KPMG
cutting through complexity

Functional and Technical Requirements Specifications

Madhya Pradesh Police

Released by:
KPMG Advisory Services Private Limited

19 March 2015

Contents

1. Introduction **8**

1.1. Background of MP Police 8

1.2. Functions of MP Police 9

1.3. Organizational Structure 12

2. Implementation of ERP Solution **14**

2.1. Solution Architecture 15

2.1.1. Application Architecture 16

2.2. Functional Requirement Specifications: 33

2.3. Technical Requirement Specifications: 79

Document Review Table

Document Title: Providing Consultancy Services for ERP solutions & ICT interventions for Madhya Pradesh Police – Functional and Technical Requirement Specifications

Document Status: Second Draft

Document Scope: Functional and Technical Requirement Specifications

Document Review and Approval:

Revision History:

Version	Author	Date	Revision
1.0	Ratnesh Agrawal	07 Feb 2015	First Draft
2.0	Ratnesh Agrawal	19 Mar 2015	Dcoument revised as per inputs received

This document has been reviewed by:

S. No.	Reviewer	Organization	Date Reviewed
1	Brijendra Kumar	KPMG	

NOTE to Holders:
If you receive an electronic copy of this document and you print it out, you should write your name on the front cover (for document control purpose). If you receive a hard copy of this document, please, write your name on the front cover (for document control purposes).

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	Adjt.	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 Television
22	CDI	Chief Drill Instructor
23	CID	Criminal Investigation Department
24	CL	Casual Leave
25	CO	Commandant
26	Const.	Constable
27	Coy	Company
28	CPC	Central Purchase Committee
29	CPO	Central Payment Order
30	CrPC	Criminal Procedure Code
31	CSP	City Superintendent of Police
32	CUG	Closed User Group
33	CVR	Character Verification Report
34	DC	Deputy Commandant
35	DE	Departmental Enquiry
36	DEF	District Executive Force

S. No.	Abbreviations/ Terms	Description/ Definitions
37	DEO	Departmental Enquiry Officer
38	DGP	Director General of Police
39	DGS&D	Directorate General of Supplies and Disposal
40	DIG	Deputy Inspector General
41	DM	District Magistrate
42	DPC	Departmental Promotion Committee
43	DPF	Departmental Provident Fund
44	DPO	District Police Office
45	DPR	Detailed Project Report
46	DSB	District Special Branch
47	DSP/ Dy. S.P.	Deputy Superintendent of Police
48	DSR	Daily Situation report
49	EL	Earned Leave
50	EPR	Excess Payment Recovery
51	ER	Expunge Report
52	ERP	Enterprise Resource Planning
53	FIR	First Information Report
54	FR	Final Report
55	FSL	Forensic Science Lab
56	GOP	Gazette Orders Police
57	GPF	General Provident Fund
58	GPO	Gratuity Payment Order
59	GRP	Government Railway Police
60	HC(M)	Head Constable (Ministerial)
61	HCG	Head Constable Gasti
62	HCM	Head Constable Moharrir
63	Head Const.	Head Constable
64	HRA	House Rent Allowance
65	IB	Intelligence Bureau
66	ICT	Information and Communication Technology
67	IG/IGP	Inspector General of Police
68	INR	Indian Rupee
69	Ins.	Inspector
70	Int.	Intelligence
71	IPC	Indian Penal Code
72	IT	Information Technology
73	JAB	Juvenile Aid Bureau
74	LDC	Lower Division Clerk
75	LTC	Leave Travel Concession
76	LWP	Leave Without Pay

S. No.	Abbreviations/ Terms	Description/ Definitions
77	MFP	Multi-Function Printer
78	MLA	Member of Legislative Assembly
79	MLC	Medico-Legal Case
80	MOW	Minor Original Works
81	MP Police/ M.P.P	Madhya Pradesh Police
82	MPPA	Madhya Pradesh Police Academy, Bhauri
83	MTI	Motor Transport Inspector
84	MTO	Motor Transport Officer
85	NOC	No Objection Certificate
86	NSDL	National Securities Depository Limited
87	OB	Order Book
88	OP	Outpost
89	OR	Orderly Room
90	OS	Office Superintendent
91	PC	Platoon Commander
92	PC&R	Petty Construction & Repairs
93	PEB	Police Establishment Board
94	PHQ	Police Head Quarters
95	PIL	Public Interest Litigation
96	PM	Post Mortem Report
97	PPO	Pension Payment Order
98	PRAN	Permanent Retirement Account Number
99	PS	Police Station (Police Thana)
100	PTRI	Police Training and Research Institute
101	PTSMT	Police Training School Motor Transport
102	PUD/ PUC	Paper Under Disposal/ Paper Under Consideration
103	PWD	Public Works Department
104	QD	Question Document
105	R/S	Recruitment and Selection
106	RAPTC	Rustamji Armed Police Training College
107	RFSL	Regional Forensic Science Lab
108	RHQ	Radio Head Quarters
109	RI	Reserve Inspector
110	RLVD	Red Light Violation Detection
111	SAF	Special Armed Forces
112	SB	Special Branch
113	SC/ST	Scheduled Caste/ Scheduled Tribe
114	SCRB	State Crime Record Bureau
115	SDM	Sub-Divisional Magistrate

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

1. Introduction

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).

1.1. 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.

1.2. 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 Adihiniyam 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 2**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

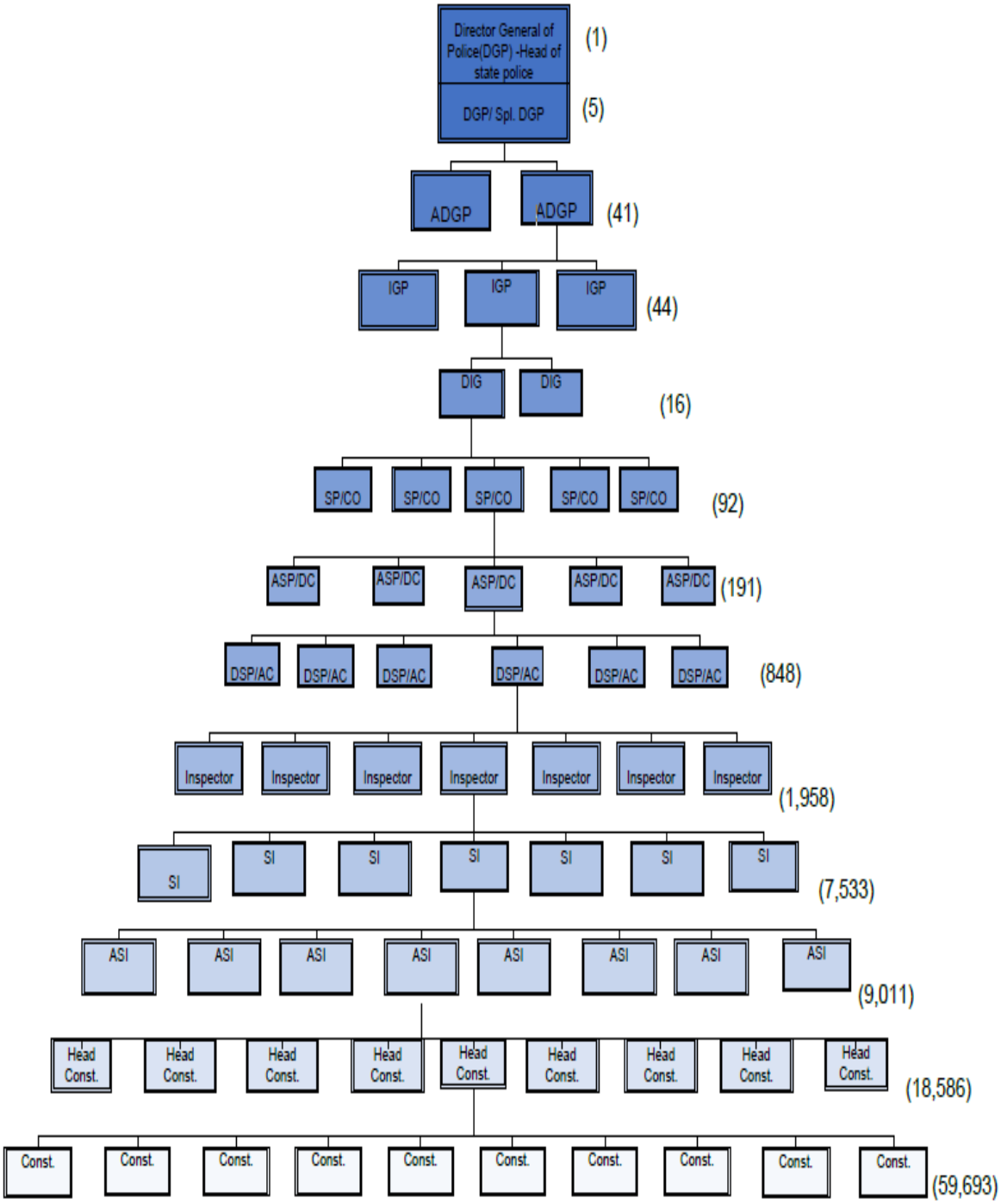
12	Head Constable (Head Const.)	18,586
13	Constable(Const.)	59,693
	Ministerial Staff	
14	Reporter/ Senior Stenographer	57
15	Subedar/ UDC/Head Clerk	213
16	Subedar Steno	375
17	Subedar accountant	218
18	Sub Inspector (M)	679
19	ASI (M)	1516
20	Head Const.(M)	132
21	Const.(M)	350

