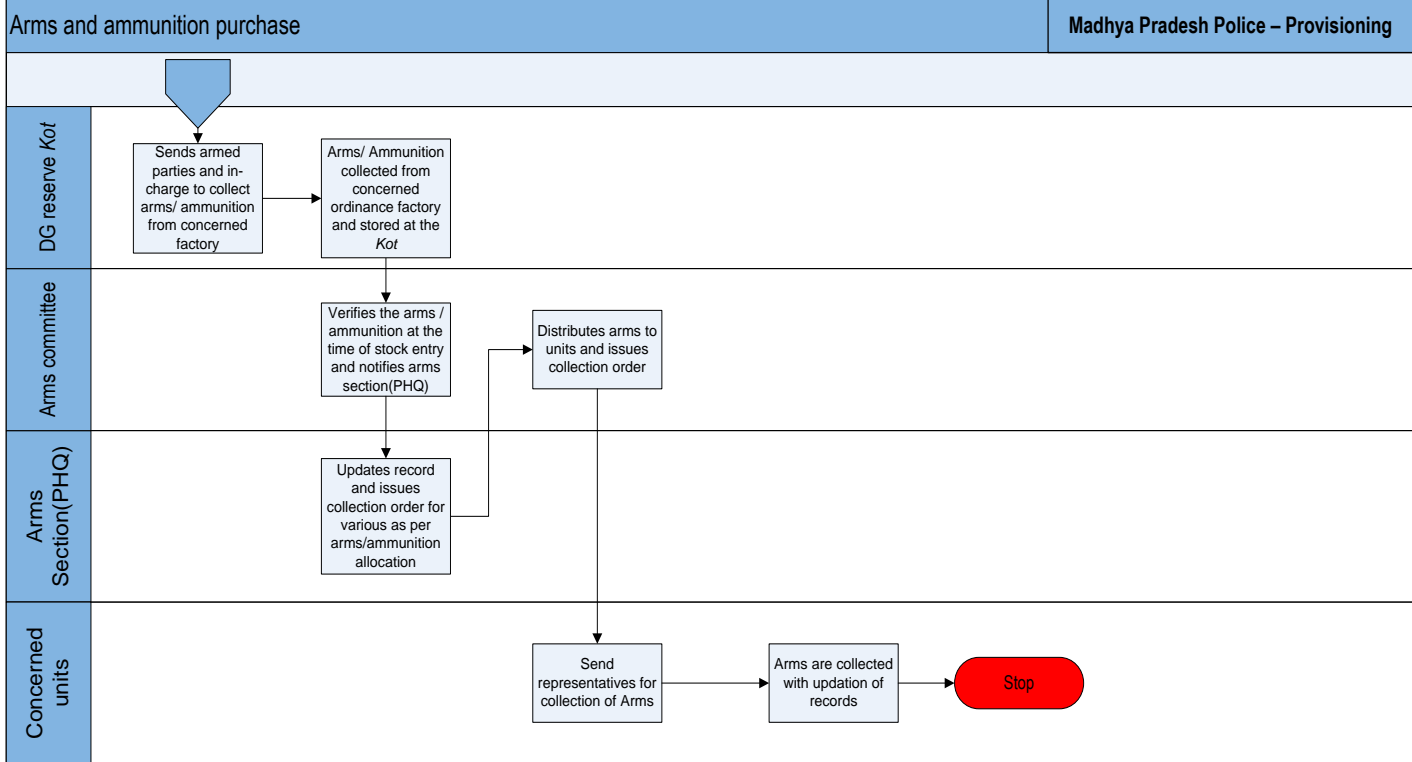
This is the process of purchase of arms for the units. The key actors of the process are Arms Section, ADG (Provisioning), Ministry of Home Affairs, Ordnance Factory Board, Ordnance Factory, DG reserve *Kot* and Arms Committee

#### B. SIPOC

| Supplier     | Input                     | Process        | Output                       | Customer               |
|--------------|---------------------------|----------------|------------------------------|------------------------|
| Arms section | Proposal for arm purchase | As shown below | Purchasing of arms for units | Concerned Police units |

### C. Process Map





#### D. Process Description

|  |                         |                            |                     |
|--|-------------------------|----------------------------|---------------------|
| <b>Process Name:</b>   | <b>Purchase of Arms</b> | <b>Branch/ Sub-Branch</b>  | <b>Provisioning</b> |
| <b>Process Predecessor:</b>  | None                    | <b>Process successor :</b> | None                |
| <b>Process</b>   |                         |                            |                     |
| i) Arms section makes arms purchase proposal as per direction from senior officials (as per the fixed Proforma for requirement) and submits to ADG(Prov.)<br>ii) Parameters which guide the procurement requirement include: <ol style="list-style-type: none"> <li>1. Force – Arms ratio</li> <li>2. Replacement of arms condemned.</li> <li>3. Change in sanctioned force.</li> </ol> iii) ADG(Prov.) forwards it to MHA after approval from DGP.<br>iv) MHA approves proposal and intimates Ordnance Factory Board.<br>v) Ordnance Factory Board issues demand order to concerned Ordnance factory and notifies State Home deptt./ DGP. Ordnance factory issues invoice to DGP for payment.<br>vi) Arms section receives invoice through proper channel and processes payment through account transfer. |                         |                            |                     |

|   |  |
|---|--|
| vii) Ordinance Factory manufactures as per Demand order and notifies DGP.<br>viii) ADG(Prov.) directs Head of DG reserve <i>Kot</i> to collect arms/ammunition from concerned Ordinance factory<br>ix) DG reserve <i>Kot</i> sends armed parties and in-charge to collect arms/ ammunition from concerned factory. Arms/ Ammunition collected from concerned ordinance factory and stored at the Kot.<br>x) Arms committee verifies the arms at the time of stock entry and notifies Arms Section(PHQ)<br>xi) Arms Section updates record and issues Collection Order for various as per arms/ammunition allocation by senior officials.<br>xii) Arms Committee distributes arms to units and issues collection order.<br>xiii) Concerned police units send representatives for collection of Arms.<br>xiv) Once arms are collected the records are updated.<br>xv) In case of procurement of Tear gas/ Shells/ Grenade, Arms section(after approval of DGP) directly sends proposal to BPR&D which issues demand order to Tekanpur(Gwalior) instead of Ordinance Factory. Rest of the process is the same. |  |
| <b>Policy Requirement</b>   | GOP, Circulars, Police rules and regulations |

#### 5.13.4.2 MTI-Accident

##### A. Process Summary

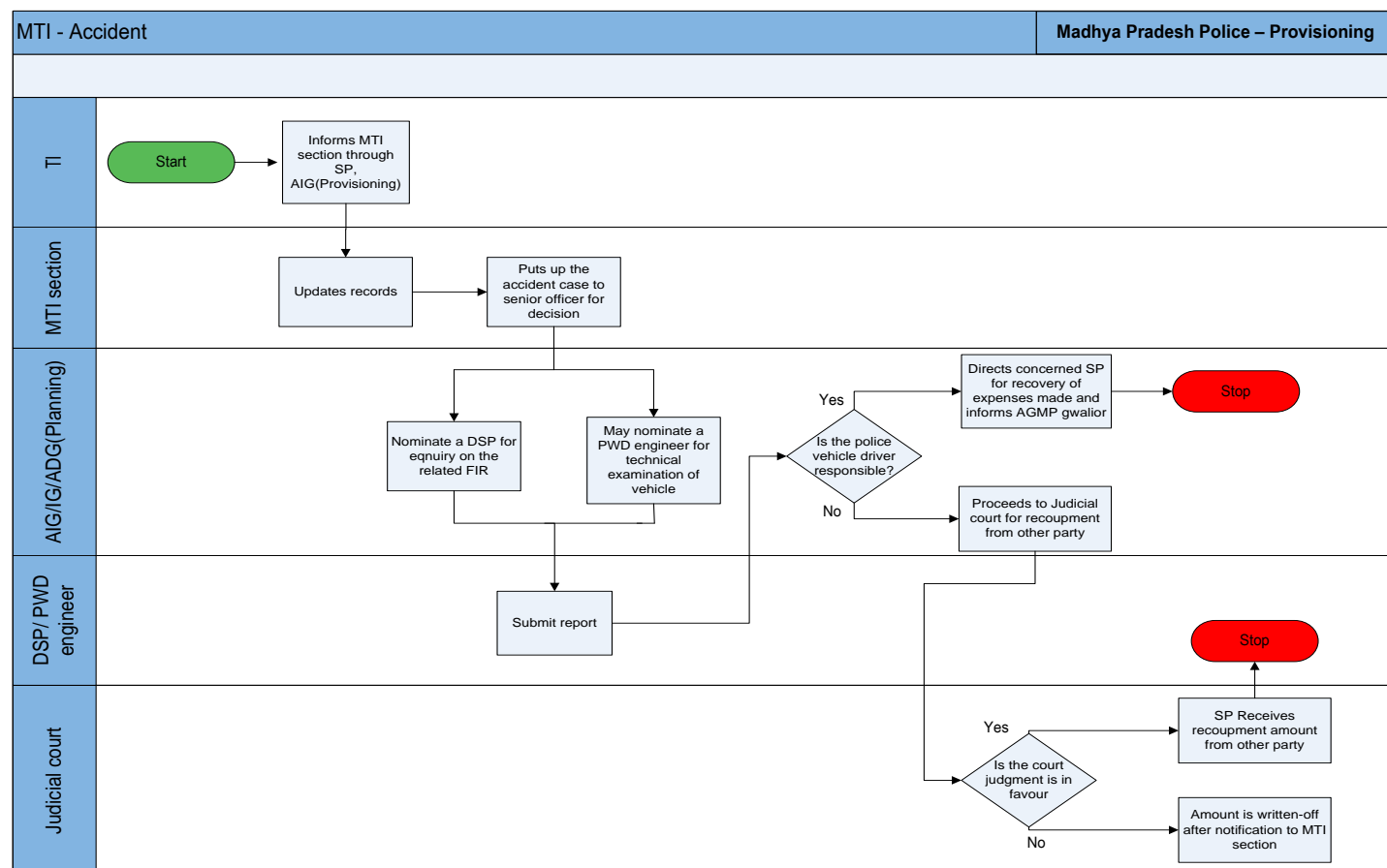
This is the process pertaining to an accident involving police vehicle. The key actors of the process are the DSP/PWD engineer, MTI section and AIG/IG/ADG (Planning).

##### B. SIPOC

| Supplier | Input                          | Process        | Output  | Customer                      |
|----------|--------------------------------|----------------|---|-------------------------------|
| TI       | Information about the accident | As shown below | Recovery of expenses/<br>Recoupment from other party/Writing-off the amount | Vehicle driver/other party/SP |



## C. Process Map



## D. Process Description

|   |                       |                            |                     |
|---|-----------------------|----------------------------|---------------------|
| <b>Process Name:</b>  | <b>MTI - Accident</b> | <b>Branch/ Sub-Branch</b>  | <b>Provisioning</b> |
| <b>Process Predecessor:</b>   | None                  | <b>Process successor :</b> | None                |
| <b>Process</b>  |                       |                            |                     |
| i) TI informs MTI section through SP, AIG (Provisioning) about the accident.<br>ii) MTI section updates records and puts up the accident case to senior officer for decision.<br>iii) AIG/IG/ADG (Planning) nominate a DSP for enquiry on the related FIR. It may nominate a PWD engineer for technical examination of vehicle. |                       |                            |                     |

|   |  |
|---|--|
| iv) DSP/ PWD engineer submits the report.<br>v) If the police vehicle driver is responsible then AIG/IG/ADG(Planning) directs concerned SP for recovery of expenses made and informs AGMP Gwalior, else, it proceeds to Judicial court for recoupment from the other party. Then if the court judgment is in favor, SP receives recoupment amount from other party, else amount is written-off after notification to MTI section. |  |
| <b>Policy Requirement</b>   | GOP, Circulars, Police rules and regulations |

### 5.13.4.3 POL Fixation

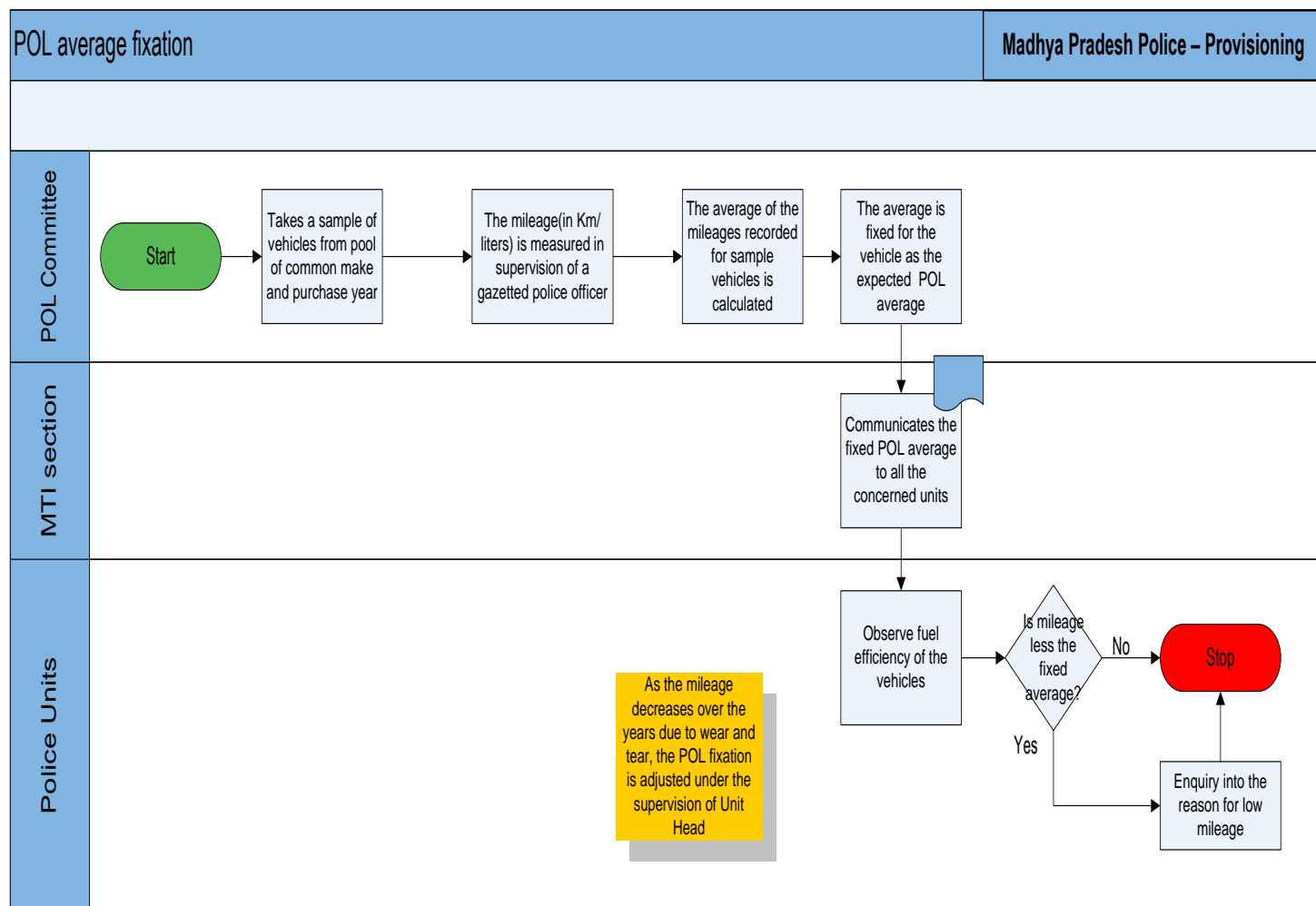
#### A. Process Summary

This process describes the fixation of POL average for Police Vehicles. The key actors of the process are the POL Committee, MTI Section and Police Units.

#### B. SIPOC

| Supplier      | Input              | Process        | Output               | Customer     |
|---------------|--------------------|----------------|----------------------|--------------|
| POL Committee | Sample of vehicles | As shown below | Efficient fuel usage | Police Units |

## C. Process Map



## D. Process Description

|   |                     |                            |                     |
|---|---------------------|----------------------------|---------------------|
| <b>Process Name:</b>  | <b>POL Fixation</b> | <b>Branch/ Sub-Branch</b>  | <b>Provisioning</b> |
| <b>Process Predecessor:</b>   | None                | <b>Process successor :</b> | None                |
| <b>Process</b>  |                     |                            |                     |
| i) POL Committee takes a sample of vehicles from pool of common make and purchase year.<br>ii) The mileage (in Km/ liters) is measured in supervision of a gazetted police officer.<br>iii) The average of the mileages recorded for sample vehicles is calculated. |                     |                            |                     |

|   |  |
|---|--|
| iv) The average is fixed, by the POL Committee, for the vehicle as the expected POL average<br>v) MTI Section Communicates the fixed POL average to all the concerned units.<br>vi) Police Units observe fuel efficiency of the vehicles.<br>vii) If the mileage goes below the POL average fixed, unit enquires into the reason for same.<br>viii) As the mileage decreases over the years due to wear and tear, the POL fixation is adjusted under the supervision of Unit Head |  |
| <b>Policy Requirement</b>   | GOP, Circulars, Police rules and regulations |

#### 5.13.4.4 Condemnation

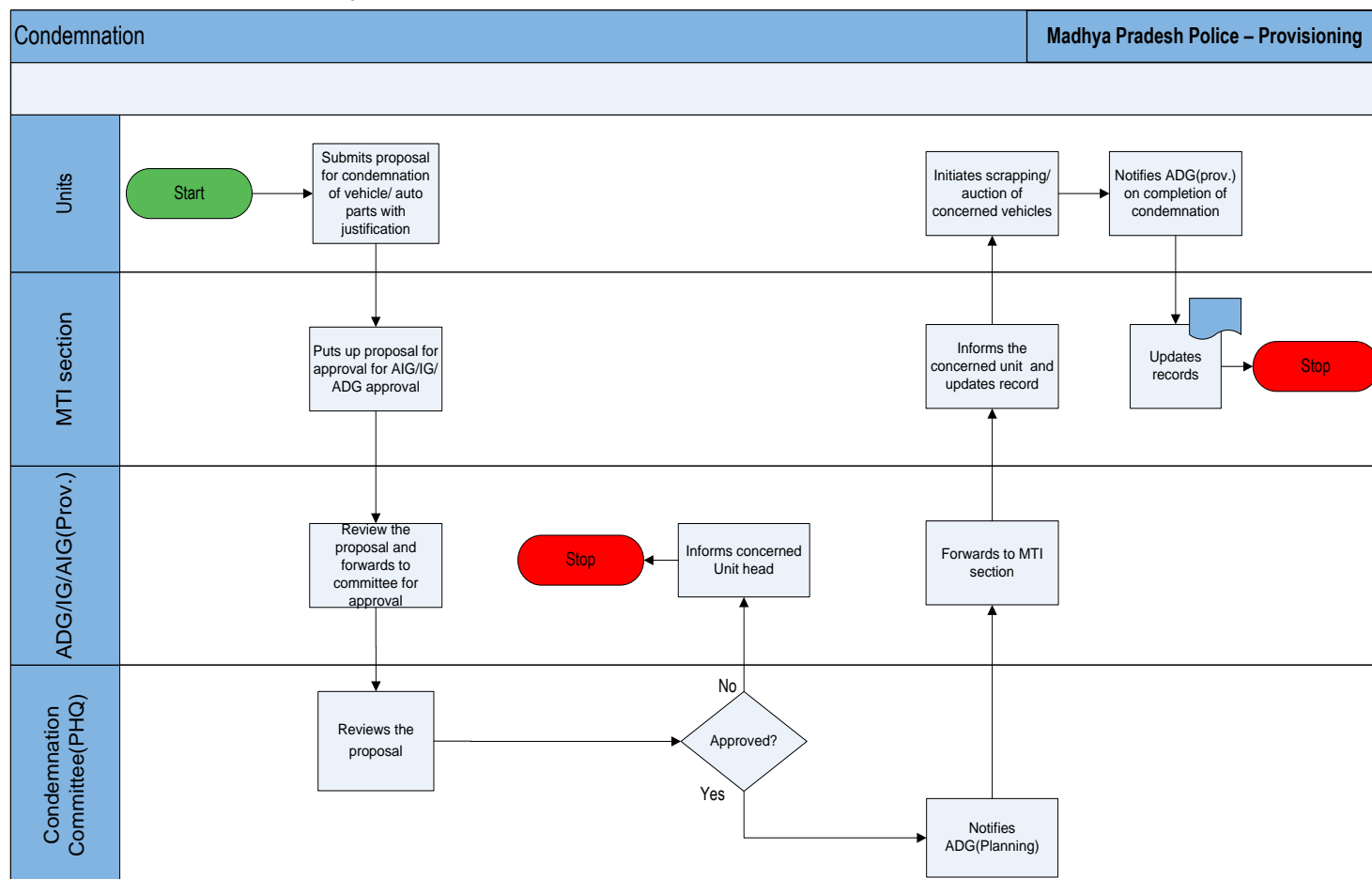
##### A. Process Summary

This is the process of condemnation of vehicle/ auto parts. The key actors of the process are the units, AIG/IG/ADG/DGP, Condemnation Committee (PHQ) and the MTI section.

##### B. SIPOC

| Supplier | Input                     | Process        | Output                                | Customer        |
|----------|---------------------------|----------------|---------------------------------------|-----------------|
| Units    | Proposal for Condemnation | As shown below | Condemnation of vehicle or auto parts | Concerned units |

### C. Process Map



### D. Process Description

|   |                     |                            |                     |
|---|---------------------|----------------------------|---------------------|
| <b>Process Name:</b>  | <b>Condemnation</b> | <b>Branch/ Sub-Branch</b>  | <b>Provisioning</b> |
| <b>Process Predecessor:</b>   | None                | <b>Process successor :</b> | None                |
| <b>Process</b>  |                     |                            |                     |
| i) Units submit proposal for condemnation of vehicle/ auto parts with justification.<br>ii) MTI section puts up proposal for approval for AIG/IG/ADG approval.<br>iii) AIG/IG/ADG/DGP review the proposal and forwards to committee for approval.<br>iv) Committee reviews the proposal, then it notifies the ADG (Planning) about approval of rejection of proposal. |                     |                            |                     |

|  |  |
|--|--|
| v) AIG/IG/ADG/DGP forwards the same to MTI section.<br>vi) MTI section informs the concerned unit and updates record.<br>vii) Concerned police unit initiates scrapping/auction of concerned vehicles and notifies ADG(prov.) on completion of condemnation.<br>viii) MTI section updates records based on the vehicles/items condemned. |  |
| <b>Policy Requirement</b>  | GOP, Circulars, Police rules and regulations |

#### 5.13.4.5 Kit Clothing

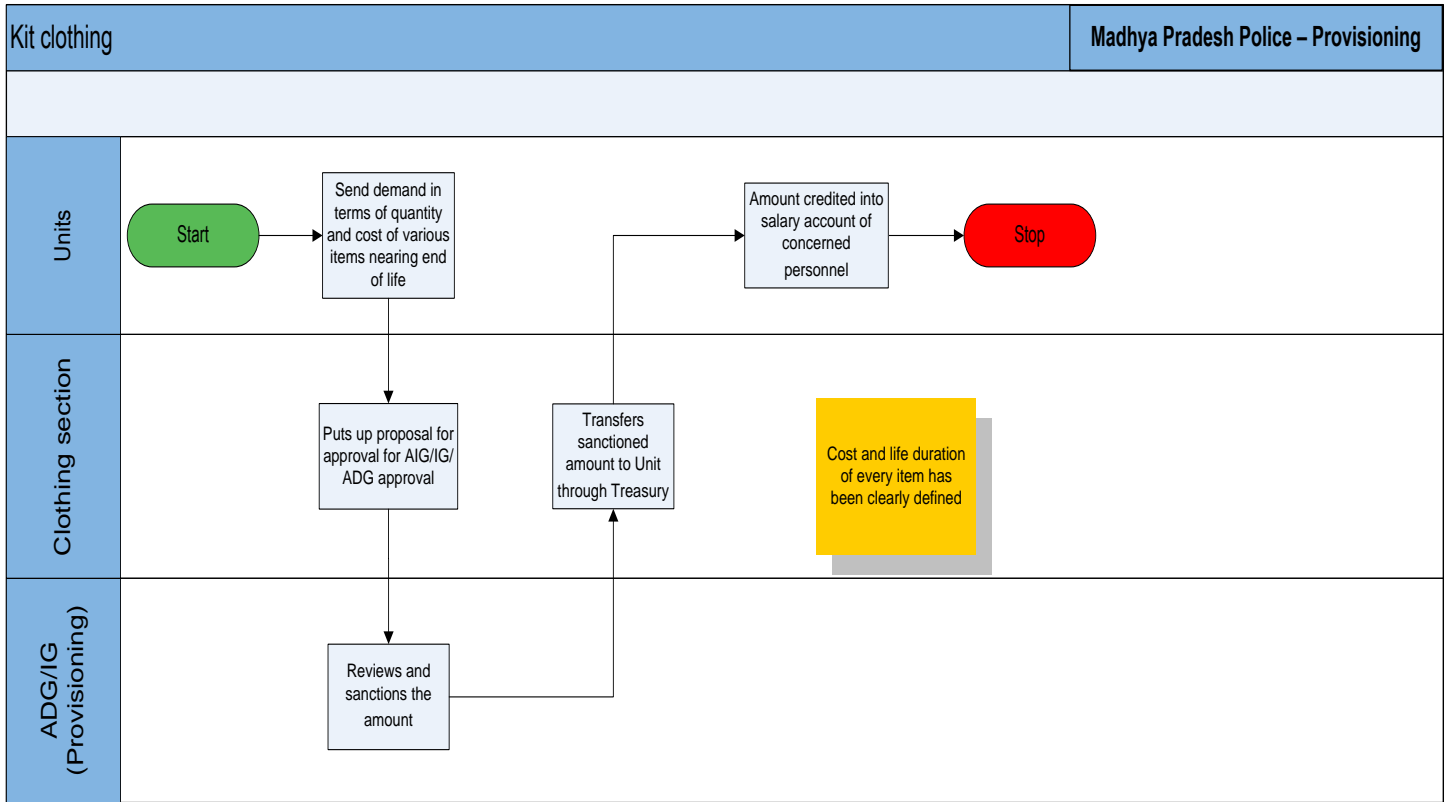
##### A. Process Summary

This is the process of purchase of various items such as Kit clothing etc. The key actors of the process are the units, ADG/AIG(Provisioning) and Clothing section.

##### B. SIPOC

| Supplier | Input                  | Process        | Output                         | Customer         |
|----------|------------------------|----------------|--------------------------------|------------------|
| Units    | Demand of Kit clothing | As shown below | Amount credit for kit clothing | Police personnel |

## C. Process Map



## D. Process Description

|   |                     |                            |                     |
|---|---------------------|----------------------------|---------------------|
| <b>Process Name:</b>  | <b>Kit clothing</b> | <b>Branch/ Sub-Branch</b>  | <b>Provisioning</b> |
| <b>Process Predecessor:</b>   | None                | <b>Process successor :</b> | None                |
| <b>Process</b>  |                     |                            |                     |
| i) Units send demand in terms of quantity and cost of various items to MTI section.<br>ii) Clothing section puts up proposal for approval to AIG/IG/ADG.<br>iii) ADG/AIG(Provisioning) review the proposal and forwards to committee for approval.<br>iv) Clothing Section transfers sanctioned amount to Unit through Treasury<br>v) Sanctioned amount is credited to salary account of concerned personnel.<br>vi) Cost and life duration of every item has been clearly defined. |                     |                            |                     |

**Policy Requirement**

GOP, Circulars, Police rules and regulations

**5.13.4.6 Purchase of vehicles**

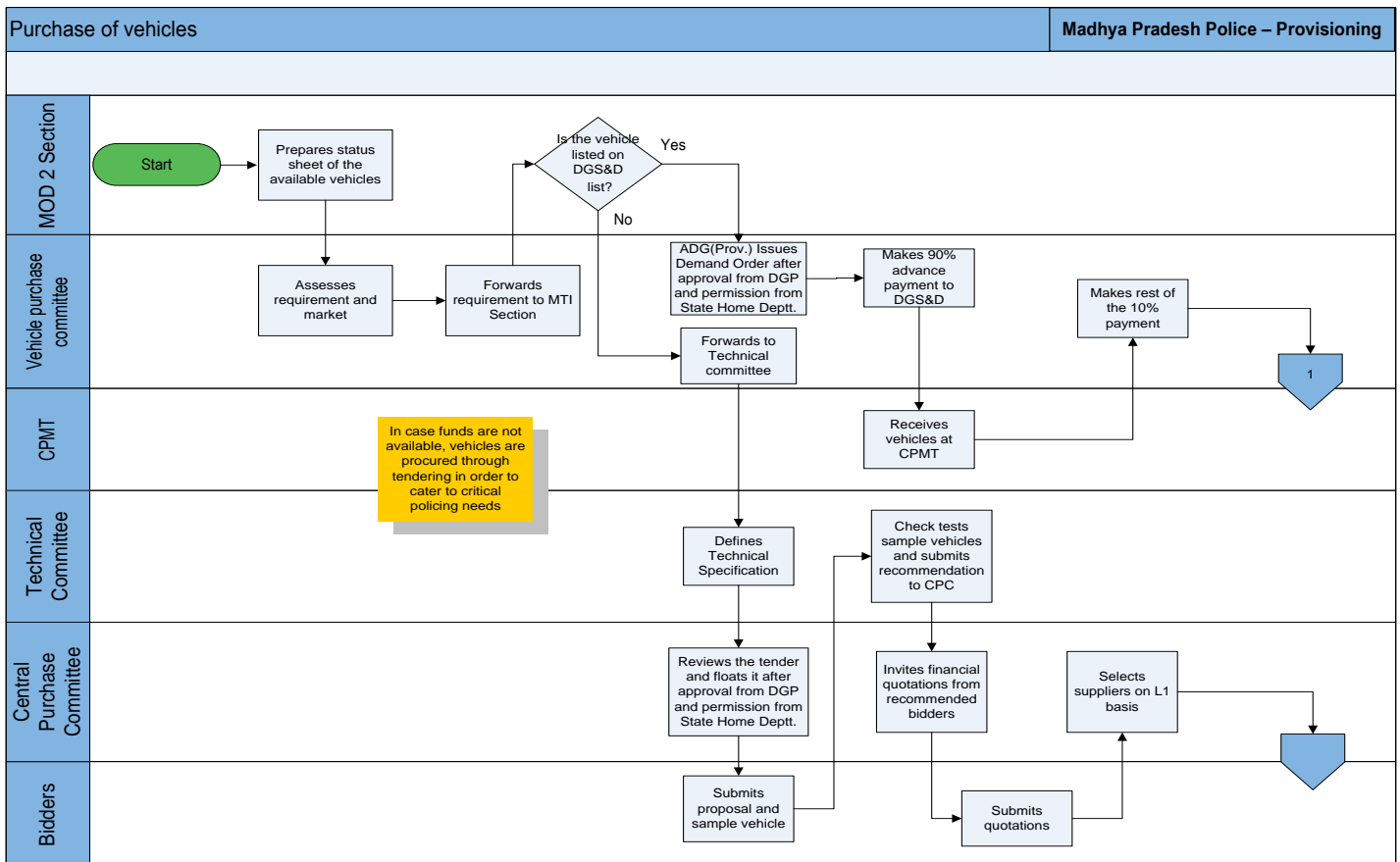
**A. Process Summary**

This is the process of purchase of vehicles by MP Police. The key actors of the process are CPMT, ADG(Prov.), AIG(Prov.), MOD 2 Section and Police units.

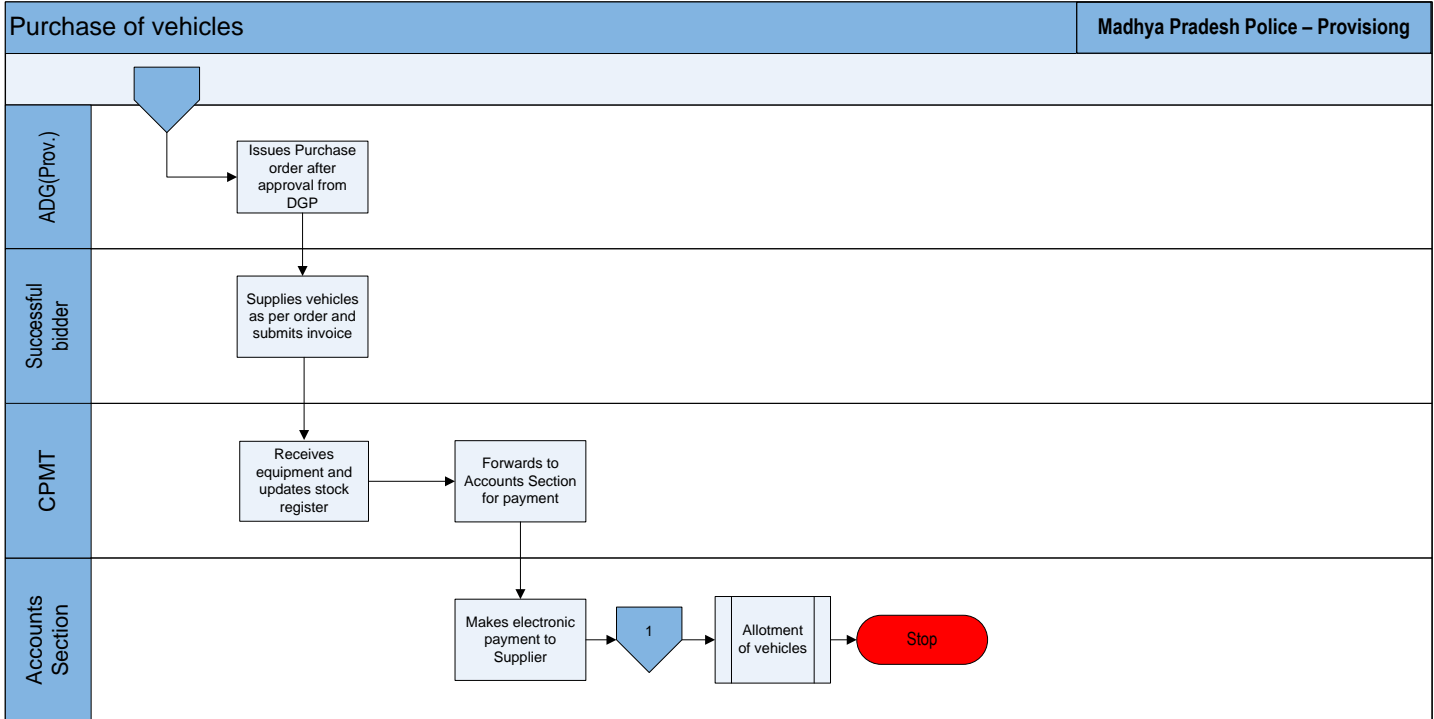
**B. SIPOC**

| Supplier                   | Input                     | Process        | Output           | Customer                  |
|----------------------------|---------------------------|----------------|------------------|---------------------------|
| Vehicle purchase committee | Vehicle purchase proposal | As shown below | Vehicle Purchase | CPMT, Provisioning Branch |

**C. Process Map**







#### D. Process Description

|  |                             |                            |                       |
|--|-----------------------------|----------------------------|-----------------------|
| <b>Process Name:</b>   | <b>Purchase of vehicles</b> | <b>Branch/ Sub-Branch</b>  | <b>Provisioning</b>   |
| <b>Process Predecessor:</b>  | None                        | <b>Process successor :</b> | Allotment of vehicles |
| <b>Process</b>   |                             |                            |                       |
| <ul style="list-style-type: none"> <li>i) MOD 2 Section prepares and maintains status sheet of the available vehicles.</li> <li>ii) Vehicle purchase committee assesses requirement, market and forwards requirement to MOD 2 Section.</li> <li>iii) If the vehicle is listed on DGS&amp;D website, ADG(Prov.) Issues Demand Order after approval from DGP and permission from State Home Deptt.</li> <li>iv) Once DGS&amp;D acknowledges receipt of demand order, ADG(Prov.) initiates 90% advance payment to DGS&amp;D.</li> <li>v) Vehicles sent by DGS&amp;D are received at CPMT.</li> <li>vi) Once the vehicles are added to stock registers, the remaining 10% payment is processed.</li> <li>vii) If the vehicle is not listed on DGS&amp;D website, ADG(Prov.) forwards to Technical committee which defines technical specifications for the vehicles.</li> <li>viii) The central purchase committee (CPC) reviews the tender and floats it after approval from DGP and permission from State Home Deptt.</li> <li>ix) The bidders submit proposal and sample vehicle</li> <li>x) The technical committee Check tests sample vehicles and submits recommendation to CPC</li> </ul> |                             |                            |                       |

|  |  |
|--|--|
| xi) CPC invites financial quotations from recommended bidders.<br>xii) Bidders submits quotations which are evaluated by CPC and a supplier is selected on L1 basis.<br>xiii) ADG(Prov.) issues Purchase order to successful bidder after approval from DGP.<br>xiv) The successful bidder supplies vehicles as per order and submits invoice<br>xv) CPMT receives vehicles, updates stock register and forwards to Accounts Section for payment<br>xvi) Account section makes electronic payment to Supplier. |  |
| <b>Policy Requirement</b>  | GOP, Circulars, Police rules and regulations |

#### 5.13.4.7 Allotment of vehicles

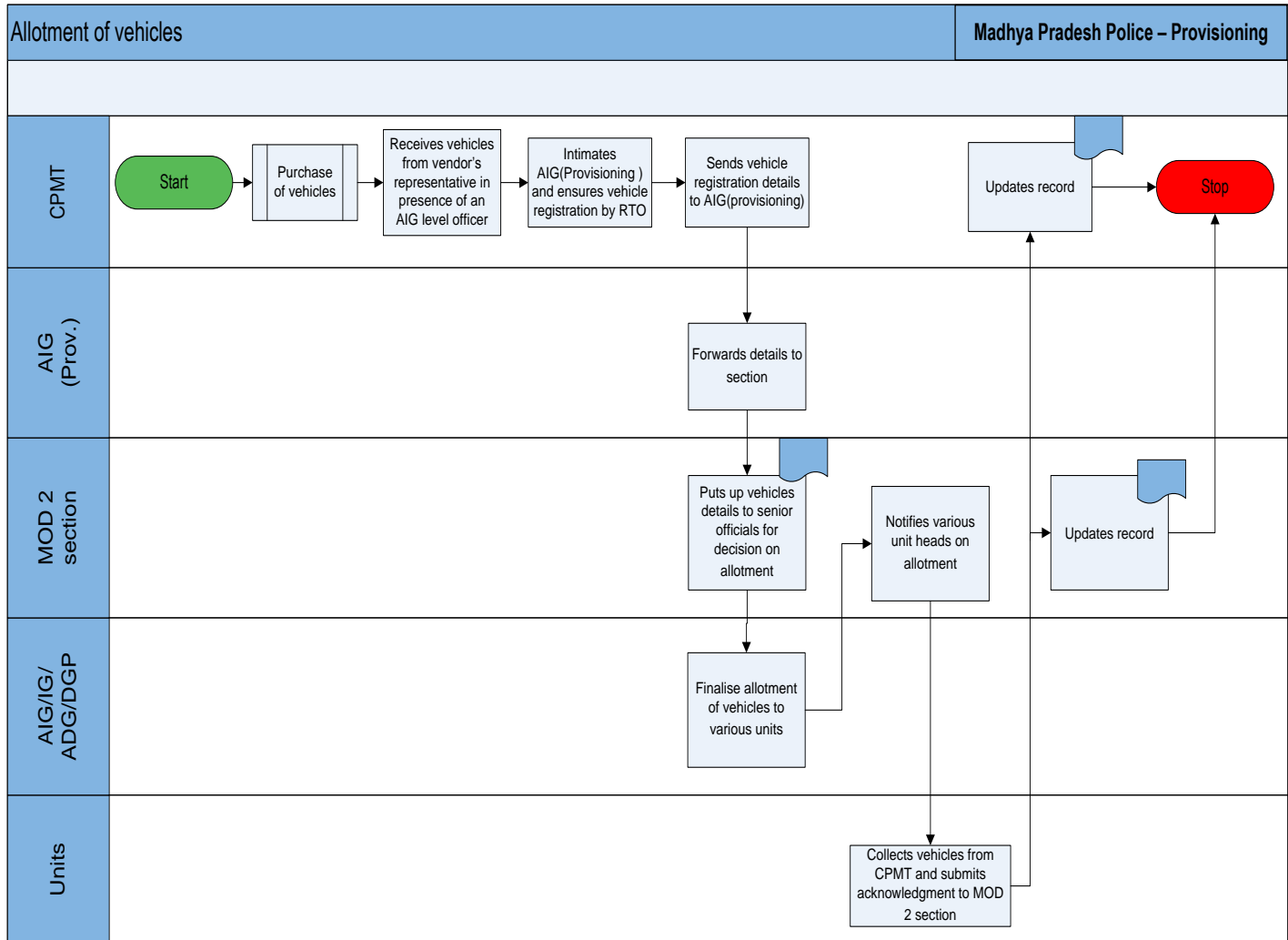
##### A. Process Summary

This is the process of allotment of vehicles to various units. The key actors of the process are CPMT, AIG(Prov.), MOD 2 Section and Police units.

##### B. SIPOC

| Supplier | Input                           | Process        | Output            | Customer               |
|----------|---------------------------------|----------------|-------------------|------------------------|
| CPMT     | Receives vehicles from supplier | As shown below | Vehicle allotment | Concerned police units |

### C. Process Map



### D. Process Description

|   |                             |                            |                     |
|---|-----------------------------|----------------------------|---------------------|
| <b>Process Name:</b>  | <b>Allotment of vehicle</b> | <b>Branch/ Sub-Branch</b>  | <b>Provisioning</b> |
| <b>Process Predecessor:</b>   | Purchase of vehicles        | <b>Process successor :</b> | None                |
| <b>Process</b>  |                             |                            |                     |
| i) CPMT receives vehicles from vendor’s representative in presence of an AIG level officer, intimates AIG (Provisioning) and ensures vehicle registration by RTO.<br>ii) CPMT sends vehicle registration details to AIG (Provisioning).<br>iii) AIG (Provisioning) forwards the details to MOD 2 section. |                             |                            |                     |

- iv) MOD 2 section puts up vehicles details to senior officials for decision on allotment.
- v) AIG/IG/ADG/DGP finalize allotment of vehicles to various units. Then MOD 2 section notifies various unit heads on allotment.
- vi) Units collect vehicles from CPMT and submit acknowledgment to MOD 2 section.
- vii) CPMT and MOD 2 Section update vehicle allocation records.

**Policy Requirement**

GOP, Circulars, Police rules and regulations

#### 5.13.4.8 Purchase

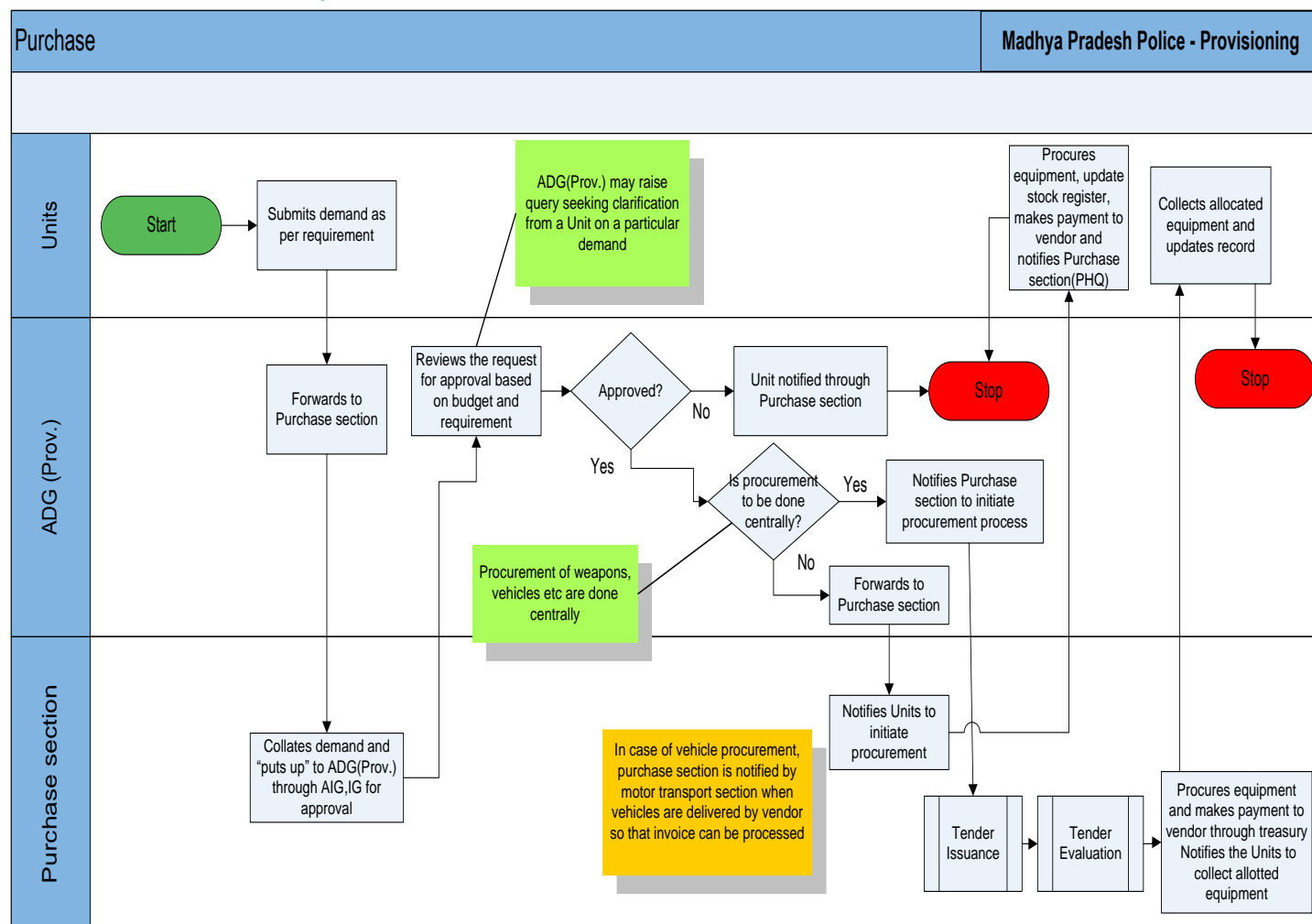
##### A. Process Summary

This is the process pertaining to procurement of equipment by the MP Police department as per the demand submitted by various police units. The key actors of the process are the Police Units, ADG (Planning), Vendors/ Suppliers and Purchase Section.

##### B. SIPOC

| Supplier | Input                | Process        | Output                   | Customer                |
|----------|----------------------|----------------|--------------------------|-------------------------|
| Units    | Demand for equipment | As shown below | Procurement of equipment | Purchase Section, Units |

## C. Process Map



## D. Process Description

|   |                 |                            |                 |
|---|-----------------|----------------------------|-----------------|
| <b>Process Name:</b>  | <b>Purchase</b> | <b>Branch/ Sub-Branch</b>  | <b>Planning</b> |
| <b>Process Predecessor:</b>   | None            | <b>Process successor :</b> | None            |
| <b>Process</b>  |                 |                            |                 |
| i) The police units submit the demand as per the requirement.<br>ii) ADG (Provisioning) forwards the same to purchase section.<br>iii) The Purchase Section collates, reviews the demand and puts up to ADG (Prov.) through AIG, IG for sanction.<br>iv) ADG (Provisioning) reviews the request for approval based on available budget and requirement. |                 |                            |                 |

|  |  |
|--|--|
| <p>v) ADG (Provisioning) may raise query on any particular purchase demand. Purchase section notifies the concerned police unit about the same.</p> <p>vi) Once the request is approved by ADG (Planning), Purchase Section checks if the procurement is to be done centrally. For example: the procurement of weapons, vehicles etc. are done centrally.</p> <p>vii) In case the procurement is required to be done centrally, ADG (Provisioning) notifies the purchase section to initiate the procurement process. The purchase section procures the equipment through Tendering process and makes payment to vendor through treasury.</p> <p>viii) MP Police Department may directly issue purchase orders through Government entities like MPLUN etc.</p> <p>ix) Purchase section informs the units to collect the allotted equipment which collect the allotted equipment and updates the record or the Purchase section may ask the vendor to deliver the equipment to different branches. In both cases, payment to vendor is made by Planning Branch (PHQ)</p> <p>x) If the procurement is not required to be done centrally then ADG (Prov.) forwards the request to purchase section. The purchase section notifies the units to initiate the procurement process. Then the units procure the equipment, updates the stock register, make payment to the vendor and notifies to the Purchase section (PHQ).</p> |  |
| <b>Policy Requirement</b>  | GOP, Circulars, Police Rules and Regulations |

## 5.14 Telecommunication (Radio)

### 5.14.1 Organisational Structure

|              |            |
|--------------|------------|
| ADG(Telecom) |            |
| IG(Telecom)  |            |
| DIG(Telecom) |            |
| SSP(Radio)   |            |
| SP(Radio)    | SP(Radio)  |
| DSP(Radio)   | DSP(Radio) |
| Inspector    | Inspector  |
| SI           | SI         |
| ASI          | ASI        |
| Head Cont.   | Head Cont. |
| Const.       | Const.     |

#### 5.14.2 Personnel Strength

| S. No. | Designation    | Sanctioned | Available | Vacant |
|--------|----------------|------------|-----------|--------|
| 1      | ADG            | 1          | 1         | -      |
| 2      | IGP            | 1          | 1         | -      |
| 3      | DIG            | 1          | -         | 1      |
| 5      | SSP            | 1          | 1         | -      |
| 6      | SP             | 1          | 1         | -      |
| 7      | DSP            | 7          | 5         | 2      |
| 8      | Inspector      | 19         | 14        | 5      |
| 9      | SI             | 46         | 42        | 4      |
| 10     | ASI            | 79         | 63        | 16     |
| 11     | Head Constable | 159        | 125       | 34     |
| 12     | Constable      | 70         | 80        | -      |
| 13     | Boys Constable | 4          | 4         | -      |

#### 5.14.3 IT Infrastructure

| S. No. | Equipment                         | Quantity |
|--------|-----------------------------------|----------|
| 1      | Computer With internet connection | 57       |

|   |   |                             |    |
|---|---|-----------------------------|----|
|   |   | Without internet connection | -  |
| 2 | Printer   | Laser/Inkjet                | 31 |
|   |   | Dot Matrix                  | 75 |
| 3 | Fax   |                             | -  |
| 4 | Photocopier   |                             | 1  |
| 5 | Scanner   |                             |    |
| 6 | Multifunction Printer (MFP)/ Multifunction Device (MFD) |                             | 45 |

## 5.14.4 As-Is Processes

### 5.14.4.1 Wireless equipment repair

#### A. Process Summary

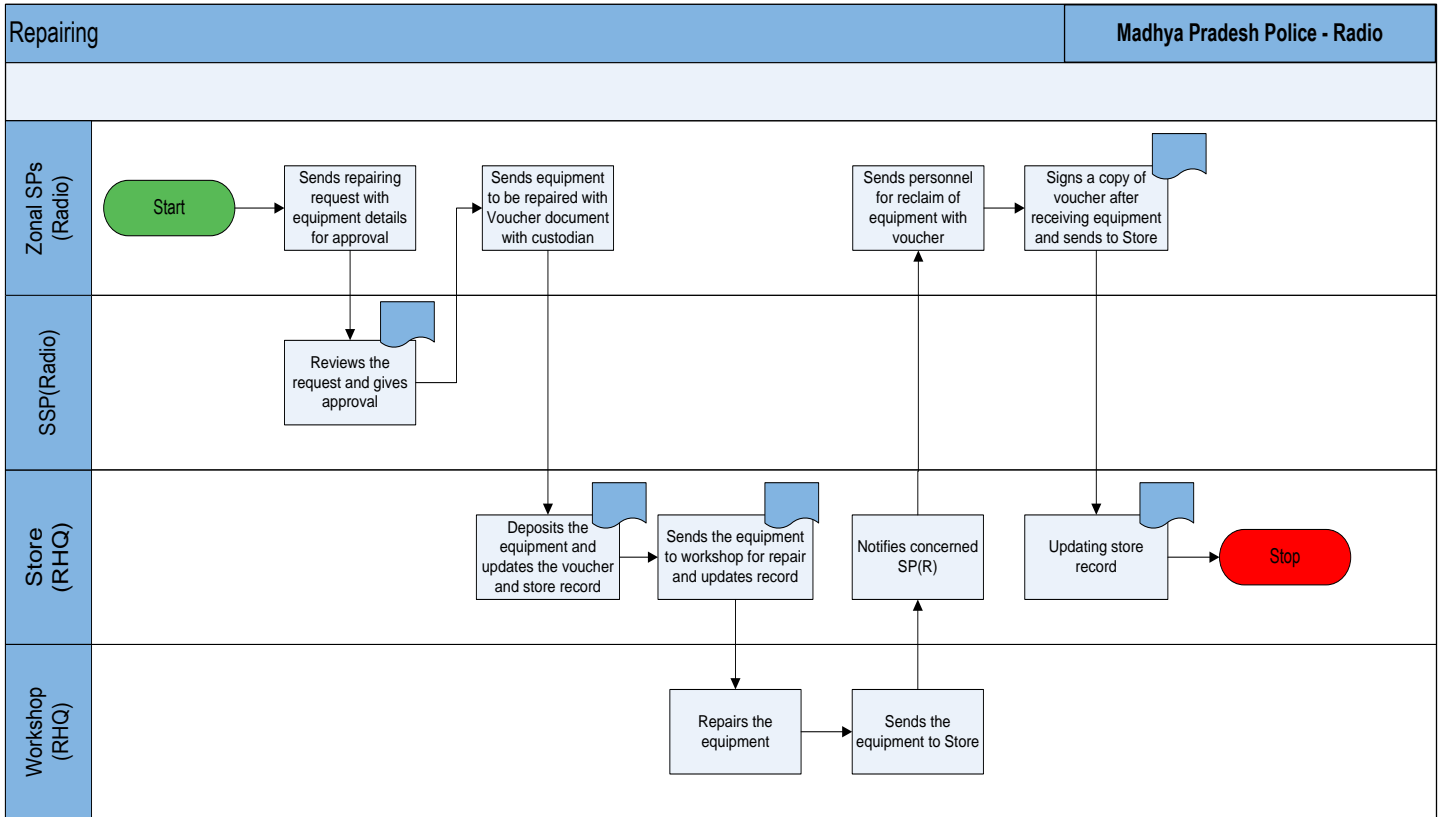
This is the process of repairing of faulty Wireless equipment at Radio Head Quarters. The Key actors of the process are Zonal SPs, SSP(R), Store and Workshop section of RHQ.

#### B. SIPOC

| Supplier  | Input             | Process        | Output             | Customer            |
|-----------|-------------------|----------------|--------------------|---------------------|
| Zonal SPs | Repairing request | As shown below | Repaired Equipment | Zonal SPs, Workshop |

#### C. Process Map





#### D. Process Description

|  |  |                            |              |
|--|--|----------------------------|--------------|
| <b>Process Name:</b>   | <b>Repair of electromechanical equipment</b> | <b>Branch/ Sub-Branch</b>  | <b>Radio</b> |
| <b>Process Predecessor:</b>  | None   | <b>Process successor :</b> | None         |
| <b>Process</b>   |  |                            |              |
| i) Zonal SP(R)s send repairing request with equipment details for approval.<br>ii) Post approval from SSP(R), Zonal SPs send equipment to be repaired with Voucher document with custodian.<br>iii) Store section of RHQ receives the equipment and updates the voucher and store record<br>iv) Store sends the equipment to workshop for repair and updates record<br>v) Workshop sends the repaired equipment to store and informs concerned Zonal SP(R).<br>vi) Concerned Zonal SP(R) send personnel for reclaim of equipment with voucher.<br>vii) Zonal SP signs a copy of voucher after receiving equipment and sends to Store at RHQ<br>viii) Store at RHQ updates record after receiving the voucher signed by Zonal SP(R) |  |                            |              |

|                           |   |
|---------------------------|---|
| <b>Policy Requirement</b> | GOP - Government Gazette Notification, Madhya Pradesh Police Regulations, Circulars |
|---------------------------|---|

#### 5.14.4.2 Technical specification development

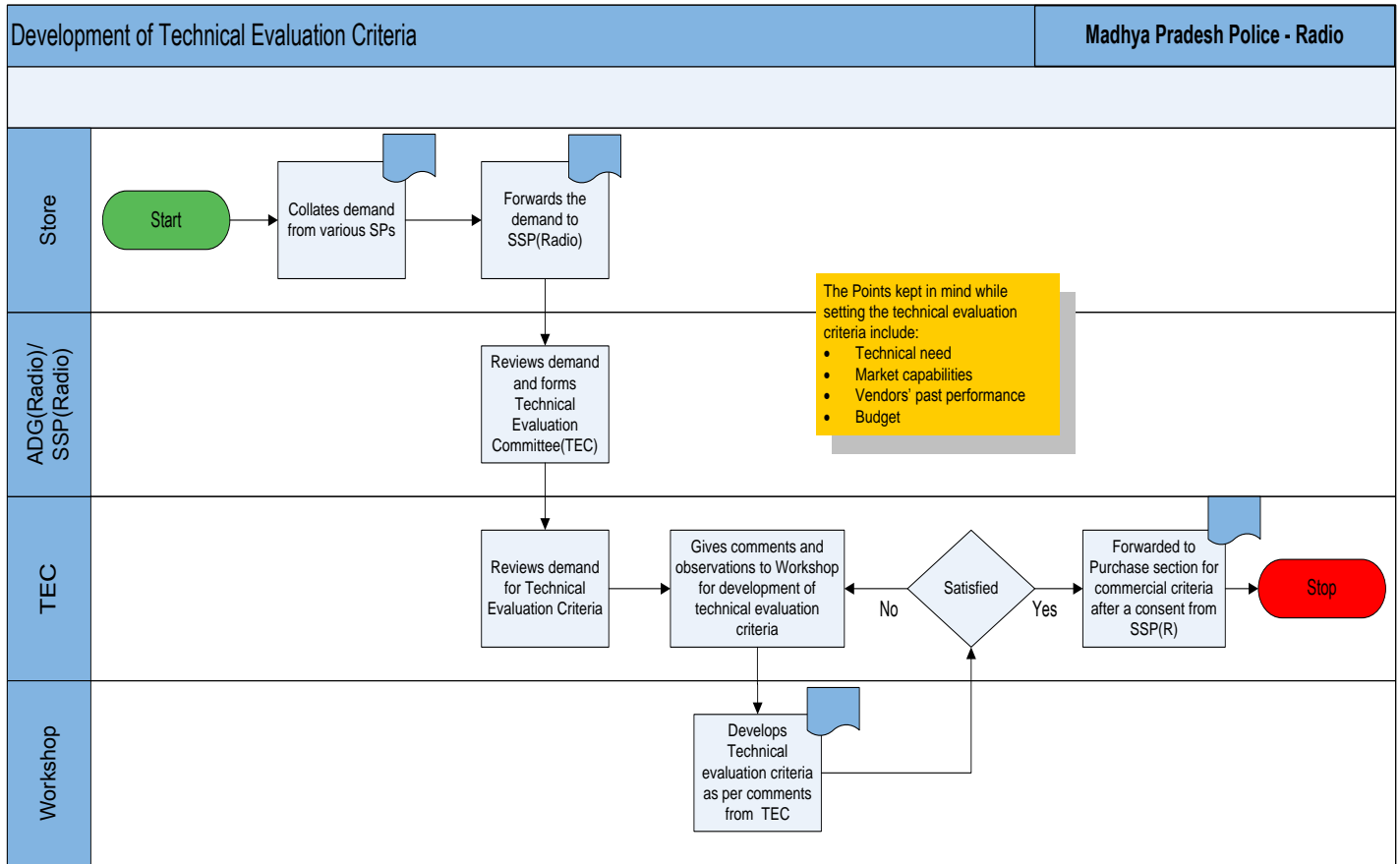
##### A. Process Summary

This is the process of Development of Technical Evaluation Criteria of Bids at Radio Head Quarters. The Key actors of the process are Zonal SPs, SSP(R), Workshop and Technical Evaluation Committee (TEC).

##### B. SIPOC

| Supplier  | Input                | Process        | Output                        | Customer                 |
|-----------|----------------------|----------------|-------------------------------|--------------------------|
| Zonal SPs | Demand for equipment | As shown below | Technical Evaluation Criteria | SSP(R), Purchase Section |

### C. Process Map



### D. Process Description

|  |   |                            |              |
|--|---|----------------------------|--------------|
| <b>Process Name:</b>   | <b>Development of Technical Evaluation Criteria</b> | <b>Branch/ Sub-Branch</b>  | <b>Radio</b> |
| <b>Process Predecessor:</b>  | None  | <b>Process successor :</b> | None         |
| <b>Process</b>   |   |                            |              |
| i) Collates the demand submitted by various Zonal SPs and forwards to SSP(R)<br>ii) ADG(Radio)/ SSP(R) reviews the demand and forms Reviews demand and forms Technical Evaluation Committee(TEC) for setting Technical Evaluation Criteria<br>iii) TEC reviews the demand and guides Workshop on the Technical Evaluation Criteria<br>iv) The Points kept in mind while setting the technical evaluation criteria include: <ul style="list-style-type: none"> <li>Technical need</li> <li>Market capabilities</li> </ul> |   |                            |              |

|   |   |
|---|---|
| <ul style="list-style-type: none"> <li>Vendors' past performance</li> <li>Budget</li> </ul> <p>v) Workshop develops the criteria and shares with TEC</p> <p>vi) TEC gives further comments to Workshop, otherwise forwards to Purchase Section after approval from SSP(R)</p> |   |
| <b>Policy Requirement</b>   | GOP - Government Gazette Notification, Madhya Pradesh Police Regulations, Circulars |

#### 5.14.4.3 Technical Evaluation

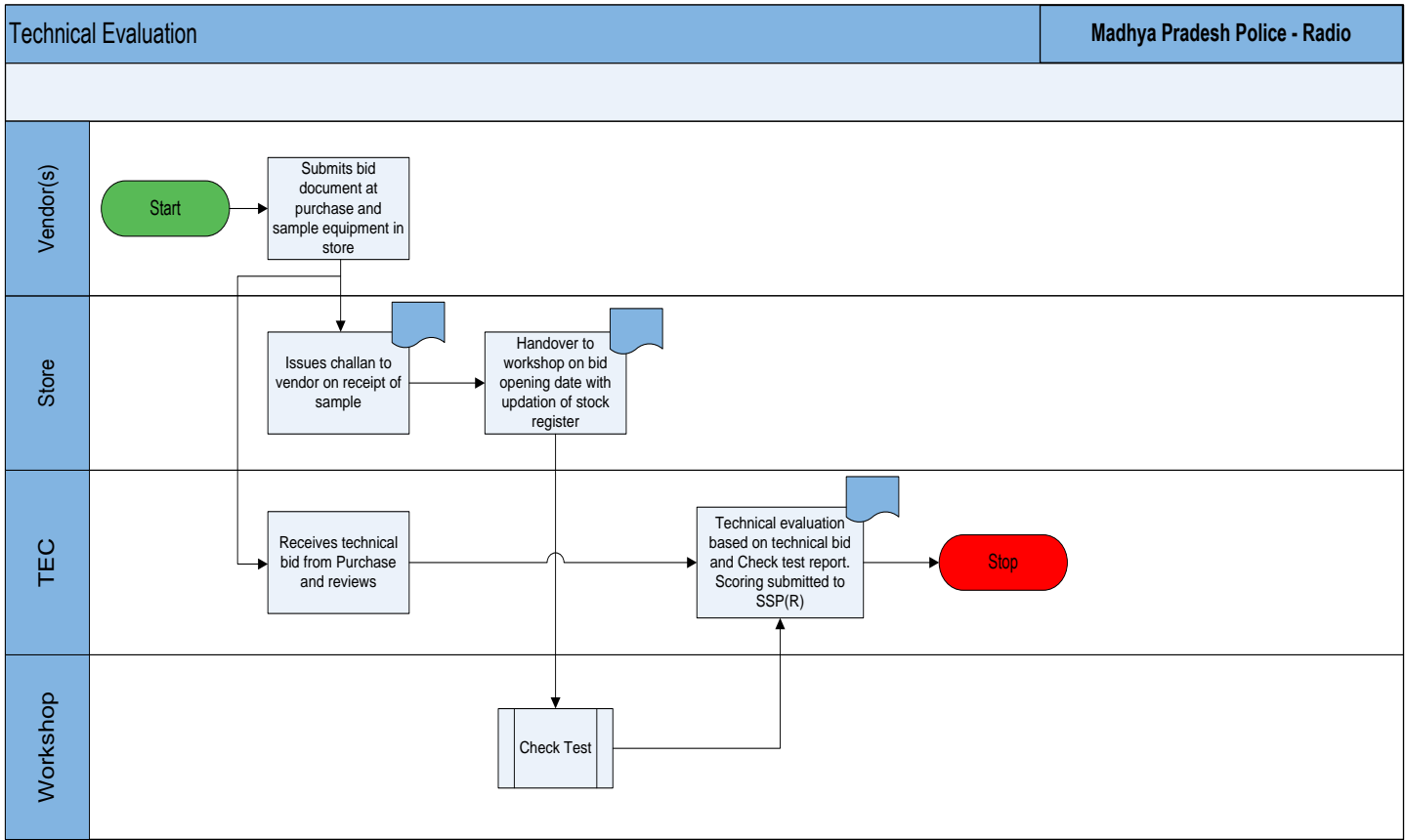
##### A. Process Summary

This is the process of Technical Evaluation of Bids at Radio Head Quarters. The Key actors of the process are Zonal SPs, SSP(R), Store and Technical Evaluation Committee (TEC).

##### B. SIPOC

| Supplier       | Input                       | Process           | Output                              | Customer                      |
|----------------|-----------------------------|-------------------|-------------------------------------|-------------------------------|
| <b>Vendors</b> | Bid,<br>Sample<br>equipment | As shown<br>below | Technical Evaluation<br>score sheet | Technical<br>Evaluation Sheet |

### C. Process Map



### D. Process Description

|  |                             |                            |              |
|--|-----------------------------|----------------------------|--------------|
| <b>Process Name:</b>   | <b>Technical Evaluation</b> | <b>Branch/ Sub-Branch</b>  | <b>Radio</b> |
| <b>Process Predecessor:</b>  | None                        | <b>Process successor :</b> | None         |
| <b>Process</b>   |                             |                            |              |
| i) Vendor submits bid document at Purchase Section and sample equipment in store.<br>ii) Store issues challan to vendor on receipt of sample<br>iii) TEC takes bid from the Purchase section<br>iv) TEC works with Workshop section to generate Check Test report of sample equipment, if any.<br>v) TEC does technical evaluation based on the submitted Bid and Check Test report and submits the scores to SSP(R) |                             |                            |              |

|                           |   |
|---------------------------|---|
| <b>Policy Requirement</b> | GOP - Government Gazette Notification, Madhya Pradesh Police Regulations, Circulars |
|---------------------------|---|

#### 5.14.4.4 Scrapping

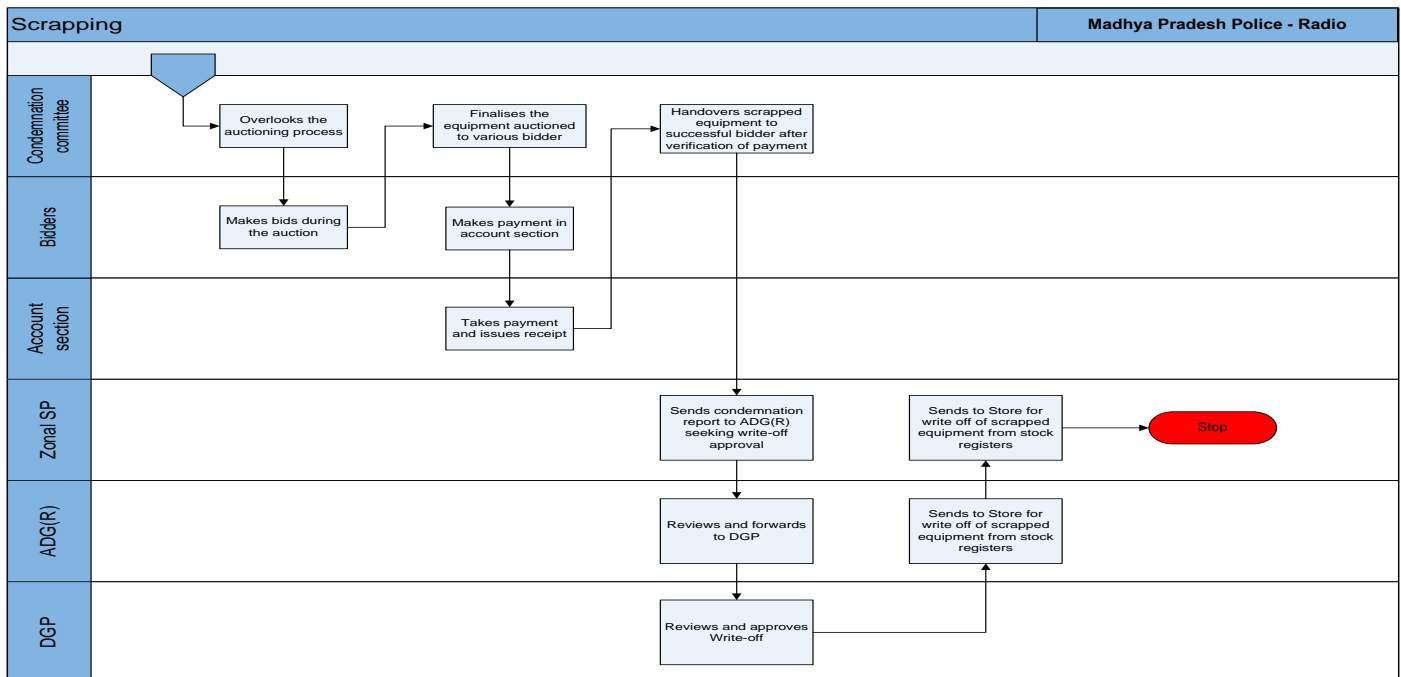
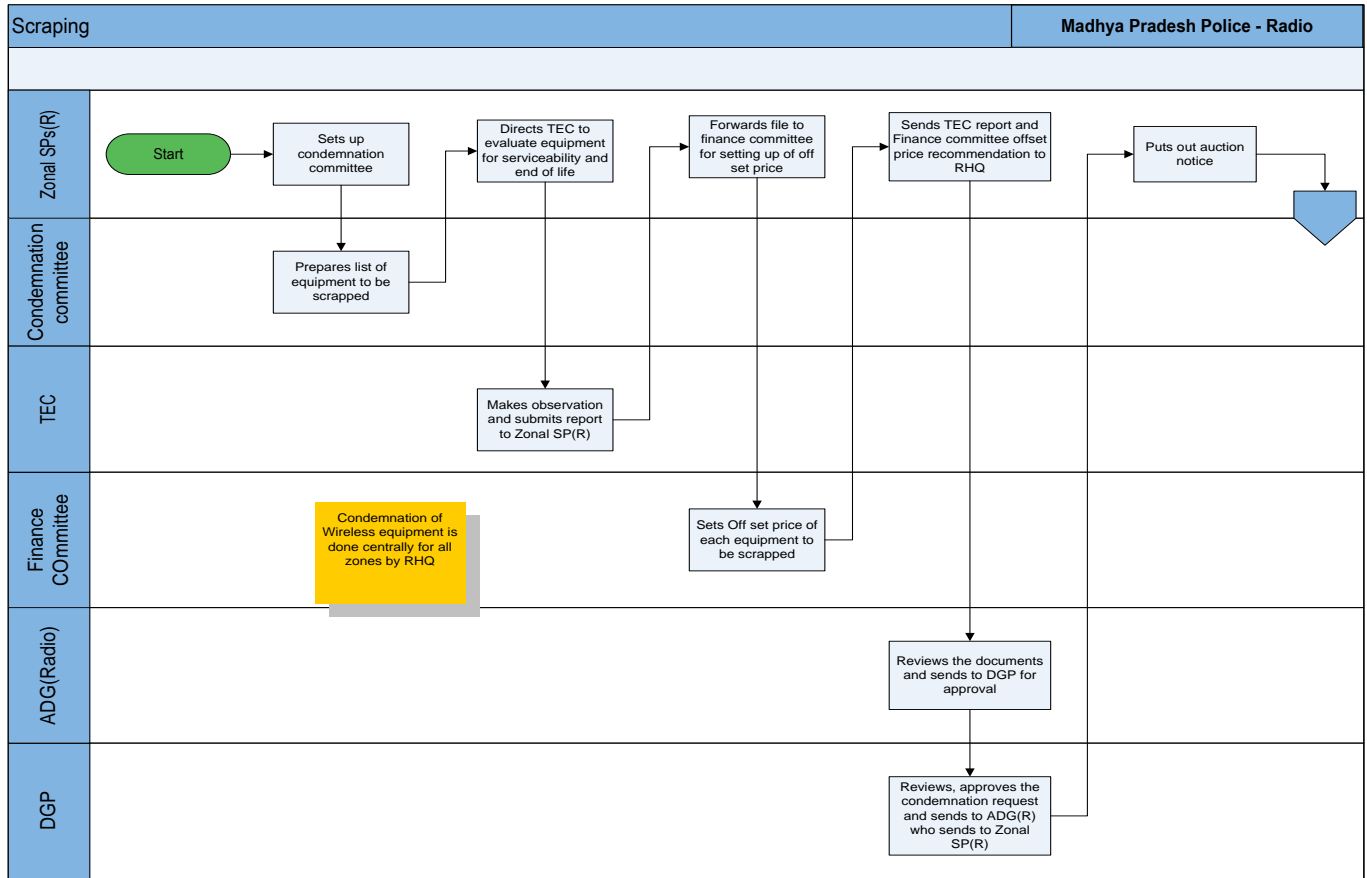
##### A. Process Summary

This is the process of scrapping of non-serviceable, out of life equipment. The Key actors of the process are Zonal SPs, SSP(R), Store and Workshop section of RHQ.

##### B. SIPOC

| Supplier  | Input        | Process        | Output                         | Customer            |
|-----------|--------------|----------------|--------------------------------|---------------------|
| Zonal SPs | Condemnation | As shown below | Scrapped Equipment written off | Zonal SPs, Workshop |

## C. Process Map



## D. Process Description

|  |                  |   |              |
|--|------------------|---|--------------|
| <b>Process Name:</b>   | <b>Scrapping</b> | <b>Branch/ Sub-Branch</b>   | <b>Radio</b> |
| <b>Process Predecessor:</b>  | None             | <b>Process successor :</b>  | None         |
| <b>Process</b>   |                  |   |              |
| <ul style="list-style-type: none"> <li>i) Zonal SP(R)s Sets up condemnation committee for preparation of list of equipment to be scrapped.</li> <li>ii) Zonal SP(R) directs TEC to evaluate equipment for serviceability and end of life.</li> <li>iii) After receiving report from TEC, SP(R) forwards file to finance committee for setting up of off set price.</li> <li>iv) Zonal SP(R) sends TEC report and Finance committee offset price recommendation to RHQ</li> <li>v) ADG(R) reviews the documents and sends to DGP for approval.</li> <li>vi) DGP reviews, approves the condemnation request and sends to ADG(R) who sends to Zonal SP(R)</li> <br/> <li>vii) Post approval Zonal SP(R) puts out auction notice</li> <li>viii) Condemnation committee overlooks the auctioning process and finalises the equipment auctioned to various successful bidders</li> <li>ix) The successful bidder makes payment to account section which issues receipt of the same. Condemnation committee handovers scrapped equipment to successful bidder after verification of payment</li> <li>x) Zonal SP(R) sends condemnation report to ADG(R) seeking write-off approval from DGP</li> <li>xi) Post DGP's approval scrapped items are removed from the stock registers of RHQ and Zonal Stores</li> <li>xii) Condemnation of Wireless equipment is done centrally for all zones by RHQ</li> </ul> |                  |   |              |
| <b>Policy Requirement</b>  |                  | GOP - Government Gazette Notification, Madhya Pradesh Police Regulations, Circulars |              |

### 5.14.4.5 Vehicle Maintenance

## A. Process Summary

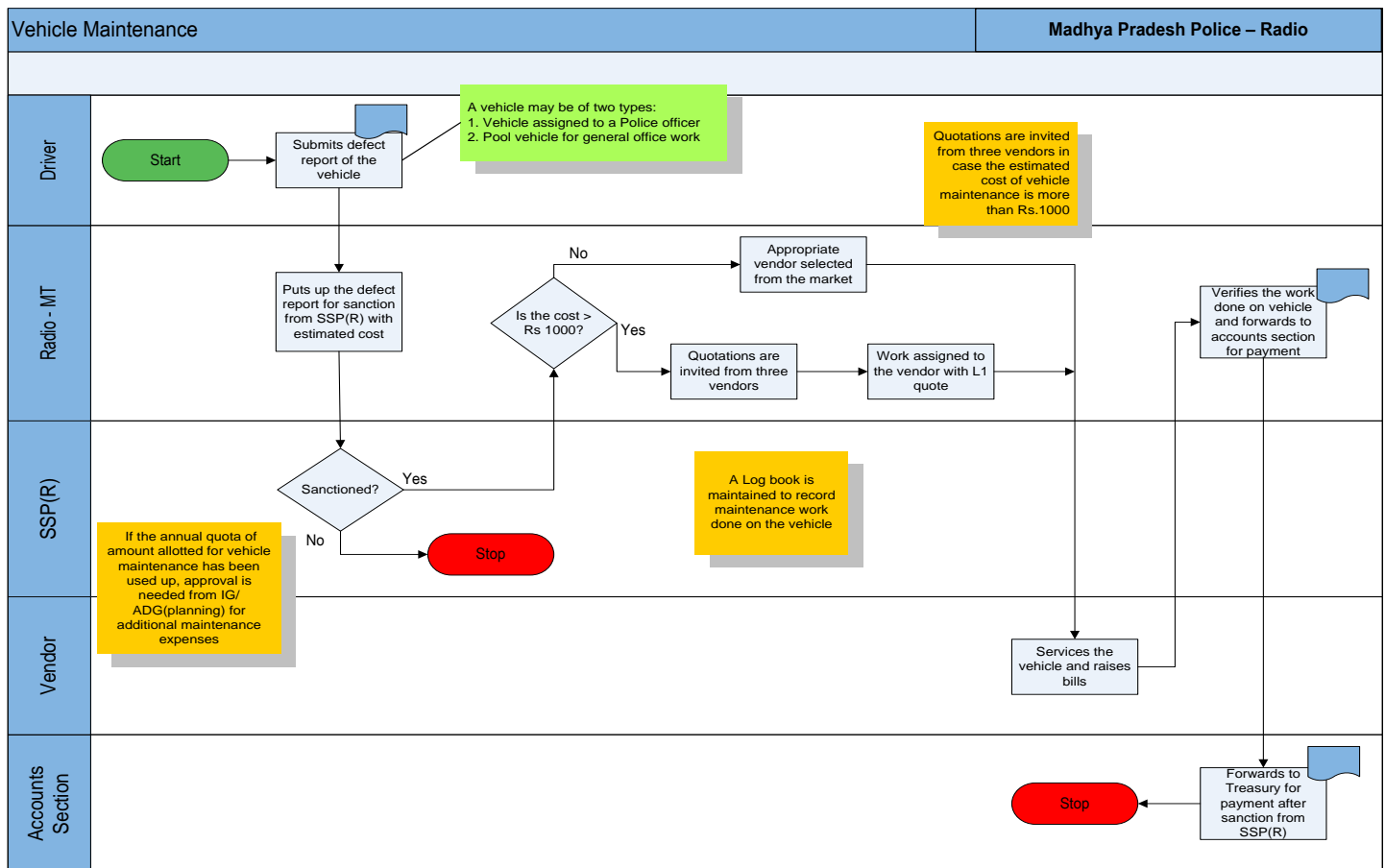


This is the process of maintenance of vehicles at MP Police Radio Branch Headquarter. The Key actors of the process are SSP(R), Accounts Section, Drivers and Radio – MT section.

## B. SIPOC

| Supplier | Input         | Process        | Output  | Customer          |
|----------|---------------|----------------|---|-------------------|
| Driver   | Defect report | As shown below | Payment to vendor<br>Well Maintained vehicles | Vendor<br>Drivers |

## C. Process Map



## D. Process Description

|  |                            |   |                           |
|--|----------------------------|---|---------------------------|
| <b>Process Name:</b>   | <b>Vehicle Maintenance</b> | <b>Branch/ Sub-Branch</b>   | <b>Radio – MT Section</b> |
| <b>Process Predecessor:</b>  | None                       | <b>Process successor :</b>  | None                      |
| <b>Process</b>   |                            |   |                           |
| <ul style="list-style-type: none"> <li>i) Vehicle assigned at Radio HQ may be of two types: <ul style="list-style-type: none"> <li>▪ Vehicle assigned to a Police officer</li> <li>▪ Pool vehicle for general office work</li> </ul> </li> <li>ii) The driver of the vehicle Submits defect report to MT section</li> <li>iii) MT Section put up defect report with approximate cost to SSP(R) for approval</li> <li>iv) If the annual quota of amount allotted for vehicle maintenance has been used up, approval is needed from IG/ ADG(planning) for additional maintenance expenses</li> <li>v) Quotations are invited from three vendors in case the estimated cost of vehicle maintenance is more than Rs.1000</li> <li>vi) If the cost is less than INR 1000, the vehicle is serviced by a vendor from the market and respective bills are cleared by the accounts section after approval from SSP(R)</li> <li>vii) If the cost is INR 1000 and above, quotations are invited from three vendors and work is assigned to the vendor with L1 quotation.</li> <li>viii) The vehicle is serviced by a vendor from the market and respective bills are cleared by the accounts section after sanction from SSP(R)</li> <li>ix) Maintenance work done by the vendor is verified by the MT Section and only then the payment process is initiated.</li> <li>x) A Log book is maintained to record maintenance work done on the vehicle</li> </ul> |                            |   |                           |
| <b>Policy Requirement</b>  |                            | GOP - Government Gazette Notification, Madhya Pradesh Police Regulations, Circulars |                           |

### 5.14.4.6 Post recruitment verification

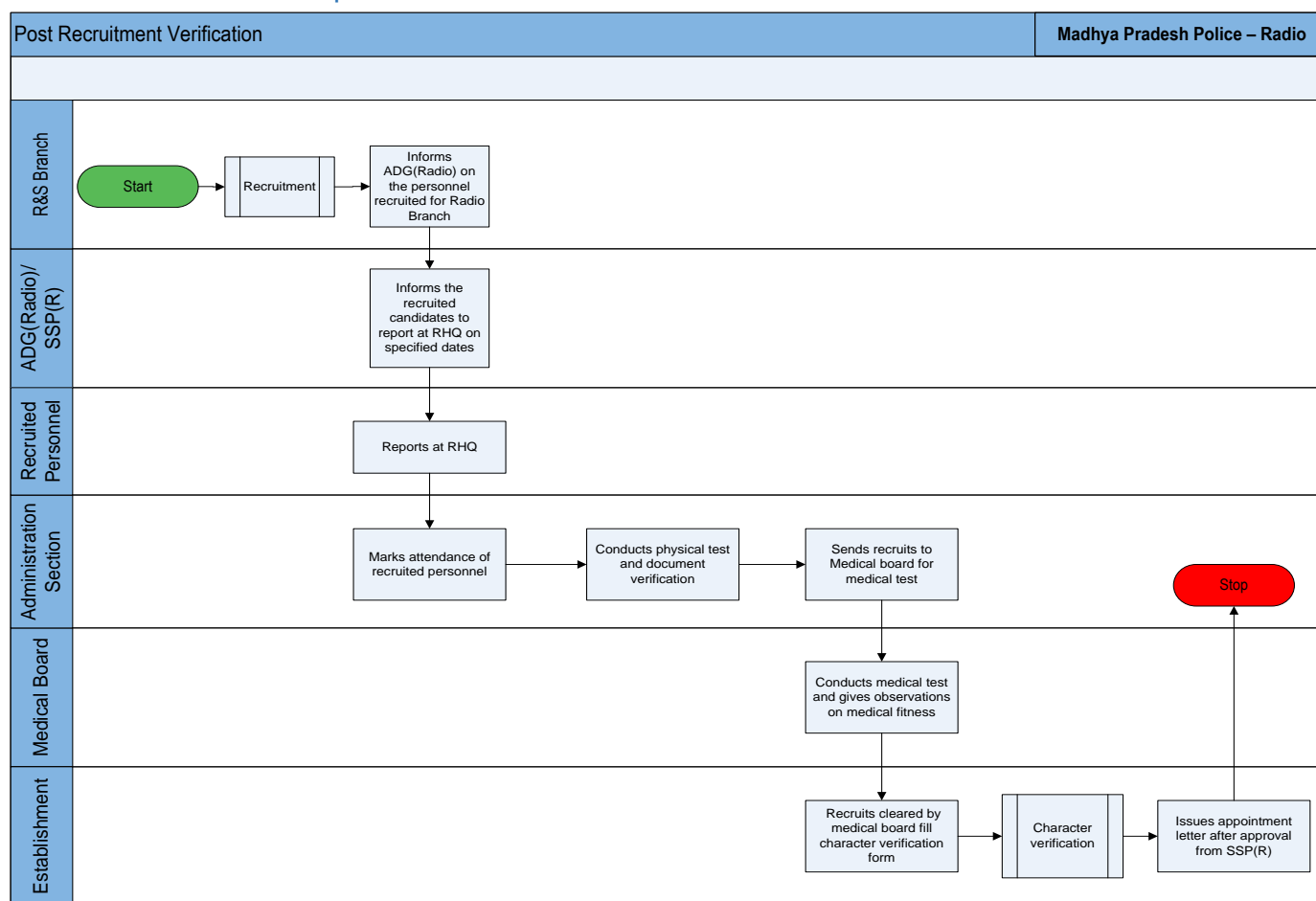
## A. Process Summary

This is the process of verification of the personnel (Constables only) recruited for MP Police Radio Branch. The Key actors of the process are ADG(Radio), recruited personnel, Medical Board, Administration section and Establishment section.

## B. SIPOC

| Supplier   | Input  | Process        | Output             | Customer            |
|------------|--|----------------|--------------------|---------------------|
| R&S Branch | List of recruited personnel for Radio Branch | As shown below | Appointment letter | Recruited personnel |

## C. Process Map



## D. Process Description

|                      |                                      |                           |                     |
|----------------------|--------------------------------------|---------------------------|---------------------|
| <b>Process Name:</b> | <b>Post Recruitment Verification</b> | <b>Branch/ Sub-Branch</b> | <b>Radio Branch</b> |
|----------------------|--------------------------------------|---------------------------|---------------------|

|   |             |  |      |
|---|-------------|--|------|
| <b>Process Predecessor:</b>   | Recruitment | <b>Process successor :</b>   | None |
| <b>Process</b>  |             |  |      |
| i) ADG(R&S) informs ADG(Radio) on the personnel recruited for Radio Branch.<br>ii) ADG(R) informs the recruited personnel to report at RHQ on specified day and also sends the list to Administration section and Establishment section for further action.<br>iii) Recruited personnel report at RHQ and give their attendance at Administration section<br>iv) Administration section verifies documents, perform physical test and send the personnel medical board for medical test.<br>v) Medical board conducts medical test and gives observations on medical fitness<br>vi) The establishment section of RHQ gets the character verification forms filled up by the recruits cleared by medical board and initiates the character verification process.<br>vii) Once the medical test and character verification are done to satisfaction, appointment letters are issued after approval from SSP(R). |             |  |      |
| <b>Policy Requirement</b>   |             | GOP - Government Gazette Notification, Madhya Pradesh<br>Police Regulations, Circulars |      |

#### 5.14.4.7 Petty Construction and Repair (PC&R) Project

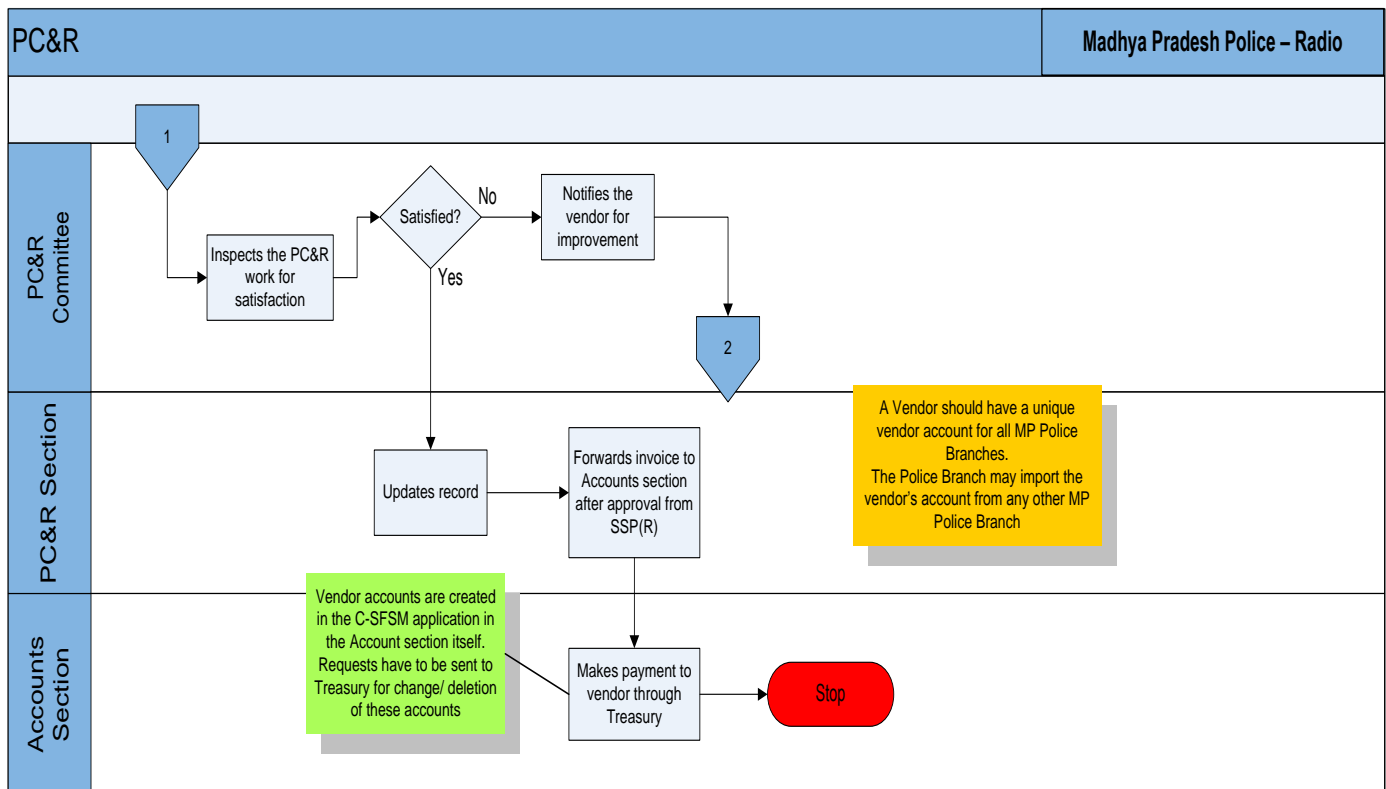
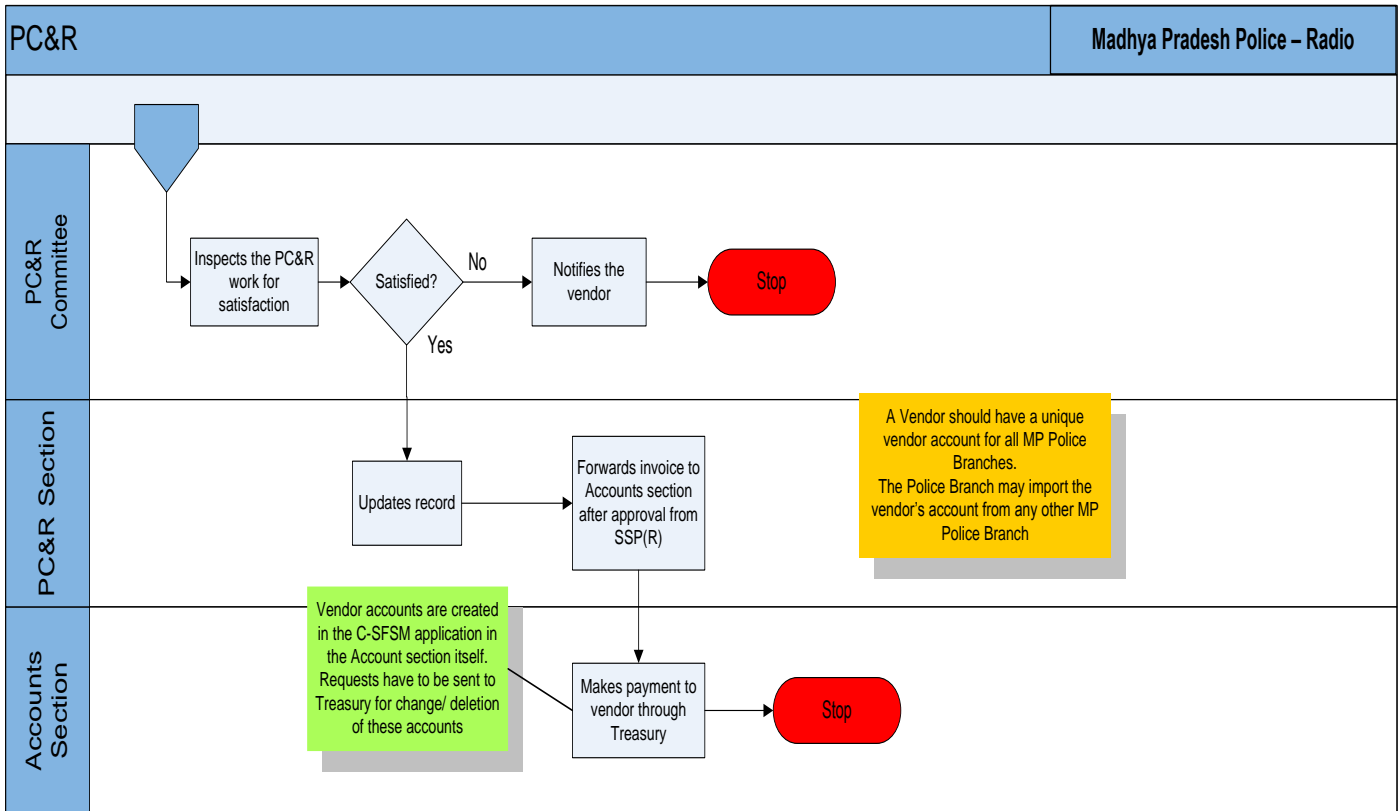
##### A. Process Summary

This is the process of implementation of Petty Construction & Repair projects at MP Police Radio HQ. The Key actors of the process are PC&R Committee, DGP, PC&R section, Vendor and Accounts section.