(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**))

1.3. Organizational Structure


Director General of Police(DGP) -Head of state police
(1)
DGP/ Spl. DGP
(5)
ADGP
ADGP
(41)
IGP
IGP
IGP
(44)
DIG
DIG
(16)
SP/CO
SP/CO
SP/CO
SP/CO
SP/CO
(92)
ASP/DC
ASP/DC
ASP/DC
ASP/DC
ASP/DC
(191)
DSP/AC
DSP/AC
DSP/AC
DSP/AC
DSP/AC
DSP/AC
(848)
Inspector
Inspector
Inspector
Inspector
Inspector
Inspector
Inspector
(1,958)
SI
SI
SI
SI
SI
SI
SI
(7,533)
ASI
ASI
ASI
ASI
ASI
ASI
ASI
ASI
(9,011)
Head Const.
Head Const.
Head Const.
Head Const.
Head Const.
Head Const.
Head Const.
Head Const.
Head Const.
(18,586)
Const.
Const.
Const.
Const.
Const.
Const.
Const.
Const.
Const.
Const.
(59,693)

2. Implementation of ERP Solution

M.P. Police is a statutory government department comprising almost 1 Lakh personnel led by Director General of Police and other IPS & SPS officers. The citizen interface of police is primarily a police station (Total about ~1000 at present, spread all over 51 revenue districts and 3 railways districts) and District Police offices. Besides there are number of armed police units (21 Battalions), specialized units and training institutes. The duties of Police department are defined in Police Act 1861, M.P Police Regulations and various other laws like Criminal Procedure Code. Day to day guidance and instructions to various functionaries are issued by government and Police Headquarters in the form of Rules, Regulations, Orders, Gazette order Police (GOP), office orders, Circulars etc. PHQ records section and every office maintain the guard files of circulars on all these issues.

At present most of the data relating to crime and criminals is based on manual procedures and data compilation, analysis and presentation is also manual. For computerization of the same, CCTNS project is underway. Similarly the data relating administrative and other non-operational (other than crime investigation part) is also maintained manually. The M.P. Police now proposes to implement the ERP solution to automate and computerize all this record keeping, compilation and analysis to streamline all the functional processes of the department with intervention of modern information and communication technology. Towards this end, it has identified that ERP Solution is an effective IT tool to serve its need relating to systems, processes, functional & reporting requirements.

Additionally, to modernize certain operational functions and services, M.P. Police has identified certain ICT interventions that can enhance the coverage and quality of its services to citizens. Some of these initiatives are, centralized Dial 100 Call Center cum Command and Control Room, CCTV based city surveillance, highways safety system, and echallan systems, upgrading of “force multipliers” like mobility and communication within the department.

The following components of the proposed solution need Automation and Seamless Integration of the various functions & processes through ERP. The components need to be covered under ERP could be:

1. ERP Modules- Finance and Accounts Management System, Inventory Management System, Workflow Management System, Human Resource Management System, File Management System

2. Reporting - Data Collection, compilation and integration of CCTNS reports, Force deployment reports, VIP movement reports, Reports relating to Security

details/duties/Other information at PS level and District level, Reports relating to Traffic regulation, Enforcement, Duties assigned, challans made, fines collected, deposited with PS/ treasury, unresponded challans, Reports relating to court, jail and other reserve duties, Security and protection duties, RTI and Public service guarantee matters;

3. Communication, e-mail and messaging including secure communication management
4. Integration with FSL and other labs
5. Mobility and Transport

2.1. Solution Architecture

This section details the proposed Solution Architecture for implementing ERP solution in MP Police. Various necessary aspects of extendibility, scalability, security, interoperability, performance and productivity improvements for the Organisation have been addressed while defining the overall architecture. The suggested Architecture is also in alignment with SOA and other relevant industry standards.

To meet the diversified requirements of the organisation and considering the growth of the MP Police in near future, the Centralized Architecture has been proposed for this project to ensure business continuity and high availability. In centralized architecture all the applications will be hosted at a central location i.e. data center. All the users within the organisation (MP Police) will access the application through intranet and the external users will access the application through internet.

The envisaged benefits of the proposed centralized deployment architecture are:

- Enables sharing of data across locations thus minimizing data redundancy;
- Allows centralized control of data, access controls and systems thus leading to greater security and reliability;
- Ease of deploying systems as the deployment only needs to be done at a central location. This is also beneficial when further upgrades or bug fixes etc. need to be deployed;

- Easier to manage and control the deployed application and database. The database administrators, system administrators etc. can manage the systems from a single location for all the connected offices;
- Lesser number of specialized staff is needed to manage the systems, hence ensures the faster implementation and lower cost of ownership.

2.1.1. Application Architecture

The application architecture has been designed keeping in mind the recommendations proposed for the MP Police department. Disaster recovery plan to ensure high availability have been proposed.

2.1.1.1. Key features of the Proposed Solution

In order to manage the functions and services of all the divisions in an efficient and integrated manner, the proposed solution envisages seamless integration amongst various components of the solution. All the external users (those who are not the part of MP Police) will access the applications through internet, while all the staff members of the MP Police will access the applications through LAN.

This project is a large and complex initiative aimed at automation of all the core functions, document management and internal work flow of MP Police department. The SI need to clearly understand that the objective of MP Police is not to create a mere IT Solution but an information infrastructure that will ensure availability of information by seamless integration of various functions of the department and other users. The design of such a comprehensive solution requires the judicious use of technology combined with foresight and a desire to create a best-in-class solution.

The solution would adhere to following technology standards:

i. **Service Fulfillment** – The objective of the proposed system is to perform the internal functions and deliver the services from initiation till completion through electronic channels (as far as possible). Accordingly, processes have been automated (to the extent possible or appropriate) so that a stakeholder is able to access the system, perform the required tasks which may involve single or multiple

back-end application interactions and fulfill the work requirements through the integrated solution.

ii. **Sign On** – The Solution should enable sign-on so that any user once authenticated and authorized by system is only required to be re-authorized if the session is idle for more than 10 minutes, for completing any of the functions in the same session. For the employees of the MP Police, the browser based application accessed on the LAN, through sign-on mechanism, will provide access to specific or all applications depending on their roles and responsibilities. Similarly, for external users, based on their profile and registration, the system shall enable sign on facility to apply for required information, checking details or status of applications / projects, submit applications, make payments, submit queries / complaints etc.

iii. **Support for PKI based Authentication and Authorization** – The solution shall support PKI based Authentication and Authorization, in accordance with IT Act 2000, using the Digital Certificates issued by the Registration Authorities (RA) that are approved by MP Police. The solution should also support Biometric Authentication as and when required. In particular, Biometric Authentication, PKI based authentication and authorization shall be implemented by the selected vendor for officials / employees involved in performing key roles, including issuance of notices, receipts and approvals or as per the requirement of MP Police.

iv. **Open Standards -** Keeping in view the evolving needs of interoperability like inter departmental dependency / coordination for most of the functions of MP Police etc., it has been proposed that the solution should be built Using open standards

v. **Scalability -** One of the fundamental requirements of the proposed solution is its scalability. The architecture should be proven to be scalable (cater to increasing load of internal and external users and their transactions) and capable of delivering high-performance for at-least five years from the date of deployment. In this context, it is required that the application and deployment architecture should provide for Scale-Up and Scale down of various components of the solution including Application servers, Web Servers and Database Servers.

2.1.1.2. Proposed Application Design – Application Architecture

The 3-tier architecture (expandable to N-tier architecture) has been proposed for the Application Solution. The obvious issues related to performance, manageability and scalability can be well addressed by considering this option. Overall, this approach provides a more manageable system and less contention for resources. The diagram below depicts the 3 tiers of the proposed solution.

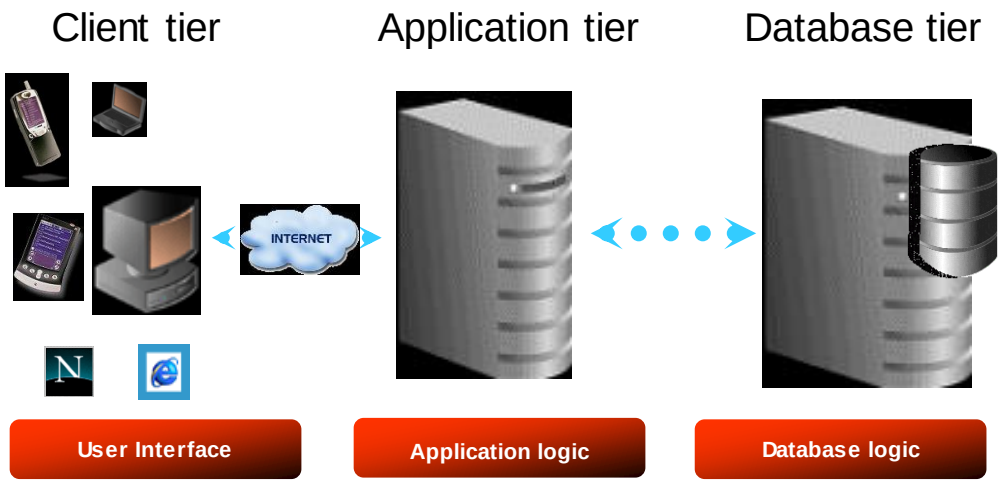


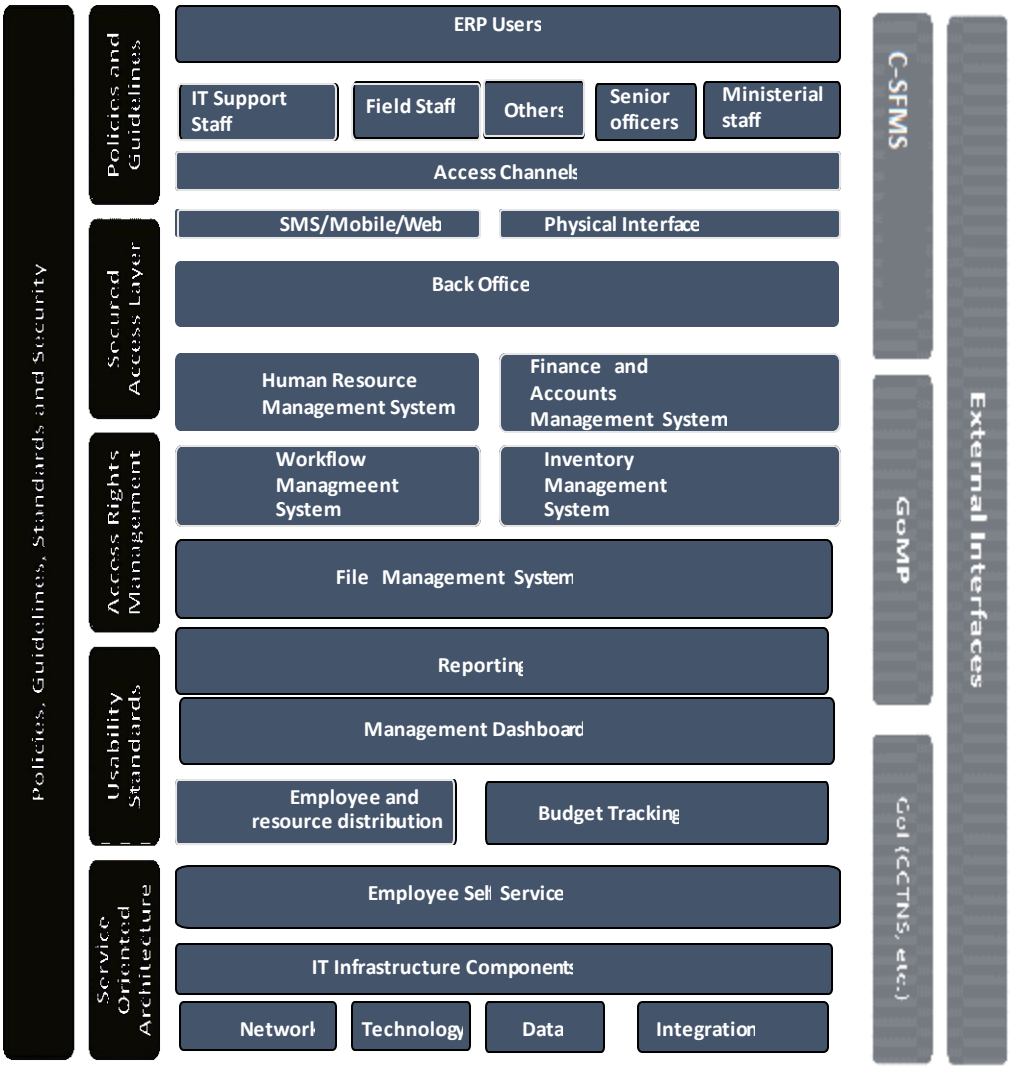
Figure – Application Architecture

The role of each of these layers is as follows:

- **Client tier / User interface –** is used as the front end for the users of applications. It provides the facility for capturing requests and requisite information form the user and submits the same to application servers for processing. It also delivers the processed information to the user.
- **Application tier –** all the processing of the requests happen at this tier as per the defined business logics. This layer fetches the necessary information from the database servers, process it and send the necessary part to the client tier and safe the processed information back in the database servers.
- **Database tier –** is responsible for the manipulation and storage of data. The data stored ranges from text to numerical, to video on demand. The database server provides not just the data but also locking mechanisms, access controls, optimized

database queries and support communications received from the client. The system should not actually delete any finalized record. For every document it should have two versions – Complete version and Update version.

The figure below depicts some of the identified layers and the various modules in each of the layers.


Policies, Guidelines, Standards and Security
Policies and Guidelines
Secured Access Layer
Access Rights Management
Usability Standards
Service Oriented Architecture
ERP Users
IT Support Staff
Field Staff
Others
Senior officers
Ministerial staff
Access Channels
SMS/Mobile/Web
Physical Interface
Back Office
Human Resource Management System
Finance and Accounts Management System
Workflow Managmeent System
Inventory Management System
File Management System
Reporting
Management Dashboard
Employee and resource distribution
Budget Tracking
Employee Self Service
IT Infrastructure Components
Network
Technology
Data
Integration
C-SFMS
GoMP
GoI (CCTNS, etc.)
External Interfaces

The figure above gives the detailed description of the various layers and modules of the solution however the it has been divided into five main applications as given below:

A. Human Resource Management System

B. Inventory Management System

C. Workflow Management System

D. Finance and accounts Management System

E. File Management System

The table below maps the functions to the COTS and Custom modules for the implementation:

S. No.	Function	Processes	COTS modules	Custom Developed software
1	**Accounts/ Finance**	Salary Disbursement	• Finance and Accounts Management System • Human Resource Management System • Workflow Management System	
		Pensionary Benefits	• Finance and Accounts Management System • Human Resource Management System	
		Bills reimbursement	• Finance and Accounts Management System	
		Audit	• Finance and Accounts Management System	
		Post audit rectification	• Finance and Accounts Management System	

S. No.	Function	Processes	COTS modules	Custom Developed software
		GPF/DPF Advance	• Finance and Accounts Management System • Human Resource Management System	-
		Budgeting	• Finance and Accounts Management System	-
		Funds recovery by GRP	• Finance and Accounts Management System	-
		Reward to informer	• Finance and Accounts Management System • Workflow Management System	-
		Advance Payment	• Finance and Accounts Management System	
2	**Human Resource**	Recruitment	• Human Resource Management System	-
		Post Selection verification /appointment	• Workflow Management System • Human Resource Management System • Finance and Accounts Management System	-
		Service Record Maintenance	• Human Resource Management System • Workflow Management System	-
		ACR Writing	• Human Resource Management System	