##### B. SIPOC

| Supplier        | Input                 | Process        | Output   | Customer                     |
|-----------------|-----------------------|----------------|--|------------------------------|
| <b>Proposer</b> | PC&R project proposal | As shown below | Completion of PC&R work<br><br>Payment to vendor | MP Police department/ Vendor |

### C. Process Map



## D. Process Description

|   |                          |   |                                 |
|---|--------------------------|---|---------------------------------|
| <b>Process Name:</b>  | <b>PC&amp;R Projects</b> | <b>Branch/ Sub-Branch</b>   | <b>Radio – PC&amp;R Section</b> |
| <b>Process Predecessor:</b>   | None                     | <b>Process successor :</b>  | None                            |
| <b>Process</b>  |                          |   |                                 |
| <ul style="list-style-type: none"> <li>i) Based on the requirement, a proposer submits a PC&amp;R project proposal</li> <li>ii) PC&amp;R committee reviews the proposal.</li> <li>iii) After its approval, the proposal is sent to DGP through proper channel</li> <li>iv) DGP reviews and approves the proposal and reaches back PC&amp;R section.</li> <li>v) PC&amp;R section drafts the tender for the project and floats it after approval from SSP(R)</li> <li>vi) PC&amp;R committee after thorough evaluation, selects a vendor for the project.</li> <li>vii) The selected vendor submits invoices after performing the work.</li> <li>viii) The PC&amp;R committee inspects the work done and gives consent on payment if the work is found satisfactory. In case work is found unsatisfactory, the vendor is notified for improvement/ rework.</li> <li>ix) After approval from PC&amp;R committee, the PC&amp;R section forwards the bills to Accounts section after sanction by SSP(R)</li> <li>x) Accounts section makes payment to vendor through Treasury.</li> </ul> |                          |   |                                 |
| <b>Policy Requirement</b>   |                          | GOP - Government Gazette Notification, Madhya Pradesh Police Regulations, Circulars |                                 |

### 5.14.4.8 NGO club maintenance: Non-public fund (NPF)

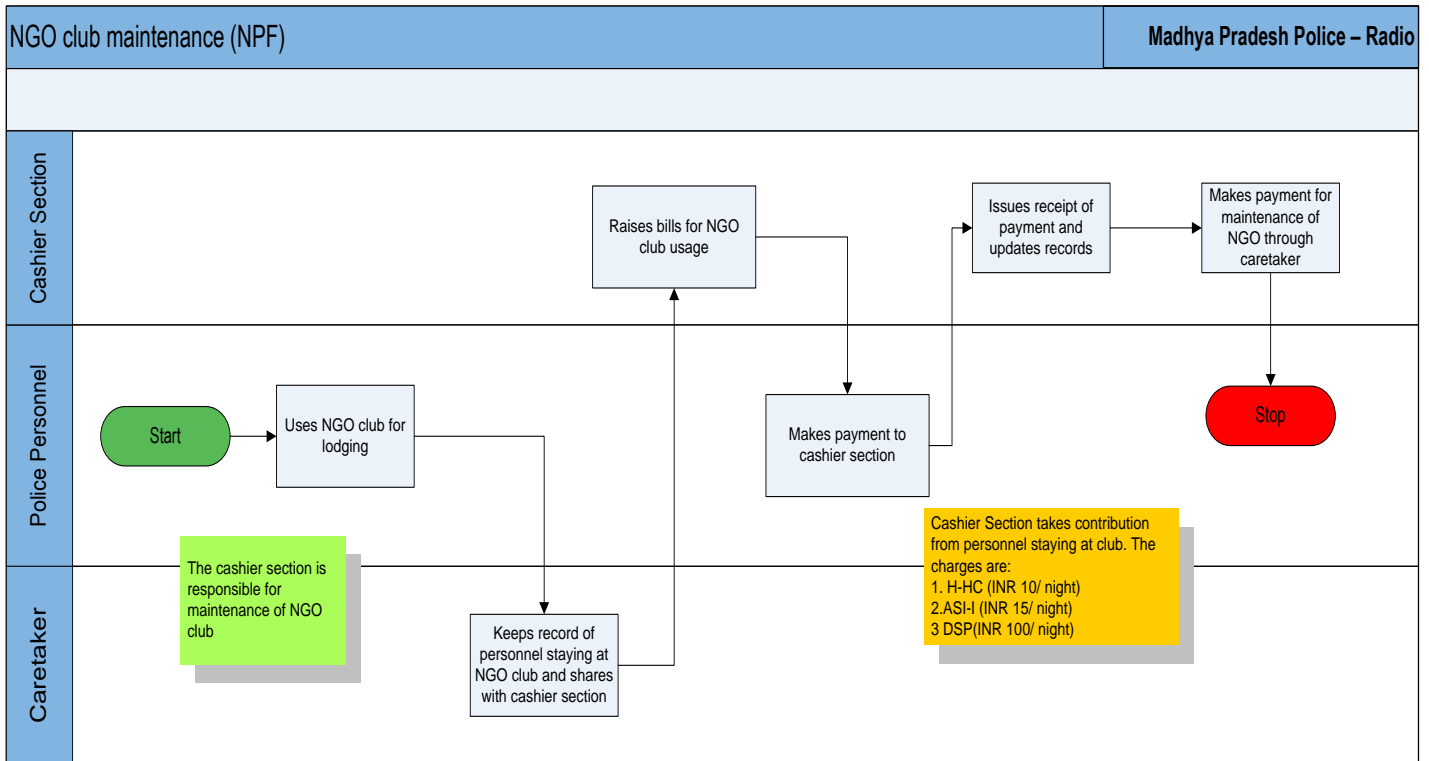
## A. Process Summary

This is the process of maintenance of NGO club under the Non Public Fund (NPF). The Key actors of the process are Police personnel and Cashier section.

## B. SIPOC

| Supplier         | Input               | Process        | Output                         | Customer                             |
|------------------|---------------------|----------------|--------------------------------|--------------------------------------|
| Police personnel | Lodging at NGO club | As shown below | Proper maintenance of NGO club | Cashier section/<br>Police personnel |

## C. Process Map



## D. Process Description

|  |  |                            |                               |
|--|--|----------------------------|-------------------------------|
| <b>Process Name:</b>   | <b>NGO club maintenance: Non-public fund (NPF)</b> | <b>Branch/ Sub-Branch</b>  | <b>Radio – Administration</b> |
| <b>Process Predecessor:</b>  | None   | <b>Process successor :</b> | None                          |
| <b>Process</b>   |  |                            |                               |
| <ul style="list-style-type: none"> <li>i) Police personnel uses NGO club for lodging.</li> <li>ii) The caretaker of NGO club allots room and keeps record of club usage.</li> <li>iii) Caretaker shares the usage record with cashier section.</li> <li>iv) Cashier section raises bills for the police personnel lodging at NGO club</li> <li>v) Cashier Section takes contribution from personnel staying at club. The charges are: <ul style="list-style-type: none"> <li>1. H-HC (INR 10/ night)</li> <li>2. ASI-I (INR 15/ night)</li> <li>3. DSP(INR 100/ night)</li> </ul> </li> <li>vi) Cashier section takes payment/ contribution and issues receipt for the same</li> </ul> |  |                            |                               |

|   |   |
|---|---|
| vii) The amount collected is used for maintenance of NGO club through caretaker which include electricity/water bill payment etc. |   |
| <b>Policy Requirement</b>   | GOP - Government Gazette Notification, Madhya Pradesh Police Regulations, Circulars |

#### 5.14.4.9 Clothing

##### A. Process Summary

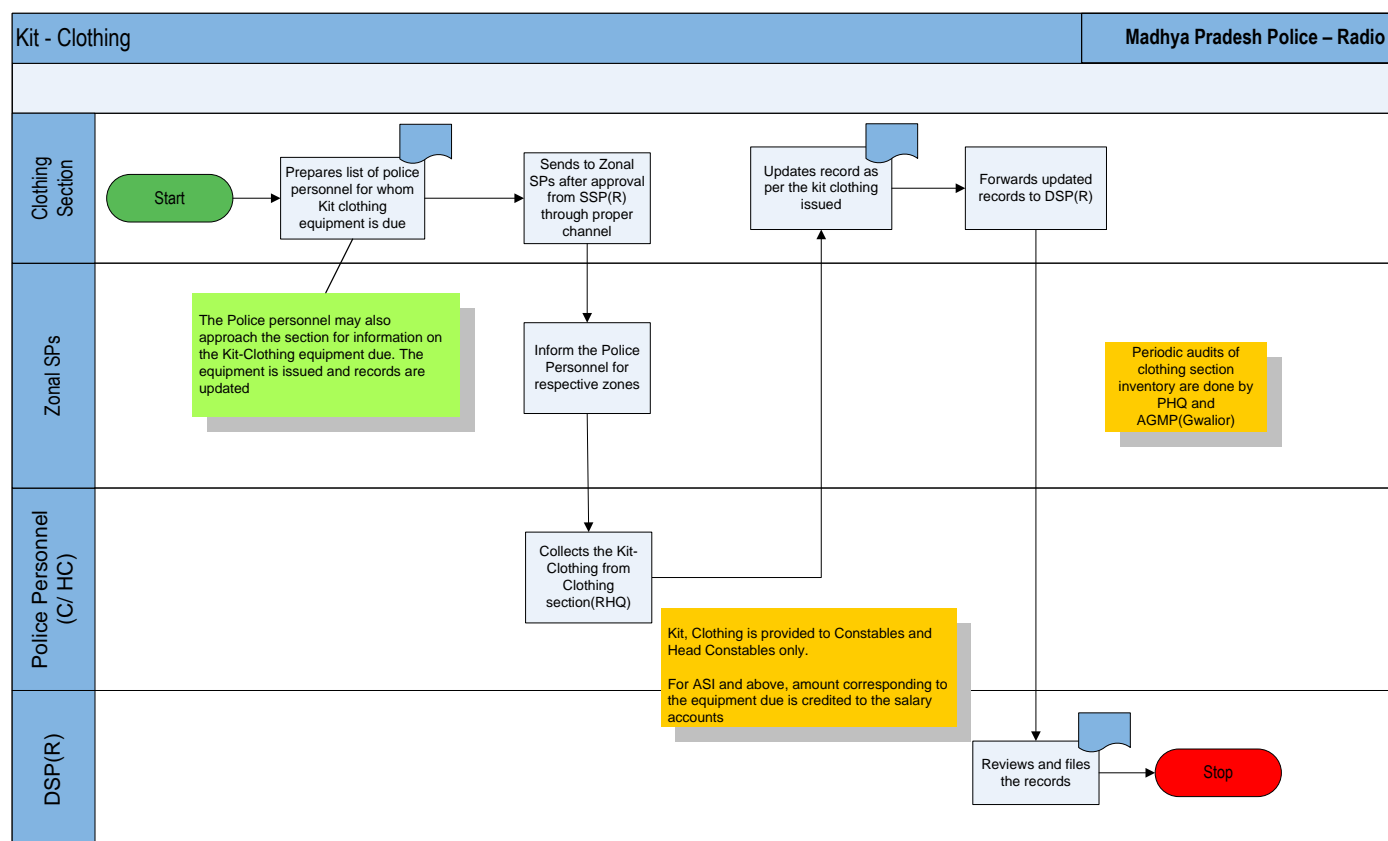
This is the process of issuance of clothing to police personnel (Constable, Head Constable) for the Radio HQ. Although such issuance has been done away with by PHQ, the branch is issuing it for only because the clothing store has inventory which is yet to be cleared. The Key actors of the process are Police personnel, Zonal SPs and Clothing section.

##### B. SIPOC

| Supplier                | Input                             | Process        | Output                   | Customer                           |
|-------------------------|-----------------------------------|----------------|--------------------------|------------------------------------|
| <b>Clothing section</b> | Releases list of due kit clothing | As shown below | Issuance of kit clothing | Radio Police Personnel (Const./HC) |



## C. Process Map



## D. Process Description

|   |                 |                            |                                 |
|---|-----------------|----------------------------|---------------------------------|
| <b>Process Name:</b>  | <b>Clothing</b> | <b>Branch/ Sub-Branch</b>  | <b>Radio – Clothing Section</b> |
| <b>Process Predecessor:</b>   | None            | <b>Process successor :</b> | None                            |
| <b>Process</b>  |                 |                            |                                 |
| i) Kit, Clothing is provided to Constables and Head Constables only.<br>ii) For ASI and above, amount corresponding to the equipment due is credited to the salary accounts.<br>iii) Clothing section prepares list of police personnel for whom Kit clothing equipment is due and sends it to Zonal SPs after approval from SSP(R) through proper channel. |                 |                            |                                 |

|  |  |
|--|--|
| iv) Although Police personnel may also approach the section for information on the Kit-Clothing equipment. The Police personnel may also approach the section for information on the Kit-Clothing equipment due. The equipment is issued and records are updated.<br>v) Zonal SPs inform the Police Personnel for respective zones.<br>vi) The police personnel collects the Kit-Clothing from Clothing section(RHQ)<br>vii) Clothing section updates inventory records and shares it with concerned DSP(R) for record purposes.<br>viii) Periodic audits of clothing section inventory are done by PHQ an AGMP(Gwalior) |  |
| <b>Policy Requirement</b>  | GOP - Government Gazette Notification, Madhya Pradesh<br>Police Regulations, Circulars |

#### 5.14.4.10 No dues (*daak*)

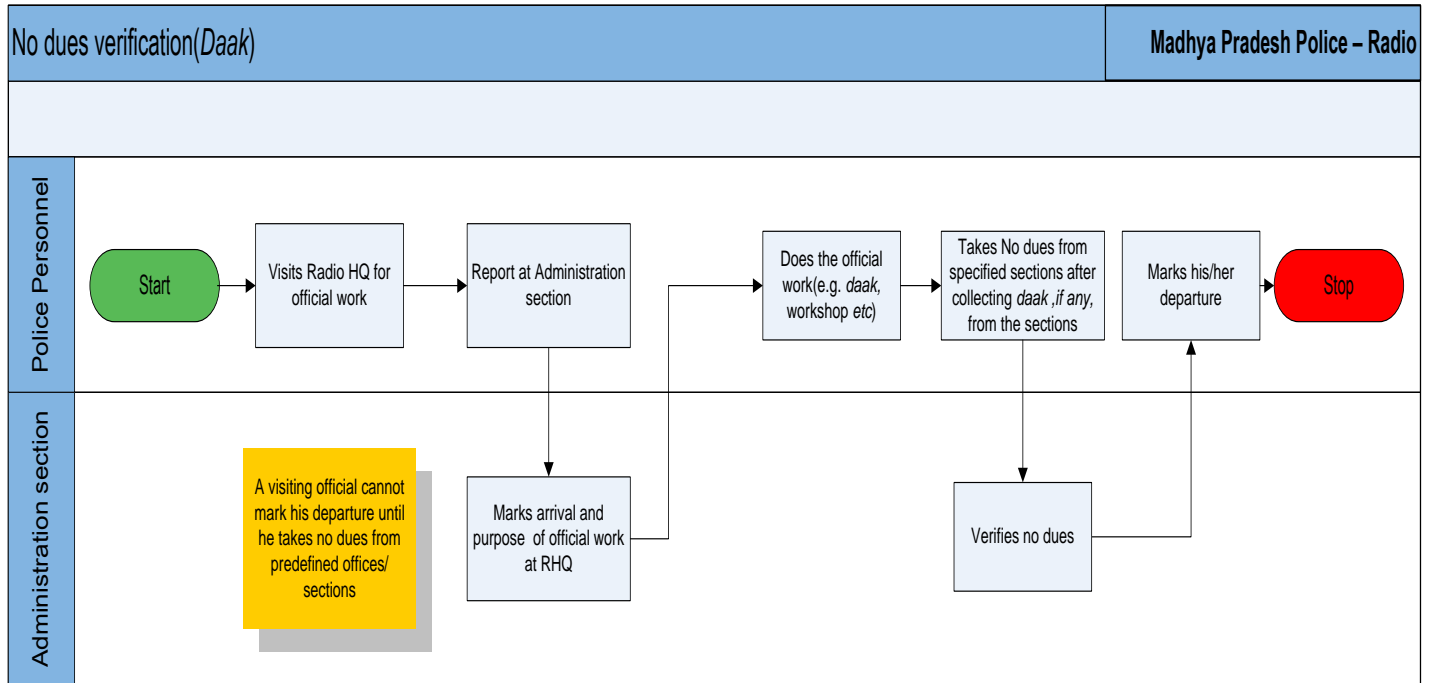
##### A. Process Summary

This is the process of issuance of no dues to a police personnel from Zone who is visiting the RHQ for official work. This is to ensure that official letters are sent out by-hand and not by post, thereby saving valuable time and money. The Key actors of the process are Police personnel and administration section.

##### B. SIPOC

| Supplier                  | Input                                   | Process        | Output  | Customer         |
|---------------------------|---|----------------|---|------------------|
| Visiting Police personnel | Marks arrival at Administration section | As shown below | Dispatch of <i>Daak</i> through special messenger | Police Personnel |

## C. Process Map



## D. Process Description

|  |                                    |                            |                               |
|--|------------------------------------|----------------------------|-------------------------------|
| <b>Process Name:</b>   | <b>No dues verification (daak)</b> | <b>Branch/ Sub-Branch</b>  | <b>Radio – Administration</b> |
| <b>Process Predecessor:</b>  | None                               | <b>Process successor :</b> | None                          |
| <b>Process</b>   |                                    |                            |                               |
| i) Police personnel from different zone visits RHQ for official works.<br>ii) Administration marks arrival of the police personnel and his/her purpose of visit.<br>iii) The police personnel performs his/ her deputed work at RHQ, Bhopal after which he/she takes no dues consent from specified sections of RHQ collecting any letters/ documents to be sent to concerned zone.<br>iv) Police personnel submits the signed no dues form at Administration section.<br>v) Administration reviews the no dues form and marks departure of the personnel. |                                    |                            |                               |

**Policy Requirement**

GOP - Government Gazette Notification, Madhya Pradesh  
Police Regulations, Circulars

**5.14.4.11 Fuel Expenses**

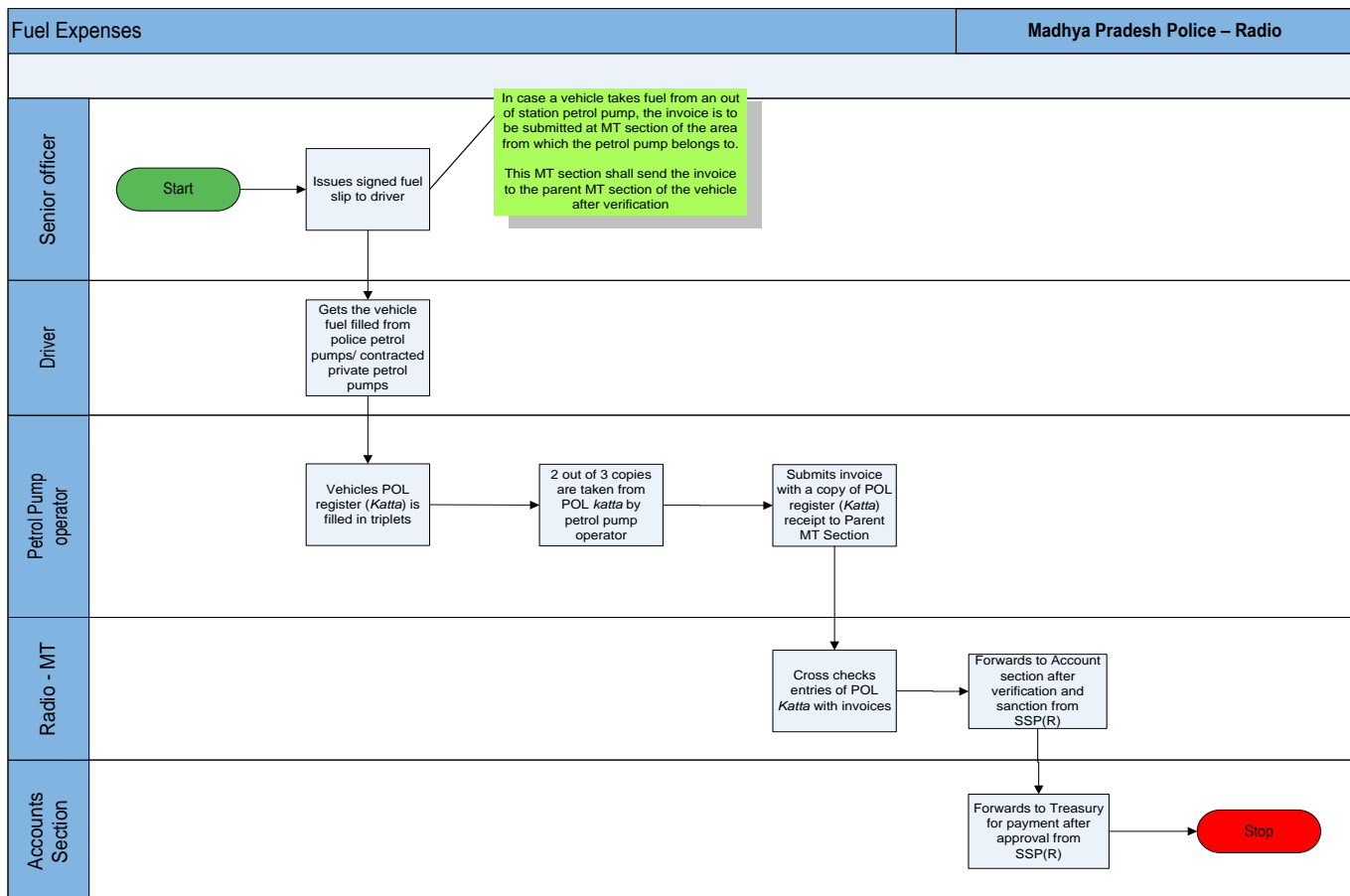
**A. Process Summary**

This is the process of accounting of fuel expenses incurred on MP Police Radio Branch vehicles. The Key actors of the process are Drivers, Petrol Pumps and Radio – MT section.

**B. SIPOC**

| Supplier | Input            | Process        | Output  | Customer     |
|----------|------------------|----------------|---------|--------------|
| Driver   | Fuel requirement | As shown below | Payment | Petrol pumps |

**C. Process Map**



## D. Process Description

|  |                      |   |                           |
|--|----------------------|---|---------------------------|
| <b>Process Name:</b>   | <b>Fuel Expenses</b> | <b>Branch/ Sub-Branch</b>   | <b>Radio – MT Section</b> |
| <b>Process Predecessor:</b>  | None                 | <b>Process successor :</b>  | None                      |
| <b>Process</b>   |                      |   |                           |
| <ul style="list-style-type: none"> <li>i) Senior police officer issues signed fuel slip to driver who gets the vehicle fuel filled from police petrol pumps/ contracted private petrol pumps</li> <li>ii) Petrol pump operator fills vehicles POL register (<i>Katta</i>) in triplets. He takes 2 out of the 3 copies from POL <i>Katta</i>.</li> <li>iii) The Petrol pump operator submits invoice with a copy of POL register (<i>Katta</i>) receipt to Parent MT Section</li> <li>iv) In case a vehicle takes fuel from an out of station petrol pump, the invoice is to be submitted at MT section of the area from which the petrol pump belongs to. This MT section shall send the invoice to the parent MT section of the vehicle after verification</li> <li>v) MT Section cross checks entries of POL <i>Katta</i> with invoices</li> <li>vi) MT section forwards to Account section after verification and sanction from SSP(R).</li> <li>vii) Accounts section forwards to Treasury for payment after approval from SSP(R)</li> </ul> |                      |   |                           |
| <b>Policy Requirement</b>  |                      | GOP - Government Gazette Notification, Madhya Pradesh Police Regulations, Circulars |                           |

### 5.14.4.12 Addition to stock

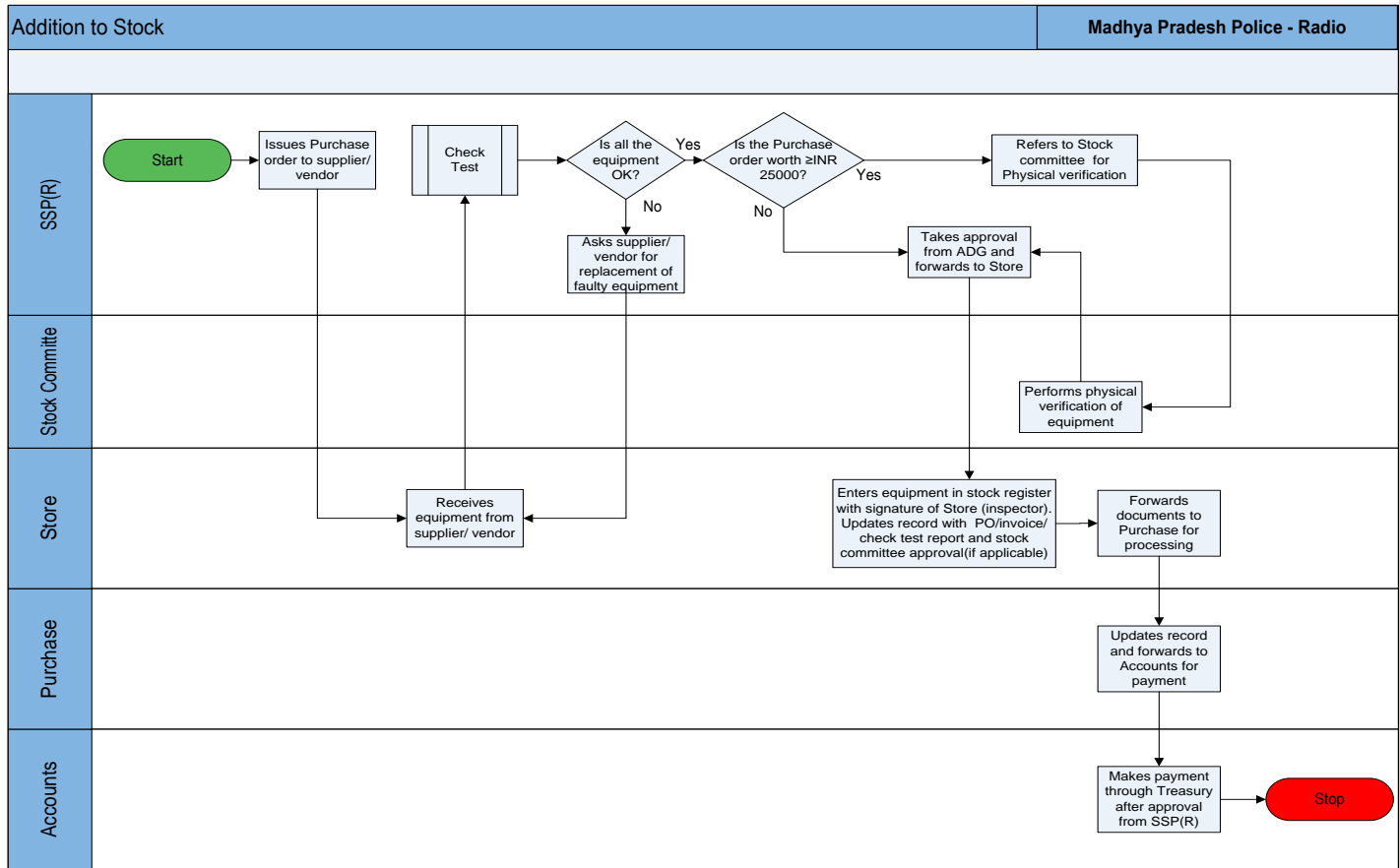
## A. Process Summary

This is the process of addition of newly procured equipment and subsequently payment to the vendor. The Key actors of the process are SSP(R), Stock Committee, Store and Account Section.

## B. SIPOC

| Supplier | Input        | Process        | Output  | Customer |
|----------|--------------|----------------|---------|----------|
| SSP(R)   | Supply order | As shown below | Payment | Vendor   |

## C. Process Map



## D. Process Description

|  |                          |                            |                      |
|--|--------------------------|----------------------------|----------------------|
| <b>Process Name:</b>   | <b>Addition to Stock</b> | <b>Branch/ Sub-Branch</b>  | <b>Radio - Store</b> |
| <b>Process Predecessor:</b>  | Check Test               | <b>Process successor :</b> | None                 |
| <b>Process</b>   |                          |                            |                      |
| i) SSP(R) Issues Purchase order to supplier/ vendor and store receives the equipment supplied by vendor/ supplier.<br>ii) Check Test is conducted on all or sample of the equipment supplied.<br>iii) If the equipment is faulty, the vendor is directed for replacement |                          |                            |                      |

|   |   |
|---|---|
| <ul style="list-style-type: none"> <li>iv) In case the equipment clears the Check Test and the Purchase order worth <math>\geq</math>INR 25000, approval from ADG (Radio) is only taken after physical verification of equipment by stock committee.</li> <li>v) After approval from ADG (Radio), Store section enters equipment in stock register with signature of Store (inspector). Updates record with PO/invoice/check test and stock committee approval(if applicable)</li> <li>vi) The file is forwarded to Purchase section for record and payment is made by Account section through treasury after approval from SSP(R)</li> </ul> |   |
| <b>Policy Requirement</b>   | GOP - Government Gazette Notification, Madhya Pradesh Police Regulations, Circulars |

#### 5.14.4.13 Public Address

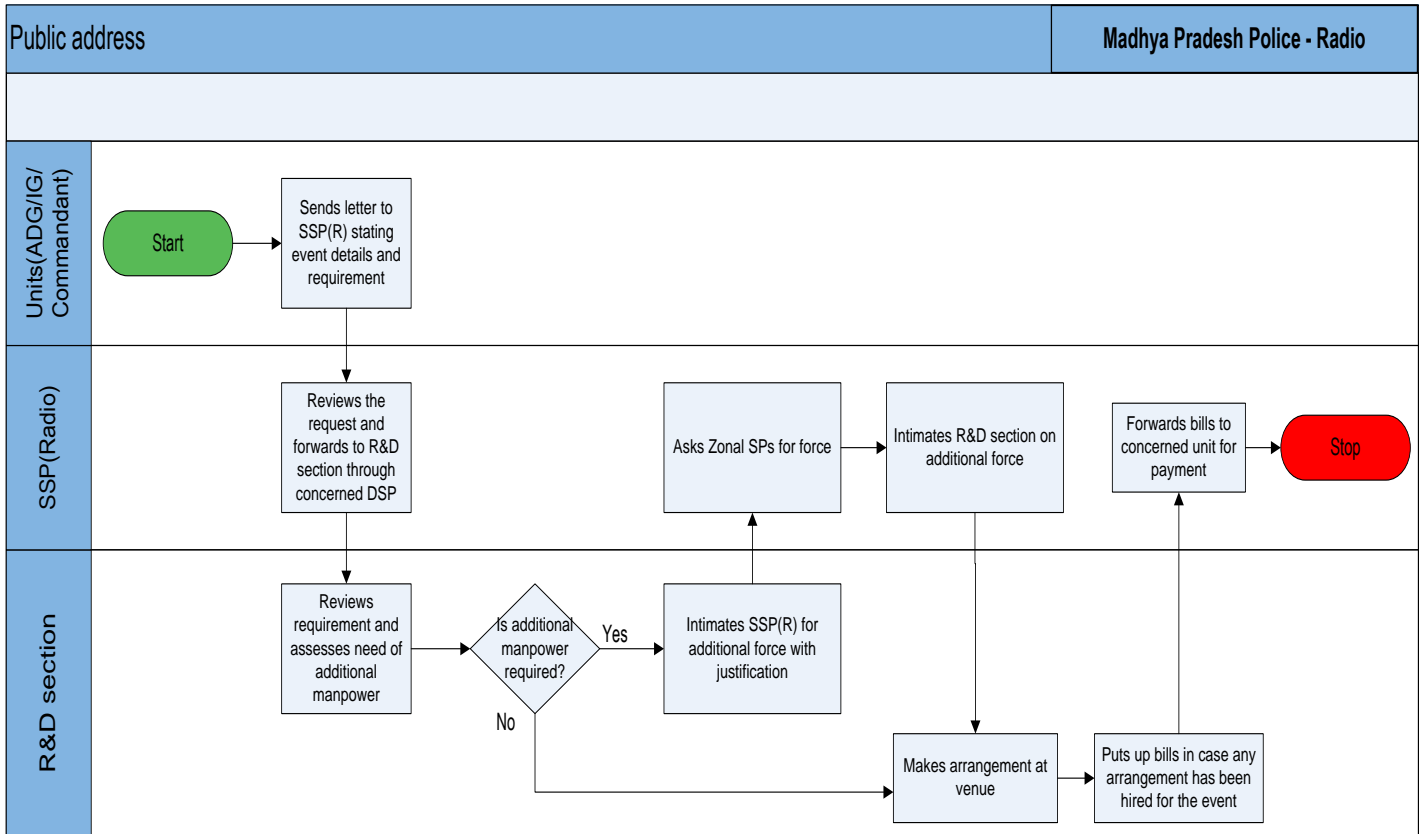
##### A. Process Summary

This is the process of deployment of Public Address system for police units. The Key actors of the process are SSP(R), R & D Section and Police Units.

##### B. SIPOC

| Supplier     | Input                 | Process        | Output   | Customer                   |
|--------------|-----------------------|----------------|--|----------------------------|
| Police Units | Request for PA system | As shown below | Deployment of PA systems and payment of the same | Police Unit<br>R&D section |

## C. Process Map



## D. Process Description

|   |                       |                            |              |
|---|-----------------------|----------------------------|--------------|
| <b>Process Name:</b>  | <b>Public Address</b> | <b>Branch/ Sub-Branch</b>  | <b>Radio</b> |
| <b>Process Predecessor:</b>   | None                  | <b>Process successor :</b> | None         |
| <b>Process</b>  |                       |                            |              |
| i) Police Units send letter to SSP(R) stating event details and requirement.<br>ii) Reviews and approves the request and forwards to concerned DSP who forwards to R&D section<br>iii) Reviews requirement and assesses need of additional manpower<br>iv) In case additional manpower is required, SSP(R) is informed of the same. SSP(R) if deems the requirement to be genuine may ask Zonal SPs for manpower.<br>v) Zonal SPs notify R&D section for additional manpower.<br>vi) R&D section makes necessary arrangements at the event venue. |                       |                            |              |



|  |   |
|--|---|
| vii) After the event, R&D section puts up bills in case any arrangement has been hired for the event for the concerned unit for payment. |   |
| <b>Policy Requirement</b>  | GOP - Government Gazette Notification, Madhya Pradesh Police Regulations, Circulars |

#### 5.14.4.14 Repair of electro-mechanical equipment (Fitter)

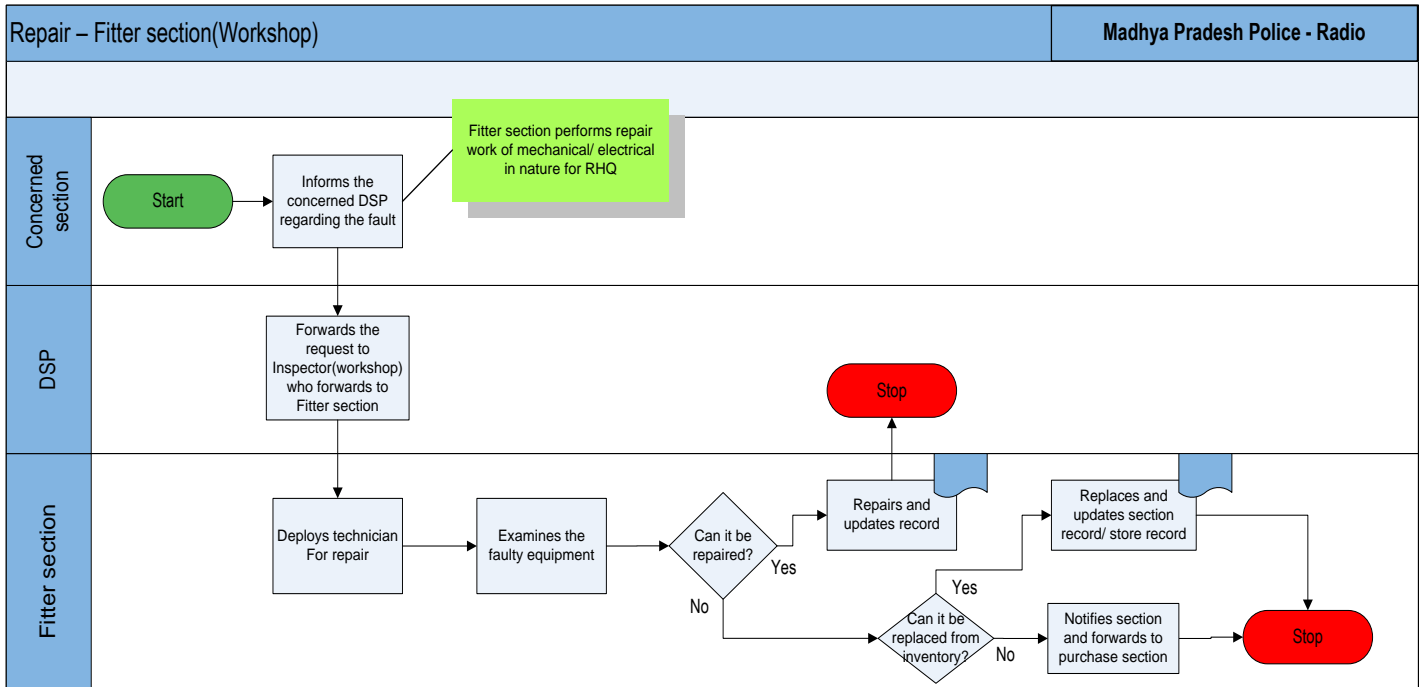
##### A. Process Summary

This is the process of repairing of faulty electromechanical equipment at Radio Head Quarters. The Key actors of the process are concerned Section, DSP (Radio), Fitter Section and Technician.

##### B. SIPOC

| Supplier          | Input                                  | Process        | Output             | Customer          |
|-------------------|--|----------------|--------------------|-------------------|
| Concerned Section | Request for repairing faulty equipment | As shown below | Repaired Equipment | Concerned Section |

### C. Process Map



### D. Process Description

|   |   |                            |                       |
|---|---|----------------------------|-----------------------|
| <b>Process Name:</b>  | <b>Repair of electromechanical equipment</b>  | <b>Branch/ Sub-Branch</b>  | <b>Fitter section</b> |
| <b>Process Predecessor:</b>   | None  | <b>Process successor :</b> | None                  |
| <b>Process</b>  |   |                            |                       |
| i) Fitter section performs repair work of mechanical/ electrical in nature for RHQ.<br>ii) The concerned section informs the DSP heading the Fitter section regarding the fault.<br>iii) Concerned DSP directs R&D section for necessary action.<br>iv) R&D section deploys the technician who examines the faulty equipment.<br>v) If the equipment can be repaired, the technician does the same and updates record<br>vi) In case the faulty equipment can be replaced from inventory, the technician replaces it and updates record<br>vii) If replacement is not available in inventory, he notifies the Purchase section. |   |                            |                       |
| <b>Policy Requirement</b>   | GOP - Government Gazette Notification, Madhya Pradesh Police Regulations, Circulars |                            |                       |

#### 5.14.4.15 Demonstration

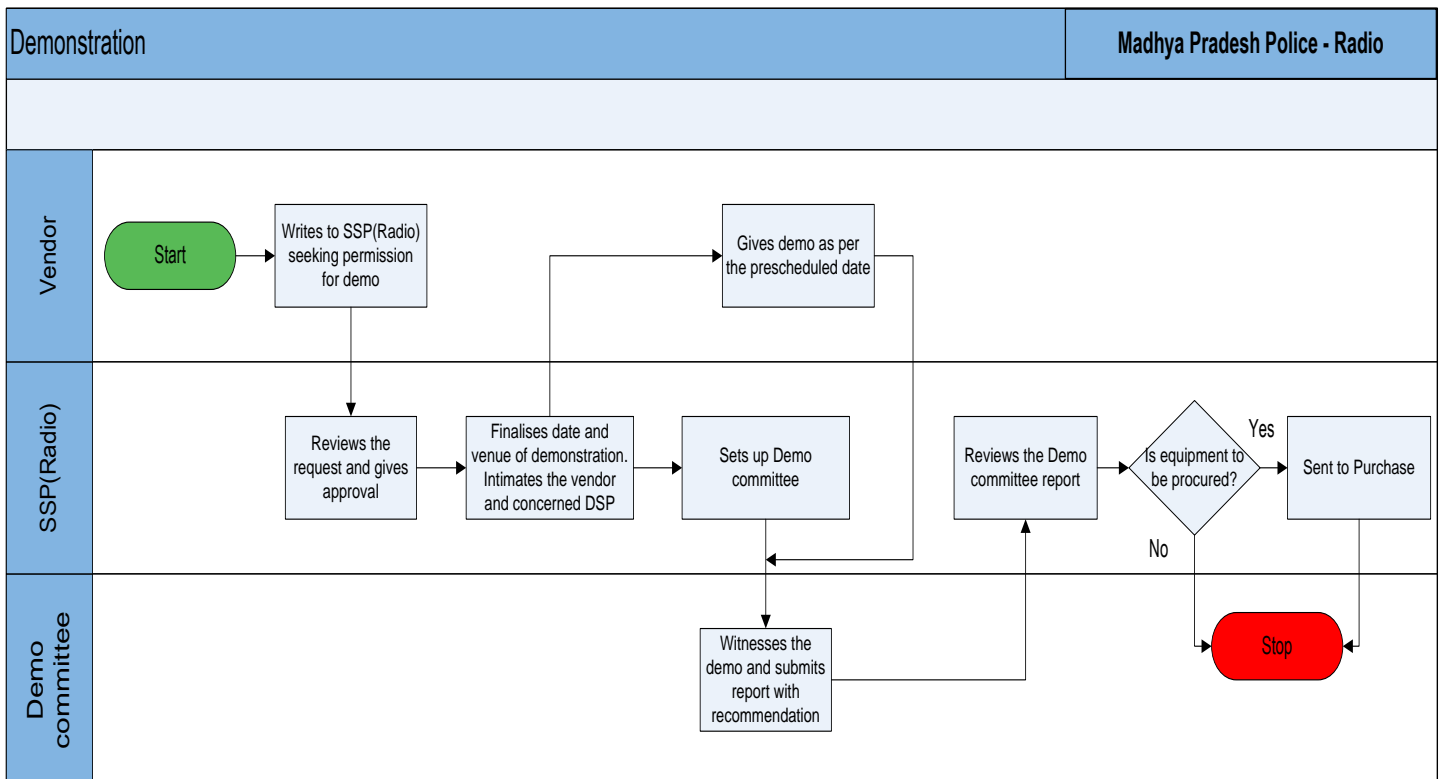
##### A. Process Summary

This is the process of assessment of Demonstration given by a potential vendor on a solution/ equipment which is proposed to be beneficial for MP Police Radio Branch. The Key actors of the process are SSP(R), Demo Committee and Vendor.

##### B. SIPOC

| Supplier | Input                     | Process        | Output                | Customer                 |
|----------|---------------------------|----------------|-----------------------|--------------------------|
| Vendor   | Request for demonstration | As shown below | Demo Committee report | SSP(R), Purchase section |

##### C. Process Map



## D. Process Description

|   |                      |   |              |
|---|----------------------|---|--------------|
| <b>Process Name:</b>  | <b>Demonstration</b> | <b>Branch/ Sub-Branch</b>   | <b>Radio</b> |
| <b>Process Predecessor:</b>   | None                 | <b>Process successor :</b>  | None         |
| <b>Process</b>  |                      |   |              |
| i) Vendor writes to SSP (Radio) seeking permission for demo.<br>ii) SSP(R) reviews the request and if deems fit, finalises date, time and venue for demonstration and communicates the same to vendor<br>iii) SSP(R) sets up a demo committee to access the demonstrated solution/ product.<br>iv) After the demonstration, the demo committee prepares and submits the report to SSP(R)<br>v) SSP(R) decides if the product/ equipment is to be procured.<br>vi) If it is to be procured, the same is forwarded to Purchase section for processing |                      |   |              |
| <b>Policy Requirement</b>   |                      | GOP - Government Gazette Notification, Madhya Pradesh Police Regulations, Circulars |              |

### 5.14.4.16 Check Test

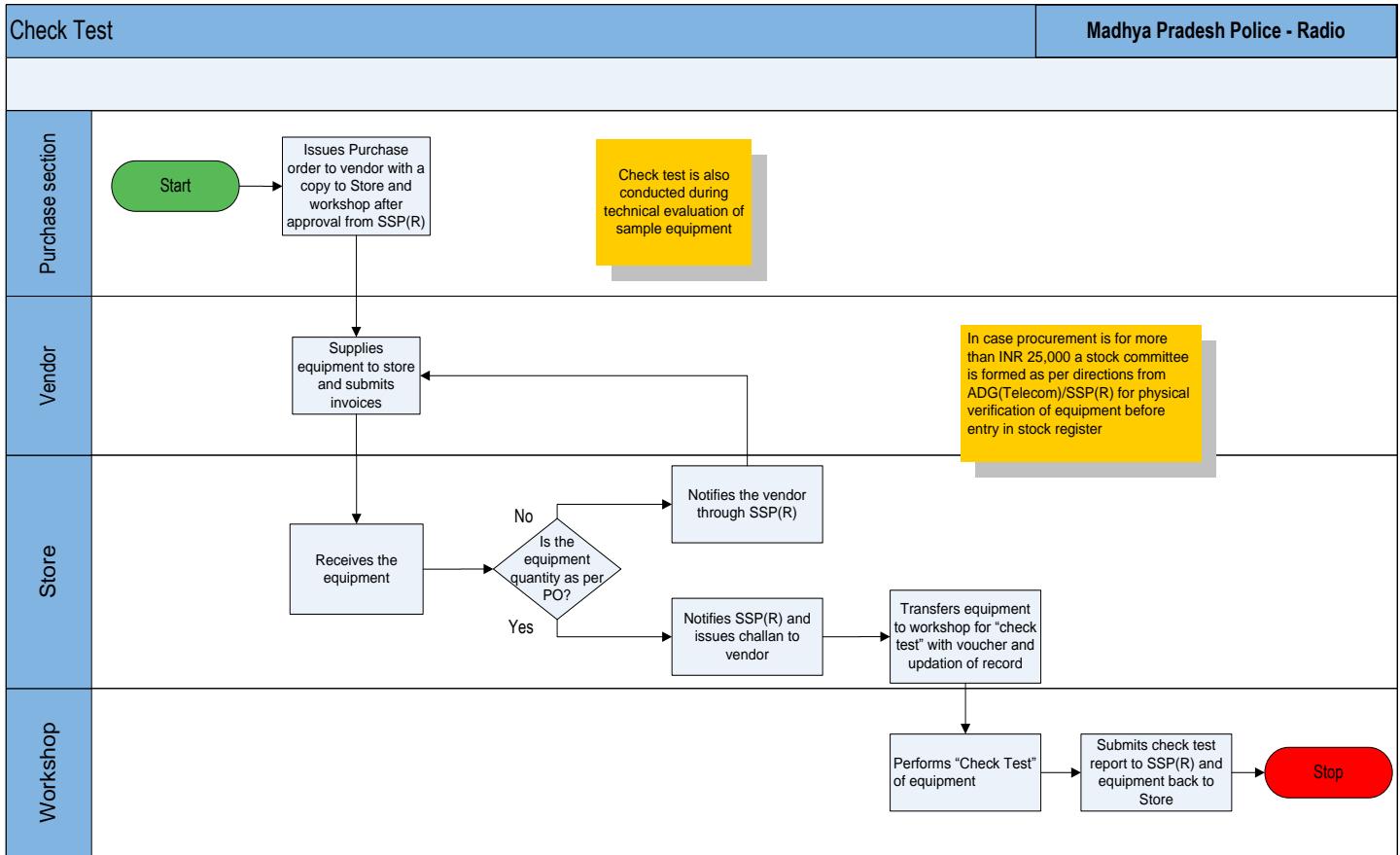
## A. Process Summary

This is the process of testing of the sample equipment provided by the vendor supplying technical equipment. The Key actors of the process are SSP(R), Workshop, Vendor and Purchase section

## B. SIPOC

| Supplier | Input          | Process        | Output            | Customer                 |
|----------|----------------|----------------|-------------------|--------------------------|
| SSP(R)   | Purchase Order | As shown below | Check Test Report | SSP(R), Purchase section |

### C. Process Map



### D. Process Description

|   |                   |                            |              |
|---|-------------------|----------------------------|--------------|
| <b>Process Name:</b>  | <b>Check Test</b> | <b>Branch/ Sub-Branch</b>  | <b>Radio</b> |
| <b>Process Predecessor:</b>   | None              | <b>Process successor :</b> | None         |
| <b>Process</b>  |                   |                            |              |
| <ul style="list-style-type: none"> <li>i) Purchase section issues Purchase order to vendor with a copy to Store and workshop after approval from SSP(R). Although, Check test is also conducted during technical evaluation of sample equipment</li> <li>ii) Vendor supplies equipment to store and submits invoices</li> <li>iii) Store receives the equipment and verifies the quantity. In case of discrepancies, notifies SSP(R).</li> <li>iv) If equipment quantity is correct, sends equipment to Work shop.</li> <li>v) Workshop performs examination of the equipment and prepares Check Test report.</li> <li>vi) Check test report is sent SSP(R) for perusal.</li> </ul> |                   |                            |              |

vii) In case procurement is for more than INR 25,000 a stock committee is formed as per directions from ADG(Telecom)/SSP(R) for physical verification of equipment before entry in stock register

**Policy Requirement**

GOP - Government Gazette Notification, Madhya Pradesh Police Regulations, Circulars

### 5.14.4.17 Order Book Writing

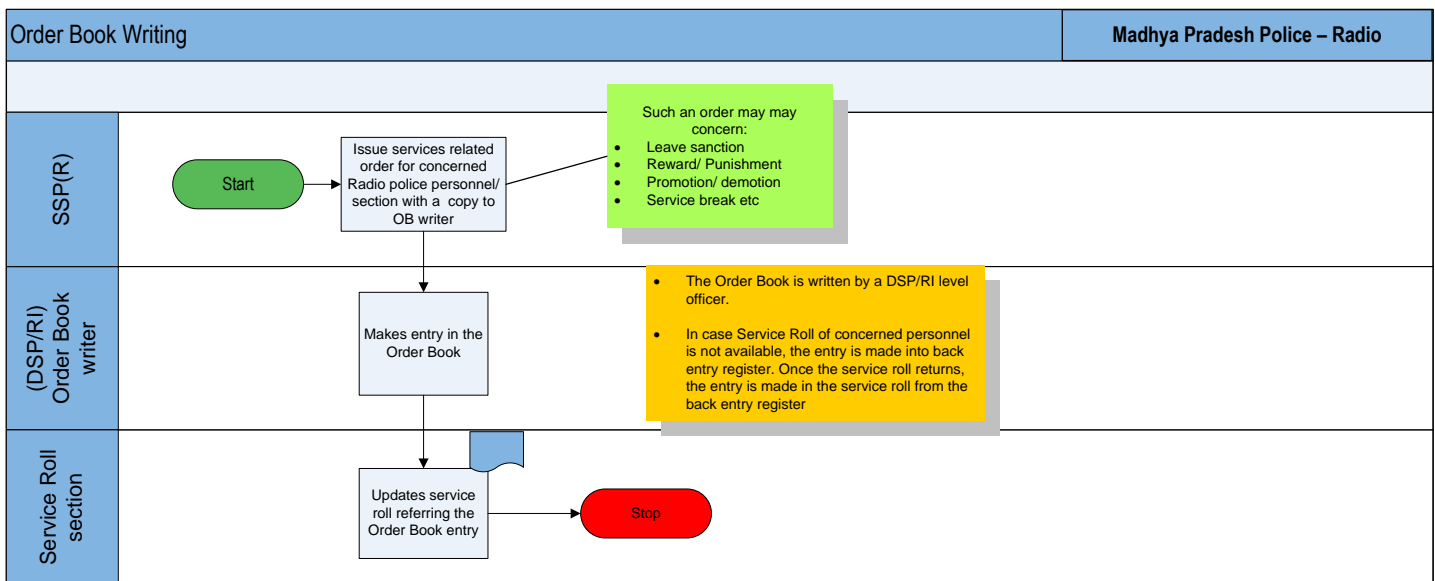
#### A. Process Summary

This is the process of Order Book writing at Radio (Telecom) Headquarters. The Key actors of the process are SSP(R), OB writer and Service Roll section.

#### B. SIPOC

| Supplier | Input                 | Process        | Output                            | Customer                                     |
|----------|-----------------------|----------------|-----------------------------------|--|
| SSP(R)   | Service related order | As shown below | Order Book/ service roll updating | Service roll section, Radio Police personnel |

#### C. Process Map

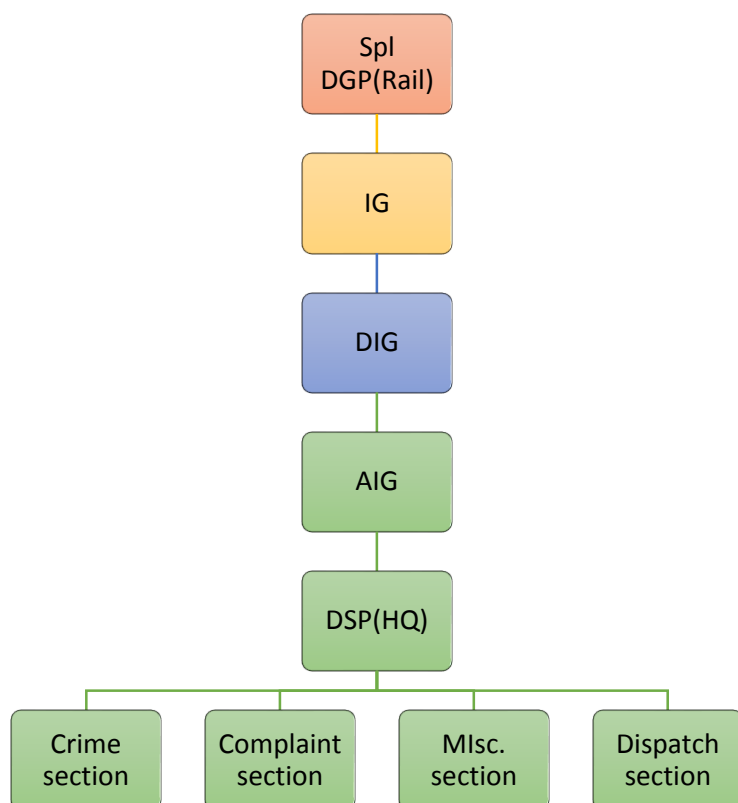


## D. Process Description

|   |                           |   |       |
|---|---------------------------|---|-------|
| <b>Process Name:</b>  | <b>Order Book Writing</b> | <b>Branch/ Sub-Branch</b>   | Radio |
| <b>Process Predecessor:</b>   | None                      | <b>Process successor :</b>  | None  |
| <b>Process</b>  |                           |   |       |
| <p>i) SSP(R) issues services related order for concerned Radio police personnel/section with a copy to OB writer.</p> <p>ii) Such an order may concern:</p> <ul style="list-style-type: none"> <li>• Leave sanction</li> <li>• Reward/ Punishment</li> <li>• Promotion/ demotion</li> <li>• Service break etc</li> </ul> <p>iii) Order Book writer makes entry in order book.</p> <p>iv) The Order Book is written by a DSP/RI level officer.</p> <p>v) Service Roll section updates service roll referring the Order Book entry</p> <p>vi) In case Service Roll of concerned personnel is not available, the entry is made into back entry register. Once the service roll returns, the entry is made in the service roll from the back entry register</p> |                           |   |       |
| <b>Policy Requirement</b>   |                           | GOP - Government Gazette Notification, Madhya Pradesh Police Regulations, Circulars |       |

## 5.15 Railways Police Head Quarter

### 5.15.1 Organisational Structure



## 5.15.2 Personnel Strength

| S. No. | Designation | Sanctioned | Available | Vacant |
|--------|-------------|------------|-----------|--------|
| 1      | DG          | 1          | 1         | 0      |
| 2      | ADG         | 1          | 0         | 1      |
| 3      | IG          | 1          | 0         | 1      |
| 4      | DIG         | 1          | 0         | 1      |
| 5      | AIG         | 1          | 1         | 0      |
| 6      | DSP         | 2          | 1         | 1      |
| 7      | Inspector   | 2          | 2         | 0      |
| 8      | Steno       | 2          | 0         | 2      |
| 9      | LDC         | 2          | 1         | 1      |
| 10     | UDC         | 2          | 1         | 1      |

## 5.15.3 IT Infrastructure



## 5.15.4 As-Is Processes

### 5.15.4.1 Check Test Funds Recovery from Central

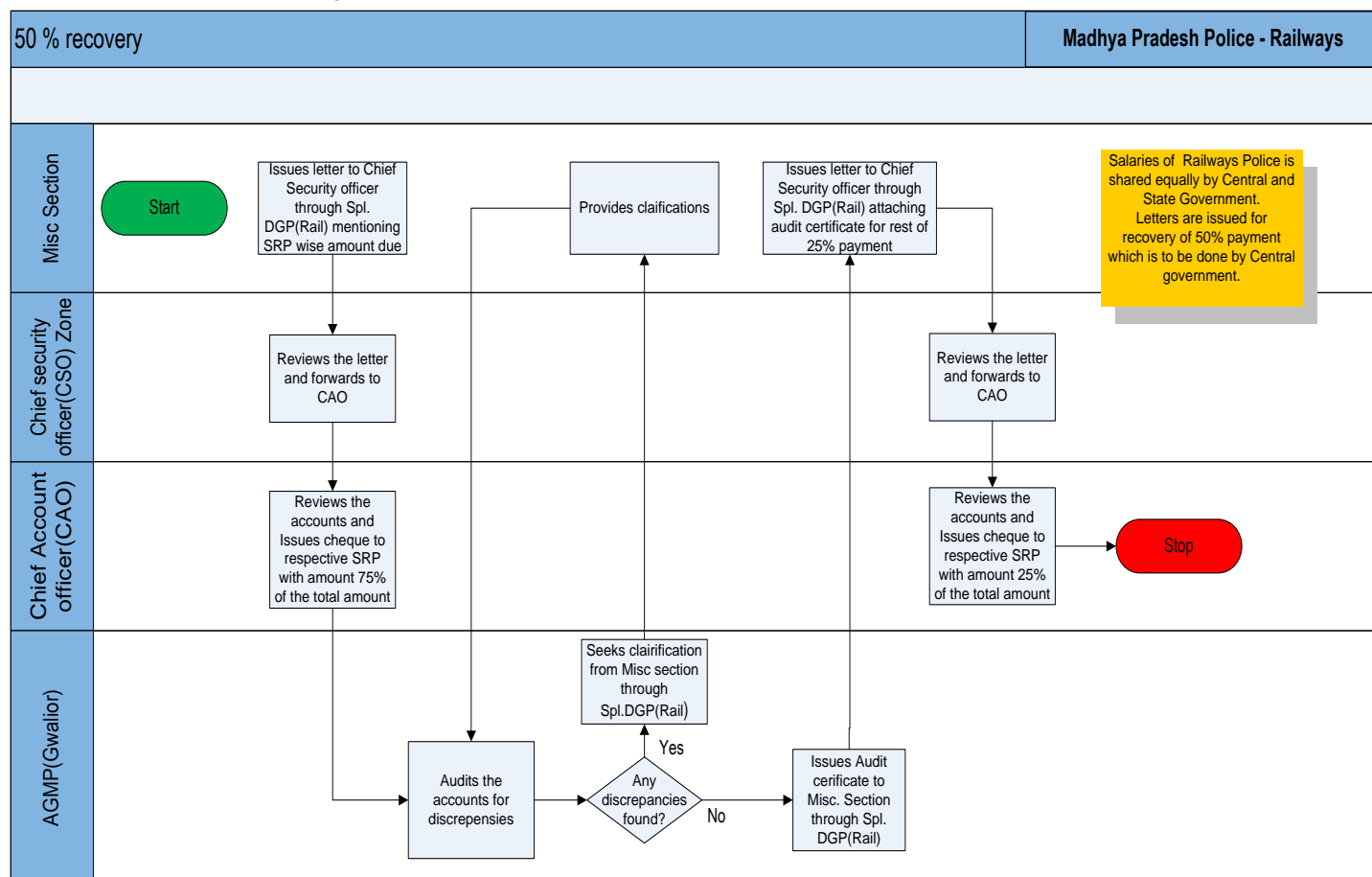
#### A. Process Summary

This is the process of recovery of 50% of salary expenses of GRP Personnel from Central Government through Ministry of Railways. The key actors of the process are Spl DGP, CSO, CAO, Misc. section and AGMP (Gwalior).

#### B. SIPOC

| Supplier      | Input  | Process        | Output              | Customer        |
|---------------|--------|----------------|---------------------|-----------------|
| Misc. section | letter | As shown below | Recovery of payment | Railways Branch |

## C. Process Map



## D. Process Description

|   |                     |                            |                |
|---|---------------------|----------------------------|----------------|
| <b>Process Name:</b>  | <b>50% recovery</b> | <b>Branch/ Sub-Branch</b>  | <b>Railway</b> |
| <b>Process Predecessor:</b>   | None                | <b>Process successor :</b> | None           |
| <b>Process</b>  |                     |                            |                |
| i) The miscellaneous section issues a letter to Chief Security Officer through special DGP (Rail) mentioning SRP wise amount due.<br>ii) Chief security officer reviews the letter and forwards to Chief account officer.<br>iii) Chief account officer reviews the accounts and issues cheque to respective SRP with amount 75% of the total amount. |                     |                            |                |

|  |  |
|--|--|
| iv) AGMP (Gwalior) audits the accounts for discrepancies. If any discrepancies found then he seeks clarifications from the miscellaneous section through Spl. DGP (Rail).<br>v) The miscellaneous section provides clarification and AGMP (Gwalior) audits the accounts for discrepancies again if there are no discrepancies found then AGMP (Gwalior) issues audit certificate to misc. section through Spl. DGP(Rail)<br>vi) Misc. section issues letter to Chief Security officer through Spl. DGP(Rail) attaching audit certificate for rest of 25% payment<br>vii) The Chief Security Officer reviews the letter and forwards to CAO.<br>viii) The CAO reviews the accounts and Issues cheque to respective SRP with amount 25% of the total amount<br>ix) Salaries of railway police is shared equally by central and state government. Letters are issued for recovery of 50% payment which is to be done by central government. |  |
| <b>Policy Requirement</b>  | GOP, Circulars, Police rules and regulations |

#### 5.15.4.2 Issuance of Card Pass

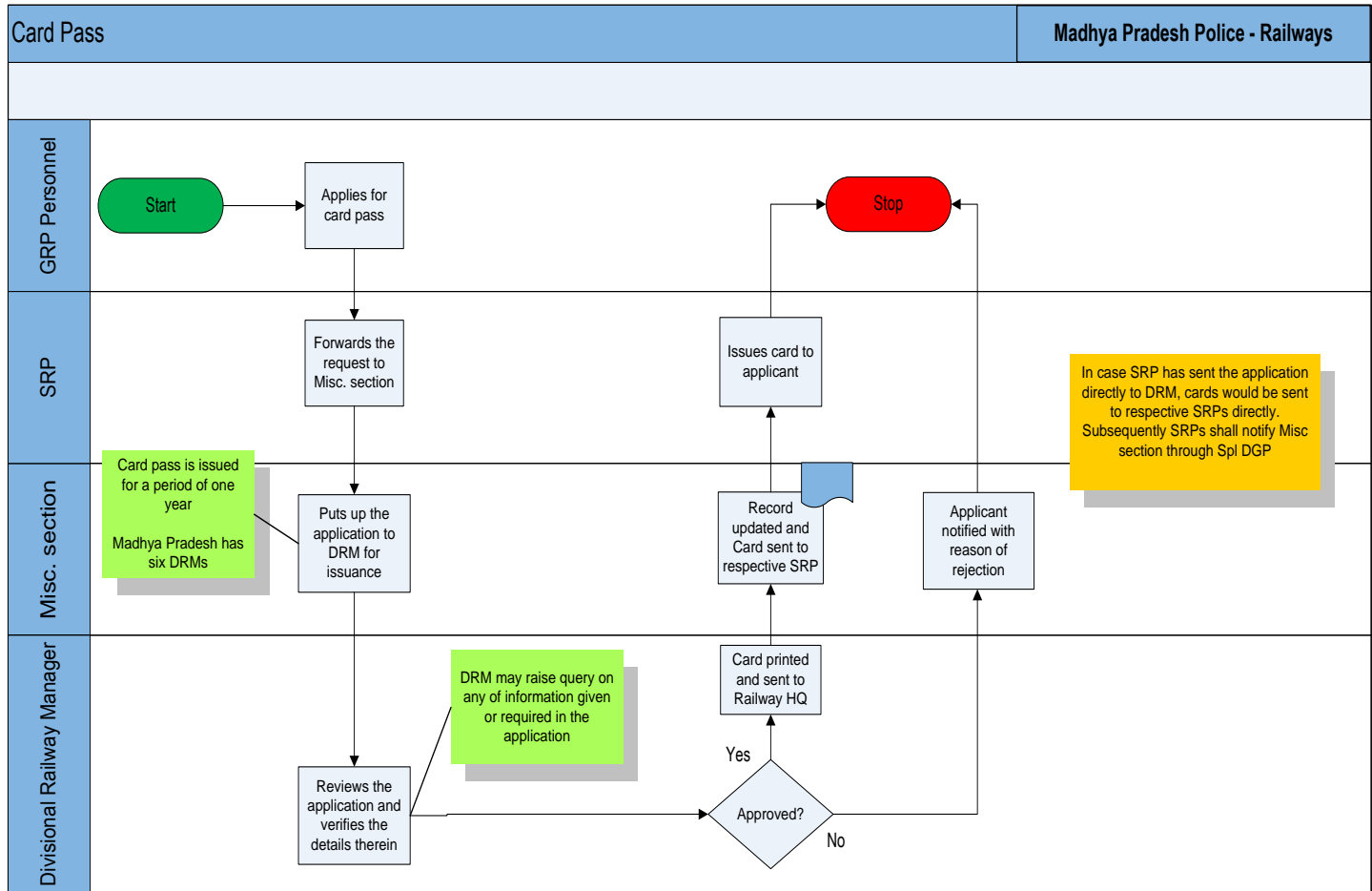
##### A. Process Summary

This is the process of issuance of Card Pass to GRP Personnel. The key actors of the process are DRM, Police Personnel, Spl. DGP (Rail), SRP and Misc. Section.

##### B. SIPOC

| Supplier         | Input                     | Process        | Output             | Customer      |
|------------------|---------------------------|----------------|--------------------|---------------|
| Police personnel | Application for card pass | As shown below | Card pass issuance | GRP personnel |

### C. Process Map



### D. Process Description

|  |                  |                            |                      |
|--|------------------|----------------------------|----------------------|
| <b>Process Name:</b>   | <b>Card Pass</b> | <b>Branch/ Sub-Branch</b>  | <b>Misc. Section</b> |
| <b>Process Predecessor:</b>  | None             | <b>Process Successor :</b> | None                 |
| <b>Process</b>   |                  |                            |                      |
| i) The personnel applies for the card pass.<br>ii) The SRP forwards the request to Miscellaneous Section.<br>iii) Miscellaneous Section puts up the application to DRM for verification. |                  |                            |                      |

|   |  |
|---|--|
| iv) Madhya Pradesh has six DRMs. DRM reviews the application and verifies the details therein.<br>v) If it is not approved by the DRM then the applicant is notified by the Misc. Section along with the reason of rejection.<br>vi) In case application is approved by the DRM, the card is printed and sent to the Misc. Section.<br>vii) Misc. section sends this card to respective SRP and the SRP issues the card to applicant.<br>viii) Card pass is issued for a period of one year.<br>ix) In case SRP has sent the application directly to DRM, cards would be sent to respective SRPs directly. Subsequently SRPs shall notify misc. section through spl. DGP. |  |
| <b>Policy Requirement</b>   | GOP, Circulars, Police Rules and Regulations |

#### 5.15.4.3 Complaint

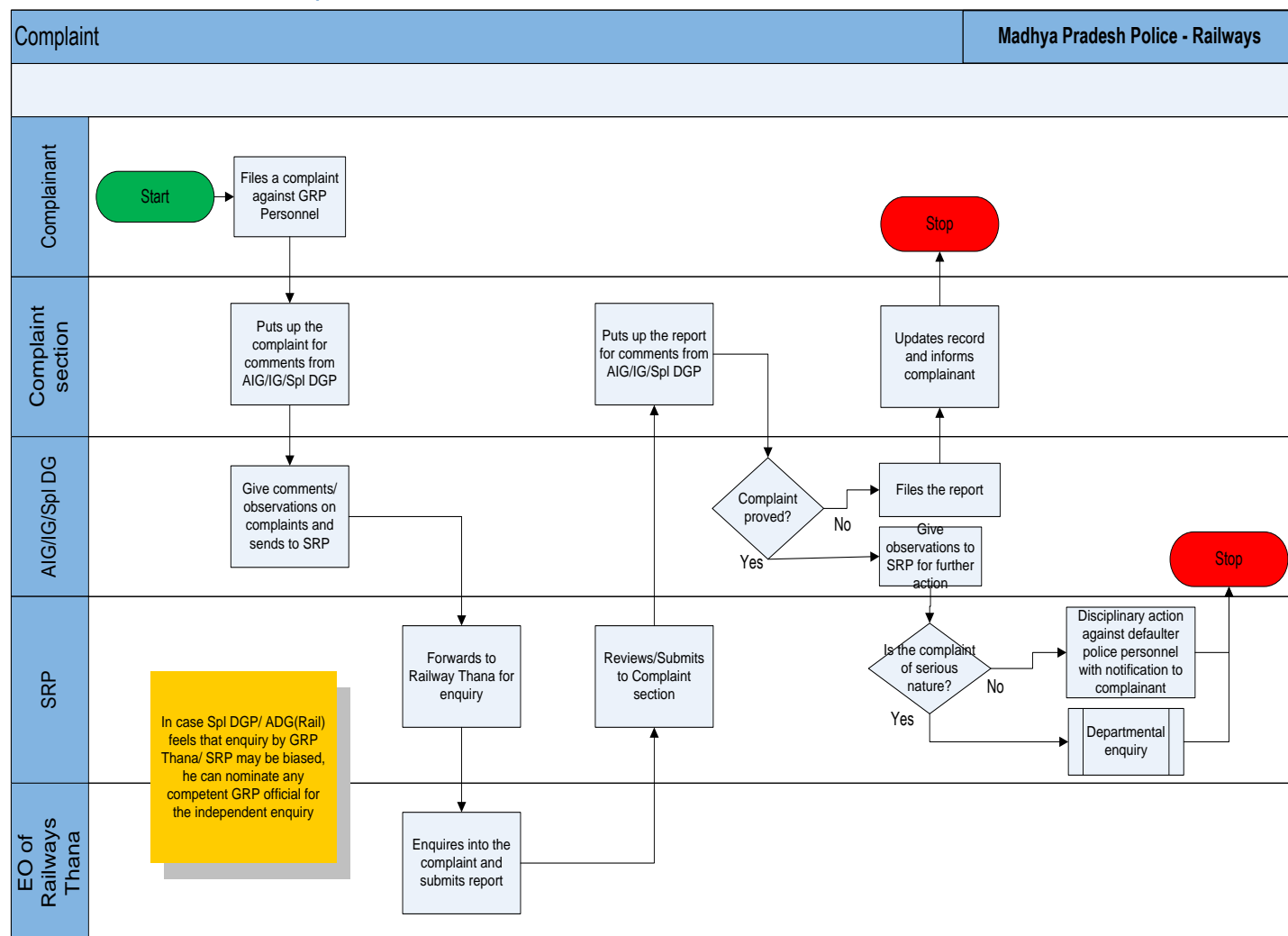
##### A. Process Summary

This is the process of registration and enquiry of complaints submitted by the complainants. The key actors of the process are the complainant, Complaint section, AIG/IG/DGP, SRP/Dy SRP and the Railway Thana.

##### B. SIPOC

| Supplier    | Input     | Process        | Output                   | Customer                  |
|-------------|-----------|----------------|--------------------------|---------------------------|
| Complainant | Complaint | As shown below | Action on the complaints | Complainant, SRP/ Dy SRP, |

## C. Process Map



## D. Process Description

|  |                  |                            |                |
|--|------------------|----------------------------|----------------|
| <b>Process Name:</b>   | <b>Complaint</b> | <b>Branch/ Sub-Branch</b>  | <b>Railway</b> |
| <b>Process Predecessor:</b>  | None             | <b>Process successor :</b> | None           |
| <b>Process</b>   |                  |                            |                |
| i) The complainant files a complaint in the complaint section.<br>ii) The complaint section puts up the complaint for comments from AIG/IG/SP/DGP.<br>iii) AIG/IG/SP/DGP gives comments/observations on the complaints.<br>iv) SRP/Deputy SRP forwards the same to railway thana for investigation<br>v) Railway Thana investigates the complaint and submits the report.<br>vi) SRP/Deputy SRP reviews/submits to complaints section. |                  |                            |                |

|   |  |
|---|--|
| vii) The complaint section puts up the same for comments of AIG/IG/SP/DGP.<br>viii) If the AIG/IG/SP/DGP is satisfied with the report, he approves the report and complaint section updates the record.<br>ix) If the AIG/IG/SP/DGP is not satisfied with the report, then he gives observations to SRP/Dy SRP for additional action and the complaint section forwards the report to concerned SRP/Dy SRP for necessary action.<br>x) SRP/Dy SRP investigates the complaint as per the observations<br>xi) SRP/Deputy SRP submits the report to complaints section.<br>xii) The complaint section puts up the same for comments of AIG/IG/SP/DGP.<br>xiii) If the AIG/IG/SP/DGP is satisfied with the report, he approves the report and complaint section updates the record.<br>xiv) In case DGP (Rail)/ADG feels that the enquiry by GRP Thana/Dy SRP/SRP may be biased then he can nominate any competent GRP official for the same. |  |
| <b>Policy Requirement</b>   | GOP, Circulars, Police rules and regulations |

#### 5.15.4.4 Monitoring of Crime

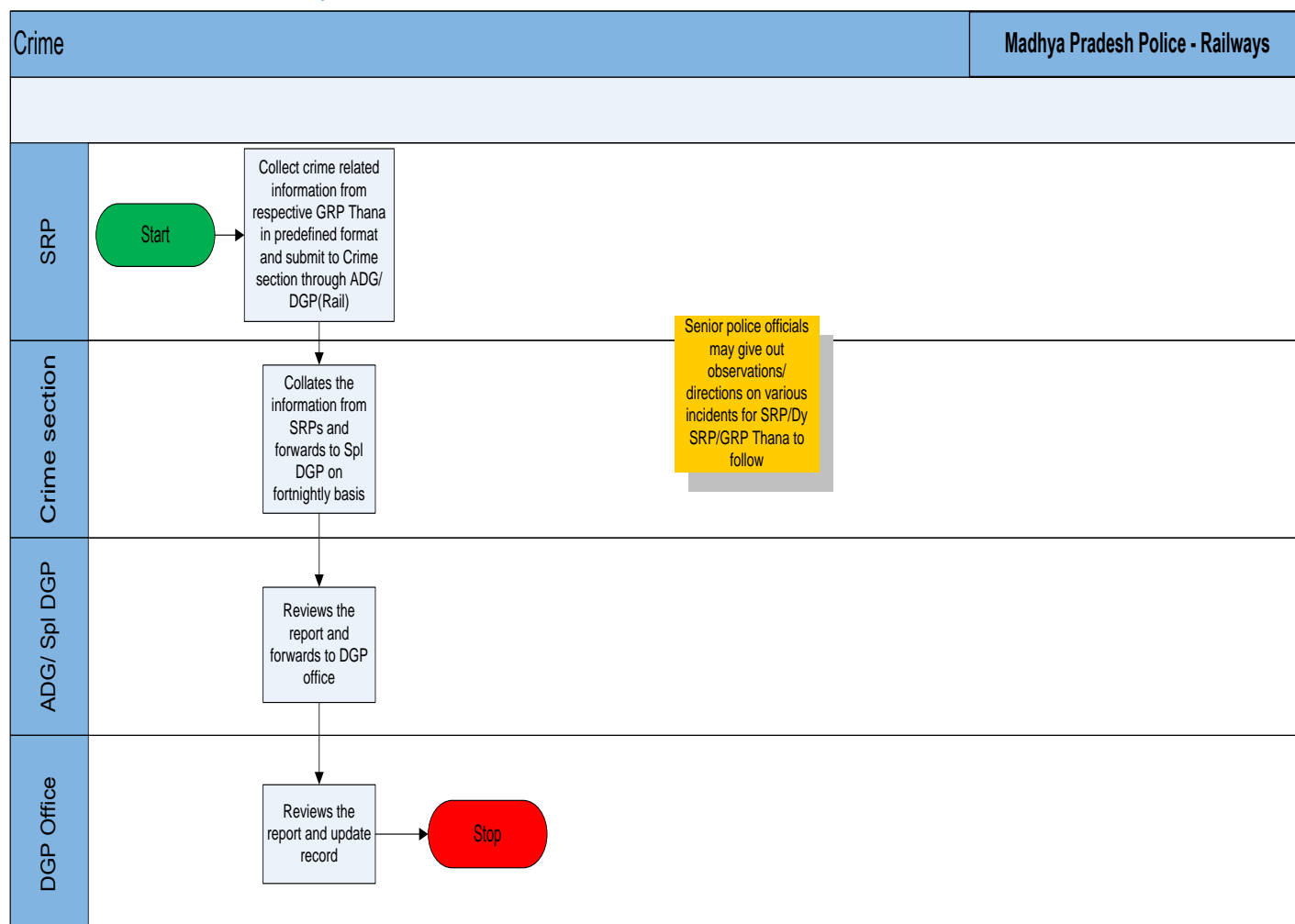
##### A. Process Summary

This is the standard process followed in case of crime related information. The key actors of the process are DGP Office, ADG, Spl. DGP, Crime section and SRP.

##### B. SIPOC

| Supplier | Input                     | Process        | Output                            | Customer   |
|----------|---------------------------|----------------|-----------------------------------|--|
| SRP      | Crime related information | As shown below | Actions/observations on the crime | DGP Office, ADG, Spl. DGP, Crime section and SRP |

### C. Process Map



### D. Process Description

|  |              |                            |                |
|--|--------------|----------------------------|----------------|
| <b>Process Name:</b>   | <b>Crime</b> | <b>Branch/ Sub-Branch</b>  | <b>Railway</b> |
| <b>Process Predecessor:</b>  | None         | <b>Process successor :</b> | None           |
| <b>Process</b>   |              |                            |                |
| i) SRP collects crime related information from respective GRP Thana in predefined format and submit to Crime section through ADG/DGP (Rail).<br>ii) The crime section collates the information from SRPs and forwards to Spl DGP on fortnightly basis<br>iii) ADG/Spl. DGP reviews the report and forwards to DGP office<br>iv) DGP reviews the report and updates the record. |              |                            |                |



|  |  |
|--|--|
| v) Senior police officials may give out observations/directions on various incidents for SRP/Dy SRP/GRP Thana to follow. |  |
| <b>Policy Requirement</b>  | GOP, Circulars, Police rules and regulations |

#### 5.15.4.5 Training

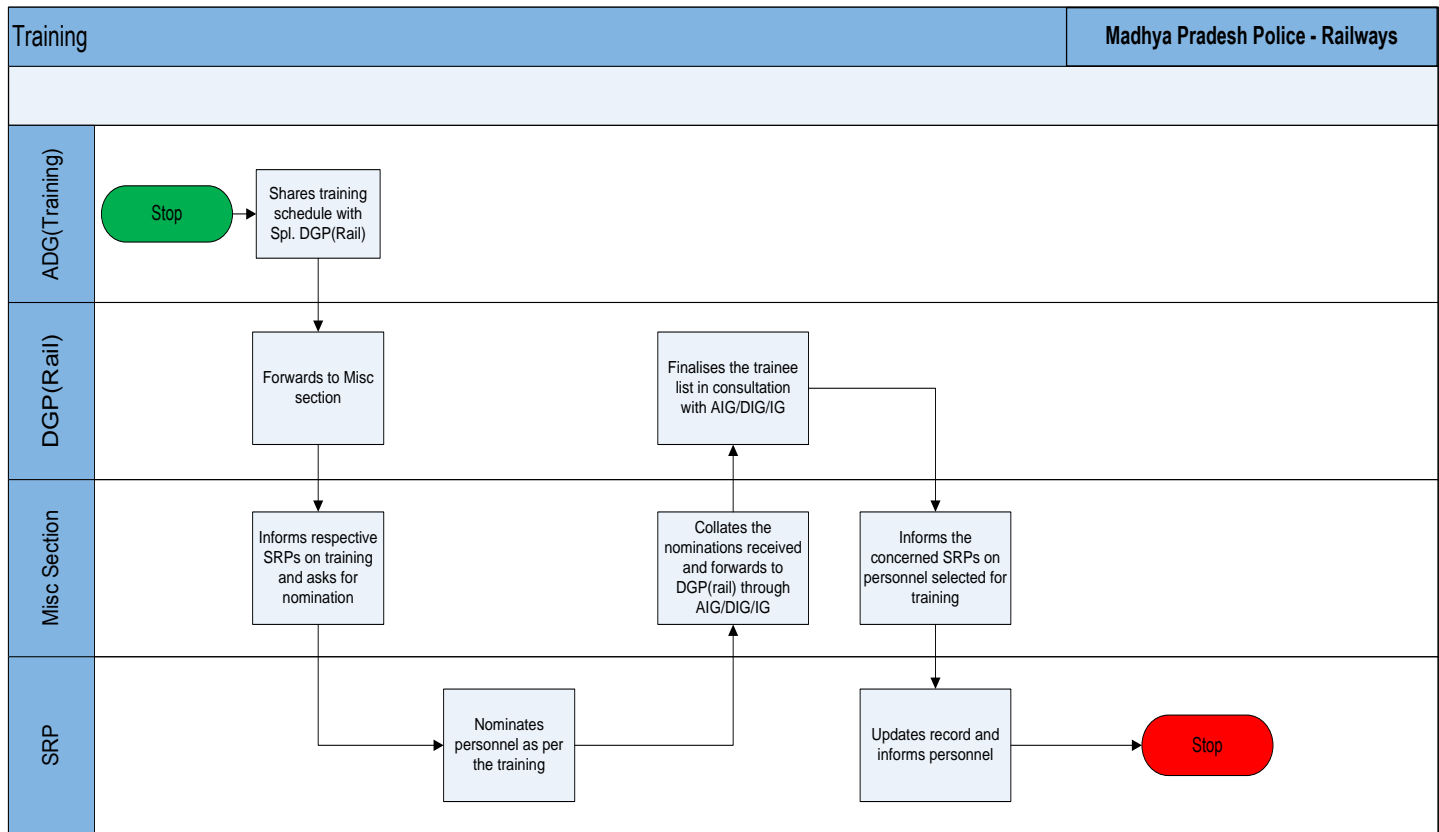
##### A. Process Summary

This is the process of training of the personnel in the railway department of MP police. The key actors of the process are ADG (Training), DGP (Rail), the personnel, Misc. Section and SRP.

##### B. SIPOC

| Supplier                  | Input             | Process           | Output       | Customer              |
|---------------------------|-------------------|-------------------|--------------|-----------------------|
| <b>ADG<br/>(Training)</b> | Training Schedule | As shown<br>below | Trainee List | GRP Personnel,<br>SRP |

### C. Process Map



### D. Process Description

|  |                 |                            |                |
|--|-----------------|----------------------------|----------------|
| <b>Process Name:</b>   | <b>Training</b> | <b>Branch/ Sub-Branch</b>  | <b>Railway</b> |
| <b>Process Predecessor:</b>  | None            | <b>Process successor :</b> | None           |
| <b>Process</b>   |                 |                            |                |
| i) ADG (Training) shares the training schedule with the Spl. DGP (Rail).<br>ii) DGP (Rail) forwards the same to misc. section.<br>iii) Misc. section informs respective SRPs on training and asks for nominations.<br>iv) SRP nominates the personnel as per the type of training<br>v) Misc. section collates the nominations received and forwards to DGP (Rail) through AIG/DIG/IG. |                 |                            |                |

|   |  |
|---|--|
| vi) DGP (Rail) finalises the trainee list in consultation with AIG/DIG/IG<br>vii) Misc. section informs the concerned SRPs on personnel selected for training.<br>viii) SRP updates the record and informs the personnel. |  |
| <b>Policy Requirement</b>   | GOP, Circulars, Police rules and regulations |

## 5.16 Recruitment and Selection

### 5.16.1 Organisational Structure



### 5.16.2 Personnel Strength

| S. No. | Designation | Sanctioned | Available | Vacant |
|--------|-------------|------------|-----------|--------|
| 1      | ADG         | 1          | 1         | -      |
| 2      | IG          | 1          | 1         | -      |
| 3      | DIG         |            |           |        |
| 4      | AIG         | 1          | 1         | -      |

|    |                         |    |    |   |
|----|-------------------------|----|----|---|
| 5  | ASP                     |    |    |   |
| 6  | DSP                     | 1  | 1  | - |
| 7  | Inspector               |    |    |   |
| 8  | Office Superintendent   | 1  | 1  | - |
| 9  | Subedar                 | 3  | 4  | - |
| 10 | Accountant              | 1  | 3  | - |
| 11 | Sub Inspector           | 14 | 13 | 1 |
| 12 | Assistant Sub Inspector | 15 | 13 | 2 |
| 13 | Constable               | 4  | 2  | 2 |

### 5.16.3 IT Infrastructure

| S. No. | Equipment   | Quantity                    |
|--------|---|-----------------------------|
| 1      | Computer  | With internet connection    |
|        |   | Without internet connection |
| 2      | Printer   | Laser                       |
|        |   | Dot Matrix                  |
| 3      | Fax   |                             |
| 4      | Photocopier   |                             |
| 5      | Scanner   |                             |
| 6      | Multifunction Printer (MFP)/ Multifunction Device (MFD) |                             |

### 5.16.4 As-Is Processes

#### 5.16.4.1 Recruitment

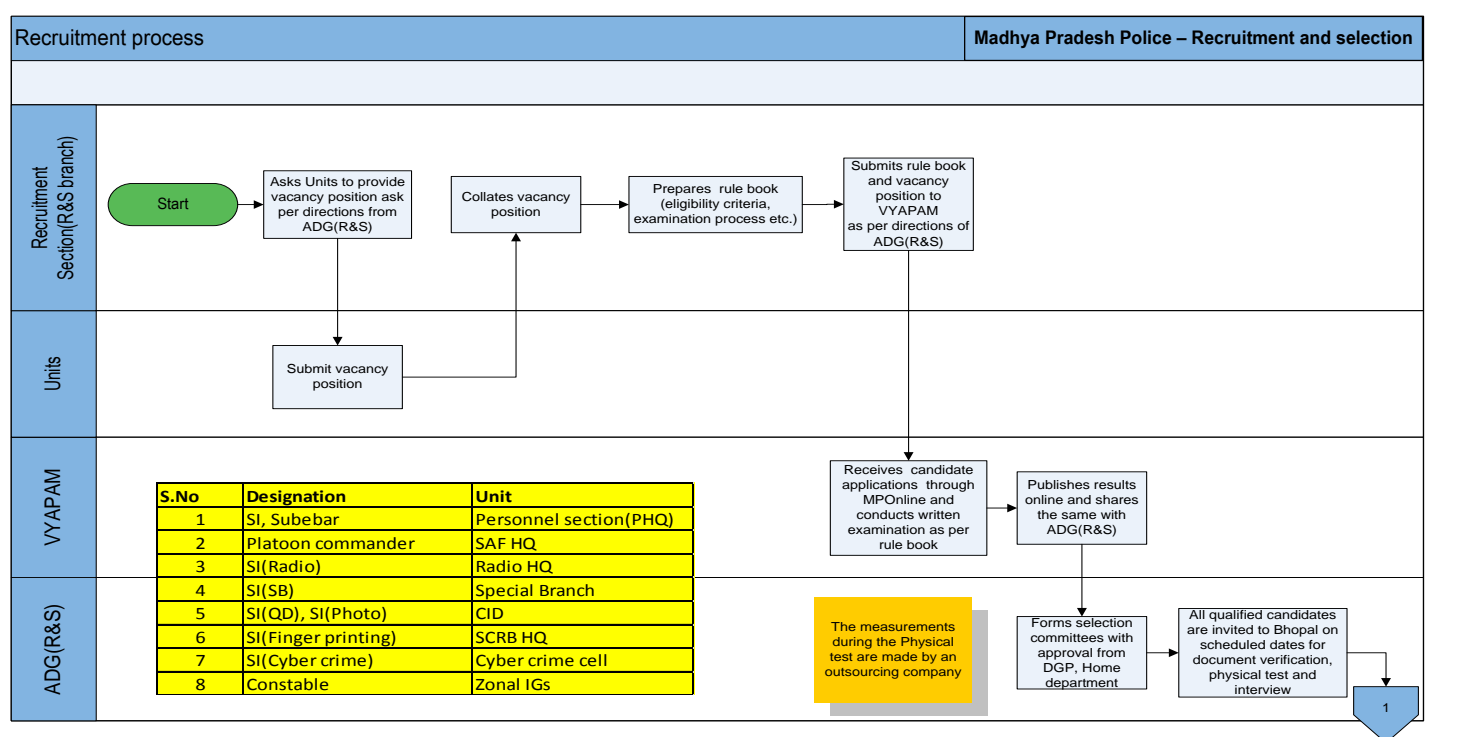
#### A. Process Summary

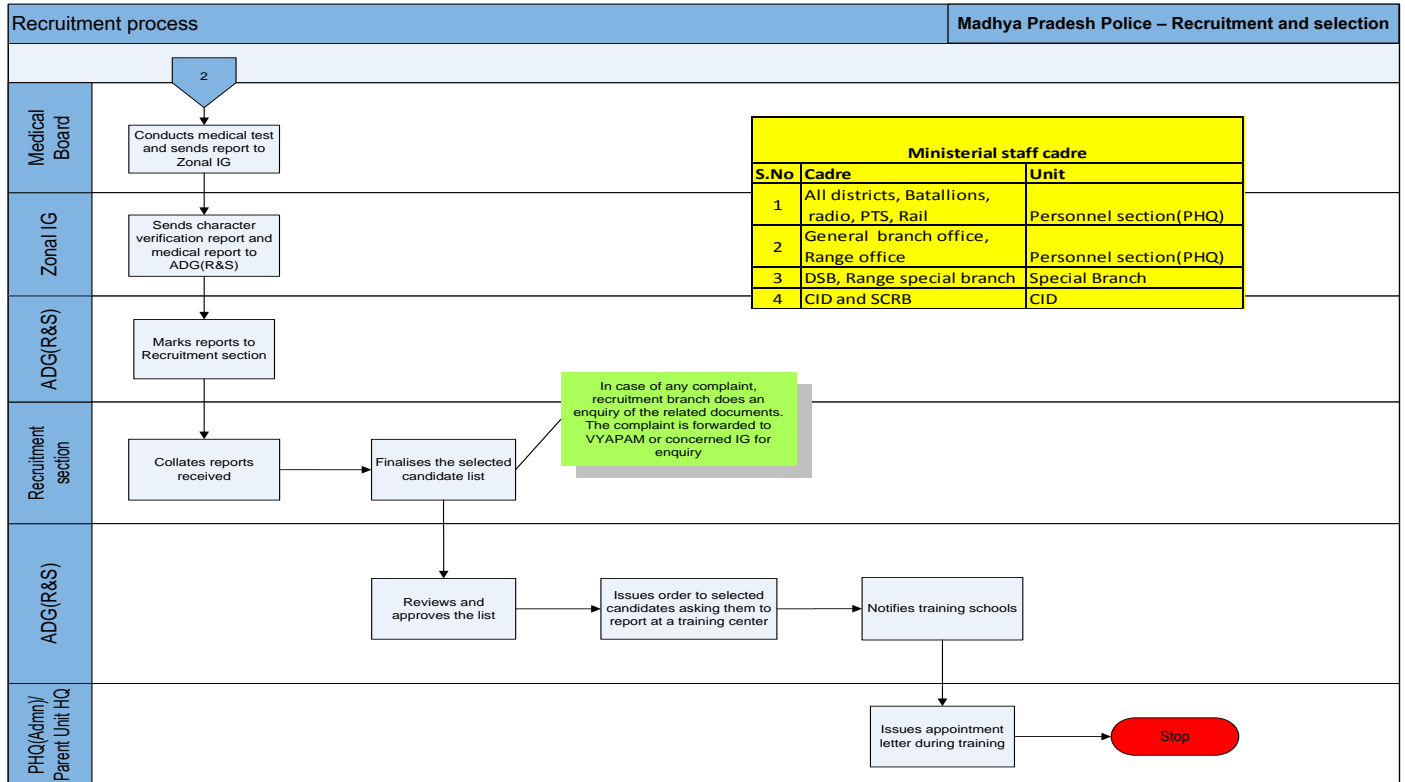
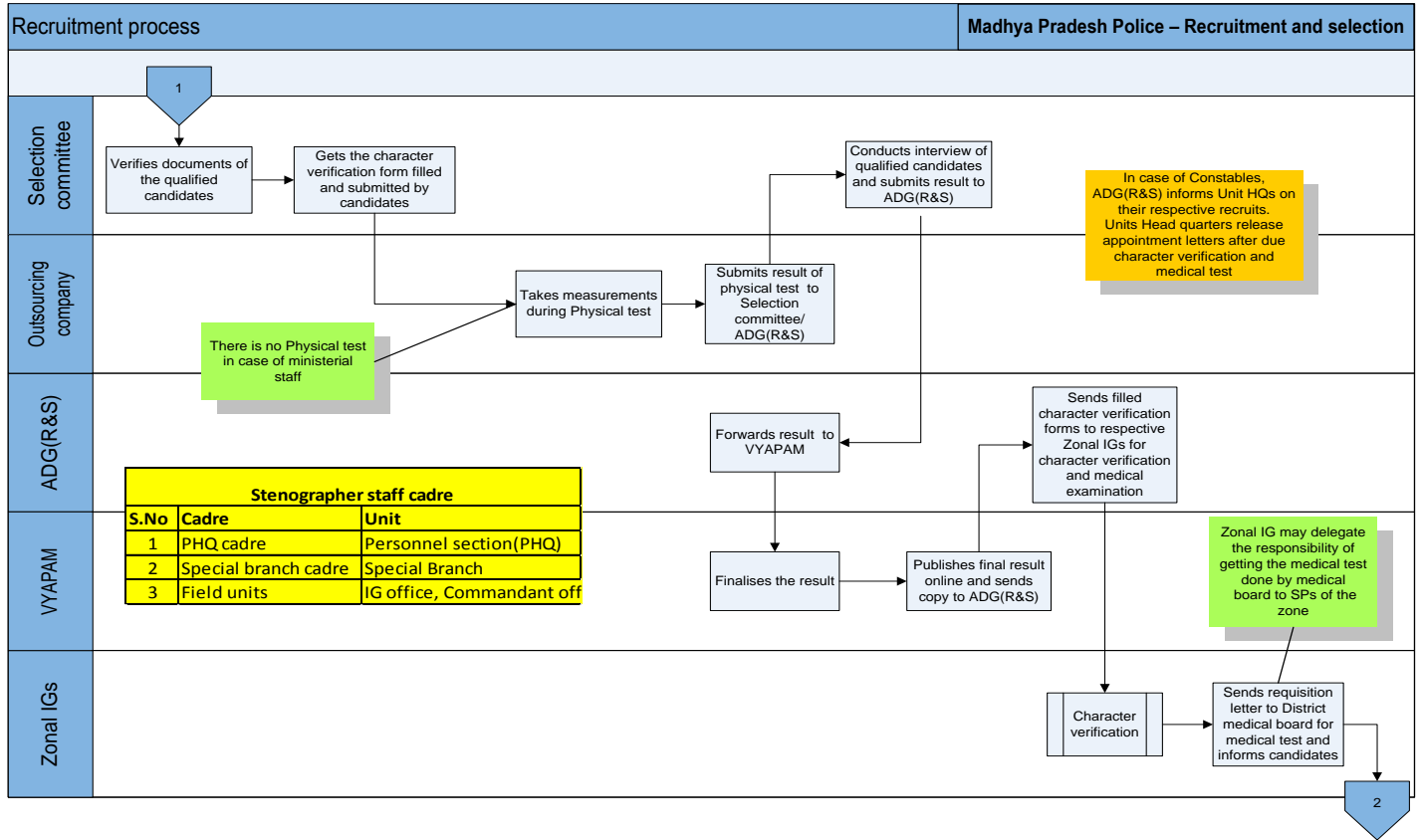
This is the process of Recruitment & Selection of Police personnel by the Recruitment and Selection Branch. The key actors of the process are ADG(R&S), Recruitment Section, Police Units and Selection committee

## B. SIPOC

| Supplier   | Input                           | Process        | Output                          | Customer        |
|------------|---------------------------------|----------------|---------------------------------|-----------------|
| R&S Branch | Letter seeking vacancy position | As shown below | Recruitment of police personnel | Concerned Units |

## C. Process Map





## D. Process Description

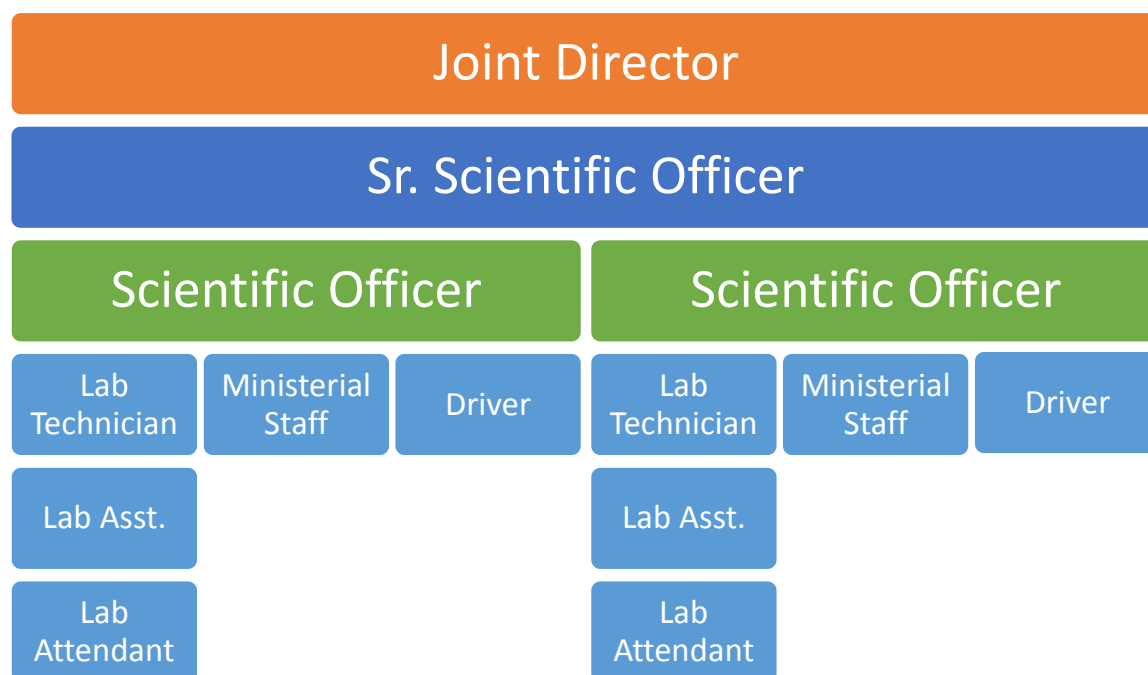
| Process Name:  | Recruitment & Selection | Branch/ Sub-Branch  | Recruitment Section Branch |
|--|-------------------------|---------------------|----------------------------|
| Process Predecessor:   | NA                      | Process successor : | NA                         |
| <b>Process</b>   |                         |                     |                            |
| <ul style="list-style-type: none"> <li>i) ADG(R&amp;S) asks Police Units to provide vacancy position.</li> <li>ii) Units responds with detailed list of vacancy positions.</li> <li>iii) The Recruitment and selection section consolidates vacancy list received from various units.</li> <li>iv) Based on the consolidated list Recruitment Section prepares rule book and defines selection criterion.</li> <li>v) The draft of Rule Book and vacancy position (unit wise) is submitted to VYAPAM after approval from ADG(R&amp;S).</li> <li>vi) VYAPAM publishes recruitment advertisement, receives applications through MPOnline and conducts written exam and its evaluation as per rule book</li> <li>vii) The merit list of shortlisted candidates is published and shared with ADG(R&amp;S)</li> <li>viii) ADG(R&amp;S) invites all qualified candidates to Bhopal on scheduled dates for document verification, physical test and interview.</li> <li>ix) Selection Committee verifies the credentials/documents and collects various forms(character verification) dually filled by selected candidates</li> <li>x) Selection Committee facilitates physical test for non-ministerial staff; the task of taking physical measurement is assigned to an outsourced company and after verification the outsourced firm submits report to Selection Committee and ADG(Training)</li> <li>xi) Selection Committee conducts interview of qualified candidates and submits result to ADG(R&amp;S)</li> <li>xii) ADG(R&amp;S) forwards result to VYAPAM</li> <li>xiii) VYAPAM consolidates and publishes final result of selected candidates and shares a copy with ADG(R&amp;S)</li> <li>xiv) ADG(R&amp;S) instructs zonal IG's for character and medical examination of selected candidates</li> <li>xv) After Character verification, respective IG's send requisition letter to district medical board for medical test and candidates are informed. Zonal IG may delegate the responsibility of getting the medical test done by medical board to SPs of the zone</li> <li>xvi) Medical board conducts medical test and sends report to Zonal IG</li> <li>xvii) The report comprising of character verification along with medical report is sent to ADG(R&amp;S)</li> <li>xviii) ADG(R&amp;S) receives report and shares with Recruitment section (R&amp;S).</li> <li>xix) R&amp;S section collates report received and finalizes list of selected candidates and shares with ADG(R&amp;S)</li> <li>xx) ADG(R&amp;S) receives, reviews and approves list of recruited personnel and issues notification to training schools for training arrangements and issues call letters to selected candidates asking them to report at training center.</li> <li>xxi) Appointment letters are issued by ADG(R&amp;S) during training.</li> </ul> |                         |                     |                            |

- xxii) In case of any complaint, recruitment branch does an enquiry of the related documents. The complaint is forwarded to VYAPAM or concerned IG for enquiry
- xxiii) In case of Constables, ADG(R&S) informs Unit HQs on their respective recruits. Units Headquarters release call letter to recruited personnel, get their character verification and medical test done and issue appointment letters if CVR and medical reports are found satisfactory. Constable level personnel report directly at Units for joining.

|                           |   |
|---------------------------|---|
| <b>Policy Requirement</b> | MP Police Rules and Regulations, GOPs and Circulars |
|---------------------------|---|

## 5.17 Regional Forensic Science Lab (RFSL), Bhopal

### 5.17.1 Organisational Structure



### 5.17.2 Personnel Strength



| S. No. | Designation            | Sanctioned | Available | Vacant |
|--------|------------------------|------------|-----------|--------|
| 1      | Joint Director         | 1          | 1         |        |
| 2      | Sr. Scientific Officer | 6          | 1         |        |
| 3      | Scientific Officer     | 14         | 5         |        |
| 4      | Steno                  | 1          | 1         |        |
| 5      | A.S.I. (M)             | 1          | 1         |        |
| 6      | Lab Technician         | 6          |           |        |
| 7      | Lab Asstt.             | 8          | 5         |        |
| 8      | Lab Attendant          | 8          | 2         |        |
| 9      | Ministerial            | 1          |           |        |
| 10     | Driver                 | 1          |           |        |

### 5.17.3 IT Infrastructure

| S. No. | Equipment                   | Quantity                    |
|--------|-----------------------------|-----------------------------|
| 1      | Computer                    | With internet connection    |
|        |                             | Without internet connection |
| 2      | Printer                     | Laser                       |
|        |                             | Dot Matrix                  |
| 3      | Fax                         |                             |
| 4      | Photocopier                 |                             |
| 5      | Scanner                     | -                           |
| 6      | Multifunction Printer (MFP) | 2                           |

### 5.17.4 As-Is Processes

#### 5.17.4.1 Forensic

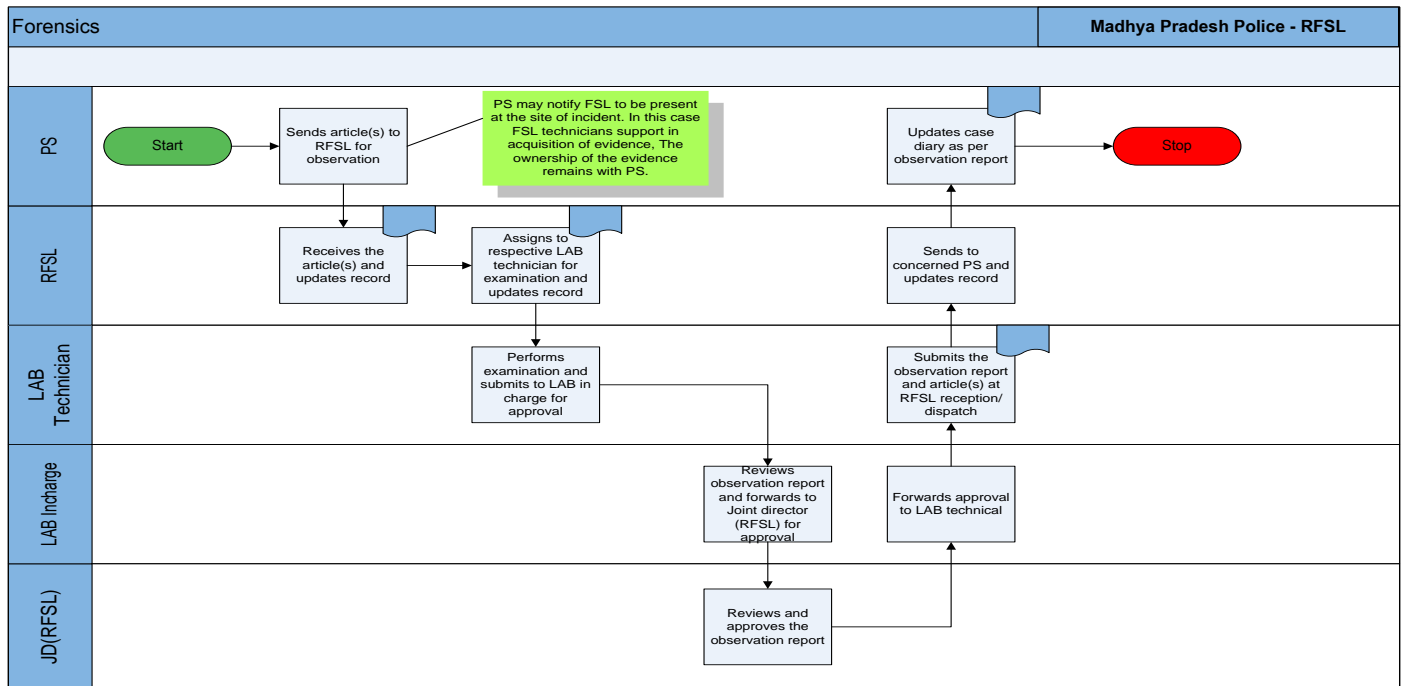
#### A. Process Summary

This is the process of preparation of observation report of the articles shared by the Police Station. The key actors in the process are Police Station, LAB Technician, LAB in-charge and Joint Director (RFSL).