S. No.	Function	Processes	COTS modules	Custom Developed software
		Order Book Writing/ O.B. Entry	• Workflow Management System • Human Resource Management System	
		Compassionate Appointment	• Workflow Management System • Human Resource Management System	
		Approval for Foreign Travel	• Human Resource Management System	
		Leave	• Human Resource Management System • Finance and Accounts Management System	
		Government House Allotment	• Human Resource Management System • Inventory Management System	
		Transfer/Posting	• Human Resource Management System	
		Gradation List Preparation/Seniority Fixations	• Human Resource Management System • Workflow Management System	
		Promotion	• Human Resource Management System, Workflow Management System	

S. No.	Function	Processes	COTS modules	Custom Developed software
		Medals/Rewards/Sammans	• Human Resource Management System, Workflow Management System	-
		Departmental Enquiry	• Human Resource Management System • Workflow Management System	-
		Post DE Action	• Human Resource Management System, • Finance and Accounts Management System	-
		Deputation	• Human Resource Management System • Finance and Accounts Management System	-
		Inspection	• Human Resource Management System • Workflow Management System	-
		Sanction of distress fund	• Human Resource Management System • Workflow Management System • Finance and Accounts Management System	-
		Loan for medical Treatment	• Human Resource Management System	-

S. No.	Function	Processes	COTS modules	Custom Developed software
			• Workflow Management System • Finance and Accounts Management System	
		Sanction of education fund	• Human Resource Management System • Workflow Management System, Finance and Accounts Management System	
		Loan for Welfare activities	• Workflow Management System • Finance and Accounts Management System	
		Grievance/Complaint redressal	• Human Resource Management System • Finance and Accounts Management System, • Workflow Management System	
		Setting up of Training Calendar	• Human Resource Management System	
		Setting up of course syllabus	• Human Resource Management System	
		Selection for Training	• Workflow Management System • Human Resource Management System	

S. No.	Function	Processes	COTS modules	Custom Developed software
		Trainee induction	• Finance and Accounts Management System • Human Resource Management System	-
		Absence during training	• Workflow Management System • Human Resource Management System • Finance and Accounts Management System	-
		Training cancellation request by trainee	• Human Resource Management System	-
		Exam paper setting	• Human Resource Management System	-
		Answer sheet evaluation	• Human Resource Management System	-
		Evaluation: Outdoor training	• Workflow Management System • Human Resource Management System	-
		Creation of new Battalion	• Workflow Management System • Human Resource Management System	-
		SAF Company movement	• Workflow Management System • Human Resource Management System	-

S. No.	Function	Processes	COTS modules	Custom Developed software
		Orderly Room	• Workflow Management System • Human Resource Management System	
		Mounted Troops games participation	• Human Resource Management System • Workflow Management System, Finance and Accounts Management System	
		Mounted Troops training	• Workflow Management Systems • Human Resource Management System	
		Vacancy Calculation	• Human Resource Management System • Workflow Management System	
		Duty Certificate	• Human Resource Management System • Workflow Management System • Finance and Accounts Management System	
3		Equipment Purchase	• Inventory Management System • Workflow Management System	

S. No.	Function	Processes	COTS modules	Custom Developed software
	Inventory Management		• Finance and Accounts Management System	
		Vehicle Purchase	• Workflow Management Systems • Finance and Accounts Management • Inventory Management System	
		Arms and Ammunition Purchase	• Inventory Management System • Workflow Management System • Finance and Accounts Management System	
		Armour purchase	• Workflow Management System • Finance and Accounts Management System • Inventory Management System	
		Horse Purchase	• Inventory Management System • Workflow Management System • Finance and Accounts Management System	
		Addition to Stock	• Workflow Management System	

S. No.	Function	Processes	COTS modules	Custom Developed software
			• Inventory Management System • Finance and Accounts Management System	
		Allotment of vehicles	• Inventory Management System	-
		Vehicle Maintenance	• Workflow Management System • Finance and Accounts Management System • Inventory Management System	-
		Vehicle involved in accident	• Inventory Management System • Workflow Management System	-
		Condemnation	• Inventory Management System • Workflow Management System	-
		Equipment Maintenance	• Inventory Management System • Workflow Management System	-
		Kit Clothing	• Finance and Accounts Management System • Workflow Management System	-

S. No.	Function	Processes	COTS modules	Custom Developed software
		Library Books procurement	• Workflow Management System • Inventory Management System • Finance and Accounts Management System	-
		Issuance of GRP Pass	• Human Resource Management System • Workflow Management System	-
		Arms issuance for training	• Inventory Management System	-
4	**Workflow Management**	Tender issuance	• Workflow Management System	
		Tender evaluation	• Workflow Management System	-
		Bullet proof armor purchase	• Inventory Management System • Workflow Management System • Finance and Accounts Management System	-
		Bullet proof vehicle purchase	• Workflow Management System • Finance and Accounts Management System • Inventory Management System	-
		POL fixation	• Workflow Management System	-

S. No.	Function	Processes	COTS modules	Custom Developed software
		Fuel Expenses	• Inventory Management System • Workflow Management System • Finance and Accounts Management System	-
		Hostel Maintenance	• Finance and Accounts Management System • Workflow Management System	
		Preparation of Important L & O events calendar	• Workflow Management System	-
		Printing at Police Press	• Workflow Management System • Finance and Accounts Management System • Inventory Management System	-
		Event Booking – Police Officers' Mess	• Workflow Management System • Finance and Accounts Management System	-
		Room Booking – Police Officers' Mess	• Workflow Management System • Finance and Accounts Management System,	-
		Dial 1090	• Workflow Management System	-

S. No.	Function	Processes	COTS modules	Custom Developed software
		Vehicle verification	• Workflow Management System • Finance and Accounts Management System	-
		PC&R project	• Workflow Management System • Finance and Accounts Management System	-
		MOW Project	• Workflow Management System • Finance and Accounts Management System	-
		Vidhan Sabha Questions	• Workflow Management System	-
		Complaint against police	• Workflow Management System	-
		Complaint:Public vs Public	• Workflow Management System	-
		File Put up Process	• Workflow Management System	-
		Action on Recipts	• Workflow Management System	-
		Recording of file	• Workflow Management System	-
		Check Test	• Workflow Management System	-
		State Situation Room	• Workflow Management System	-

S. No.	Function	Processes	COTS modules	Custom Developed software
		VIP Security	• Workflow Management System	-
		Application for Gunman	• Workflow Management System	-
		Character verification	• Workflow Management System	-
		Passport verification	• Workflow Management System	-
		Monitoring of Crime	• Workflow Management System	-
		Medico Legal Case	• Workflow Management System	-
		Post Mortem Report	• Workflow Management System	-
		Statistical data booklet	• Workflow Management System	-
		Handing over of cases to CID	• Workflow Management System	-
		SC/ST Complaints	• Workflow Management System	-
		Creation of Posts	• Workflow Management System, Human Resource Management System	-
		Sanction of new police station/ outpost	• Workflow Management System	-
		Communicating amendments in Traffic Act	• Workflow Management System	-

S. No.	Function	Processes	COTS modules	Custom Developed software
		Traffic Rules violation (Challan)	• Workflow Management System	
		Challan Audit	• Workflow Management System • Finance and Accounts Management System	
		Collection of Intelligence	• Workflow Management System	
		Contingency Payment	• Workflow Management System • Finance and Accounts Management System	

There are various processes under different functions of MP Police, which have been studied, analysed and the To-Be processes have been designed for the same. To-Be processes have been designed to facilitate the automation of current processes. The automation can be achieved with the implementation of an ERP solution. The Functional and Technical requirements of ERP solution for MP Police is given below:

2.2. Functional Requirement Specifications:

To successfully design and implement an ERP Solution it is mendatory to define the functional requirements of various applications/modules of ERP Solution. Functional requirements have been categorised on the basis of different applications/modules of the proposed ERP solution. The minimum functional requirements of the ERP solution for MP Police is given below. However it is preferable to understand the actual requirements of each process given in the To-Be report and the input of the officials/users of MP Police should also be considered while designing/implementing the ERP solution

2.2.1. Human Resource Management System

S.N.	Functional Requirements
HR1	The system should be able to generate/create/forward/collate requests for transfer/ posting to the personnel department

HR2	The system should be able to generate automated notifications to all the concerned people about any event created/changes made in the system
HR3	The review and updation of requests shall be possible through the system
HR4	The system shall be able to send meeting requests/information submission requests to all the concerned officials for any meeting to be organised
HR5	The system should be able to send notifications to all the concerned officials about the acceptance/rejection of meeting requests
HR6	The system shall be able to create/update/customize meeting request as per the requirements
HR7	The system shall be able to select and add members for the meeting from the department through the system
HR8	The system shall be able to generate/send reminders to all the concerned officials well in advance for the meeting
HR9	The system shall be able to release orders through the system and the notification about the same should be sent to all the concerned officials
HR10	It should be possible to enter form based information in the system. Also the creation/updation/deletion of information shall be possible in the system based on the access rights given to the users
HR11	The system shall be able to define the access rights given to various users.
HR12	The system should be customizable as per the requirements of the MP Police
HR13	The approval or rejection of request shall be possible through the system. A notification about the same shall be sent to all the concerned officials through the system.
HR14	The system should be able to generate/create/update request for CVs of personnel in gradation list
HR15	The system should be able to generate/create/update request for ACRs of the personnel in gradation list
HR16	The system should be able to send/receive/view/update the information/files (in soft copy) between various units/users of the department based on the rules/policies defined by MP Police
HR17	The system shall be able to provide access to its users through their login id and password based on the access rights given to them. The system shall also be able to generate logs for any activity performed by various users in the system. The system shall allow ceasation of the access rights given to any user by the appropriate authority.
HR18	The system shall be able to take/capture fingerprints and iris of the personnel on the service record book through biometric fingerprint device/iris capturing device.
HR19	The system should allow to assign cadre wise file numbers to the service record book i.e. there should be different category of file numbers for different cadres.
HR20	The system should be able to provide access to the information in the system based on the access rights given to its users.

HR21	The system shall be integrated with other units in order to update the information related to leaves, transfers, promotions, punishment, medals, posting etc.in the service record through the system
HR22	The system shall be customizable as per the requirement of MP Police and should also allow integration between various units of the department
HR23	It should be possible to create/modify/update/delete any information in the system based on the access rights given to its users. The appropriate approvals may be required for the same.
HR24	It should be possible to update the service record of the personnel through the system by the appropriate officials. The appropriate approvals may be required for the same.
HR25	The Creation/updation/deletion of request should be possible through the system. The concerned official should be able to approve/reject/ask additional information for the same through the system
HR26	The system should be able to capture the attendance of the employees of MP Police. It should be possible to create and submit leave request through the system under different categories of leaves as per the defined leave policy of MP Police.
HR27	The concerned authority should be able to view/approve/reject leave request through the system. In case of abstention of any request in the system, the system should be able to forward the request to next appropriate authority.
HR28	The leave record should be updated automatically after availing the leave in the system
HR29	The system should be able to send notification to the personnel in case of approval or rejection of leave request
HR30	The system should be integrated with other module such as Finanance/Accounts Management System or any other module required to be integrated with HR module.
HR31	The system should allow to capture and update any information related to the application for sanction of all kinds of non-public funds and perimissible public funds like T.A. advance, Medical advance, GPF advance; submitted by any police personnel
HR32	The system should allow to capture and update any information related to the application for sanction of education funds, submitted by any police personnel
HR33	The system should allow to capture and update any information related to the application for loan for medical treatment, submitted by any police personnel
HR34	The system should allow to capture and update any information related to the application for loan for welfare activities, submitted by any police personnel
HR35	The system should allow to capture and update any information related to Departmental Enquiry against a police personnel in the system.
HR36	The system should also allow to direct the concerned police official through the system to conduct the Priliminary Enquiry
HR37	The system should allow to issue any order/notification to all the concerned police officers or accused through the system

HR38	The system should be able to capture the details of the preliminary enquiry report as well as the final enquiry report (Upapatti).
HR39	The system should be able to forward a copy of the minor/major punishment order to Establishment/Account section or any other unit as required.
HR40	The system should be able to capture the details of chargesheet filed against the accused
HR41	The system should be able to capture the statements of the prosecution/ defence witnesses.
HR42	The system should allow to review and provide comments/issue notification/order on the equiry report submitted by the concerned police officer
HR43	The system should allow to submit the application for compassionate appointment using the form based input of information. It should also assign a file number to the application
HR44	The system should allow to approve or reject the application for compassionate appointment by the concerned authority. Also it shall be able to send notification about the same to all the concerned person. The system should be customizable as required for the To-Be process of “Compassionate Appointment”.
HR45	The system shall be able to show the vacancies available in each of the unit
HR46	The system should be able to capture the status of character verification and medical examination for each candidate. The system should also be able to show the status of the same for each candidate.
HR47	The system should allow to create request for foreign travel/passport issuance in the system and should allow forwarding the request to the concerned authority for approval
HR48	The concerned authority shall be able to approve/reject request or ask additional information through the system
HR49	The applicant shall be able to provide additional information through the system
HR50	The system should allow updation of records as per the status of the request for foreign travel
HR51	The system should allow to update the information about the current posting status, gradation list etc.
HR52	The system should be able to send notification to know the current posting status and units should be able to provide this information through the system
HR53	The system should be integrated with various units
HR54	The system should allow to create/update the gradation list as per the access rights given to its users
HR55	The system should be able to send notifications to all the concerned units/officials for any event/request/information required
HR56	The concerned unit/person shall be able to respond to any such requests through the system and shall be able to provide the required information through the system
HR57	The system should allow to forward any request to concerned authority

HR58	The concerned authority shall be able to view/update/approve/reject/give comments on the request through the system
HR59	The system shall also be able to capture information about any event/request created in the system or any information that is required to be captured in the system
HR60	The system shall be able to send automated notifications to all the concerned persons/concerned units to request/provide/update any information in the system related to the Recruitment process. Also the system shall be able to issue directions/notices through these notifications to concerned units/person. The system should be customizable as required for the To-Be process of Recruitment.
HR61	The concerned persons shall be able to provide the required information through the system.
HR62	The system should allow to create and send the request for declaration of reward on any criminal to the concerned authority. In certain cases, rewards may be admissiable by competent authority even without prior declaration. Also rewards declared by State Govt/ GoI and fugitives of other states may also be incorporated in the system.
HR63	The system should allow to approve or reject any request for declaration of reward by the concerned authority
HR64	The system should also be able to send notifications about the declaration of reward to appropriate officials of MP Police
HR65	The system should allow to update the record for any information related to declaration of reward on criminal
HR66	The system should allow to update the details of the annual roaster of inspection and should be able to send notifications about the date of inspections to the concerned units/persons. The system should be able to create and maintain the repository of inspection points.
HR67	The system should allow to update any information related to inspection and should also allow updation of information related to compliance report.
HR68	The system should also be able to send notifications related to compliance report of inspection
HR69	The system should allow to create committee in the system. It should also allow to add or delete memebers of the committee and define the agenda
HR70	The system be able to update the comments of the committee members and should be able to capture the status of the activity/request for which the committee was formed.
HR71	The system shall be able to capture/forward/update the information related to new/revised syllabus
HR72	The PTSs shall be able to send the training schedule individually through the system
HR73	The PTSs shall be able to revise/update the training schedule in the system
HR74	The system shall be able to share the final training schedule with all the concerned units

HR75	The system should be able to capture the information related to training during the induction. These details include the character verification status, medical verification status, Squad No., Chest No., Advance amount, Hostel Room, Details of the charges collected from the trainee. The system should update this information and should send notifications about the same to all the concerned person as required.
HR76	The system should allow to create, approve, reject, ask additional information on the request for cancellation of the training
HR77	The system should be able to send notification to all the concerned persons if the training cancellation request is approved/rejected/additional information required and the same shall be updated in the system automatically
HR78	The system should allow to create committee in the system and add/delete committee memebers in the system
HR79	The system should be able to send notifications to all the concerned person when a committee is formed for a specific purpose
HR80	The system shall be able to capture and update the information about the discussion held at the committee meeting and also the notification about the same should be sent to all the concerned persons
HR81	The system should be able to send the notifications to all the concerned persons as required in the To-Be process of cancellation of training
HR82	The system should be able to capture the details of the proposal for creation of new Battalion/Police station/Outpost/District/Any other unit or branch
HR83	The system should be able to send notification to all the concerned persons as required in the To-Be process of creation of new battallion
HR84	The system should allow review of the document and provide comments by the appropriate officials in the system. The same shall be updated in the system
HR85	The system should be able to send notifications to all the concerned officials as required in the To-Be process of paper setting
HR86	The system should be able to invite nominations for any event created in the system
HR87	The system should allow to submit the nomination through the system to all the concerned persons
HR88	The system should be able to capture the details of the participants of an event and other details as required in the process based on the type of event
HR89	The system shall be able to send notification to all the concerned persons as required in the To-Be process of Police mounted troops games participation
HR90	The system should allow the recruited personnel to download the appointment letter from the appointment letter repository.
HR91	The system should be able to send and receive notifications or information to/from all the concerned persons as required in the To-Be process of Salary Disbursement. The system should also be able to send the salary slips to the concerned persons through emails. The system should be able to perform income tax calculation and generate Form 16.