## B. SIPOC

| Supplier       | Input                             | Process        | Output             | Customer       |
|----------------|-----------------------------------|----------------|--------------------|----------------|
| Police Station | Articles for observation/<br>test | As shown below | Observation report | Police Station |

## C. Process Map



## D. Process Description

|   |                 |                            |             |
|---|-----------------|----------------------------|-------------|
| <b>Process Name:</b>  | <b>Forensic</b> | <b>Branch/ Sub-Branch</b>  | <b>RFSL</b> |
| <b>Process Predecessor:</b>   | None            | <b>Process successor :</b> | None        |
| <b>Process</b>  |                 |                            |             |
| i) Police Station sends article(s) to RFSL for observation<br>ii) PS may notify RFSL experts to be present at the site of incident. In this case FSL technicians support in acquisition of evidence,<br>iii) The ownership of the evidence remains with PS. The articles are assigned to a respective LAB technician for examination. |                 |                            |             |

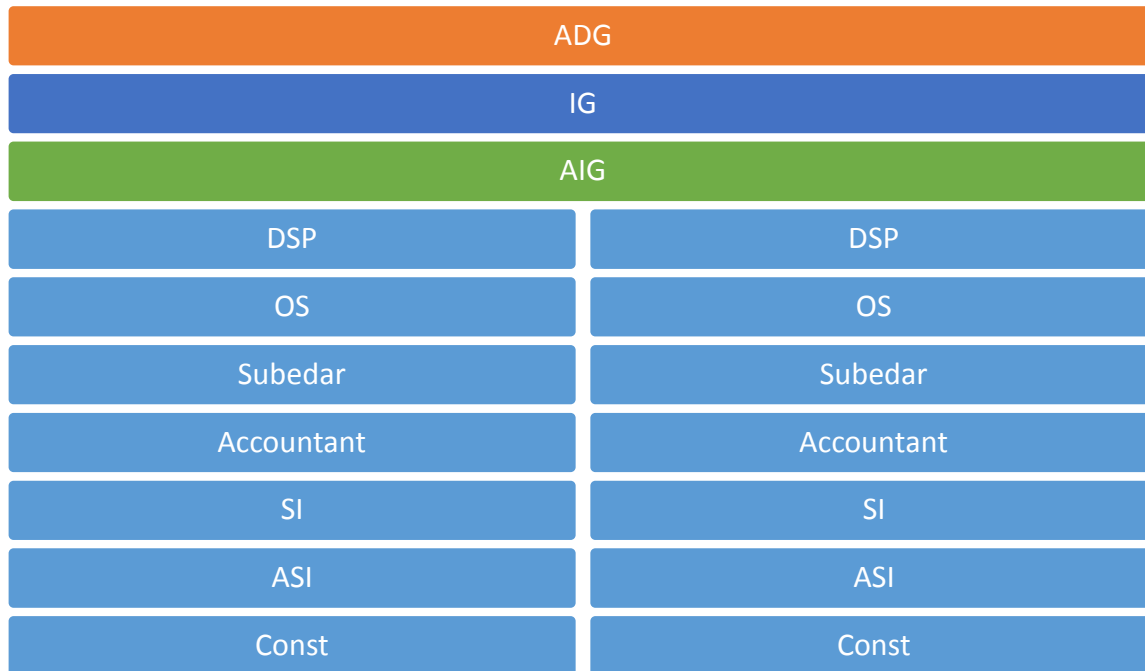
- iv) Performs examination and submits to LAB in charge for approval
- v) LAB in-charge reviews observation report and forwards to Joint director (RFSL) for approval
- vi) Post approval from Joint Director RFSL, the report is sent to the concerned police station where the investigating officer updates the case diary as per the report.

**Policy Requirement**

GOP - Government Gazette Notification, Madhya Pradesh Police Regulations, Circulars

## 5.18 Rustamji Armed Police Training College (RAPTC), Indore

### 5.18.1 Organisational Structure



## 5.18.2 Personnel Strength

| S. No. | Designation        | Sanctioned | Available | Vacant |
|--------|--------------------|------------|-----------|--------|
| 1      | ADG                | 1          | 1         | 0      |
| 2      | IG                 | 1          | 1         | 0      |
| 3      | DIG                | 1          | 1         | 0      |
| 4      | CO                 | 1          | 1         | 0      |
| 5      | DC                 | 1          | 1         | 0      |
| 6      | AC                 | 3          | 3         | 0      |
| 7      | Inspector          | 3          | 3         | 0      |
| 8      | CC                 | 11         | 10        | 1      |
| 9      | SI                 | 4          | 6         | -      |
| 10     | PC                 | 22         | 17        | 5      |
| 11     | ASI                | 1          | 0         | 1      |
| 12     | APC                | 15         | 13        | 2      |
| 13     | HC                 | 103        | 97        | 5      |
| 14     | Const.             | 248        | 229       | 19     |
| 15     | CTM                | 56         | 57        | -      |
| 16     | BDS                | 6          | 4         | 2      |
| 17     | Veterinary Officer | 1          | 1         | 0      |
| 18     | DSP                | 1          | 1         | 0      |
| 19     | Head Clerk         | 1          | 1         | 0      |
| 20     | Accountant         | 2          | 2         | 0      |
| 21     | Steno              | 3          | 2         | 1      |
| 22     | SI(M)              | 3          | 2         | 1      |
| 23     | ASI(M)             | 5          | 5         | 0      |
| 24     | HC(M)              | 1          | 1         | 0      |

## 5.18.3 IT Infrastructure

## 5.18.4 As-Is Processes

#### 5.18.4.1 Absence during training

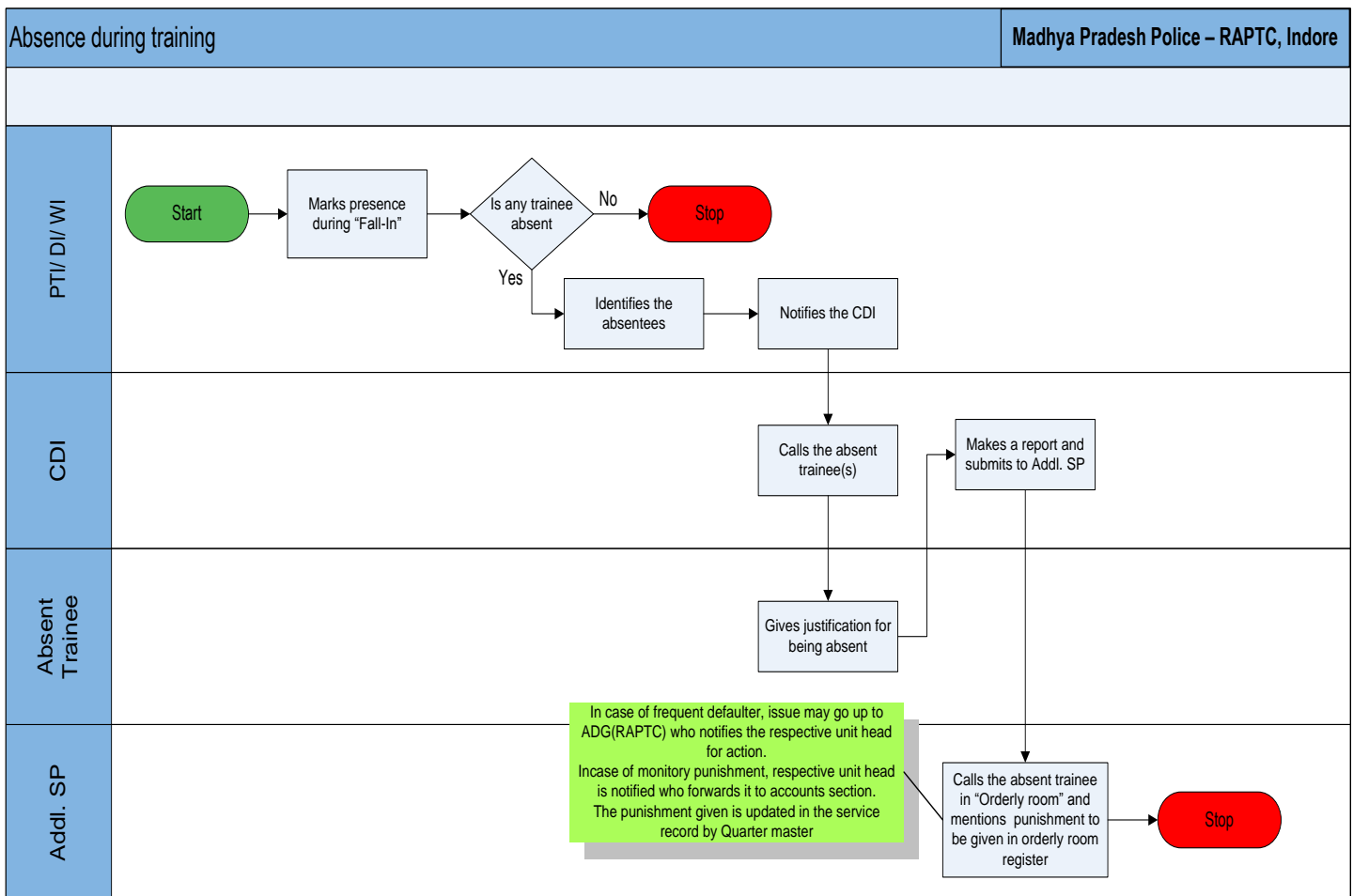
##### A. Process Summary

This process describes the process followed in case a trainee is absent during the training. The key actors of the process are trainee, CDI and Addl. SP.

##### B. SIPOC

| Supplier    | Input         | Process        | Output                                | Customer |
|-------------|---------------|----------------|---------------------------------------|----------|
| PTI/ DI/ WI | Absent marked | As shown below | Warning/ Punishment to absent trainee | Trainee  |

##### C. Process Map



## D. Process Description

|   |                                |  |              |
|---|--------------------------------|--|--------------|
| <b>Process Name:</b>  | <b>Absence during training</b> | <b>Branch/ Sub-Branch</b>                    | <b>RAPTC</b> |
| <b>Process Predecessor:</b>   | None                           | <b>Process successor :</b>                   | None         |
| <b>Process</b>  |                                |  |              |
| <ul style="list-style-type: none"> <li>i) PTI/ DI/ WI marks the presence of trainees during “Fall-in”. If any trainee is absent then it identifies the absentees and notifies the CDI.</li> <li>ii) CDI meets the absent trainee.</li> <li>iii) Absent trainee gives justification for being absent.</li> <li>iv) CDI makes a report and submits to Addl. SP.</li> <li>v) Addl. SP calls the absent trainee in “Orderly room” and mentions punishment to be given in orderly room register.</li> <li>vi) In case of frequent defaulter, issue may go to ADG(RAPTC) who notifies the respective unit head for action.</li> <li>vii) In case of monitory punishment, respective unit head is notified who forwards it to accounts section.</li> <li>viii) The punishment given is updated in the service record by Quarter master.</li> </ul> |                                |  |              |
| <b>Policy Requirement</b>   |                                | GOP, Circulars, Police rules and regulations |              |

### 5.18.4.2 Issuance of Arms to Trainees

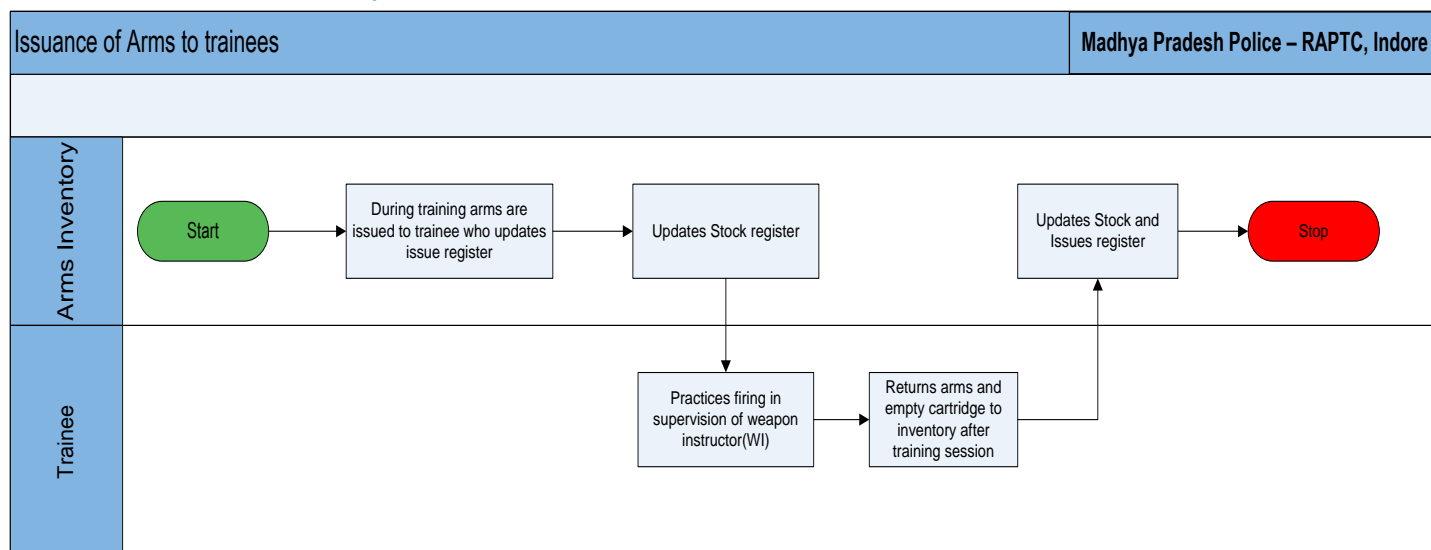
## A. Process Summary

This process describes the process of issuance of arms to the trainees for training. The key actors of the process are trainees and Arms inventory.

## B. SIPOC

| Supplier       | Input | Process        | Output           | Customer |
|----------------|-------|----------------|------------------|----------|
| Arms Inventory | Arms  | As shown below | Issuance of arms | Trainee  |

## C. Process Map



## D. Process Description

|   |  |                            |              |
|---|--|----------------------------|--------------|
| <b>Process Name:</b>  | <b>Arms Record</b>                           | <b>Branch/ Sub-Branch</b>  | <b>RAPTC</b> |
| <b>Process Predecessor:</b>   | None   | <b>Process successor :</b> | None         |
| <b>Process</b>  |  |                            |              |
| i) During training arms are issued to trainee who updates issue register. Arms inventory updates stock register.<br>ii) Trainee practices firing in supervision of weapon instructor (WI) and returns arms and empty cartridge to inventory after training session.<br>iii) Arms inventory updates Stock and Issues register. |  |                            |              |
| <b>Policy Requirement</b>   | GOP, Circulars, Police rules and regulations |                            |              |

### 5.18.4.3 Hostel allocation for Basic course- SAF constable/PC

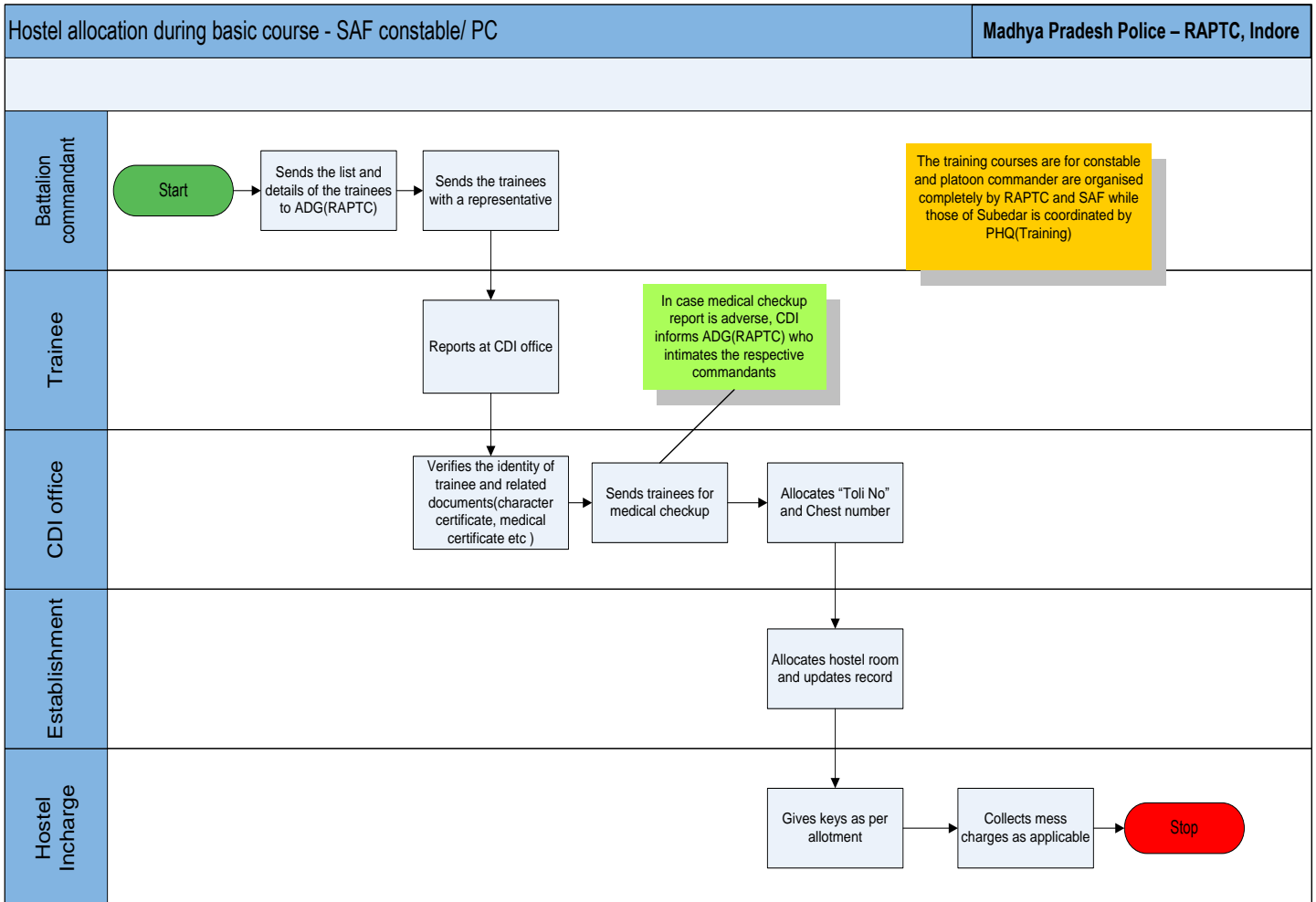
#### A. Process Summary

This process describes the process of hostel allocation and training of the trainees. The key actors of the process are trainees and CDI Office.

#### B. SIPOC

| Supplier             | Input               | Process        | Output            | Customer |
|----------------------|---------------------|----------------|-------------------|----------|
| Battalion commandant | Details of trainees | As shown below | Hostel allocation | Trainee  |

#### C. Process Map





## D. Process Description

|   |  |  |              |
|---|--|--|--------------|
| <b>Process Name:</b>  | <b>Basic course - SAF constable/<br/>Platoon commander</b> | <b>Branch/ Sub-<br/>Branch</b>               | <b>RAPTC</b> |
| <b>Process Predecessor:</b>   | None   | <b>Process successor :</b>                   | None         |
| <b>Process</b>  |  |  |              |
| <ul style="list-style-type: none"> <li>i) Battalion Commandant sends the list and details of the trainees to ADG (RAPTC) and sends the trainees with a representative for training registration.</li> <li>ii) Trainee reports at CDI office.</li> <li>iii) CDI Office verifies the identity of trainee and related documents (character certificate, medical certificate etc.)</li> <li>iv) CDI Office sends trainees for medical checkup and allocates “Toli Number” and “Chest Number”.</li> <li>v) In case medical checkup report is adverse, CDI informs ADG (RAPTC) who intimates the respective commandants.</li> <li>vi) Establishment allocates hostel room and updates record.</li> <li>vii) Hostel In-charge gives keys as per allotment and collects mess charges as applicable.</li> <li>viii) The training courses are for constable and platoon commander are organized completely by RAPTC and SAF while those of Subedar is coordinated by PHQ (Training).</li> </ul> |  |  |              |
| <b>Policy Requirement</b>   |  | GOP, Circulars, Police rules and regulations |              |

### 5.18.4.4 Issuance Police Mounted Troops Game Participation

## A. Process Summary

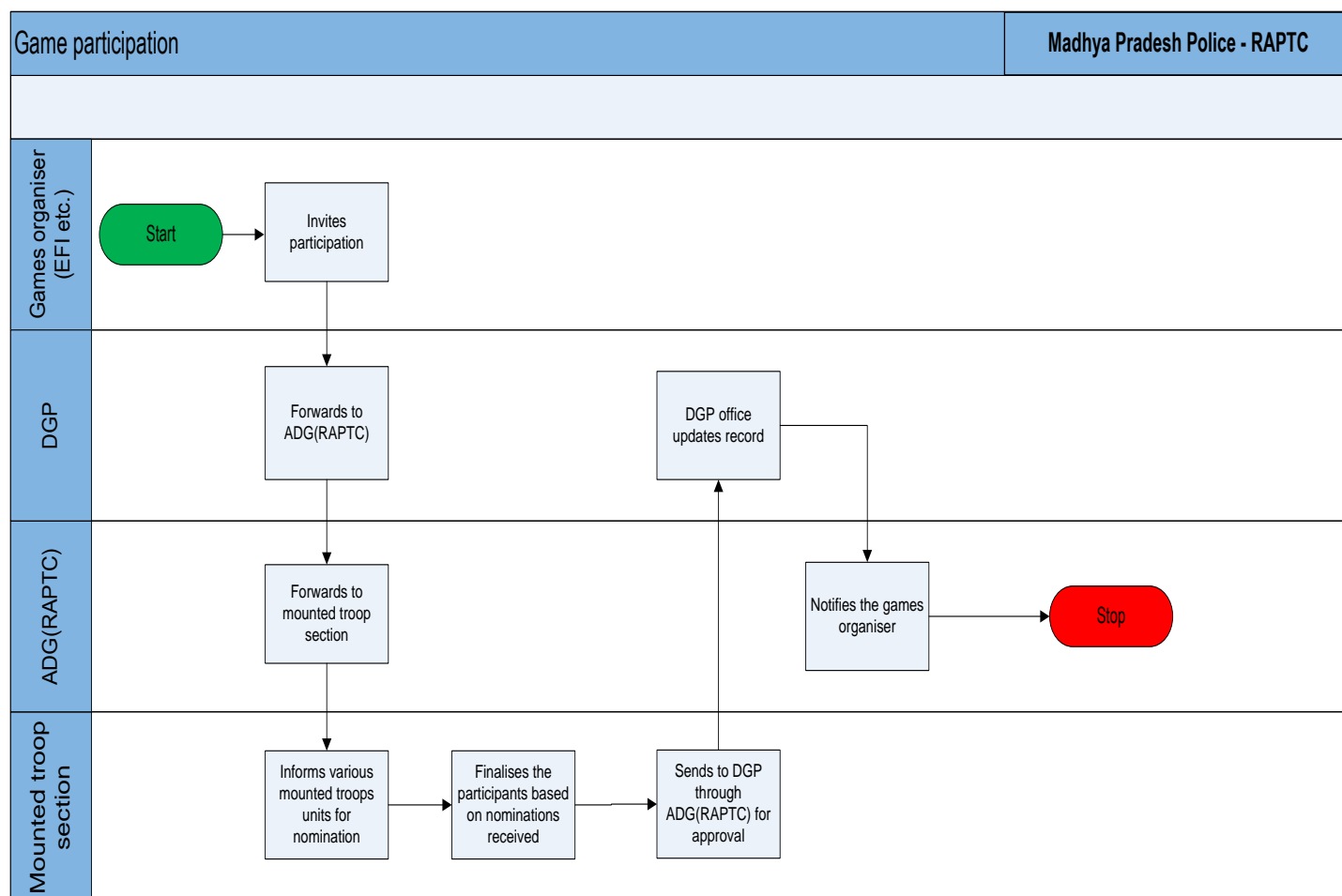
This is the process of participation in National games by police mounted troops. The key actors of the process are police personnel, mounted troop section and various units.

## B. SIPOC

|                 |              |                |               |                 |
|-----------------|--------------|----------------|---------------|-----------------|
| <b>Supplier</b> | <b>Input</b> | <b>Process</b> | <b>Output</b> | <b>Customer</b> |
|-----------------|--------------|----------------|---------------|-----------------|

|                 |  |                |                      |              |
|-----------------|--|----------------|----------------------|--------------|
| Games organizer | Invitation for participation/nominations | As shown below | List of participants | Participants |
|-----------------|--|----------------|----------------------|--------------|

### C. Process Map



### D. Process Description

|                             |  |                            |              |
|-----------------------------|--|----------------------------|--------------|
| <b>Process Name:</b>        | <b>Police Mounted Troops Games Participation</b> | <b>Branch/ Sub-Branch</b>  | <b>RAPTC</b> |
| <b>Process Predecessor:</b> | None   | <b>Process successor :</b> | None         |

| Process  |  |
|--|--|
| <ul style="list-style-type: none"> <li>i) Games organizer (EFI etc.) invites participation.</li> <li>ii) DGP forwards the same to ADG (RAPTC).</li> <li>iii) ADG (RAPTC) forwards to mounted troop section.</li> <li>iv) Mounted troop section informs various mounted troops units for nomination.</li> <li>v) Mounted troop section finalizes the participants based on nominations received and sends to DGP with a copy to ADG.</li> <li>vi) DGP office updates the record.</li> <li>vii) ADG (RAPTC) notifies the games organizer.</li> </ul> |  |
| Policy Requirement   | GOP, Circulars, Police rules and regulations |

#### 5.18.4.5 Horse Purchase

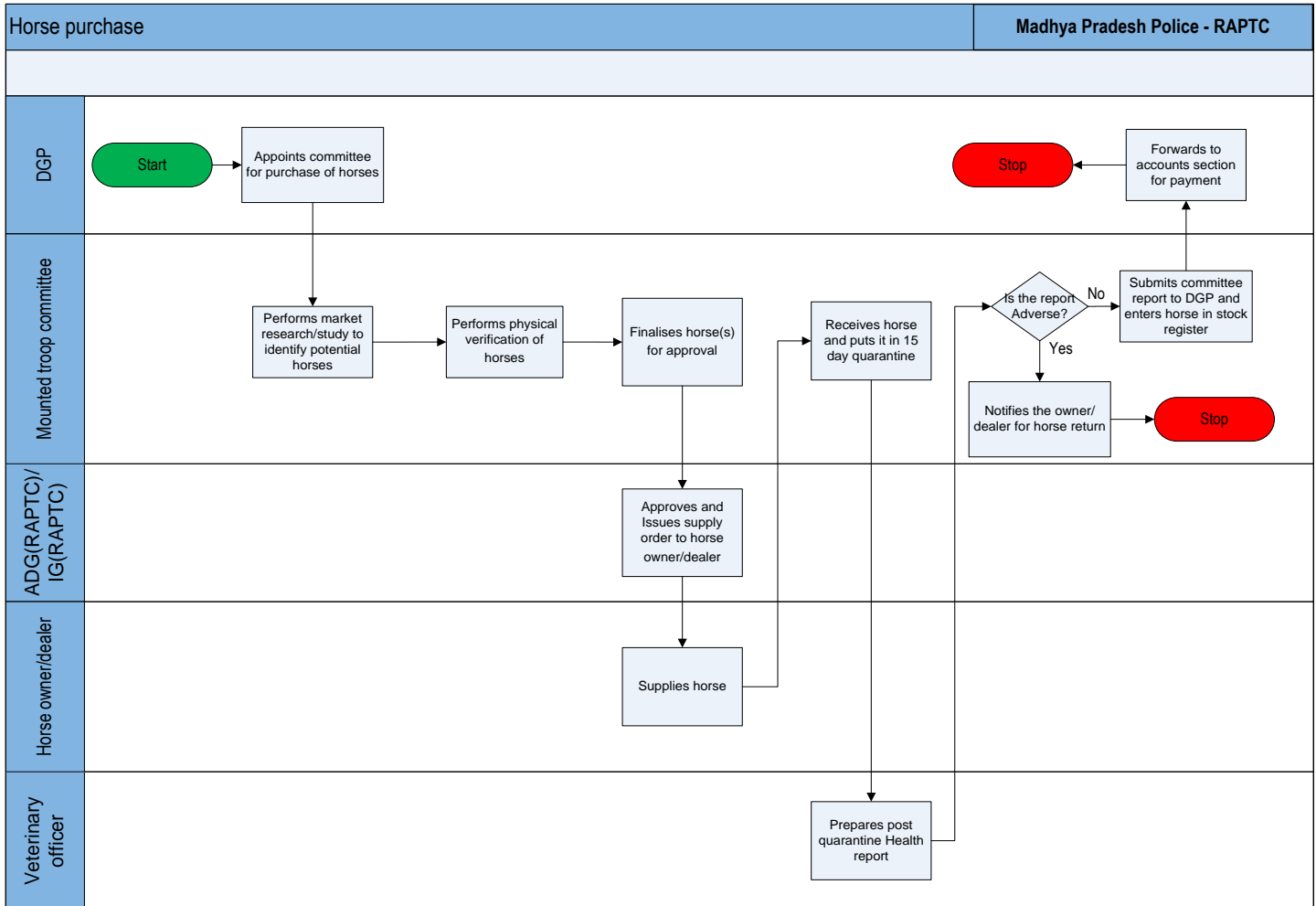
##### A. Process Summary

This is the process of purchase of horses at RAPTC for equestrian wing. The key actors of the process are DGP and mounted troop committee.

##### B. SIPOC

| Supplier   | Input                               | Process        | Output             | Customer                        |
|------------|-------------------------------------|----------------|--------------------|---------------------------------|
| IG (RAPTC) | Supply order for purchase of horses | As shown below | Purchase of horses | Horse owner /dealer, IG (RAPTC) |

## C. Process Map



## D. Process Description

|   |                       |                            |              |
|---|-----------------------|----------------------------|--------------|
| <b>Process Name:</b>  | <b>Horse Purchase</b> | <b>Branch/ Sub-Branch</b>  | <b>RAPTC</b> |
| <b>Process Predecessor:</b>   | None                  | <b>Process successor :</b> | None         |
| <b>Process</b>  |                       |                            |              |
| i) DGP appoints committee for purchase of horses.<br>ii) Mounted troop committee performs market research/study to identify potential horses. It also performs physical verification of horses and finalizes horse(s) and respective horses.<br>iii) IG (RAPTC) issues supply order to horse owner/dealer.<br>iv) Horse owner/dealer supplies horse |                       |                            |              |

- v) Mounted troop committee receives horse and puts it in 15 day quarantine.
- vi) Veterinary officer prepares post quarantine health report.
- vii) If this report is adverse then mounted troop committee notifies the owner/dealer for horse return else it submits committee report to DGP and enters horse in stock register.
- viii) DGP forwards it to accounts section for payment.

**Policy Requirement**

GOP, Circulars, Police rules and regulations

**5.18.4.6 Horse Training**

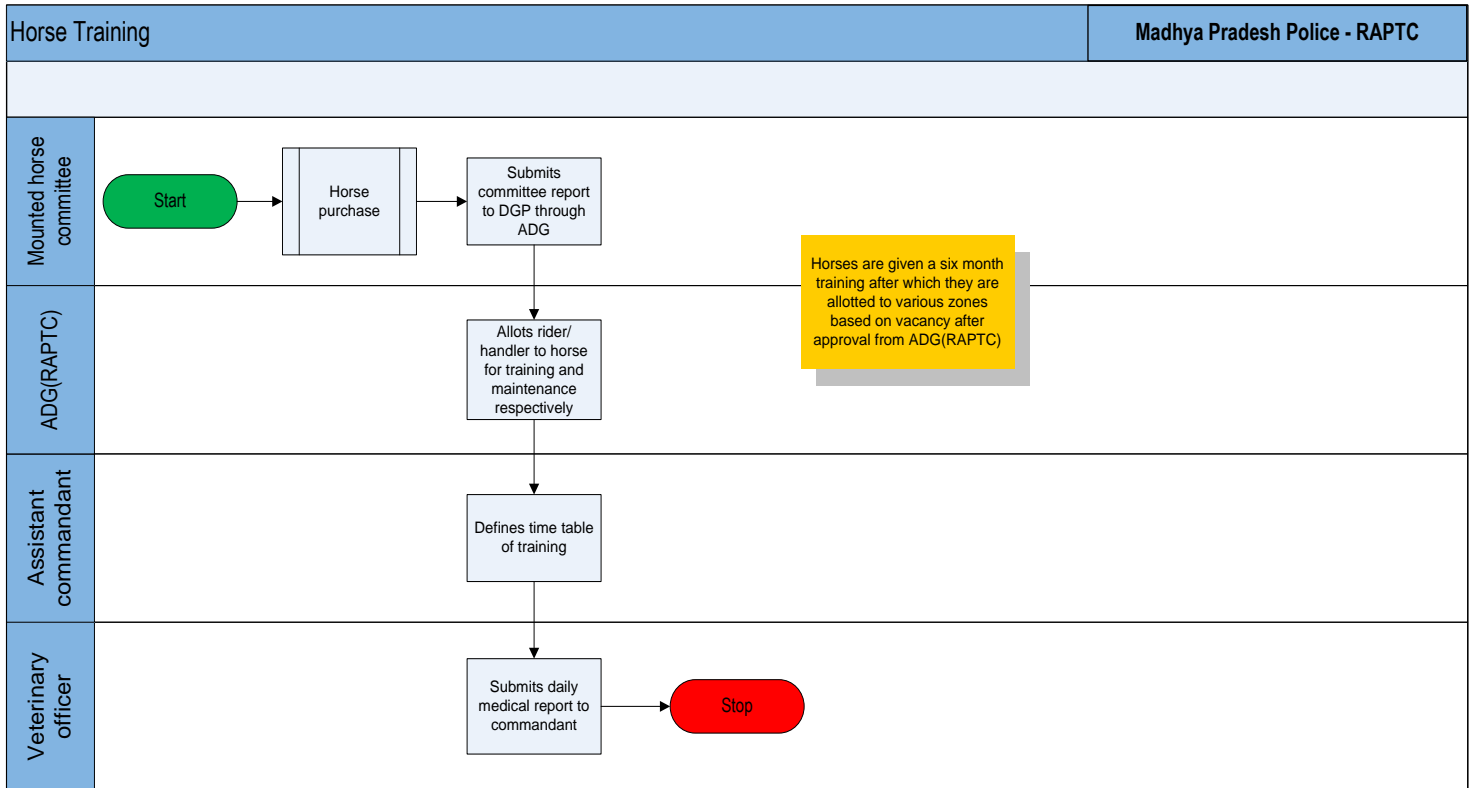
**A. Process Summary**

This is the process of training of horses. The key actors of the process are ADG (RAPTC) and mounted horse committee.

**B. SIPOC**

| Supplier                | Input            | Process        | Output   | Customer                             |
|-------------------------|------------------|----------------|--|--------------------------------------|
| Mounted horse committee | Committee Report | As shown below | Appointment of rider/ handler and Training of horses | ADG (RAPTC), Mounted horse committee |

### C. Process Map



### D. Process Description

|   |  |                            |              |
|---|--|----------------------------|--------------|
| <b>Process Name:</b>  | <b>Horse Training</b>                        | <b>Branch/ Sub-Branch</b>  | <b>RAPTC</b> |
| <b>Process Predecessor:</b>   | Horse Purchase                               | <b>Process successor :</b> | None         |
| <b>Process</b>  |  |                            |              |
| i) After horse purchase the Mounted horse committee submits committee report to DGP through ADG.<br>ii) ADG (RAPTC) allots rider/ handler to horse for training and maintenance respectively.<br>iii) Assistant commandant defines time table of training.<br>iv) Veterinary officer submits daily medical report to commandant.<br>v) Horses are given a six month training after which they are allotted to various zones based on vacancy after approval from ADG (RAPTC). |  |                            |              |
| <b>Policy Requirement</b>   | GOP, Circulars, Police rules and regulations |                            |              |

#### 5.18.4.7 Indoor Examination (Platoon Commander, Constable)

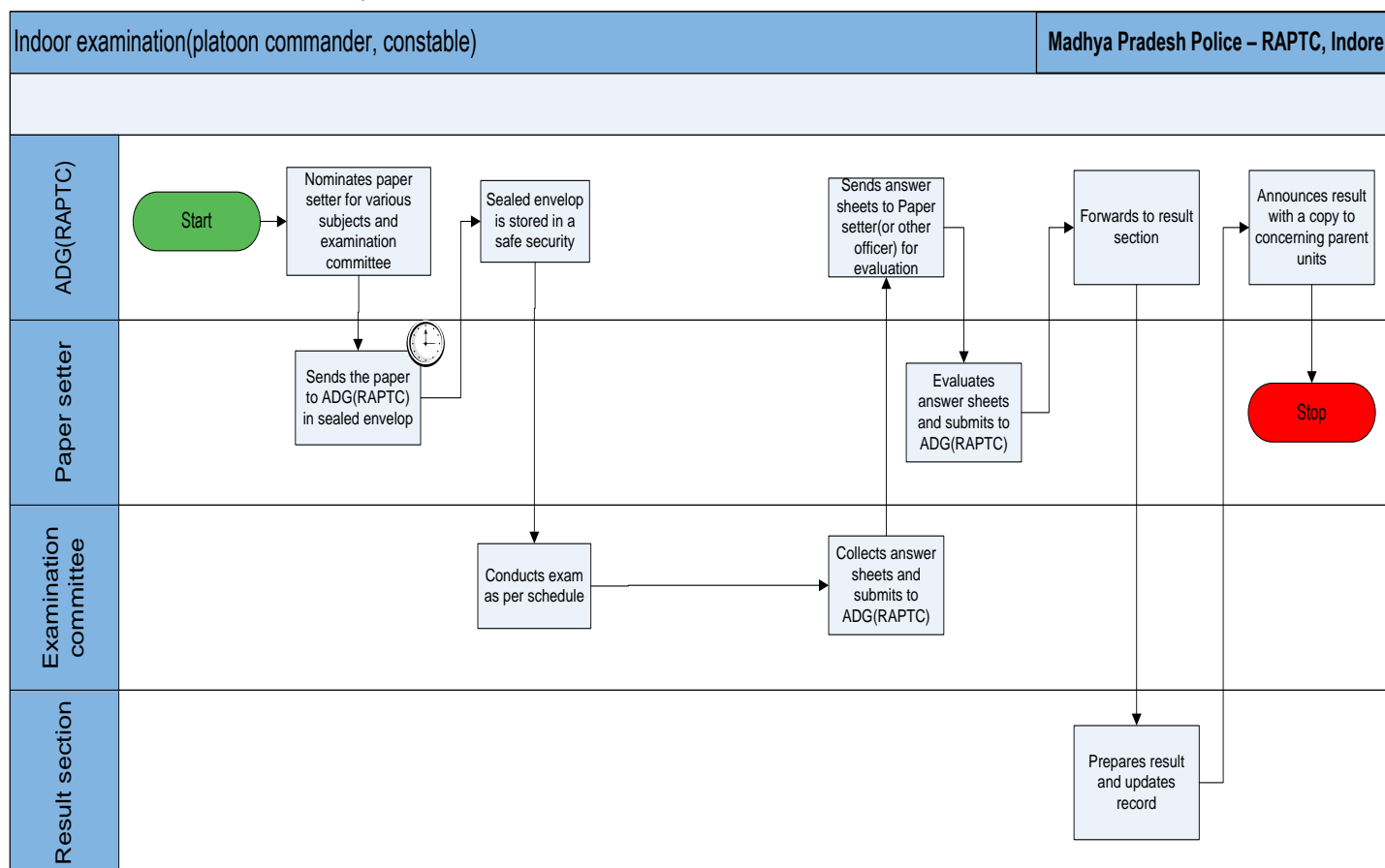
##### A. Process Summary

This is the process of examinations held at RAPTC for Platoon Commander and Constable). The key actors of the process are ADG (RAPTC), Examination Committee, Trainees and Paper setter.

##### B. SIPOC

| Supplier    | Input  | Process        | Output | Customer               |
|-------------|--|----------------|--------|------------------------|
| ADG (RAPTC) | Nomination of Paper setter and examination committee | As shown below | Result | ADG (RAPTC), Examinees |

##### C. Process Map



## D. Process Description

|  |  |  |              |
|--|--|--|--------------|
| <b>Process Name:</b>   | <b>Indore Examination (Platoon Commander, Constable)</b> | <b>Branch/ Sub-Branch</b>                    | <b>RAPTC</b> |
| <b>Process Predecessor:</b>  | None   | <b>Process successor :</b>                   | None         |
| <b>Process</b>   |  |  |              |
| i) ADG (RAPTC) nominates paper setter for various subjects and the examination committee.<br>ii) Paper setter sends the paper to ADG (RAPTC) in sealed envelope.<br>iii) ADG (RAPTC) sealed envelope is stored in safe security.<br>iv) Examination committee opens the paper on Exam date as per schedule<br>v) Collects answer sheets and submits to ADG (RAPTC).<br>vi) ADG (RAPTC) sends answer sheets to Paper setter for evaluation.<br>vii) Paper setter evaluates answer sheets and submits to ADG (RAPTC).<br>viii) ADG (RAPTC) forwards it to result section.<br>ix) Result section prepares result and updates the record.<br>x) ADG (RAPTC) announces result with a copy to concerning parent units. |  |  |              |
| <b>Policy Requirement</b>  |  | GOP, Circulars, Police rules and regulations |              |

### 5.18.4.8 Induction

#### A. Process Summary

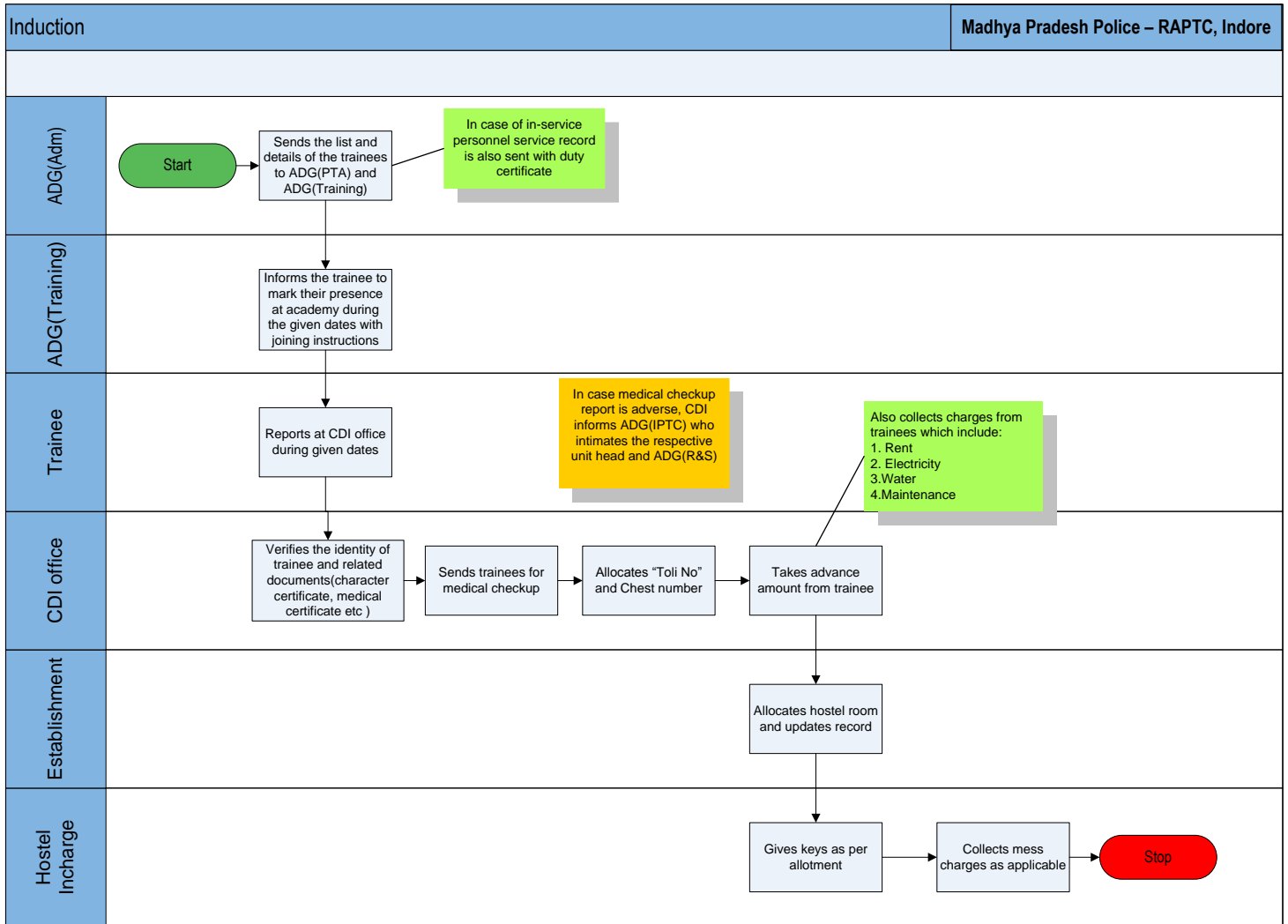
This is the process of induction of trainees. The key actors of the process are ADG (Adm), CDI Office and trainees.

#### B. SIPOC

| Supplier   | Input               | Process        | Output  | Customer |
|------------|---------------------|----------------|---|----------|
| ADG (Admn) | Details of trainees | As shown below | Induction of trainees and allotment of hostel | Trainee  |



### C. Process Map



### D. Process Description

|   |                  |                            |              |
|---|------------------|----------------------------|--------------|
| <b>Process Name:</b>  | <b>Induction</b> | <b>Branch/ Sub-Branch</b>  | <b>RAPTC</b> |
| <b>Process Predecessor:</b>   | None             | <b>Process successor :</b> | None         |
| <b>Process</b>  |                  |                            |              |
| <p>i) ADG (Admn) sends the list and details of the trainees to ADG (RAPTC) and ADG (Training). In case of in-service personnel service record is also sent with duty certificate.</p> |                  |                            |              |

|   |  |
|---|--|
| <ul style="list-style-type: none"> <li>ii) ADG (Admn) informs the trainee to mark their presence at academy during the given dates with joining instructions.</li> <li>iii) Trainee reports at CDI office during given dates.</li> <li>iv) CDI office verifies the identity of trainee and related documents (character certificate, medical certificate etc.). It sends trainees for medical checkup and Allocates “Toli No” and Chest number. Also it takes advance amount from trainee.</li> <li>v) In case medical checkup report is adverse, CDI informs ADG (IPTC) who intimates the respective unit head and ADG(R&amp;S). Also it collects charges from trainees which include: Rent, Electricity, Water, Maintenance.</li> <li>vi) Establishment allocates hostel room and updates record.</li> <li>vii) Hostel Incharge gives keys as per allotment and collects mess charges as applicable.</li> </ul> |  |
| <b>Policy Requirement</b>   | GOP, Circulars, Police rules and regulations |

#### 5.18.4.9 Leaves

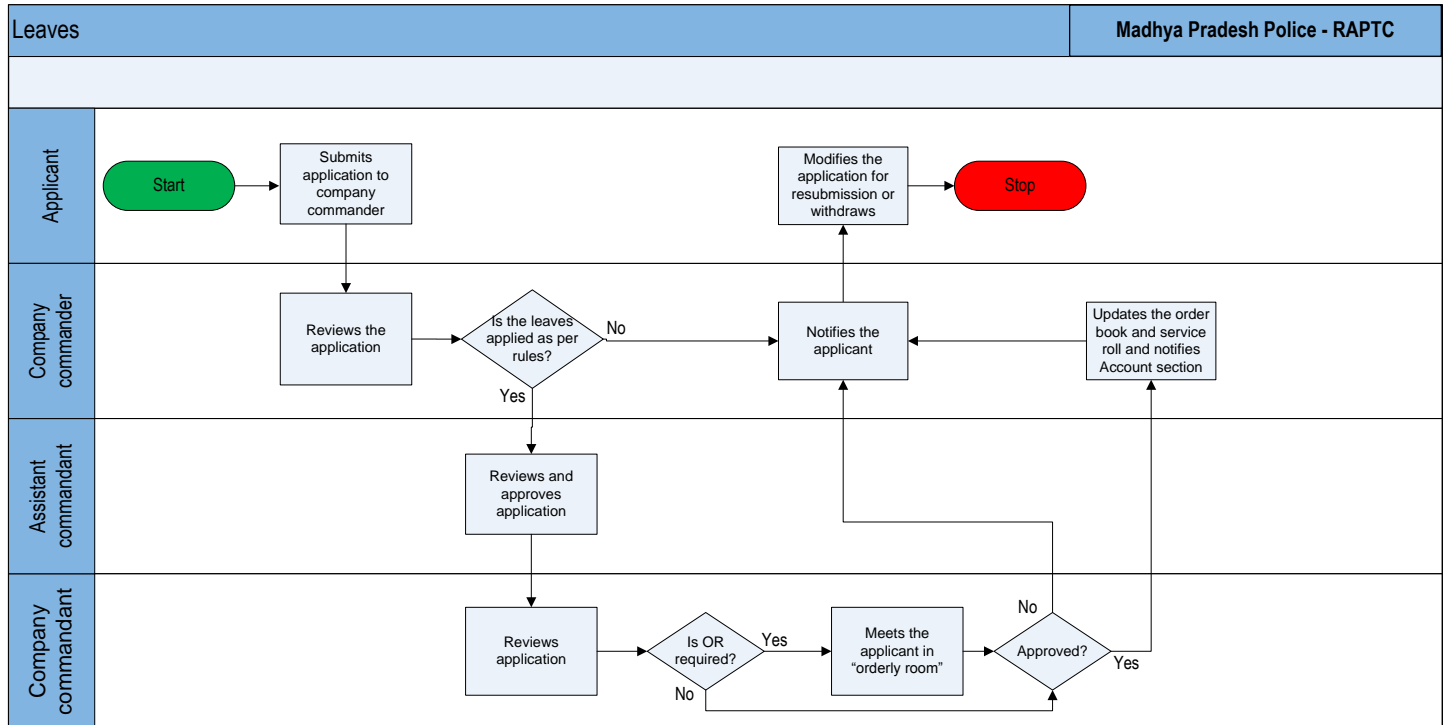
##### A. Process Summary

This is the process of sanctioning of leaves applied by the police personnel. The key actors of the process are applicant (Police personnel), Company commander and Company commandant.

##### B. SIPOC

| Supplier  | Input                 | Process        | Output                    | Customer                     |
|-----------|-----------------------|----------------|---------------------------|------------------------------|
| Applicant | Application for leave | As shown below | Leave sanctioned/rejected | Applicant, Company commander |

## C. Process Map



## D. Process Description

|  |               |                            |       |
|--|---------------|----------------------------|-------|
| <b>Process Name:</b>   | <b>Leaves</b> | <b>Branch/ Sub-Branch</b>  | RAPTC |
| <b>Process Predecessor:</b>  | None          | <b>Process successor :</b> | None  |
| <b>Process</b>   |               |                            |       |
| <p>i) The applicant submits leave application to company commander.</p> <p>ii) Company commander reviews the leave application, if the leaves are not applied as per rules then the company commander informs the applicant and the application is resubmitted after modification or withdrawn by the applicant. If the leaves are applied as per the rules then company commander forwards it to Assistant commandant. Assistant commandant reviews and approves the application then forwards it to company commandant.</p> <p>iii) Company commandant reviews the application and if OR is required then he meets the applicant in “Orderly Room” else.</p> <p>iv) If the leaves are not approved, company commander notifies the applicant about the same.</p> <p>v) If the leaves are approved then company commander updates the order book and service roll and notifies the account section.</p> |               |                            |       |

**Policy Requirement**

GOP, Circulars, Police rules and regulations

**5.18.4.10 Orderly Room**

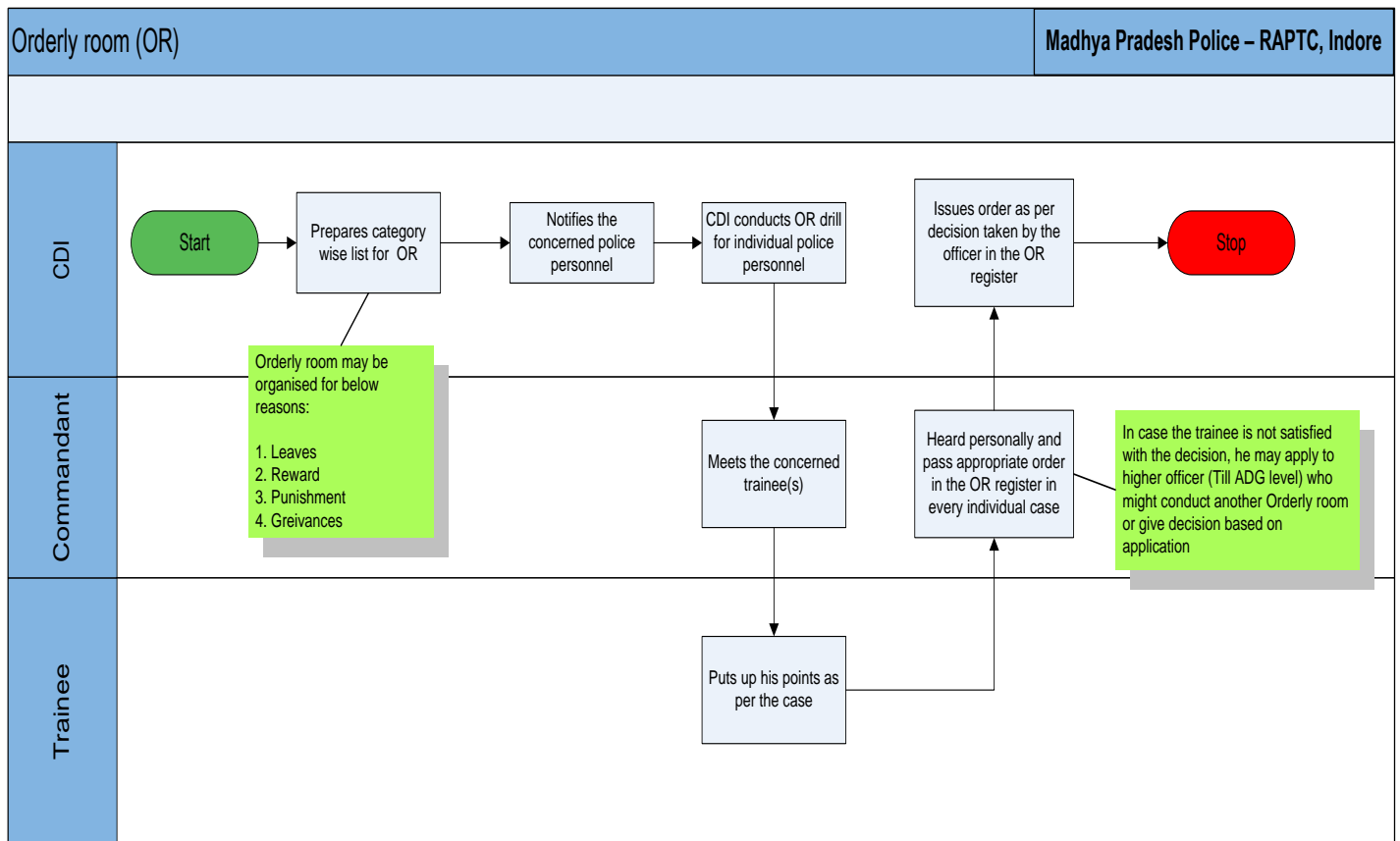
**A. Process Summary**

This is the process of “Orderly Room” for police personnel. Police personnel are heard personally by Gazetted Officer for any grievance, rewards punishment etc. The key actors of the process are CDI, Commandant, and trainee (Police personnel).

**B. SIPOC**

| Supplier | Input            | Process        | Output             | Customer  |
|----------|------------------|----------------|--------------------|-----------|
| CDI      | Personal hearing | As shown below | Disposal of matter | Applicant |

**C. Process Map**



## D. Process Description

|   |                     |  |       |
|---|---------------------|--|-------|
| <b>Process Name:</b>  | <b>Orderly Room</b> | <b>Branch/ Sub-Branch</b>                    | RAPTC |
| <b>Process Predecessor:</b>   | None                | <b>Process successor :</b>                   | None  |
| <b>Process</b>  |                     |  |       |
| <ul style="list-style-type: none"> <li>i) CDI prepares category wise list for OR. (Orderly room may be organized for below reasons: Leaves, Reward, Punishment, Grievances) and notifies the concerned police official.</li> <li>ii) CDI conducts OR drill for individual police personnel.</li> <li>iii) CDI (or any senior officer) meets the concerned trainee(s).</li> <li>iv) Trainee puts up his points as per the case.</li> <li>v) CDI (or any senior officer) informs decision to trainee, updates OR register and forwards to concerned section.</li> <li>vi) Senior officer (Commandant) hears the personnel and passes appropriate order in the OR register in every individual case</li> <li>vii) In case the trainee is not satisfied with the decision, he may apply to higher officer (Till ADG level) who might conduct another Orderly room or give decision based on application.</li> </ul> |                     |  |       |
| <b>Policy Requirement</b>   |                     | GOP, Circulars, Police rules and regulations |       |

### 5.18.4.11 Outdoor Training

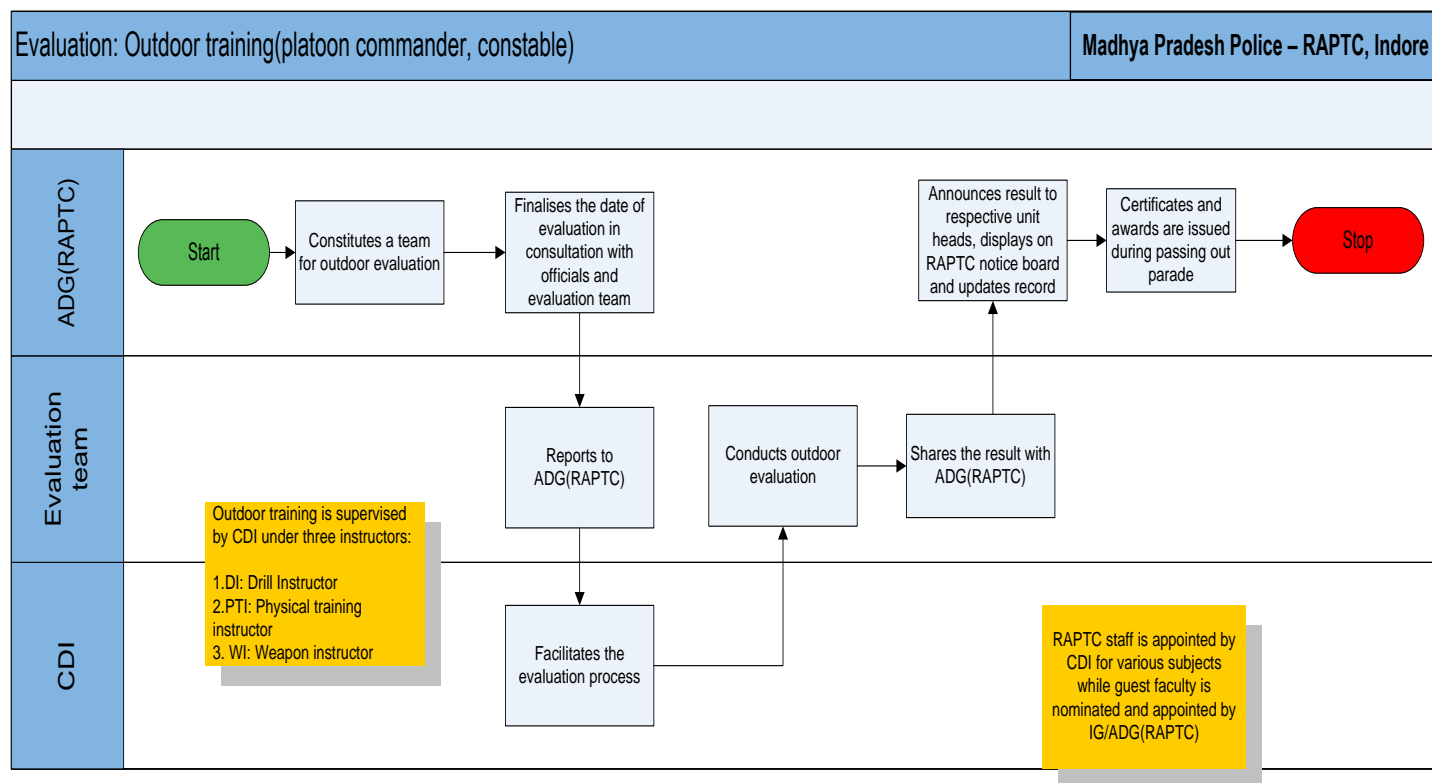
## A. Process Summary

This is the process of evaluation of outdoor training of police personnel. The key actors of the process are CDI office, Trainees, evaluation team and ADG (RAPTC).

## B. SIPOC

| Supplier    | Input                                   | Process        | Output                         | Customer         |
|-------------|---|----------------|--------------------------------|------------------|
| ADG (RAPTC) | Constitution of outdoor evaluation team | As shown below | Evaluation of Outdoor training | Police personnel |

## C. Process Map



## D. Process Description

|   |                         |                            |              |
|---|-------------------------|----------------------------|--------------|
| <b>Process Name:</b>  | <b>Outdoor Training</b> | <b>Branch/ Sub-Branch</b>  | <b>RAPTC</b> |
| <b>Process Predecessor:</b>   | None                    | <b>Process successor :</b> | None         |
| <b>Process</b>  |                         |                            |              |
| i) ADG (RAPTC) constitutes a team for outdoor evaluation and finalizes the date of evaluation in consultation with officials and evaluation team.<br>ii) Outdoor training is supervised by CDI under three instructors: <ol style="list-style-type: none"> <li>1. DI: Drill Instructor</li> <li>2. PTI: Physical training instructor</li> </ol> |                         |                            |              |

### 3. WI: Weapon instructor

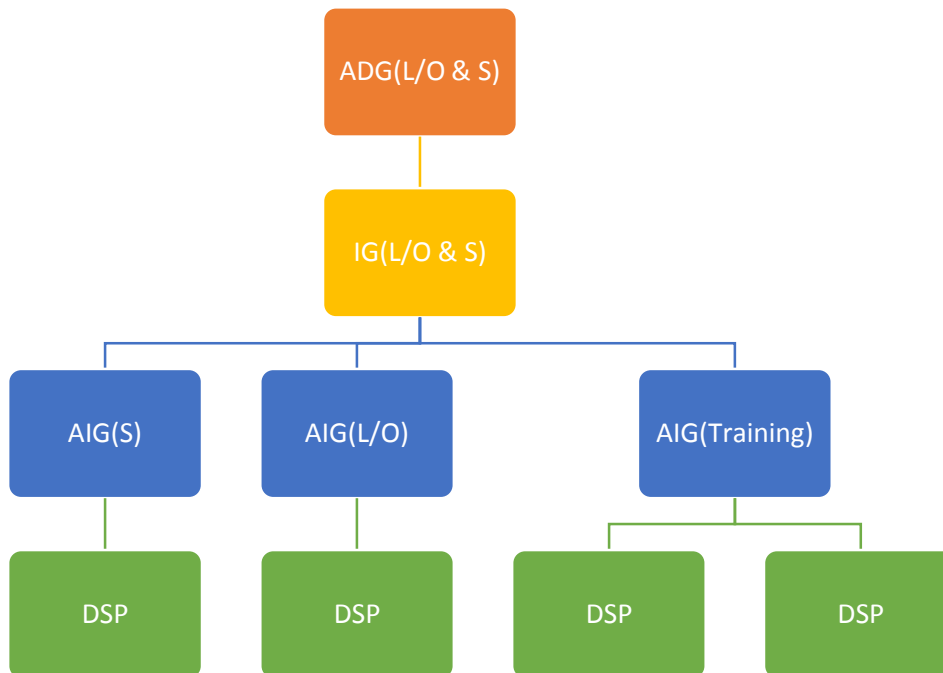
- iii) Evaluation Team reports to ADG (RAPTC).
- iv) CDI facilitates the evaluation process.
- v) Evaluation team conducts outdoor evaluation and shares the results with ADG (RAPTC).
- vi) ADG (RAPTC) announces result to respective unit heads, displays on RAPTC notice board and updates record. Certificates and awards are issued during passing out parade.
- vii) RAPTC staff is appointed by CDI for various subjects while guest faculty is nominated and appointed by IG/ADG (RAPTC).

#### Policy Requirement

GOP, Circulars, Police rules and regulations

## 5.19 Law & Order and Security

### 5.19.1 Organisational Structure



## 5.19.2 Personnel Strength

## 5.19.3 IT Infrastructure

| S. No. | Equipment   | Quantity                    |
|--------|---|-----------------------------|
| 1      | Computer  | With internet connection    |
|        |   | Without internet connection |
| 2      | Printer   | Laser                       |
|        |   | Dot Matrix                  |
| 3      | Fax   | -                           |
| 4      | Photocopier   | -                           |
| 5      | Scanner   | -                           |
| 6      | Multifunction Printer (MFP)/ Multifunction Device (MFD) | 4                           |

## 5.19.4 As-Is Processes

### 5.19.1 VIP Security

#### A. Process Summary

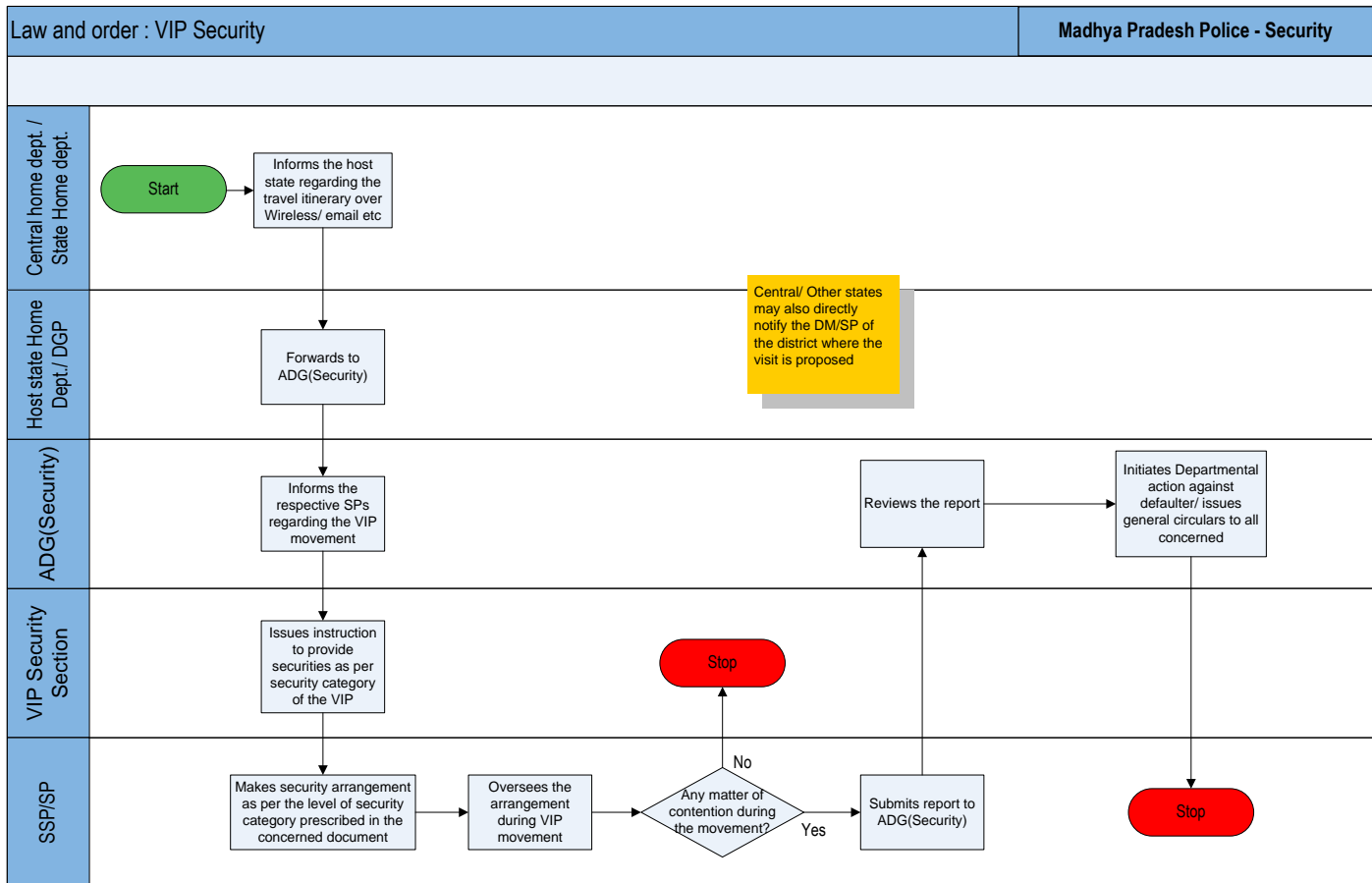
This process depicts the process of provisioning/arrangement of police security to VIP in Madhya Pradesh. The key actors of the process are Central/ State Home Department, ADG (Security), SP and VIP Security section.

#### B. SIPOC

| Supplier                       | Input                 | Process        | Output                   | Customer             |
|--------------------------------|-----------------------|----------------|--------------------------|----------------------|
| Central/ State Home Department | VIPs travel itinerary | As shown below | VIP security arrangement | VIP<br>ADG(Security) |



## C. Process Map



## D. Process Description

|   |                     |                            |                 |
|---|---------------------|----------------------------|-----------------|
| <b>Process Name:</b>  | <b>VIP security</b> | <b>Branch/ Sub-Branch</b>  | <b>Security</b> |
| <b>Process Predecessor:</b>   | None                | <b>Process successor :</b> | None            |
| <b>Process</b>  |                     |                            |                 |
| i. Central home dept. /State Home dept. informs the DGP regarding travel itinerary of VIP either over Wireless, email etc.<br>ii. Upon receipt of information by Home Department or DGP, the same is forwarded to ADG (Security). |                     |                            |                 |

- iii. ADG (Security) informs the respective SPs regarding the VIP movement
- iv. Central/ Other states may also directly notify the DM/SP of the district where the visit is proposed
- v. VIP security section issues instruction to provide security as per the relevant security category.
- vi. SSP & SP makes security arrangement as per level of security category prescribed in the concerned document and also oversees the arrangement during VIP movement.
- vii. In case there is any matter of contention during the movement, SSP/SP submits report to ADG (Security)
- viii. ADG (Security) reviews the report and initiates departmental action to resolve the same
- ix. In case there is any matter of contention during the movement, SSP/SP submits report to ADG (Security) who initiates Departmental action against defaulter/ issues general circulars to all concerned

**Policy Requirement**

MP Police Rules and Regulations, GOPs and Circulars

### 5.19.2 Character verification

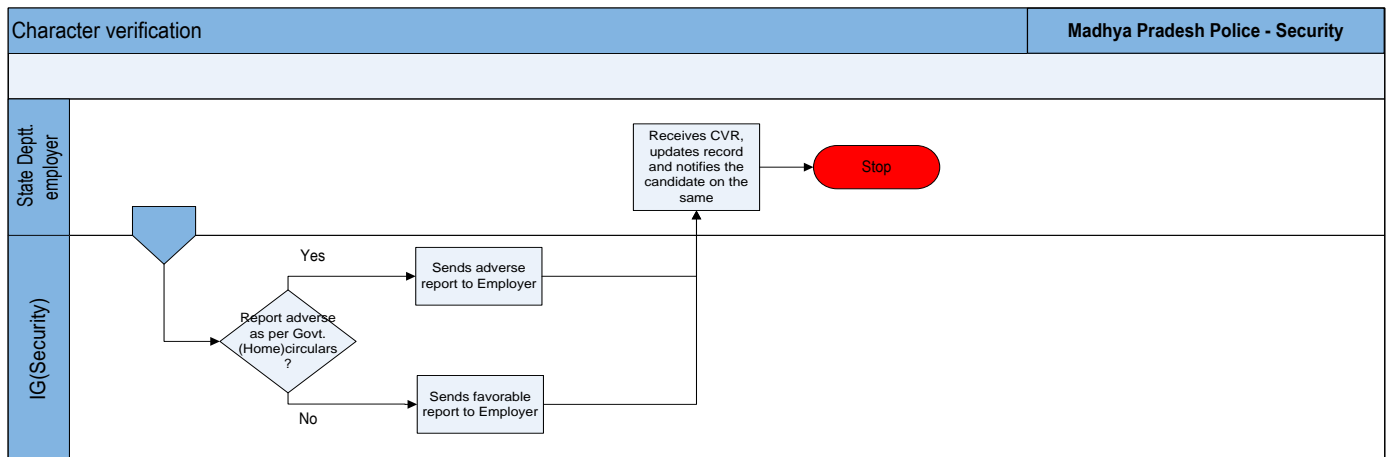
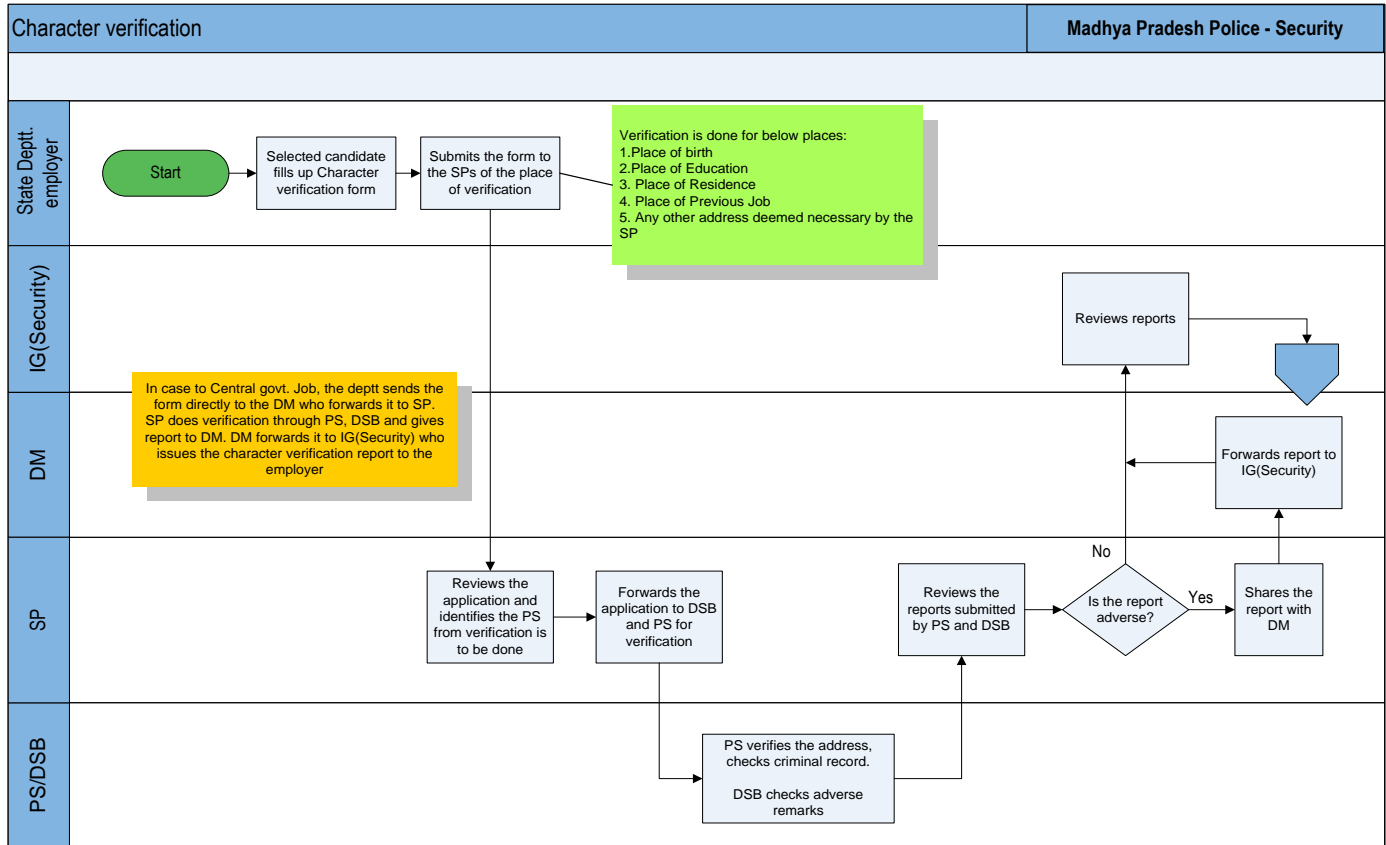
#### A. Process Summary

This process describes the Character Verification done by the Madhya Pradesh Police department for new recruits of any of the government department. The key actors are State Department (employer), IG(Security), District Magistrate, SP, District SB and Police Station.

#### B. SIPOC

| Supplier                   | Input                          | Process           | Output                                   | Customer                                 |
|----------------------------|--------------------------------|-------------------|--|--|
| State Deptt.<br>(employer) | Character verification<br>form | As shown<br>below | Character<br>verification<br>report(CVR) | State Government<br>Department(Employer) |

### C. Process Map



### D. Process Description

|               |                        |                    |          |
|---------------|------------------------|--------------------|----------|
| Process Name: | Character verification | Branch/ Sub-Branch | Security |
|---------------|------------------------|--------------------|----------|

|   |      |   |      |
|---|------|---|------|
| <b>Process Predecessor:</b>   | None | <b>Process successor :</b>                          | None |
| <b>Process</b>  |      |   |      |
| <ul style="list-style-type: none"> <li>i. State Department upon receipt of character verification forms duly filled by the selected candidates, shares the filled forms with SP of the district for verification.</li> <li>ii. In case of Central govt. Job, the deptt sends the form directly to the DM who forwards it to SP.</li> <li>iii. Verification is done for below places: <ul style="list-style-type: none"> <li>1.Place of birth</li> <li>2.Place of Education</li> <li>3. Place of Residence</li> <li>4. Place of Previous Job</li> <li>5. Any other address deemed necessary by the SP</li> </ul> </li> <li>iv. SP receives the character verification forms and identifies the Police Station for verification to be assigned to.</li> <li>v. The character verification forms is sent to the relevant Police Stations and DSB for verification.</li> <li>vi. PS verifies the address, checks criminal record while DSB checks adverse remarks</li> <li>vii. SP shares the adverse verification report with DM. In such a case, DM forwards the report to IG(Security) after updating record.</li> <li>viii. IG(Security) receives the report directly from concerned SP in case of a favorable report.</li> <li>ix. IG(Security) review/examines the report as per Govt. (Home)circulars and sends the final CVR(adverse/ favourable) to the concerned State Government employer.</li> <li>x. Upon receiving the CVR government employer updates record and notifies the candidate on the same</li> </ul> |      |   |      |
| <b>Policy Requirement</b>   |      | MP Police Rules and Regulations, GOPs and Circulars |      |

### 5.19.3 Application for Gunman

#### A. Process Summary

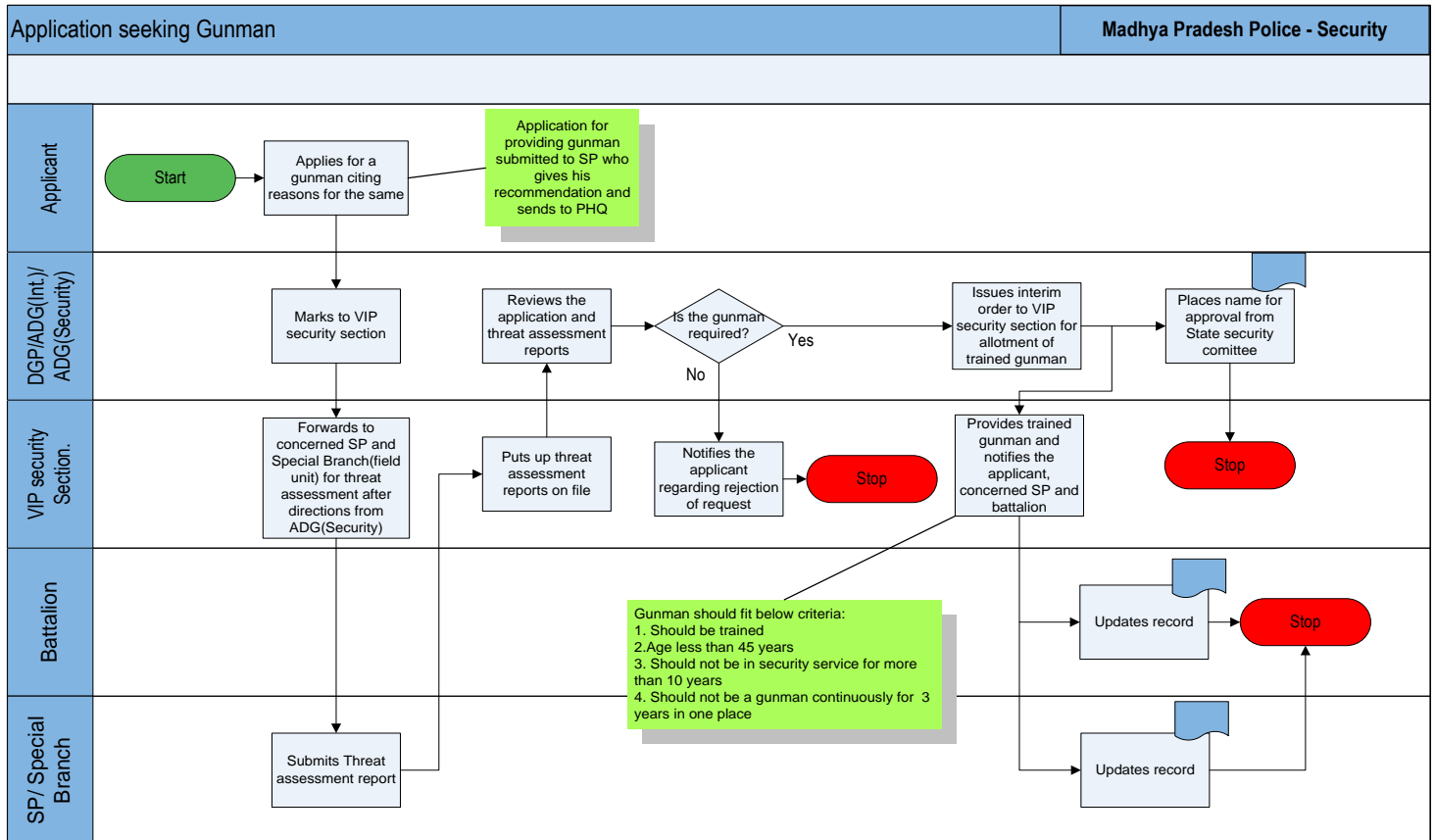
This is the process of MP Police providing security protection to an applicant. The key actors of the process are Applicant, ADG (Int., Security), VIP security section and SP.