HR92	The system should be integrated with the C-SFSM solution and it should send the Unique no. and PRAN No. automatically using the system to accounts section by the Treasury department
HR93	The system should allow the applicant to submit the application for advance through the system and should be able to forward the same to account section through the system
HR94	The system should also be able to provide the status of the application to the applicant at anytime in the system
HR95	The system should allow the concerned authority to approve/reject/ask additional iformation in the application
HR96	The system should allow the applicant to submit the additional information on the application through the system, if required.
HR97	Once the advance payment is approved in the system, the service record should be automatically updated in the system and a notification should be sent to establishment section for verification
HR98	The system should be able to send/receive notifications to/from all the concerned persons as required in the To-Be process of advance payment
HR99	The system should be able to capture the details of the pension form and other dues.
HR100	The system should be able to creat/update/forward/ delete/send/ receive notifications/requests/files/emails to/from the concerned officials/units as required in the To-Be process of Pensionary Benefits. The system should be customizable as required for this process. The system shall send notifications to all units where are concnered officer was posted during service to give “No dues”. Such no dues are to be given through ERP solution.Any deduction/ reduction in pension as punishment is to be incorporated thorugh Order Book entry. The system should be customizable as required for the To-Be process of Order book writing/Order book entry.
HR101	The system should be able to creat/update/forward/delete/send/ receive notifications/requests/files/emails to/from the concerned officials/units as required in the To-Be process of Card Pass. The system should be customizable as required for this process
HR102	The system should allow to submit the demand/requirement by various units/concerned person in the system. It should also allow to create, capture, update the demand/requirement in the system. The system shall be able to forward the demand/requirement to the concerned unit/person in the format as required for the process
HR103	The should allow to raise query on the demand and submit the information on the query. The system should allow the appropriate officials to approve or reject the demand through the system. The same shall be updated in the system
HR104	The system should be able to create/update/forward/delete/send/receive notifications/requests/files/emails to/from the concerned officials/units as required in the To-Be process of Post Creation. The system should be customizable as required for this process
HR105	The system should be able to create/update/forward/delete/send/receive notifications/requests/files/emails to/from the concerned officials/units

	as required in the To-Be process of Residence Allotment. The system should be customizable as required for this process
HR106	The system should be able to create/update/forward/delete/send/receive notifications/requests/files/emails to/from the concerned officials/units/trainees as required in the To-Be process of Absence during training. The system should be customizable as required for this process
HR107	The system should be able to order book and service roll updated, as per the different orders issued from time to time. It should also be able to send/accept request to view the service roll
HR108	The system should allow the police personnel to cancel his/her nomination for training if he/she is not able to attend training due to unavoidable reasons
HR109	The system should be able to creat/update/forward/delete/send/receive notifications/requests/files/emails to/from the concerned officials/units/trainees as required in the To-Be process of Selection for training. The system should be customizable as required for this process
HR110	The system should be able to issue different types of orders through the system. The appropriate officials should be able to approve or reject the orders or ask additional information on the same. The notification about the same should be sent to all the concerned officials/units through the system. The system should allow the personnel/unit to submit the additional information.
HR111	The system should be able to creat/update/forward/delete/send/receive notifications/requests/files/emails/information to/from the concerned officials/units/trainees as required in the To-Be process of Outdoor training. The system should be able to issue orders/directions to concerned officials as required in this processThe system should be customizable as required for this process
HR112	The system should allow updating of service record for the actions taken/orders issued during orderly room process
HR113	The system should be able to creat/update/forward/delete/send /receive notifications/requests/files/emails/information to/from the concerned officials/units/concerned persons as required in the To-Be process of Post selection verification/Appointment. The system should allow the appropriate official to open/close/cross reference the files in the system wherever applicable. The system should be able to issue orders/directions/letters to concerned officials as required in this process.The system should be customizable as required for this process
HR114	The system should be able to capture the details of passport number during the passport verification of police personnel
HR115	The system should provide to the officer, the list of the personnel to whom he/she has to file the ACR. The system shall allow the officer to submit the ACR in predefined format along with a grade. The system should be able to automatically provide the final ACR grading for DPC based on the gardes given by different officers.

HR116	The system shall allow the ACR to automatically go the next senior officer in the organization hierarchy till it reaches accepting officer where the ACR shall be filed and will not be accessible to anyone(except by DPC)
HR117	The system shall allow the personnel to submit their self assessment in the predefined format through the system
HR118	The shall be able to add the annual remark to the service record of the personnel in the system
HR119	The system should be able to creat/update/forward/delete/send/ receive notifications/requests/files/emails/information to/from the concerned officials/units/concerned persons as required in the To-Be process of ACR Writing. The system should allow the appropriate official to open/close/cross reference the files in the system wherever applicable. The system should be able to issue orders/directions/letters to concerned officials as required in this process.The system should be customizable as required for the To-Be process of ACR writing.
HR120	The system should be able to creat/update/forward/delete/send/receive Compliants/notifications/requests/files/emails/information to/from the concerned officials/units/concerned persons as required in the To-Be process of Grevience redressal. The system should allow the appropriate official to open/close/cross reference the files in the system wherever applicable. The system should be able to issue orders/directions/letters to/from concerned officials as required in this process. The system should allow the appropriate officials to approve/reject/provide comments on the file/requests/complaints. The system should be customizable as required for this process
HR121	The system should be able to seek, store, analyse information on personnel from the CCTNS software to use the same for deciding postings, transfer, performance appraisal, personal files, issuance of chargesheet etc.
HR122	System must be capable of capturing medical history of personnel and their family members as disclosed in nomination forms of service book and authorised to have medical reimbursement benefits.
HR123	The system must be capable of capturing the “hometown” of personnel and integrate the same with “posting” function/process and LTC sanction process
HR124	The system must be capable to have record of own “house” and integrate the same with “house allotment” process/module and license fees recovery in salary calculations.
HR125	The system should be capable of keeping training records including VIP duty type training. It should be available to SB and DSB in the district so that VIP and election duties can be detailed. The system should also be able to keep a “debar” list. While deploying on duty “availability” status (Sick, leave, OSL, or transfer etc.) should also be available
HR126	The system should be able to capture/update/save/show measurements of personnel particularly of cap size, shoe size, trouser and shirt size for assessment kit, item size wise requirement, ceremonial terms of kit etc.

HR127	The system should be able to generate last pay certificate as mentioned in the To-Be process of Salary disbursement and should be able to forward it to the concerned unit in case of Transfer of a police personnel. The system should be able to generate and send notification/information/file to/from all the concerned units as required in the To-Be process of "Salary Disbursement". The system should be able to capture the information such as adhaar no., Personal Account Number (PAN) etc of the police personnel.
HR128	The system should be able to generate and forward salary slips of the police personnel to all the concerned persons
HR129	The system should be able to keep track of all the orders issued by the unit head relating to the concerned police personnel. These orders may be related to: a) Arrears b) Excess Payment Recovery c) Pay fixation on promotion d) Deduction in pay on account of punishment including pay scale down grade, cash fin etc. e) Annual time scale/ pay scale increment
HR130	The system should be able to keep track of certain Medals like PMG, PPMG which carry fixed monthly allowance such allowance are accounted for while processing salary disbursement of such personnel.
HR131	The system should be able to generate the sub unit and consolidated vacancy calculation sheet as required for the To Be process of Vacancy calculation. The system should be able to calculate the vacancy considering all the points as mentioned in the To Be process of Vacancy Calculation. Also the system should be customizable as per the requirement of this process.
HR132	The system should be able to creat/update/forward/delete/send/ receive notifications/requests/files/emails/information to/from the concerned officials/units/concerned persons as required in the To-Be process of vacancy calculation. The system should allow the appropriate official to open/close/cross reference the files in the system wherever applicable. The system should be able to issue orders/directions/letters to/from concerned officials as required in this process.
HR133	The system should be customizable as per the requirement of To Be process of "Approval for foreign travel".
HR134	The system should be customizable as per the requirements of the To Be process of "Service Record Maintenance".
HR135	The system should be customizable as per the requirements of To Be process of "leave"
HR136	The system should be able to creat/update/forward/delete/send/ receive notifications/requests/files/emails/information to/from the concerned officials/units/concerned persons as required in the To-Be process of "Government house allotment". The system should allow the appropriate official to open/close/cross reference the files in the system wherever applicable. The system should be able to issue orders/directions/letters to/from concerned officials as required in this process. The system should allow the appropriate officials to

	approve/reject/provide comments on the file/requests. The system should be customizable as required for this process
HR137	The system should be able to creat/update/forward/delete/send/ receive notifications/requests/files/emails/information to/from the concerned officials/units/concerned persons as required in the To-Be process of "Transfer/posting". The system should allow the appropriate official to open/close/cross reference the files in the system wherever applicable. The system should be able to issue orders/directions/letters to/from concerned officials as required in this process. The system should allow the appropriate officials to approve/reject/provide comments on the file/requests. The system should be customizable as required for this process
HR138	The system should be able to creat/update/forward/delete/send/ receive notifications/requests/files/emails/information to/from the concerned officials/units/concerned persons as required in the To-Be process of "Gradation list preparation/Seniority Fixations". The system should allow the appropriate official to open/close/cross reference the files in the system wherever applicable. The system should be able to issue orders/directions/letters to/from concerned officials as required in this process. The system should allow the appropriate officials to approve/reject/provide comments on the file/requests. The system should be customizable as required for this process
HR139	The system should be able to creat/update/forward/delete/send/ receive notifications/requests/files/emails/information to/from the concerned officials/units/concerned persons as required in the To-Be process of "Promotion". The system should allow the appropriate official to open/close/cross reference the files in the system wherever applicable. The system should be able to issue orders/directions/letters to/from concerned officials as required in this process. The system should allow the appropriate officials to approve/reject/provide comments on the file/requests. The system should be customizable as required for this process
HR140	The system should be able to creat/update/forward/delete/send/ receive notifications/requests/files/emails/information to/from the concerned officials/units/concerned persons as required in the To-Be process of "Medals/Rewards/Samman". The system should allow the appropriate official to open/close/cross reference the files in the system wherever applicable. The system should be able to issue orders/directions/letters to/from concerned officials as required in this process. The system should allow the appropriate officials to approve/reject/provide comments on the file/requests. The system should be customizable as required for this process
HR141	The system should be able to creat/update/forward/delete/send/ receive complaints/notifications/requests/files/emails/information to/from the concerned officials/units/concerned persons as required in the To-Be process of "Departmental Enquiry". The system should allow the appropriate official to open/close/cross reference the files in the system wherever applicable. The system should be able to issue orders/directions/letters to/from concerned officials as required in this process. The system should allow the appropriate officials to

	approve/reject/provide comments on the file/requests/complaints. The system should be customizable as required for this process
HR142	The system should be able to creat/update/forward/delete/send/ receive complaints/notifications/requests/files/emails/information to/from the concerned officials/units/concerned persons as required in the To-Be process of "Post DE Action". The system should allow the appropriate official to open/close/cross reference the files in the system wherever applicable. The system should be able to issue orders/directions/letters to/from concerned officials as required in this process. The system should allow the appropriate officials to approve/reject/provide comments on the file/requests/complaints. The system should be customizable as required for this process
HR143	The system should be able to creat/update/forward/delete/send/ receive complaints/notifications/requests/files/emails/information to/from the concerned officials/units/concerned persons as required in the To-Be process of "Deputation". The system should allow the appropriate official to open/close/cross reference the files in the system wherever applicable. The system should be able to issue orders/directions/letters to/from concerned officials as required in this process. The system should allow the appropriate officials to approve/reject/provide comments on the file/requests/complaints. The system should be customizable as required for this process
HR144	The system should be able to creat/update/forward/delete/send/ receive complaints/notifications/requests/files/emails/information/ report to/from the concerned officials/units/concerned persons as required in the following To-Be processes: 1. Inspection 2. Sanction of distress funds 3. Loan for medical treatment 4. Sanction of eduction fund 5. Grievance/Complaint redressal 6. Setting up of Training Calendar 7. Setting up of course syllabus 8. Selection for Training 9. Trainee induction 10. Absence during training 11. Training cancellation request by trainee 12. Exam paper setting 13. Answer sheet evaluation 14. Evaluation: Outdoor training 15. Creation of new Battalion 16. SAF Company movement 17. Orderly Room 18. Mounted Troops games participation 19. Mounted Troops training 20. Vacancy calculation 21. Duty Certificate

	The system should allow to create/delete committee through the system for a particular task/activity through the system as required for all these To-Be processes. The system should be able to issue orders/directions/letters to/from concerned officials as required in these To-Be processes. The system should allow the appropriate officials to approve/reject/provide comments on the file/requests/complaints/application. The system should be customizable as required for all these To-Be processes. The system should allow the appropriate official to open/close/cross reference the files in the system wherever applicable.

2.2.2. Inventory Management System

S.N.	Functional requirements
IM1	The system should allow to submit the demand by various units in the system. It should also allow to create, capture, update the demand in the system.
IM2	The should allow to raise query on the demand and submit the information on the query. The same shall be updated in the system
IM3	The system shall allow updating of stock register through the system
IM4	The system should be able to send notifications to all the concerned officials as required in the To-Be process of equipment purchase/procurement
IM5	The system should be able to capture the details of vehicle allotment and vehicle registration. It should be able to update the same in the system.
IM6	The sytem should allow to create, update, approve, reject any request in the system. It should also allow to ask/submit additional information on the request through the system. The same should be updated in the system and the system should be able to send the notifications as required in the process to all the concerned persons.
IM7	The system should allow to request any information or issue directions or issuing orders through the system to all the appropriate units/persons as required in the process. The system should also be able to send notifications to all the concerned persons as required for the process
IM8	The system should allow to submit any information or provide confirmation or submit acknowledgement through the system as required in the process
IM9	The system should be able to capture any information in the format as required for the process. The updation/deletion of this information should be possible by the appropriate officials based on the access rights given to them.
IM10	The system shall be able to send notifications to all the concerned persons whenever any event is created/deleted or any change is made in the system. The logs of the same shall be generated and saved the system. These logs shall be accessible to appropriate officials based on the access rights given to users and the policies/rules/regulations defined by MP Police
IM11	The system should be able to send/forward any information to concerned units/persons in the format as required for the process
IM12	The system should be customizable as per the requirement of various processes of MP Police in order to achieve successful automation of the processes
IM13	The system should be able to capture and update any information related to a process/event in the system (in the format as required for the process/event). It should also be able to send notification to all the concerned persons/units

	as required for the process/event. The system should also allow form based input of information.
IM14	The system should allow to create committee in the system for any specific purpose and add/delete committee memebers in the system
IM15	The system should be able to send notifications to all the concerned person when a committee is formed for a specific purpose
IM16	The system shall be able to capture and update the information about the discussion held at the committee meeting and also the notification about the same should be sent to all the concerned persons
IM17	The system should allow to review/update/provide comments through the system on any information/document/file as required for the process. The concerned person shall be able to perform corrections as per the comments and resend the document/information/file through the system. The same should be updated in the system. The system should also be able to send notifications to all the concerned persons as required in the process
IM18	The system should be able to capture and update any information related to any accident case in the system (in the format as required for the process). It should also be able to send notification to all the concerned persons/units as required for the process
IM19	The system should be able to capture the details of the equipment and update the record in the system as required for the To Be process of equipment maintenance and equipment purchase
IM20	The system should be able to capture and update the details/information/records as required in the To-Be process of Purchase of Arms by concerned unit/person
IM21	The system should be able to send notification to all the concerned officials as required in the To-Be process of Purchase of Arms
IM22	The system should be able to update the records/details/information as required in the To-Be process of purchase of horses/dogs
IM23	The system should be able to capture the details of Post quarantine health report
IM24	The system should be able to update the details of the horse in the stock register through the system
IM25	The system should be able to creat/update/forward/delete/send/receive notifications/requests/files/emails to/from the concerned officials/units as required in the To-Be process of Residence Allotment. The system should be customizable as required for this process
IM26	The system should be able to creat/update/forward/delete/send/receive notifications/requests/files/emails to/from the concerned officials/units as required in the To-Be process of Addition to stock. The system should be customizable as required for this process
IM27	The system should be able to create/update/forward/delete/send/receive files for different purposes to/from different officials as required for any process. The system should also allow the appropriate officials to approve or reject the file or ask additional information on the file. The system should allow the concerned officials to submit the additional information through the system