#### B. SIPOC

| Supplier         | Input   | Process        | Output                      | Customer                         |
|------------------|---|----------------|-----------------------------|----------------------------------|
| <b>Applicant</b> | Request for provision of Gunman for personal security | As shown below | Provision of interim Gunman | Applicant, Gunman, SP, Battalion |

Rejection of  
application

### C. Process Map



### D. Process Description

|   |                               |                            |                 |
|---|-------------------------------|----------------------------|-----------------|
| <b>Process Name:</b>  | <b>Application for Gunman</b> | <b>Branch/ Sub-Branch</b>  | <b>Security</b> |
| <b>Process Predecessor:</b>   | None                          | <b>Process successor :</b> | None            |
| <b>Process</b>  |                               |                            |                 |
| i. DGP/ADG(Int.)/ ADG(Security) receives the application form the applicant and sends to VIP Security Section for putting up. |                               |                            |                 |

- ii. Application for providing gunman submitted to SP who gives his recommendation and sends to PHQ
- iii. Upon receipt of application, VIP Security division forwards to concerned SP and Special Branch for threat assessment after directions from ADG(Security), the same application is sent to SP(Special Branch)
- iv. Upon receipt of application, SP/ Special branch assesses threat and shares the report with VIP security section.
- v. The VIP section upon receipt of threat assessment report forwards to DGP/ADG(Int.)/ ADG(Security), who in turn reviews application and threat assessment report submitted by the department.
- vi. In case DGP/ADG(Int.)/ ADG(Security) approves the request for provision of Gunman
  - a. DGP/ADG(Int.)/ ADG(Security) issues Interim order to VIP Security section for allotment of trained Gunman.
  - b. Simultaneously he places name for approval from State Security Committee.
  - c. VIP Security section provides trained gunman and notifies the applicant along with concerned SP and battalion.
  - d. The records are updated by the Battalion and SP/ Special Branch
- vii. Gunman should fit below criteria:
  1. Should be trained
  2. Age less than 45 years
  3. Should not be in security service for more than 10 years
  4. Should not be a gunman continuously for 3 years in one place
- viii. In case DGP/ADG(Int.)/ ADG(Security) rejects the application, a notification is sent to the applicant by the VIP Security section

**Policy Requirement**

MP Police Rules and Regulations, GOPs and Circulars

#### 5.19.4 Passport Verification

##### A. Process Summary

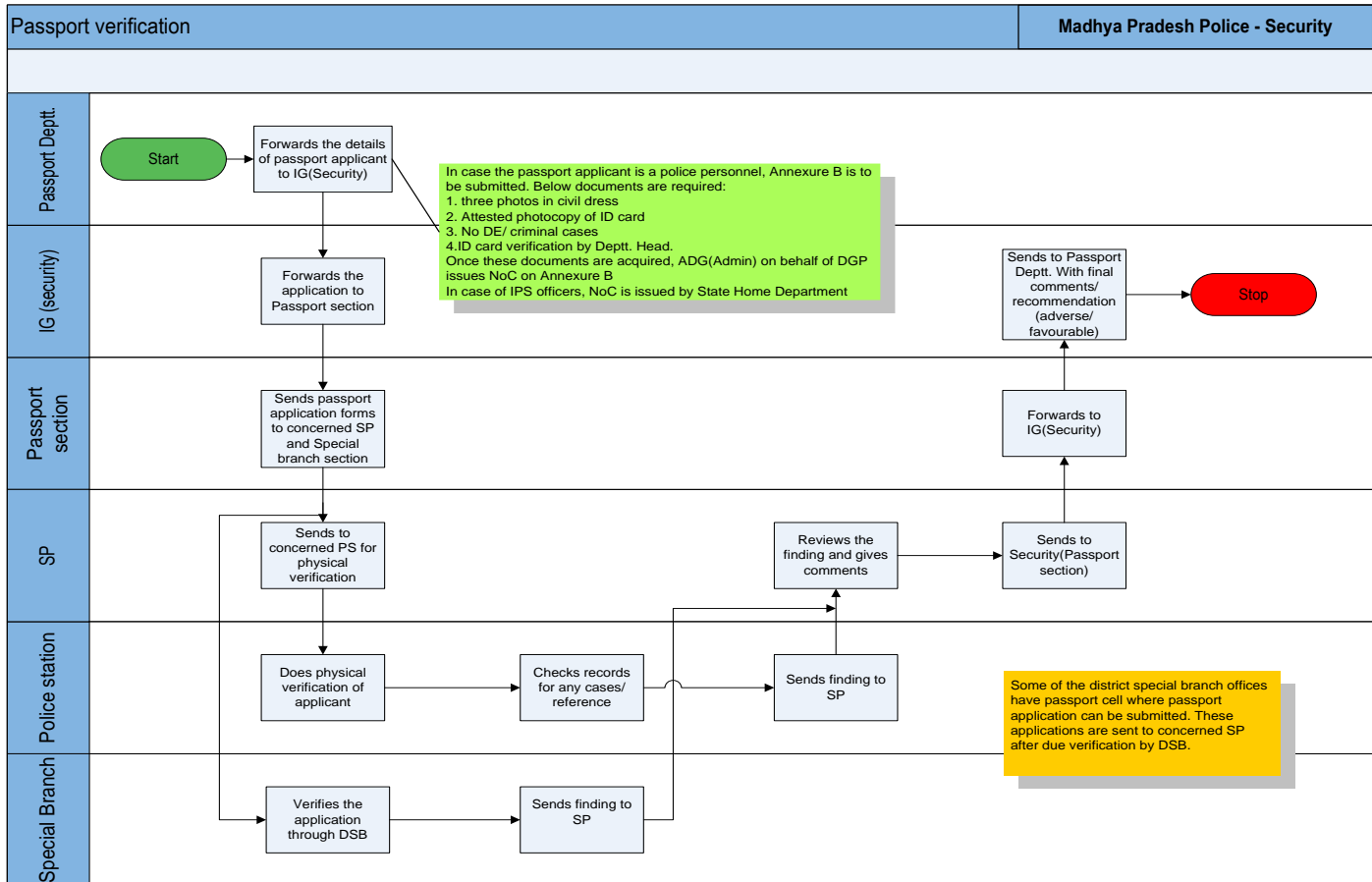
This process captures the physical verification done by MP Police department before the passport is officially issued by Ministry of External Affairs, Government of India. The key actors involved in the process are Passport Department, IG(Security), Passport section(Security), SP, Police Station and Special Branch.

##### B. SIPOC

| Supplier | Input | Process | Output | Customer |
|----------|-------|---------|--------|----------|
|----------|-------|---------|--------|----------|

|                     |                               |                |                                    |                    |
|---------------------|-------------------------------|----------------|------------------------------------|--------------------|
| Passport department | Details of passport applicant | As shown below | Approval/ rejection of application | Passport applicant |
|---------------------|-------------------------------|----------------|------------------------------------|--------------------|

### C. Process Map



### D. Process Description

|   |                              |                            |                 |
|---|------------------------------|----------------------------|-----------------|
| <b>Process Name:</b>  | <b>Passport verification</b> | <b>Branch/ Sub-Branch</b>  | <b>Security</b> |
| <b>Process Predecessor:</b>   | None                         | <b>Process successor :</b> | None            |
| <b>Process</b>  |                              |                            |                 |
| i. Passport department forwards the details of passport applicant to IG Security. |                              |                            |                 |

|   |   |
|---|---|
| <p>ii. In case the passport applicant is a police personnel, Annexure B is to be submitted. Below documents are required:</p> <ol style="list-style-type: none"> <li>1. three photos in civil dress</li> <li>2. Attested photocopy of ID card</li> <li>3. No DE/ criminal cases</li> <li>4. ID card verification by Deptt. Head.</li> </ol> <p>iii. Once these documents are acquired, ADG(Admin) on behalf of DGP issues NoC on Annexure B</p> <p>iv. In case of IPS officers, NoC is issued by State Home Department</p> <p>v. IG (Security) upon receipt forwards application to passport cell which in turns forwards to SP and special branch.</p> <p>vi. SP sends the documents to concerned Police Station for verification and checks for records for any case/references.</p> <p>vii. In parallel to SP, Special Branch verifies the application through DSB and shares the findings with SP.</p> <p>viii. Some of the district special branch offices have passport cell where passport application can be submitted. These applications are sent to concerned SP after due verification by DSB.</p> <p>ix. Upon review by SP, the findings and comments are prepared and shared with Security (passport section).</p> <p>x. Security (passport section) forwards the comments received from SP to IG (Security).</p> <p>xi. IG (Security) sends to passport department his/her final comments/ recommendations.</p> <p>xii. Based on the inputs from IG (Security), Passport department accepts/ rejects passport application.</p> |   |
| <b>Policy Requirement</b>   | MP Police Rules and Regulations, GOPs and Circulars |

### 5.19.5 State Situation Room

#### A. Process Summary

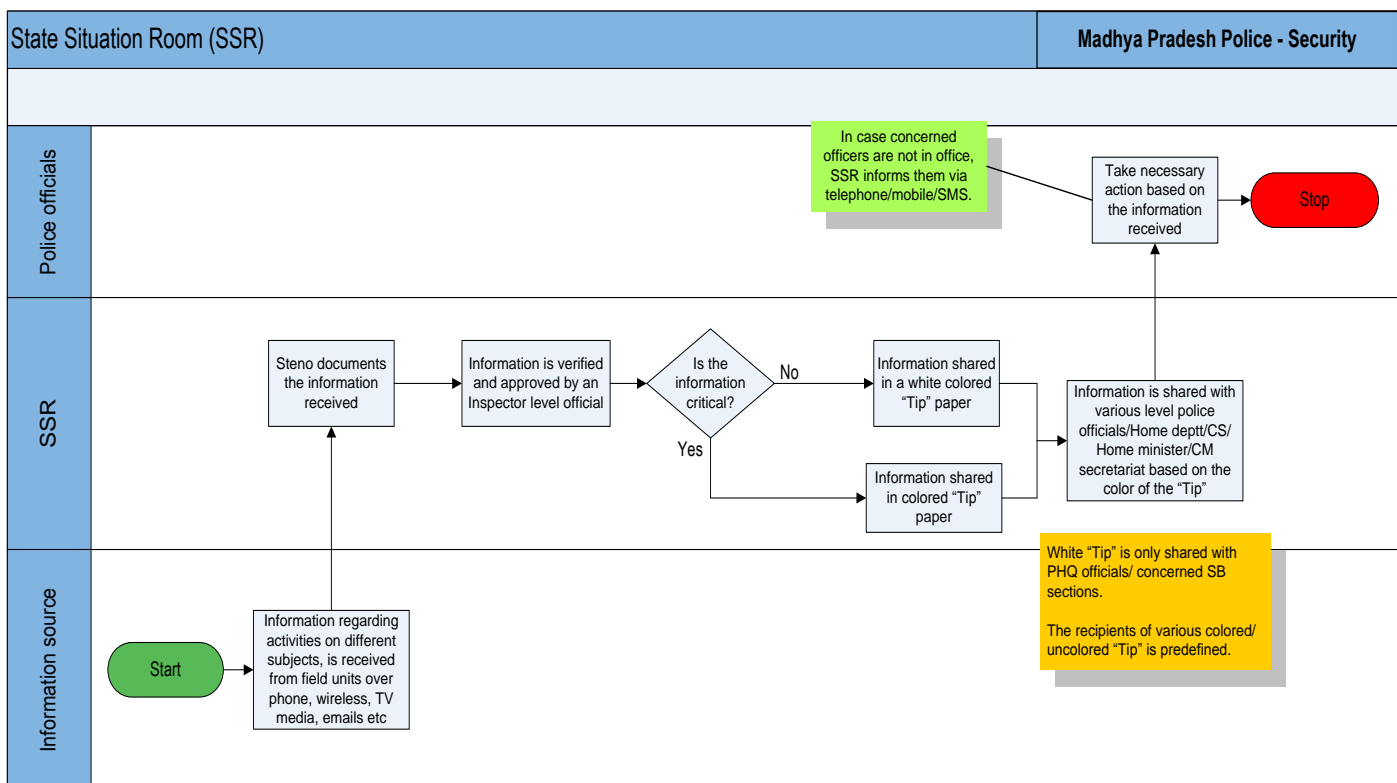
This process depicts the flow of information received from the field units to Senior MP Police Officials through State Situation Room (PHQ) for quick and adequate response. The key actors of the process are Information source, SSR official and senior officials.



## B. SIPOC

| Supplier           | Input       | Process        | Output   | Customer                   |
|--------------------|-------------|----------------|--|----------------------------|
| Information Source | Information | As shown below | Quick Response/<br>Action taken by senior officials of PHQ | Senior MP Police Officials |

## C. Process Map



## D. Process Description

|                             |                             |                            |                 |
|-----------------------------|-----------------------------|----------------------------|-----------------|
| <b>Process Name:</b>        | <b>State Situation Room</b> | <b>Branch/ Sub-Branch</b>  | <b>Security</b> |
| <b>Process Predecessor:</b> | None                        | <b>Process successor :</b> | None            |

| Process  |   |
|--|---|
| <ul style="list-style-type: none"> <li>i. Information from anonyms or known source is received by the SSR.</li> <li>ii. Information regarding activities on different subjects, is received from field units over phone, wireless, TV media, emails etc</li> <li>iii. At SSR steno documents the information received and shares with Inspector.</li> <li>iv. Inspector verifies the information and based on the gravity approves for further processing.</li> <li>v. In case the information is critical, the information is shared in Colored tip paper with various levels of Police officials/ Home Department/ Chief Secretary/ Home Minister/ Chief Minister based on the color of tip.</li> <li>vi. In case the information is not critical, information is shared in white tip paper with various levels of Police officials/ Home Department/ Chief Secretary/ Home Minister/ Chief Minister based on the color of tip.</li> <li>vii. The recipients of various colored/uncolored “Tip” is predefined. White “Tip” is only shared with PHQ officials/ concerned SB sections. The recipients of various colored/uncolored “Tip” is predefined.</li> <li>viii. Upon receipt of Tip, Police officials take necessary action based on the information received.</li> </ul> |   |
| Policy Requirement   | MP Police Rules and Regulations, GOPs and Circulars |

### 5.19.6 Force requirement for election

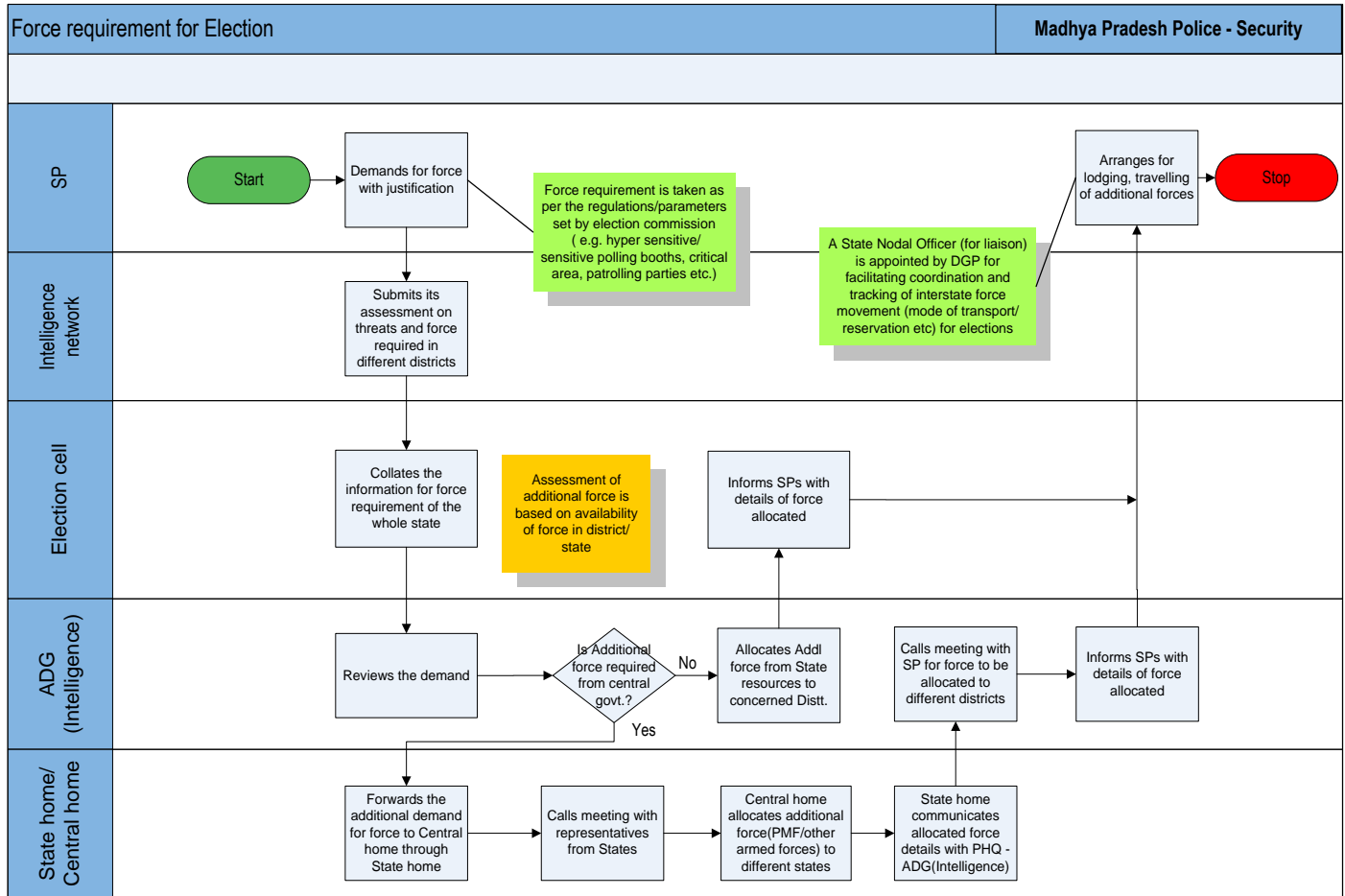
#### A. Process Summary

This process describes the procedure of sanctioning of additional force required during elections. The key actors are SP, Election cell (PHQ), ADG (Int.) and Central/ State Home department.

#### B. SIPOC

| Supplier | Input                        | Process        | Output                       | Customer      |
|----------|------------------------------|----------------|------------------------------|---------------|
| SP       | Request for additional force | As shown below | Sanction of Additional force | SP, ADG(Int.) |

### C. Process Map



## D. Process Description

| Process Name:  | Force requirement for elections | Branch/ Sub-Branch                                  | Security |
|--|---------------------------------|---|----------|
| Process Predecessor:   | None                            | Process successor :                                 | None     |
| <b>Process</b>   |                                 |   |          |
| <ul style="list-style-type: none"> <li>i. SP demands for additional force with required justification. The guidelines of force deployment in elections are set out by the election commission of India.</li> <li>ii. Intelligence receives the requests from the state, consolidates the same and shared with Election cell.</li> <li>iii. Force requirement is taken as per the regulations/parameters set by election commission ( e.g. hyper sensitive/ sensitive polling booths, critical area, patrolling parties etc.)</li> <li>iv. Election Cell collates the information for force requirement of the whole state</li> <li>v. ADG(Int.) reviews the demand and decides if additional force is required by the central government.</li> <li>vi. In case additional force from center is not required, ADG(Int.) allocates additional force from state resources to concerned district.</li> <li>vii. In case need for additional force is observed by ADG(Int.), a request is made to state home. Central Home ministry.</li> <li>viii. The State home department shares request with central home department and a meeting is called with representatives from states.</li> <li>ix. Central Home department allocates force to different states</li> <li>x. State home department updates/ intimates the ADG(Int.) for additional allocated force from center.</li> <li>xi. ADG (Int.) calls for meeting with SPs and informs about additional force to be allocated to different districts.</li> <li>xii. SP ensures Boarding and lodging of additional force.</li> <li>xiii. A State Nodal Officer (for liaison) is appointed by DGP for facilitating coordination and tracking of interstate force movement (mode of transport/ reservation etc) for elections</li> </ul> |                                 |   |          |
| <b>Policy Requirement</b>  |                                 | MP Police Rules and Regulations, GOPs and Circulars |          |

### 5.19.7 Force requirement for L/O & Security

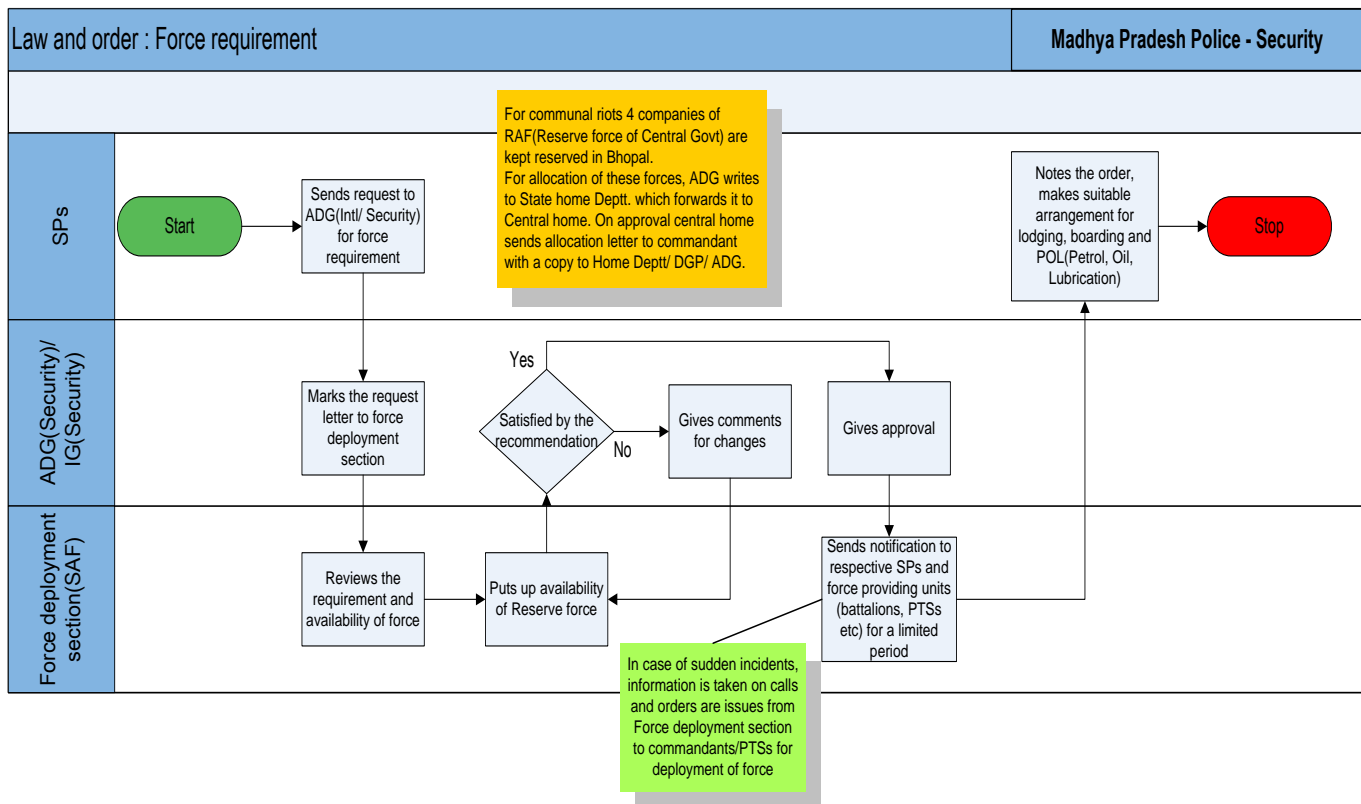
#### A. Process Summary

This is the process of deployment of SAF Company in a district/ location based on L/O and security requirement. The key actors of the process are SPs, ADG/ IG (Security), ADG(SAF), Force deployment section(Security),

#### B. SIPOC

| Supplier | Input                 | Process        | Output           | Customer         |
|----------|-----------------------|----------------|------------------|------------------|
| SP       | Requisition for force | As shown below | Company movement | IG/SP Commandant |

#### C. Process Map

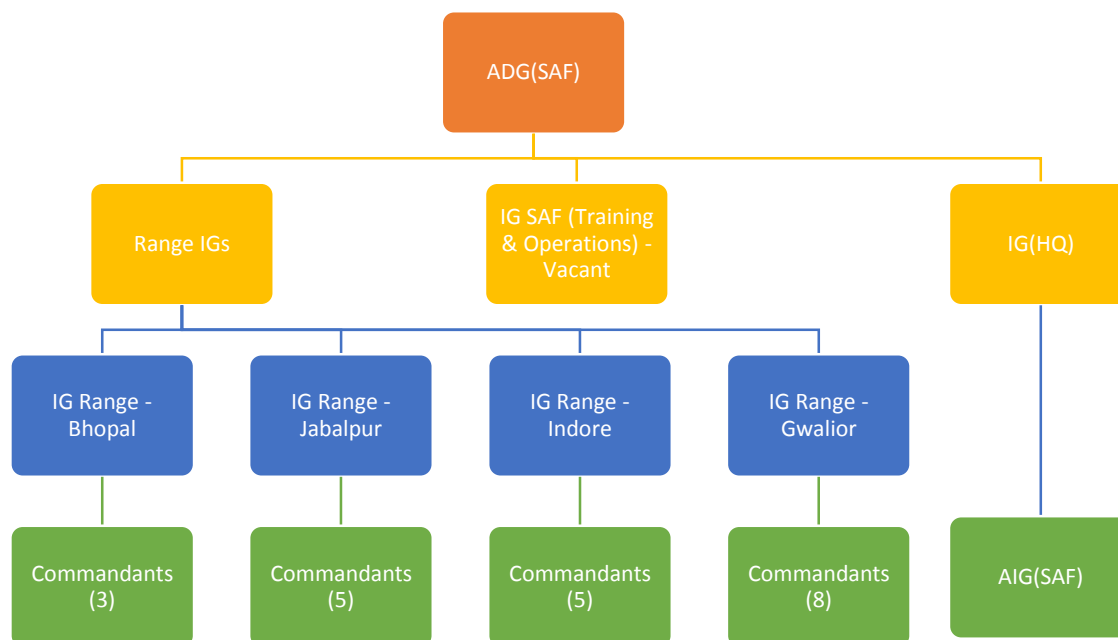


## D. Process Description

|  |   |   |                 |
|--|---|---|-----------------|
| <b>Process Name:</b>   | <b>Special Armed Forces-<br/>Company Movement</b> | <b>Branch/ Sub-<br/>Branch</b>                      | <b>Security</b> |
| <b>Process<br/>Predecessor:</b>  | None  | <b>Process successor :</b>                          | None            |
| <b>Process</b>   |   |   |                 |
| <ul style="list-style-type: none"> <li>i. SPs initiates the process by sending a request to ADG (Int./Security)/ IG for force requirement.</li> <li>ii. Upon receipt of request from SP, ADG (Security)/ IG marks the same to force deployment section (FDS).</li> <li>iii. Force Deployment Section reviews the requirement and the availability of force and puts up availability of force to ADG (Int./Security)/ IG for decision.</li> <li>iv. ADG (Int./Security)/ IG reviews and in case they approve the recommendation <ul style="list-style-type: none"> <li>1. ADG (Int./Security)/ IG gives approval</li> <li>2. Force Deployment Section sends notification to respective SPs and force providing units( battalion, PTSs, etc) for a limited period</li> <li>3. Upon receipt of confirmation from section, SP makes necessary arrangement for lodging, boarding and POL (Petrol, Oil &amp; Lubrication).</li> </ul> </li> <li>v. In case the ADG (Int./Security)/ IG is not satisfied with information provided, marks comments and sends to Section for changes <ul style="list-style-type: none"> <li>1. Force Deployment Section revises based on the comments from ADG (Int./Security)/ IG and fresh draft is submitted for ADG (Int./Security)/ IG perusal</li> <li>2. ADG(Int./Security) sends notification to respective SPs and force providing units( battalion, PTSs, etc) for a limited period</li> <li>3. Upon receipt of confirmation from Force Deployment Section, SP makes necessary arrangement for lodging, boarding and POL (Petrol, Oil &amp; Lubrication).</li> </ul> </li> </ul> |   |   |                 |
| <b>Policy Requirement</b>  |   | MP Police Rules and Regulations, GOPs and Circulars |                 |

## 5.20 Special Armed Forces Head Quarter (SAF), Bhopal

### 5.20.1 Organisational Structure



### 5.20.2 Personnel Strength

| S. No. | Designation        | Sanctioned | Available | Vacant |
|--------|--------------------|------------|-----------|--------|
| 1      | ADG                | 1          | 1         |        |
| 2      | AIG                | 1          | 1         |        |
| 3      | Head Clerk         | 2          | 2         |        |
| 4      | SI                 | 7          | 5         | 2      |
| 5      | ASI                | 7          | 7         |        |
| 6      | HC                 | -          | -         | -      |
| 7      | Const.             | 1          | 1         | -      |
| 8      | Personal Assistant | 2          | 2         |        |

### 5.20.3 IT Infrastructure

| S. No. | Equipment   | Quantity                    |
|--------|---|-----------------------------|
| 1      | Computer  | With internet connection    |
|        |   | Without internet connection |
| 2      | Printer   | Laser                       |
|        |   | Dot Matrix                  |
| 3      | Fax   |                             |
| 4      | Photocopier   |                             |
| 5      | Scanner   |                             |
| 6      | Multifunction Printer (MFP)/ Multifunction Device (MFD) |                             |

### 5.20.4 As-Is Processes

#### 5.20.4.1 Company movement

#### A. Process Summary

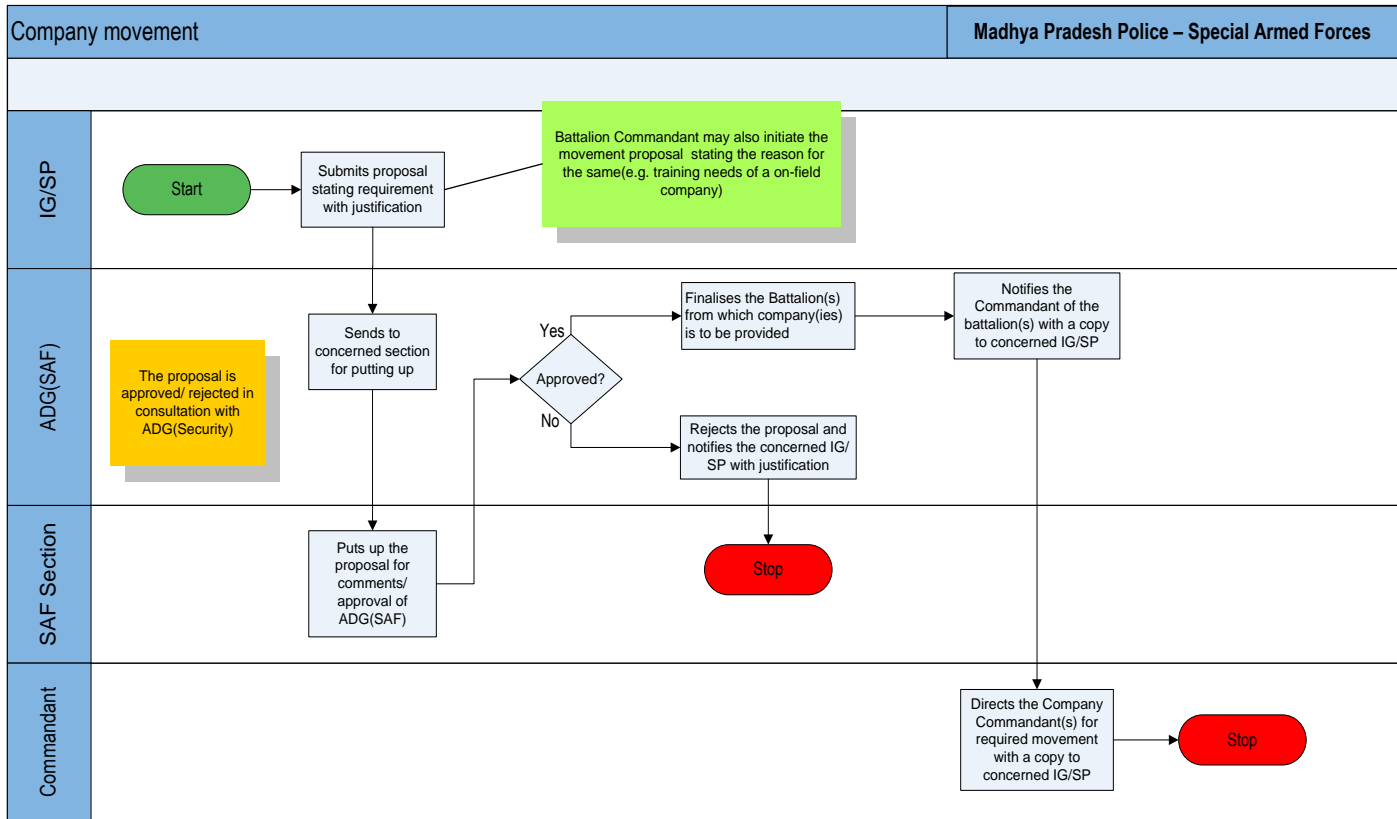
This is the process concerning the movement of SAF Company as per the Law & Order and security requirement of MP Police department. The key actors of the process are SP, ADG(SAF), ADG(Security), SAF section and Commandant.

#### B. SIPOC

| Supplier | Input                 | Process        | Output           | Customer            |
|----------|-----------------------|----------------|------------------|---------------------|
| SP/IG    | Requisition for force | As shown below | Company movement | IG/SP<br>Commandant |



## C. Process Map



## D. Process Description

|   |   |                                |               |
|---|---|--------------------------------|---------------|
| <b>Process Name:</b>  | <b>Special Armed Forces-<br/>Company Movement</b> | <b>Branch/ Sub-<br/>Branch</b> | <b>SAF HQ</b> |
| <b>Process Predecessor:</b>   | NA  | <b>Process successor :</b>     | NA            |
| <b>Process</b>  |   |                                |               |
| <p>i) IG/SP of relevant district submits proposal encompassing requirement along with justification for mobilization of troops. The same requisition can be raised by battalion commandant with necessary justifications.</p> <p>ii) Upon receipt ADG(SAF) forwards the same to concerned SAF section.</p> <p>iii) SAF section evaluates proposal and reverts with comments/inputs/. Suggestion to ADG(SAF).</p> <p>iv) The proposal is approved/ rejected in close consultation with ADG(Security)</p> <p>v) In case of approval</p> |   |                                |               |

|   |   |
|---|---|
| <p>a. ADG (SAF) finalises the battalion from which company is to be provided and issues instruction to Commandant of concerned battalion along with copy to concerned IG/SP.</p> <p>b. The commandant instructs company commandant for mobilization and copy of instruction is shared with IG/SP</p> <p>vi) In case of Rejection ADG(SAF) declines the proposal and shares justification with IG/SP</p> |   |
| <b>Policy Requirement</b>   | MP Police Rules and Regulations, GOPs and Circulars |

#### 5.20.4.2 Raising of New Battalion

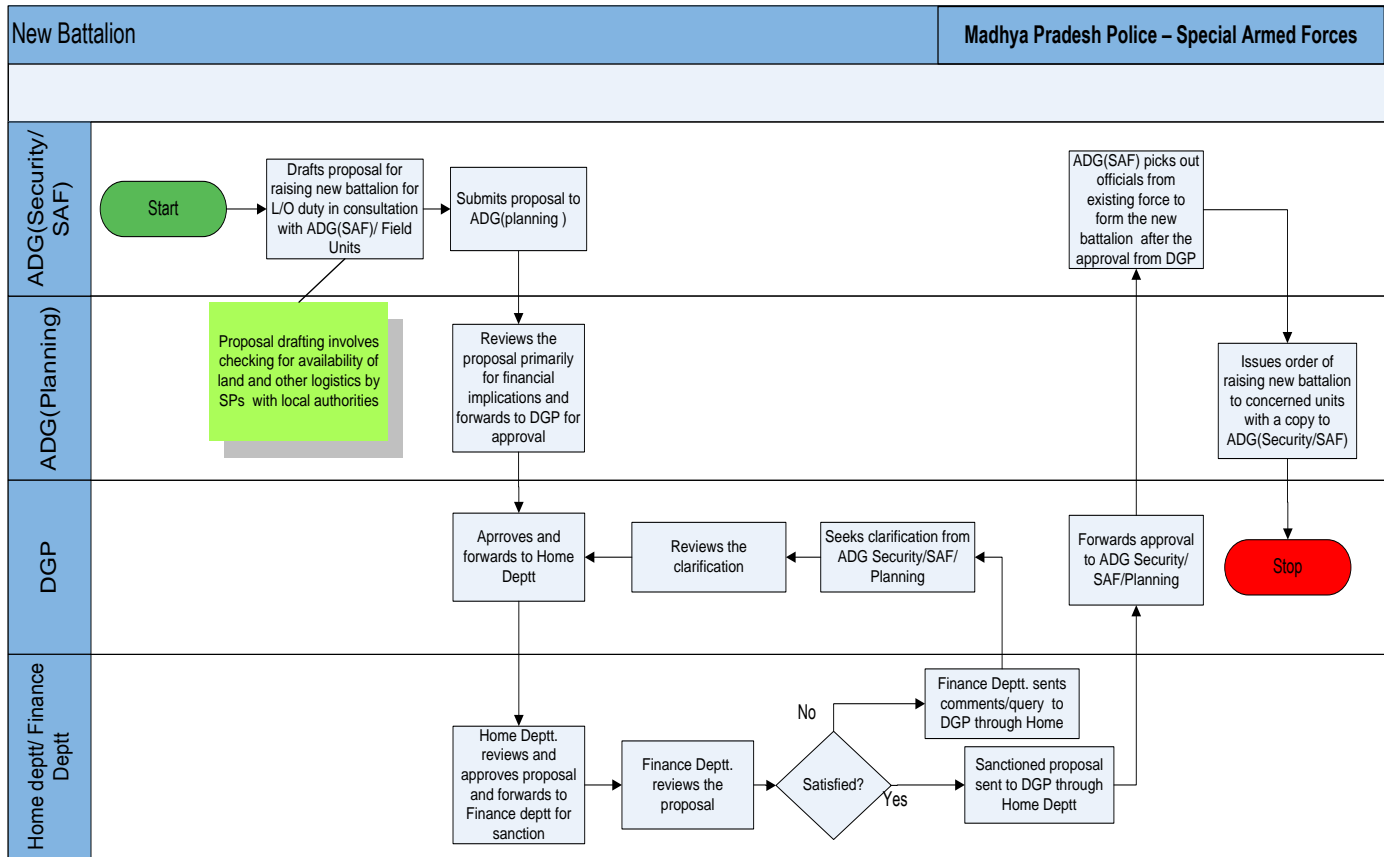
##### A. Process Summary

This is the process of raising of a new battalion in Special Armed Forces (SAF) based on the policing requirements of the MP Police department. The key actors of the process are DGP, ADG (Security), ADG (Planning), ADG (SAF), Home Department and Finance Department.

##### B. SIPOC

| Supplier          | Input                          | Process        | Output                   | Customer             |
|-------------------|--------------------------------|----------------|--------------------------|----------------------|
| ADG(Security/SAF) | Proposal to form new battalion | As shown below | Raising of new battalion | Special Armed Forces |

## C. Process Map



## D. Process Description

|   |  |                            |            |
|---|--|----------------------------|------------|
| <b>Process Name:</b>  | <b>Special Armed Forces- New Battalion</b> | <b>Branch/ Sub-Branch</b>  | <b>SAF</b> |
| <b>Process Predecessor:</b>   | NA   | <b>Process successor :</b> | NA         |
| <b>Process</b>  |  |                            |            |
| <ol style="list-style-type: none"> <li>ADG(Security) drafts a proposal for raising new battalion for L/O in consultation with ADG(SAF)/ Field Units and shares with ADG(Planning).</li> <li>ADG(Planning) reviews the proposal primarily for its financial implications and forwards the same to DGP for approval.</li> <li>DGP approves and forwards to home department for their perusal.</li> <li>Home Department reviews and approves proposal and sends to Finance Department for approval.</li> <li>Upon satisfaction/approval from Finance Department: <ol style="list-style-type: none"> <li>Sanctioned proposal is sent to DGP through home department.</li> </ol> </li> </ol> |  |                            |            |

|  |   |
|--|---|
| b) DGP receives the approval notifications and forwards to ADG Security/SAF/Planning<br>c) ADG(SAF) picks out officials from existing force and forms a new battalion after approval from DGP<br>d) ADG(Planning) issues order of raising new battalion to concerned units with a copy to ADG(Security/SAF).<br>vi. In case Finance/Home deptt. are not satisfied with the proposal<br>a) Finance/Home deptt. shares its comments/queries with DGP through Home Department<br>b) DGP in-turn seeks & reviews clarification from ADG Security/SAF/Planning<br>c) The revised note sheet is shared with Home & Finance Department for approval |   |
| <b>Policy Requirement</b>  | MP Police Rules and Regulations, GOPs and Circulars |

### 5.20.4.3 Transfer

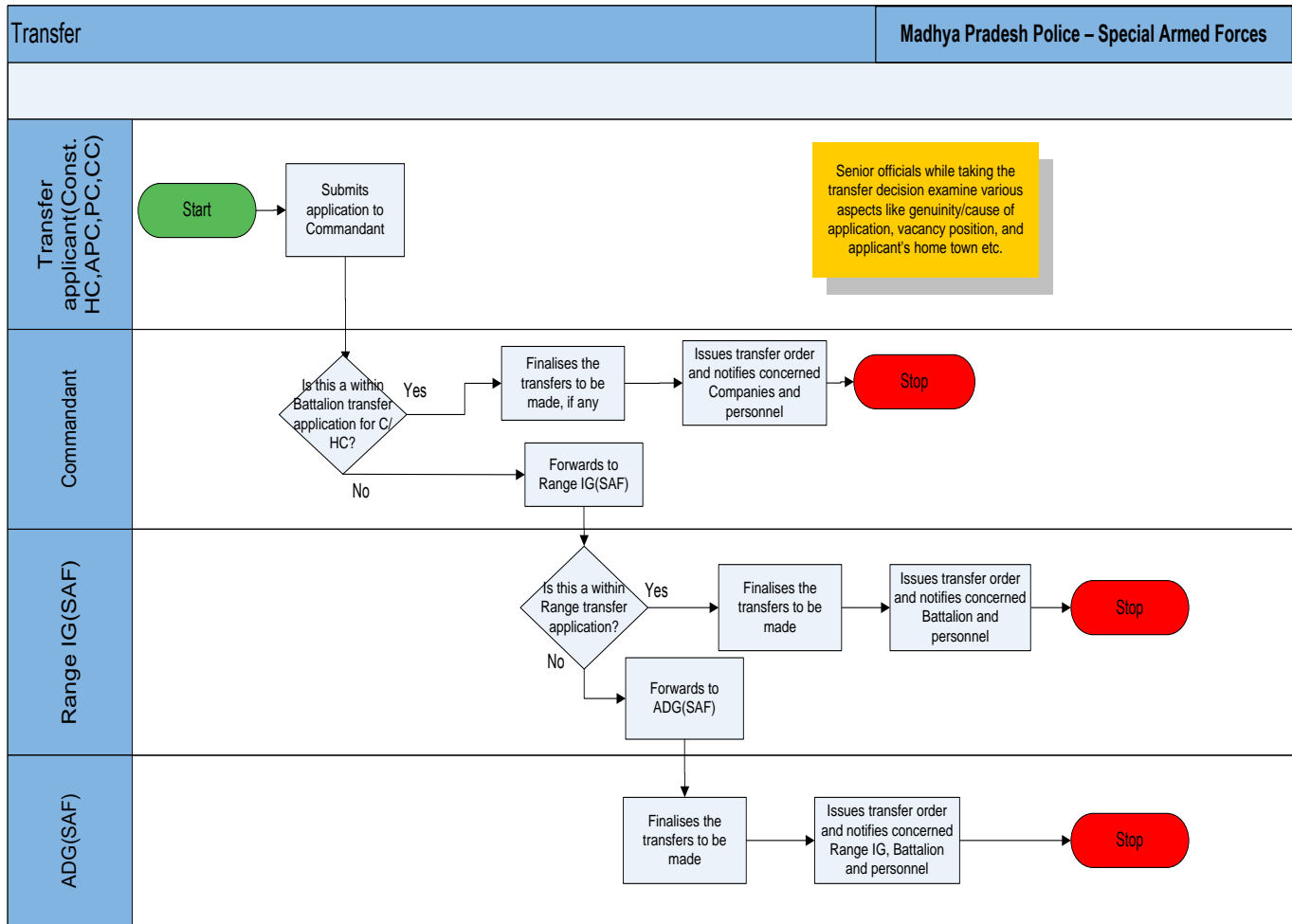
#### A. Process Summary

This is the process describing transfer of SAF personnel. The key actors of the process are Transfer applicant, Commandant, Range IG(SAF) and ADG(SAF).

#### B. SIPOC

| Supplier                  | Input            | Process        | Output            | Customer           |
|---------------------------|------------------|----------------|-------------------|--------------------|
| <b>Transfer applicant</b> | Transfer request | As shown below | Transfer decision | Transfer applicant |

## C. Process Map



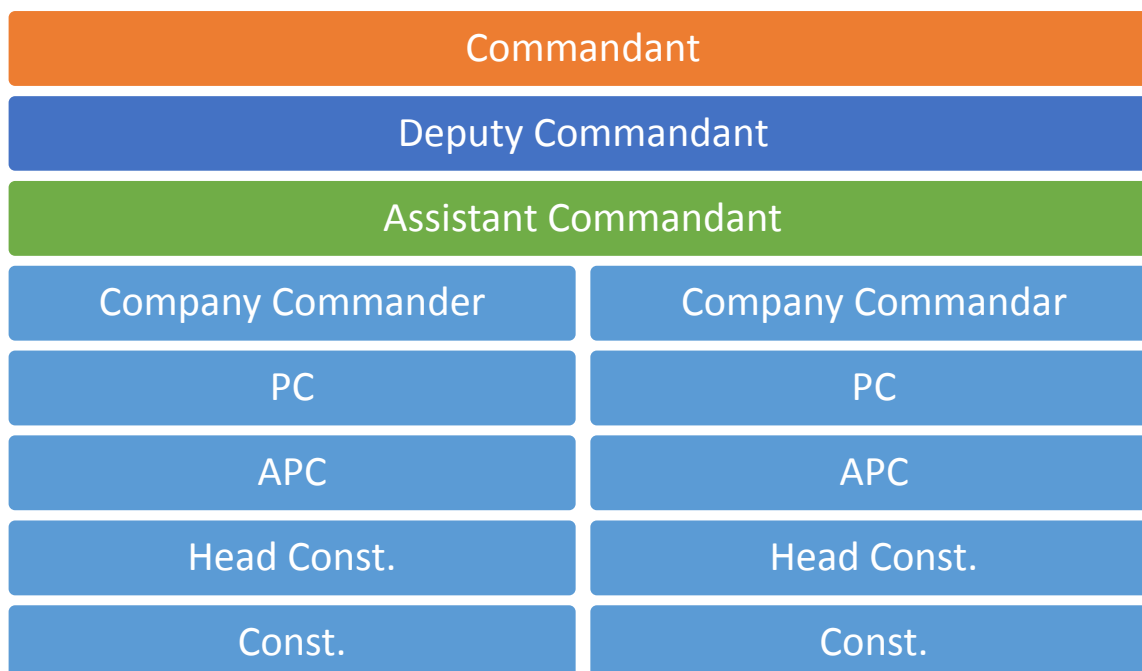
## D. Process Description

|  |                                      |                            |            |
|--|--------------------------------------|----------------------------|------------|
| <b>Process Name:</b>   | <b>Special Armed Forces-Transfer</b> | <b>Branch/ Sub-Branch</b>  | <b>SAF</b> |
| <b>Process Predecessor:</b>  | None                                 | <b>Process successor :</b> | None       |
| <b>Process</b>   |                                      |                            |            |
| i. Senior officials while taking the transfer decision examine various aspects like genuinity/cause of application, vacancy position, and applicant's home town etc.<br>ii. The personnel seeking transfer submits application to the Commandant |                                      |                            |            |

|   |   |
|---|---|
| <ul style="list-style-type: none"> <li>iii. Upon receiving the application for official above HC level, the Commandant dispatches the application to Range IG (SAF).</li> <li>iv. Commandant may transfer Const., HC within the Battalion.</li> <li>v. Upon receipt of application, Range IG reviews if the transfer request is under range transfer purview</li> <li>vi. In case of a within range transfer request, Range IG finalizes the transfer to be made and issues transfer order that includes notification to concerned battalion and personnel.</li> <li>vii. In case of outside range transfer request, Range IG sends the application to ADG(SAF)</li> <li>viii. ADG (SAF) finalizes the transfer to be made and issues the transfer order and notifies the concerned Range IG, Battalion and personnel.</li> </ul> |   |
| <b>Policy Requirement</b>   | MP Police Rules and Regulations, GOPs and Circulars |

## 5.21 Twenty Fifth Battalion SAF, Bhopal

### 5.21.1 Organisational Structure



## 5.21.2 Personnel Strength

| S. No. | Designation                 | Sanctioned | Available | Vacant |
|--------|-----------------------------|------------|-----------|--------|
| 1      | Commandant                  | 1          | 1         |        |
| 2      | Deputy Commandant           | 1          | 1         |        |
| 3      | Assistant Commandant        | 3          | 3         |        |
| 5      | Company Commander           | 9          | 9         |        |
| 6      | Platoon Commander           | -          | 30        |        |
| 7      | Assistant Platoon Commander | -          | 59        |        |
| 8      | Head Constable              | -          | 152       |        |
| 9      | Constable                   | -          | 675       |        |

## 5.21.3 IT Infrastructure

## 5.21.4 As-Is Processes

### 5.21.4.1 Advance Payment

#### A. Process Summary

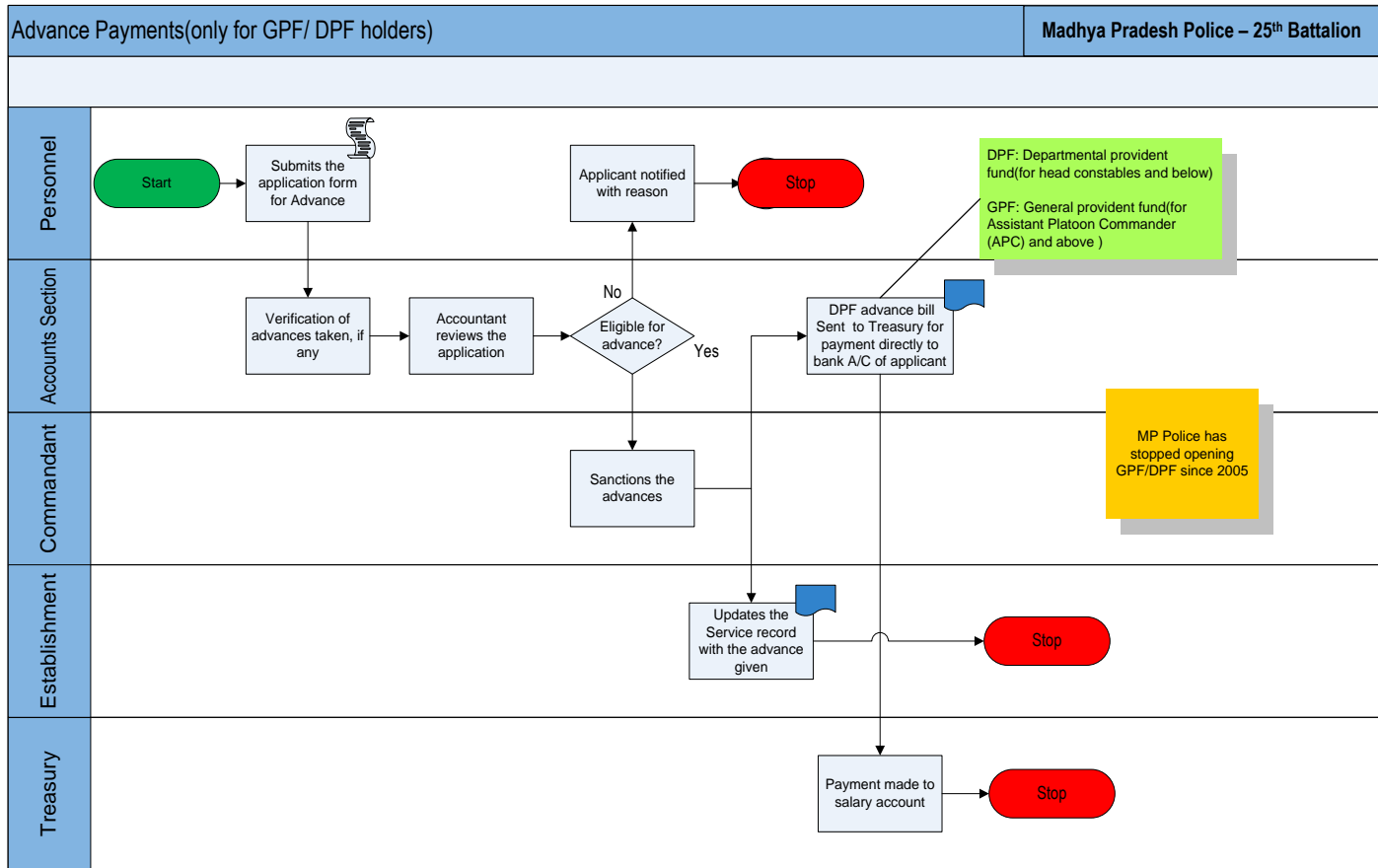
This is the process of issuance of advance to the police personnel under 25<sup>th</sup> battalion. Only GPF/DPF holders are eligible for the advance. The key actors of the process are police personnel, account section and treasury.

#### B. SIPOC

| Supplier         | Input                   | Process        | Output           | Customer         |
|------------------|-------------------------|----------------|------------------|------------------|
| Police Personnel | Application for advance | As shown below | Advance issuance | Police personnel |

(GPF/DPF  
holder only)

### C. Process Map



### D. Process Description

|   |                        |                            |                                  |
|---|------------------------|----------------------------|----------------------------------|
| <b>Process Name:</b>  | <b>Advance Payment</b> | <b>Branch/ Sub-Branch</b>  | <b>25<sup>th</sup> Battalion</b> |
| <b>Process Predecessor:</b>                                     | None                   | <b>Process successor :</b> | None                             |
| <b>Process</b>  |                        |                            |                                  |
| DPF: Departmental provident fund(for head constables and below) |                        |                            |                                  |



**GPF: General provident fund (for Assistant Platoon Commander (APC) and above )**

- i) Police personnel (applicant) submits the application form for advance.
- ii) Account section performs verification of advances taken, if any. Accountant reviews the application and if the applicant is found eligible, the account section sends the application to Commandant for sanction. Then the establishment updates the service records with the advance given. The DPF advance bill is sent to treasury for payment directly to bank account of applicant. Treasury makes the payment to the salary account.
- iii) If the application is not approved then applicant is notified about the same along with the reason for rejection.

**DPF: Departmental provident fund(for head constables and below)**

**GPF: General provident fund (for Assistant Platoon Commander (APC) and above )**

- iv) MP Police has stopped opening GPF/DPF since 2005

**Policy Requirement**

GOP, Circulars, Police rules and regulations

#### 5.21.4.2 Bill Reimbursement

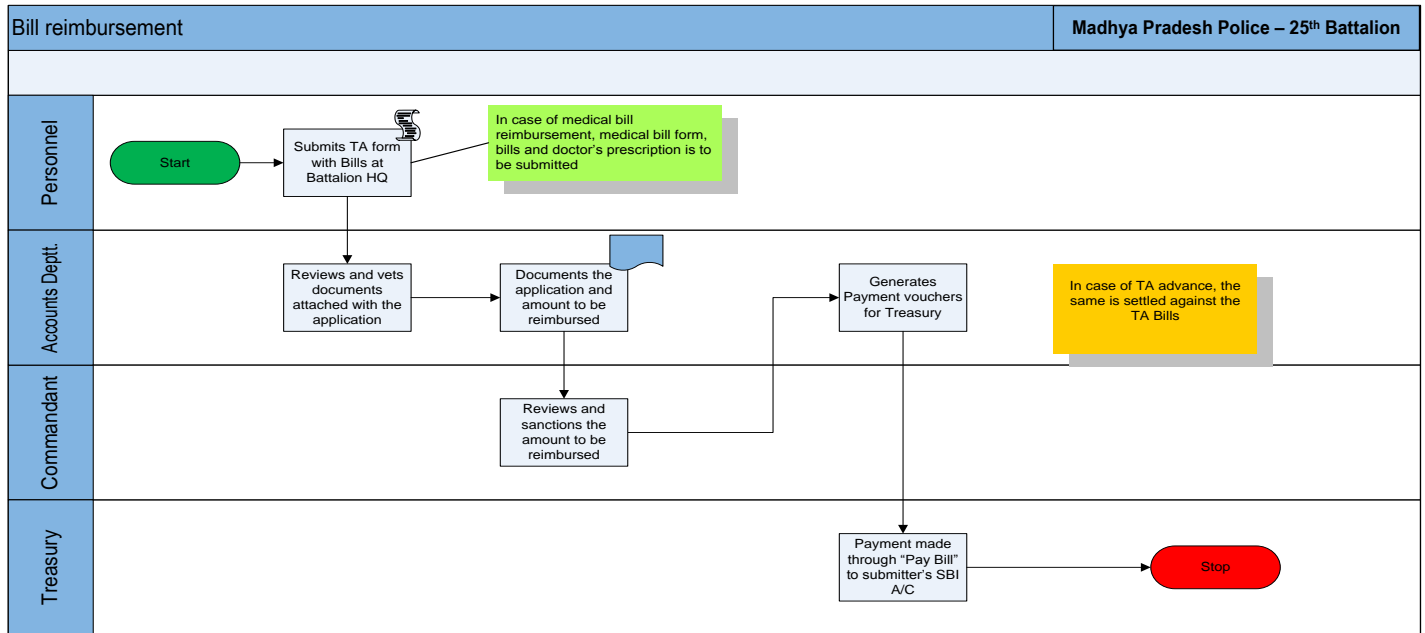
#### A. Process Summary

This is the process of reimbursement of bills submitted by the police personnel for the travel. The key actors of the process are the personnel, commandant and account section.

#### B. SIPOC

| Supplier         | Input              | Process        | Output             | Customer         |
|------------------|--------------------|----------------|--------------------|------------------|
| Police Personnel | TA form with bills | As shown below | Bill reimbursement | Police personnel |

## C. Process Map



## D. Process Description

|   |  |                            |                                  |
|---|--|----------------------------|----------------------------------|
| <b>Process Name:</b>  | <b>Bill Reimbursement</b>                    | <b>Branch/ Sub-Branch</b>  | <b>25<sup>th</sup> Battalion</b> |
| <b>Process Predecessor:</b>   | None   | <b>Process successor :</b> | None                             |
| <b>Process</b>  |  |                            |                                  |
| i) The personnel submits a travelling allowance (TA) form with bills to battalion head quarter.<br>ii) Account department reviews and verifies the form and documents the application and amount to be reimbursed.<br>iii) Commandant reviews and sanctions the amount to be reimbursed.<br>iv) Accounts department generates payment vouchers for treasury.<br>v) Treasury makes payment through “Pay Bill” to submitter’s/applicant’s SBI A/C.<br>vi) In case of medical bill reimbursement, medical bill form, bills and doctor’s prescription needs to be submitted.<br>vii) In case of TA advance, the same is settled against the TA Bills. |  |                            |                                  |
| <b>Policy Requirement</b>   | GOP, Circulars, Police rules and regulations |                            |                                  |

### 5.21.4.3 Compassionate Appointment

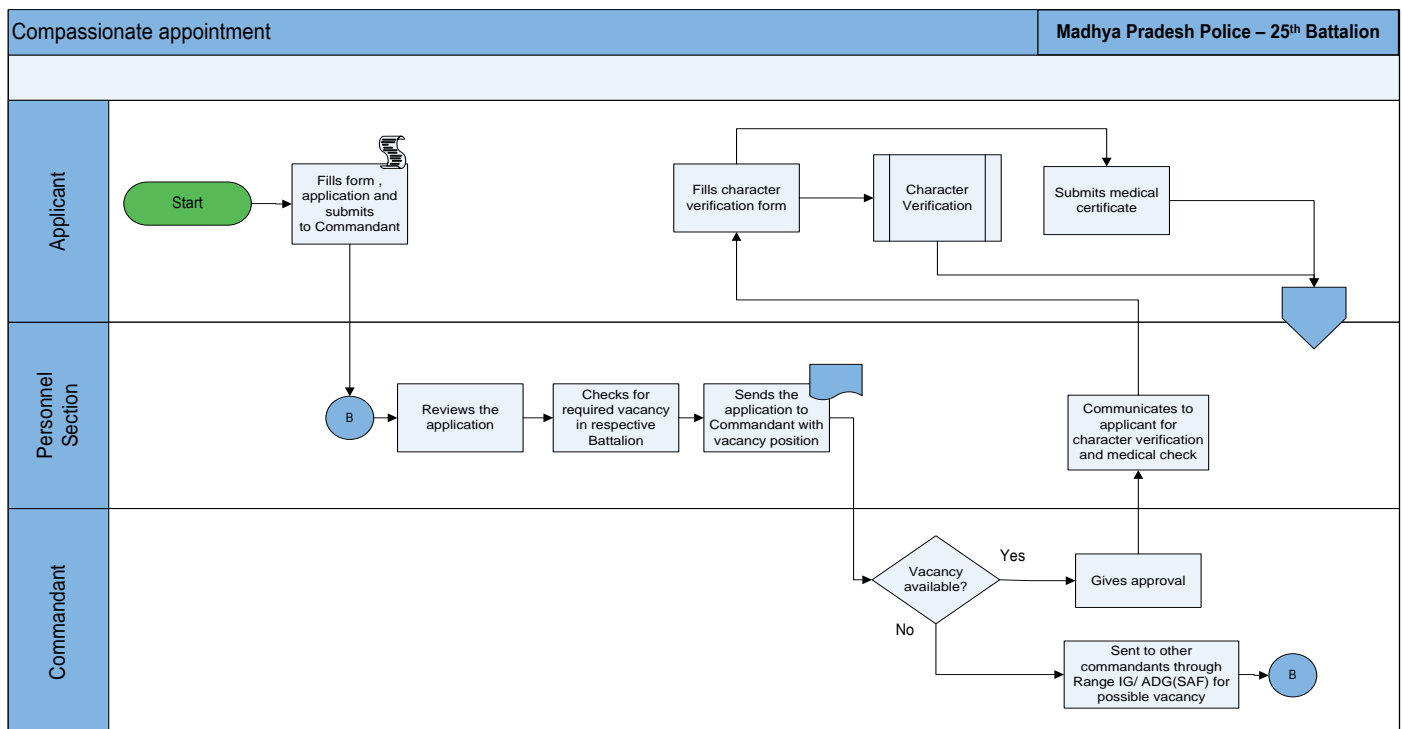
#### A. Process Summary

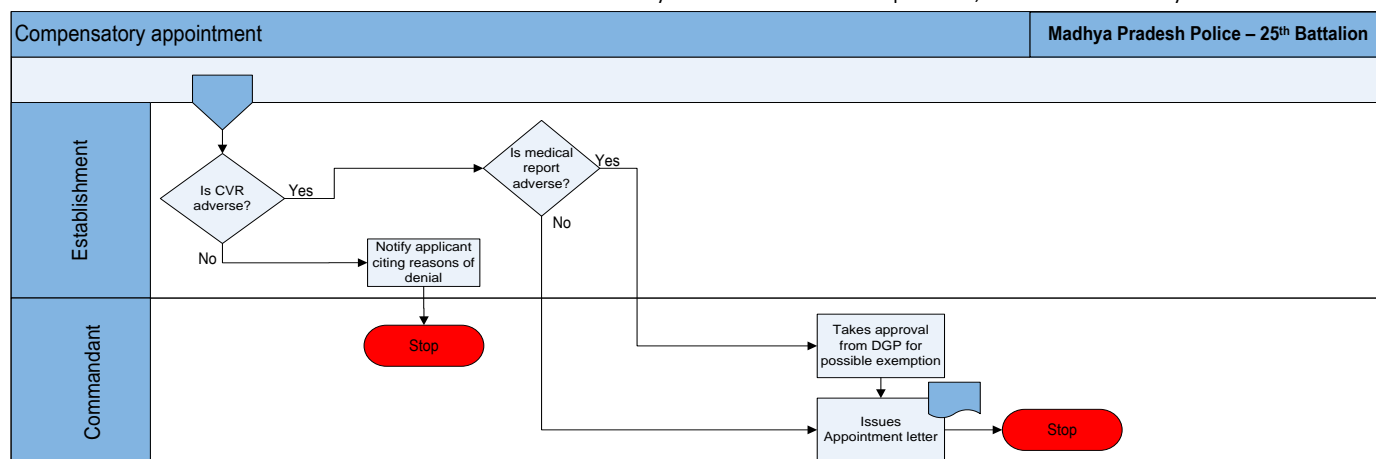
This is the process of compassionate appointment dependent of a deceased police personnel. The key actors of the process are the personnel, commandant and establishment section.

#### B. SIPOC

| Supplier                               | Input   | Process        | Output                   | Customer                               |
|--|---|----------------|--------------------------|--|
| Dependent of deceased police personnel | Application for appointment in compassionate ground | As shown below | Appointment letter issue | Dependent of deceased police personnel |

#### C. Process Map





#### D. Process Description

|  |  |                            |                                  |
|--|--|----------------------------|----------------------------------|
| <b>Process Name:</b>   | <b>Compassionate Appointment</b>             | <b>Branch/ Sub-Branch</b>  | <b>25<sup>th</sup> Battalion</b> |
| <b>Process Predecessor:</b>  | None   | <b>Process successor :</b> | None                             |
| <b>Process</b>   |  |                            |                                  |
| <ul style="list-style-type: none"> <li>i) Applicant fills the application form and submits to Commandant.</li> <li>ii) Personnel section reviews the application and checks for required vacancy in respective Battalion. After that it sends the application to Commandant with vacancy status.</li> <li>iii) If the vacancy is not available then commandant sends it to other commandants through Range IG/ ADG (SAF) for possible vacancy.</li> <li>iv) If the vacancy is available, Commandant gives the approval and Personnel section communicates to applicant for character verification and medical check.</li> <li>v) The applicant fills character verification form and character verification is done. Also applicant submits the medical certificate to establishment section.</li> <li>vi) If the character verification report is positive and the medical report is negative then commandant takes the approval from DGP for possible exemption and issues the appointment letter.</li> <li>vii) If the character verification report is negative then establishment notifies the applicant about the same citing reasons for denial of appointment.</li> <li>viii) If character verification and medical report both are positive then the commandant issues the appointment letter.</li> </ul> |  |                            |                                  |
| <b>Policy Requirement</b>  | GOP, Circulars, Police rules and regulations |                            |                                  |

#### 5.21.4.4 Departmental Enquiry

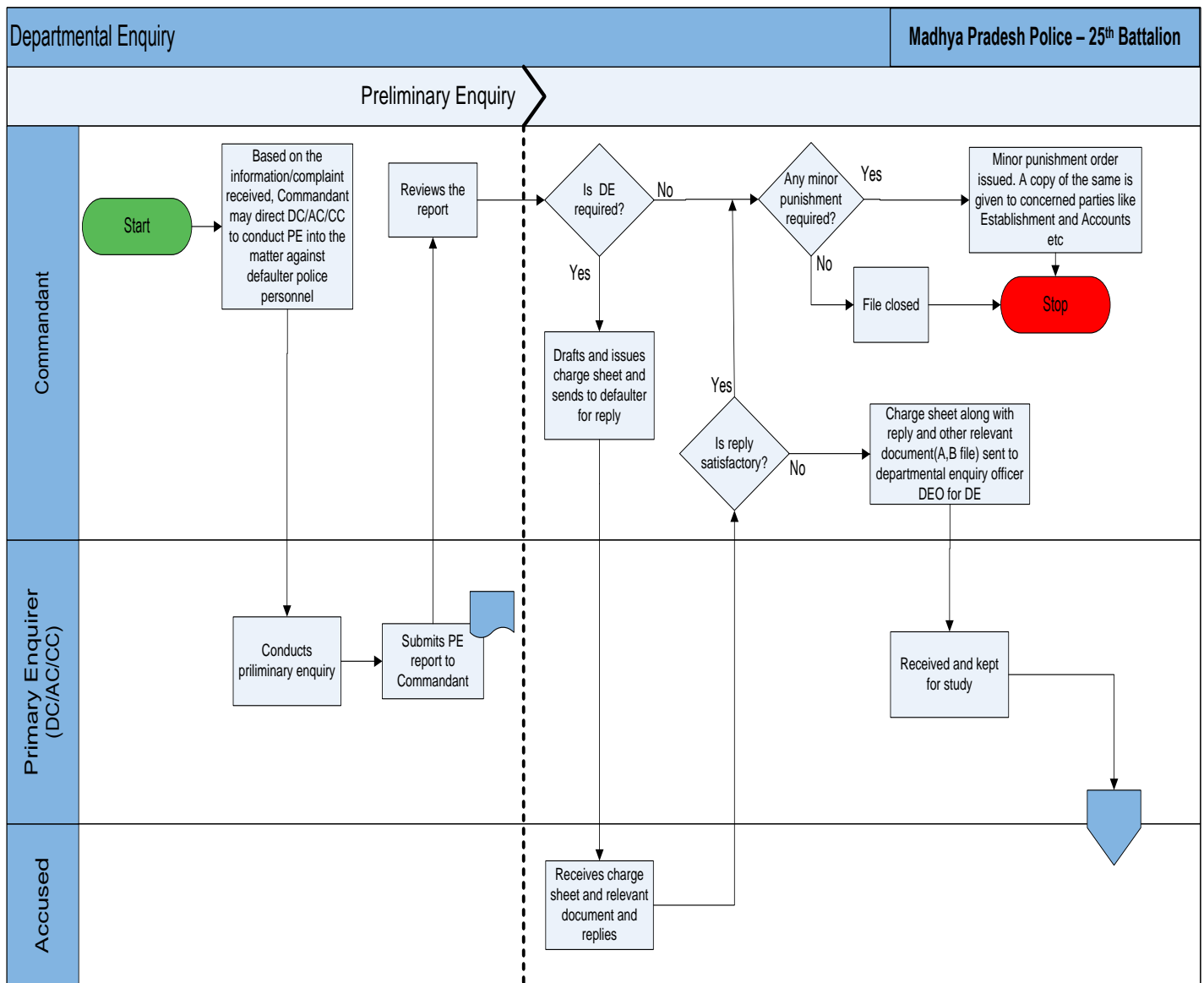
##### A. Process Summary

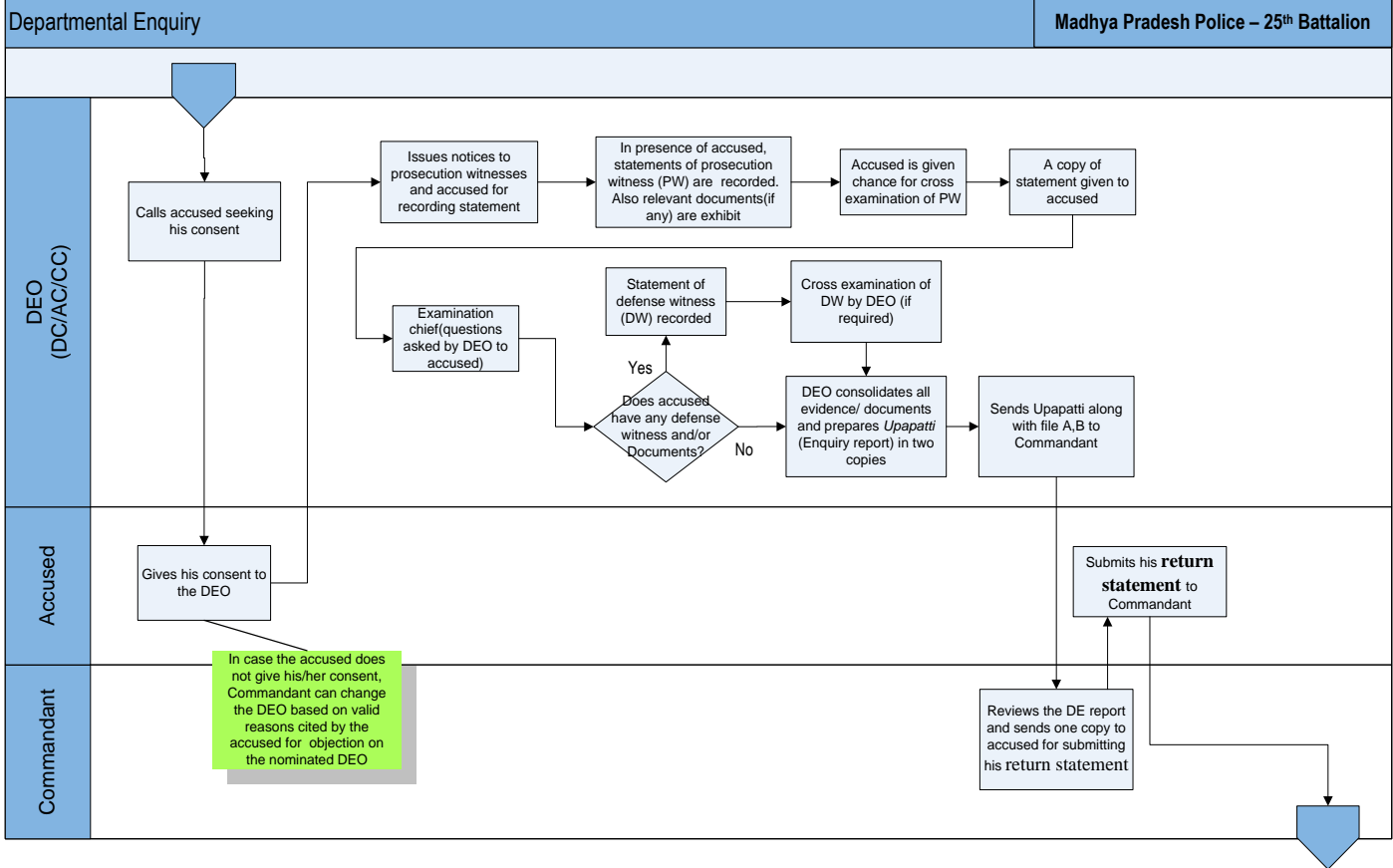
This is the process of departmental enquiry of the accused/defaulters police personnel. The key actors of the process are the Commandant, Accused police personnel and DC/AC/CC.

##### B. SIPOC

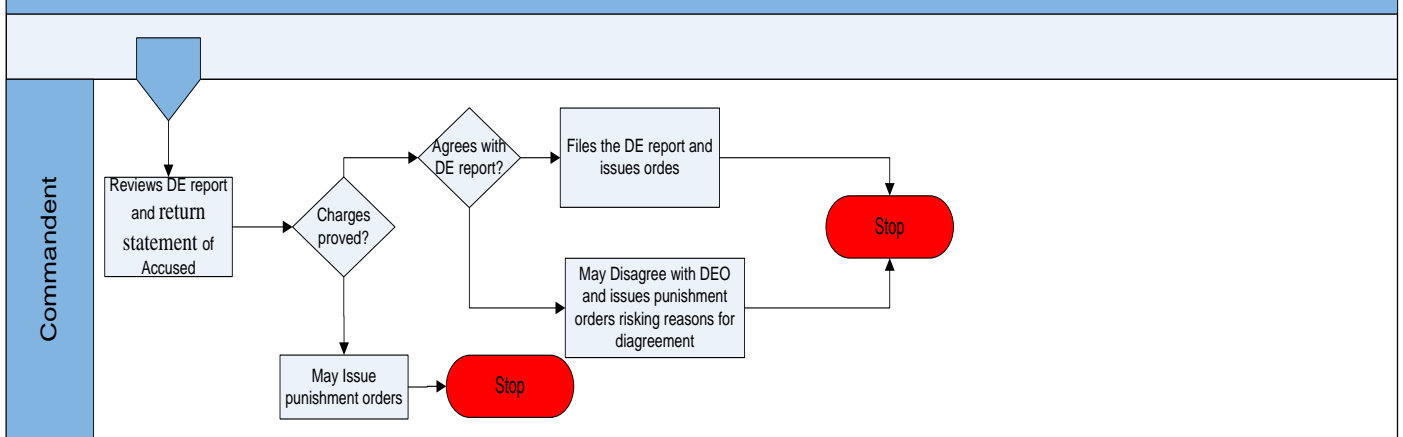
| Supplier    | Input                       | Process        | Output               | Customer         |
|-------------|-----------------------------|----------------|----------------------|------------------|
| Complainant | Complaint of serious nature | As shown below | Departmental Enquiry | Police personnel |

##### C. Process Map





## Departmental Enquiry



### D. Process Description

|                             |                             |                            |                                  |
|-----------------------------|-----------------------------|----------------------------|----------------------------------|
| <b>Process Name:</b>        | <b>Departmental Enquiry</b> | <b>Branch/ Sub-Branch</b>  | <b>25<sup>th</sup> Battalion</b> |
| <b>Process Predecessor:</b> | None                        | <b>Process successor :</b> | None                             |

## Process

- i) Based on the information/complaint received, Commandant may direct Deputy Commandant (DC)/ Assistant Commandant (AC)/ Company Commander (CC) to conduct Primary enquiry into the matter against defaulter police personnel.
- ii) DC/AC/CC conducts the primary enquiry and submits the report to Commandant.
- iii) Commandant reviews the report, if the departmental enquiry is not required and any minor punishment is also not required then the file is closed by the Commandant. However if the departmental enquiry is required he drafts and issues charge sheet and sends to defaulter for reply. The accused reviews the charge sheet and replies. If the reply is satisfactory, and no minor punishment required then the file is closed but if reply is satisfactory but any minor punishment is required to be given then minor punishment order is issued by the Commandant. A copy of the same is given to concerned parties like Establishment and Accounts etc
- iv) But if the reply is not satisfactory then charge sheet along with reply and other relevant document (A, B file) sent to departmental enquiry officer DEO for DE. It is kept with the DC/AC/CC for study.
- v) Then DC/AC/CC calls accused police personnel seeking his consent.
- vi) Accused police personnel gives his consent to the DEO. In case the accused does not give his/her consent, Commandant can change the DEO based on valid reasons cited by the accused for objection on the nominated DEO.
- vii) AC/DC/CC issues notices to prosecution witnesses and accused for recording statement. In presence of accused, statements of prosecution witness (PW) are recorded. Also relevant documents (if any) are exhibit. Accused is given chance for cross examination of PW. A copy of statement given to accused.
- viii) Then “Examination chief” of accused is conducted, if accused have any defense witness and/or documents then statement of defense witness (DW) recorded and Cross examined by DEO (if required). Then DEO consolidates all evidence/ documents and prepares Upapatti (Enquiry report) in two copies and Sends Upapatti along with file A, B to Commandant.
- ix) Commandant reviews the DE report and sends one copy to accused for submitting his return statement.
- x) Accused submits his return statement to Commandant. Commandant reviews the return statement and issues order. A copy of the same is given to concerned parties like Establishment and Accounts etc.

## Policy Requirement

GOP, Circulars, Police rules and regulations

#### 5.21.4.5 Leaves

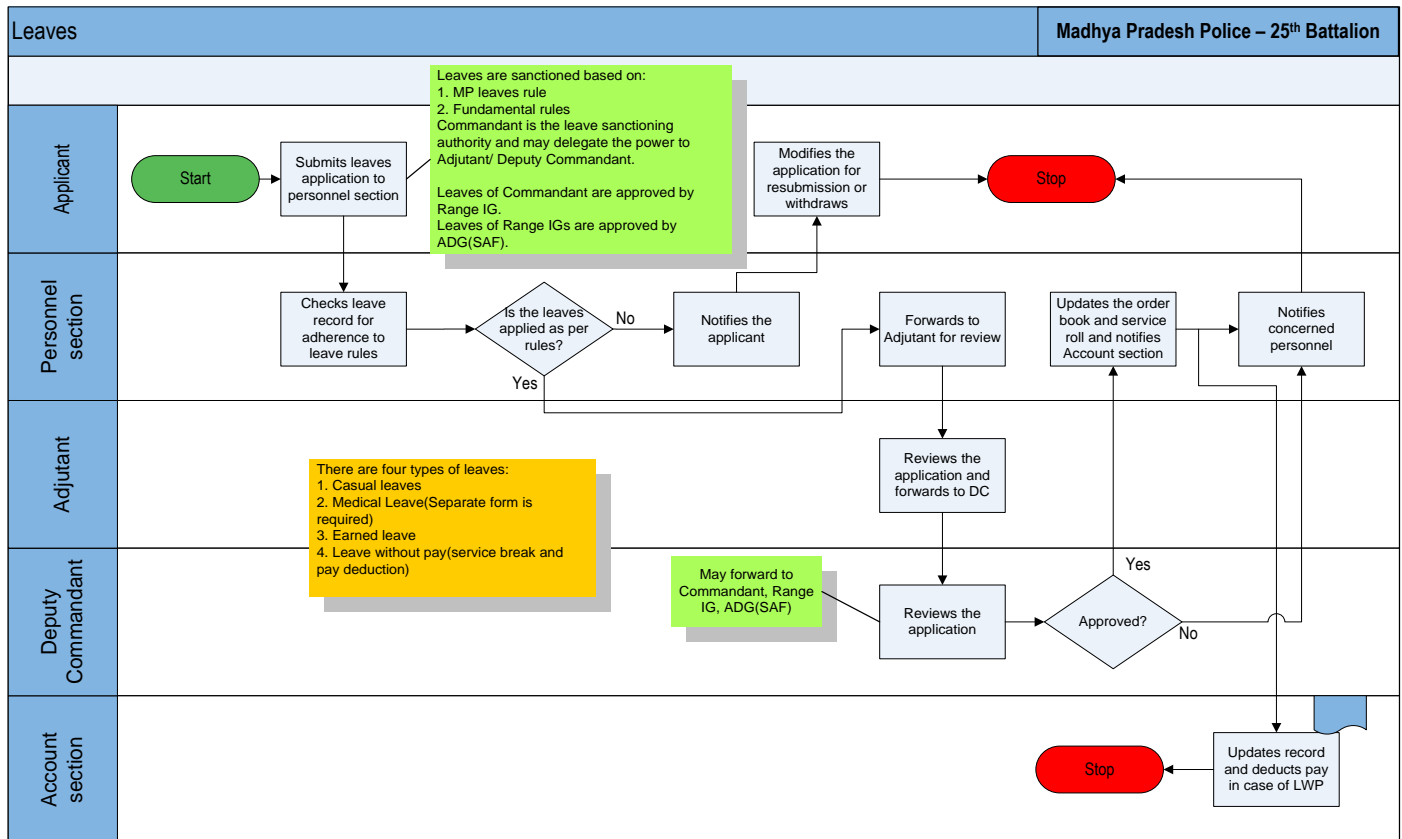
##### A. Process Summary

This is the process of sanctioning of leaves applied by the police personnel. The key actors of the process are applicant (Police personnel), Personnel section and Commandant/DC/Range IG/ADG (SAF).

##### B. SIPOC

| Supplier  | Input                 | Process        | Output                    | Customer  |
|-----------|-----------------------|----------------|---------------------------|-----------|
| Applicant | Application for leave | As shown below | Leave sanctioned/rejected | Applicant |

##### C. Process Map





## D. Process Description

|  |               |  |                                  |
|--|---------------|--|----------------------------------|
| <b>Process Name:</b>   | <b>Leaves</b> | <b>Branch/ Sub-Branch</b>                    | <b>25<sup>th</sup> Battalion</b> |
| <b>Process Predecessor:</b>  | None          | <b>Process successor :</b>                   | None                             |
| <b>Process</b>   |               |  |                                  |
| <p>i) The applicant submits leaves application to personnel section.</p> <p>ii) Personnel section Checks leave record for adherence to leave rules, if the leaves are not applied as per rules then the personnel section informs the applicant and the application is resubmitted after modification or withdrawn by the applicant. If the leaves are applied as per the rules then personnel section forwards it to DSP for approval. The adjutant reviews the application and forwards it to Deputy Commandant. Deputy Commandant reviews the application, he may also forward it to Commandant Range/ADG (SAF). If the leave is sanctioned, the personnel section updates the order and service roll and notifies account section. Then it notifies the concerned personnel. The personnel section also deducts the pay in case the leave falls under category LWP.</p> <p>iii) If the leave is not sanctioned by Deputy Commandant then the personnel section notifies the same to the applicant.</p> <p>iv) Leaves are of four types: Casual leaves, Medical leaves (Separate form is required), Earned leave, Leave without pay (service break and pay deduction).</p> <p>v) Leaves are sanctioned based on:</p> <ol style="list-style-type: none"> <li>1. MP leaves rule</li> <li>2. Fundamental rules</li> </ol> <p>vi) Commandant is the leave sanctioning authority and may delegate the power to Adjutant/ Deputy Commandant.</p> <p>vii) Leaves of Commandant are approved by SAF Range IG.</p> <p>viii) Leaves of SAF Range IGs are approved by ADG (SAF).</p> |               |  |                                  |
| <b>Policy Requirement</b>  |               | GOP, Circulars, Police rules and regulations |                                  |

#### 5.21.4.6 Pensioning

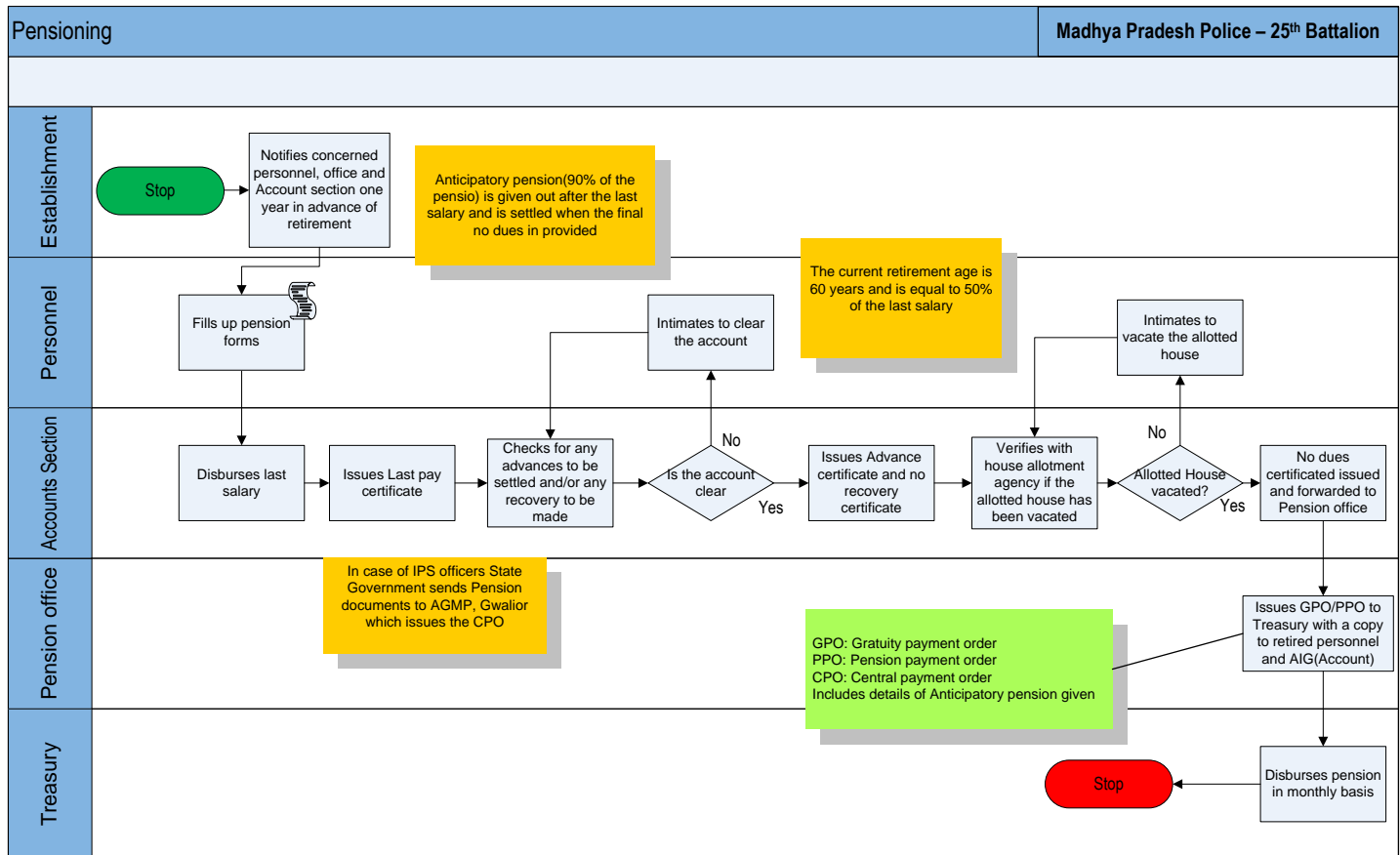
##### A. Process Summary

This is the process of disbursement of pension of a personnel on retirement of the services. The key actors of the process are Accounts Section, Pension office, Applicant and Treasury.

##### B. SIPOC

| Supplier                        | Input                             | Process        | Output          | Customer  |
|---------------------------------|-----------------------------------|----------------|-----------------|-----------|
| MP Police Personnel (Applicant) | Pension Form, No dues certificate | As shown below | Issuance of PPO | Applicant |

##### C. Process Map



## D. Process Description

|  |                   |  |                                  |
|--|-------------------|--|----------------------------------|
| <b>Process Name:</b>   | <b>Pensioning</b> | <b>Branch/ Sub-Branch</b>                    | <b>25<sup>th</sup> Battalion</b> |
| <b>Process Predecessor:</b>  | None              | <b>Process successor :</b>                   | None                             |
| <b>Process</b>   |                   |  |                                  |
| <p>i) The establishment section notifies the personnel, concerned office and accounts department about the date of retirement one year in advance.</p> <p>ii) Then the personnel (applicant) fills up the pension forms and the accounts department disburses the last salary, issues the last pay certificate and checks for any advances to be settled by the applicant and/or any recovery to be made. Then it issues the advance certificate and no recovery certificate if the account is clear.</p> <p>iii) If the account is not clear, the accounts department intimates the applicant to clear the account.</p> <p>iv) The accounts department verifies with the house allotment agency if the allotted house has been vacated by the applicant.</p> <p>v) If the allotted house has not been vacated, the accounts department intimates the applicant to vacate the house and if it is vacated, the accounts department issues the no dues certificate and forwards it to the pension office.</p> <p>vi) The pension office Issues GPO/PPO to Treasury with a copy to retired personnel and AIG (Account).</p> <p>vii) The treasury disburses the pension on monthly basis.</p> <p>viii) Anticipatory pension (90% of the monthly pension) is given out after the last salary and is settled when the final no dues is provided. The current retirement age is 60 years and the pension is equal to 50% of the last salary.</p> <p>ix) In case of IPS officers State Government sends Pension documents to AGMP, Gwalior which issues the CPO.</p> <p>x) GPO: Gratuity payment order<br/>PPO: Pension payment order<br/>CPO: Central payment order<br/>It Includes details of Anticipatory pension given</p> |                   |  |                                  |
| <b>Policy Requirement</b>  |                   | GOP, Circulars, Police rules and regulations |                                  |

#### 5.21.4.7 Salary Disbursement

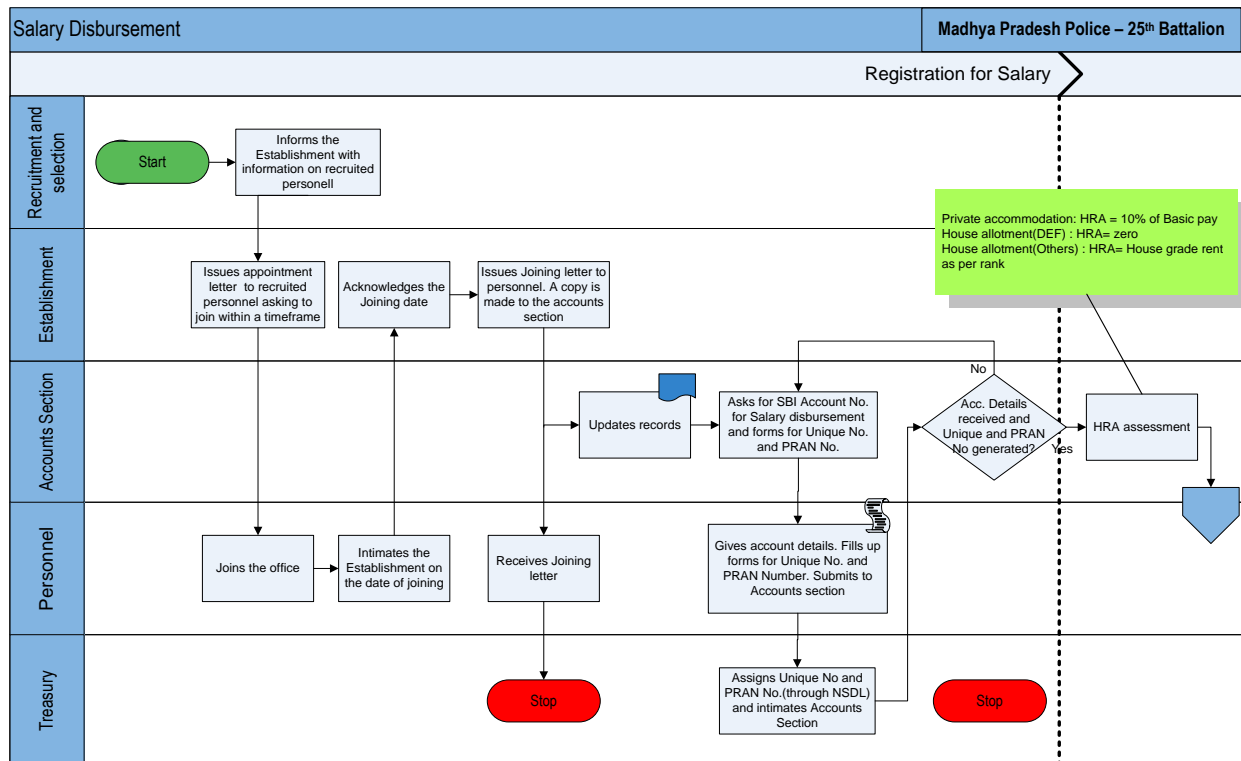
##### A. Process Summary

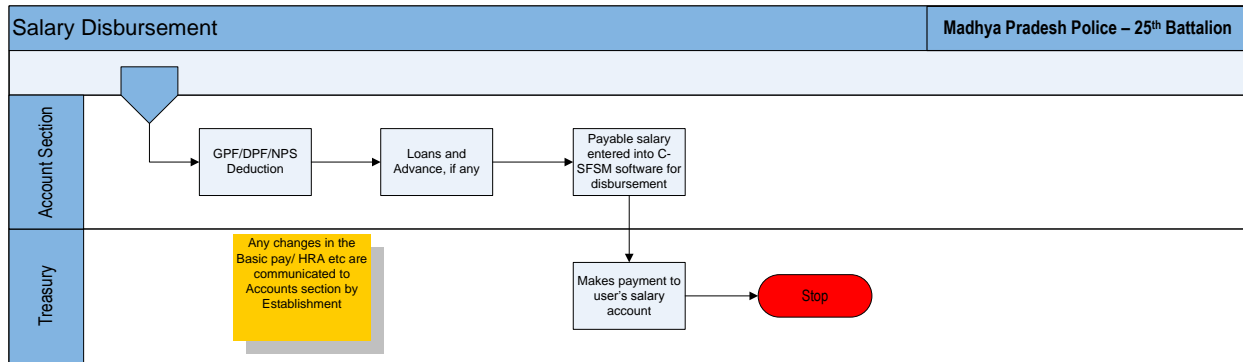
This is the process of disbursement of salary of police personnel. The key actors of the process are Accounts section and Treasury.

##### B. SIPOC

| Supplier  | Input   | Process        | Output              | Customer         |
|-----------|---|----------------|---------------------|------------------|
| Personnel | Account details and Forms for Unique No. and PRAN No. | As shown below | Salary Disbursement | Police personnel |

##### C. Process Map





#### D. Process Description

|                             |                            |                            |                                  |
|-----------------------------|----------------------------|----------------------------|----------------------------------|
| <b>Process Name:</b>        | <b>Salary Disbursement</b> | <b>Branch/ Sub-Branch</b>  | <b>25<sup>th</sup> Battalion</b> |
| <b>Process Predecessor:</b> | None                       | <b>Process successor :</b> | None                             |

#### Process

- Recruitment and selection department informs the Establishment with information on recruited personnel.
- Establishment section issues appointment letter to recruited personnel asking to join within a timeframe.
- The personnel joins the office and intimates the Establishment on the date of joining.
- Establishment section acknowledges the joining date and issues joining letter to personnel. A copy is made to the accounts section.
- Accounts section updates the record and asks for SBI Account No. for salary disbursement and forms for Unique No. and PRAN No.
- Personnel receives the joining letter and gives account details. He fills up forms for Unique No. and PRAN Number. and submits to Accounts section.
- Treasury assigns Unique No and PRAN No.(through NSDL) and intimates Accounts Section.
- If the account details received and Unique and PRAN No generated for the applicant, account section performs the HRA assessment and Treasury disburses the salary using Paybill software.
- If the account details are not received and Unique and PRAN No is not generated then account section again asks for SBI Account No. for salary disbursement and forms for Unique No. and PRAN No. from the personnel.
- The HRA is given as per the following details:  
Private accommodation: HRA = 10% of Basic pay  
House allotment(DEF) : HRA= zero  
House allotment(Others) : HRA= House grade rent as per rank

|                           |  |
|---------------------------|--|
| <b>Policy Requirement</b> | GOP, Circulars, Police rules and regulations |
|---------------------------|--|

#### 5.21.4.8 Deployment

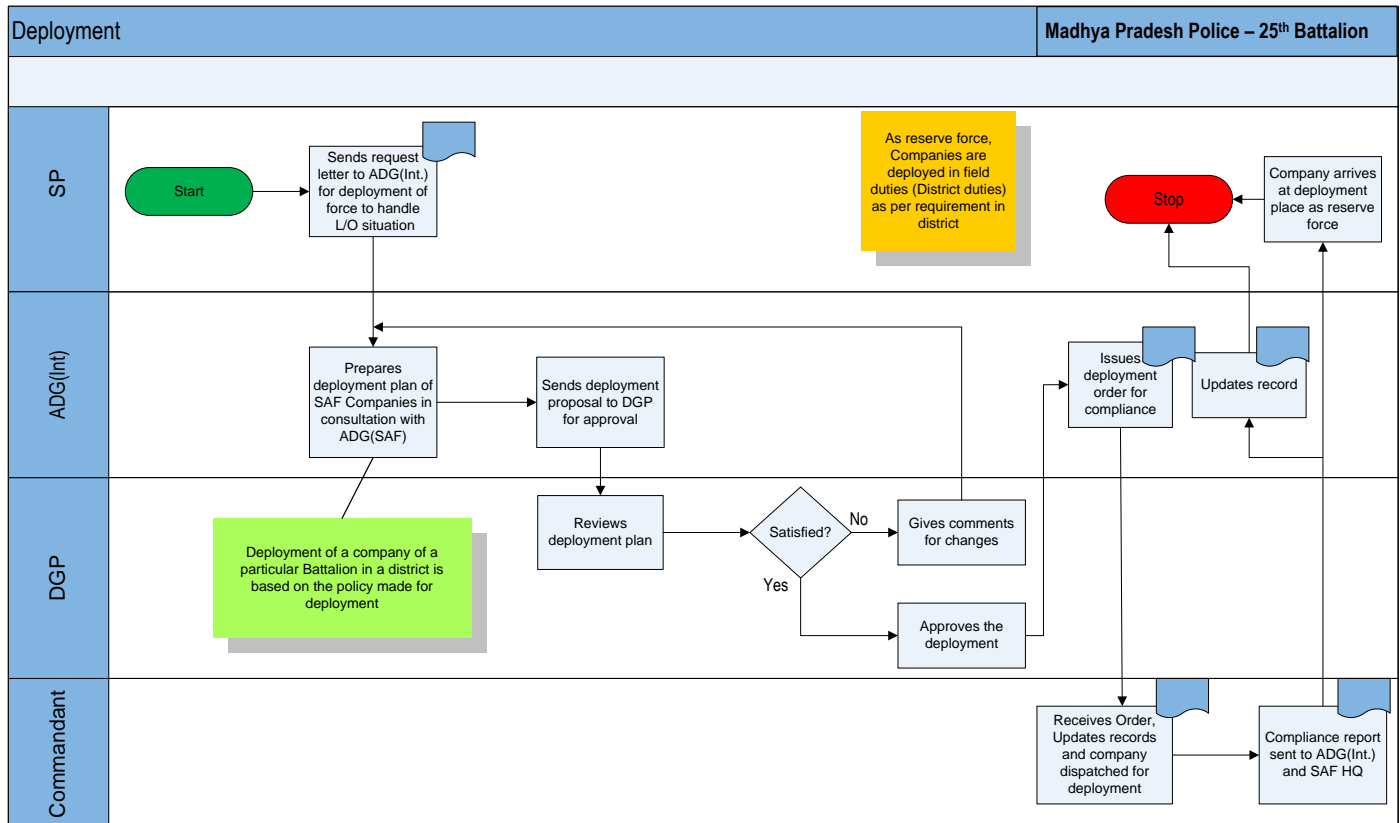
##### A. Process Summary

This is the process of police force during L&O situation. The key actors of the process are SP, ADG (Int.), Commandant and DGP.

##### B. SIPOC

| Supplier | Input                  | Process        | Output                    | Customer                     |
|----------|------------------------|----------------|---------------------------|------------------------------|
| SP       | Request for deployment | As shown below | Deployment of SAF Company | Police personnel, Commandant |

##### C. Process Map



## D. Process Description

|   |                   |  |                                  |
|---|-------------------|--|----------------------------------|
| <b>Process Name:</b>  | <b>Deployment</b> | <b>Branch/ Sub-Branch</b>                    | <b>25<sup>th</sup> Battalion</b> |
| <b>Process Predecessor:</b>   | None              | <b>Process successor :</b>                   | None                             |
| <b>Process</b>  |                   |  |                                  |
| <ul style="list-style-type: none"> <li>i) SP sends request letter to ADG(Int.) for deployment of force to handle law &amp; order situation.</li> <li>ii) ADG (Int.) prepares deployment plan of SAF Companies in consultation with ADG(SAF) and sends deployment proposal to DGP for approval (Deployment of a company of a particular Battalion in a district is based on the policy made for deployment).</li> <li>iii) DGP reviews the deployment plan if he is not satisfied with the deployment plan, he gives comments for the changes and sends it back to ADG (Int.) who updates it as per the comments of DGP and sends it to DGP for approval again.</li> <li>iv) If the DGP is satisfied with the deployment plan he approves the deployment.</li> <li>v) ADG (Int.) issues deployment order for compliance.</li> <li>vi) Commandant receives Order, updates records and dispatches company for deployment and compliance report is sent to ADG(Int.) and SAF HQ by commandant.</li> <li>vii) ADG (Int.) updates the record and company arrives at deployment place as reserve force (As reserve force, Companies are deployed in field duties (District duties) as per requirement in district).</li> </ul> |                   |  |                                  |
| <b>Policy Requirement</b>   |                   | GOP, Circulars, Police rules and regulations |                                  |

### 5.21.4.9 Training

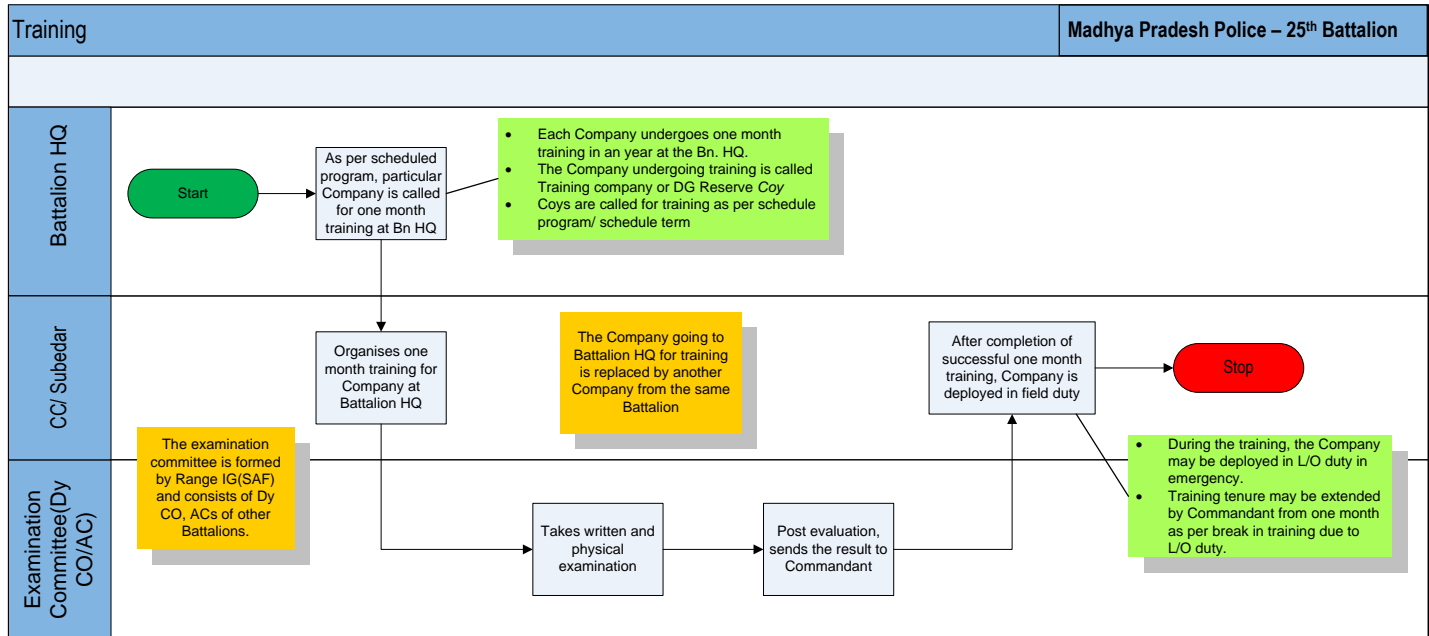
#### A. Process Summary

This is the process of training of a Company of police personnel. The key actors of the process are Battalion HQ, CC/Subedar and Examination Committee.

#### B. SIPOC

| Supplier            | Input             | Process        | Output                  | Customer                     |
|---------------------|-------------------|----------------|-------------------------|------------------------------|
| <b>Battalion HQ</b> | Training Schedule | As shown below | Training of the Company | Police personnel, CC/Subedar |

### C. Process Map



### D. Process Description

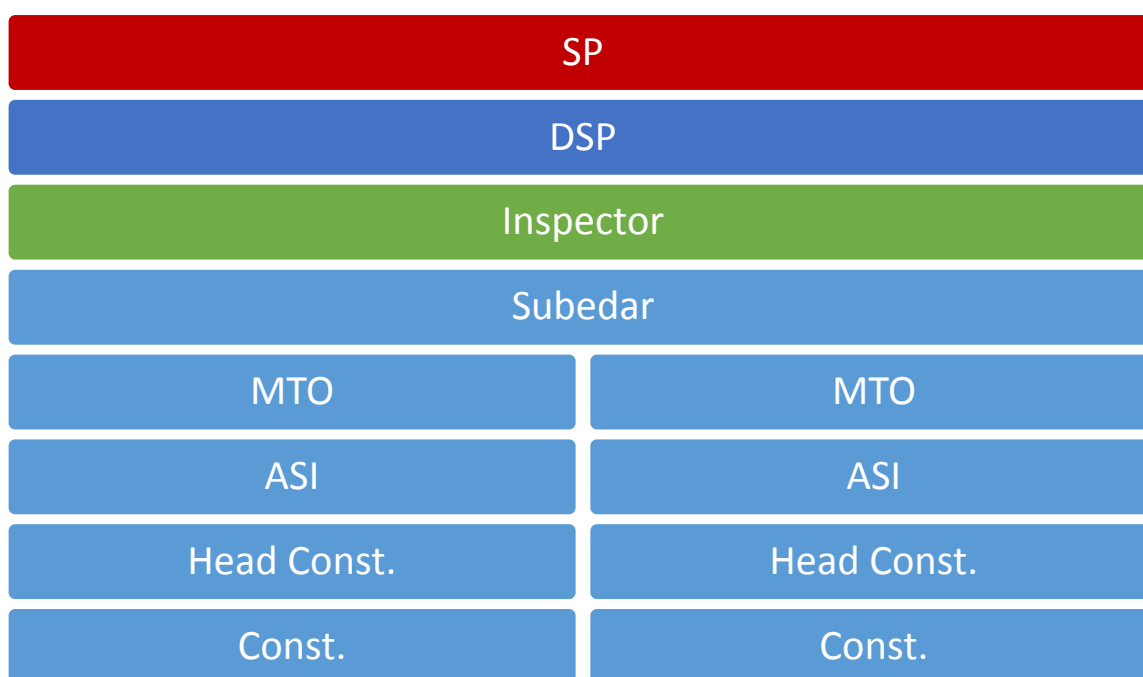
|  |                 |                            |                                  |
|--|-----------------|----------------------------|----------------------------------|
| <b>Process Name:</b>   | <b>Training</b> | <b>Branch/ Sub-Branch</b>  | <b>25<sup>th</sup> Battalion</b> |
| <b>Process Predecessor:</b>  | None            | <b>Process successor :</b> | None                             |
| <b>Process</b>   |                 |                            |                                  |
| <p>i) As per scheduled program, particular Company is called for one month training at Battalion HQ (Each Company undergoes one month training in an year at the Bn. HQ. The Company undergoing training is called Training Company or DG Reserve Coy. Coys are called for training as per schedule program/ schedule term).</p> <p>ii) CC/Subedar organises one month training for Company at Battalion HQ (The Company going to Battalion HQ for training is replaced by another Company from the same Battalion).</p> <p>iii) Examination Committee (Dy CO/AC) takes written and physical examination. It also sends the result to Commandant post evaluation. (The examination committee is formed by Range IG(SAF) and consists of Dy CO, ACs of other Battalions)</p> <p>iv) After completion of successful one month training, Company is deployed in field duty by CC/Subedar.</p> <p>v) During the training, the Company may be deployed in L/O duty in emergency. Training tenure may be extended by Commandant from one month as per break in training due to L/O duty.</p> |                 |                            |                                  |



|                           |  |
|---------------------------|--|
| <b>Policy Requirement</b> | GOP, Circulars, Police rules and regulations |
|---------------------------|--|

## 5.22 Police Training School Motor Transport

### 5.22.1 Organisational Structure



### 5.22.2 Personnel Strength

| S. No. | Designation | Sanctioned | Available | Vacant |
|--------|-------------|------------|-----------|--------|
| 1      | SP          | 1          | 1         | -      |
| 2      | DSP         | 1          | 2         | (+1)   |
| 3      | Inspector   | 1          | 1         | -      |
| 4      | Subedar     | 1          | 1         | -      |
| 5      | MTO         | 4          | 4         | -      |
| 6      | ASI         | 42         | 35        | 7      |

|   |                |    |    |       |
|---|----------------|----|----|-------|
| 7 | Head Constable | 40 | 40 | -     |
| 8 | Constable      | 35 | 41 | (+ 6) |

### 5.22.3 IT Infrastructure

| S. No. | Equipment                   | Quantity                    |
|--------|-----------------------------|-----------------------------|
| 1      | Computer                    | With internet connection    |
|        |                             | Without internet connection |
| 2      | Printer                     | Laser                       |
|        |                             | Dot Matrix                  |
| 3      | Fax                         |                             |
| 4      | Photocopier                 |                             |
| 5      | Scanner                     |                             |
| 6      | Multifunction Printer (MFP) |                             |

### 5.22.4 As-Is Processes

#### 5.22.4.1 Vehicle Repairing

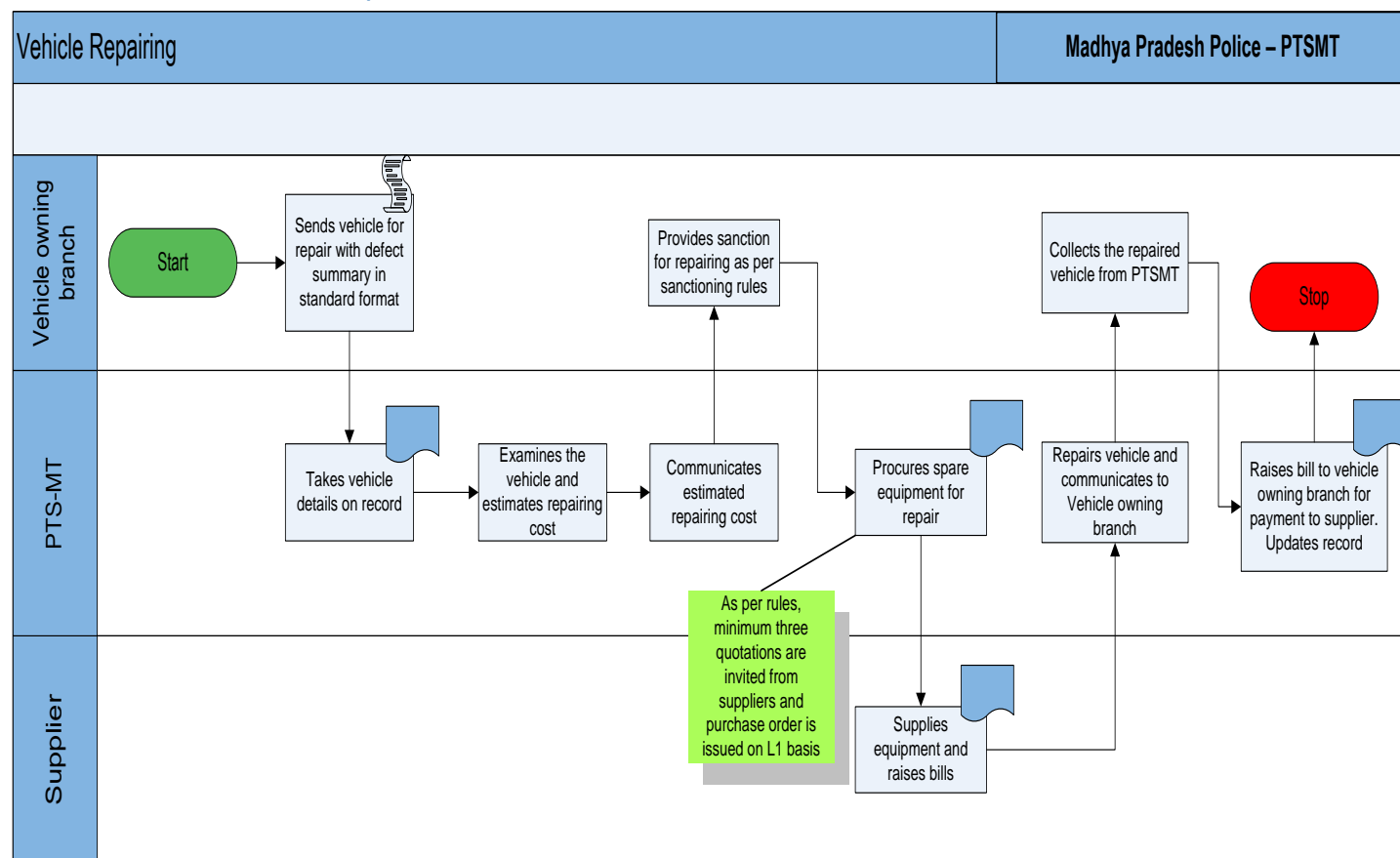
#### A. Process Summary

This is the process of repairing of MP Police vehicles done by PTS-MT, Bhopal. The Key actors of the process are Vehicle owning branch, PTS-MT and vehicle parts supplier.

#### B. SIPOC

| Supplier              | Input                               | Process        | Output           | Customer                      |
|-----------------------|-------------------------------------|----------------|------------------|-------------------------------|
| Vehicle owning branch | Vehicle defect summary with vehicle | As shown below | Repaired vehicle | Vehicle owning branch, PTS-MT |

## C. Process Map



## D. Process Description

|  |                   |                            |        |
|--|-------------------|----------------------------|--------|
| <b>Process Name:</b>   | Vehicle repairing | <b>Branch/ Sub-Branch</b>  | PTS-MT |
| <b>Process Predecessor:</b>  | None              | <b>Process successor :</b> | None   |
| <b>Process</b>   |                   |                            |        |
| <ul style="list-style-type: none"> <li>i) Branch owning the vehicle requiring repair sends vehicle for repair with defect summary in standard format</li> <li>ii) PTS-MT takes vehicle details on record, examines the vehicle and estimates repairing cost.</li> <li>iii) The estimated cost is communicated to Head of the vehicle owning branch.</li> <li>iv) Vehicle owning branch provides sanction for repairing as per sanctioning rules</li> <li>v) PTS-MT procures equipment required for repair. As per rules, minimum three quotations are invited from suppliers and purchase order is issued on L1 basis</li> </ul> |                   |                            |        |

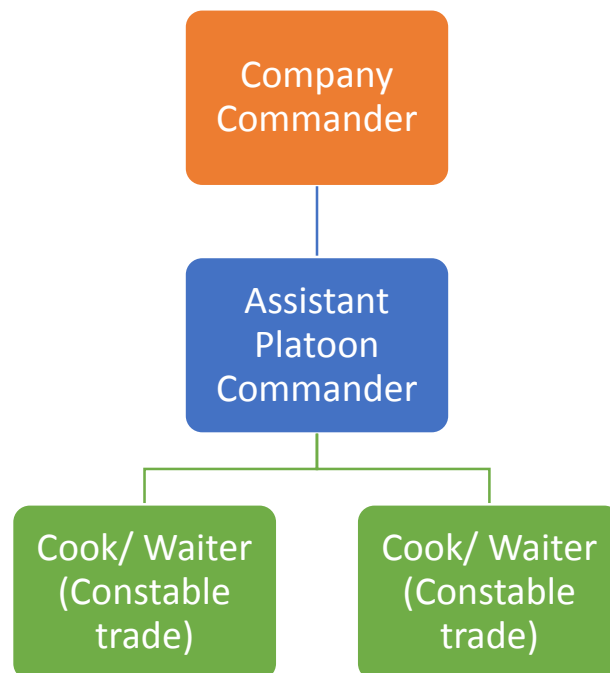
- vi) The supplies the equipment and submits invoice
- vii) PTS-MT repairs vehicle and communicates the same to vehicle owning branch.
- viii) A representative is sent from vehicle owning branch to collect the repaired vehicle.
- ix) PTS-MT raises bills to vehicle owning branch for payment to the supplier of spare equipment/ repair material and updates record.
- x) Vehicle owning branch makes payment to the supplier through treasury.

**Policy Requirement**

GOP - Government Gazette Notification, Madhya Pradesh Police Regulations, Circulars

## 5.23 Police Officers' Mess, Bhopal

### 5.23.1 Organisational Structure



### 5.23.2 Personnel Strength

| S. No. | Designation                     | Sanctioned | Available | Vacant |
|--------|---------------------------------|------------|-----------|--------|
| 1      | Company Commander               | -          | 1         |        |
| 2      | Platoon Commander               | -          |           |        |
| 3      | Assistant Platoon Commander     | -          | 2         |        |
| 4      | Cook/ Waiters (Constable trade) | -          | 6         |        |

### 5.23.3 IT Infrastructure

| S. No. | Equipment   | Quantity                    |
|--------|---|-----------------------------|
| 1      | Computer  | With internet connection    |
|        |   | Without internet connection |
| 2      | Printer   | Laser                       |
|        |   | Dot Matrix                  |
| 3      | Fax   | -                           |
| 4      | Photocopier   | -                           |
| 5      | Scanner   | -                           |
| 6      | Multifunction Printer (MFP)/ Multifunction Device (MFD) | -                           |

### 5.23.4 As-Is Processes

#### 5.23.4.1 Event Booking

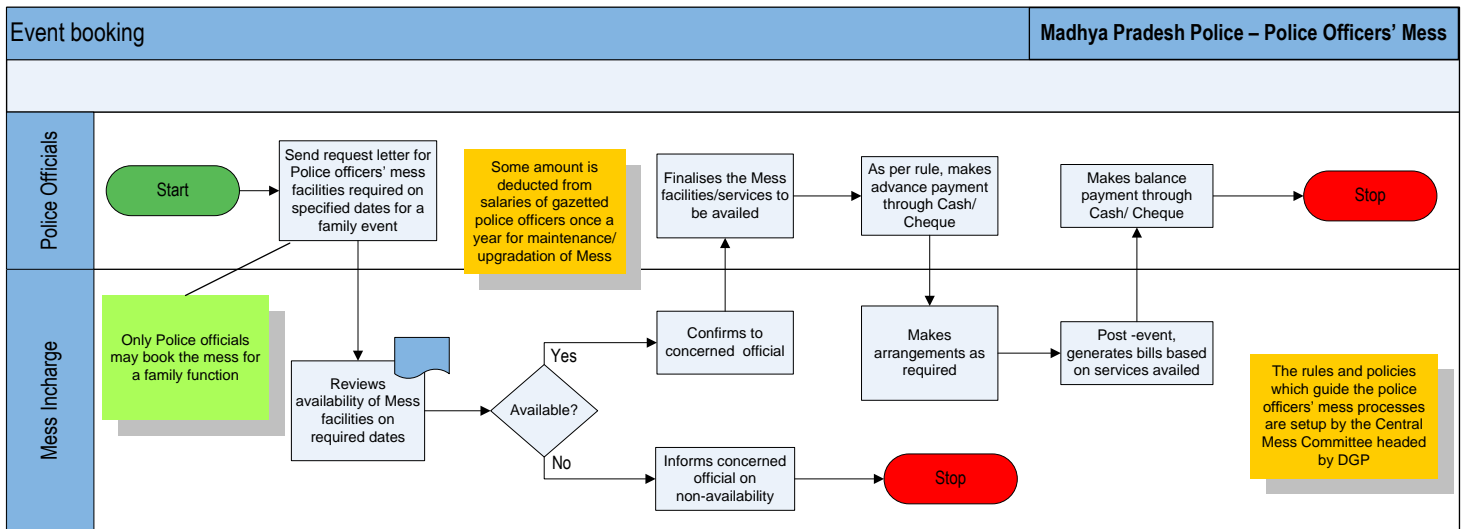
#### A. Process Summary

This is the process of arrangement of family event/function in the Police Officers' Mess. The key actors of the Mess Incharge and concerned Police officer.

## B. SIPOC

| Supplier       | Input                            | Process        | Output       | Customer                 |
|----------------|----------------------------------|----------------|--------------|--------------------------|
| Police officer | Request letter for event booking | As shown below | Event booked | Concerned police officer |

## C. Process Map



## D. Process Description

|  |                      |                            |                              |
|--|----------------------|----------------------------|------------------------------|
| <b>Process Name:</b>   | <b>Event Booking</b> | <b>Branch/ Sub-Branch</b>  | <b>Police officer's mess</b> |
| <b>Process Predecessor:</b>  | None                 | <b>Process successor :</b> | None                         |
| <b>Process</b>   |                      |                            |                              |
| i) Police officials send request letter for Police officers' mess facilities required on specified dates for a family event (Only police officials may book the mess for a family function).<br>ii) Mess Incharge reviews availability of Mess facilities on required dates. If it is not available on the required dates then he informs concerned official about non-availability else he confirms to concerned police official. |                      |                            |                              |

- iii) Police officials finalizes the Mess facilities/services to be availed and makes advance payment through Cash/ Cheque as per rule.
- iv) Mess Incharge makes arrangements as required and Post -event, he generates bill based on services availed.
- v) Police official makes balance payment through Cash/ Cheque.

**Policy Requirement**

GOP, Circulars, Police rules and regulations

### 5.23.4.2 Room Booking

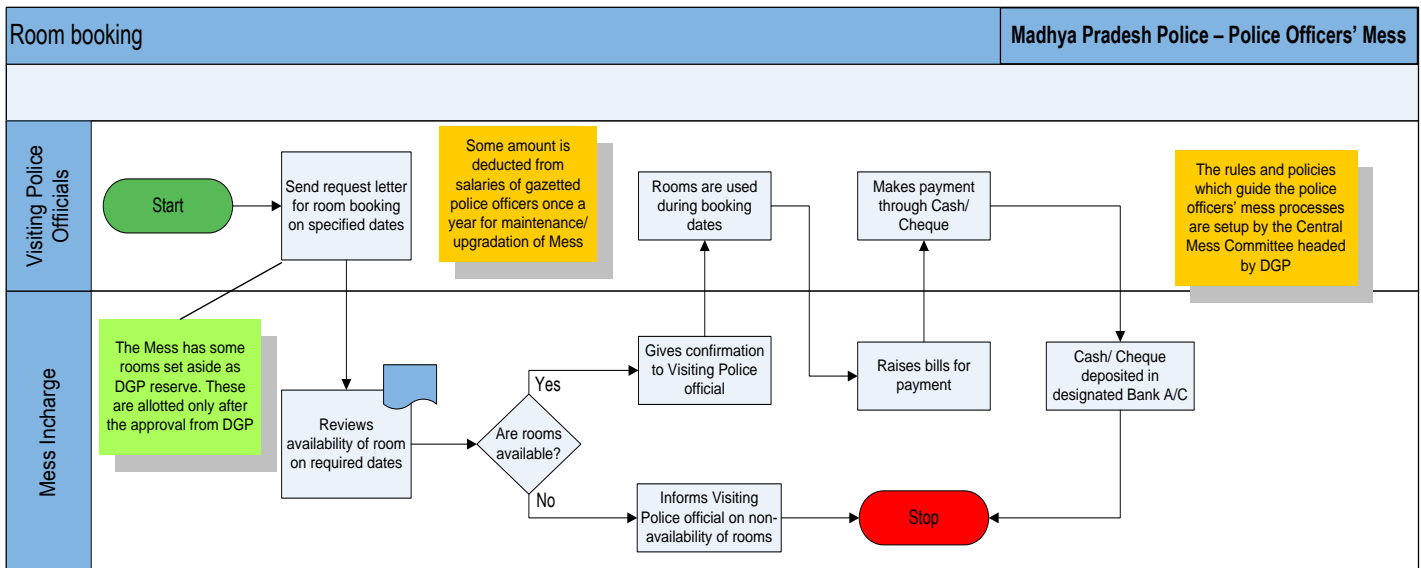
#### A. Process Summary

This is the process of booking of room in Police Officer's Mess for visiting police officers. The key actors of the process are Mess Incharge and concerned Police officer.

#### B. SIPOC

| Supplier       | Input                           | Process        | Output      | Customer                 |
|----------------|---------------------------------|----------------|-------------|--------------------------|
| Police officer | Request letter for room booking | As shown below | Room booked | Concerned police officer |

#### C. Process Map



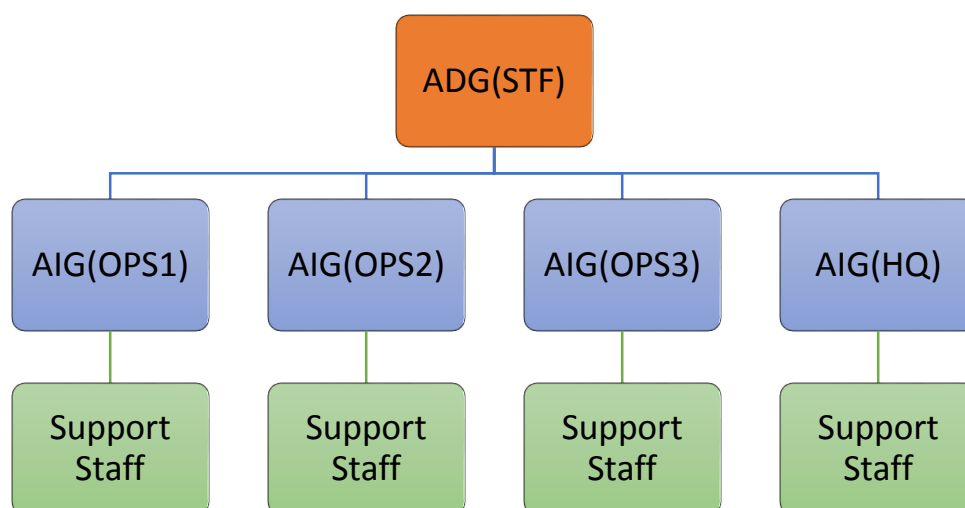
## D. Process Description

|  |              |  |                       |
|--|--------------|--|-----------------------|
| <b>Process Name:</b>   | Room Booking | <b>Branch/ Sub-Branch</b>                    | Police officer's mess |
| <b>Process Predecessor:</b>  | None         | <b>Process successor :</b>                   | None                  |
| <b>Process</b>   |              |  |                       |
| <ul style="list-style-type: none"> <li>i) Visiting police officials send request letter for room booking on specified dates (The Mess has some rooms set aside as DGP reserve. These are allotted only after the approval from DGP).</li> <li>ii) Mess Incharge reviews availability of room on required dates. If it is not available on the required dates then he informs Visiting Police official about non-availability of rooms else he gives confirmation to Visiting Police official.</li> <li>iii) Visiting police officials uses the room during booked dates.</li> <li>iv) Mess Incharge raises bills for payment.</li> <li>v) Visiting police official makes payment through Cash/ Cheque.</li> <li>vi) Cash/ Cheque deposited in designated Bank A/C by Mess Incharge.</li> <li>vii) Some amount is deducted from salaries of gazetted police officers once a year for maintenance/ up gradation of Mess.</li> <li>viii) The rules and policies which guide the police officers' mess processes are setup by the Central Mess Committee headed by DGP.</li> </ul> |              |  |                       |
| <b>Policy Requirement</b>  |              | GOP, Circulars, Police rules and regulations |                       |



## 5.24 Special Task Force (STF), Bhopal

### 5.24.1 Organisational Structure



### 5.24.2 Personnel Strength

| S. No. | Designation | Sanctioned | Available | Vacant |
|--------|-------------|------------|-----------|--------|
| 1      | ADG         | 1          | 1         | 1      |
| 2      | AIG         | 4          | 4         | 1      |
| 3      | DSP         | 8          | 8         | 1      |
| 4      | Inspector   | 18         | 15        | 3      |
| 5      | SI          | 32         | 7         | 25     |
| 6      | ASI         | 4          | 3         | 1      |
| 7      | HC          | 22         | 18        | 4      |
| 8      | Const.      | 80         | 71        | 9      |

### 5.24.3 IT Infrastructure

| S. No. | Equipment                   | Quantity                    |
|--------|-----------------------------|-----------------------------|
| 1      | Computer                    | With internet connection    |
|        |                             | Laptop                      |
|        |                             | Without internet connection |
| 2      | Printer                     | Laser                       |
|        |                             | Dot Matrix                  |
| 3      | Fax                         |                             |
| 4      | Photocopier                 |                             |
| 5      | Scanner                     |                             |
| 6      | Multifunction Printer (MFP) |                             |

Minimum Equipment at each of the seven units:

| S. No. | Equipment                   | Quantity                    |
|--------|-----------------------------|-----------------------------|
| 1      | Computer                    | With internet connection    |
|        |                             | Laptop                      |
|        |                             | Without internet connection |
| 2      | Printer                     | Laser                       |
|        |                             | Dot Matrix                  |
| 3      | Fax                         |                             |
| 4      | Photocopier                 |                             |
| 5      | Scanner                     |                             |
| 6      | Multifunction Printer (MFP) |                             |

### 5.24.4 As-Is Processes

#### 5.24.4.1 Action against Organised Crime

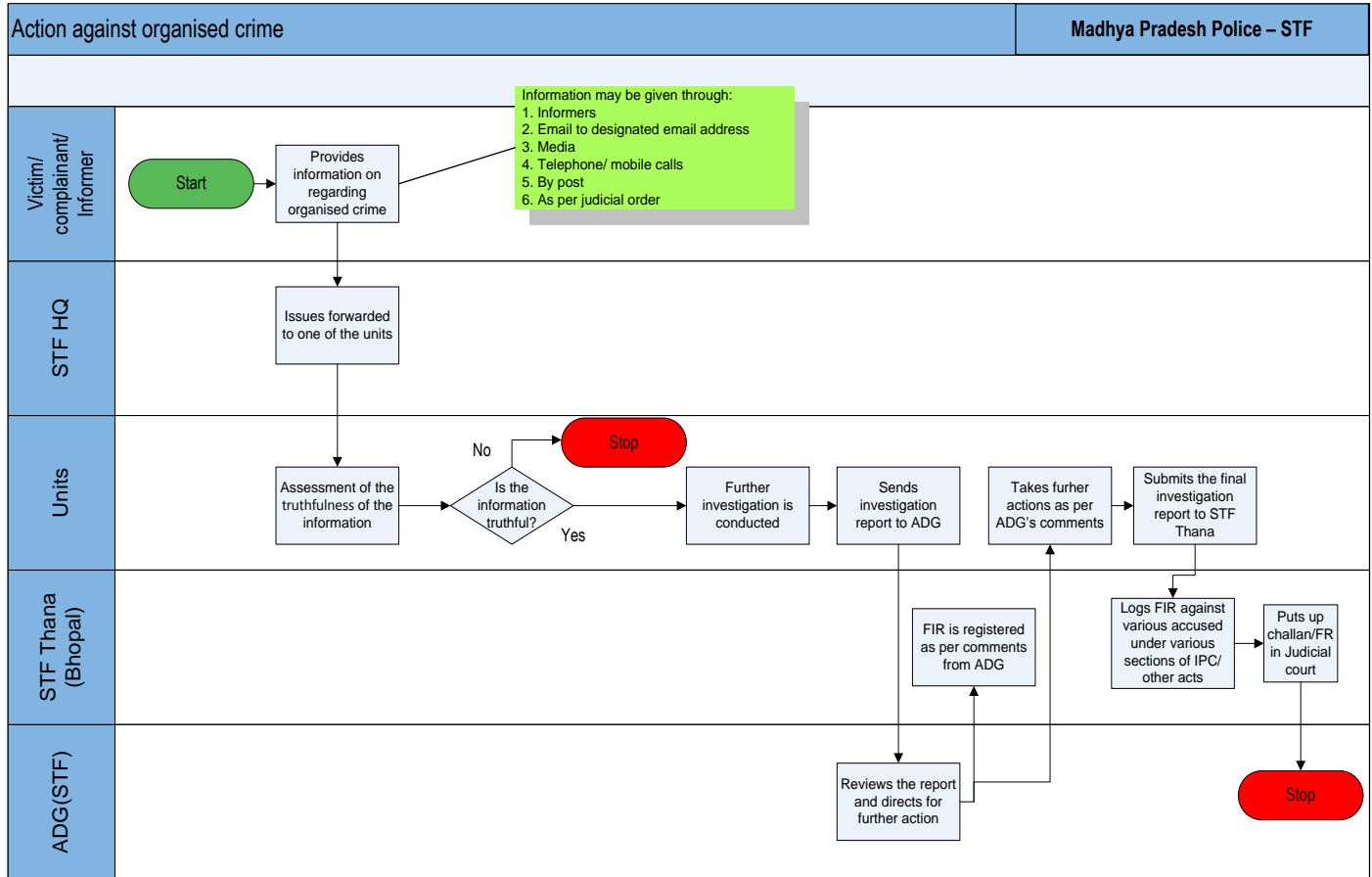
##### A. Process Summary

This process determines the procedure followed or actions taken against organised crime by the police. The key actors of the process are complainant, STF HQ, STF Thana, ADG and the unit.

## B. SIPOC

| Supplier                    | Input                     | Process           | Output  | Customer                   |
|-----------------------------|---------------------------|-------------------|---------|----------------------------|
| Complainant/victim/informer | Complaint/<br>information | As shown<br>below | Challan | complainant,<br>STF Branch |

## C. Process Map



## D. Process Description

|                             |   |                            |            |
|-----------------------------|---|----------------------------|------------|
| <b>Process Name:</b>        | <b>Action taken against organized crime</b> | <b>Branch/ Sub-Branch</b>  | <b>STF</b> |
| <b>Process Predecessor:</b> | None  | <b>Process successor :</b> | None       |

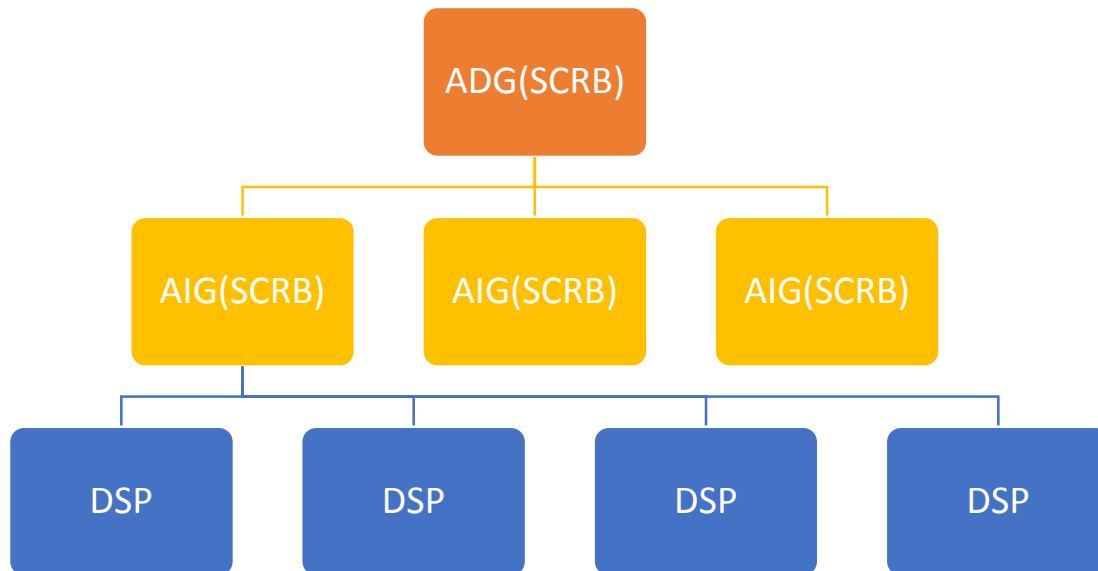
| <b>Process</b>   |  |
|--|--|
| <p>i) Victim/complainant/informer provides information regarding the organised crime. This information may be given through:</p> <ol style="list-style-type: none"> <li>1. Informers</li> <li>2. Email to designated email address</li> <li>3. Media</li> <li>4. Telephone/ mobile calls</li> <li>5. By post</li> <li>6. As per judicial order</li> </ol> <p>ii) STF headquarter forwards the issue to one of the units.</p> <p>iii) Unit does the assessment of the truthfulness of the information. If the information is truthful further investigation is conducted. Then the unit sends the investigation report to ADG.</p> <p>iv) The ADG (STF) reviews the report and directs for further action.</p> <p>v) Then the STF Thana Bhopal FIR as per comments from ADG and the unit takes actions as per the comments from ADG.</p> <p>vi) The unit submits the final investigation report to STF Thana.</p> <p>vii) STF Thana logs FIR against various accused under various sections of IPC/other acts and puts up Challan/FR in judicial court.</p> |  |
| <b>Policy Requirement</b>  | GOP, Circulars, Police rules and regulations |

## 5.25 State Crime Record Bureau (SCRB)

### 5.25.1 Organisational Structure

Total Number of section 20

Number of OS: 1



Total Number of section 20

Number of OS: 1

### 5.25.2 Personnel Strength

### 5.25.3 IT Infrastructure

| S. No. | Equipment                   |                             | Quantity |
|--------|-----------------------------|-----------------------------|----------|
| 1      | Computer                    | With internet connection    | 102      |
|        |                             | Without internet connection | -        |
| 2      | Printer                     | Laser                       | 25       |
|        |                             | Dot Matrix                  | 18       |
| 3      | Fax                         |                             | 1        |
| 4      | Photocopier                 |                             | 5        |
| 5      | Scanner                     |                             | 17       |
| 6      | Multifunction Printer (MFP) |                             | -        |

### 5.25.4 As-Is Processes

#### 5.25.4.1 Crime criminal Information system (CCIS)

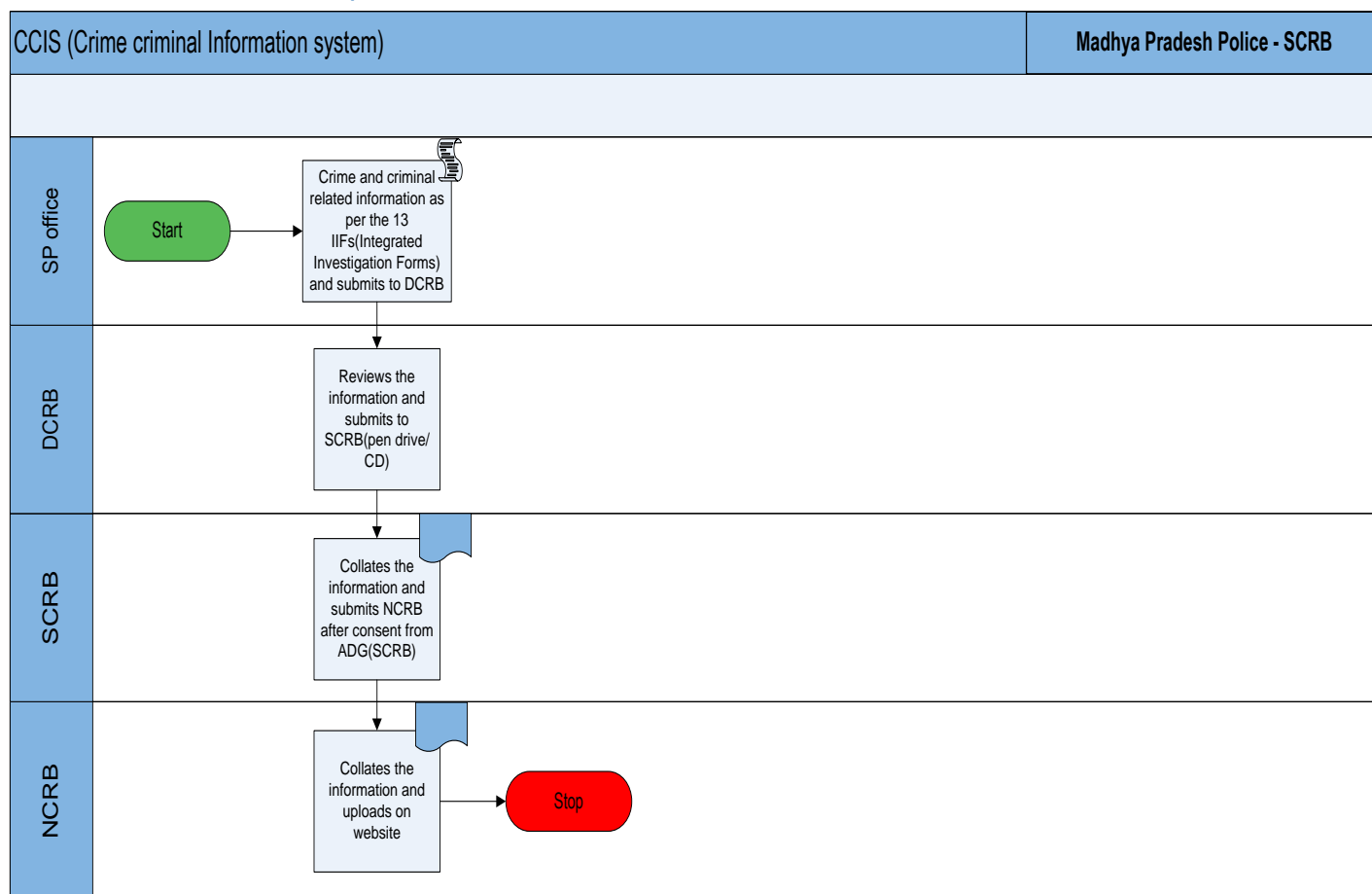
#### A. Process Summary

This is the process of flow of information under the Crime criminal Information system (CCIS) project. The Key actors of the process are ADG (SCRB), SP Offices, DCRB, SCRB and NCRB

#### B. SIPOC

| Supplier | Input            | Process        | Output       | Customer   |
|----------|------------------|----------------|--------------|------------|
| SPs      | CCIS information | As shown below | Updated data | NCRB, SCRB |

## C. Process Map



## D. Process Description

|   |   |                            |             |
|---|---|----------------------------|-------------|
| <b>Process Name:</b>  | <b>Crime criminal Information system (CCIS)</b> | <b>Branch/ Sub-Branch</b>  | <b>SCRB</b> |
| <b>Process Predecessor:</b>   | None  | <b>Process successor :</b> | None        |
| <b>Process</b>  |   |                            |             |
| i) SPs document the Crime and criminal related information as per the 13 IIFs(Integrated Investigation Forms) of the district and submit to DCRB<br>ii) DCRB reviews the information and submits to SCRB in soft copy (pen drive/CD)<br>iii) SCRB collates the information from SPs and submits NCRB after consent from ADG(SCRB)<br>iv) NCRB collates the information from states and uploads on website |   |                            |             |

**Policy Requirement**

GOP - Government Gazette Notification, Madhya Pradesh Police Regulations, Circulars

**5.25.4.2 Common Integrated Police Application (CIPA)**

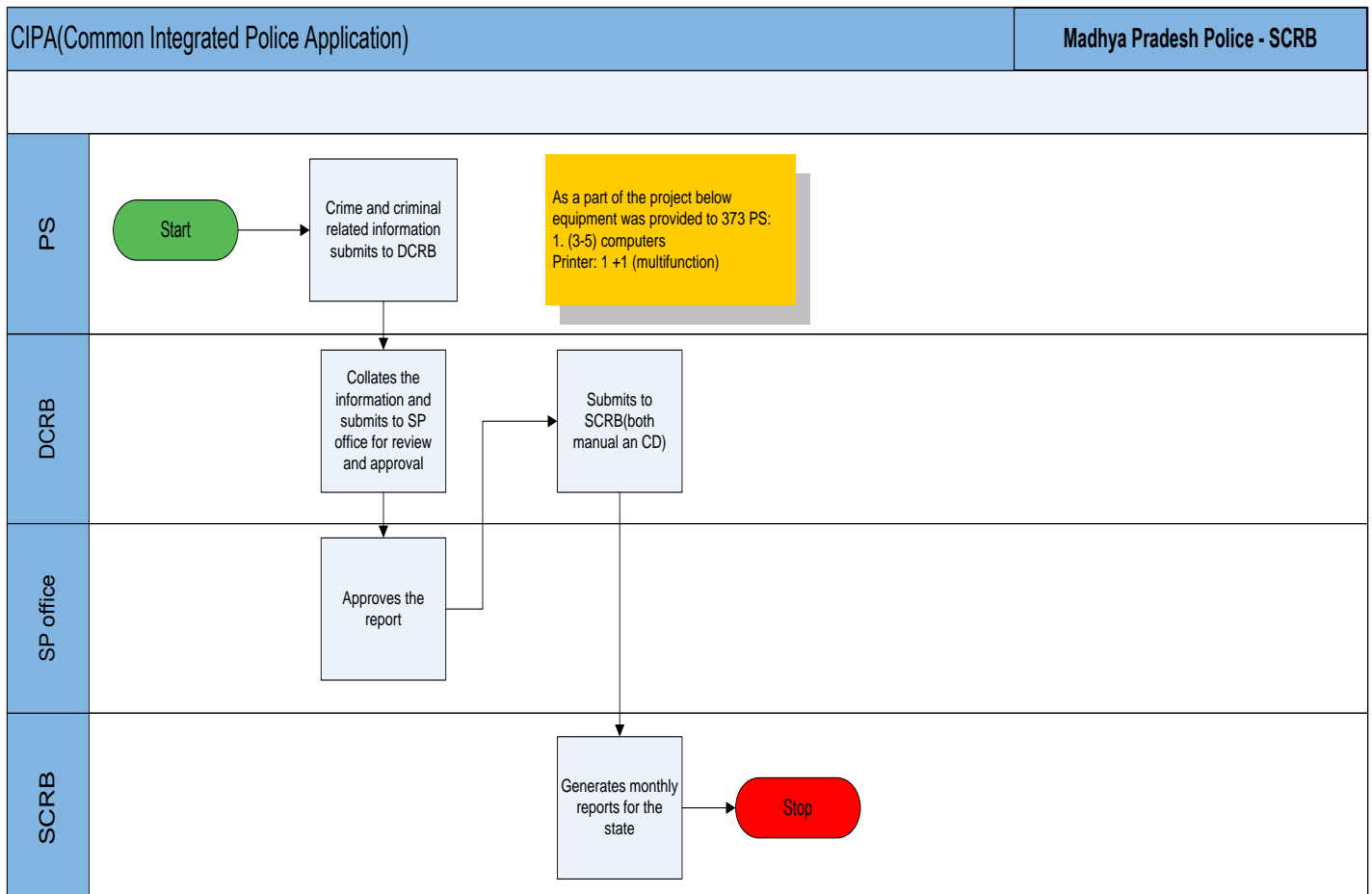
**A. Process Summary**

This is the process of information flow under the Common Integrated Police Application (CIPA) project. The Key actors of the process are ADG (SCRB), SP Offices, DCRB, Police Stations and SCRB.

**B. SIPOC**

| Supplier        | Input            | Process        | Output          | Customer |
|-----------------|------------------|----------------|-----------------|----------|
| Police Stations | CIPA information | As shown below | Monthly reports | SCRB     |

**C. Process Map**





## D. Process Description

|   |  |   |             |
|---|--|---|-------------|
| <b>Process Name:</b>  | <b>Common Integrated Police Application (CIPA)</b> | <b>Branch/ Sub-Branch</b>   | <b>SCRB</b> |
| <b>Process Predecessor:</b>   | None   | <b>Process successor :</b>  | None        |
| <b>Process</b>  |  |   |             |
| i) As a part of the CIPA project below equipment was provided to each of the 373 PS: <ul style="list-style-type: none"> <li>✓ Computers – 3 to 5</li> <li>✓ Printer: 1</li> <li>✓ Multifunction Printer: 1</li> </ul> ii) Police Stations document the Crime and criminal related information and submit to SP Office for review and approval<br>iii) The report is sent to DCRB after approval both in hard and soft copy<br>iv) DCRB sends the report to SCRB<br>v) SCRB collates the reports from districts on a monthly basis and generates report.<br>vi) NCRB uploads the information on the NCRB website for reference |  |   |             |
| <b>Policy Requirement</b>   |  | GOP - Government Gazette Notification, Madhya Pradesh Police Regulations, Circulars |             |

### 5.25.4.3 Finger Printing

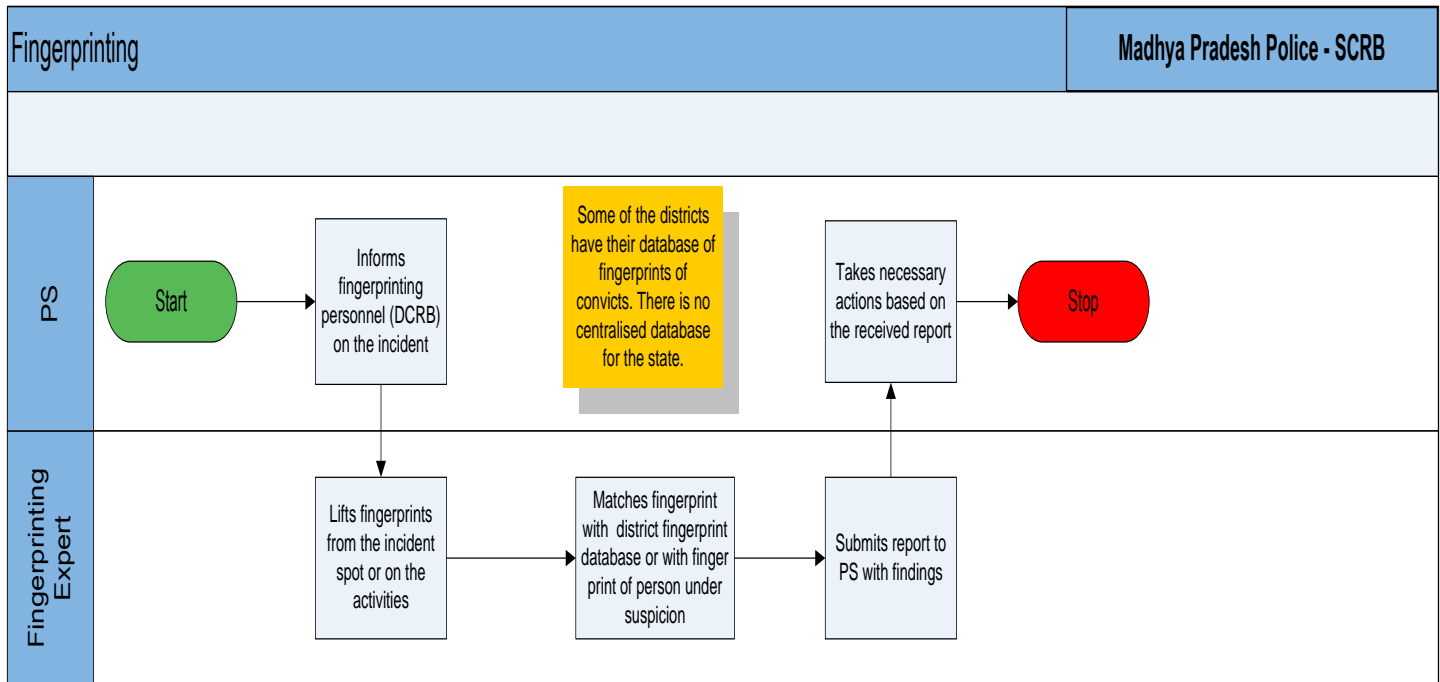
## A. Process Summary

This process depicts the role played by Finger Printing section in investigation. The Key actors of the process are Police Station, Finger Printing and SCRB.

## B. SIPOC

| Supplier              | Input  | Process        | Output                 | Customer       |
|-----------------------|--|----------------|------------------------|----------------|
| <b>Police Station</b> | Information on incident requiring Fingerprinting expertise | As shown below | Finger printing report | Police Station |

### C. Process Map



### D. Process Description

|   |   |                            |             |
|---|---|----------------------------|-------------|
| <b>Process Name:</b>  | <b>Finger Printing</b>  | <b>Branch/ Sub-Branch</b>  | <b>SCRB</b> |
| <b>Process Predecessor:</b>   | None  | <b>Process successor :</b> | None        |
| <b>Process</b>  |   |                            |             |
| i) Police Station personnel informs the Fingerprinting personnel of District Crime Record Bureau regarding the incident which requires fingerprinting expertise.<br>ii) The finger printing personnel arrives at the incident spot and lifts finger prints.<br>iii) The finger printing personnel matches fingerprint with district fingerprint database or with finger print of person under suspicion and submits report to PS with findings.<br>iv) Some of the districts have their database of fingerprints of convicts. There is no centralised database for the state.<br>v) The Investigating officer takes necessary action based on the report. |   |                            |             |
| <b>Policy Requirement</b>   | GOP - Government Gazette Notification, Madhya Pradesh Police Regulations, Circulars |                            |             |

#### 5.25.4.4 Inspection as per Technical Specification

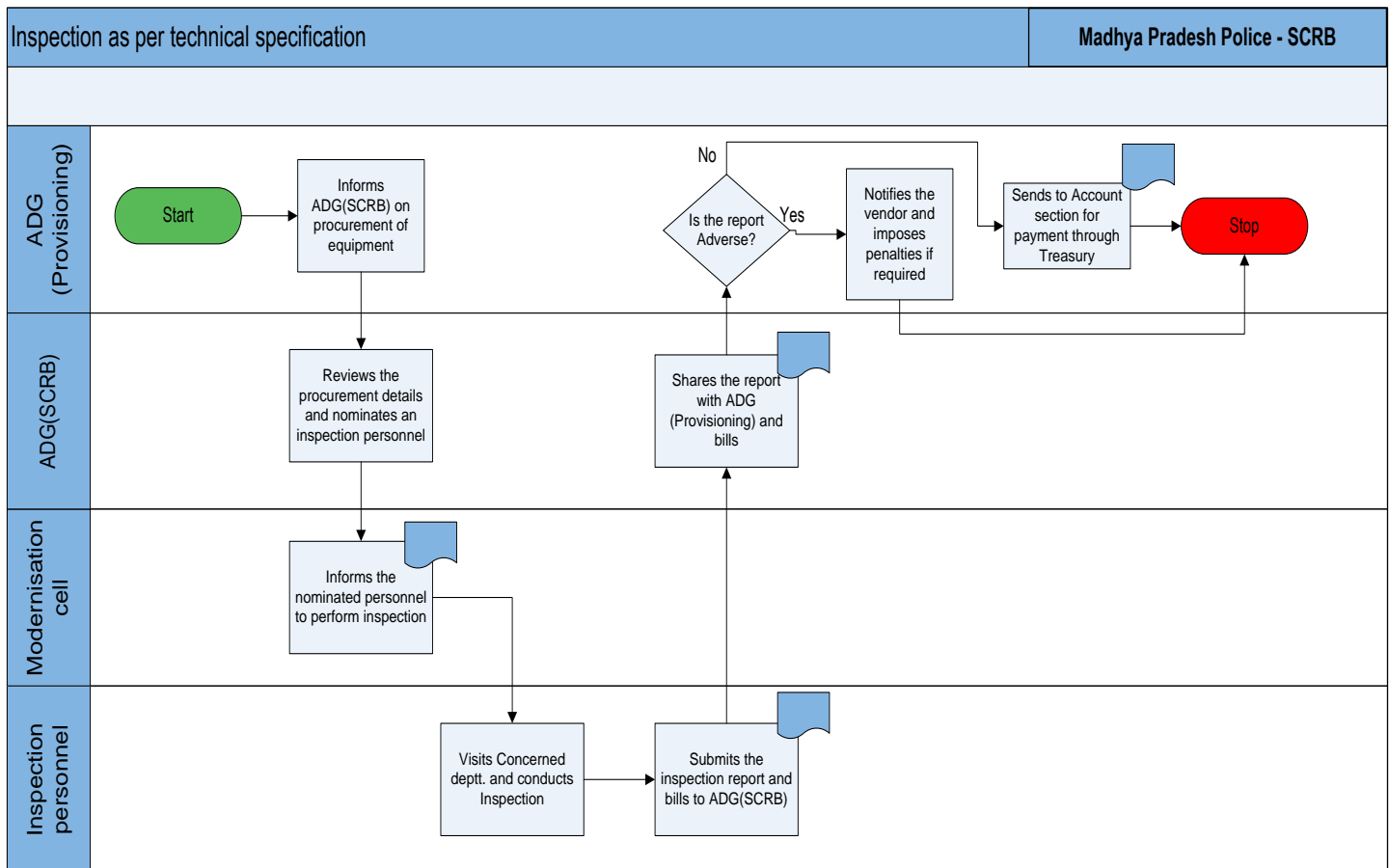
##### A. Process Summary

This is the process of inspection of IT equipment for adherence to technical bid. The Key actors of the process are ADG (Planning), ADG (SCRB), Modernization cell, Accounts section and Inspection Personnel.

##### B. SIPOC

| Supplier      | Input                       | Process        | Output            | Customer |
|---------------|-----------------------------|----------------|-------------------|----------|
| ADG(Planning) | Procurement of IT equipment | As shown below | Payment to vendor | Vendor   |

##### C. Process Map



## D. Process Description

|   |  |   |             |
|---|--|---|-------------|
| <b>Process Name:</b>  | <b>Inspection as per technical specification</b> | <b>Branch/ Sub-Branch</b>   | <b>SCRB</b> |
| <b>Process Predecessor:</b>   | None   | <b>Process Successor :</b>  | None        |
| <b>Process</b>  |  |   |             |
| i) ADG (Planning) informs ADG (SCRB) on Procurement of IT equipment.<br>ii) Reviews the procurement details and nominates an inspection personnel<br>iii) Modernisation cell informs the nominated personnel<br>iv) The inspection personnel conducts inspection and submits inspection report with bills to ADG(SCRB)<br>v) ADG(SCRB) shares the report with ADG(Planning)<br>vi) If the inspection report is adverse ADG (Planning) notifies the vendor and imposes penalties if required. Otherwise bills are forwarded to Accounts section for payment to supplier. |  |   |             |
| <b>Policy Requirement</b>   |  | GOP - Government Gazette Notification, Madhya Pradesh Police Regulations, Circulars |             |

### 5.25.4.5 Lok Seva Guarentee

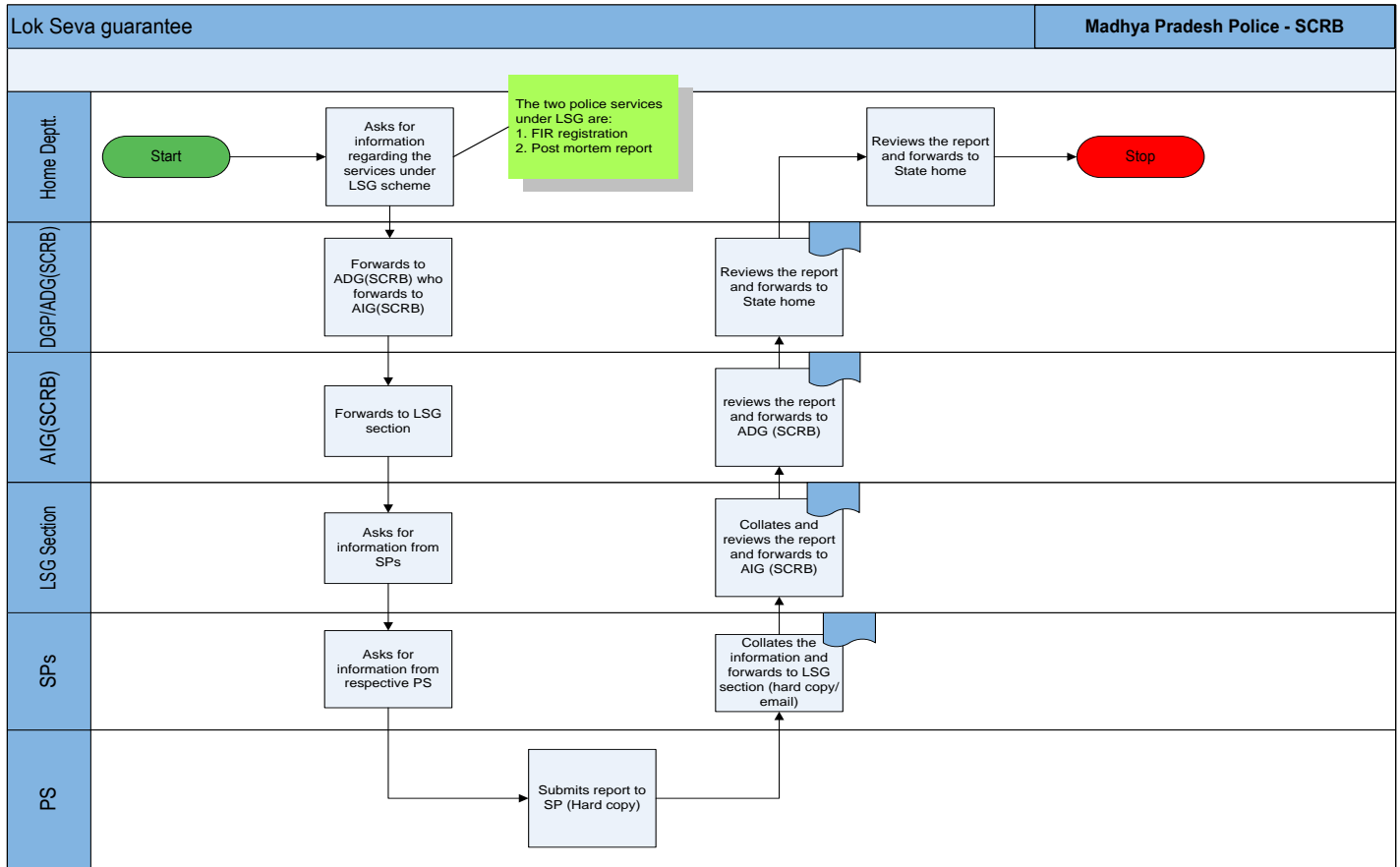
## A. Process Summary

This process of submission of information related to those services provided by MP Police which come under Lok Seva Guarentee. The Key actors of the process are Home Department, DGP, ADG(SCRB), LSG section and SPs.

## B. SIPOC

| Supplier               | Input                                      | Process        | Output      | Customer                          |
|------------------------|--|----------------|-------------|-----------------------------------|
| <b>Home Department</b> | Letter seeking information on LSG services | As shown below | Information | Home Department<br>DGP/ ADG(SCRB) |

## C. Process Map



## D. Process Description

|  |                           |                            |             |
|--|---------------------------|----------------------------|-------------|
| <b>Process Name:</b>   | <b>Lok Seva Guarentee</b> | <b>Branch/ Sub-Branch</b>  | <b>SCRB</b> |
| <b>Process Predecessor:</b>  | None                      | <b>Process Successor :</b> | None        |
| <b>Process</b>   |                           |                            |             |
| <p>i) Currently The two police services which come under LSG are:</p> <ol style="list-style-type: none"> <li>1. FIR registration</li> <li>2. Post mortem report</li> </ol> <p>ii) Home Department asks for information regarding the services under LSG scheme</p> <p>iii) DGP/ ADG(SCRB) sends the forwards to to ADG(SCRB) who forwards to AIG(SCRB)</p> |                           |                            |             |

|  |   |
|--|---|
| iv) AIG(SCRB) forwards to LSG section who ask SPs for the information<br>v) SPs ask respective police stations for the information<br>vi) PSs submit information to SPs in hard copy. Information from different PSs is collated in SP Offices and sent to LSG section in both hard and soft copies.<br>vii) LSG section forwards the report to DGP through proper channel.<br>viii) DGP sends the information report to Home Department |   |
| <b>Policy Requirement</b>  | GOP - Government Gazette Notification, Madhya Pradesh Police Regulations, Circulars |

#### 5.25.4.6 Modernisation cell

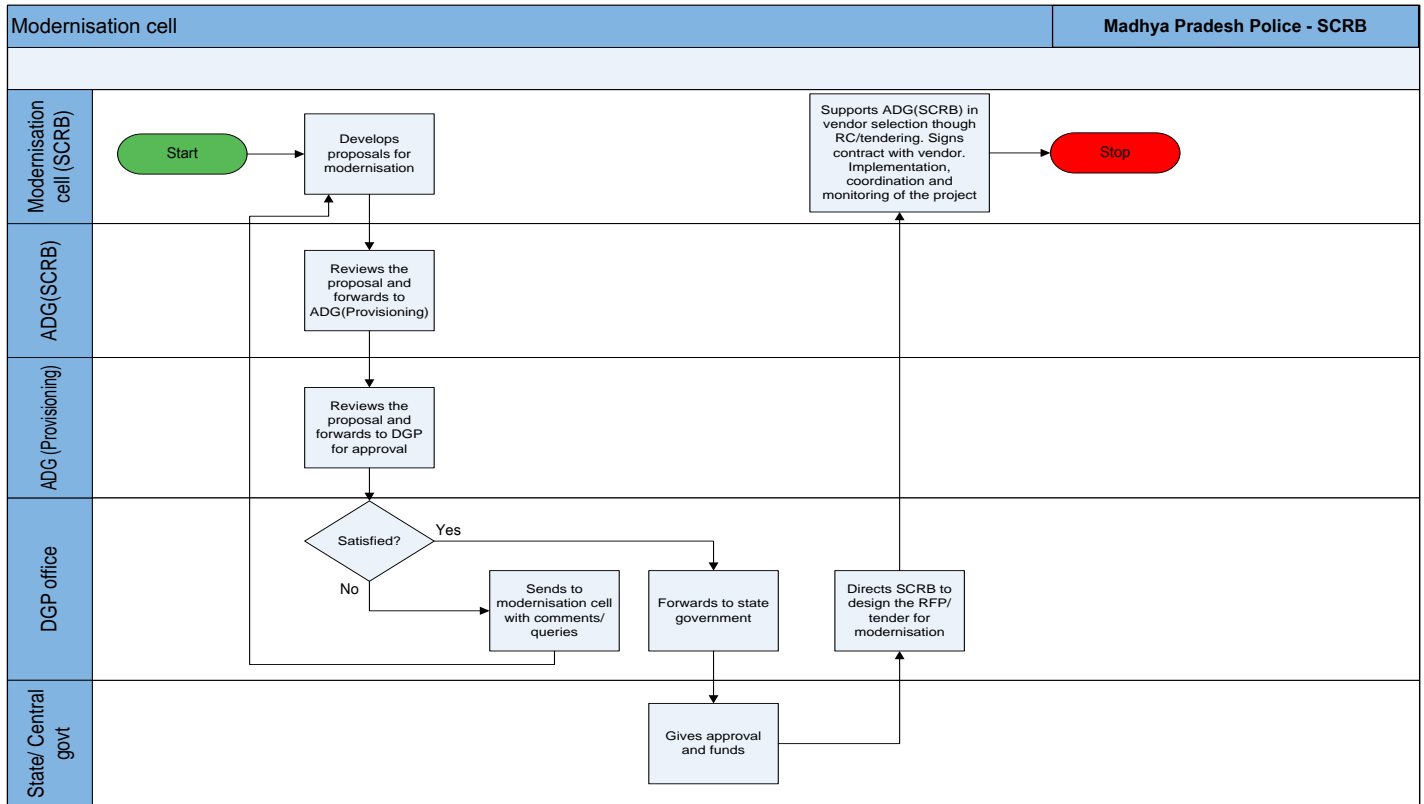
##### A. Process Summary

This is the process of initiation of modernization projects undertaken by MP Police through SCRIB. The Key actors of the process are DGP, ADG (SCRIB), Modernisation cell and ADG (Provisioning).

##### B. SIPOC

| Supplier                          | Input                  | Process        | Output                                     | Customer  |
|-----------------------------------|------------------------|----------------|--|-----------|
| <b>Modernisation cell (SCRIB)</b> | Modernisation proposal | As shown below | Implementation and coordination of project | MP Police |

## C. Process Map



## D. Process Description

|   |                      |                            |             |
|---|----------------------|----------------------------|-------------|
| <b>Process Name:</b>  | <b>Modernisation</b> | <b>Branch/ Sub-Branch</b>  | <b>SCRB</b> |
| <b>Process Predecessor:</b>   | None                 | <b>Process Successor :</b> | None        |
| <b>Process</b>  |                      |                            |             |
| i) Modernisation cell of SCRB develops a proposal for modernization of MP Police.<br>ii) ADG(SCRB) reviews the proposal and forwards to ADG(Provisioning) for review<br>iii) ADG (Prov.) reviews the proposal and forwards to DGP. Any senior officer may send the proposal back to modernization cell if he/she has any concern/ queries/ comments.<br>iv) The proposal after approval from DGP is forwarded to State government<br>v) After approval and funds are given by the government, DGP directs SCRB to prepare tender for modernization project.<br>vi) ADG(SCRB) asks modernization cell to prepare tender for modernization of MP Police |                      |                            |             |

|  |   |
|--|---|
| vii) Selects vendor through RC/tendering. Signs contract with vendor. Implementation, coordination and monitoring of the project |   |
| <b>Policy Requirement</b>  | GOP - Government Gazette Notification, Madhya Pradesh Police Regulations, Circulars |

#### 5.25.4.7 Motor vehicle report

##### A. Process Summary

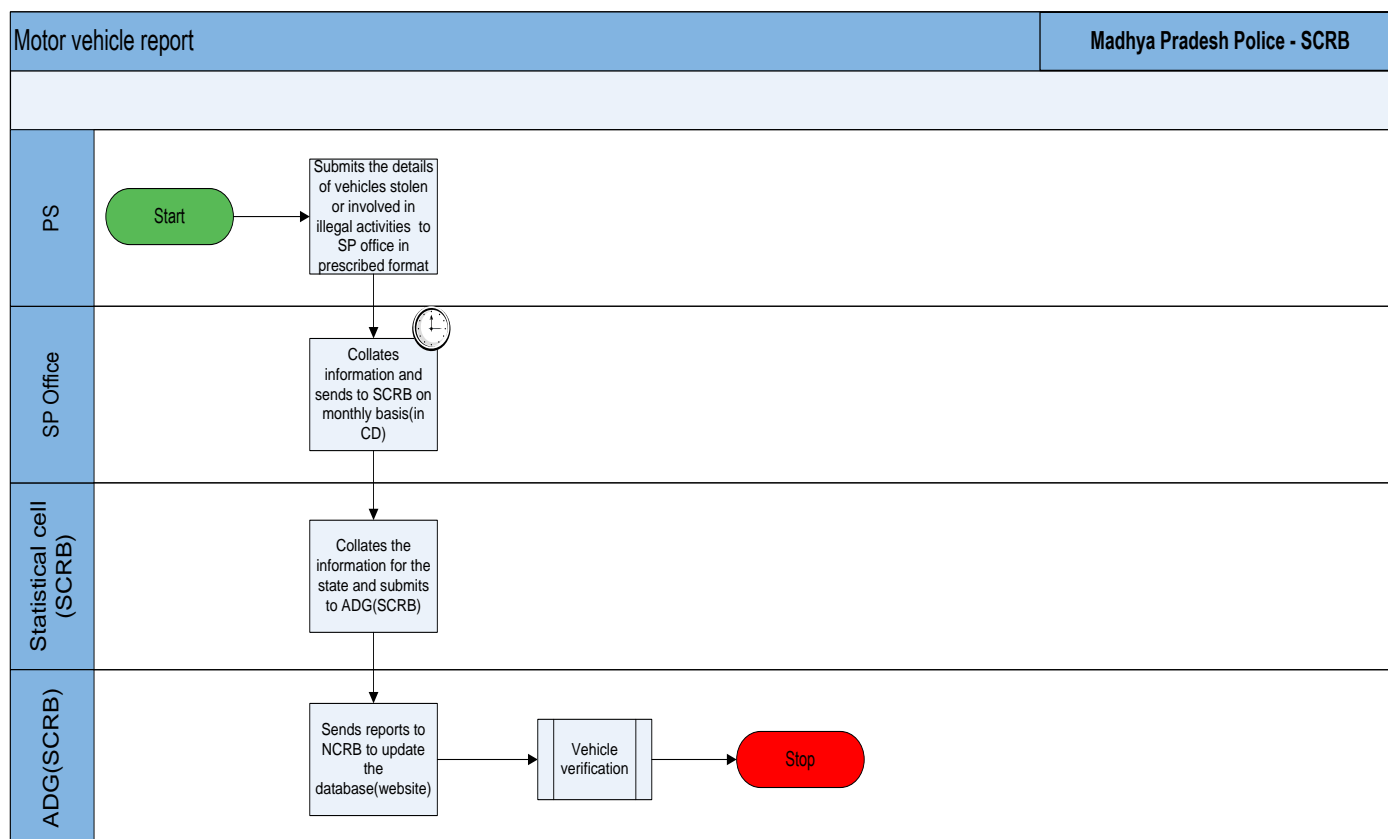
This is the process compilation of information related to stolen vehicles and vehicles used in illegal activities in the state and sharing of the same with NCRB. The Key actors of the process are Police Stations, SPs, Statistical Cell (SCRB), ADG (SCRB) and NCRB.

##### B. SIPOC

| Supplier              | Input  | Process        | Output               | Customer               |
|-----------------------|--|----------------|----------------------|------------------------|
| <b>Police station</b> | Information on vehicles stolen and/or used in illegal activities | As shown below | Updated NCRB website | NCRB<br>SCRB, Citizens |



## C. Process Map



## D. Process Description

|  |                             |                            |                      |
|--|-----------------------------|----------------------------|----------------------|
| <b>Process Name:</b>   | <b>Motor vehicle report</b> | <b>Branch/ Sub-Branch</b>  | <b>SCRB</b>          |
| <b>Process Predecessor:</b>  | None                        | <b>Process Successor :</b> | Vehicle Verification |
| <b>Process</b>   |                             |                            |                      |
| i) Police Stations Submits the details of vehicles stolen or involved in illegal activities to SP office in prescribed format<br>ii) SP office collates information from various PSs and sends to SCRB on monthly basis(in CD)<br>iii) Statistical cell (SCRB) collates the information from districts and submits to ADG(SCRB)<br>iv) ADG(SCRB) sends reports to NCRB to update the database(website)<br>v) Citizens may get the status of a vehicle checked after filling a form and paying a nominal fee. |                             |                            |                      |

## Policy Requirement

GOP - Government Gazette Notification, Madhya Pradesh Police Regulations, Circulars

### 5.25.4.8 Vehicle Verification

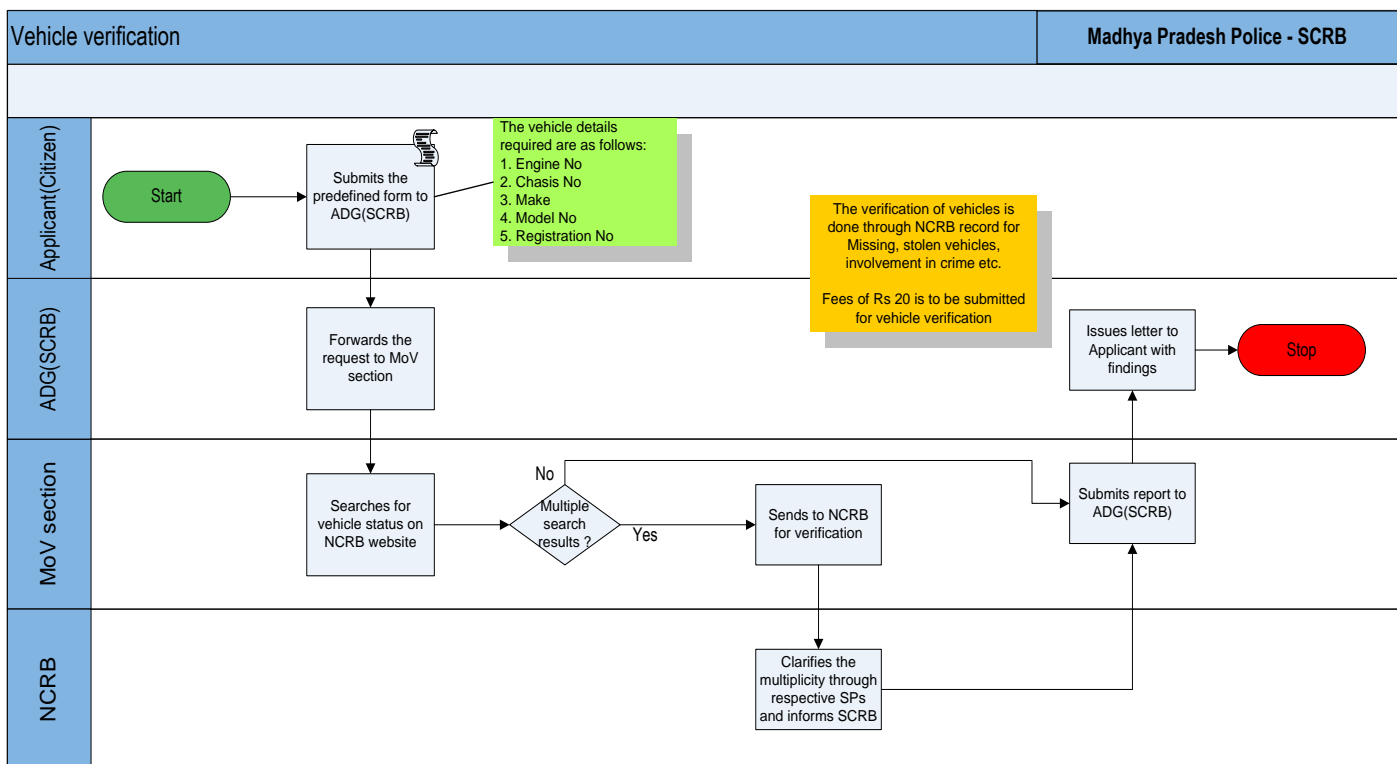
#### A. Process Summary

This is the process of verification of vehicles based on the application made by citizens. The Key actors of the process are Police Stations, SPs, Statistical Cell (SCRB), ADG (SCRB) and NCRB.

#### B. SIPOC

| Supplier           | Input                                | Process        | Output          | Customer           |
|--------------------|--------------------------------------|----------------|-----------------|--------------------|
| Applicant(Citizen) | Application for vehicle verification | As shown below | Enquiry finding | Applicant(Citizen) |

#### C. Process Map



## D. Process Description

|  |                             |   |             |
|--|-----------------------------|---|-------------|
| <b>Process Name:</b>   | <b>Vehicle verification</b> | <b>Branch/ Sub-Branch</b>   | <b>SCRB</b> |
| <b>Process Predecessor:</b>  | Motor vehicle report        | <b>Process Successor :</b>  | None        |
| <b>Process</b>   |                             |   |             |
| <ul style="list-style-type: none"> <li>i) The verification of vehicles is done through NCRB record for Missing, stolen vehicles, involvement in crime etc.</li> <li>ii) Applicant submits applicant in pre-defined format and makes payment of nominal processing fee. The applicant is address to ADG(SCRB). Fees of Rs 20 is to be submitted for vehicle verification</li> <li>iii) The vehicle details which are to be mentioned in the application are: <ul style="list-style-type: none"> <li>1. Engine No</li> <li>2. Chasis No</li> <li>3. Make</li> <li>4. Model No</li> <li>5. Registration No</li> </ul> </li> <li>iv) ADG (SCRB) forwards the applicant to MoV Section. MoV Section searches the vehicle details on NCRB website. If the search results in one result or no result, MoV Section submits report to ADG(SCRB) accordingly.</li> <li>v) If search gives multiple results, MoV sends to NCRB for verification after consent from ADG(SCRB).</li> <li>vi) Clarifies the multiplicity through respective SPs and informs SCR.B.</li> <li>vii) MoV submits the report accordingly to ADG(SCRB)</li> <li>viii) Letter is issued to the applicant from ADG (SCRB) office.</li> </ul> |                             |   |             |
| <b>Policy Requirement</b>  |                             | GOP - Government Gazette Notification, Madhya Pradesh Police Regulations, Circulars |             |

## 5.26 Training

### 5.26.1 Organisational Structure



### 5.26.2 Personnel Strength

| S. No. | Designation                     | Sanctioned | Available | Vacant |
|--------|---------------------------------|------------|-----------|--------|
| 1      | ADG                             | 1          | 1         | -      |
| 2      | IG                              | 1          | 1         | -      |
| 3      | DIG                             | -          | -         | -      |
| 4      | AIG                             | 1          | 1         | -      |
| 5      | ASP                             | -          | -         | -      |
| 6      | DSP                             | -          | -         | -      |
| 7      | Inspector                       |            |           |        |
| 8      | Office Superintendent           | 1          | 1         | -      |
| 9      | Assistant Office Superintendent | 1          | 1         | -      |

|    |                         |    |   |   |
|----|-------------------------|----|---|---|
| 10 | Subedar                 | 3  | 1 | 2 |
| 11 | Accountant              | 1  | 2 | - |
| 12 | Sub Inspector           | 7  | 5 | 2 |
| 13 | Assistant Sub Inspector | 10 | 7 | 3 |
| 14 | Head Constable          | -  | 2 | - |
| 14 | Constable               | 7  | 2 | 5 |

### 5.26.3 IT Infrastructure

### 5.26.4 As-Is Processes

#### 5.26.4.1 Setting up of Training calendar

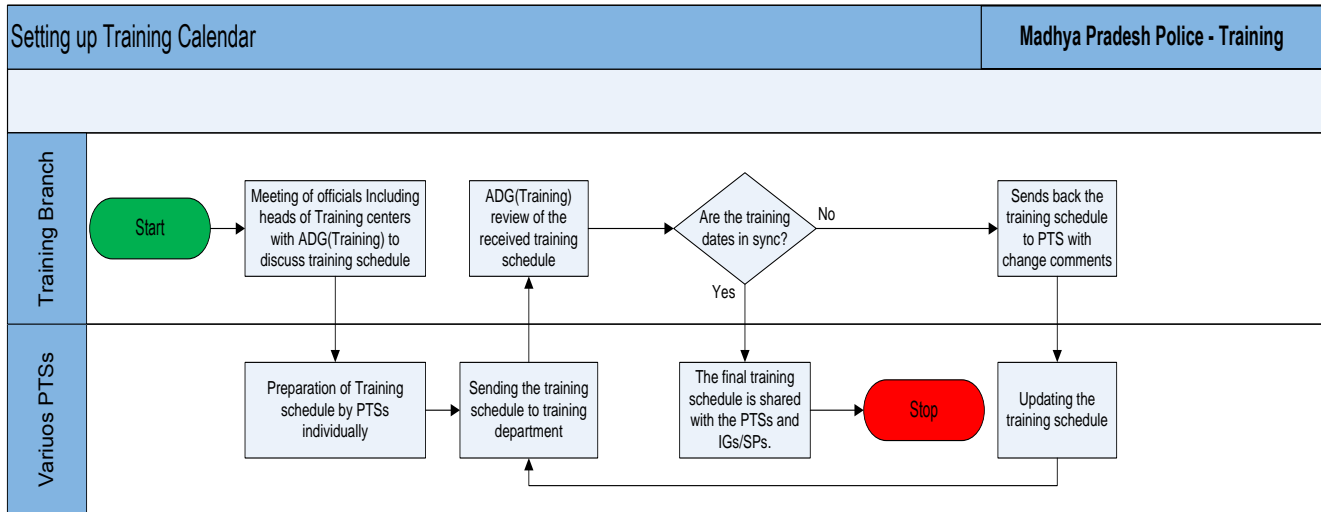
#### A. Process Summary

This is the process of preparation of training calendar for the year. The key actors of the process are training department and PTSs.

#### B. SIPOC

| Supplier            | Input  | Process        | Output                           | Customer                         |
|---------------------|--|----------------|----------------------------------|----------------------------------|
| Training department | Meeting with senior officials to discuss the training schedule | As shown below | Setting up the training calendar | Training department, PTSs, Units |

### C. Process Map



### D. Process Description

|  |  |                            |                 |
|--|--|----------------------------|-----------------|
| <b>Process Name:</b>   | <b>Setting up the training calendar</b>      | <b>Branch/ Sub-Branch</b>  | <b>Training</b> |
| <b>Process Predecessor:</b>  | None   | <b>Process successor :</b> | None            |
| <b>Process</b>   |  |                            |                 |
| i) Training Branch organizes the meeting with the officials including heads of training schools, with ADG (training) to discuss the training schedule.<br>ii) The training schedule is prepared by the PTSs individually and is sent to Training Branch for review.<br>iii) Training Branch reviews the training schedule and checks if the training dates are in sync.<br>iv) If the training dates are not in sync then Training Branch sends it back to the PTSs with the change comments.<br>v) The PTSs revises the training schedule and sends it again to the Training Branch for review.<br>vi) If the training dates are in sync then the final training schedule is shared with the PTSs, IGs/SPs/Commandants. |  |                            |                 |
| <b>Policy Requirement</b>  | GOP, Circulars, Police rules and regulations |                            |                 |

#### 5.26.4.2 Setting of syllabus

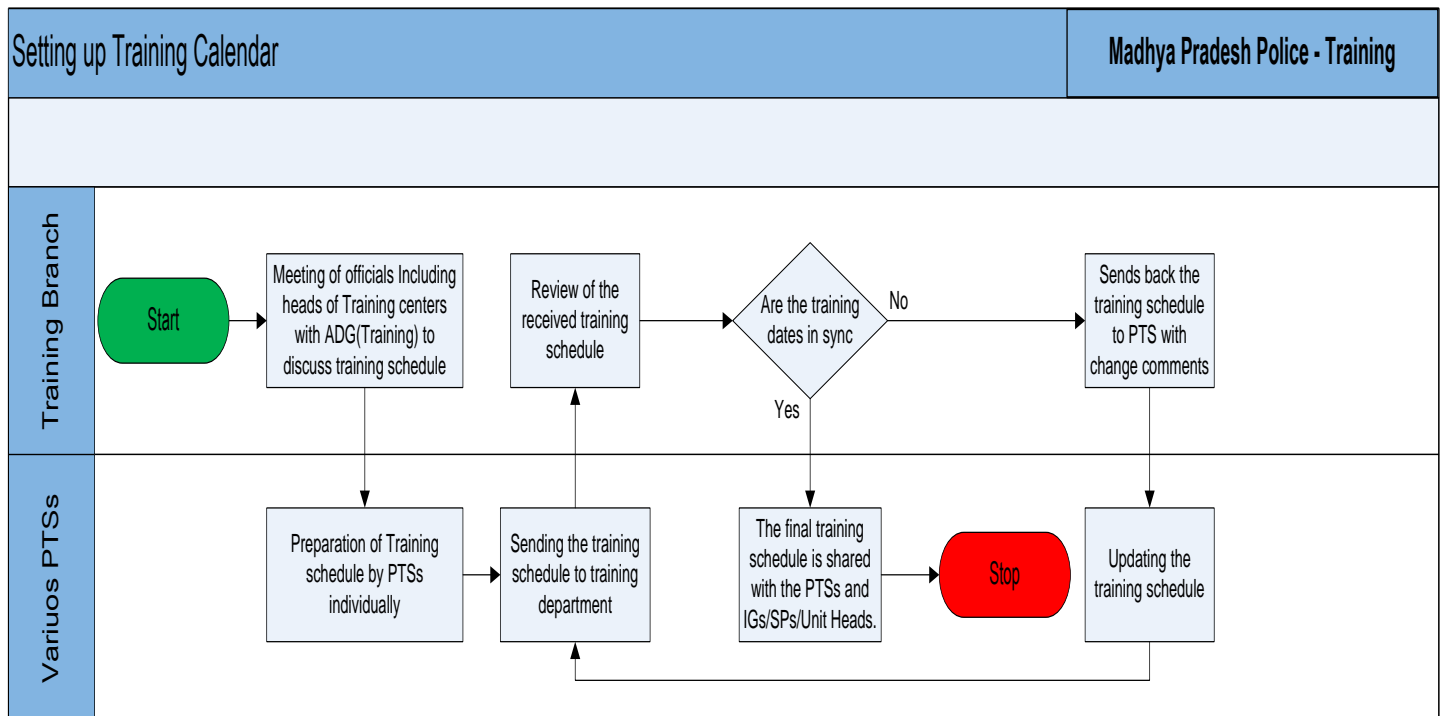
##### A. Process Summary

This is the process of setting/revision of the syllabus of trainings at various PTSs. The key actors of the process are the committee, the nominated official for setting/revision of syllabus, and the training department.

##### B. SIPOC

| Supplier        | Input   | Process        | Output                | Customer        |
|-----------------|---|----------------|-----------------------|-----------------|
| Training Branch | Committee for nomination of official for setting/revision of the syllabus | As shown below | New/ Revised syllabus | Training Branch |

##### C. Process Map



## D. Process Description

|   |  |                            |                 |
|---|--|----------------------------|-----------------|
| <b>Process Name:</b>  | <b>Setting up syllabus</b>                   | <b>Branch/ Sub-Branch</b>  | <b>Training</b> |
| <b>Process Predecessor:</b>   | None   | <b>Process successor :</b> | None            |
| <b>Process</b>  |  |                            |                 |
| i) Training department discusses the topic for setting up/revision of the syllabus in monthly meetings.<br>ii) A committee is setup by ADG (training) to nominate the person who will draft/revise the syllabus.<br>iii) The committee nominates the person to draft/revise the syllabus.<br>iv) The nominated official drafts/revises the syllabus and submits to committee for review.<br>v) The committee reviews the draft, if the committee is not satisfied with the draft then the nominated official revises the draft as per the comments of the committee.<br>vi) If the committee is satisfied with the draft, the training department sends it to ADG (training) for approval.<br>vii) The new/revised syllabus is communicated to all PTSs by training department. |  |                            |                 |
| <b>Policy Requirement</b>   | GOP, Circulars, Police rules and regulations |                            |                 |

### 5.26.4.3 Selection for training

#### A. Process Summary

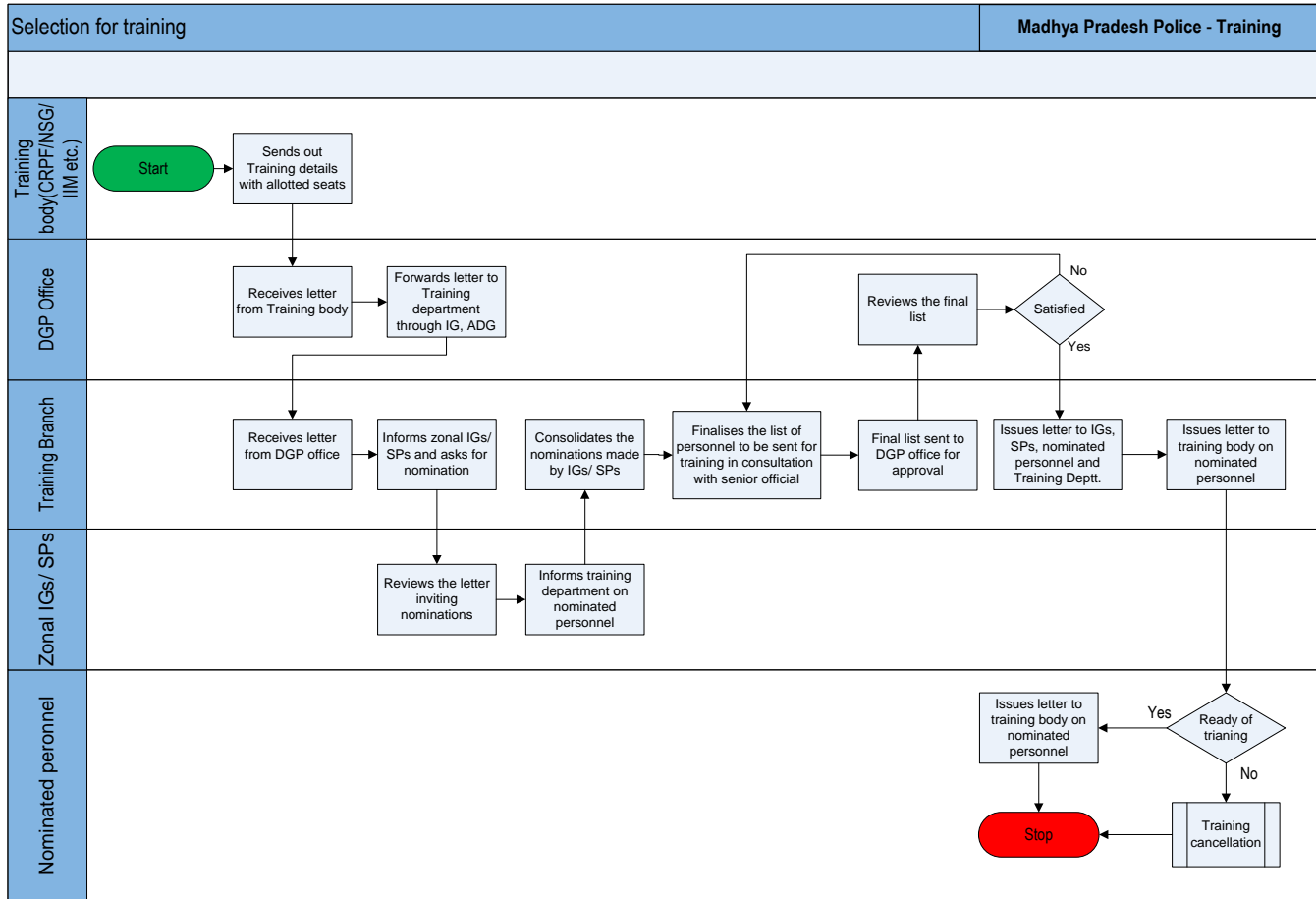
This is the process of selection of personnel of MP police to be sent for training. The key actors of the process are DGP, ADG(Training), Zonal IGs, SPs, and training body.

#### B. SIPOC

| Supplier             | Input                                    | Process        | Output                                  | Customer                                      |
|----------------------|--|----------------|---|---|
| <b>Training Body</b> | Letter inviting nominations for training | As shown below | List of personnel selected for training | Personnel, Training Body, Training department |



### C. Process Map



### D. Process Description

|  |                               |                            |                                 |
|--|-------------------------------|----------------------------|---------------------------------|
| <b>Process Name:</b>   | <b>Selection for training</b> | <b>Branch/ Sub-Branch</b>  | <b>Training</b>                 |
| <b>Process Predecessor:</b>  | None                          | <b>Process successor :</b> | Training cancellation(optional) |
| <b>Process</b>   |                               |                            |                                 |
| <p>i) Training body (CRPF/NSG/IIM etc.) sends out the training details with allotted seats.</p> <p>ii) DGP office receives letter from the training body and forwards the letter to training department through IG, ADG.</p> <p>iii) Training department receives the letter from DGP office, informs zonal IGs/SPs and asks for nominations.</p> <p>iv) The zonal IGs/SPs reviews the letter inviting nominations and informs training department on nominated personnel.</p> |                               |                            |                                 |

- v) The training department consolidates the nominations made by IGs/SPs, finalizes the list of personnel to be sent for training in consultation with senior officials and then the final list is sent to DGP office for approval.
- vi) DGP office reviews the final list, if he is not satisfied with the list then training department again finalizes the list of the personnel.
- vii) If DGP is satisfied with the final list he issues the letter to IGs, SPs, training department and nominated personnel. He also issues a letter to training body on nominated personnel.

**Policy Requirement**

GOP, Circulars, Police rules and regulations

#### 5.26.4.4 Training cancellation by trainee

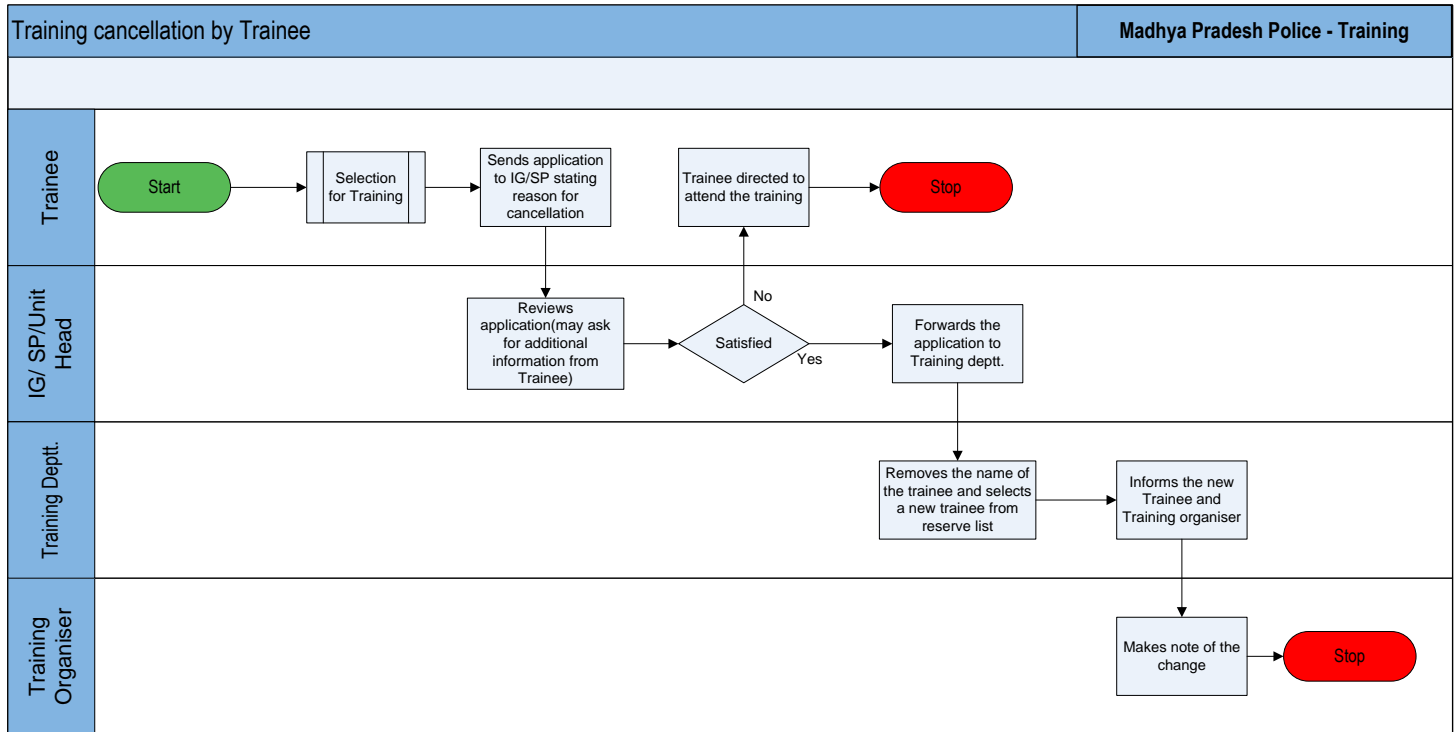
##### A. Process Summary

This is the process of regarding cancellation of training by the trainee. The key actors of the process are the trainee, IG/SP, other units, Training Branch and the training organizer.

##### B. SIPOC

| Supplier | Input                                    | Process        | Output                | Customer                     |
|----------|--|----------------|-----------------------|------------------------------|
| Trainee  | Application for cancellation of training | As shown below | Training cancellation | Training organizer, trainee, |

## C. Process Map



## D. Process Description

|   |  |                            |                 |
|---|--|----------------------------|-----------------|
| <b>Process Name:</b>  | <b>Training cancellation by the trainee</b>  | <b>Branch/ Sub-Branch</b>  | <b>Training</b> |
| <b>Process Predecessor:</b>   | Selection for Training                       | <b>Process successor :</b> | None            |
| <b>Process</b>  |  |                            |                 |
| i) Trainee sends application to IG/SP/Unit Head stating reason for cancellation.<br>ii) IG/SP/ Unit Head reviews the application, he may also ask additional information from the trainee.<br>iii) If IG/SP/ Unit Head is not satisfied with the application, then the trainee is directed to attend the training.<br>iv) If IG/SP/ Unit Head is satisfied with the application then he forwards the application to training department.<br>v) Training department removes the name of the trainee and selects a new trainee from the reserve list. Then it informs the new trainee and the training organizer.<br>vi) Training organizer makes note of the change. |  |                            |                 |
| <b>Policy Requirement</b>   | GOP, Circulars, Police rules and regulations |                            |                 |

#### 5.26.4.5 Paper Setting

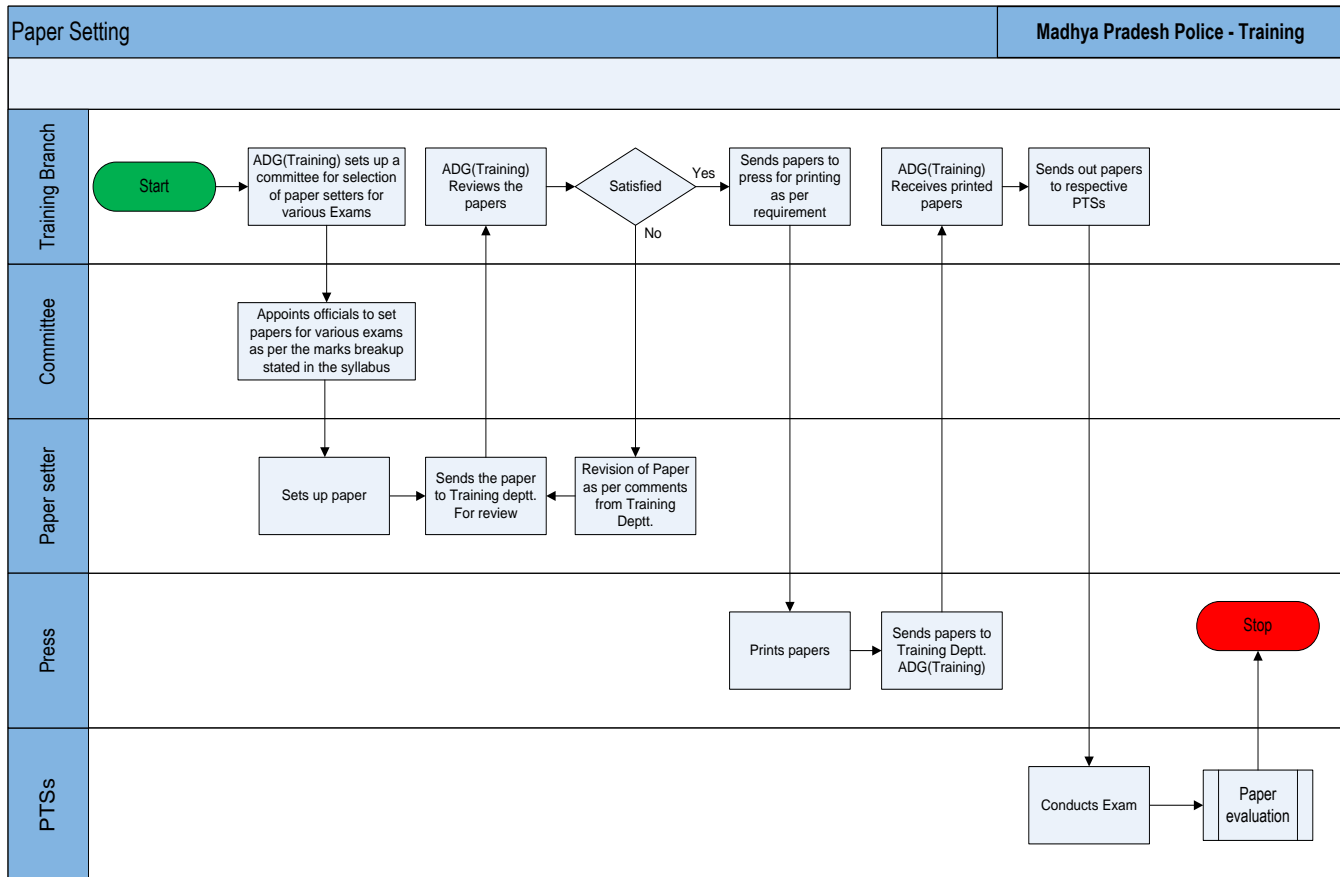
##### A. Process Summary

This is the process of setting of papers for various exams by training department of MP Police. The key actors of this process are Paper Setter, AIG training and Training Department.

##### B. SIPOC

| Supplier            | Input   | Process        | Output            | Customer                   |
|---------------------|---|----------------|-------------------|----------------------------|
| Training Department | Committee for selection of paper setter for various exams | As shown below | Examination paper | PTSs, Training department, |

##### C. Process Map



## D. Process Description

|   |                      |  |                  |
|---|----------------------|--|------------------|
| <b>Process Name:</b>  | <b>Paper setting</b> | <b>Branch/ Sub-Branch</b>                    | <b>Training</b>  |
| <b>Process Predecessor:</b>   | None                 | <b>Process successor :</b>                   | Paper Evaluation |
| <b>Process</b>  |                      |  |                  |
| i) ADG (Training) sets up a committee for selection of paper setters for various exams as per the examination schedule.<br>ii) The committee appoints officials after approval from ADG (Training) to set papers for various exams as per the marks breakup stated in the syllabus.<br>iii) Paper setter sets up the paper and sends the paper to training department for review.<br>iv) ADG (Training) reviews the papers, if he is not satisfied with the paper then the paper setter revises the paper as per the comments of training department and sends it again for review to training department where AIG (Training) reviews it.<br>v) If ADG (Training) is satisfied with the paper he sends the papers to press for printing as per the requirement.<br>vi) The press prints the papers and sends the papers to Training Branch AIG (Training).<br>vii) ADG (Training) reviews the printed papers then training department sends the papers to respective PTSs. |                      |  |                  |
| <b>Policy Requirement</b>   |                      | GOP, Circulars, Police rules and regulations |                  |

### 5.26.4.6 Paper Evaluation

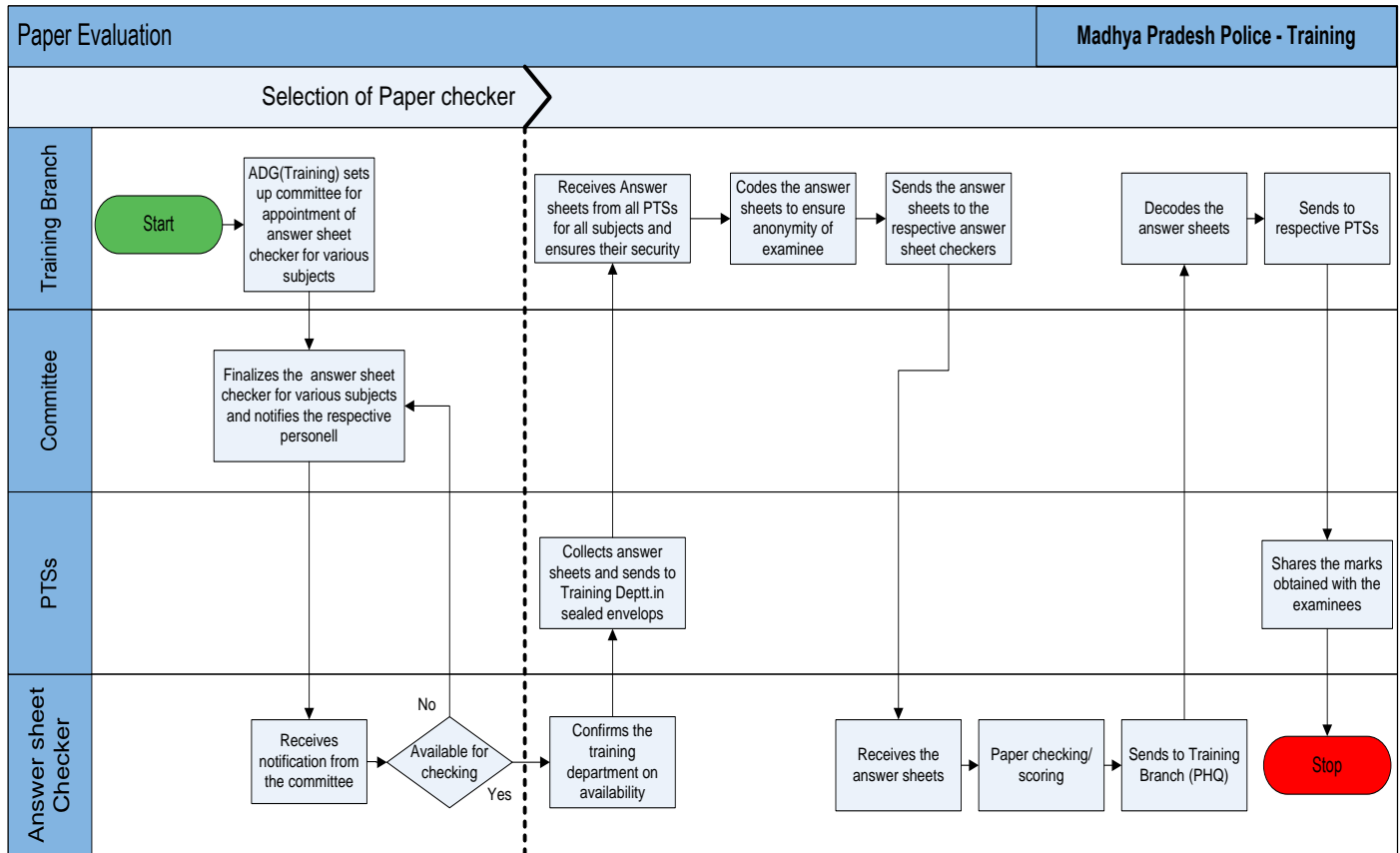
#### A. Process Summary

This is the process of evaluation of answer sheets of the candidates getting training at various training schools of MP police. The key actors of this process are examinee, answer sheet checker and Training Branch.

#### B. SIPOC

| Supplier               | Input        | Process        | Output            | Customer                       |
|------------------------|--------------|----------------|-------------------|--------------------------------|
| <b>Training Branch</b> | Answer sheet | As shown below | Evaluation scores | Training Branch, PTSs examinee |

## C. Process Map



## D. Process Description

|   |                         |                            |                 |
|---|-------------------------|----------------------------|-----------------|
| <b>Process Name:</b>  | <b>Paper evaluation</b> | <b>Branch/ Sub-Branch</b>  | <b>Training</b> |
| <b>Process Predecessor:</b>   | Paper Setting           | <b>Process successor :</b> | None            |
| <b>Process</b>  |                         |                            |                 |
| <p>i) ADG (training) sets up committee for appointment of answer sheet checker for various subjects.</p> <p>ii) The committee finalizes the answer sheet checker for various subjects after approval from ADG (Training) and notifies the respective personnel.</p> <p>iii) Answer sheet checker receives the notification from the committee. If the answer sheet checker is available for checking he confirms his availability to the training department.</p> |                         |                            |                 |

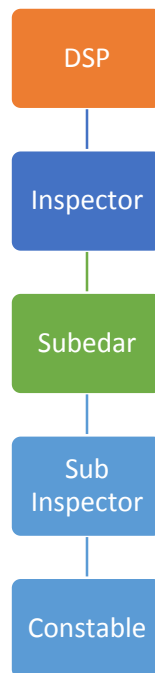
- iv) If he is not available for checking, he informs are committee in the same which then finalizes a different answer sheet checker who is available for checking.
- v) The PTSs collects the answer sheets and sends to training department in sealed envelopes.
- vi) Training department receives answer sheet from all PTSs for all subjects and ensures their security.
- vii) Training department codes the answer sheets to ensure the anonymity of the examinee. Then it sends the answer sheets to the respective answer sheet checkers.
- viii) The answer sheet checker receives, evaluates and provides the score to answer sheets and send it to training department.
- ix) The training department decodes the answer sheets and sends it to respective PTSs.
- x) PTSs share the marks obtained with the examinees.

**Policy Requirement**

GOP, Circulars, M.P. Police Regulations

## 5.27 Press

### 5.27.1 Organisational Structure



## 5.27.2 Personnel Strength

## 5.27.3 IT Infrastructure

| S. No. | Equipment   | Quantity                    |
|--------|---|-----------------------------|
| 1      | Computer  | With internet connection    |
|        |   | Without internet connection |
| 2      | Printer   | Laser                       |
|        |   | Dot Matrix                  |
| 3      | Fax   |                             |
| 4      | Photocopier   |                             |
| 5      | Scanner   |                             |
| 6      | Multifunction Printer (MFP)/ Multifunction Device (MFD) |                             |

## 5.27.4 As-Is Processes

### 5.27.4.1 Printing

#### A. Process Summary

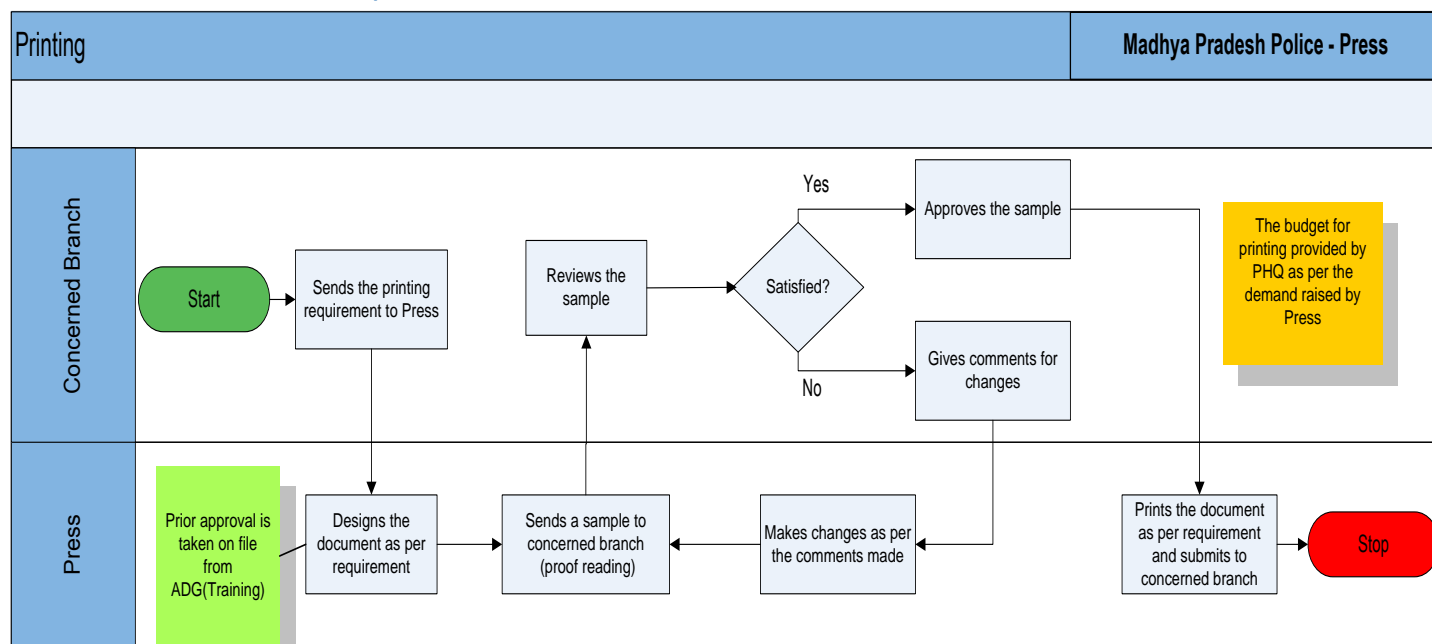
This is the process of printing of document by the press as per the requirement of the concerned branch. The key actors of the process are concerned branch and Press.



## B. SIPOC

| Supplier         | Input                    | Process        | Output           | Customer          |
|------------------|--------------------------|----------------|------------------|-------------------|
| Concerned branch | Requirement for printing | As shown below | Printed Document | Concerned section |

## C. Process Map



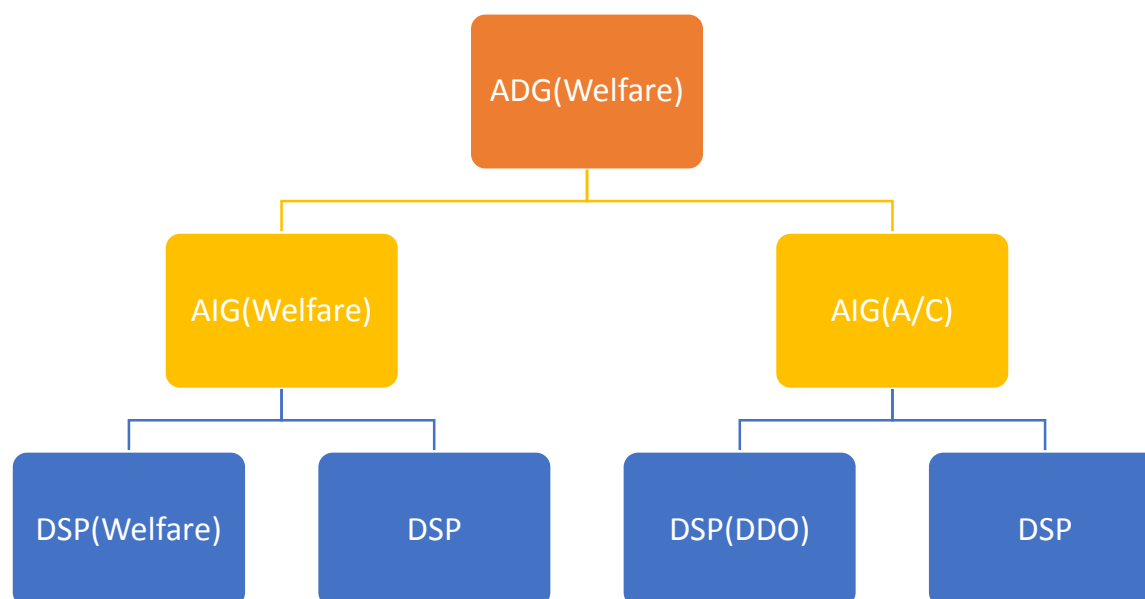
## D. Process Description

|  |                 |                            |              |
|--|-----------------|----------------------------|--------------|
| <b>Process Name:</b>   | <b>Printing</b> | <b>Branch/ Sub-Branch</b>  | <b>Press</b> |
| <b>Process Predecessor:</b>  | None            | <b>Process successor :</b> | None         |
| <b>Process</b>   |                 |                            |              |
| i) The concerned branch sends the printing requirement to Press. Press designs the cover page and other sections after approval of ADG (Training) on file.<br>ii) Then Press sends a sample to concerned branch and the concerned branch reviews the sample. |                 |                            |              |

|  |  |
|--|--|
| <p>iii) If the concerned branch is satisfied, it approves the sample and the Press prints the document and submits it to concerned branch else concerned branch gives comments for changes and Press makes changes as per the comments made.</p> <p>iv) Press sends the sample again to the concerned branch for approval. After the approval of the concerned branch it prints the document as per requirement and submits to concerned branch.</p> <p>v) The budget for printing is provided by PHQ as per the demand raised by Press.</p> |  |
| <b>Policy Requirement</b>  | GOP, Circulars, Police rules and regulations |

## 5.28 Welfare

### 5.28.1 Organisational Structure



### 5.28.2 Personnel Strength

| S. No. | Designation             | Sanctioned | Available | Vacant |
|--------|-------------------------|------------|-----------|--------|
| 1      | ADG                     | 1          | 1         | -      |
| 2      | IG                      | -          | -         | -      |
| 3      | DIG                     | -          | -         | -      |
| 4      | AIG                     | 1          | 1         | -      |
| 5      | ASP                     | -          | -         | -      |
| 6      | DSP                     | 3          | 3         | -      |
| 7      | Inspector               |            |           |        |
| 8      | Office Superintendent   | 1          | 1         | -      |
| 9      | Subedar                 | 2          | 1         | 1      |
| 10     | Accountant              | 1          | -         | 1      |
| 11     | Sub Inspector           | 5          | 3         | 2      |
| 12     | Assistant Sub Inspector | 3          | 3         | -      |
| 13     | Constable               | 2          | 1         | 1      |

### 5.28.3 IT Infrastructure

| S. No. | Equipment                   | Quantity                    |
|--------|-----------------------------|-----------------------------|
| 1      | Computer                    | With internet connection    |
|        |                             | Without internet connection |
| 2      | Printer                     | Laser                       |
|        |                             | Dot Matrix                  |
| 3      | Fax                         | -                           |
| 4      | Photocopier                 | 2                           |
| 5      | Scanner                     | -                           |
| 6      | Multifunction Printer (MFP) | -                           |

## 5.28.4 As-Is Processes

### 5.28.4.1 Sanction for Distress fund

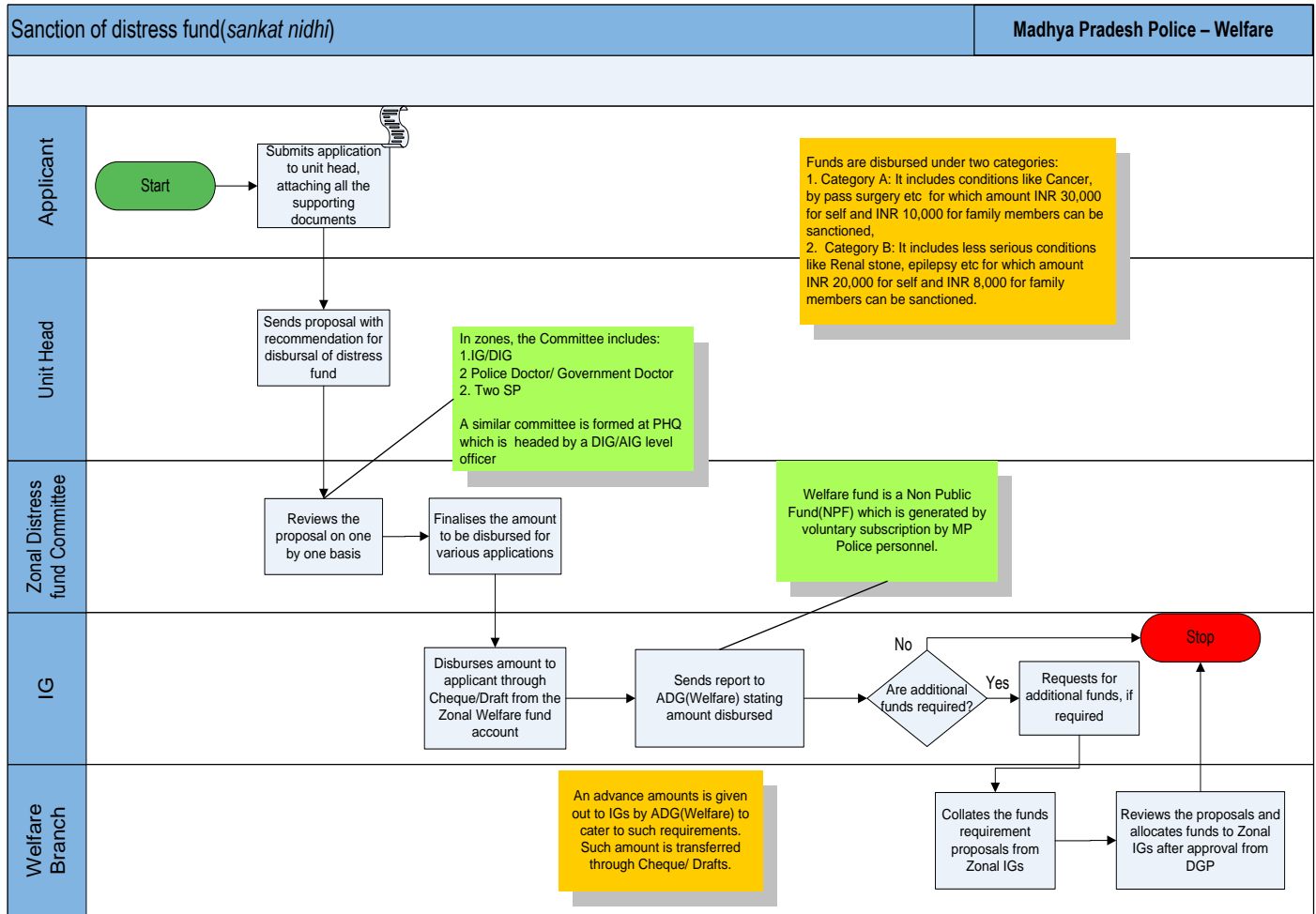
#### A. Process Summary

This is the process of sanction of distress fund (*Sankat Nidhi*) for police personnel or their family members who required financial support for medical reason. The key actors in the process are Applicant, Unit Head, Distress Fund Committee, ADG(Welfare) and Zonal IGs.

#### B. SIPOC

| Supplier  | Input                | Process        | Output         | Customer  |
|-----------|----------------------|----------------|----------------|-----------|
| Applicant | Application for fund | As shown below | Fund Disbursal | Applicant |

### C. Process Map



### D. Process Description

|   |  |                            |         |
|---|--|----------------------------|---------|
| <b>Process Name:</b>  | Sanction of distress fund( <i>Sankat Nidhi</i> ) | <b>Branch/ Sub-Branch</b>  | Welfare |
| <b>Process Predecessor:</b>   | None   | <b>Process successor :</b> | None    |
| <b>Process</b>  |  |                            |         |
| <p>i) Funds are disbursed under two categories:</p> <p>1. Category A: It includes conditions like Cancer, by pass surgery etc for which amount INR 30,000 for self and INR 10,000 for family members can be sanctioned,</p> |  |                            |         |

2. Category B: It includes less serious conditions like Renal stone, epilepsy etc for which amount INR 20,000 for self and INR 8,000 for family members can be sanctioned.

ii) Applicant submits application to unit head, attaching all the supporting documents.

iii) Unit Head sends proposal with recommendation for disbursement of distress fund.

iv) Zonal Distress Fund Committee reviews the proposal on one by one basis.

v) In zones, the Committee includes:

1.IG/DIG

2 Police Doctor/ Government Doctor

3. Two SP

A similar committee is formed at PHQ which is headed by a DIG/AIG level officer

vi) The committee finalises the amount to be disbursed for various applications.

vii) IG disburses amount to applicant through Cheque/Draft from the Zonal Welfare fund account.

viii) An advance amount is given out to IGs by ADG(Welfare) to cater to such requirements. Such amount is transferred through Cheque/ Drafts.

ix) IG sends report to ADG(Welfare) stating amount disbursed and requests for additional funds, if required.

x) Welfare Branch collates the funds requirement proposals from Zonal IGs.

xi) ADG(Welfare) Reviews the proposals and allocates funds to Zonal IGs after approval from DGP

xii) Welfare fund is a Non Public Fund(NPF) which is generated by voluntary subscription by MP Police personnel.

#### Policy Requirement

GOP - Government Gazette Notification, Madhya Pradesh Police Regulations, Circulars

#### 5.28.4.2 Loan for medical treatment

##### A. Process Summary

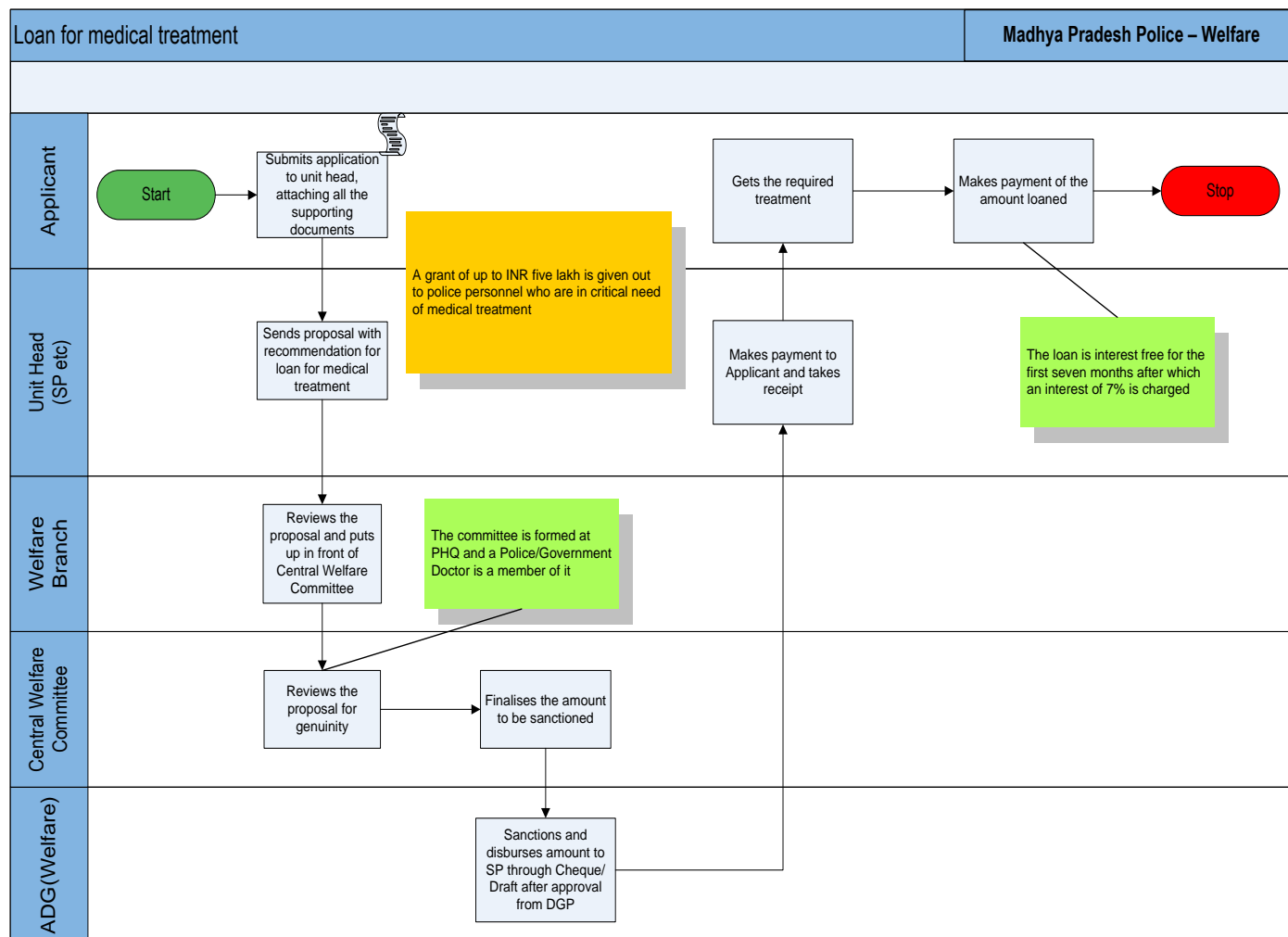
This is the process of Sanction of loan for a police personnel who is in serious need for medical treatment. The key actors in the process are Applicant, Unit head, ADG(Welfare) and Central Committee.

##### B. SIPOC

| Supplier | Input | Process | Output | Customer |
|----------|-------|---------|--------|----------|
|----------|-------|---------|--------|----------|

|           |                      |                |                              |                           |
|-----------|----------------------|----------------|------------------------------|---------------------------|
| Applicant | Application for loan | As shown below | Loan Disbursal and repayment | Applicant, Welfare Branch |
|-----------|----------------------|----------------|------------------------------|---------------------------|

### C. Process Map



### D. Process Description

|  |                            |                            |         |
|--|----------------------------|----------------------------|---------|
| <b>Process Name:</b>   | Loan for medical treatment | <b>Branch/ Sub-Branch</b>  | Welfare |
| <b>Process Predecessor:</b>  | None                       | <b>Process successor :</b> | None    |
| <b>Process</b>   |                            |                            |         |
| i) A grant of up to INR five lakh is given out to police personnel who are in critical need of medical treatment |                            |                            |         |

- ii) Applicant submits application to unit head, attaching all the supporting documents
- iii) Unit Head Sends proposal with recommendation for loan for medical treatment.
- iv) Welfare Branch Reviews the proposal and puts up in front of Central Welfare Committee
- v) The Committee reviews the proposal for genuinity and finalises the amount to be sanctioned.
- vi) ADG(Welfare) sanctions and disburses amount to SP through Cheque/Draft after approval from DGP.
- vii) Unit Head makes payment to Applicant and takes receipt.
- viii) Applicant gets the required treatment using the loaned amount and repays the amount
- ix) The loan is interest free for the first seven months after which an interest of 7% is charged

|                           |   |
|---------------------------|---|
| <b>Policy Requirement</b> | GOP - Government Gazette Notification, Madhya Pradesh Police Regulations, Circulars |
|---------------------------|---|

#### 5.28.4.3 Sanction for police education fund

##### A. Process Summary

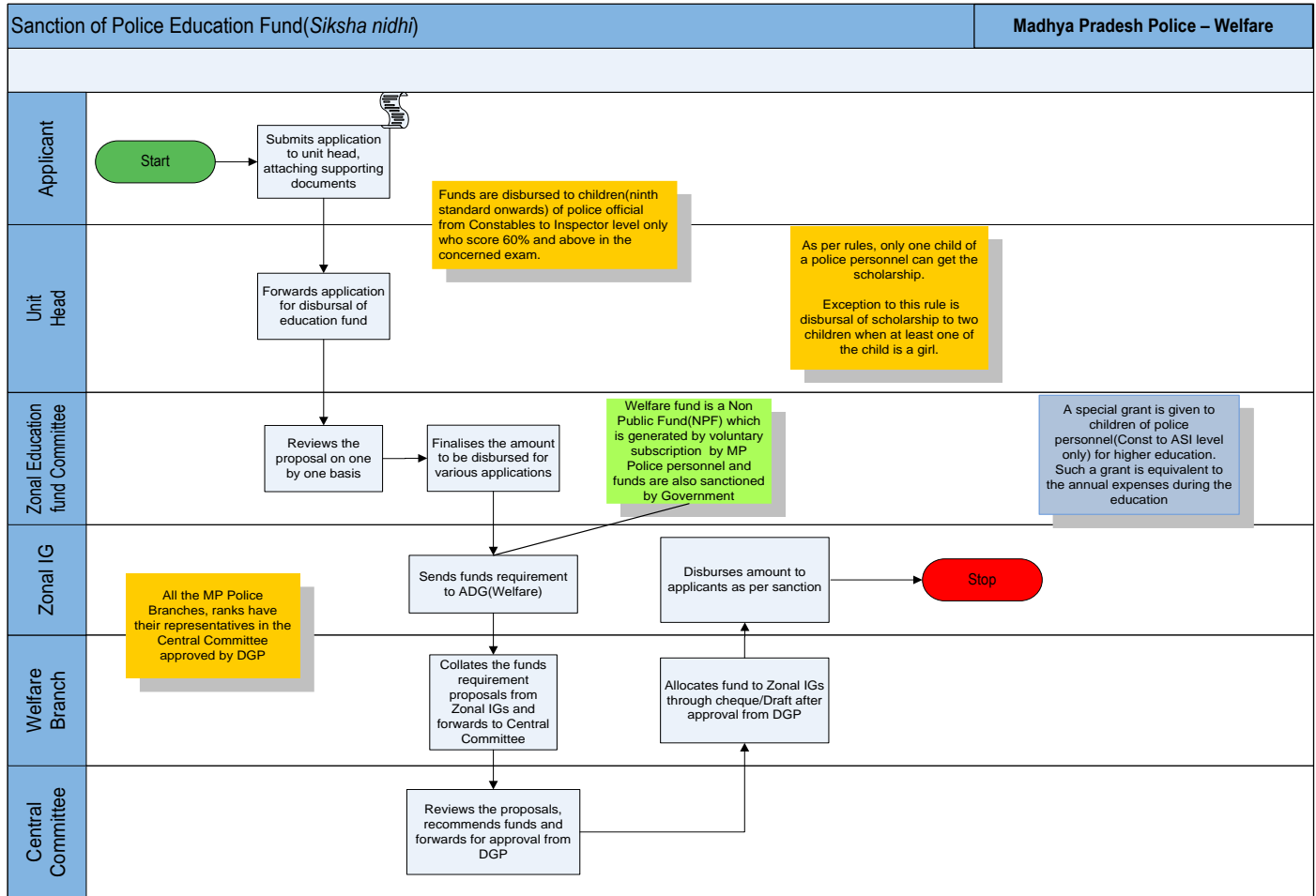
This is the process of sanction of Police Education Fund (*Siksha nidhi*) to children of Police personnel (Constable to Inspector level only) in the form of scholarship. The key actors in the process are Applicant, Unit Head, Zonal Education Fund Committee, Central Committee, ADG(Welfare) and Zonal IGs.

##### B. SIPOC

| Supplier  | Input                       | Process        | Output         | Customer  |
|-----------|-----------------------------|----------------|----------------|-----------|
| Applicant | Application for Scholarship | As shown below | Fund Disbursal | Applicant |



### C. Process Map



### D. Process Description

|  |                                   |                            |         |
|--|-----------------------------------|----------------------------|---------|
| <b>Process Name:</b>   | Sanction of police education fund | <b>Branch/ Sub-Branch</b>  | Welfare |
| <b>Process Predecessor:</b>  | None                              | <b>Process successor :</b> | None    |
| <b>Process</b>   |                                   |                            |         |
| <ul style="list-style-type: none"> <li>i) Funds are disbursed to children (ninth standard onwards) of police official from Constables to Inspector level only who score 60% and above in the concerned exam.</li> <li>ii) As per rules, only one child of a police personnel can get the scholarship. Exception to this rule is disbursement of scholarship to two children when at least one of the child is a girl.</li> <li>iii) Applicant submits application to unit head, attaching supporting documents.</li> <li>iv) Unit head forwards application for disbursement of education fund.</li> </ul> |                                   |                            |         |

|  |   |
|--|---|
| v) Zonal Education Fund Committee reviews the proposal on one by one basis and finalises the amount to be disbursed for various applications<br>vi) Zonal IG Sends funds requirement to ADG(Welfare).<br>vii) Welfare Branch collates the funds requirement proposals from Zonal IGs and forwards to Central Committee.<br>viii) Central Committee reviews the proposals, recommends funds and forwards for approval from DGP.<br>ix) ADG (Welfare) allocates fund to Zonal IGs through cheque/Draft after approval from DGP.<br>x) IG disburses amount to applicants as per sanction.<br>xi) A special grant is given to children of police personnel(Const to ASI level only) for higher education. Such a grant is equivalent to the annual expenses during the education.<br>xii) Welfare fund is a Non Public Fund(NPF) which is generated by voluntary subscription by MP Police personnel and funds are also sanctioned by Government |   |
| <b>Policy Requirement</b>  | GOP - Government Gazette Notification, Madhya Pradesh Police Regulations, Circulars |

#### 5.28.4.4 Loan for welfare activities

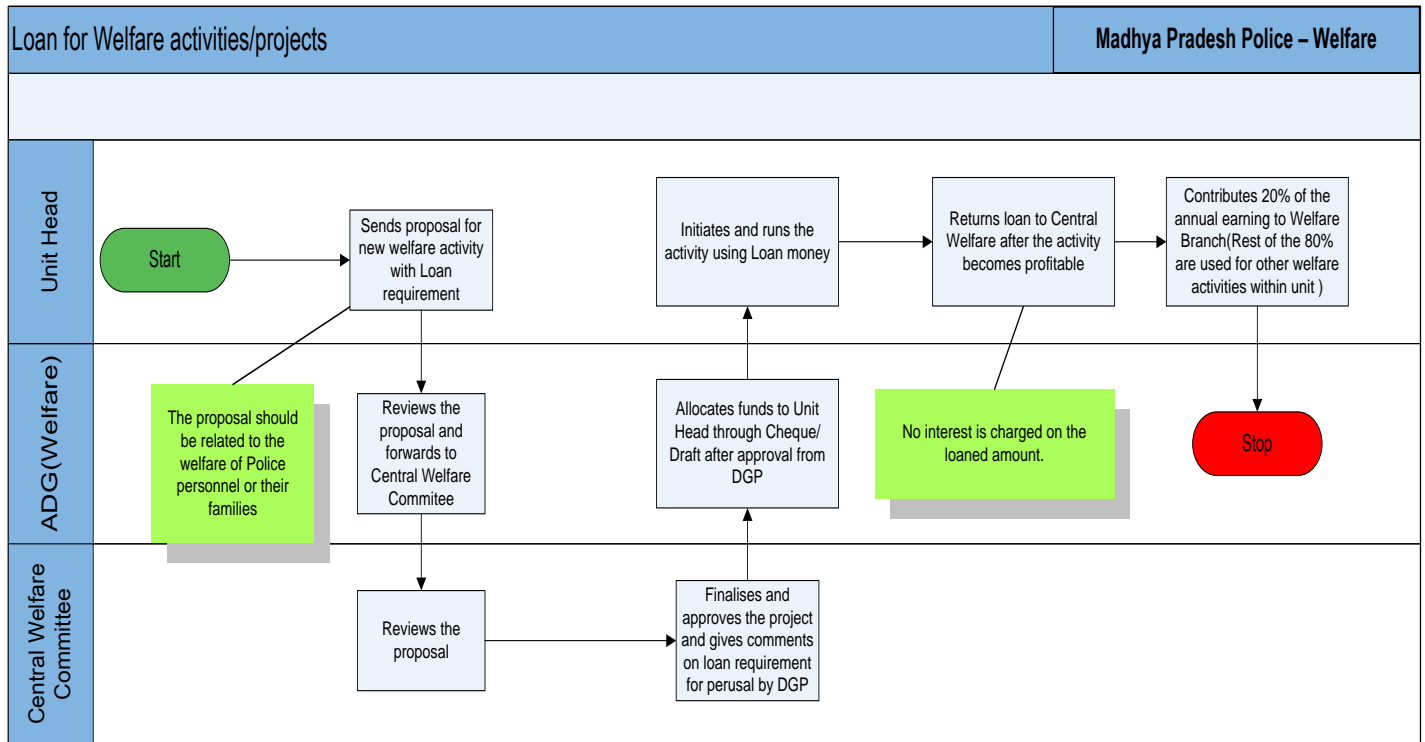
##### A. Process Summary

This is the process of Sanction of Loan for Welfare activities/projects. Such activities should be related to the welfare of Police personnel or their families. The key actors in the process are Unit head, ADG(Welfare) and Central Welfare Committee.

##### B. SIPOC

| Supplier  | Input                           | Process        | Output                                 | Customer                       |
|-----------|---------------------------------|----------------|--|--------------------------------|
| Unit Head | Proposal for welfare activities | As shown below | Loan sanctioned for Welfare activities | Police personnel, ADG(Welfare) |

## C. Process Map



## D. Process Description

|  |                             |                            |         |
|--|-----------------------------|----------------------------|---------|
| <b>Process Name:</b>   | Loan for welfare activities | <b>Branch/ Sub-Branch</b>  | Welfare |
| <b>Process Predecessor:</b>  | None                        | <b>Process successor :</b> | None    |
| <b>Process</b>   |                             |                            |         |
| <ul style="list-style-type: none"> <li>i) Unit head sends proposal for new welfare activity with Loan requirement. The proposal should be related to the welfare of Police personnel or their families</li> <li>ii) ADG(Welfare) reviews the proposal and forwards to Central Welfare Committee.</li> <li>iii) Central Welfare Committee reviews the proposal and finalises and approves the project and gives comments on loan requirement for perusal by DGP.</li> <li>iv) ADG(Welfare) allocates funds to Unit Head through Cheque/Draft after approval from DGP. No interest is charged on the loaned amount.</li> <li>v) Unit head initiates and runs the activity using Loan money.</li> </ul> |                             |                            |         |

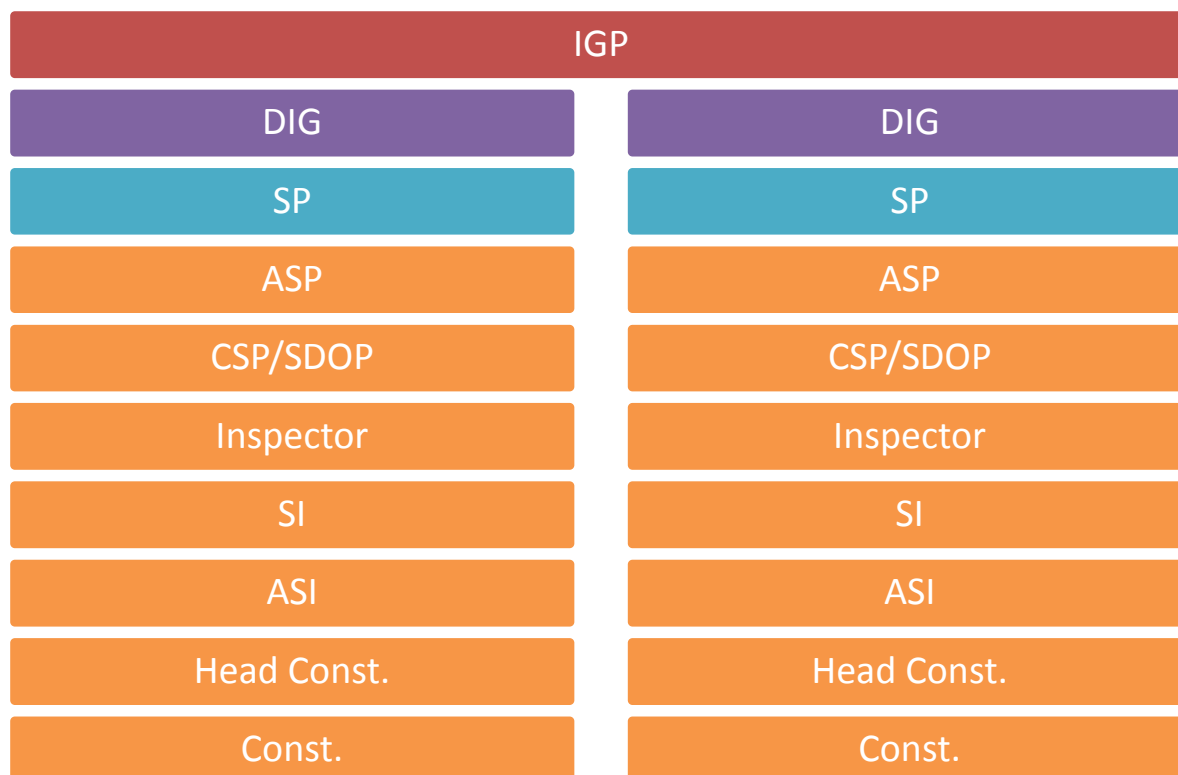
- vi) Unit head returns loan to Central Welfare after the activity becomes profitable.
- vii) The concerned police unit Contributes 20% of the annual earning to Welfare Branch(Rest of the 80% are used for other welfare activities within unit )

**Policy Requirement**

GOP - Government Gazette Notification, Madhya Pradesh Police Regulations, Circulars

## 5.29 District Executive Force

### 5.29.1 Organisational Structure



## 5.29.2 Personnel Strength

### IG office

| S. No. | Designation  | Sanctioned | Available | Vacant |
|--------|--------------|------------|-----------|--------|
| 1      | IG           | 1          | 1         |        |
| 2      | AIG          | 1          | -         |        |
| 3      | DSP          | 1          | 1         |        |
| 4      | Inspector    | -          | 2         |        |
| 5      | Subedar      | 1          | -         |        |
| 6      | SI           | 1          | 1         |        |
| 7      | ASI          | -          | 3         |        |
| 8      | ASI(M)       | 2          | 2         |        |
| 9      | SI(M)        | 4          | 4         |        |
| 10     | HC           | 2          | 6         |        |
| 11     | HC(M)        | 1          | 8         |        |
| 12     | Constable(M) | 1          | -         |        |

### SP Office

| S. No. | Designation | Sanctioned | Available | Vacant |
|--------|-------------|------------|-----------|--------|
| 1      | DIG(SSP)    | 1          | 1         |        |
| 2      | SP          | 4          | 5         |        |
| 3      | Head Clerk  | 1          | 1         |        |
| 4      | Reporter    | 2          | 2         |        |
| 5      | Steno       | 12         | 7         | 5      |
| 6      | Accountant  | 5          | 3         | 2      |
| 7      | SI(M)       | 29         | 24        | 5      |
| 8      | ASI(M)      | 59         | 42        | 17     |
| 9      | HC(M)       | 2          |           | 2      |
| 10     | Const(M)    | 8          | 4         | 4      |
| 11     | Law Officer | 1          | 1         |        |

### ASP North, Bhopal Office

| S. No. | Designation | Sanctioned | Available | Vacant |
|--------|-------------|------------|-----------|--------|
| 1      | ASP         | -          | 1         |        |
| 2      | Inspector   | -          |           |        |
| 3      | Subedar     | -          | 1         |        |
| 4      | SI          | -          |           |        |
| 5      | ASI         | -          | 1         |        |
| 6      | HC          | -          |           |        |
| 7      | Const.      | -          | 2         |        |

**CSP TT Nagar, Bhopal**

| S. No. | Designation | Sanctioned | Available | Vacant |
|--------|-------------|------------|-----------|--------|
| 1      | CSP         | 1          | 1         | -      |
| 2      | Head Const. | 1          | 1         | -      |
| 3      | Constable   | 1          | 3         | (+2)   |

**TT Nagar Police Station**

| S. No. | Designation | Sanctioned | Available | Vacant |
|--------|-------------|------------|-----------|--------|
| 1      | Inspector   | 1          | 1         | -      |
| 2      | SI          | 15         | 11        | 4      |
| 3      | ASI         | 20         | 11        | 9      |
| 4      | Head Const. | 30         | 21        | 9      |
| 5      | Constable   | 72         | 40        | 32     |

**Traffic Control Room**

| S. No. | Designation | Sanctioned | Available | Vacant |
|--------|-------------|------------|-----------|--------|
| 1      | DSP         |            | 1         |        |
| 2      | Inspector   |            | 1         |        |
| 3      | SI          |            |           |        |
| 4      | ASI         |            | 2         |        |
| 5      | HC          |            | 1         |        |
| 6      | Const.      |            | 15        |        |

### 5.29.3 IT Infrastructure

#### IG Office

| S. No. | Equipment   | Quantity                    |
|--------|---|-----------------------------|
| 1      | Computer  | With internet connection    |
|        |   | Without internet connection |
| 2      | Printer   | Laser                       |
|        |   | Dot Matrix                  |
| 3      | Fax   | 1                           |
| 4      | Photocopier   | 3                           |
| 5      | Scanner   |                             |
| 6      | Multifunction Printer (MFP)/ Multifunction Device (MFD) | 2                           |
| 7      | Laptops   | 4                           |

#### ASP Office

| S. No. | Equipment   | Quantity                    |
|--------|---|-----------------------------|
| 1      | Computer  | With internet connection    |
|        |   | Without internet connection |
| 2      | Printer   | Laser                       |
|        |   | Dot Matrix                  |
| 3      | Fax   | 1                           |
| 4      | Photocopier   | 1                           |
| 5      | Scanner   |                             |
| 6      | Multifunction Printer (MFP)/ Multifunction Device (MFD) |                             |

#### CSP Office

| S. No. | Equipment                   | Quantity                    |
|--------|-----------------------------|-----------------------------|
| 1      | Computer                    | With internet connection    |
|        |                             | Without internet connection |
| 2      | Printer                     | Laser                       |
|        |                             | Dot Matrix                  |
| 3      | Fax                         | -                           |
| 4      | Photocopier                 | 1                           |
| 5      | Scanner                     | -                           |
| 6      | Multifunction Printer (MFP) | -                           |

#### Police Station – TT Nagar

| S. No. | Equipment | Quantity                    |
|--------|-----------|-----------------------------|
| 1      | Computer  | With internet connection    |
|        |           | Without internet connection |
| 2      | Printer   | Laser                       |
|        |           | Dot Matrix                  |

|   |                             |   |
|---|-----------------------------|---|
| 3 | Fax                         | - |
| 4 | Photocopier                 | 2 |
| 5 | Scanner                     | 1 |
| 6 | Multifunction Printer (MFP) | - |

#### Traffic Thana - Bhopal

| S. No. | Equipment                   | Quantity                    |
|--------|-----------------------------|-----------------------------|
| 1      | Computer                    | With internet connection    |
|        |                             | Without internet connection |
| 2      | Printer                     | Laser                       |
|        |                             | Dot Matrix                  |
| 3      | Fax                         | -                           |
| 4      | Photocopier                 | -                           |
| 5      | Scanner                     | -                           |
| 6      | Multifunction Printer (MFP) | 3                           |

### 5.29.4 As-Is Processes - IG Office

#### 5.29.4.1 Budgeting

##### A. Process Summary

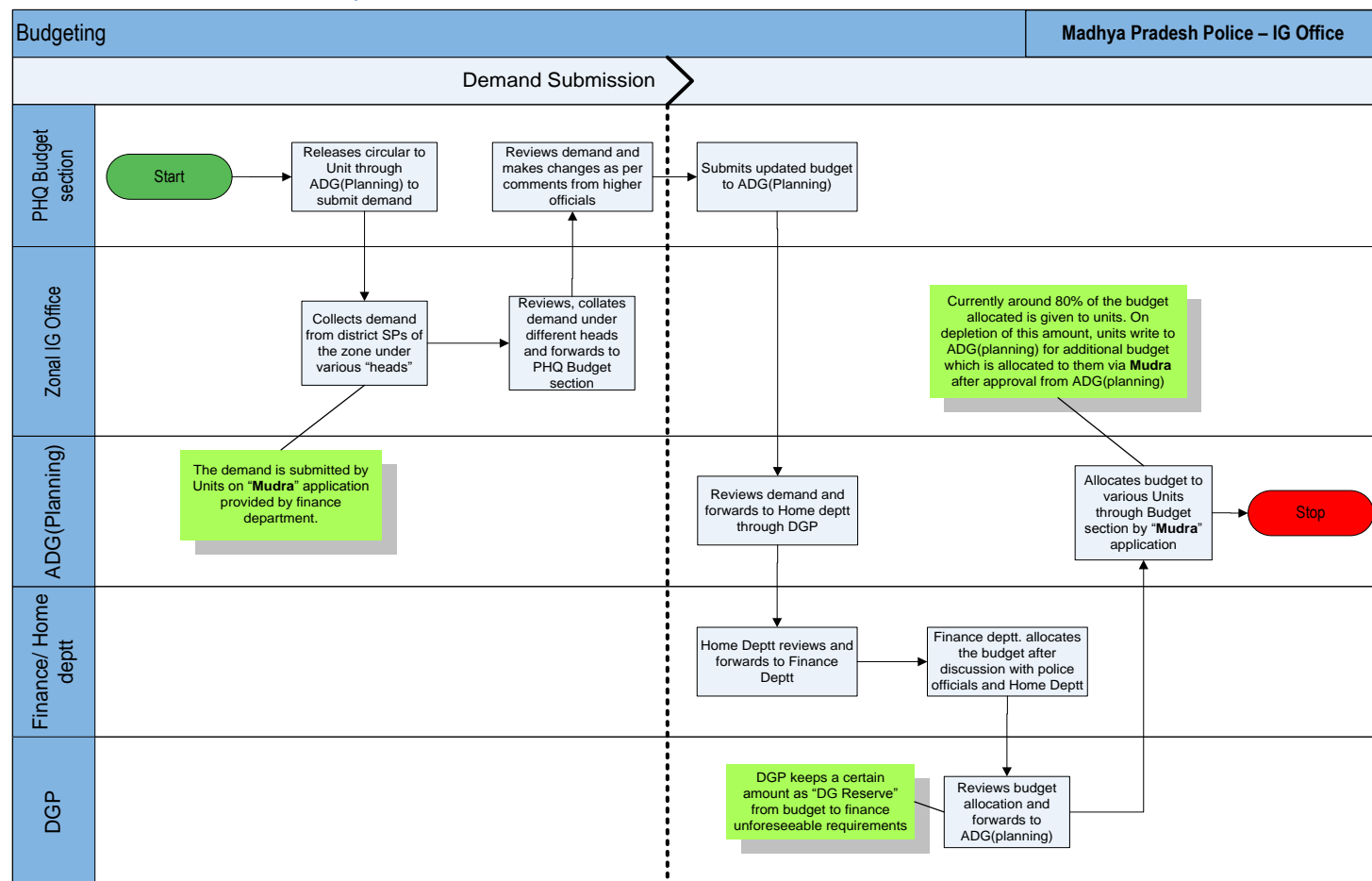
This is the process of demand submission by Zonal IGs and subsequent allocation of budget by the DGP to various units. The key actors of the process are PHQ budget section, Zonal IG Office, ADG (Planning), Finance/Home department and the DGP.

##### B. SIPOC

| Supplier                        | Input                                     | Process        | Output            | Customer                                  |
|---------------------------------|---|----------------|-------------------|---|
| Budget Section(Planning Branch) | Circular seeking budget demand submission | As shown below | Budget allocation | Units, DGP, ADG(Planning), Budget Section |



## C. Process Map



## D. Process Description

|  |                  |                            |                  |
|--|------------------|----------------------------|------------------|
| <b>Process Name:</b>   | <b>Budgeting</b> | <b>Branch/ Sub-Branch</b>  | <b>IG Office</b> |
| <b>Process Predecessor:</b>  | None             | <b>Process successor :</b> | None             |
| <b>Process</b>   |                  |                            |                  |
| <p>i) PHQ budget section releases circular to Unit through ADG (Planning) to submit demand. The demand is submitted by units on "Mudra" application provided by finance department.</p> <p>ii) Zonal IG office collects demand from district SPs of the zone under various "heads". It reviews, collates demand under different heads and forwards to PHQ Budget section.</p> <p>iii) PHQ budget section reviews demand and makes changes as per comments from higher officials and submits updated budget to ADG (Planning).</p> <p>iv) ADG (Planning) reviews demand and forwards to Home deptt through DGP.</p> |                  |                            |                  |

- v) Home deptt reviews it and forwards to Finance Deptt. Finance deptt allocates the budget after discussion with police officials and Home Deptt.
- vi) DGP reviews budget allocation and forwards to ADG (planning).
- vii) ADG (Planning) allocates budget to various Units through Budget section by “Mudra” application.
- viii) DGP keeps a certain amount as “DG Reserve” from budget to finance unforeseeable requirements.
- ix) Currently around 80% of the budget allocated is given to units. On depletion of this amount, units write to ADG (Planning) for additional budget which is allocated to them via “Mudra” after approval from ADG (Planning).

**Policy Requirement**

GOP, Circulars, Police rules and regulations

#### 5.29.4.2 Compassionate Appointment

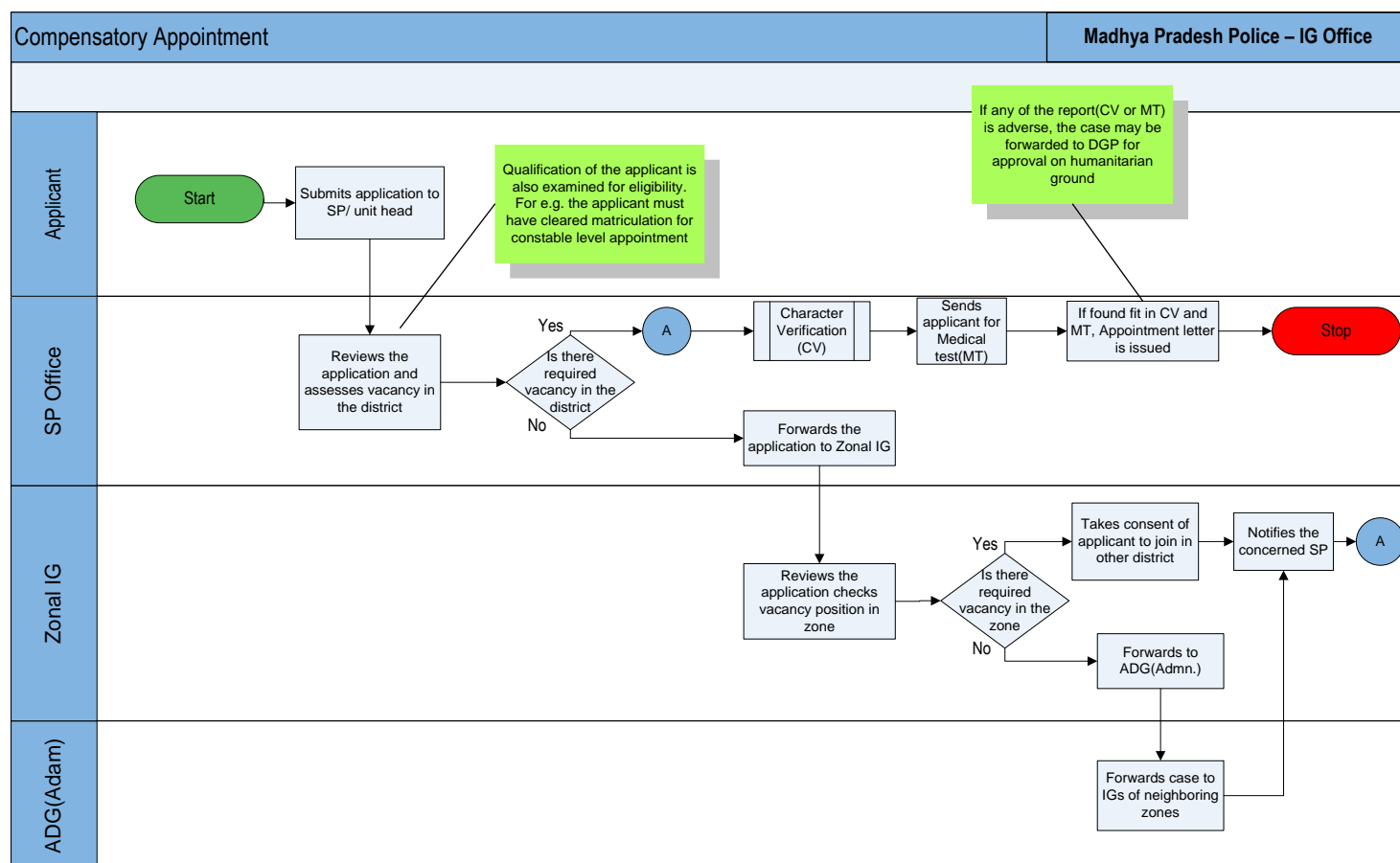
##### A. Process Summary

This is the process of compassionate appointment of a dependent of the police personnel who expires while in service. The key actors of the process are applicant (dependent), SP and IG.

##### B. SIPOC

| Supplier  | Input                       | Process        | Output      | Customer  |
|-----------|-----------------------------|----------------|-------------|-----------|
| Applicant | Application for appointment | As shown below | Appointment | Applicant |

## C. Process Map



## D. Process Description

|  |                                 |                            |                  |
|--|---------------------------------|----------------------------|------------------|
| <b>Process Name:</b>   | <b>Compensatory Appointment</b> | <b>Branch/ Sub-Branch</b>  | <b>IG Office</b> |
| <b>Process Predecessor:</b>  | None                            | <b>Process successor :</b> | None             |
| <b>Process</b>   |                                 |                            |                  |
| i) The applicant submits application to SP/ unit head.<br>ii) The SP Office reviews the application and assesses vacancy in the district. Qualification of the applicant is also examined for eligibility. For example, the applicant must have cleared matriculation for constable level appointment.<br>iii) If there are required vacancies in the district, the applicant is sent for Character verification and Medical Test. The appointment letter is issued only if the applicant is |                                 |                            |                  |

|  |  |
|--|--|
| <p>found fit in Character verification and Medical Test. If in any of the report (CV or MT) is adverse, the case may be forwarded to DGP for approval on humanitarian ground.</p> <p>iv) If the required vacancy is not available, SP office forwards the application to zonal IG.</p> <p>v) The zonal IG reviews the application checks vacancy position in zone. If there are required vacancy available in the zone then he takes consent of the applicant to join in other district and notifies the concerned SP. The concerned SP sends the applicant for Character Verification and Medical Test and finally the appointment letter is issued to the applicant.</p> <p>vi) If the required vacancy is not available in the zone then zonal IG forwards the application to ADG (Admin.). ADG (Admin.) forwards case to IGs of neighboring zones. The zonal IG of the neighboring zone notifies the concerned SP. The concerned SP sends the applicant for Character Verification and Medical Test and finally the appointment letter is issued to the applicant.</p> |  |
| <b>Policy Requirement</b>  | GOP, Circulars, Police rules and regulations |

#### 5.29.4.3 Complaint against Police

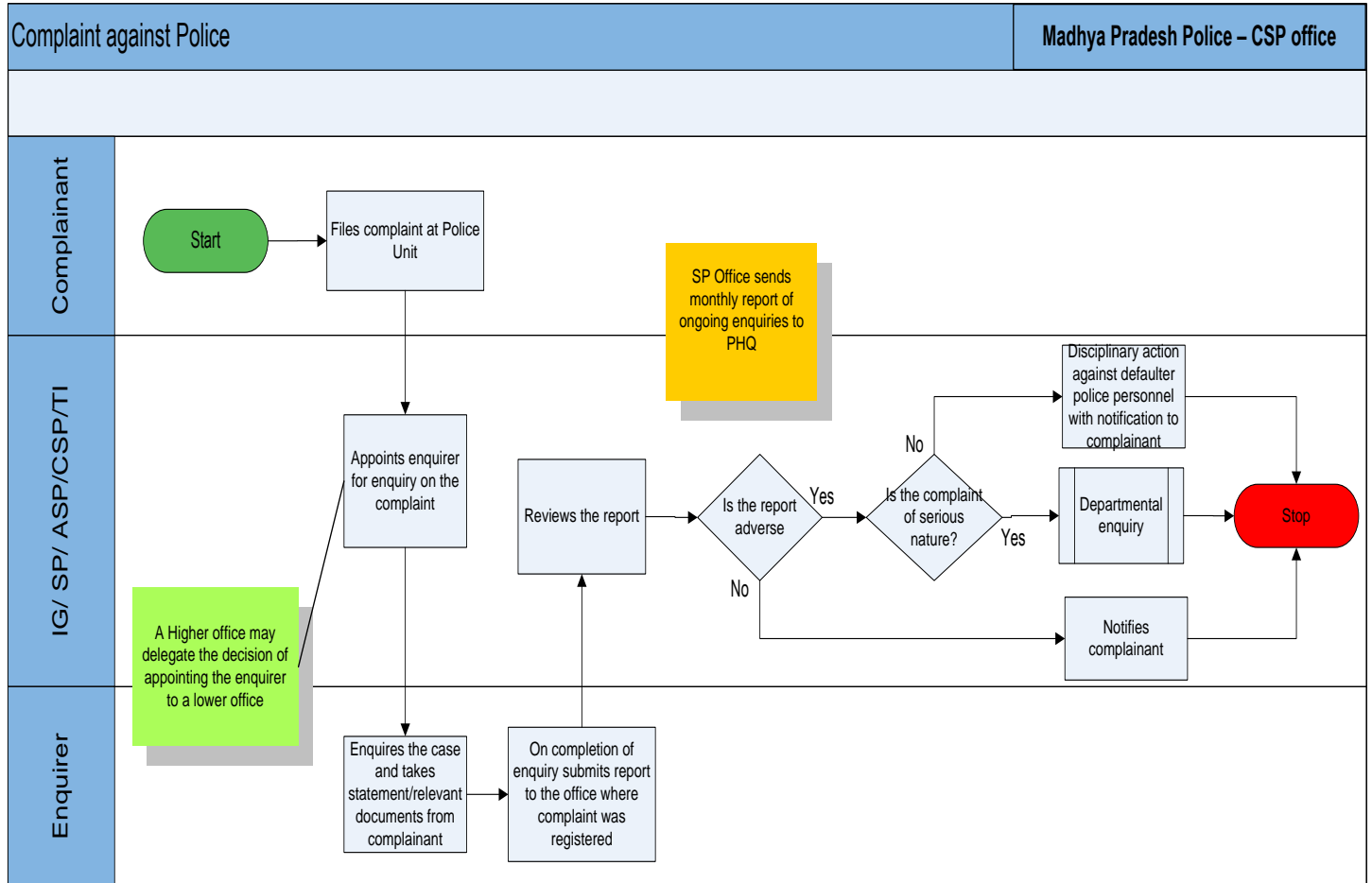
##### A. Process Summary

This is the process of registration and enquiry of complaint by public against the police personnel. The key actors of the process are complainant, non-complainant, enquirer and the IG/ SP/ ASP/CSP/TI.

##### B. SIPOC

| Supplier           | Input     | Process        | Output   | Customer                        |
|--------------------|-----------|----------------|--|---------------------------------|
| <b>complainant</b> | complaint | As shown below | Disciplinary action/<br>Departmental enquiry/<br>against non-complainant/<br>notification to complainant | Complainant,<br>non-complainant |

### C. Process Map



### D. Process Description

|   |   |                            |                                 |
|---|---|----------------------------|---------------------------------|
| <b>Process Name:</b>  | <b>Complaint- Public against police</b> | <b>Branch/ Sub-Branch</b>  | <b>IG Office</b>                |
| <b>Process Predecessor:</b>   | None                                    | <b>Process successor :</b> | Departmental Enquiry (optional) |
| <b>Process</b>  |   |                            |                                 |
| i) The complainant files the complaint at the police unit against the police personnel.<br>ii) IG/ SP/ ASP/CSP/TI appoints the enquirer for enquiry on the complaint.<br>iii) The enquirer enquires the case and takes statement/relevant documents from complainant, non-complainant and witnesses.<br>iv) On completion of the enquiry, the enquirer submits the report to the office where complaint was registered. |   |                            |                                 |

|   |  |
|---|--|
| <p>v) The IG/ SP/ ASP/CSP/TI reviews the report and if the report is adverse and the complaint is of serious nature, it will proceed to departmental enquiry. If the complaint is not of serious nature then the disciplinary action will be taken against the police personnel with notification to complainant.</p> <p>vi) In case the complaint is not adverse then the same is notified to complainant and the complaint is filed for record purpose.</p> <p>vii) SP office sends monthly report of ongoing enquiries to PHQ. A higher office may delegate the decision of appointing the enquirer to a lower office.</p> |  |
| <b>Policy Requirement</b>   | GOP, Circulars, Police rules and regulations |

#### 5.29.4.4 Complaint- Public vs. Public

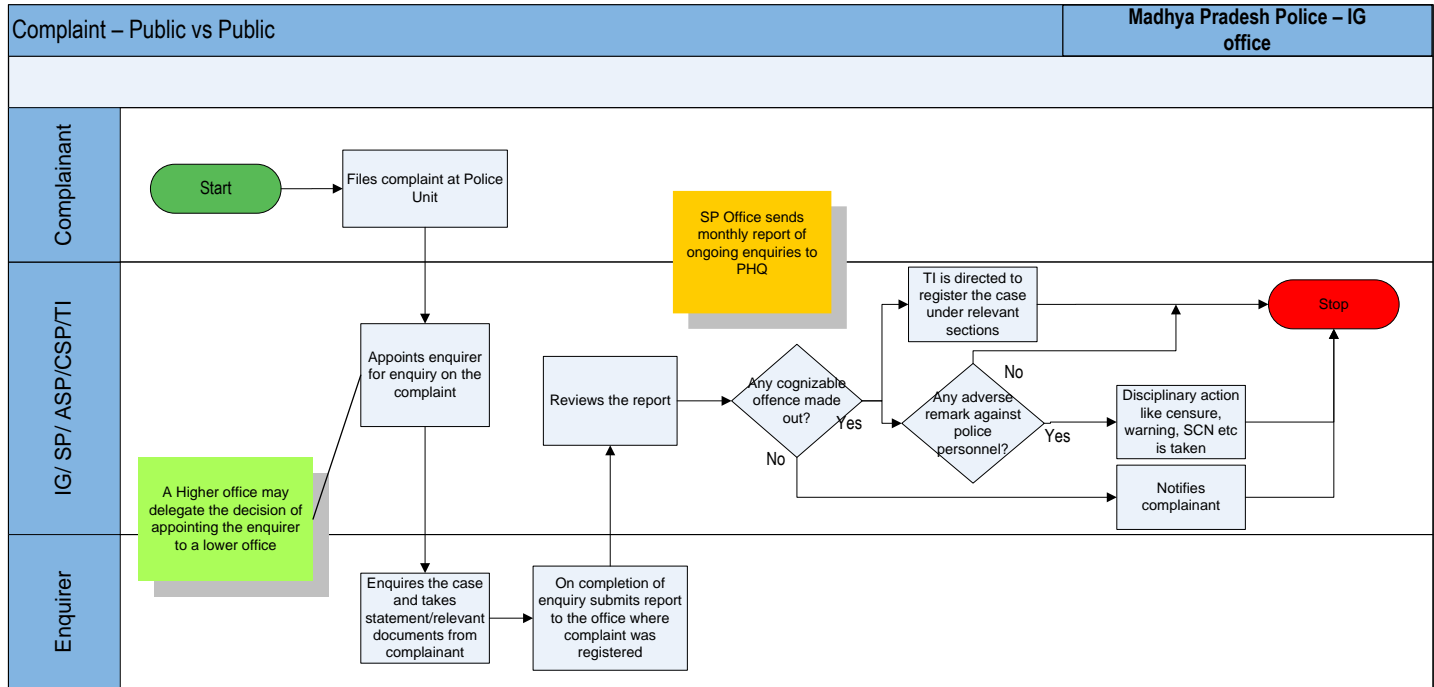
##### A. Process Summary

This is the process of registration and enquiry of complaint by public against the public. The key actors of the process are complainant, non-complainant, enquirer and the IG/ SP/ ASP/CSP/TI.

##### B. SIPOC

| Supplier    | Input     | Process        | Output  | Customer                         |
|-------------|-----------|----------------|---|----------------------------------|
| complainant | complaint | As shown below | FIR/ notification to complainant/ disciplinary action on police personnel | Complainant, non-complainant, TI |

### C. Process Map



### D. Process Description

|  |  |                            |                  |
|--|--|----------------------------|------------------|
| <b>Process Name:</b>   | <b>Complaint- Public Vs. Public</b>          | <b>Branch/ Sub-Branch</b>  | <b>IG Office</b> |
| <b>Process Predecessor:</b>  | None   | <b>Process successor :</b> | None             |
| <b>Process</b>   |  |                            |                  |
| i) The complainant files complaint at police unit.<br>ii) IG/ SP/ ASP/CSP/TI appoints enquirer for enquiry on the complaint.<br>iii) Enquirer enquires the case and takes statement/relevant documents from complainant. On completion of enquiry he submits report to the office where complaint was registered.<br>iv) IG/ SP/ ASP/CSP/TI reviews the report and if any cognizable offence was not made out then the complainant is notified about the same. In case any cognizable offence was made out then the TI is directed to register the case under relevant section however if any there is any adverse remark against police personnel in the complaint then the disciplinary action like censure, warning, SCN etc. is taken.<br>v) SP office sends monthly report of ongoing enquiries to PHQ. A higher office may delegate the decision of appointing the enquirer to a lower office. |  |                            |                  |
| <b>Policy Requirement</b>  | GOP, Circulars, Police rules and regulations |                            |                  |

### 5.29.4.5 Departmental Enquiry

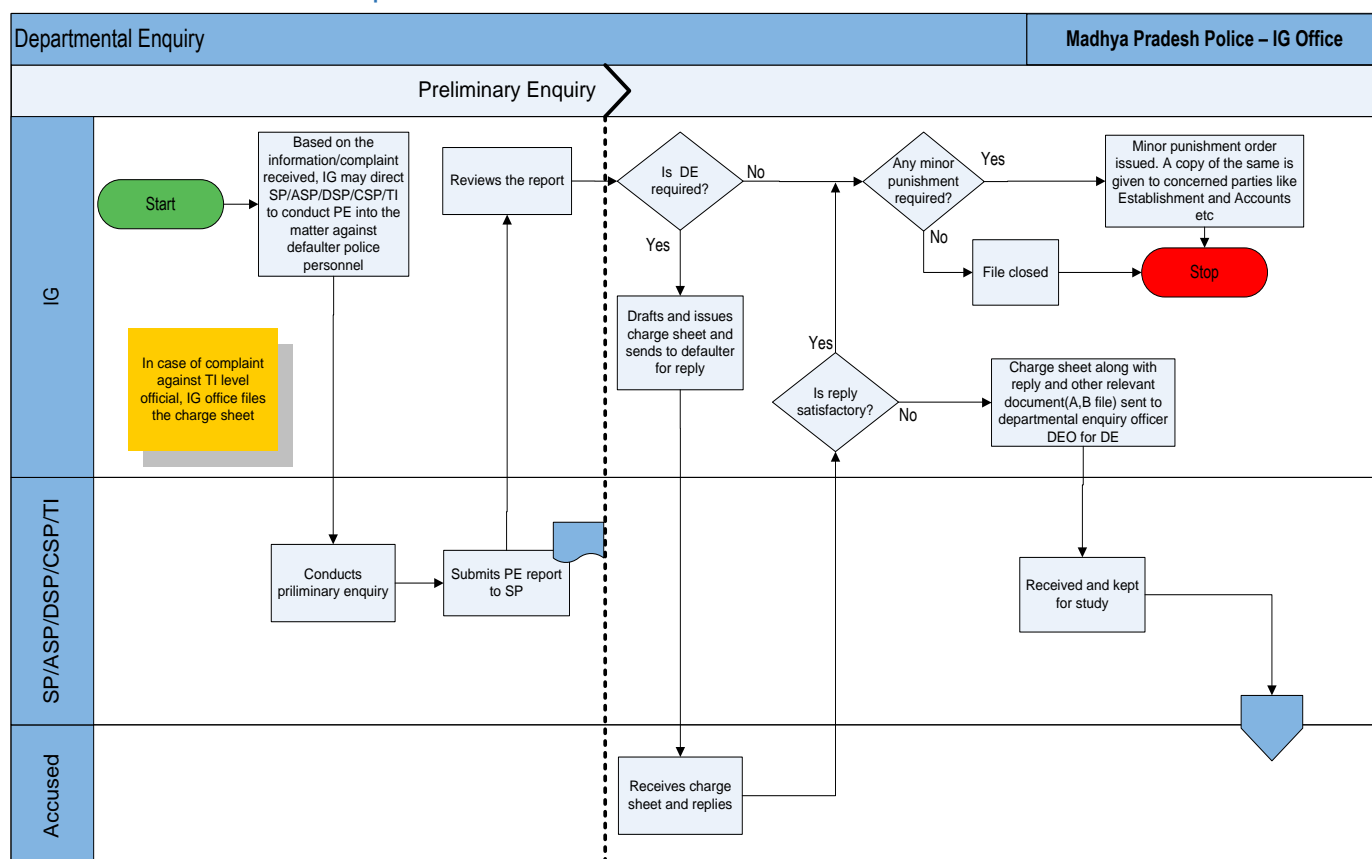
#### A. Process Summary

This is the process of departmental enquiry of the police personnel based on the complaint received from the complainant or misconduct in service or indiscipline action. The key actors of the process are complainant, non-complainant and the Departmental Enquiry Officer (DEO).

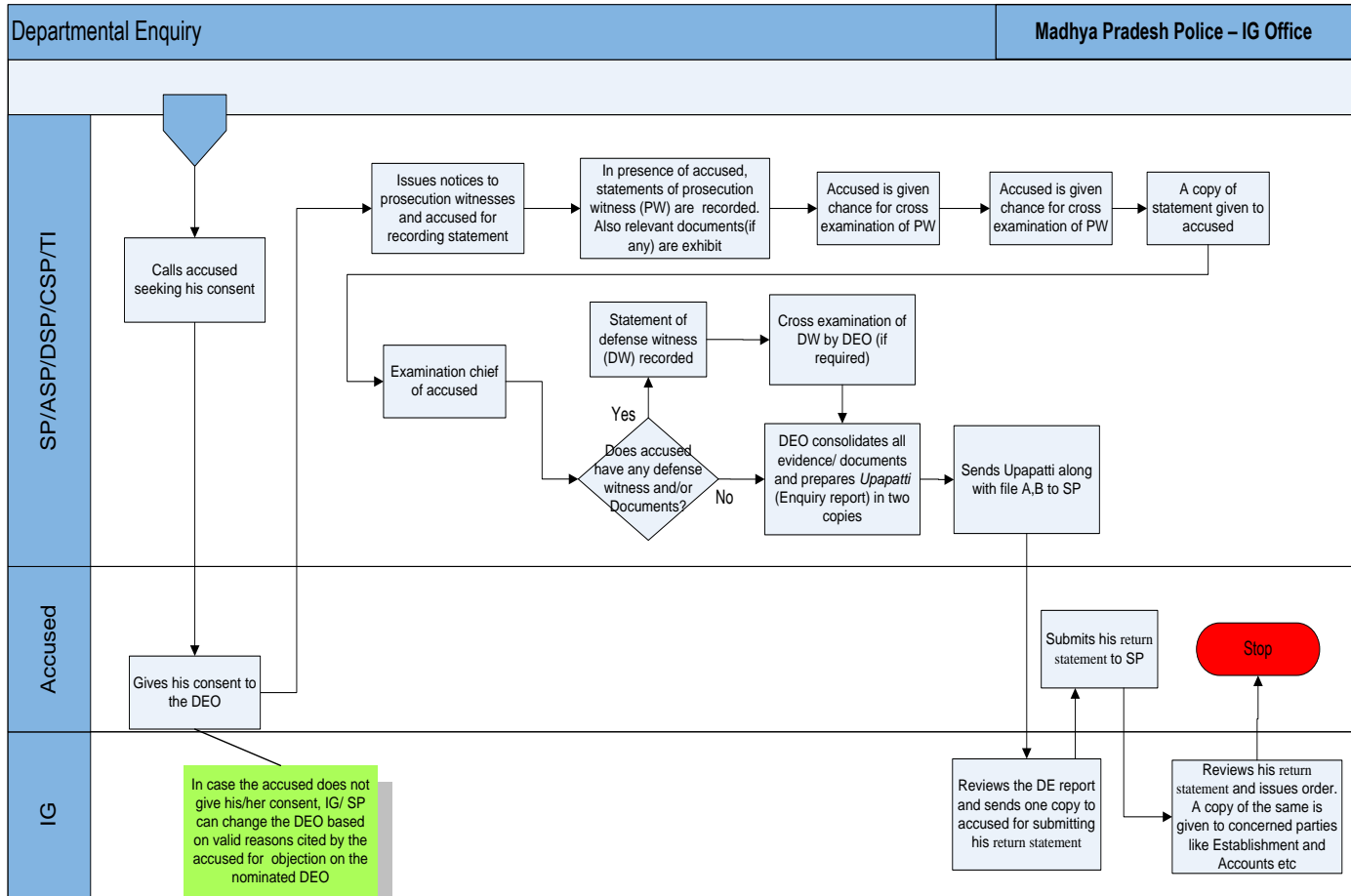
#### B. SIPOC

| Supplier    | Input     | Process        | Output               | Customer                                |
|-------------|-----------|----------------|----------------------|---|
| complainant | complaint | As shown below | Departmental enquiry | Complainant, police personnel (Accused) |

#### C. Process Map







#### D. Process Description

|   |                             |                            |                  |
|---|-----------------------------|----------------------------|------------------|
| <b>Process Name:</b>  | <b>Departmental Enquiry</b> | <b>Branch/ Sub-Branch</b>  | <b>IG Office</b> |
| <b>Process Predecessor:</b>   | None                        | <b>Process successor :</b> | None             |
| <b>Process</b>  |                             |                            |                  |
| i) Based on the information/complaint received, IG may direct SP/ASP/DSP/CSP/TI to conduct PE into the matter against defaulter police personnel. In case the complaint against TI level official, IG office files the charge sheet.<br>ii) An enquiry may also be initiated in case of misconduct in service or indiscipline action by a police personnel.<br>iii) SP/ASP/DSP/CSP/TI conducts preliminary enquiry and submits preliminary report to SP/IG.<br>iv) IG/SP reviews the report, if the departmental enquiry is not required and any minor punishment is also not required then the file is closed by the IG/SP. However if the departmental enquiry is |                             |                            |                  |

required he drafts and issues charge sheet and sends to defaulter for reply. The accused reviews the charge sheet and replies. If the reply is satisfactory, and no minor punishment required then the file is closed but if reply is satisfactory but any minor punishment is required to be given then minor punishment order is issued by the IG/SP. A copy of the same is given to concerned parties like Establishment and Accounts etc.

- v) But if the reply is not satisfactory then charge sheet along with reply and other relevant document (A, B file) is sent to departmental enquiry officer DEO for DE. It is kept with the SP/ASP/DSP/CSP/TI for study.
- vi) Then SP/ASP/DSP/CSP/TI calls accused police personnel seeking his consent.
- vii) Accused police personnel gives his consent to the DEO. In case the accused does not give his/her consent, IG/SP can change the DEO based on valid reasons cited by the accused for objection on the nominated DEO.
- viii) SP/ASP/DSP/CSP/TI issues notices to prosecution witnesses and accused for recording statement. In presence of accused, statements of prosecution witness (PW) are recorded. Also relevant documents (if any) are exhibit. Accused is given chance for cross examination of PW. A copy of statement given to accused.
- ix) Then “Examination chief” of accused is conducted, if accused have any defense witness and/or documents then statement of defense witness (DW) recorded and Cross examined by DEO (if required). Then DEO consolidates all evidence/ documents and prepares Upapatti (Enquiry report) in two copies and Sends Upapatti along with file A, B to SP/IG.
- x) IG/SP reviews the DE report and sends one copy to accused for submitting his return statement
- xi) Accused submits his return statement to SP/IG. IG/SP reviews his return statement and issues order. A copy of the same is given to concerned parties like Establishment and Accounts etc.

#### Policy Requirement

GOP, Circulars, Police rules and regulations

#### 5.29.4.6 Leaves

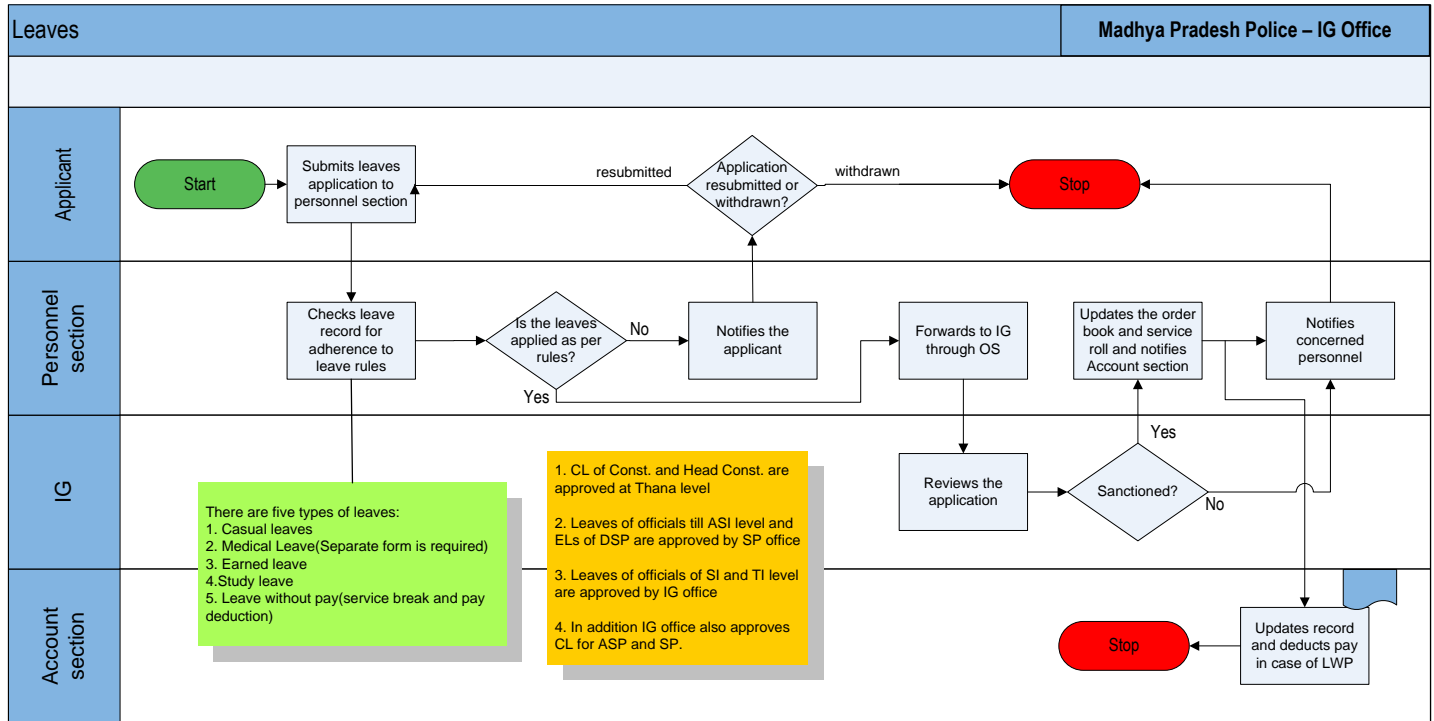
#### A. Process Summary

This is the process of sanctioning of leaves applied by the police personnel at IG Office. The key actors of the process are applicant (Police personnel), Personnel section and IG.

#### B. SIPOC

| Supplier  | Input                 | Process        | Output                    | Customer                     |
|-----------|-----------------------|----------------|---------------------------|------------------------------|
| Applicant | Application for leave | As shown below | Leave sanctioned/rejected | Applicant, Personnel section |

## C. Process Map



## D. Process Description

|   |               |                            |                  |
|---|---------------|----------------------------|------------------|
| <b>Process Name:</b>  | <b>Leaves</b> | <b>Branch/ Sub-Branch</b>  | <b>IG Office</b> |
| <b>Process Predecessor:</b>   | None          | <b>Process successor :</b> | None             |
| <b>Process</b>  |               |                            |                  |
| <p>i) Leaves are of five types: Casual leaves, Medical leaves (Separate form is required), Earned leave, Study leave, Leave without pay (service break and pay deduction).</p> <p>ii) The applicant submits leaves application to personnel section.</p> <p>iii) Personnel section Checks leave record for adherence to leave rules, if the leaves are not applied as per leave rules then the personnel section informs the applicant and the application is resubmitted or withdrawn by the applicant. If the leaves are applied as per the rules then personnel section forwards it to IG through OS. IG reviews the application, if the leave is sanctioned, the personnel section updates the order and service roll and notifies account section. Then it notifies the concerned personnel. The personnel section also deducts the pay in case the leave falls under LWP category.</p> <p>iv) If the leave is not sanctioned by IG then the personnel section notifies the same to the applicant.</p> |               |                            |                  |

- v) Casual leaves of constable, head constable are approved at Thana level. Leaves of officials till ASI level and ELs of DSP are approved by SP office.
- vi) Leaves of SI and TI level are approved by IG office. In addition to that, IG office also approves the casual leaves for ASP and SP.

**Policy Requirement**

GOP, Circulars, Police rules and regulations

### 5.29.4.7 Transfer and Posting

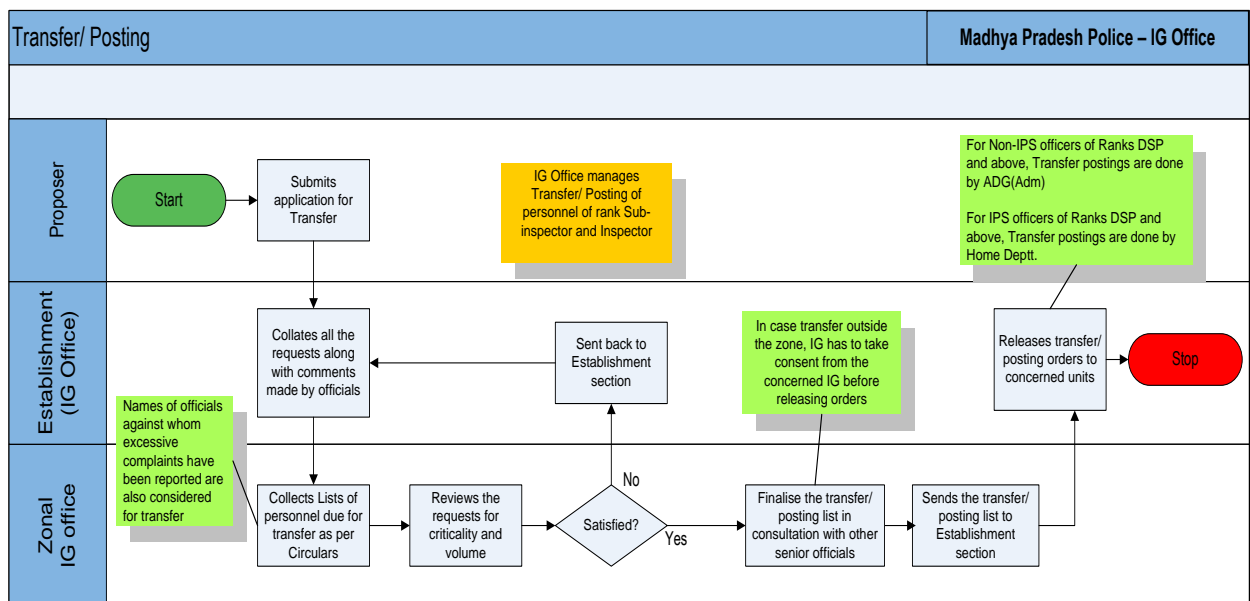
#### A. Process Summary

This is the process of Transfer/Posting of the police personnel from IG Office. The key actors of the process are applicant, IG, Establishment (IG Office).

#### B. SIPOC

| Supplier | Input                        | Process        | Output           | Customer         |
|----------|------------------------------|----------------|------------------|------------------|
| Proposer | Request for transfer/posting | As shown below | Transfer/Posting | Police Personnel |

#### C. Process Map



#### D. Process Description

|   |                         |  |                  |
|---|-------------------------|--|------------------|
| <b>Process Name:</b>  | <b>Transfer/Posting</b> | <b>Branch/ Sub-Branch</b>                    | <b>IG Office</b> |
| <b>Process Predecessor:</b>   | None                    | <b>Process successor :</b>                   | None             |
| <b>Process</b>  |                         |  |                  |
| <ul style="list-style-type: none"> <li>i) Transfers are done based on the circulars released regarding the duration of posting of police personnel at one location on routine basis, complaints received or personal request</li> <li>ii) Proposer submits application for Transfer.</li> <li>iii) Establishment (IG Office) collates all the requests along with comments made by officials.</li> <li>iv) Zonal IG Office reviews the requests for criticality and volume. If IG Office is not satisfied it sends it back to the establishment section and establishment (IG Office) collates all the requests along with comments made by officials.</li> <li>v) Zonal IG Office reviews the requests for criticality and volume. If IG office is satisfied it finalizes the transfer/ posting list in consultation with other senior officials. Then it sends the transfer/ posting list to establishment section.</li> <li>vi) Establishment section (IG Office) releases transfer/posting orders to concerned units.</li> <li>vii) IG Office manages the transfer/posting of personnel of rank Sub-Inspector and Inspector.</li> <li>viii) In case the transfer is outside the zone, IG has to take consent from the concerned IG before releasing orders.</li> <li>ix) An officer cannot be transferred to his/her home town.</li> <li>x) For non IPS officers of rank DSP and above, transfer/posting is done by ADG (Admin.). For IPS officers of rank DSP and above, transfer/posting is done by Home Dept.</li> </ul> |                         |  |                  |
| <b>Policy Requirement</b>   |                         | GOP, Circulars, Police rules and regulations |                  |

## 5.29.5 As-Is Processes - SSP Office

### 5.29.5.1 Departmental Enquiry

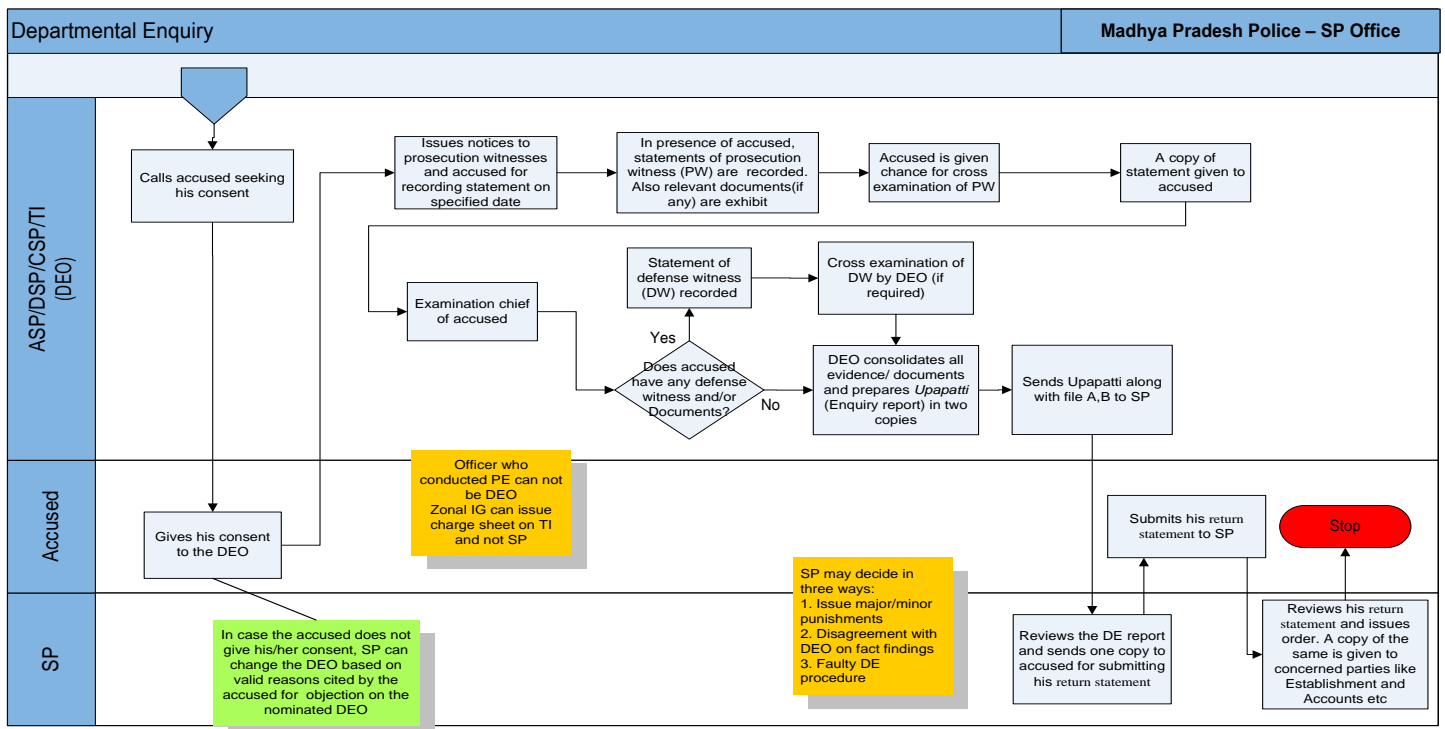
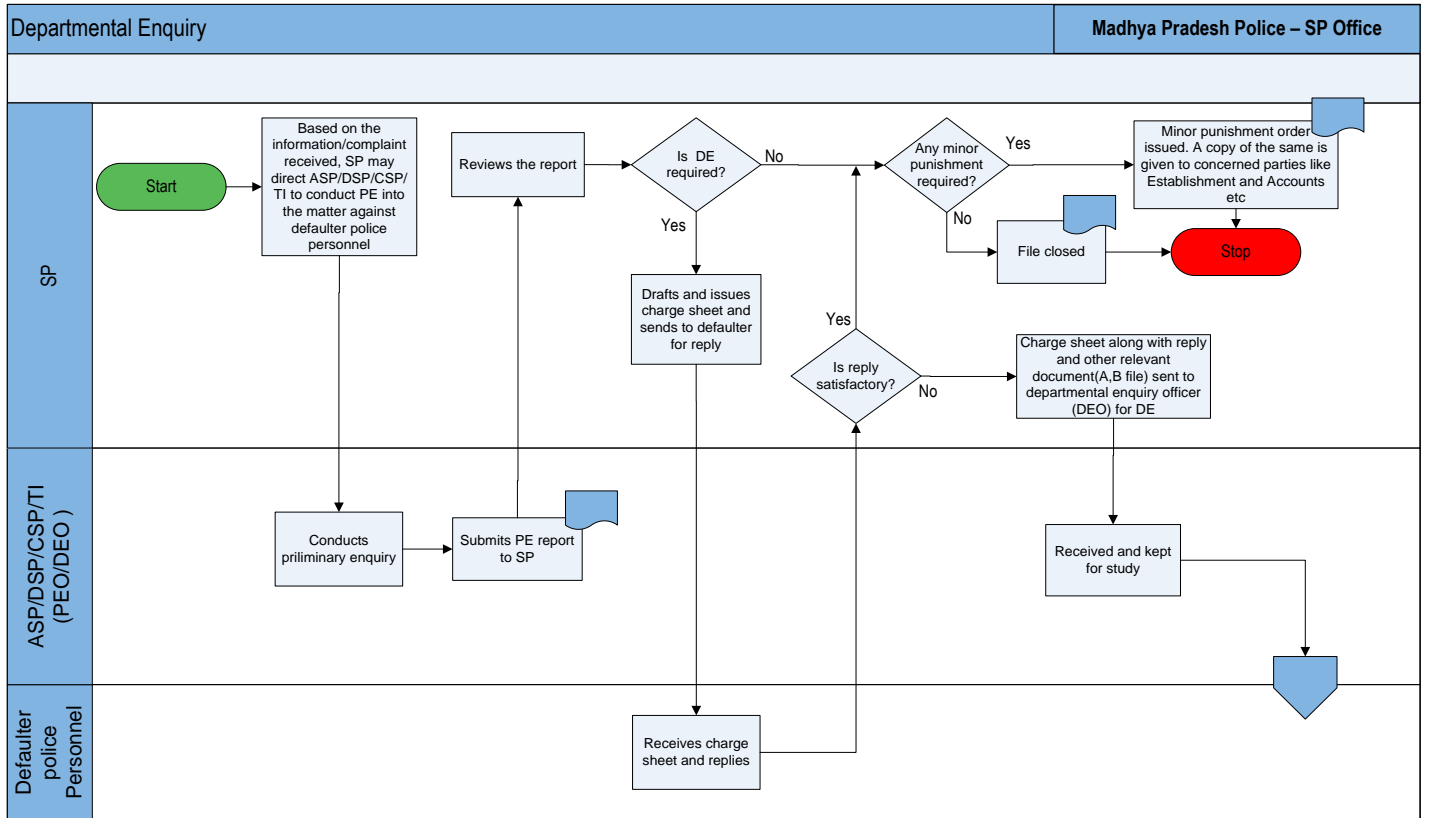
#### A. Process Summary

This is the process of enquiry of any complaint filed against a police personnel. The key actors of the process are SP, Departmental enquiry officer, prosecution witness, defense witness and the accused.

#### B. SIPOC

| Supplier                        | Input                                      | Process           | Output                               | Customer    |
|---------------------------------|--|-------------------|--------------------------------------|-------------|
| Internal/<br>External<br>Source | Compliant/Act<br>of official<br>negligence | As shown<br>below | Departmental<br>Enquiry<br>initiated | Complainant |

### C. Process Map



## D. Process Description

|   |                             |                            |                  |
|---|-----------------------------|----------------------------|------------------|
| <b>Process Name:</b>  | <b>Departmental Enquiry</b> | <b>Branch/ Sub-Branch</b>  | <b>SP Office</b> |
| <b>Process Predecessor:</b>   | None                        | <b>Process successor :</b> | None             |
| <b>Process</b>  |                             |                            |                  |
| <p>i. Based on the information/complaint received, SP may direct ASP/DSP/CSP/TI to conduct PE into the matter against defaulter police personnel. In case the complaint against TI level official, IG files the charge sheet.</p> <p>ii. An enquiry may also be initiated in case of misconduct in service or indiscipline action by a police personnel.</p> <p>iii. ASP/DSP/CSP/TI conducts preliminary enquiry and submits preliminary report to SP.</p> <p>iv. SP reviews the report, if the departmental enquiry is not required and any minor punishment is also not required then the file is closed by the SP. However if the departmental enquiry is required he drafts and issues charge sheet and sends to defaulter for reply. The accused studies the charge sheet and replies. If the reply is satisfactory, and no minor punishment required then the file is closed but if reply is satisfactory but any minor punishment is required to be given then minor punishment order is issued by the SP. A copy of the same is given to concerned parties like Establishment and Accounts etc</p> <p>v. But if the reply is not satisfactory then charge sheet along with reply and other relevant document (A, B file) is sent to departmental enquiry officer DEO for DE. It is kept with the ASP/DSP/CSP/TI for study.</p> <p>vi. Then ASP/DSP/CSP/TI(DEO) calls accused police personnel seeking his consent.</p> <p>vii. Accused police personnel gives his consent to the DEO. In case the accused does not give his/her consent, IG/SP can change the DEO based on valid reasons cited by the accused for objection on the nominated DEO.</p> <p>viii. ASP/DSP/CSP/TI issues notices to Prosecution Witnesses (PW) and accused on specified date for recording statement. In presence of accused, statements of Prosecution Witness (PW) are recorded. Also relevant documents (if any) are exhibit. Accused is given chance for cross examination of PW. A copy of statement given to accused.</p> <p>ix. Then “Examination chief” of accused is conducted, if accused have any defense witness and/or documents then statement of defense witness (DW) recorded and Cross examined by DEO (if required). Then DEO consolidates all evidence/ documents and prepares Upapatti (Enquiry report) in two copies and Sends Upapatti along with file A, B to SP.</p> <p>x. SP reviews the DE report and sends one copy to accused for submitting his return statement</p> <p>xi. Accused submits his return statement to SP. SP reviews his return statement and issues order. A copy of the same is given to concerned parties like Establishment and Accounts etc.</p> <p>xii. SP may decide in three ways:</p> |                             |                            |                  |



|   |   |
|---|---|
| 1. Issue major/minor punishments<br>2. Disagreement with DEO on fact findings<br>3. Faulty DE procedure |   |
| <b>Policy Requirement</b>   | MP Police Rules and Regulations, GOPs and Circulars |

### 5.29.5.2 Inspection

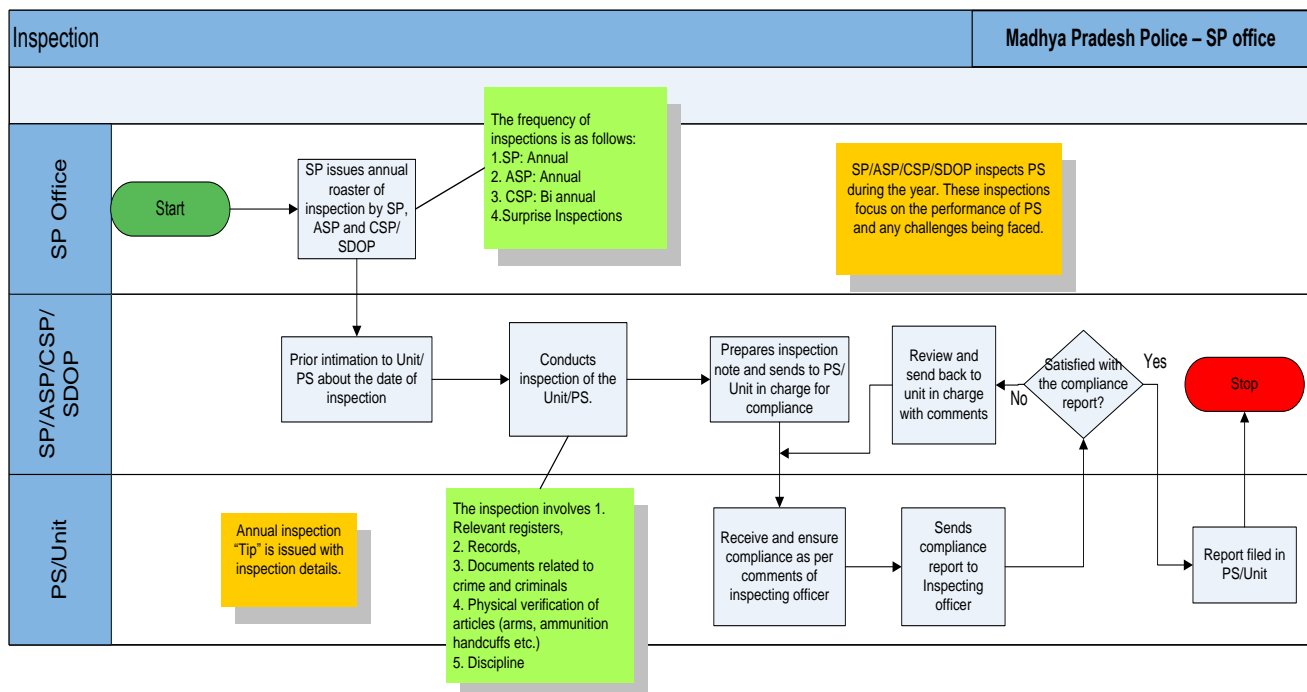
#### A. Process Summary

This is the process of Inspection of a unit or Police station by the Inspecting officer (SP/ASP/CSP/SDOP). The key actors of this process are Inspection officer and the concerned unit or police station.

#### B. SIPOC

| Supplier  | Input              | Process        | Output               | Customer  |
|-----------|--------------------|----------------|----------------------|-----------|
| SP Office | Inspection roaster | As shown below | Inspection conducted | SP Office |

#### C. Process Map



## D. Process Description

|  |                               |  |           |
|--|-------------------------------|--|-----------|
| <b>Process Name:</b>   | <b>SP Office – Inspection</b> | <b>Branch/ Sub-Branch</b>                    | SP Office |
| <b>Process Predecessor:</b>  | None                          | <b>Process successor :</b>                   | None      |
| <b>Process</b>   |                               |  |           |
| <ul style="list-style-type: none"> <li>i. SP Office issues annual roaster of inspection by SP/ ASP and CSP/ SDOP</li> <li>ii. SP/ ASP and CSP/ SDOP issues an intimation to the Police Station/ unit about date of inspection.</li> <li>iii. SP/ ASP and CSP/ SDOP conducts inspection as per date suggested and an inspection note is prepared and sent to PS/Unit in charge for compliance.</li> <li>iv. PS/Unit receives and ensure compliance as per comments of inspecting officer and shares the compliance report to inspecting officer</li> <li>v. In case SP/ ASP and CSP/ SDOP is satisfied with compliance report , the report is filed in PS/unit</li> <li>vi. In case SP/ ASP and CSP/ SDOP is not satisfied with compliance report , the report is sent back to PS/Unit to ensure complete compliance</li> </ul> |                               |  |           |
| <b>Policy Requirement</b>  |                               | GOP, Circulars, Police rules and regulations |           |

### 5.29.5.3 Complaint – Public vs. Police

## A. Process Summary

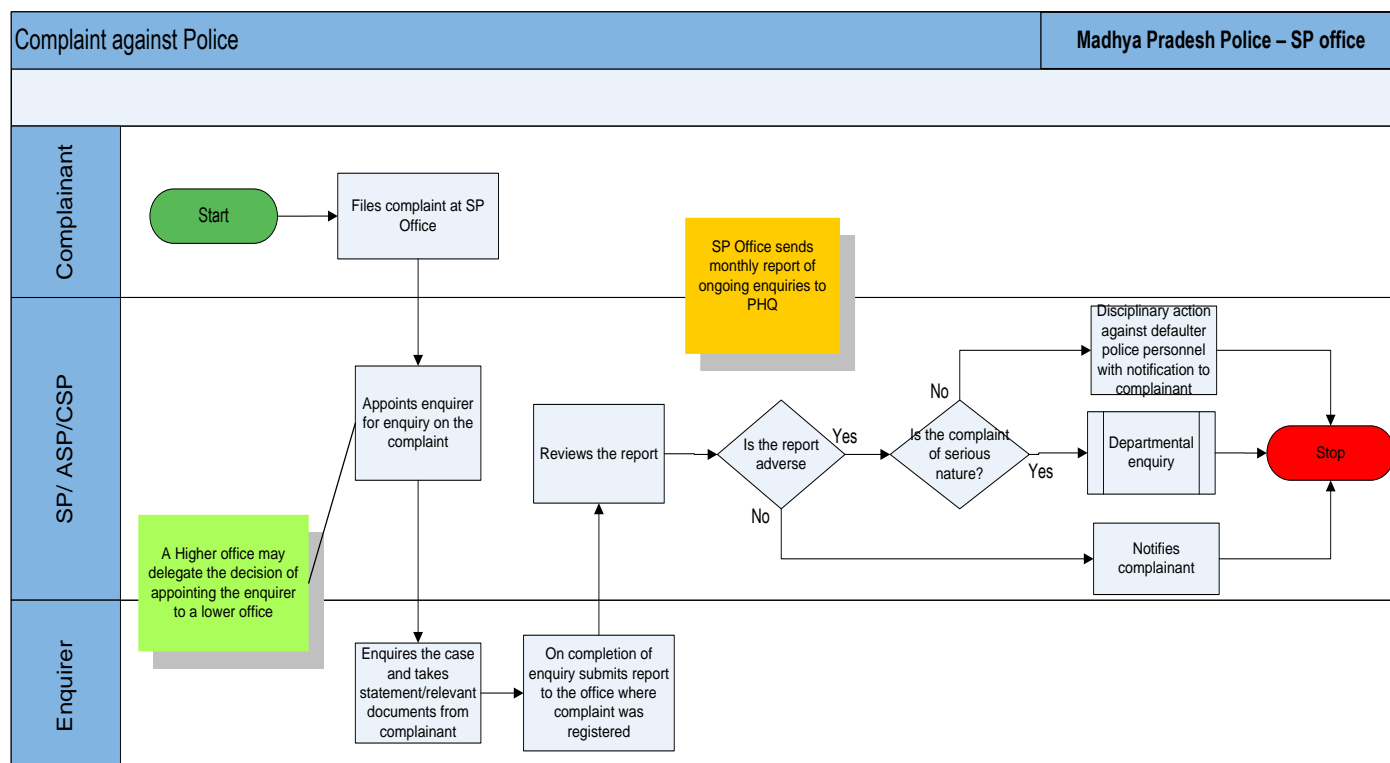
This is the process of filing of complaint against the police personnel by the public/citizens. The key actors of the process are the complainant, SP and the enquirer.

## B. SIPOC

| Supplier | Input     | Process        | Output                          | Customer |
|----------|-----------|----------------|---------------------------------|----------|
| Public   | Complaint | As shown below | Action against defaulter police | Public   |

personnel by  
SP office

### C. Process Map



### D. Process Description

|   |  |                            |           |
|---|--|----------------------------|-----------|
| <b>Process Name:</b>  | <b>SP Office - Complaint- Public Vs Police</b> | <b>Branch/ Sub-Branch</b>  | SP Office |
| <b>Process Predecessor:</b>   | None   | <b>Process successor :</b> | None      |
| <b>Process</b>  |  |                            |           |
| i. A complainant files a complaint in IG/ SP/ ASP/CSP/ office or PS.<br>ii. SP appoints an enquirer for the enquiry on the compliant<br>iii. The enquirer enquires into the complaint and takes statement and takes relevant information/ documents from complainant. |  |                            |           |

|   |  |
|---|--|
| <ul style="list-style-type: none"> <li>iv. On completion of enquiry, the enquirer submits report to the office where complaint was registered.</li> <li>v. SP reviews report</li> <li>vi. In case report is adverse: <ul style="list-style-type: none"> <li>a. SP checks the seriousness of complaint</li> <li>b. In case the complaint is of serious nature, a departmental enquiry is initiated</li> <li>c. In case the complaint is of non-serious nature, disciplinary action against defaulter police personnel with notification to complainant is issued</li> </ul> </li> <li>vii. In case the report is not adverse it is filed, the complainant is notified</li> </ul> |  |
| <b>Policy Requirement</b>   | GOP, Circulars, Police rules and regulations |

#### 5.29.5.4 Complaint – Public vs. Public

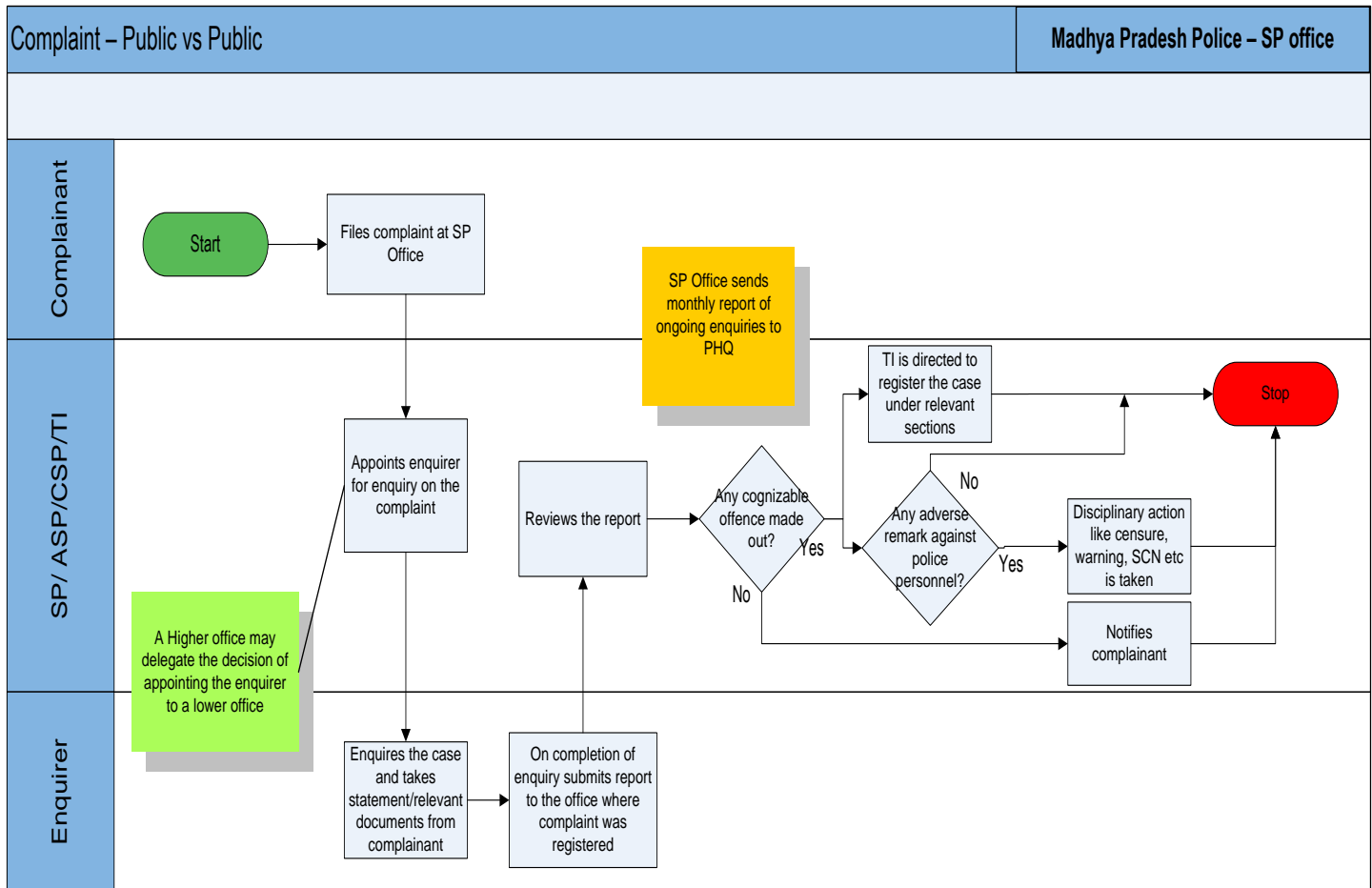
##### A. Process Summary

This process highlights the workflow for complaints filed against an individual or a group by an individual in SP Office. The key actors of the process are Complainant, SP and Enquirer.

##### B. SIPOC

| Supplier | Input     | Process        | Output                    | Customer |
|----------|-----------|----------------|---------------------------|----------|
| Public   | Complaint | As shown below | Action taken by SP office | Public   |

## C. Process Map



## D. Process Description

|  |                                    |                            |           |
|--|------------------------------------|----------------------------|-----------|
| <b>Process Name:</b>   | <b>Complaint- Public Vs Public</b> | <b>Branch/ Sub-Branch</b>  | SP Office |
| <b>Process Predecessor:</b>  | None                               | <b>Process successor :</b> | None      |
| <b>Process</b>   |                                    |                            |           |
| i. A complainant visits Police unit and files a complaint at SP Office<br>ii. SP appoints an enquirer for the enquiry on the complaint.<br>iii. The enquirer enquires about the case and takes statement. Relevant documents from complainant. |                                    |                            |           |

|  |  |
|--|--|
| iv. On completion of enquiry, the enquirer submits report to the office where complaint was registered.<br>v. SP reviews report<br>vi. In case any cognizable offence is made out<br>d. TI is directed to register the case under relevant sections<br>e. It is also checked if any remarks against police personnel are made. Disciplinary action like Censure, warning, SCN etc. is taken<br>vii. In case no Cognizable offence is made out:<br>a. The complainant is notified |  |
| <b>Policy Requirement</b>  | GOP, Circulars, Police rules and regulations |

#### 5.29.5.5 Service Record

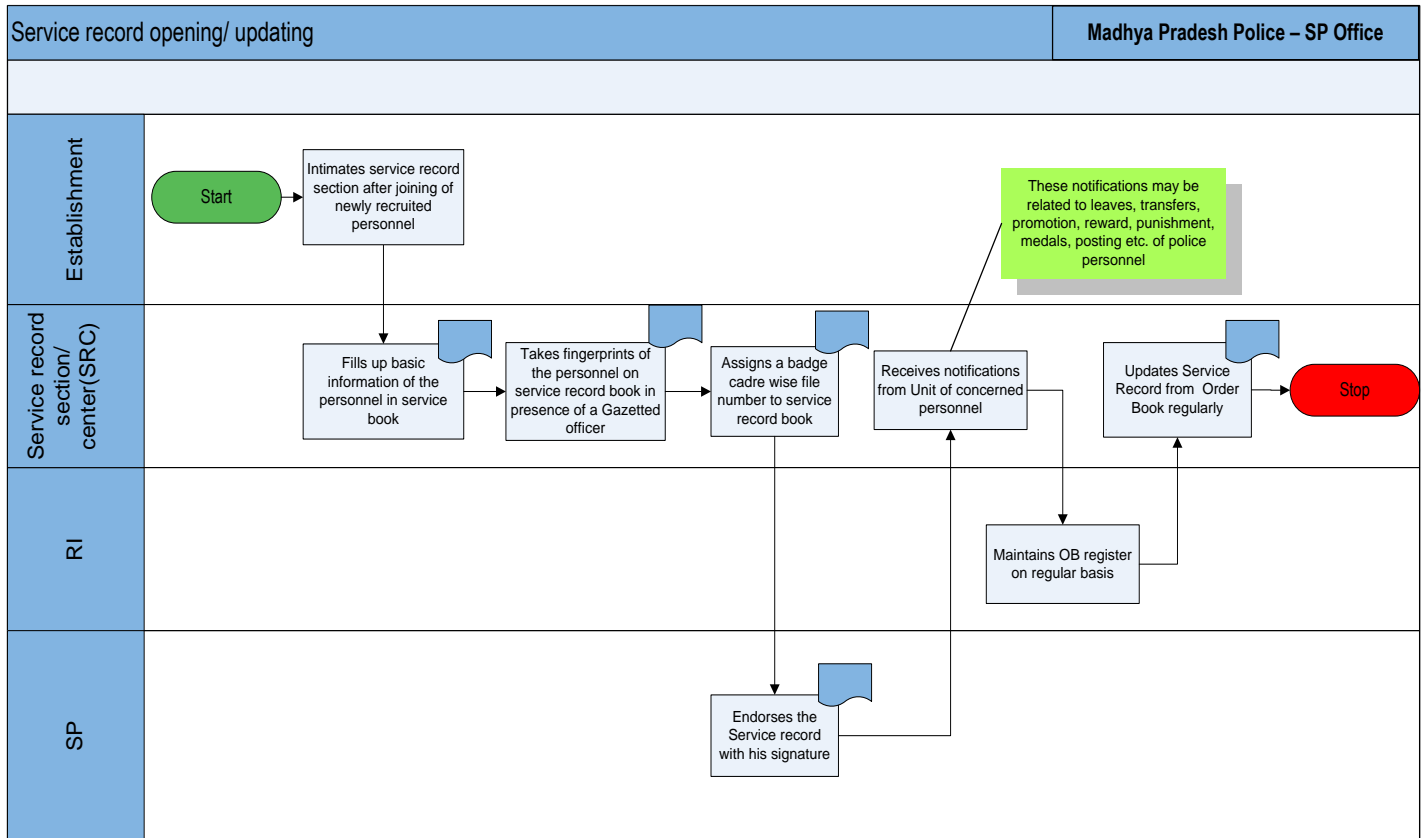
##### A. Process Summary

This is the process of opening and updating of service record book of police personnel. The key actors of the process are Service record section and concerned police personnel.

##### B. SIPOC

| Supplier      | Input                  | Process        | Output                     | Customer  |
|---------------|------------------------|----------------|----------------------------|-----------|
| Establishment | Entry into OB register | As shown below | Updation of service record | SP Office |

## C. Process Map



## D. Process Description

|  |  |                            |           |
|--|--|----------------------------|-----------|
| <b>Process Name:</b>   | <b>SP Office – Record Opening &amp; updation</b> | <b>Branch/ Sub-Branch</b>  | SP Office |
| <b>Process Predecessor:</b>  | None   | <b>Process successor :</b> | None      |
| <b>Process</b>   |  |                            |           |
| i. Establishment intimates service record section after joining of newly recruited Police personnel.<br>ii. Service Record Section(SRC) fills up basic information of personnel in service book and takes finger prints of the personnel in presence of a gazette officer<br>iii. SRC assigns a cadre wise badge number to the service record book and sends to SP<br>iv. SP receives and endorses the service record with his signature and sends to SRC. |  |                            |           |

- v. RI receives orders passed by SP and updates OB register on regular basis.
- vi. SRS updates service record from order book regularly.

**Policy Requirement**

GOP, Circulars, Police rules and regulations

**5.29.5.6 Leaves**

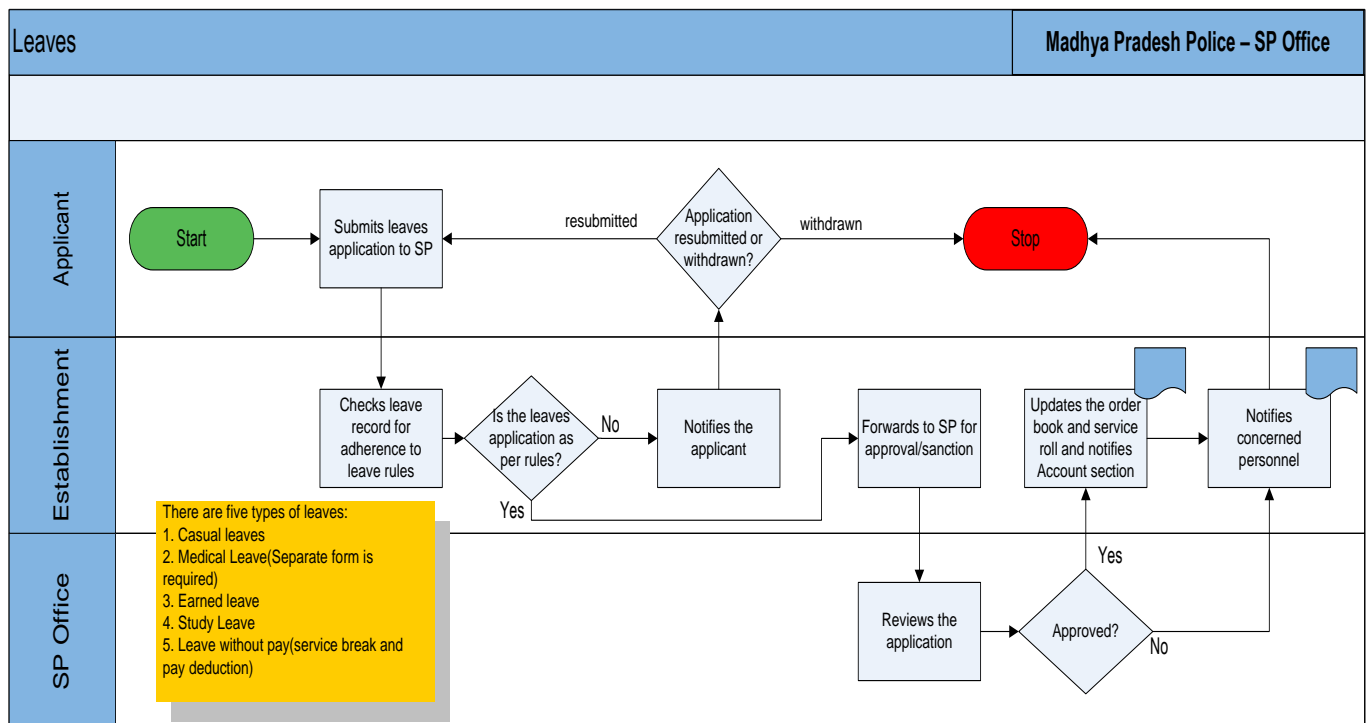
**A. Process Summary**

This is the process of sanction of leave for police personnel at SP Office. The key actors of the process are applicant, SP, Account section and Establishment.

**B. SIPOC**

| Supplier  | Input                             | Process            | Output                | Customer              |
|-----------|-----------------------------------|--------------------|-----------------------|-----------------------|
| Applicant | Leave request by police personnel | As described below | Leave approval/denial | Departmental employee |

**C. Process Map**





## D. Process Description

|  |                          |  |           |
|--|--------------------------|--|-----------|
| <b>Process Name:</b>   | <b>SP Office – Leave</b> | <b>Branch/ Sub-Branch</b>                    | SP Office |
| <b>Process Predecessor:</b>  | None                     | <b>Process successor :</b>                   | None      |
| <b>Process</b>   |                          |  |           |
| <ul style="list-style-type: none"> <li>i. Applicant submits leave application to SP</li> <li>ii. Establishment checks leave records for adherence to leave rules, In case the application does not follow leave rules, the applicant is notified and he/she may redraft and resubmit</li> <li>iii. In case the applicant complies to leave rules, the application is forwarded to SP for approval/sanction.</li> <li>iv. SP reviews application and takes decision on approval. In case leave is granted, establishment updates order book and service Roll.</li> <li>v. Further intimation is given to the applicant</li> <li>vi. In case application is not approved by the SP Office, intimation is given to the applicant</li> </ul> |                          |  |           |
| <b>Policy Requirement</b>  |                          | GOP, Circulars, Police rules and regulations |           |

### 5.29.5.7 Monitoring of cases

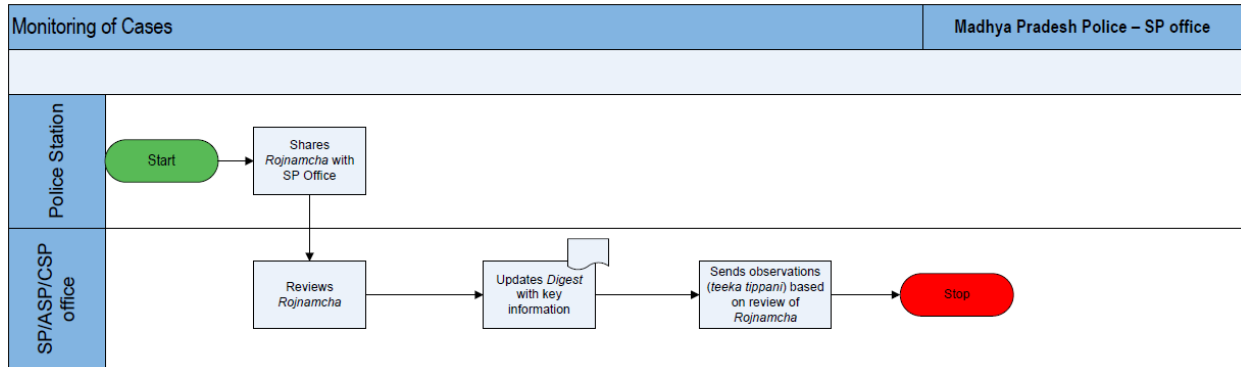
## A. Process Summary

This process highlights about the process of Monitoring of key cases from SP Office. The key actors of the process are Police station and SP Office.

## B. SIPOC

| Supplier | Input            | Process            | Output           | Customer |
|----------|------------------|--------------------|------------------|----------|
| PS/ Unit | <i>Rojnamcha</i> | As described below | Directions of SP | PS       |

## C. Process Map



## D. Process Description

|  |  |                            |           |
|--|--|----------------------------|-----------|
| <b>Process Name:</b>   | <b>SP Office – Monitoring of Cases</b>       | <b>Branch/ Sub-Branch</b>  | SP Office |
| <b>Process Predecessor:</b>  | None   | <b>Process successor :</b> | None      |
| <b>Process</b>   |  |                            |           |
| i. Police Station shares <i>Rojnamcha</i> with SP Office<br>ii. SP/ ASP/ CSP office receives and reviews <i>Rojnamcha</i> and updates digest with key information.<br>iii. SP sends observations(Teeka Tippani) based on review of <i>Rojnamcha</i> to Police station for compliance |  |                            |           |
| <b>Policy Requirement</b>  | GOP, Circulars, Police rules and regulations |                            |           |

### 5.29.5.8 Promotion

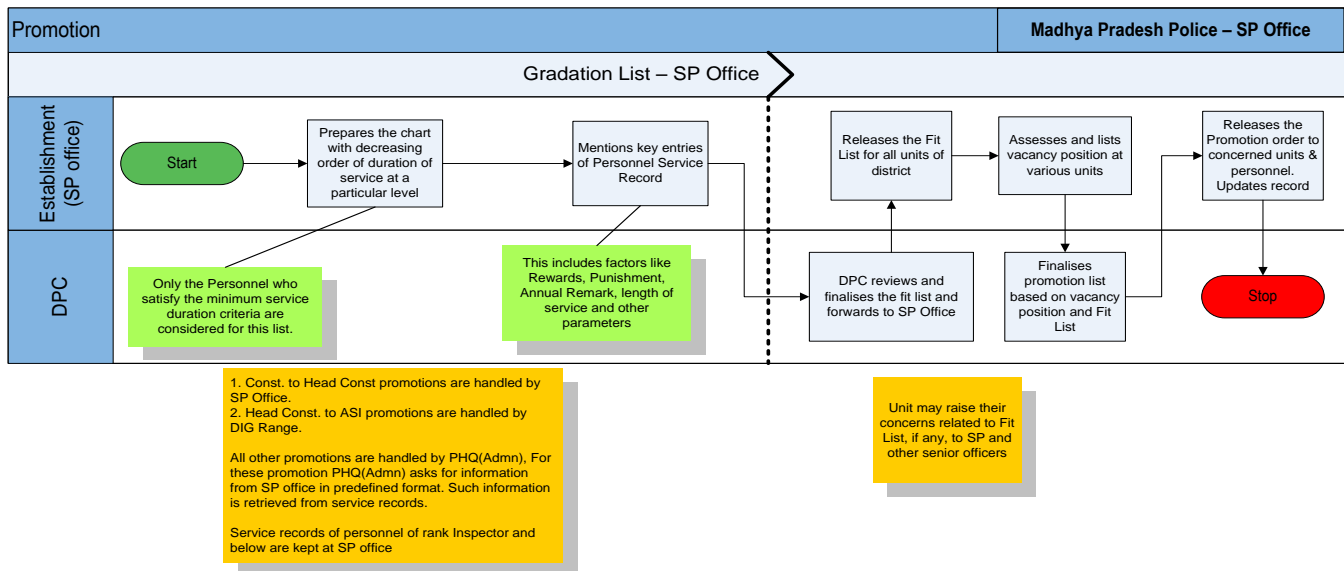
## A. Process Summary

This is the process for pro for promotion of Personnel in SP Office. The key actors of the process are Establishment section (SP Office) and DPC.

## B. SIPOC

| Supplier              | Input                        | Process            | Output    | Customer                    |
|-----------------------|------------------------------|--------------------|-----------|-----------------------------|
| Establishment section | Previous year Gradation List | As described below | Promotion | SP Office/ police personnel |

## C. Process Map



## D. Process Description

|   |                              |                            |           |
|---|------------------------------|----------------------------|-----------|
| <b>Process Name:</b>  | <b>SP Office – Promotion</b> | <b>Branch/ Sub-Branch</b>  | SP Office |
| <b>Process Predecessor:</b>   | None                         | <b>Process successor :</b> | None      |
| <b>Process</b>  |                              |                            |           |
| i. Establishment(SP Office) prepares the chart with decreasing order of duration of service at a particular level<br>ii. Then establishment mentions key entries of personnel service record and shared with DPC.<br>iii. DPC reviews and finalizes the fit list and forwards to SP office. |                              |                            |           |

- iv. Establishment(SP Office) releases the FIT list for all units of the district
- v. DPC finalizes promotion list based on vacancy position and fit list and shared with Establishment (SP Office).
- vi. Establishment (SP Office) releases the promotion order to the concerned units and personnel and updates record.
- vii. Promotions of DEF police personnel of different levels are done as below:
  - 1. Const. to Head Const promotions are handled by SP Office.
  - 2. Head Const. to ASI promotions are handled by DIG Range.
  - 3. All other promotions are handled by PHQ (Admn), For these promotion PHQ(Admn) asks for information from SP office in predefined format. Such information is retrieved from service records.
- viii. Service records of personnel of rank Inspector and below are kept at SP office

**Policy Requirement**

GOP, Circulars, Police rules and regulations

### 5.29.5.9 Transfers and Postings

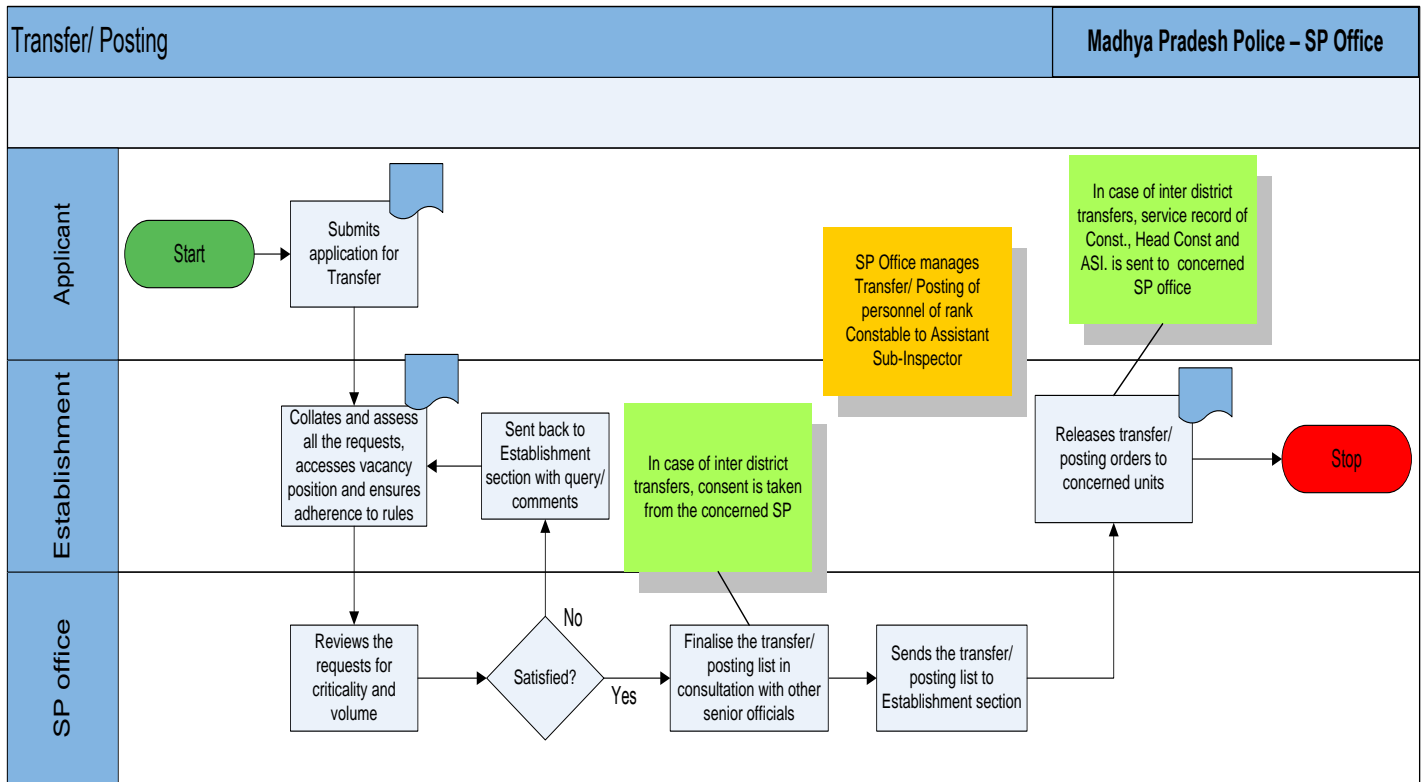
#### A. Process Summary

Transfer/Posting is a process for transferring and posting of the Personnel to various units. The key actors of the process are Establishment, SP and transfer applicant

#### B. SIPOC

| Supplier  | Input                        | Process               | Output                | Customer                 |
|-----------|------------------------------|-----------------------|-----------------------|--------------------------|
| Applicant | Transfer/<br>posting request | As described<br>below | Transfer/<br>posting/ | Departmental<br>employee |

## C. Process Map



## D. Process Description

|   |                         |                            |           |
|---|-------------------------|----------------------------|-----------|
| <b>Process Name:</b>  | <b>Transfer/posting</b> | <b>Branch/ Sub-Branch</b>  | SP Office |
| <b>Process Predecessor:</b>   | None                    | <b>Process successor :</b> | None      |
| <b>Process</b>  |                         |                            |           |
| <ul style="list-style-type: none"> <li>i. Applicant submits transfer application in establishment through unit in-charge</li> <li>ii. Establishment collates all the requests, assesses vacancy position and ensures adherence to rules and shares with SP Office</li> <li>iii. SP Office reviews for criticality and volume.</li> <li>iv. In case the satisfaction is arrived at: <ul style="list-style-type: none"> <li>a. SP Office prepares and finalizes the transfer/ posting list in consultation with other senior officials</li> <li>b. SP Office sends the transfer /posting list to establishment section</li> </ul> </li> </ul> |                         |                            |           |

- c. Establishment section releases transfer and posting orders to concerned units
- v. In case SP Office is not satisfies, the list is sent back to establishment section till a satisfactory point is not arrived at.

|                           |  |
|---------------------------|--|
| <b>Policy Requirement</b> | GOP, Circulars, Police rules and regulations |
|---------------------------|--|

## 5.29.6 As-Is Processes - ASP Office

### 5.29.6.1 ASP Office – Complaint against Police

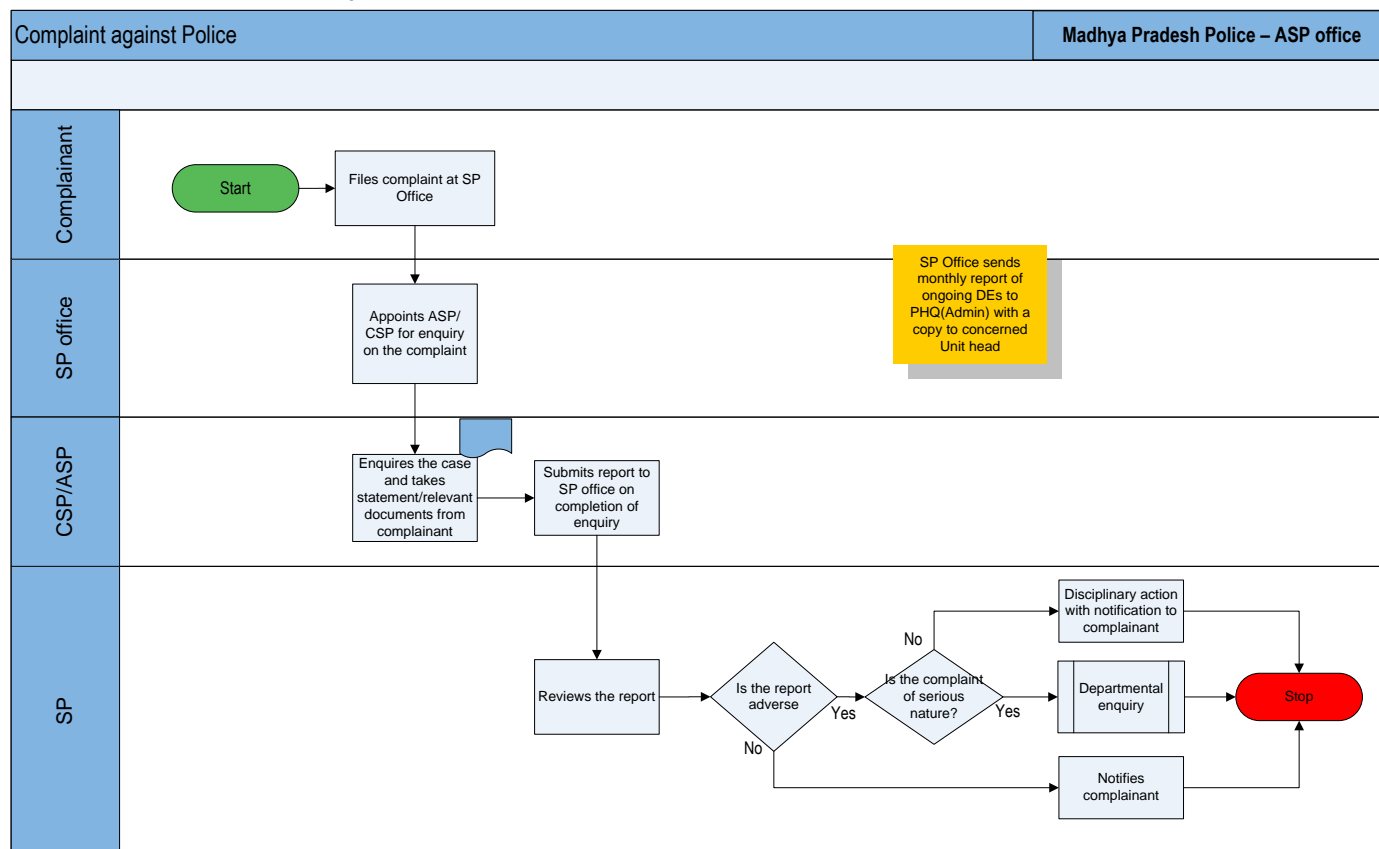
#### A. Process Summary

This is the process of filing of complaint against the police personnel by the public/citizens. The key actors of the process are the complainant, SP and the enquirer.

#### B. SIPOC

| Supplier           | Input     | Process        | Output   | Customer                |
|--------------------|-----------|----------------|--|-------------------------|
| <b>Complainant</b> | Complaint | As shown below | Disciplinary action/<br>Departmental enquiry/ File<br>(clean chit) | Complainant,<br>Accused |

## C. Process Map



## D. Process Description

|  |                                 |                            |                                |
|--|---------------------------------|----------------------------|--------------------------------|
| <b>Process Name:</b>   | <b>Complaint against Police</b> | <b>Branch/ Sub-Branch</b>  | <b>ASP Bhopal</b>              |
| <b>Process Predecessor:</b>  | None                            | <b>Process successor :</b> | Departmental Action (optional) |
| <b>Process</b>   |                                 |                            |                                |
| i) The complainant files the complaint at the SP office against the police personnel.<br>ii) SP office appoints the enquirer (CSP/ASP) for enquiry on the complaint.<br>iii) The enquirer enquires the case and takes statement/relevant documents from complainant.<br>iv) The enquirer submits the report to SP Office on completion of the enquiry.<br>v) The SP reviews the report and if the report is adverse and the complaint is of serious nature, it will proceed to departmental enquiry.<br>vi) If the complaint is not of serious nature then the disciplinary action will be taken against the police personnel with notification to complainant.<br>vii) In case the complaint is not adverse then the same is notified to complainant. |                                 |                            |                                |

**Policy Requirement**

GOP, Circulars, Police rules and regulations

**5.29.6.2 ASP Office – Complaint Public vs Public**

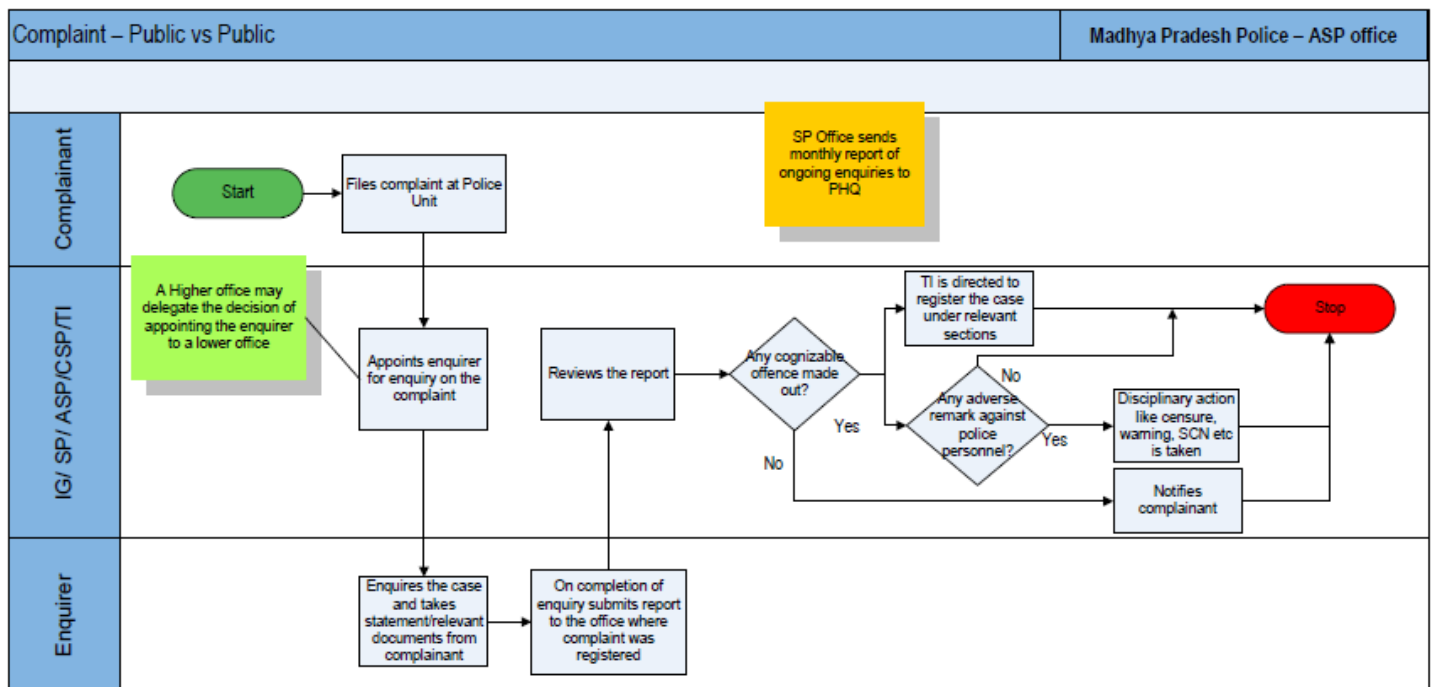
**A. Process Summary**

This is the process of filing of complaint at any police unit by the complainant (Public). The key actors of this process are Complainant, non-complainant, concerned police officer (IG/ SP/ ASP/ CSP/ TI) and the enquirer.

**B. SIPOC**

| Supplier    | Input     | Process        | Output                               | Customer   |
|-------------|-----------|----------------|--------------------------------------|--|
| Complainant | Complaint | As shown below | Case Registered, Disciplinary action | Complainant, Concerned Police officer (IG/SP/ASP/CSP/TI) |

**C. Process Map**





## D. Process Description

|   |                                    |  |                   |
|---|------------------------------------|--|-------------------|
| <b>Process Name:</b>  | <b>Complaint- Public Vs Public</b> | <b>Branch/ Sub-Branch</b>                    | <b>ASP Bhopal</b> |
| <b>Process Predecessor:</b>   | None                               | <b>Process successor :</b>                   | None              |
| <b>Process</b>  |                                    |  |                   |
| i) The complainant files the complaint at the police unit.<br>ii) The concerned police officer (IG/SP/ASP/CSP/TI) appoints the enquirer for enquiry on the complaint.<br>iii) The enquirer enquires the case and takes statement/relevant documents from complainant. The statement of the non-complainant is also recorded.<br>iv) On completion of enquiry he submits enquiry report to the office where complaint was registered.<br>v) The IG/SP/ASP/CSP/TI reviews the enquiry report, if any cognizable offence is made out, the TI is directed to register the case under relevant sections. Also if there was any adverse remark against the police personnel, the disciplinary action is taken.<br>vi) If no cognizable offence was made, the concerned police officer notifies the complainant about the same.<br>vii) A Higher office may delegate the decision of appointing the enquirer to a lower office.<br>viii) SP Office sends monthly report of ongoing enquiries to PHQ. |                                    |  |                   |
| <b>Policy Requirement</b>   |                                    | GOP, Circulars, Police rules and regulations |                   |

### 5.29.6.3 ASP Office – Departmental Enquiry

## A. Process Summary

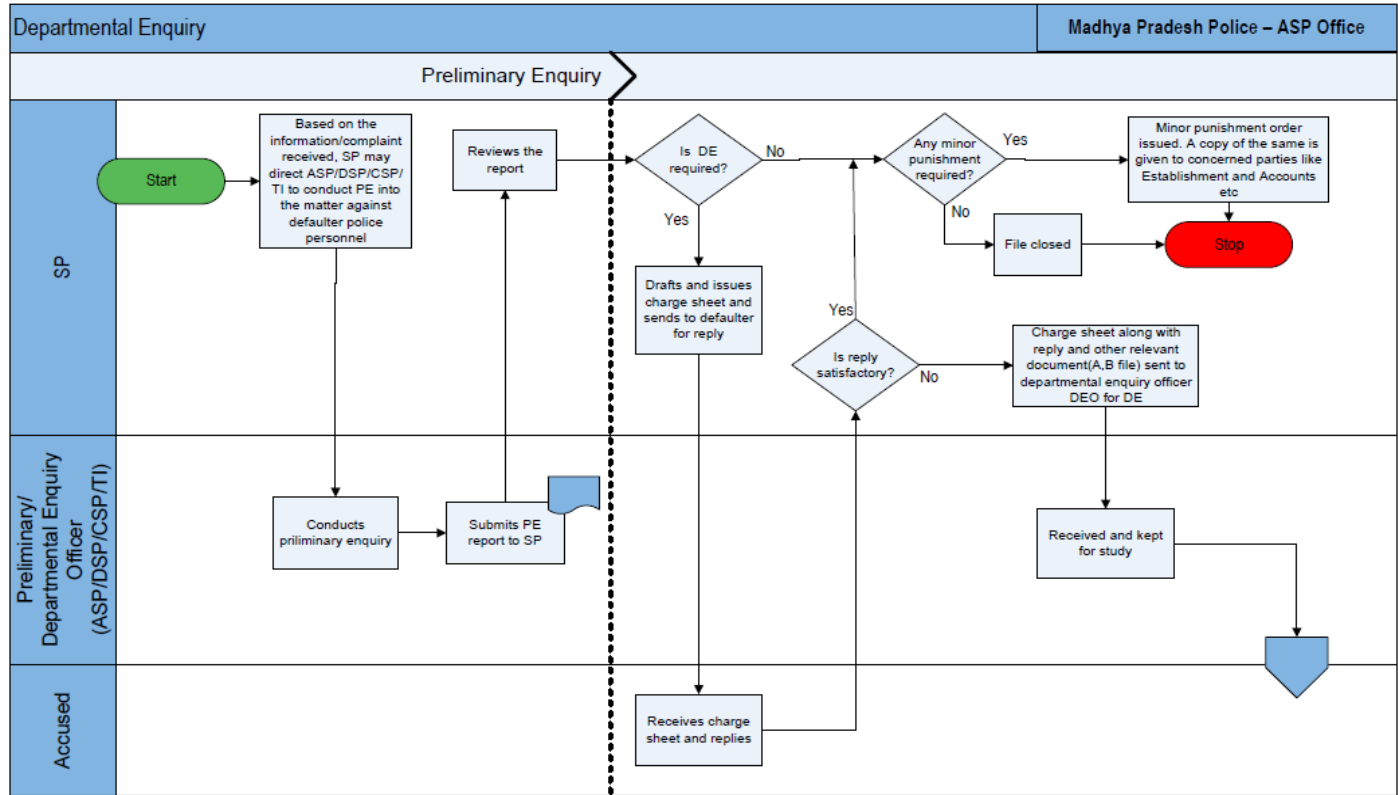
This is the process of enquiry of any complaint filed against a police personnel. The key actors of the process are SP, Departmental enquiry officer, prosecution witness, defense witness and the accused.

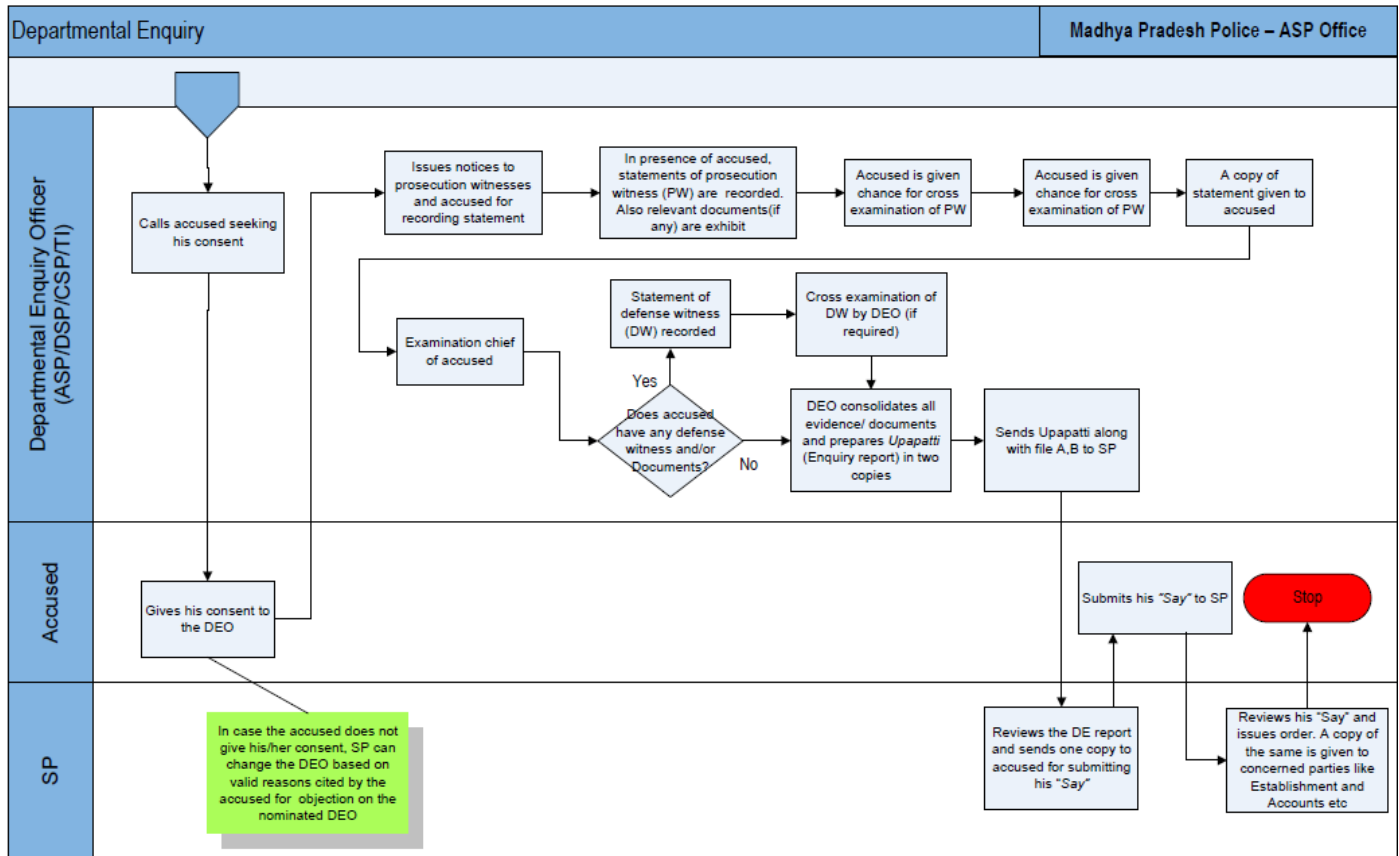
## B. SIPOC

|                 |              |                |               |                 |
|-----------------|--------------|----------------|---------------|-----------------|
| <b>Supplier</b> | <b>Input</b> | <b>Process</b> | <b>Output</b> | <b>Customer</b> |
|-----------------|--------------|----------------|---------------|-----------------|

|    |                |                |                      |             |
|----|----------------|----------------|----------------------|-------------|
| SP | Enquiry Report | As shown below | Departmental Enquiry | SP, Accused |
|----|----------------|----------------|----------------------|-------------|

### C. Process Map





#### D. Process Description

|   |                             |                            |                   |
|---|-----------------------------|----------------------------|-------------------|
| <b>Process Name:</b>  | <b>Departmental Enquiry</b> | <b>Branch/ Sub-Branch</b>  | <b>ASP Bhopal</b> |
| <b>Process Predecessor:</b>   | Complaint against Police    | <b>Process successor :</b> | None              |
| <b>Process</b>  |                             |                            |                   |
| i) Based on the information/complaint received, SP may direct ASP/DSP/CSP/TT to conduct Preliminary Enquiry into the matter against defaulter police personnel.<br>ii) ASP/DSP/CSP/TT conducts Preliminary Enquiry and submits the report to SP.<br>iii) SP reviews the report, and checks if the Departmental Enquiry is required.<br>iv) If the Departmental Enquiry is not required and if any minor punishment is required then Minor punishment order issued by the SP. A copy of the same is given to concerned parties like Establishment and Accounts etc<br>v) If the Departmental Enquiry is required, SP drafts and issues the charge sheet and sends it to the defaulter (Accused) for reply.<br>vi) The accused receives the charge sheet and then replies.<br>vii) If the reply is not satisfactory, SP sends Charge sheet along with reply and other relevant document (A,B file) to Departmental Enquiry officer DEO for Departmental Enquiry.<br>viii) ASP/DSP/CSP/TT receives and keeps it for study. |                             |                            |                   |

- ix) If the reply is satisfactory, and if any minor punishment is required then Minor punishment order issued by the SP. A copy of the same is given to concerned parties like Establishment and Accounts etc
- x) If no minor punishment is required, the file is closed.

**Policy Requirement**

GOP, Circulars, Police rules and regulations

#### 5.29.6.4 ASP Office – Inspections

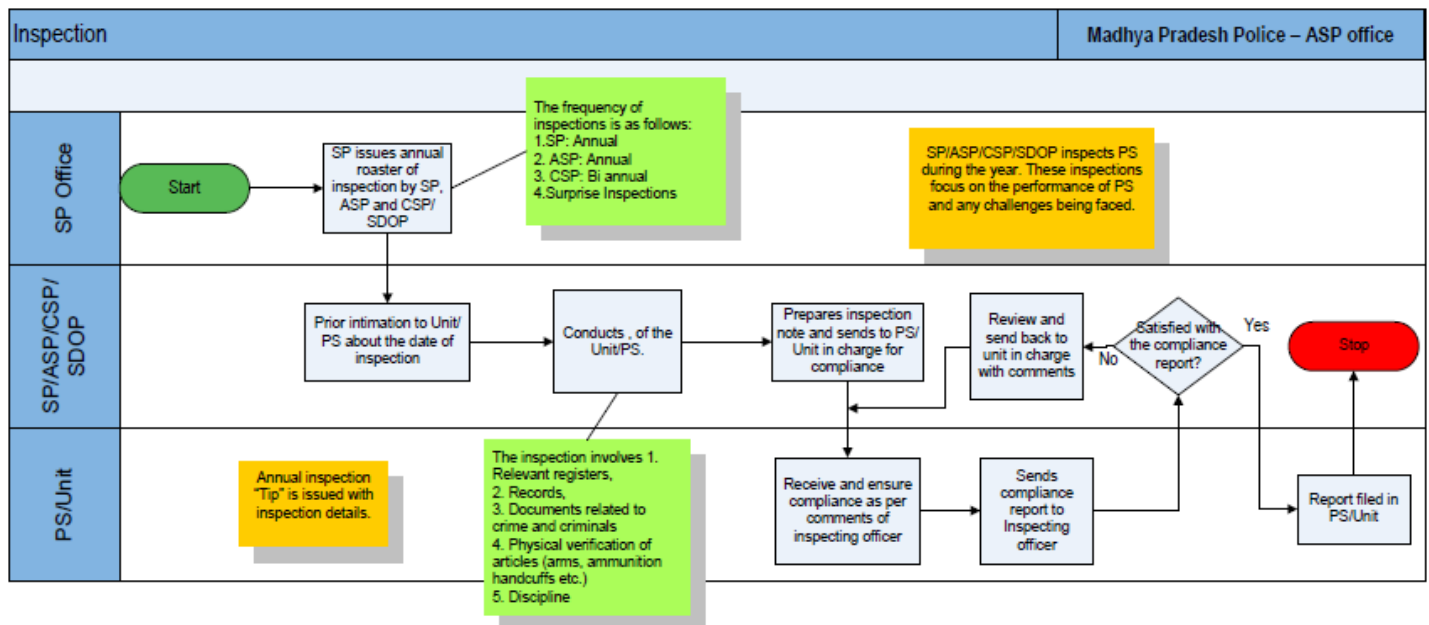
##### A. Process Summary

This is the process of Inspection of a unit or Police station by the Inspecting officer (SP/ASP/CSP/SDOP). The key actors of this process are Inspection officer and the concerned unit or police station.

##### B. SIPOC

| Supplier  | Input                   | Process        | Output                              | Customer                                     |
|-----------|-------------------------|----------------|-------------------------------------|--|
| SP office | Roaster for inspections | As shown below | Inspection report/compliance report | Police station or concerned unit, SP office. |

##### C. Process Map



## D. Process Description

|  |                    |  |                   |
|--|--------------------|--|-------------------|
| <b>Process Name:</b>   | <b>Inspections</b> | <b>Branch/ Sub-Branch</b>                    | <b>ASP Bhopal</b> |
| <b>Process Predecessor:</b>  | None               | <b>Process successor :</b>                   | None              |
| <b>Process</b>   |                    |  |                   |
| i) SP issues annual roaster of inspection by SP, ASP and CSP/ SDOP.<br>ii) SP/ASP/CSP/SDOP sends prior intimation to unit/police station about the date of inspection.<br>iii) SP/ASP/CSP/SDOP conducts the inspection of the unit/police station, prepares inspection note and sends to police station/unit Incharge for the compliance.<br>iv) The police station or unit receives and ensure compliance as per the comments of the inspection officer and sends compliance report to the inspection officer.<br>v) If the inspection officer reviews the compliance report and sends back to the unit Incharge with comments if he is not satisfied with the compliance report. If he is satisfied with the report then it is filed by the Police station or unit.<br>vi) The frequency of inspection is as follows: SP- Annual, ASP- Annual, CSP- Bi-annual, Surprise inspections<br>vii) SP/ASP/CSP/SDOP inspects police station during the year. These inspections focus on performance of the police station and any challenges being faced.<br>viii) The inspection involves relevant registers, records, documents related to crime and criminals, physical verification of articles (arms, ammunition handcuffs etc.), Discipline. |                    |  |                   |
| <b>Policy Requirement</b>  |                    | GOP, Circulars, Police rules and regulations |                   |

### 5.29.6.5 ASP Office – Legal cases

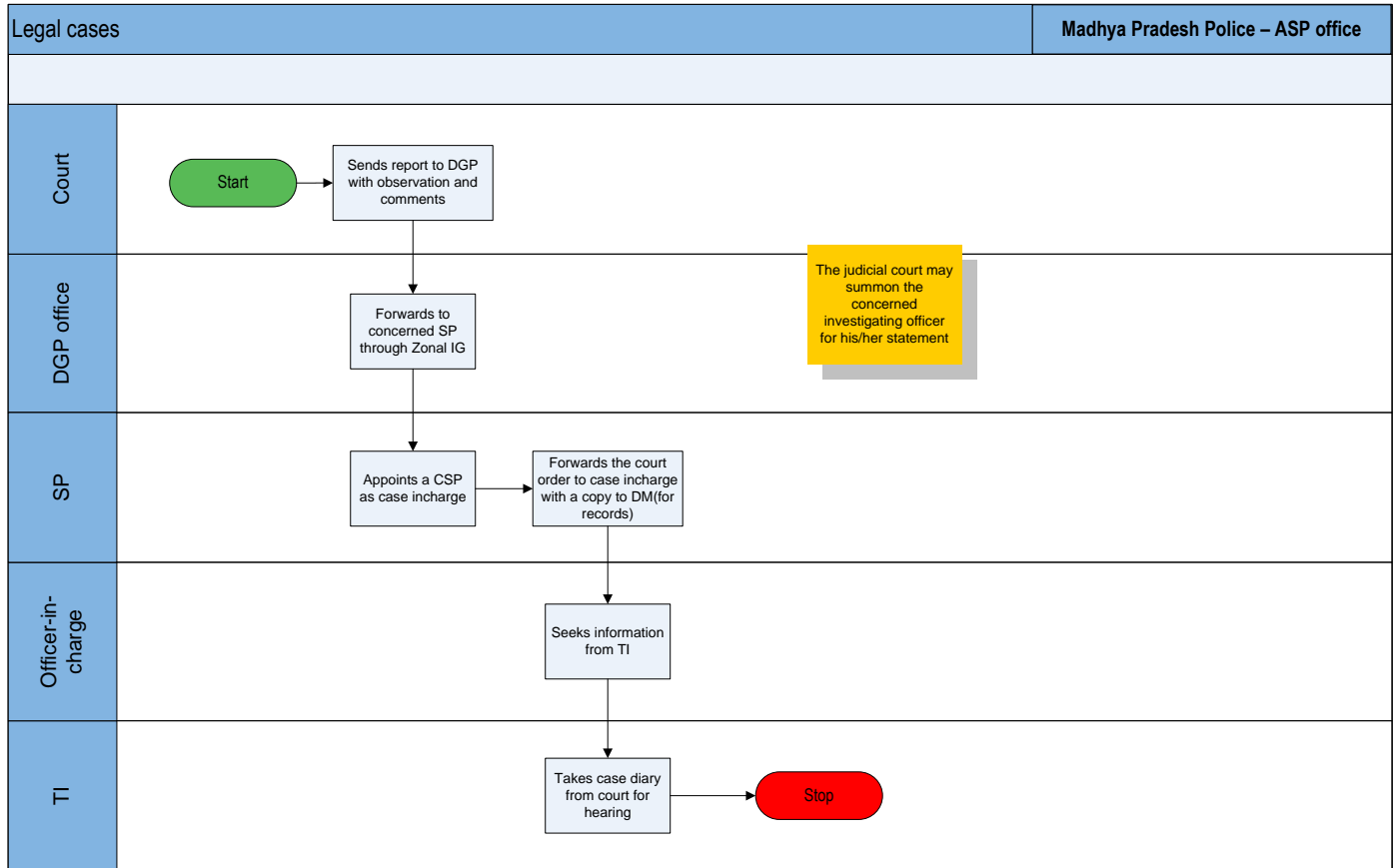
#### A. Process Summary

This is the standard process which is followed for legal cases. The key actors of the process are DGP office, SP, Officer-in-charge, Judicial Court.

#### B. SIPOC

| Supplier | Input       | Process        | Output     | Customer  |
|----------|-------------|----------------|------------|-----------|
| Court    | Case report | As shown below | Case Diary | Court, TI |

### C. Process Map



### D. Process Description

|   |                    |                            |                   |
|---|--------------------|----------------------------|-------------------|
| <b>Process Name:</b>  | <b>Legal Cases</b> | <b>Branch/ Sub-Branch</b>  | <b>ASP Bhopal</b> |
| <b>Process Predecessor:</b>   | None               | <b>Process successor :</b> | None              |
| <b>Process</b>  |                    |                            |                   |
| i) The court sends report to DGP with observation and comments on the case.<br>ii) The DGP forwards the report to concerned SP through Zonal IG.<br>iii) SP appoints a Gazetted officer as case Officer In-charge and forwards the court order to case Incharge with a copy to District Magistrate (DM).<br>iv) Officer In-charge seeks information from TI on the case.<br>v) TI takes the case diary from court for hearing.<br>vi) The judicial court may also summon the concerned investigating officer for his/her statement. |                    |                            |                   |

**Policy Requirement**

GOP, Circulars, Police rules and regulations

**5.29.6.6 ASP Office – Monitoring of Crime (DIGEST)**

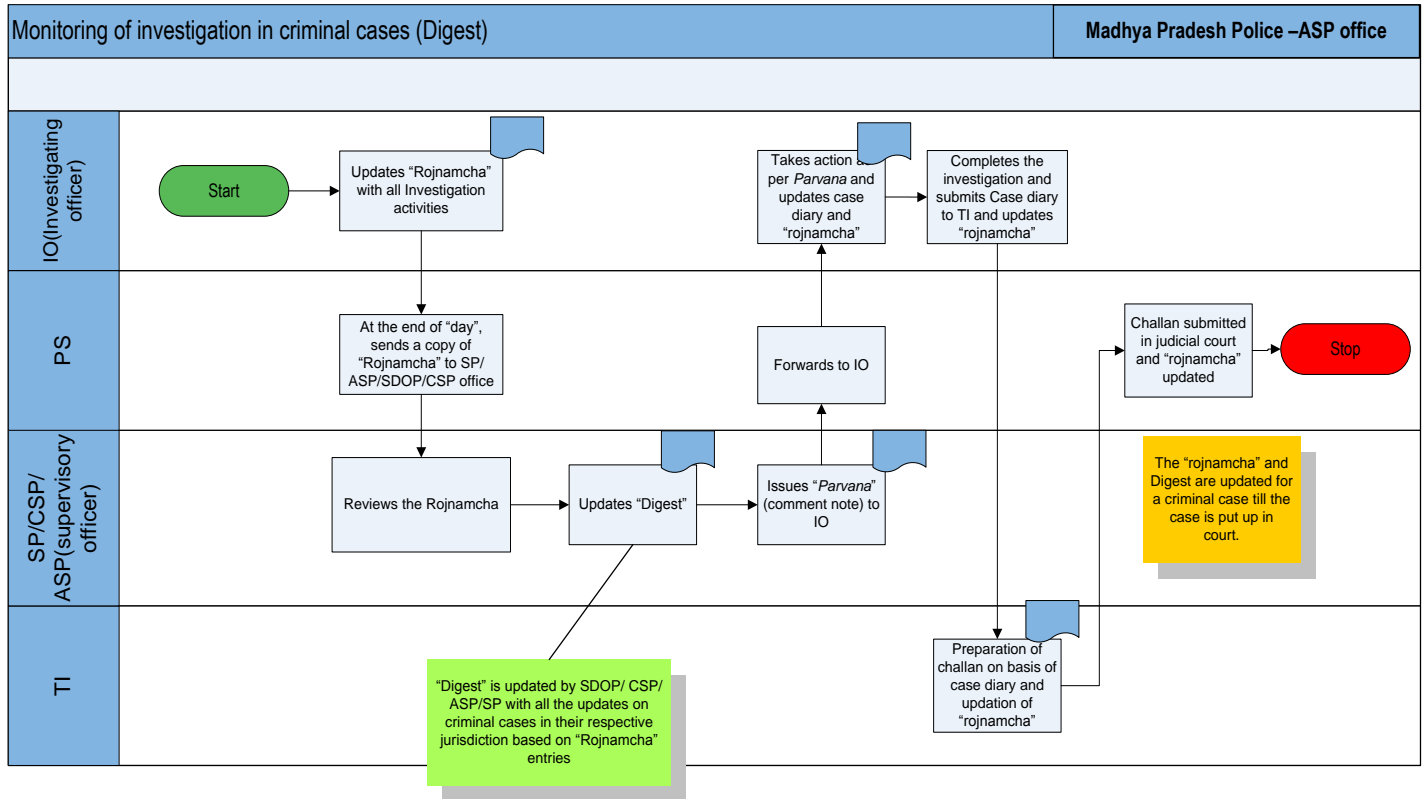
**A. Process Summary**

This is the process of monitoring of crime and submission of challan to judicial court by the concerned police station. The key actors of the process are Investigating officer, SP/ASP/CSP (Supervisory officer), TI and the Police station.

**B. SIPOC**

| Supplier              | Input     | Process        | Output               | Customer                              |
|-----------------------|-----------|----------------|----------------------|---------------------------------------|
| Investigation officer | Rojnamcha | As shown below | Updated Crime Digest | Police station, SP, Investing officer |

### C. Process Map



### D. Process Description

|  |                            |                            |                   |
|--|----------------------------|----------------------------|-------------------|
| <b>Process Name:</b>   | <b>Monitoring of crime</b> | <b>Branch/ Sub-Branch</b>  | <b>ASP Bhopal</b> |
| <b>Process Predecessor:</b>  | None                       | <b>Process successor :</b> | None              |
| <b>Process</b>   |                            |                            |                   |
| i) The investigation officer updates "Rojnamcha" with all investigation activities.<br>ii) At the end of the day police station sends a copy of "Rojnamcha" to SP/ASP/SDOP/CSP office.<br>iii) SP/CSP/ASP (Supervisory officer) reviews the "Rojnamcha", updates "digest" and issues "Parvana" (Comment note) to Invetigating Officer.<br>iv) The "digest" is updated by SDOP/CSP/ASP/SP with all the updates on criminal cases in their respective jurisdiction based on "Rojnamcha" entries.<br>v) The police station forwards the comment note to investigation officer.<br>vi) The investigating officer takes action as per "Parvana" (comment note) and updates the case diary. He completes the investigation and submits the case diary to TI. |                            |                            |                   |



- vii) TI prepares the challan on the basis of case diary. The challan is submitted to judicial court by the police station and the Rojnamcha is updated.
- viii) The “Rojnamcha” and Digest are updated for a criminal case till the case is put up in court.

**Policy Requirement**

GOP, Circulars, Police rules and regulations

**5.29.6.7 ASP Office – Supervision of heinous crime cases**

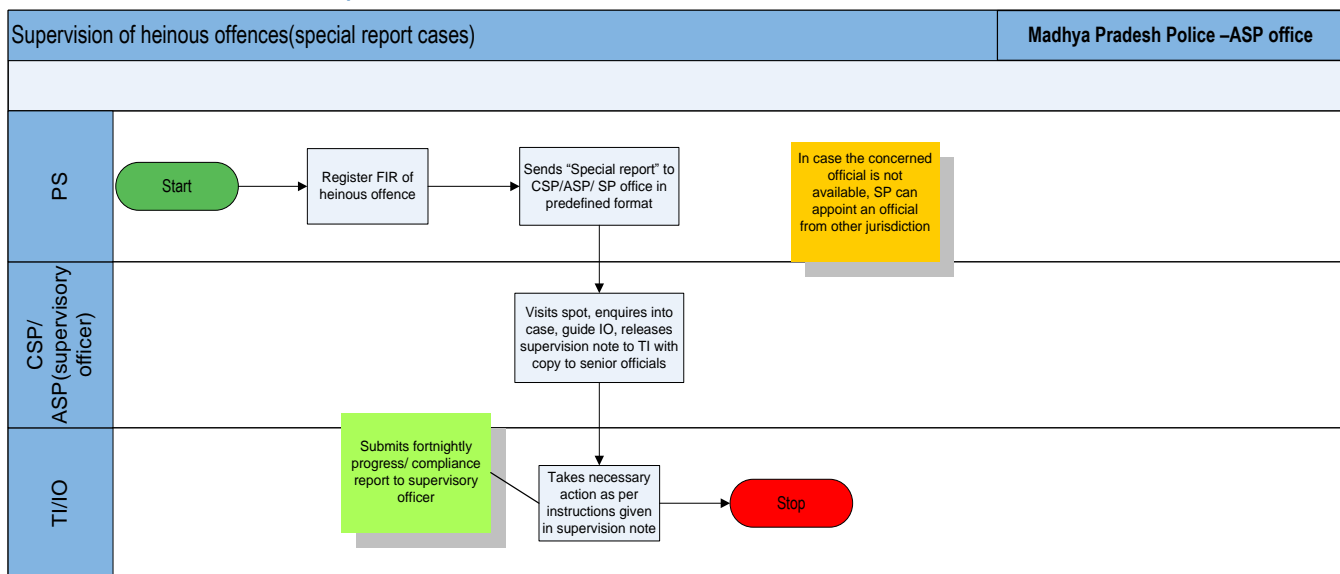
**A. Process Summary**

This is the process of supervision of heinous offences (special report cases) by the police. The key actors of the process are Police Station, Supervisory officer (ASP/CSP) and TI/IO.

**B. SIPOC**

| Supplier    | Input | Process        | Output                      | Customer              |
|-------------|-------|----------------|-----------------------------|-----------------------|
| Complainant | FIR   | As shown below | Necessary actions by the TI | Investigating officer |

**C. Process Map**



## D. Process Description

|   |   |  |                   |
|---|---|--|-------------------|
| <b>Process Name:</b>  | <b>Supervision of heinous offences (Special report cases)</b> | <b>Branch/ Sub-Branch</b>                    | <b>ASP Bhopal</b> |
| <b>Process Predecessor:</b>   | None  | <b>Process successor :</b>                   | None              |
| <b>Process</b>  |   |  |                   |
| i) Police station registers the FIR of the heinous offence. It sends “special” report to SP/ASP/CSP office in predefined format.<br>ii) CSP/ASP (Supervisory officer) visits spot, enquires into case, guide investigating officer and releases supervision note to TI/IO with copy to senior officials.<br>iii) TI/IO takes necessary actions as per the instructions given in the supervision note.<br>iv) TI/IO also submits fortnightly progress report/compliance report to supervisory officer. |   |  |                   |
| <b>Policy Requirement</b>   |   | GOP, Circulars, Police rules and regulations |                   |

## 5.29.7 As-Is Processes - CSP Office

### 5.29.7.1 Complaint against police

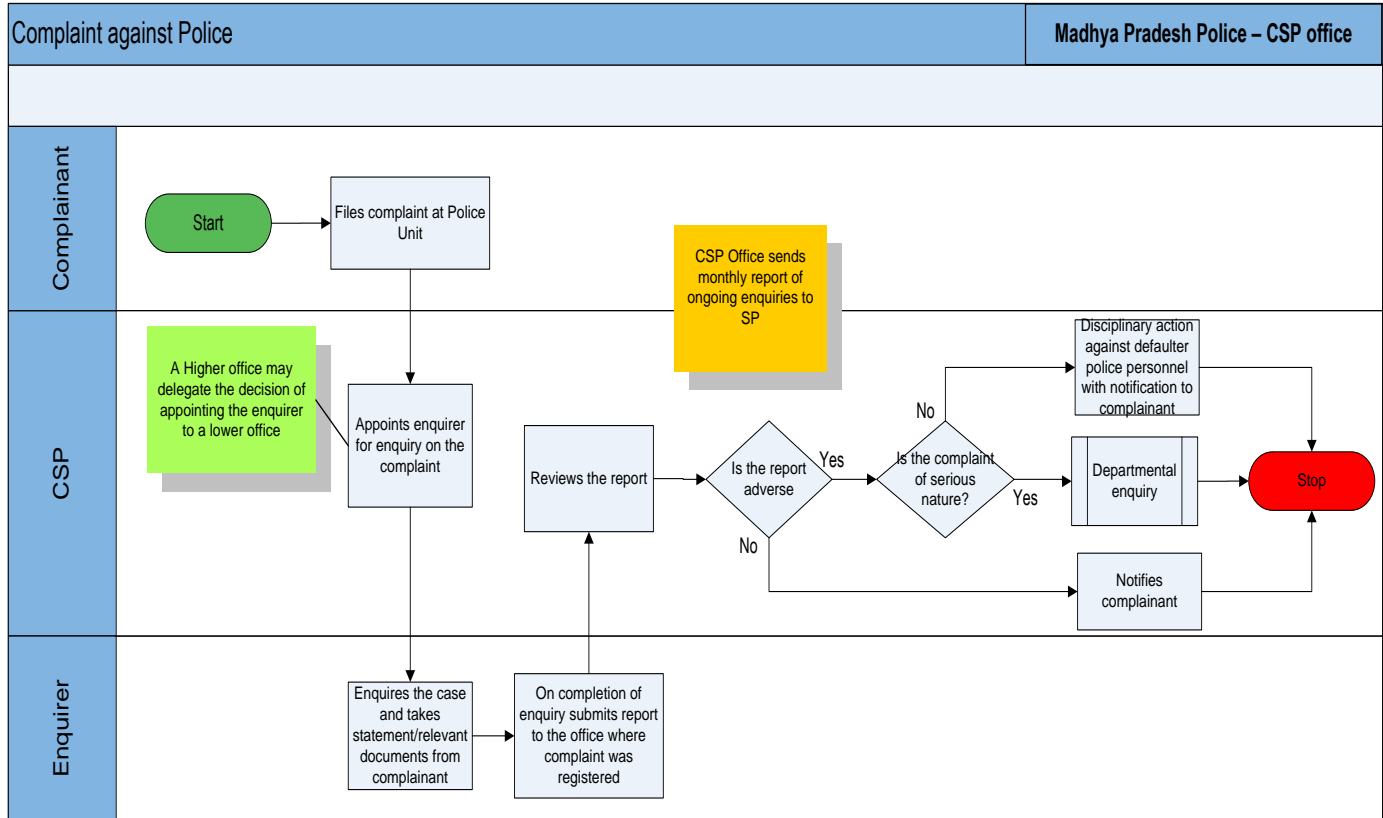
#### A. Process Summary

This is the process of filing of complaint against the police personnel by the complainant. The key actors of the process are the complainant, CSP and the enquirer.

#### B. SIPOC

| Supplier    | Input     | Process        | Output              | Customer                                |
|-------------|-----------|----------------|---------------------|---|
| Complainant | Complaint | As shown below | Disciplinary action | Complainant, Defaulter police personnel |

### C. Process Map



### D. Process Description

|   |                          |                            |            |
|---|--------------------------|----------------------------|------------|
| <b>Process Name:</b>  | Complaint against Police | <b>Branch/ Sub-Branch</b>  | CSP Office |
| <b>Process Predecessor:</b>   | None                     | <b>Process successor :</b> | None       |
| <b>Process</b>  |                          |                            |            |
| i) The complainant files the complaint at the police unit.<br>ii) CSP appoints the enquirer for enquiry on the complaint. (A Higher office may delegate the decision of appointing the enquirer to a lower office)<br>iii) The enquirer enquires the case and takes statement/relevant documents from complainant.<br>iv) The enquirer submits the report to the office where complaint was registered, on completion of the enquiry.<br>v) The CSP reviews the report and if the report is adverse and the complaint is of serious nature, it will proceed to departmental enquiry. If the complaint is not of serious nature then the disciplinary action will be taken against the defaulter police personnel with notification to complainant.<br>vi) In case the report is not adverse then the same is notified to complainant. |                          |                            |            |

|  |  |
|--|--|
| vii) CSP Office sends monthly report of ongoing enquiries to SP. |  |
| <b>Policy Requirement</b>  | GOP, Circulars, Police rules and regulations |

#### 5.29.7.2 Complaint – Public vs Public

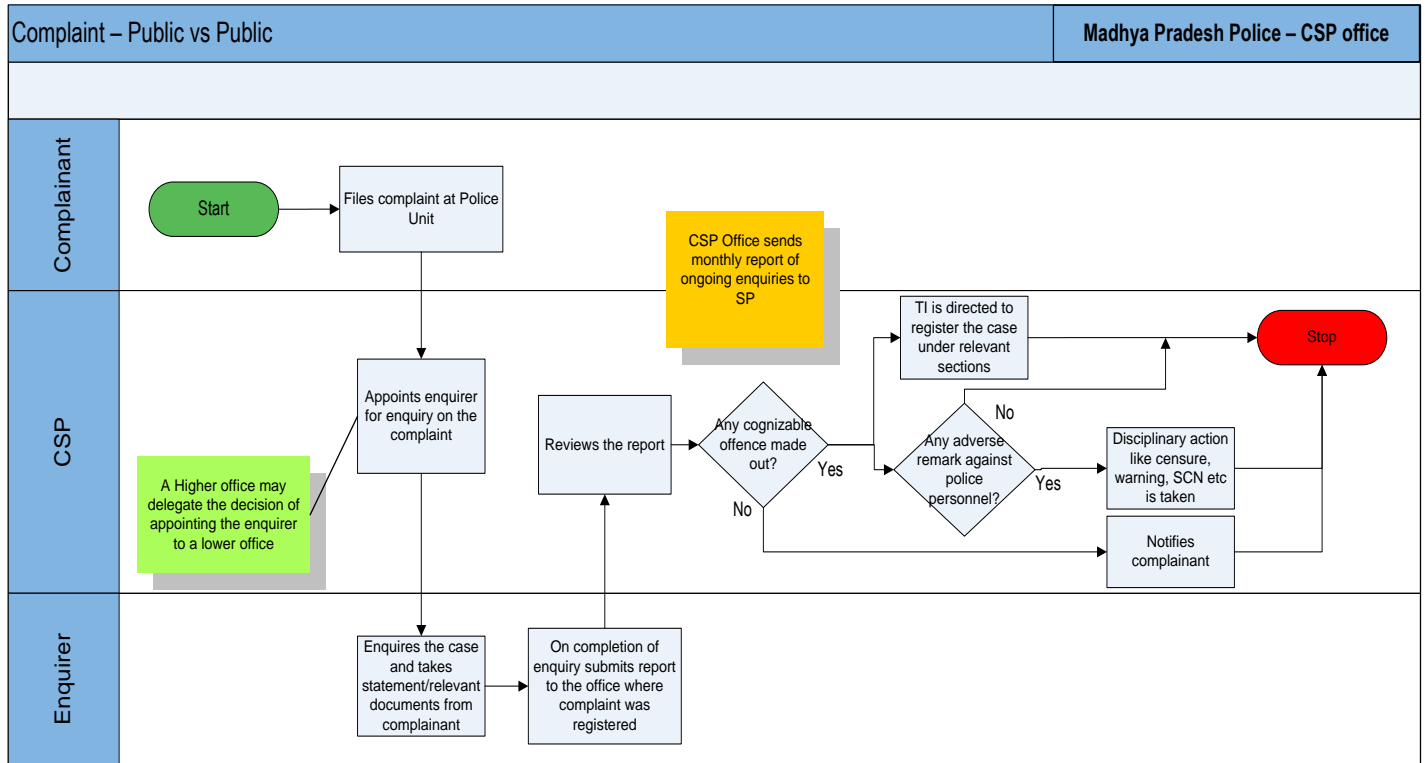
##### A. Process Summary

This is the process of filing of complaint against a non-police person at any police unit by the complainant (Public). The key actors of this process are Complainant, CSP and the enquirer.

##### B. SIPOC

| Supplier    | Input     | Process        | Output  | Customer         |
|-------------|-----------|----------------|---|------------------|
| Complainant | Complaint | As shown below | Case Registered/,<br>Disciplinary<br>action(against police<br>official, if necessary) | Complainant, CSP |

### C. Process Map



### D. Process Description

|   |  |                            |            |
|---|--|----------------------------|------------|
| <b>Process Name:</b>  | <b>Complaint- Public Vs Public</b>           | <b>Branch/ Sub-Branch</b>  | CSP Office |
| <b>Process Predecessor:</b>   | None   | <b>Process successor :</b> | None       |
| <b>Process</b>  |  |                            |            |
| i) The complainant files the complaint at the police unit.<br>ii) The concerned police officer CSP appoints the enquirer for enquiry on the complaint.<br>iii) The enquirer enquires the case and takes statement/relevant documents from complainant. On completion of enquiry he submits report to the office where complaint was registered.<br>iv) The CSP reviews the report, if any cognizable offence is made out, the TI is directed to register the case under relevant sections. Also if there was any adverse remark against the police personnel, the disciplinary action is taken.<br>v) If there is no cognizable offence was made, then the concerned police officer notifies the complainant about the same.<br>vi) A Higher office may delegate the decision of appointing the enquirer to a lower office.<br>vii) CSP Office sends monthly report of ongoing enquiries to SP. |  |                            |            |
| <b>Policy Requirement</b>   | GOP, Circulars, Police rules and regulations |                            |            |

### 5.29.7.3 Departmental Enquiry

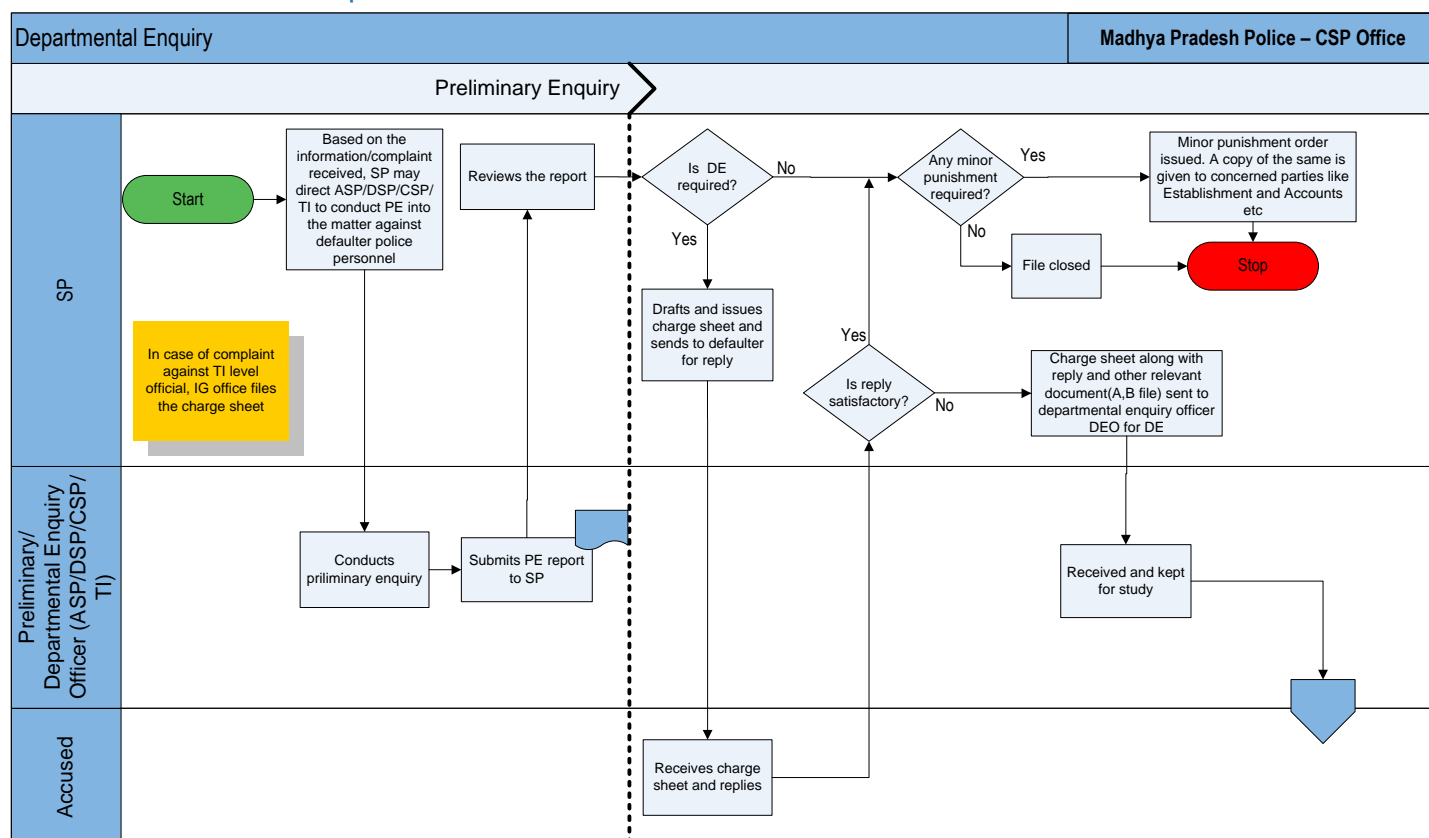
#### A. Process Summary

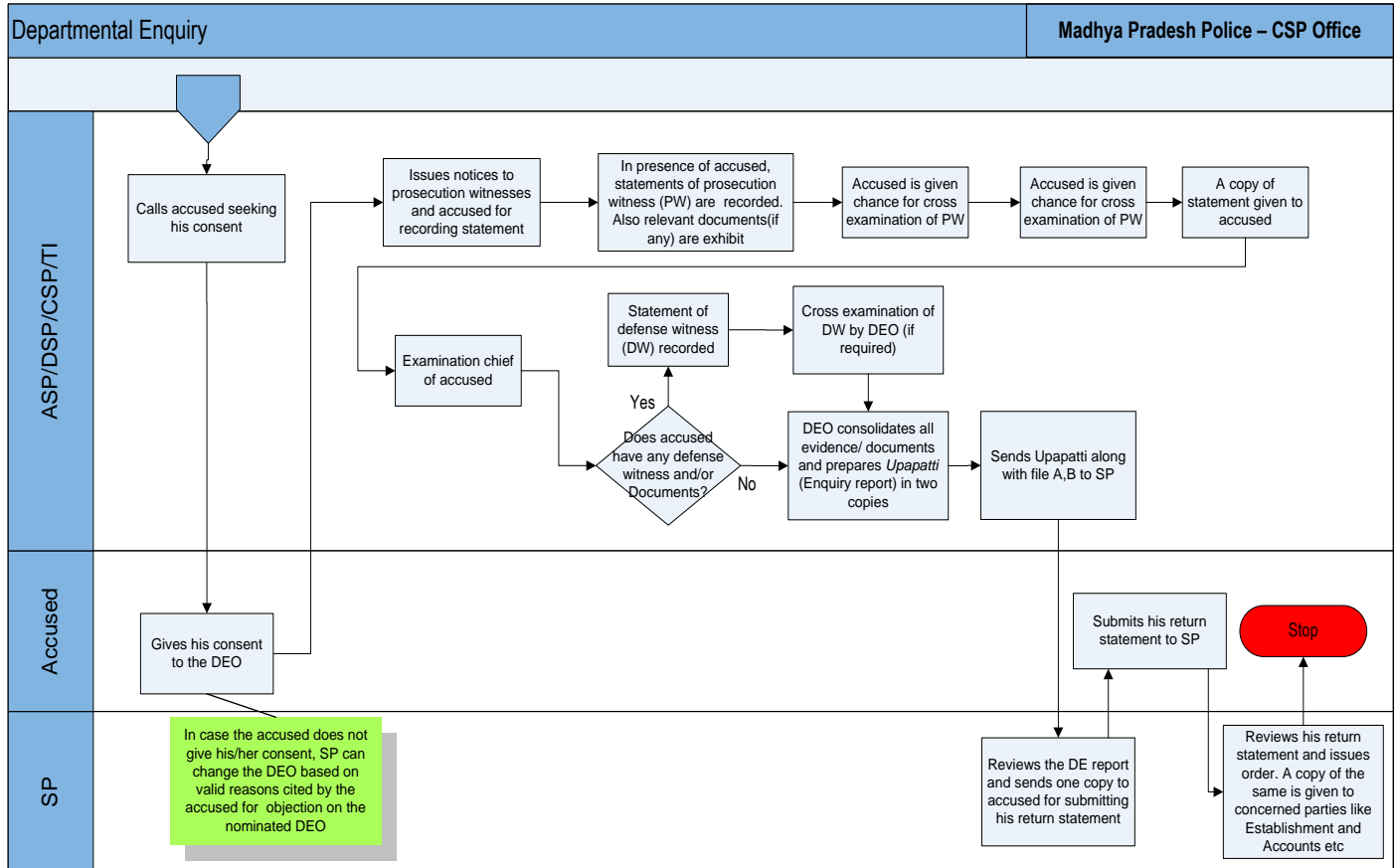
This is the process of departmental enquiry of the complaint filed against a police personnel. The key actors of the process are SP, CSP and the accused.

#### B. SIPOC

| Supplier    | Input     | Process        | Output                      | Customer             |
|-------------|-----------|----------------|-----------------------------|----------------------|
| Complainant | Complaint | As shown below | Departmental Enquiry Report | Accused, Complainant |

#### C. Process Map





#### D. Process Description

|   |                             |                            |            |
|---|-----------------------------|----------------------------|------------|
| <b>Process Name:</b>  | <b>Departmental Enquiry</b> | <b>Branch/ Sub-Branch</b>  | CSP Office |
| <b>Process Predecessor:</b>   | Complaint against Police    | <b>Process successor :</b> | None       |
| <b>Process</b>  |                             |                            |            |
| i) Based on the information/complaint received, SP may direct ASP/DSP/CSP/TI to conduct Preliminary enquiry into the matter against defaulter police personnel.<br>ii) ASP/DSP/CSP/TI conducts preliminary enquiry and submits the PE report to SP.<br>iii) SP reviews the report, and checks if the departmental enquiry is required.<br>iv) If the departmental enquiry is not required and if any minor punishment is required then Minor punishment order issued by the SP. A copy of the same is given to concerned parties like Establishment and Accounts etc.<br>v) If the departmental enquiry is not required and any minor punishment is also not required then the file is closed.<br>vi) If the departmental enquiry is required, SP drafts and issues the charge sheet and sends it to the defaulter (Accused) for reply. |                             |                            |            |

- vii) The accused receives the charge sheet and then replies.
- viii) If the reply is not satisfactory, SP sends Charge sheet along with reply and other relevant document (A, B file) to departmental enquiry officer DEO for Departmental enquiry.
- ix) ASP/DSP/CSP/TI receives and keeps it for study. Then he calls accused seeking his consent. Accused gives his consent to the DEO. (In case the accused does not give his/her consent, SP can change the DEO based on valid reasons cited by the accused for objection on the nominated DEO). Then ASP/DSP/CSP/TI issues notices to prosecution witnesses and accused for recording statement. In presence of accused, statements of prosecution witness (PW) are recorded. Also relevant documents (if any) are exhibit. Accused is given chance for cross examination of PW. A copy of statement is given to accused. Then the Examination chief of accused is conducted. If the accused have any defense witness and/or Documents then statement of defense witness (DW) is recorded and cross examination of DW by DEO is done (if required) else DEO consolidates all evidence/ documents and prepares Upapatti (Enquiry report) in two copies and he sends Upapatti along with file A, B to SP. SP Reviews the DE report and sends one copy to accused for submitting his return statement. Accused submits his return statement to SP. SP reviews his return statement and issues order. A copy of the same is given to concerned parties like Establishment and Accounts etc.
- x) If the reply is satisfactory, and if any minor punishment is required then Minor punishment order issued by the SP. A copy of the same is given to concerned parties like Establishment and Accounts etc.
- xi) If no minor punishment is required, the file is closed.

**Policy Requirement**

GOP, Circulars, Police rules and regulations

**5.29.7.4 Inspections**

**A. Process Summary**

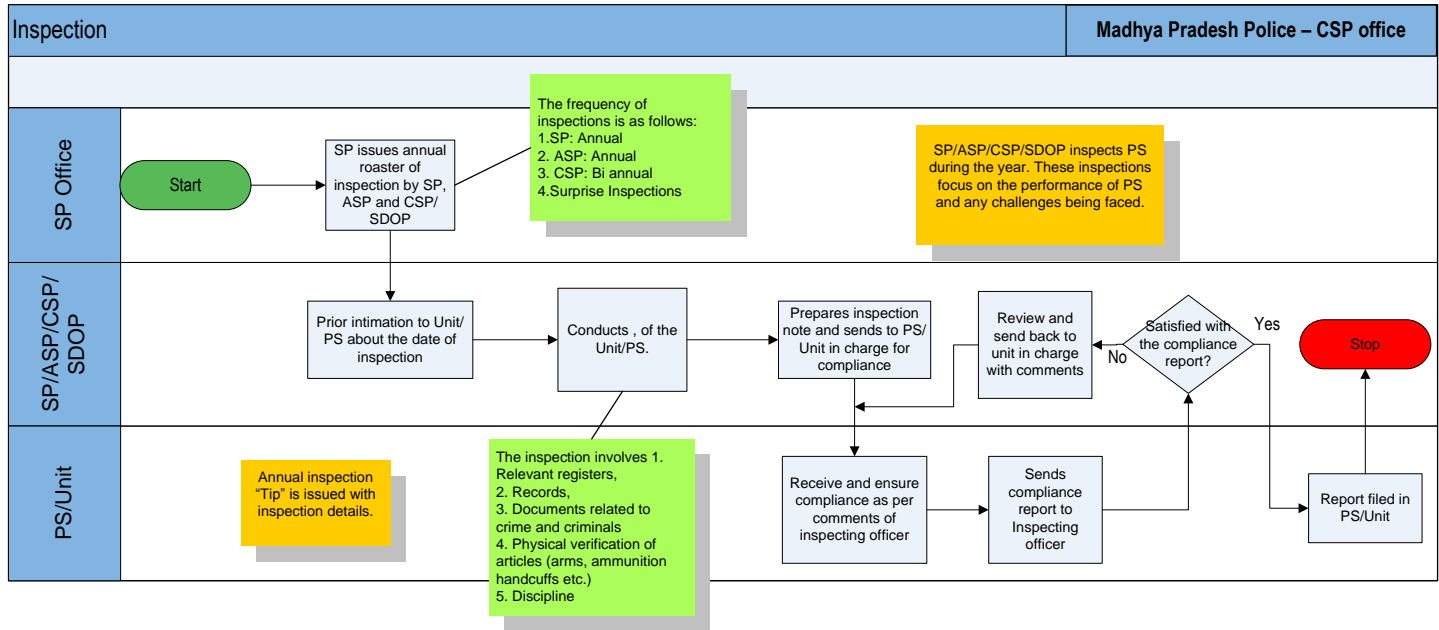
This is the process of Inspection of a unit or Police station by the Inspecting officer CSP/SDOP. The key actors of this process are Inspection officer and the concerned unit or police station.

**B. SIPOC**

| Supplier  | Input                   | Process        | Output                            | Customer                                     |
|-----------|-------------------------|----------------|-----------------------------------|--|
| SP office | Roaster for inspections | As shown below | Inspection note/compliance report | Police station or concerned unit, SP office. |



### C. Process Map



### D. Process Description

|  |  |                            |            |
|--|--|----------------------------|------------|
| <b>Process Name:</b>   | <b>Inspections</b>                           | <b>Branch/ Sub-Branch</b>  | CSP Office |
| <b>Process Predecessor:</b>  | None   | <b>Process successor :</b> | None       |
| <b>Process</b>   |  |                            |            |
| i) SP issues annual roster of inspection by SP, ASP and CSP/ SDOP.<br>ii) CSP/SDOP sends prior intimation to unit/police station about the date of inspection.<br>iii) CSP/SDOP conducts the inspection of the unit/police station, prepares inspection note and sends to police station/unit Incharge for the compliance.<br>iv) The police station or unit receives and ensure compliance as per the comments of the inspection officer and sends compliance report to the inspection officer.<br>v) If the inspection officer reviews the compliance report and sends back to the unit Incharge with comments if he is not satisfied with the compliance report. If he is satisfied with the report then it is filed by the Police station or unit.<br>vi) The frequency of inspection is as follows: SP- Annual, ASP- Annual, CSP- Bi-annual, Surprise inspections<br>vii) CSP/SDOP inspects police station during the year. These inspections focus on performance of the police station and any challenges being faced.<br>viii) The inspection involves relevant registers, records, documents related to crime and criminals, physical verification of articles (arms, ammunition handcuffs etc.), Discipline. |  |                            |            |
| <b>Policy Requirement</b>  | GOP, Circulars, Police rules and regulations |                            |            |

### 5.29.7.5 Investigation of Morgue cases of newly married women

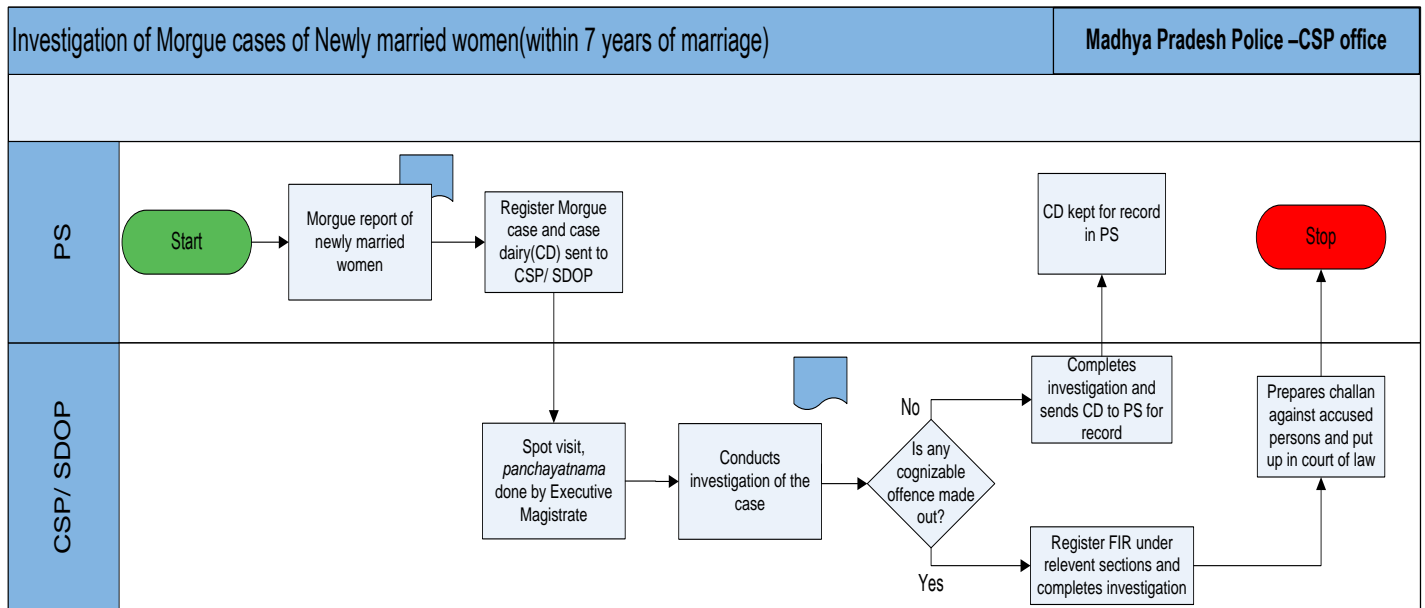
#### A. Process Summary

This is the process of investigation of morgue cases of newly married women (within 7 years of marriage). The key actors of the process are CSP/SDOP and Police station.

#### B. SIPOC

| Supplier       | Input         | Process        | Output                                    | Customer                    |
|----------------|---------------|----------------|---|-----------------------------|
| Police station | Morgue report | As shown below | FIR registered/<br>Investigation complete | Police station,<br>CSP/SDOP |

#### C. Process Map



#### D. Process Description

|                      |   |                           |            |
|----------------------|---|---------------------------|------------|
| <b>Process Name:</b> | <b>Investigation of morgue cases of newly married women</b> | <b>Branch/ Sub-Branch</b> | CSP Office |
|----------------------|---|---------------------------|------------|

|  |  |                            |      |
|--|--|----------------------------|------|
| <b>Process Predecessor:</b>  | None   | <b>Process successor :</b> | None |
| <b>Process</b>   |  |                            |      |
| <ul style="list-style-type: none"> <li>i) The morgue report of newly married women is filed at the police station.</li> <li>ii) Police station registers Morgue case and case dairy(CD) is sent to CSP/ SDOP.</li> <li>iii) CSP/SDOP visits the spot and <i>panchayatnama</i> is done by Executive Magistrate.</li> <li>iv) CSP/SDOP conducts the investigation of the case.</li> <li>v) If any cognizable offence is made out then CSP/SDOP registers the FIR under relevant sections and completes investigation. Then he prepares challan against accused persons and put up in the court of law.</li> <li>vi) If any cognizable offence is not made out then CSP/SDOP completes investigation and sends CD to Police station for record.</li> <li>vii) Police station keeps the Case Diary (CD) for record.</li> </ul> |  |                            |      |
| <b>Policy Requirement</b>  | GOP, Circulars, Police rules and regulations |                            |      |

#### 5.29.7.6 Monitoring of crime

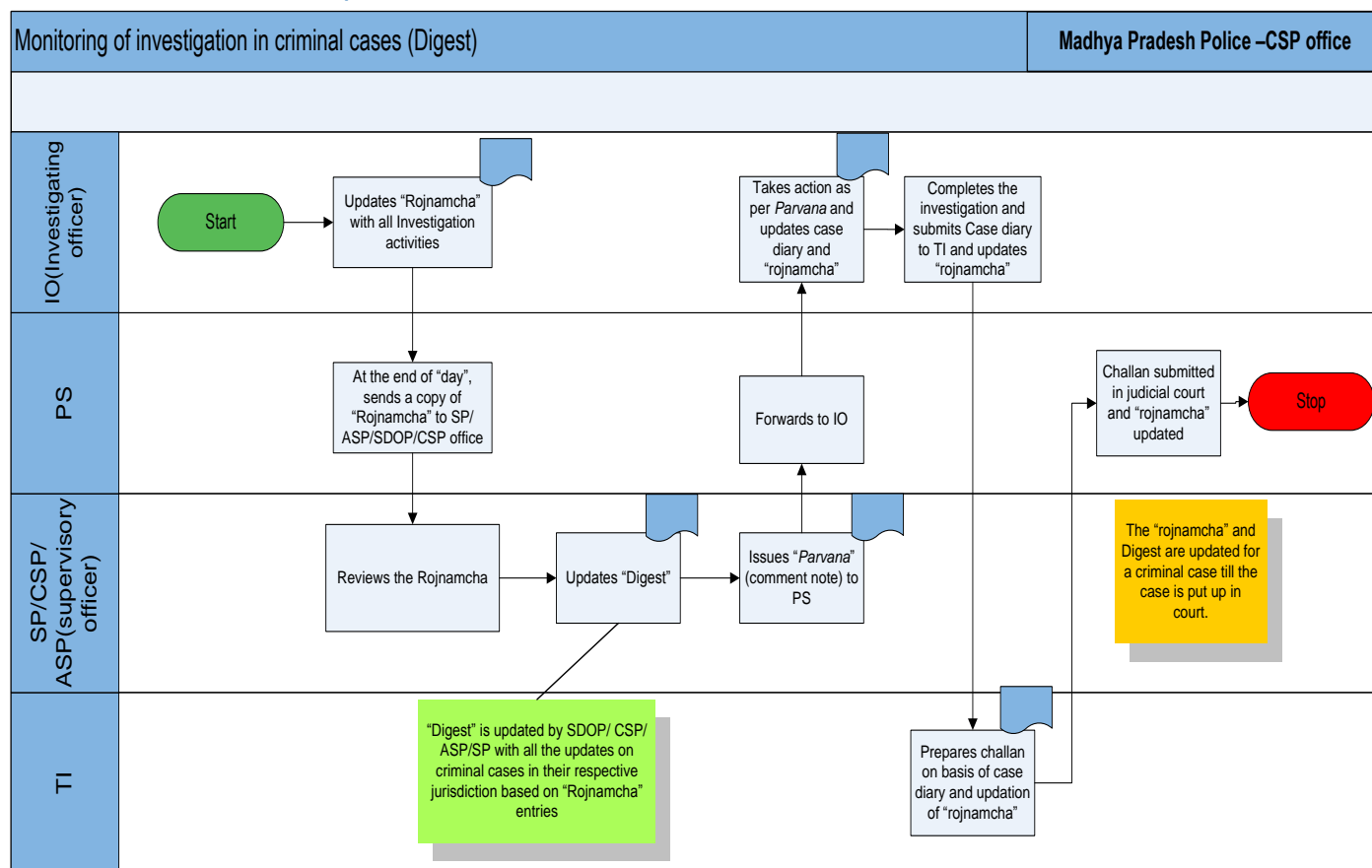
##### A. Process Summary

This is the process of monitoring of crime and submission of challan to judicial court by the concerned police station. The key actors of the process are Investigating officer, SP/ASP/CSP (Supervisory officer), TI and the Police station.

##### B. SIPOC

| Supplier              | Input     | Process        | Output  | Customer                              |
|-----------------------|-----------|----------------|---------|---------------------------------------|
| Investigation officer | Rojnamcha | As shown below | Challan | Police station, SP, Investing officer |

## C. Process Map



## D. Process Description

|   |                            |                            |            |
|---|----------------------------|----------------------------|------------|
| <b>Process Name:</b>  | <b>Monitoring of crime</b> | <b>Branch/ Sub-Branch</b>  | CSP Office |
| <b>Process Predecessor:</b>   | None                       | <b>Process successor :</b> | None       |
| <b>Process</b>  |                            |                            |            |
| i) The investigation officer updates "Rojnamcha" with all investigation activities.<br>ii) At the end of the day police station sends a copy of "Rojnamcha" to SP/ASP/SDOP/CSP office.<br>iii) SP/CSP/ASP (Supervisory officer) reviews the "Rojnamcha", updates "digest" and issues "Parvana" (Comment note) to police station.<br>iv) The "digest" is updated by SDOP/CSP/ASP/SP with all the updates on criminal cases in their respective jurisdiction based on "Rojnamcha" entries.<br>v) The police station forwards the comment note to investigation officer. |                            |                            |            |

- vi) The investigating officer takes action as per “Parvana” (comment note) and updates the case diary. He completes the investigation and submits the case diary to TI and updates the Rojnamcha.
- vii) TI prepares the challan on the basis of case diary and updation of Rojnamcha. The challan is submitted to judicial court by the police station and the Rojnamcha is updated.
- viii) The “Rojnamcha” and Digest are updated for a criminal case till the case is put up in court.

|                           |  |
|---------------------------|--|
| <b>Policy Requirement</b> | GOP, Circulars, Police rules and regulations |
|---------------------------|--|

#### 5.29.7.7 Supervision of heinous offence cases

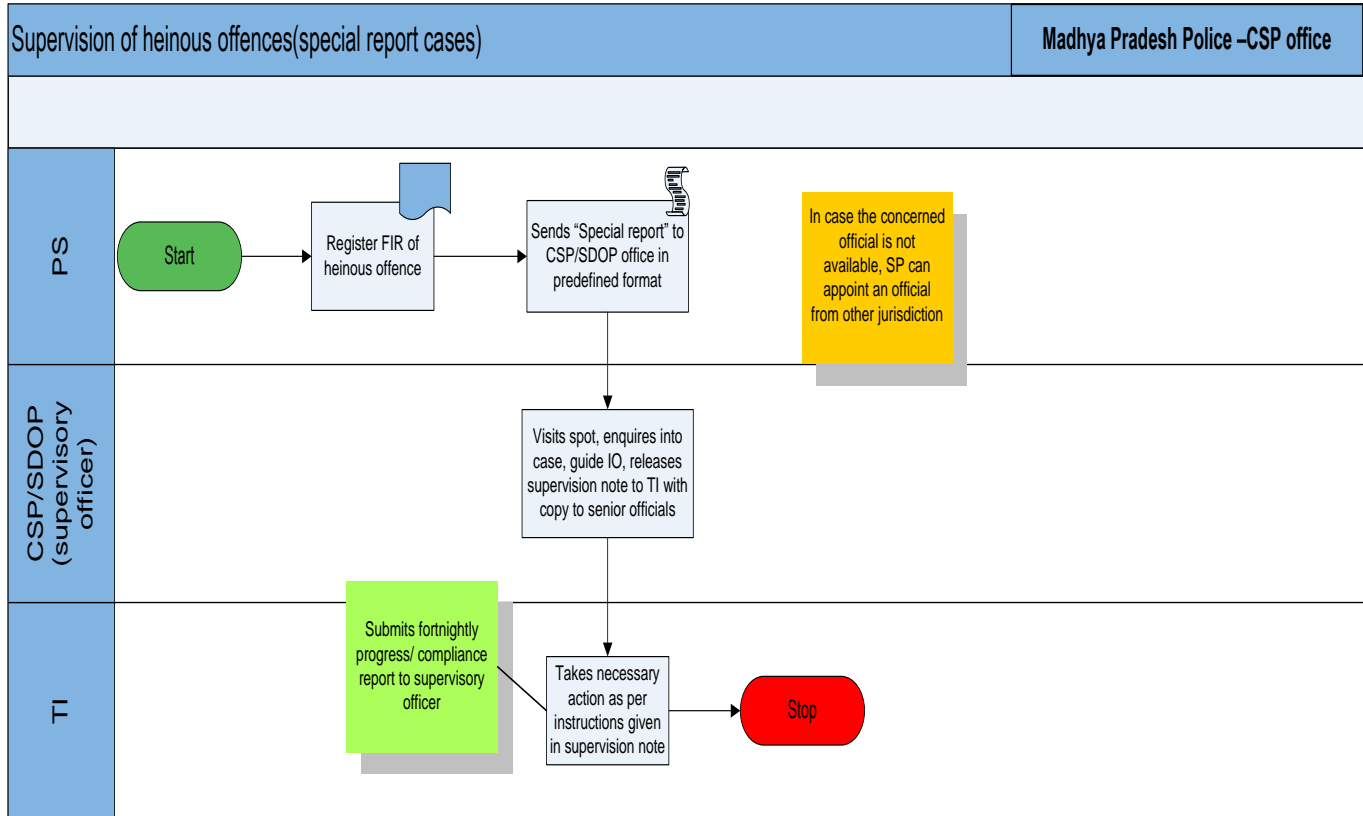
##### A. Process Summary

This is the process of supervision of heinous offences (special report cases) by the police. The key actors of the process are Police station, Supervisory officer (CSP/SDOP) and TI.

##### B. SIPOC

| Supplier       | Input          | Process        | Output  | Customer                                    |
|----------------|----------------|----------------|---|---|
| Police station | Special Report | As shown below | Issuance of supervision note and compliance by IO | Police station, SP, Supervisory officer, TI |

### C. Process Map



### D. Process Description

|   |  |                            |            |
|---|--|----------------------------|------------|
| <b>Process Name:</b>  | Supervision of heinous offences (Special report cases) | <b>Branch/ Sub-Branch</b>  | CSP Office |
| <b>Process Predecessor:</b>   | None   | <b>Process successor :</b> | None       |
| <b>Process</b>  |  |                            |            |
| i) Police station registers the FIR of the heinous offence. It sends “special” report to CSP/SDOP office in predefined format.<br>ii) CSP/SDOP (Supervisory officer) visits spot, enquires into case, guide investigating officer and releases supervision note to TI with copy to senior officials.<br>iii) TI takes necessary actions as per the instructions given in the supervision note.<br>iv) TI also submits fortnightly progress report/compliance report to supervisory officer.<br>v) In case the concerned official is not available, SP can appoint an official from other jurisdiction |  |                            |            |
| <b>Policy Requirement</b>   | GOP, Circulars, Police rules and regulations           |                            |            |

## 5.29.8 As-Is Processes – Police Station

### 5.29.8.1 First Information Report (FIR)

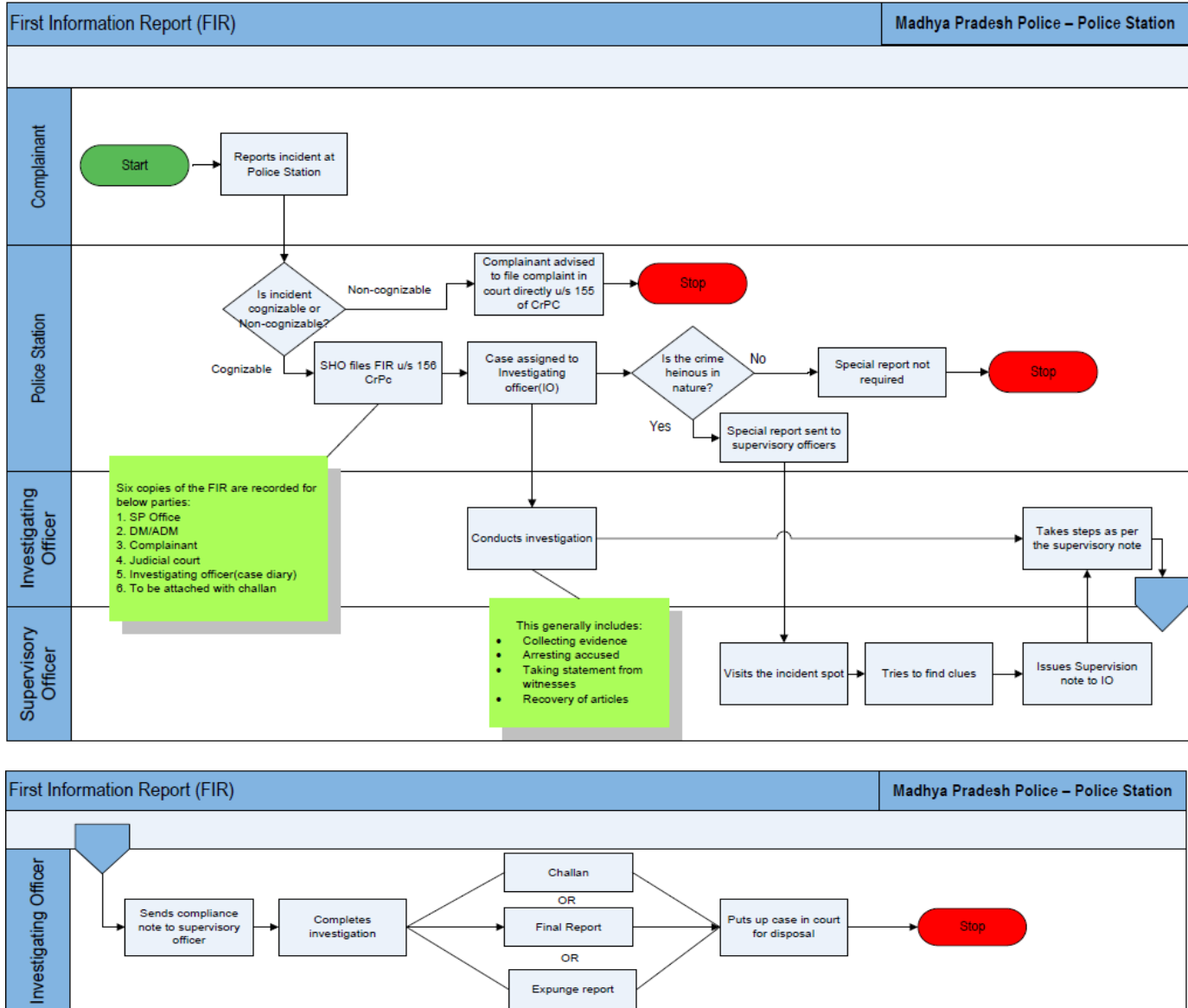
#### A. Process Summary

This is the process of registration an FIR at the police station and subsequent actions taken. The key actors of the process are complainant, police station, investigating officer and supervisory officer, Station House Officer (SHO).

#### B. SIPOC

| Supplier    | Input | Process        | Output                  | Customer  |
|-------------|-------|----------------|-------------------------|---|
| Complainant | FIR   | As shown below | Case filed in the court | Police station, complainant, jurisdictional court |

### C. Process Map



### D. Process Description

|   |      |                     |                |
|---|------|---------------------|----------------|
| Process Name:   | FIR  | Branch/ Sub-Branch  | Police Station |
| Process Predecessor:  | None | Process successor : | None           |
| Process   |      |                     |                |
| i) The complainant reports an incident at the police station. |      |                     |                |



- ii) If the incident is non cognizable then the complainant is advised by the police station to file a complaint directly in court under section 155 of CrPC.
- iii) If the incident is cognizable then police station files FIR under section 156 CrPC, assigns the case to investigating officer (IO).
- iv) The investigation officer conducts investigation and takes action as per the supervisory note.
- v) The investigation officer then sends compliance report to the supervisory officer and completes investigation. He submits the challan/final report/expunge report and puts up the case in court for disposal.
- vi) If the crime is heinous in nature then special report is sent to supervisory officers by the police station. Supervisory officer visits the incident spot, tries to find the clues and issues supervisory note to Investigation officer. Then the investigation officer conducts investigation and takes action as per the supervisory note.
- vii) The investigation officer then sends compliance report to the supervisory officer and completes investigation. He submits the challan/final report/expunge report and puts up the case in court for disposal.
- viii) There are six copies of the FIR are recorded for SP Office, DM/ADM, Complainant, Judicial Court, Investigating officer (case diary) and one copy to be attached with challan.
- ix) The investigation conducted by investigating officer generally includes collecting evidence, arresting accused, taking statement from witnesses and recovery of articles.

**Policy Requirement**

GOP, Circulars, Police rules and regulations

**5.29.8.2 Rojnamcha writing**

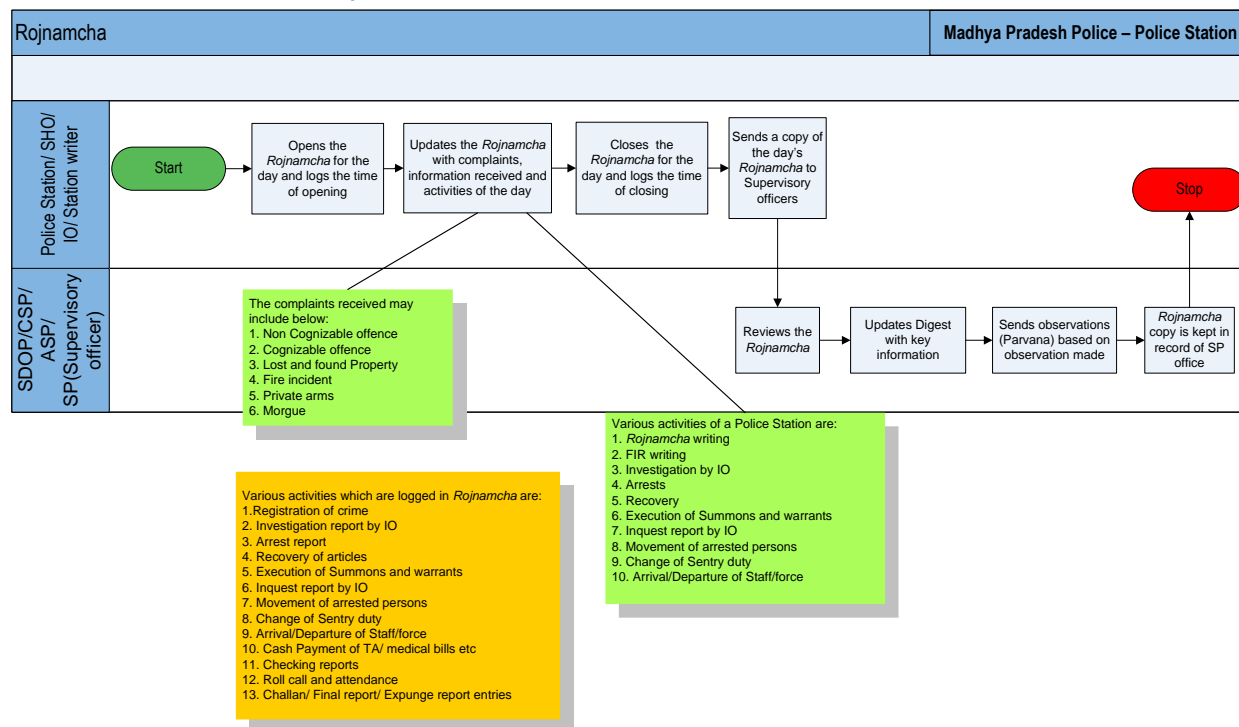
**A. Process Summary**

This is the process of writing of *Rojnamcha* for the day at police station. The key actors of the process are Police station/SHO/IO/station writer and supervisory officers.

**B. SIPOC**

| Supplier                             | Input                      | Process        | Output    | Customer  |
|--------------------------------------|----------------------------|----------------|-----------|---|
| Police station/SHO/IO/station writer | Complaints and information | As shown below | Rojnamcha | Police station, complainant, SP office, investigation officer |

## C. Process Map



## D. Process Description

|   |                          |                            |                |
|---|--------------------------|----------------------------|----------------|
| <b>Process Name:</b>  | <i>Rojnamcha</i> writing | <b>Branch/ Sub-Branch</b>  | Police station |
| <b>Process Predecessor:</b>   | None                     | <b>Process successor :</b> | None           |
| <b>Process</b>  |                          |                            |                |
| i) Police station/SHO/IO/station writer opens the <i>Rojnamcha</i> for the day and logs the time of opening.<br>ii) He updates the <i>Rojnamcha</i> with complaints, information received and activities of the day.<br>iii) He closes the <i>Rojnamcha</i> for the day and logs the time of closing. Then he sends a copy of the <i>Rojnamcha</i> for the day to supervisory officers.<br>iv) SDOP/CSP/ASP/SP (Supervisory officer) reviews the <i>Rojnamcha</i> , updates digest with key information and sends Parvana based on observations made.<br>v) Then the copy of the <i>Rojnamcha</i> is kept for records at SP office.<br>vi) The complaints received may include: <ol style="list-style-type: none"> <li>1. Non Cognizable offence</li> <li>2. Cognizable offence</li> <li>3. Lost and found Property</li> <li>4. Fire incident</li> <li>5. Private arms</li> </ol> |                          |                            |                |

## 6. Morgue

vii) Various activities which are logged in Rojnamcha are:

- 1.Registration of crime
2. Investigation report by IO
3. Arrest report
4. Recovery of articles
5. Execution of Summons and warrants
6. Inquest report by IO
7. Movement of arrested persons
8. Change of Sentry duty
9. Arrival/Departure of Staff/force
10. Cash Payment of TA/ medical bills etc
11. Checking reports
12. Roll call and attendance
13. Challan/ Final report/ Expunge report entries

viii) Various activities of a Police Station are:

1. Rojnamcha writing
2. FIR writing
3. Investigation by IO
4. Arrests
5. Recovery
6. Execution of Summons and warrants
7. Inquest report by IO
8. Movement of arrested persons
9. Change of Sentry duty
10. Arrival/Departure of Staff/force

### Policy Requirement

GOP, Circulars, Police rules and regulations

## 5.29.9 As-Is Processes – Traffic Police Station

### 5.29.9.1 Traffic rules violation

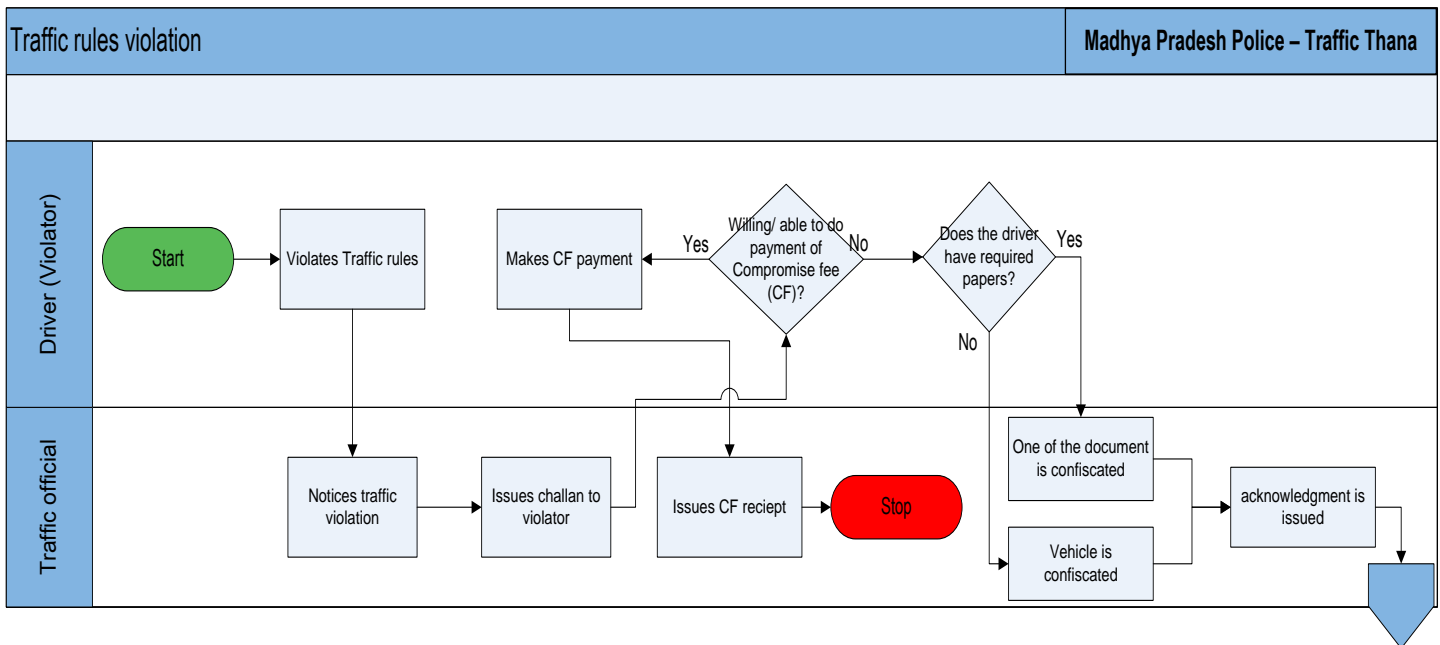
#### A. Process Summary

This is the process of issuance of CF which is done in case of a violation. The key actors in the process are Driver (Violator), Traffic police and Court.

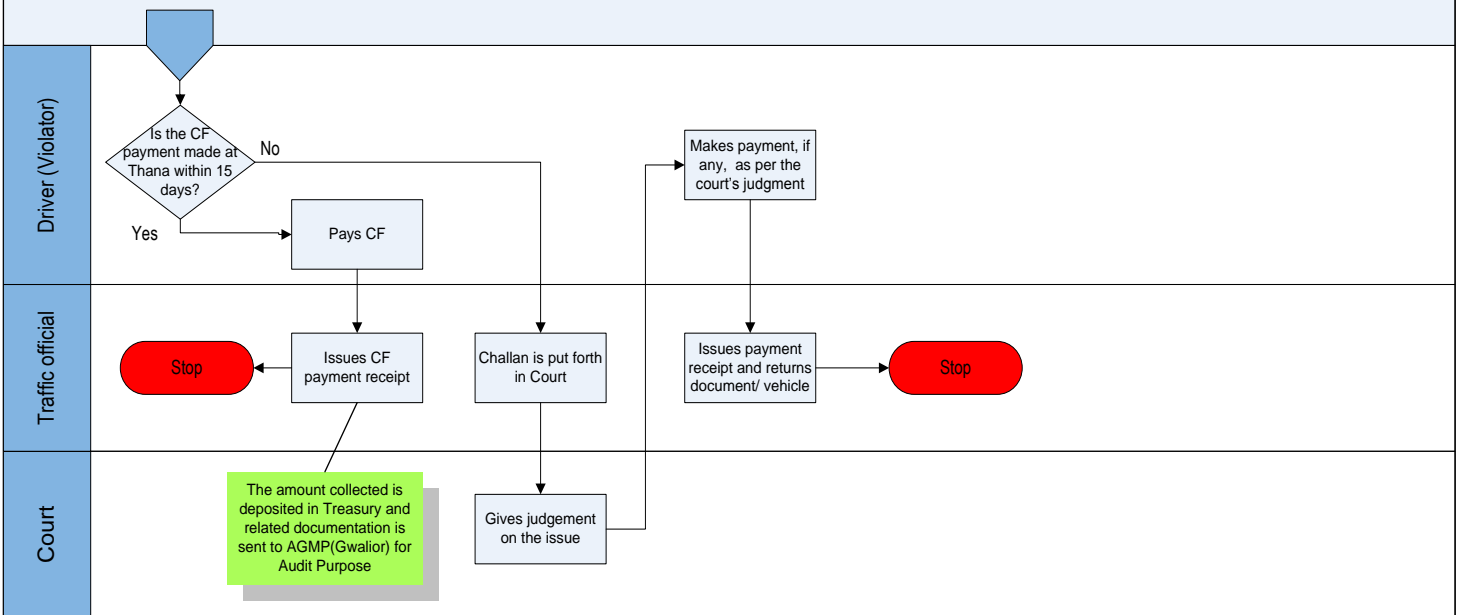
#### B. SIPOC

| Supplier                 | Input                  | Process        | Output   | Customer                                |
|--------------------------|------------------------|----------------|--|---|
| <b>Driver (Violator)</b> | Traffic rule violation | As shown below | Settlement of CF/<br>Court judgment/<br>release of vehicle,<br>documents | Driver (Violator)<br><br>Traffic police |

#### C. Process Map



## Traffic rules violence



### D. Process Description

|   |   |                            |                      |
|---|---|----------------------------|----------------------|
| <b>Process Name:</b>  | <b>Traffic Rule Violation</b>   | <b>Branch/ Sub-Branch</b>  | <b>Traffic Thana</b> |
| <b>Process Predecessor:</b>   | None  | <b>Process successor :</b> | None                 |
| <b>Process</b>  |   |                            |                      |
| <ul style="list-style-type: none"> <li>i) Traffic violation if spotted by Traffic police personnel</li> <li>ii) Traffic police personnel issues challan for violation</li> <li>iii) If the violator is willing and able to pay, the CF amount is taken and a receipt is issued.</li> <li>iv) If the violator is not willing and able to pay, one of the vehicle document are confiscated. In absence of any document the vehicle is confiscated and an acknowledgement is issued</li> <li>v) The violator is expected to make the CF payment with 15 days of violation.</li> <li>vi) After 15 days of violation, the challan is put forth in court for judgment.</li> <li>vii) Further action is taken as per the court orders</li> </ul> |   |                            |                      |
| <b>Policy Requirement</b>   | GOP - Government Gazette Notification, Madhya Pradesh Police Regulations, Circulars |                            |                      |

## 5.29.10 As-Is Processes – Traffic Control Room

### 5.29.10.1 eChallan

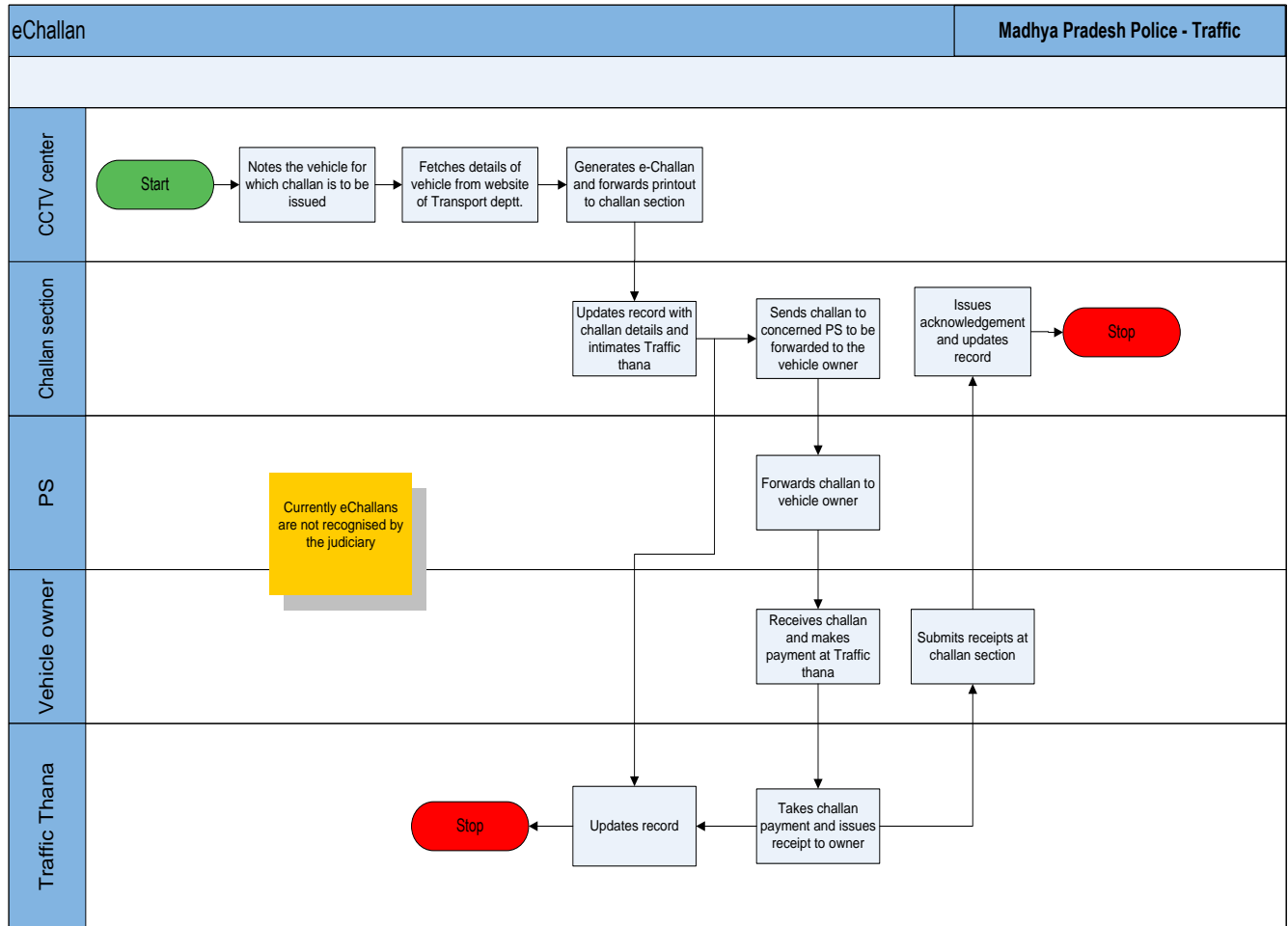
#### A. Process Summary

This is the process of issuance of challan to the vehicle owner and payment. The key actors of the process are traffic thana, vehicle owner, police station and challan section.

#### B. SIPOC

| Supplier      | Input                  | Process        | Output          | Customer                                       |
|---------------|------------------------|----------------|-----------------|--|
| Vehicle owner | Traffic rule violation | As shown below | Challan receipt | Traffic thana, vehicle owner, challan section. |

### C. Process Map



### D. Process Description

|   |                 |                            |                             |
|---|-----------------|----------------------------|-----------------------------|
| <b>Process Name:</b>  | <b>eChallan</b> | <b>Branch/ Sub-Branch</b>  | <b>Traffic Control Room</b> |
| <b>Process Predecessor:</b>   | None            | <b>Process successor :</b> | None                        |
| <b>Process</b>  |                 |                            |                             |
| i) CCTV center notes the vehicle for which challan is to be issued, fetches details of vehicle from website of transport department, generates e-challan and forwards the print out to the challan section. |                 |                            |                             |

|   |  |
|---|--|
| ii) The challan section updates record with challan details and intimates Traffic thana and traffic thana updates the record.<br>iii) The challan section also sends challan to the concerned police station to be forwarded to the vehicle owner.<br>iv) Police station forwards the challan to vehicle owner. Vehicle owner receives the challan and makes payment at the traffic thana.<br>v) The traffic thana takes challan's payment and issues receipt to owner.<br>vi) Vehicle owner submits receipt at the challan section. The challan section issues acknowledgement and updates the record. |  |
| <b>Policy Requirement</b>   | GOP, Circulars, Police rules and regulations |

## 6. Conclusion

The assessment of the MP Police organization as given above, throws up many well-defined areas that are amenable to ICT intervention to improve the quality of the police service to the people in general besides contributing to the capacity building of human resource in performance of their assigned tasks/ jobs. An appropriate and judicious mix of IT application when introduced in the organization is most likely to benefit it immensely in its activities like investigation management, human resource development, personnel administration, inventory management, strengthening of citizen centric services, monitoring of ongoing projects against cost and time overruns etc.

Last but not the least the enhanced use of IT and IT enabled Services is sure to act as a significant force multiplier in the organization. For example following spin offs can be visualized as a consequence of successful application of IT solution:

- (I) Reliable data capturing, storage and faster retrieval
- (II) Decision making getting faster and better informed
- (III) Elimination of duplication of data entry and thereby of saving in time human resource
- (IV) Saving achieved on manpower could be reassigned to staff deficient areas.
- (V) Faster retrieval and ready reference enables better monitoring of the disposal of issues and subjects.
- (VI) Timely mid-course corrections on the strength of periodic and seamless monitoring and review



- (VII) Capacity and confidence building in the field functionaries on the strength of easy online accessibility in real-time to SOPs/ guidelines/ instructions to follow line of action in accordance to extant rules/law/direction etc.
- (VIII) Promoting accountability at various levels for time and cost overrun respecting various time bound task assigned
- (IX) Promoting transparency in decision making and thereby securing confidence and approval of all stake holders to the decision making

Thus the proposed IT solutions strategy shall not only see a quantum jump in the quality of data collection, compilation storage and retrieval for well informed decision making thereby raising its quality as well It will also reduce the dependence of the organization on manpower augmentation and will give high ROI to state in comparison to increase in manpower with which government is stuck up with for 30-40 years commitments. This will also enhance the image of the Police in the general public and consequently lead to morale boosting of the police personnel working hither to unrecognized/ inadequately recognized for all their dedication to duty even at the cost of personal comforts on 24\*7 basis all through the year.

The available ‘Off the shelf’ IT solutions, which may be used with suitable customization need to be explored.

ERP applications/solutions would need to be surveyed carefully to identify all such solutions/applications that can meet the specific needs and challenges of MP Police.

## Annexure: Functional Mapping Table

| S. No | Functions                             | Branches / offices |       |     |    |     |       |       |            |           |     |      |     |     |       |      |            |       |     |             |     |
|-------|---------------------------------------|--------------------|-------|-----|----|-----|-------|-------|------------|-----------|-----|------|-----|-----|-------|------|------------|-------|-----|-------------|-----|
|       |                                       | Telecom            | Admin | Sel | SB | CID | Plan. | Prov. | Acctt/ Wel | Train ing | SAF | SISF | AJK | CAW | Narco | SCRB | Comp laint | Cyber | STF | Trg. instt. | GRP |
| 1     | Transfer                              | ✓                  | ✓     |     | ✓  | ✓   |       |       |            | ✓         | ✓   | ✓    | ✓   |     |       |      |            |       |     |             | ✓   |
| 2     | Relieving on transfer                 | ✓                  | ✓     | ✓   | ✓  | ✓   | ✓     | ✓     | ✓          | ✓         | ✓   | ✓    | ✓   | ✓   | ✓     | ✓    | ✓          | ✓     | ✓   | ✓           | ✓   |
| 3     | Joining monitoring                    | ✓                  | ✓     |     | ✓  | ✓   |       |       |            | ✓         | ✓   | ✓    | ✓   |     |       |      |            |       |     |             | ✓   |
| 4     | Joining on transfer                   | ✓                  | ✓     | ✓   | ✓  | ✓   | ✓     | ✓     | ✓          | ✓         | ✓   | ✓    | ✓   | ✓   | ✓     | ✓    | ✓          | ✓     | ✓   | ✓           | ✓   |
| 5     | Disposal of absence from duty         | ✓                  | ✓     |     | ✓  | ✓   |       |       |            |           | ✓   |      |     |     |       |      |            |       |     | ✓           | ✓   |
| 6     | Gradation lists                       | ✓                  | ✓     |     | ✓  | ✓   |       |       |            |           | ✓   | ✓    |     |     |       |      |            |       |     |             | ✓   |
| 7     | Representation against gradation list | ✓                  | ✓     | ✓   | ✓  | ✓   | ✓     | ✓     | ✓          | ✓         | ✓   | ✓    | ✓   | ✓   | ✓     | ✓    | ✓          | ✓     | ✓   | ✓           | ✓   |
| 8     | Disposal of representation            | ✓                  | ✓     |     | ✓  | ✓   |       |       |            |           | ✓   | ✓    |     |     |       |      |            |       |     |             |     |
| 9     | ACR maintenance                       | ✓                  | ✓     | ✓   | ✓  | ✓   | ✓     | ✓     | ✓          | ✓         | ✓   | ✓    | ✓   | ✓   | ✓     | ✓    | ✓          | ✓     | ✓   | ✓           | ✓   |
| 10    | ACR writing                           | ✓                  | ✓     | ✓   | ✓  | ✓   | ✓     | ✓     | ✓          | ✓         | ✓   | ✓    | ✓   | ✓   | ✓     | ✓    | ✓          | ✓     | ✓   | ✓           | ✓   |
| 11    | ACR communication                     |                    | ✓     |     |    |     |       |       |            |           |     |      |     |     |       |      |            |       |     |             |     |
| 12    | Representation against ACR            | ✓                  | ✓     | ✓   | ✓  | ✓   | ✓     | ✓     | ✓          | ✓         | ✓   | ✓    | ✓   | ✓   | ✓     | ✓    | ✓          | ✓     | ✓   | ✓           | ✓   |
| 13    | Disposal against representation       |                    | ✓     |     |    |     |       |       |            |           |     |      |     |     |       |      |            |       |     |             |     |

| S. No | Functions                   | Branches / offices |       |     |    |     |       |       |               |              |     |      |     |     |       |      |               |       |     |                |     |
|-------|-----------------------------|--------------------|-------|-----|----|-----|-------|-------|---------------|--------------|-----|------|-----|-----|-------|------|---------------|-------|-----|----------------|-----|
|       |                             | Telecom            | Admin | Sel | SB | CID | Plan. | Prov. | Acctt/<br>Wel | Train<br>ing | SAF | SISF | AJK | CAW | Narco | SCRB | Comp<br>laint | Cyber | STF | Trg.<br>instt. | GRP |
| 14    | Training Nomination         | ✓                  | ✓     | ✓   | ✓  | ✓   | ✓     | ✓     | ✓             | ✓            | ✓   | ✓    | ✓   | ✓   | ✓     | ✓    | ✓             | ✓     | ✓   | ✓              | ✓   |
| 15    | Training record maintenance | ✓                  | ✓     |     | ✓  | ✓   |       |       |               | ✓            | ✓   | ✓    | ✓   |     | ✓     | ✓    |               | ✓     | ✓   | ✓              | ✓   |
| 16    | Deputation nomination       | ✓                  | ✓     |     | ✓  |     |       |       |               |              | ✓   |      |     |     |       |      |               |       |     |                | □   |
| 17    | Fit list issuance           | ✓                  | ✓     |     | ✓  |     |       |       |               |              | ✓   | ✓    |     |     |       |      |               |       |     |                | ✓   |
| 18    | DPC meetings                | ✓                  | ✓     |     | ✓  |     |       |       |               |              | ✓   | ✓    |     |     |       |      |               |       |     |                | ✓   |
| 19    | Promotion order issuance    | ✓                  | ✓     |     | ✓  |     |       |       |               |              | ✓   | ✓    |     |     |       |      |               |       |     |                | ✓   |
| 20    | Order book entry            | ✓                  | ✓     |     | ✓  |     |       |       |               |              | ✓   | ✓    |     |     |       |      |               |       |     |                | ✓   |
| 21    | Service book entry          | ✓                  | ✓     |     | ✓  |     |       |       |               |              | ✓   | ✓    |     |     |       |      |               |       |     |                | ✓   |
| 22    | Effect to OB                | ✓                  | ✓     |     | ✓  |     |       |       |               |              | ✓   | ✓    |     |     |       |      |               |       |     |                | ✓   |
| 23    | SR movement tracking        | ✓                  | ✓     |     | ✓  |     |       |       |               |              | ✓   | ✓    |     |     |       |      |               |       |     |                | ✓   |
| 24    | Back entry                  | ✓                  | ✓     |     | ✓  |     |       |       |               |              | ✓   | ✓    |     |     |       |      |               |       |     |                | ✓   |
| 25    | Pay drawal                  | ✓                  | ✓     |     | ✓  |     |       |       |               |              | ✓   | ✓    |     |     |       | ✓    |               |       |     |                | ✓   |
| 26    | Increment sanction          | ✓                  | ✓     |     | ✓  |     |       |       |               |              | ✓   | ✓    |     |     |       |      |               |       |     |                | ✓   |
| 27    | Allowances drawal           | ✓                  | ✓     |     | ✓  |     |       |       |               |              | ✓   | ✓    |     |     |       | ✓    |               |       |     |                | ✓   |
| 28    | Arrears drawal              | ✓                  | ✓     |     | ✓  |     |       |       |               |              | ✓   | ✓    |     |     |       | ✓    |               |       |     |                | ✓   |
| 29    | GPF deduction               | ✓                  | ✓     |     | ✓  |     |       |       |               |              | ✓   | ✓    |     |     |       | ✓    |               |       |     |                | ✓   |
| 30    | GPF passbook maintenance    | ✓                  | ✓     |     | ✓  |     |       |       |               |              | ✓   | ✓    |     |     |       | ✓    |               |       |     |                | ✓   |
| 31    | Leave sanction              | ✓                  | ✓     |     | ✓  |     |       |       |               |              | ✓   | ✓    |     |     |       |      |               |       |     |                | ✓   |
| 32    | LTC processing              |                    | ✓     |     |    |     |       |       |               |              |     |      |     |     |       |      |               |       |     |                |     |

| S. No | Functions                    | Branches / offices |       |     |    |     |       |       |               |              |     |      |     |     |       |      |               |       |     |                |     |
|-------|------------------------------|--------------------|-------|-----|----|-----|-------|-------|---------------|--------------|-----|------|-----|-----|-------|------|---------------|-------|-----|----------------|-----|
|       |                              | Telecom            | Admin | Sel | SB | CID | Plan. | Prov. | Acctt/<br>Wel | Train<br>ing | SAF | SISF | AJK | CAW | Narco | SCRB | Comp<br>laint | Cyber | STF | Trg.<br>instt. | GRP |
| 33    | Medical bills processing     | ✓                  | ✓     |     | ✓  | ✓   |       |       |               |              | ✓   | ✓    |     |     |       | ✓    |               |       |     | ✓              | ✓   |
| 34    | Nonpublic funds deductions   | ✓                  | ✓     |     | ✓  | ✓   |       |       |               |              | ✓   |      |     |     |       | ✓    |               |       |     | ✓              | ✓   |
| 35    | Sanctions from NPF           | ✓                  |       |     | ✓  | ✓   |       |       | ✓             | ✓            | ✓   |      |     |     |       |      |               |       |     | ✓              | ✓   |
| 36    | Medals processing            |                    | ✓     |     |    | ✓   |       |       |               |              |     |      |     |     |       |      |               |       |     |                |     |
| 37    | Other awards processing      |                    |       |     |    |     |       |       |               |              |     |      |     |     |       |      |               |       |     |                |     |
| 38    | Retirement claims processing |                    | ✓     |     |    |     |       |       |               |              |     |      |     |     |       |      |               |       |     |                |     |
| 39    | Contingency sanctions        | ✓                  |       |     | ✓  | ✓   |       | ✓     | ✓             | ✓            | ✓   | ✓    | ✓   |     | ✓     | ✓    |               | ✓     | ✓   | ✓              | ✓   |
| 40    | Procurement                  | ✓                  |       |     | ✓  | ✓   |       | ✓     |               | ✓            | ✓   |      |     |     | ✓     | ✓    |               | ✓     | ✓   | ✓              | ✓   |
| 41    | Budgeting                    | ✓                  | ✓     | ✓   | ✓  | ✓   | ✓     | ✓     | ✓             | ✓            | ✓   | ✓    | ✓   | ✓   | ✓     | ✓    | ✓             | ✓     | ✓   | ✓              | ✓   |
| 42    | Budget utilisation           | ✓                  | ✓     | ✓   | ✓  | ✓   | ✓     | ✓     | ✓             | ✓            | ✓   | ✓    | ✓   | ✓   | ✓     | ✓    | ✓             | ✓     | ✓   | ✓              | ✓   |
| 43    | Budget monitoring            | ✓                  |       |     | ✓  | ✓   | ✓     |       |               | ✓            | ✓   |      |     |     |       | ✓    |               | ✓     |     | ✓              | ✓   |
| 44    | Motor transport              | ✓                  |       |     | ✓  | ✓   |       | ✓     |               |              | ✓   | ✓    |     |     |       |      |               |       |     | ✓              | ✓   |
| 45    | MT fuel issuance             | ✓                  |       |     | ✓  | ✓   |       | ✓     |               |              | ✓   | ✓    |     |     |       |      |               |       |     | ✓              | ✓   |
| 46    | MT repair                    | ✓                  |       |     |    |     |       | ✓     |               |              | ✓   | ✓    |     |     |       |      |               |       |     | ✓              | ✓   |
| 47    | Driver duty detail           | ✓                  | ✓     | ✓   | ✓  | ✓   | ✓     | ✓     | ✓             | ✓            | ✓   | ✓    | ✓   | ✓   | ✓     | ✓    | ✓             | ✓     | ✓   | ✓              | ✓   |

| S. No | Functions                        | Branches / offices |       |     |    |     |       |       |               |              |     |      |     |     |       |      |               |       |     |                |     |
|-------|----------------------------------|--------------------|-------|-----|----|-----|-------|-------|---------------|--------------|-----|------|-----|-----|-------|------|---------------|-------|-----|----------------|-----|
|       |                                  | Telecom            | Admin | Sel | SB | CID | Plan. | Prov. | Acctt/<br>Wel | Train<br>ing | SAF | SISF | AJK | CAW | Narco | SCRB | Comp<br>laint | Cyber | STF | Trg.<br>instt. | GRP |
| 48    | Security duty details            |                    |       |     | ✓  |     |       |       |               |              |     |      |     |     |       |      |               |       |     |                |     |
| 49    | Inventory management             | ✓                  |       |     | ✓  | ✓   | ✓     | ✓     |               | ✓            |     |      |     |     |       |      |               |       |     | ✓              | ✓   |
| 50    | Kit items issuance               | ✓                  |       |     |    |     |       | ✓     |               |              | ✓   | ✓    |     |     |       |      |               |       |     | ✓              | ✓   |
| 51    | Building record                  | ✓                  |       |     |    |     | ✓     |       |               |              | ✓   |      |     |     |       |      |               |       |     | ✓              | ✓   |
| 52    | Sanction of new buildings        |                    |       |     |    |     | ✓     |       |               |              | ✓   |      |     |     |       |      |               |       |     |                |     |
| 53    | Document receipt                 | ✓                  | ✓     | ✓   | ✓  | ✓   | ✓     | ✓     | ✓             | ✓            | ✓   | ✓    | ✓   | ✓   | ✓     | ✓    | ✓             | ✓     | ✓   | ✓              | ✓   |
| 54    | Document dispatch                | ✓                  | ✓     | ✓   | ✓  | ✓   | ✓     | ✓     | ✓             | ✓            | ✓   | ✓    | ✓   | ✓   | ✓     | ✓    | ✓             | ✓     | ✓   | ✓              | ✓   |
| 55    | Document movement                | ✓                  | ✓     | ✓   | ✓  | ✓   | ✓     | ✓     | ✓             | ✓            | ✓   | ✓    | ✓   | ✓   | ✓     | ✓    | ✓             | ✓     | ✓   | ✓              | ✓   |
| 56    | Opening new file                 | ✓                  | ✓     | ✓   | ✓  | ✓   | ✓     | ✓     | ✓             | ✓            | ✓   | ✓    | ✓   | ✓   | ✓     | ✓    | ✓             | ✓     | ✓   | ✓              | ✓   |
| 57    | Residential house allotment      |                    | ✓     |     |    |     |       |       |               |              |     |      |     |     |       |      |               |       |     |                |     |
| 58    | Departmental Enquiry             | ✓                  | ✓     | ✓   | ✓  | ✓   | ✓     | ✓     | ✓             | ✓            | ✓   | ✓    | ✓   | ✓   | ✓     | ✓    | ✓             | ✓     | ✓   | ✓              | ✓   |
| 59    | Preparation of training calendar | ✓                  |       |     | ✓  |     |       |       |               | ✓            | ✓   | ✓    |     |     |       |      |               |       |     | ✓              |     |
| 60    | Setting up syllabus              | ✓                  |       |     | ✓  |     |       |       |               | ✓            | ✓   | ✓    |     |     |       |      |               |       |     | ✓              |     |
| 61    | Paper setting and evaluation     | ✓                  |       |     | ✓  |     |       |       |               | ✓            | ✓   | ✓    |     |     |       |      |               |       |     | ✓              |     |
| 62    | Pensioning                       |                    | ✓     |     |    |     |       |       |               |              |     |      |     |     |       |      |               |       |     |                |     |

| S. No | Functions                 | Branches / offices |       |     |    |     |       |       |               |              |     |      |     |     |       |      |               |       |     |                |     |
|-------|---------------------------|--------------------|-------|-----|----|-----|-------|-------|---------------|--------------|-----|------|-----|-----|-------|------|---------------|-------|-----|----------------|-----|
|       |                           | Telecom            | Admin | Sel | SB | CID | Plan. | Prov. | Acctt/<br>Wel | Train<br>ing | SAF | SISF | AJK | CAW | Narco | SCRB | Comp<br>laint | Cyber | STF | Trg.<br>instt. | GRP |
| 63    | EChallan                  |                    |       |     |    |     |       |       |               |              |     |      |     |     |       |      |               |       |     | ✓              |     |
| 64    | Vehicle repair            |                    |       |     |    |     |       |       |               |              |     |      |     |     |       |      |               |       |     |                |     |
| 65    | Workshop                  | ✓                  |       |     |    |     |       | ✓     |               |              | ✓   |      |     |     |       |      |               |       |     | ✓              | ✓   |
| 66    | PC&R/ MOW                 | ✓                  |       |     | ✓  |     | ✓     |       |               | ✓            | ✓   | ✓    |     |     |       |      |               |       |     | ✓              | ✓   |
| 67    | Complaint redressal       | ✓                  |       |     |    | ✓   |       |       |               |              |     |      | ✓   | ✓   | ✓     |      | ✓             | ✓     |     | ✓              | ✓   |
| 68    | Vidhan Sabha Questions    | ✓                  | ✓     | ✓   | ✓  | ✓   | ✓     | ✓     | ✓             | ✓            | ✓   | ✓    | ✓   | ✓   | ✓     | ✓    | ✓             | ✓     | ✓   | ✓              | ✓   |
| 69    | Compassionate appointment | ✓                  | ✓     |     | ✓  | ✓   |       |       |               |              | ✓   | ✓    |     |     |       |      |               |       |     |                | ✓   |
| 70    | Recruitment               |                    |       | ✓   |    |     |       |       |               |              |     |      |     |     |       |      |               |       |     |                |     |
| 71    | Company movement          |                    |       |     |    |     |       |       |               |              | ✓   | ✓    |     |     |       |      |               |       |     |                |     |
| 72    | New Battalion formation   |                    |       |     |    |     | ✓     |       |               |              |     |      |     |     |       |      |               |       |     |                |     |
| 73    | Audit                     | ✓                  | ✓     | ✓   | ✓  | ✓   | ✓     | ✓     | ✓             | ✓            | ✓   | ✓    | ✓   | ✓   | ✓     | ✓    | ✓             | ✓     | ✓   | ✓              | ✓   |
| 74    | Post Creation             |                    |       |     |    |     | ✓     |       |               |              |     |      |     |     |       |      |               |       |     |                |     |
| 75    | Condemnation              | ✓                  |       |     | ✓  | ✓   |       |       |               | ✓            | ✓   | ✓    |     |     |       | ✓    |               |       | ✓   | ✓              | ✓   |
| 76    | Inspection                | ✓                  | ✓     | ✓   | ✓  | ✓   | ✓     | ✓     | ✓             | ✓            | ✓   | ✓    | ✓   | ✓   | ✓     | ✓    | ✓             | ✓     | ✓   | ✓              | ✓   |
| 77    | Sanction of Welfare funds |                    |       |     |    |     |       |       | ✓             |              |     |      |     |     |       |      |               |       |     |                |     |

| S. No | Function                | Branch/ Office |       |          |       |     |      |        |        |                 |          |       |                        |      |      |               |       |     |        |      |     |
|-------|-------------------------|----------------|-------|----------|-------|-----|------|--------|--------|-----------------|----------|-------|------------------------|------|------|---------------|-------|-----|--------|------|-----|
|       |                         | Telecom        | Admin | Security | Press | S B | CI D | Plan . | Prov . | Acctt/ Welfar e | Traffi c | R & S | Police Officers ' mess | AJ K | CA W | Medic o legal | SCR B | S P | Cybe r | ST F | P S |
| 78    | FIR                     |                |       |          |       |     | ✓    |        |        |                 |          |       |                        | ✓    | ✓    |               |       | ✓   | ✓      | ✓    | ✓   |
| 79    | Rojnamcha writing       | ✓              |       |          |       |     |      |        |        |                 |          |       |                        | ✓    | ✓    |               |       |     |        |      | ✓   |
| 80    | Control room            |                |       |          |       | ✓   | ✓    |        |        |                 | ✓        |       |                        |      |      |               |       |     | ✓      |      |     |
| 81    | Supervision of crime    |                |       |          |       |     | ✓    |        |        |                 |          |       |                        | ✓    | ✓    |               |       | ✓   | ✓      | ✓    |     |
| 82    | Crime digest            |                |       |          |       |     | ✓    |        |        |                 |          |       |                        |      |      |               |       | ✓   | ✓      | ✓    |     |
| 83    | Organised crime         |                |       |          |       |     | ✓    |        |        |                 |          |       |                        |      |      |               |       |     |        | ✓    |     |
| 84    | Room and event booking  |                |       |          |       |     |      |        |        |                 |          |       | ✓                      |      |      |               |       |     |        |      |     |
| 85    | Advance GPF payment     | ✓              | ✓     |          |       | ✓   | ✓    |        |        | ✓               |          |       |                        |      |      |               |       |     |        |      |     |
| 86    | Sanction for new Police |                |       |          |       |     |      | ✓      |        |                 |          |       |                        |      |      |               |       |     |        |      |     |

| S. No | Function               | Branch/ Office |       |          |       |     |      |        |        |                 |          |       |                        |      |      |               |       |     |        |      |     |
|-------|------------------------|----------------|-------|----------|-------|-----|------|--------|--------|-----------------|----------|-------|------------------------|------|------|---------------|-------|-----|--------|------|-----|
|       |                        | Telecom        | Admin | Security | Press | S B | CI D | Plan . | Prov . | Acctt/ Welfar e | Traffi c | R & S | Police Officers ' mess | AJ K | CA W | Medic o legal | SCR B | S P | Cybe r | ST F | P S |
|       | station/out post       |                |       |          |       |     |      |        |        |                 |          |       |                        |      |      |               |       |     |        |      |     |
| 87    | VIP security           |                |       | ✓        |       |     |      |        |        |                 |          |       |                        |      |      |               |       |     |        |      |     |
| 88    | Passport verification  |                |       | ✓        |       |     |      |        |        |                 |          |       |                        |      |      |               |       |     |        |      |     |
| 89    | Character verification |                |       | ✓        |       |     |      |        |        |                 |          |       |                        |      |      |               |       |     |        |      |     |
| 90    | State situation room   |                |       | ✓        |       |     |      |        |        |                 |          |       |                        |      |      |               |       |     |        |      |     |
| 91    | Force requirement      |                |       | ✓        |       |     |      |        |        |                 |          |       |                        |      |      |               |       |     |        |      |     |
| 92    | Deployment of gunman   |                |       | ✓        |       |     |      |        |        |                 |          |       |                        |      |      |               |       |     |        |      |     |
| 93    | Orderly Room           |                |       |          |       |     |      |        |        |                 |          |       |                        |      |      |               |       | ✓   |        |      |     |



| S. No | Function             | Branch/ Office |       |          |       |     |      |        |        |                 |          |       |                        |      |      |               |       |     |        |      |     |
|-------|----------------------|----------------|-------|----------|-------|-----|------|--------|--------|-----------------|----------|-------|------------------------|------|------|---------------|-------|-----|--------|------|-----|
|       |                      | Telecom        | Admin | Security | Press | S B | CI D | Plan . | Prov . | Acctt/ Welfar e | Traffi c | R & S | Police Officers ' mess | AJ K | CA W | Medic o legal | SCR B | S P | Cybe r | ST F | P S |
| 94    | POL average fixation |                |       |          |       |     |      |        | ✓      |                 |          |       |                        |      |      |               |       |     |        |      |     |
| 95    | Purchase of vehicle  |                |       |          |       |     |      |        | ✓      |                 |          |       |                        |      |      |               |       |     |        |      |     |
| 96    | Allotment of vehicle |                |       |          |       |     |      |        | ✓      |                 |          |       |                        |      |      |               |       |     |        |      |     |
| 97    | Statistical data     |                |       |          |       |     |      | ✓      |        |                 |          |       |                        |      |      |               |       |     |        |      |     |
| 98    | Book purchase        |                |       |          |       |     |      | ✓      |        |                 |          |       |                        |      |      |               |       |     |        |      |     |
| 99    | Tender issuance      | ✓              |       |          |       | ✓   |      |        | ✓      |                 |          |       |                        |      |      |               |       |     |        |      |     |
| 100   | Tender evaluation    | ✓              |       |          |       | ✓   |      |        | ✓      |                 |          |       |                        |      |      |               |       |     |        |      |     |
| 101   | MLC report           |                |       |          |       |     |      |        |        |                 |          |       |                        |      |      | ✓             |       |     |        |      |     |

| S. No | Function                         | Branch/ Office |       |          |      |     |      |      |      |                 |          |       |                        |      |      |               |       |     |        |      |     |
|-------|----------------------------------|----------------|-------|----------|------|-----|------|------|------|-----------------|----------|-------|------------------------|------|------|---------------|-------|-----|--------|------|-----|
|       |                                  | Telecom        | Admin | Security | Pres | S B | CI D | Plan | Prov | Acctt/ Welfar e | Traffi c | R & S | Police Officers ' mess | AJ K | CA W | Medic o legal | SCR B | S P | Cybe r | ST F | P S |
| 102   | PM report                        |                |       |          |      |     |      |      |      |                 |          |       |                        |      |      | ✓             |       |     |        |      |     |
| 103   | LO calendar                      |                |       | ✓        |      |     |      |      |      |                 |          |       |                        |      |      |               |       |     |        |      |     |
| 104   | Intelligence collection          |                |       | ✓        |      | ✓   |      |      |      |                 |          |       |                        |      |      |               |       |     |        |      |     |
| 105   | Purchase of bullet proof vehicle |                |       | ✓        |      | ✓   |      |      |      |                 |          |       |                        |      |      |               |       |     |        |      |     |
| 106   | Purchase of bullet proof armor   |                |       | ✓        |      | ✓   |      |      |      |                 |          |       |                        |      |      |               |       |     |        |      |     |
| 107   | Dial 1090                        |                |       |          |      |     |      |      |      |                 |          |       |                        |      | ✓    |               |       |     |        |      |     |
| 108   | Monitoring of CAW cases          |                |       |          |      |     |      |      |      |                 |          |       |                        |      | ✓    |               |       |     |        |      |     |

| S. No | Function                     | Branch/ Office |       |          |      |     |     |      |      |                   |         |       |                       |      |      |              |       |     |       |      |     |
|-------|------------------------------|----------------|-------|----------|------|-----|-----|------|------|-------------------|---------|-------|-----------------------|------|------|--------------|-------|-----|-------|------|-----|
|       |                              | Telecom        | Admin | Security | Pres | S B | CID | Plan | Prov | Acctt/<br>Welfare | Traffic | R & S | Police Officers' mess | AJ K | CA W | Medico legal | SCR B | S P | Cyber | ST F | P S |
| 109   | Handing over of cases to CID |                |       |          |      |     | ✓   |      |      |                   |         |       |                       |      |      |              |       |     |       |      |     |
| 110   | Chinhit cases                |                |       |          |      |     | ✓   |      |      |                   |         |       |                       |      |      |              |       |     |       |      |     |

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