IM28	The system should be able to creat/update/forward/delete/send/receive notifications/requests/files/emails to/from the concerned officials/units/trainees as required in the To-Be process of Bullet proof armor purchase. The system should be customizable as required for this process
IM29	The system should be able to creat/update/forward/delete/send/receive notifications/requests/files/emails to/from the concerned officials/units/trainees as required in the To-Be process of Purchase of vehicles. The system should be customizable as required for this process
IM30	The system should be able to issue different types of orders through the system. The appropriate officials should be able to approve or reject the orders or ask additional information on the same. The notification about the same should be sent to all the concerned officials/units through the system. The system should allow the personnel/unit to submit the additional information.
IM31	The system should be able to creat/update/forward/delete/send/receive notifications/requests/files/emails to/from the concerned officials/units/trainees as required in the To-Be process of Bullet proof vehicle purchase. The system should be customizable as required for this process
IM32	The system should be able to creat/update/forward/delete/send/receive notifications/requests/files/emails to/from the concerned officials/units/trainees as required in the To-Be process of Condemnation. The system should be customizable as required for this process
IM33	The system should be able to update the stock entries for issue/return of arms and ammunitions to/by trainees
IM34	The system should be able to creat/update/forward/delete/send/receive notifications/requests/files/emails/information to/from the concerned officials/units/concerned persons as required in the To-Be process of fuel expenses. The system should allow the appropriate official to open/close/cross reference the files in the system. The system should allow cross referencing of file no./transaction no./ orderno./fuel slip no. wherever applicable. The system should be able to issue orders/directions to concerned officials as required in this process.The system should be customizable as required for this process
IM35	The system should be able to creat/update/forward/delete/send/receive notifications/requests/files/emails/information to/from the concerned officials/units/concerned persons as required in the To-Be process of Printing. The system should allow the appropriate official to open/close/cross reference the files in the system wherever applicable. The system should be able to issue orders/directions/letters to/from concerned officials as required in this process. The system should allow the appropriate officials to approve/reject/provide comments on the file/requests/application. The system should be customizable as required for this process
IM36	The system should be able to capture the details of vehicle/equipment/inventory defect report and add/attach it to the concerned file. The system should also allow to update and maintain a log book for vehicle/equipment/inventory maintenance done from time to time. The system should be able to creat/update/forward/delete/send/receive notifications/requests/files/emails/information to/from the concerned officials/units/concerned persons as required in the To-Be process of vehicle/equipment/inventory maintenance. The system should allow the appropriate official to open/close/cross reference the files in the system

	wherever applicable. The system should be able to issue orders/directions/letters to/from concerned officials as required in this process. The system should allow the appropriate officials to approve/reject/provide comments on the file/requests/application. The system should be customizable as required for this process
IM37	The system must be capable of maintaining log book of all the vehicles and daily/monthly diary of drivers.
IM38	The system should be able to maintain history sheet of all the equipments so as to maintain records of defects, repairs, expenses on the item, life period, accessorie, spairs etc,
IM39	The system should be able to creat/update/forward/delete/send/ receive notifications/requests/files/emails/information to/from the concerned officials/units/concerned persons as required in the To-Be process of "Government house allotment". The system should allow the appropriate official to open/close/cross reference the files in the system wherever applicable. The system should be able to issue orders/directions/letters to/from concerned officials as required in this process. The system should allow the appropriate officials to approve/reject/provide comments on the file/requests/complaints. The system should be customizable as required for this process
IM40	The system should be able to creat/update/forward/delete/send/ receive complaints/notifications/requests/files/emails/information/ report to/from the concerned officials/units/concerned persons as required in the following To-Be processes: 1. Government House Allotment 2. Equipment Purchase 3. Vehicle Purchase 4. Arms and ammunition purchase 5. Armour Purchase 6. Horse Purchase 7. Addition of Stock 8. Allotment of vehicles 9. Vehicle Maintenance 10. Vehicle involved in accident 11. Condemnation 12. Equipment Maintenance 13. Library Books Procurement 14. Arms issuance for training 15. Bullet proof armor purchase 16. Bullet proof vehicle purchase 17. Fuel Expenses 18. Printing at police press The system should allow to create/delete committee through the system for a particular task/activity through the system as required for all these To-Be processes. The system should be able to issue orders/directions/letters to/from concerned officials as required in these To-Be processes. The system should allow the appropriate officials to approve/reject/provide comments on

	the file/requests/complaints/application. The system should be customizable as required for all these To-Be processes. The system should allow the appropriate official to open/close/cross reference the files in the system wherever applicable.

2.2.3. Workflow Management System

S.N.	Functional Requirements
WM1	The system should allow to submit the demand/requirement by various units/concerned person in the system. It should also allow to create, capture, update the demand/requirement in the system. The system shall be able to forward the demand/requirement to the concerned unit/person in the format as required for the process
WM2	The should allow to raise query on the demand and submit the information on the query. The system should allow the appropriate officials to approve or reject the demand through the system. The same shall be updated in the system
WM3	The system shall allow updating of stock register through/in the system
WM4	The sytem should allow to create, update, approve, reject any request in the system. It should also allow to ask/submit additional information on the request through the system. The same should be updated in the system and the system should be able to send the notifications as required in the process to all the concerned persons. The system should also allow forwarding the request to the concerned authority
WM5	The system should allow to request any information or issue directions or issuing orders through the system to all the appropriate units/persons as required in the process. The system should also be able to send notifications to all the concerned persons as required for the process
WM6	The system should allow to submit any information or provide confirmation or submit acknowledgement through the system as required in the process
WM7	The system should be able to capture any information in the format as required for the process. The updation/deletion of this information should be possible by the appropriate officials based on the access rights given to them.
WM8	The system shall be able to send notifications to all the concerned persons whenever any event is created/deleted or any change is made in the system. The logs of the same shall be generated and saved the system. These logs shall be accessible to appropriate officials based on the access rights given to users and the policies/rules/regulations defined by MP Police
WM9	The system should be able to send/forward any information/file/document to concerned units/persons in the format as required for the process
WM10	The system should be customizable as per the requirement of various processes of MP Police in order to achieve successful automation of the processes
WM11	The system should be able to capture and update any information related to a process/event in the system (in the format as required for the process/event). It should also be able to send notification to all the concerned persons/units as required for the process/event. The system should also allow form based input of information.

WM12	The system should allow to create committee in the system for any specific purpose and add/delete committee memebers in the system
WM13	The system should be able to send notifications to all the concerned person when a committee is formed for a specific purpose
WM14	The system shall be able to capture and update the information about the discussion held at the committee meeting and also the notification about the same should be sent to all the concerned persons. The system should allow th committee members to approve/reject/provide comments on the file/request/information/issue under discussion through the system. The change should be updated in the system and the notification about the same should be sent through the system to all the concerned persons/units
WM15	The system should allow to review/update/provide comments through the system on any information/document/file as required for the process. The concerned person shall be able to perform corrections as per the comments and resend the document/information/file through the system. The same should be updated in the system. The system should also be able to send notifications to all the concerned persons as required in the process
WM16	The system should be able to send notifications to all the concerned units/persons as required in the To-Be process of Purchase of Bullet proof armor and the system shall also allow to capture and update the details of the this process in the system
WM17	The system should be able to capture/update/adjust the expected POL average in the system and should be able to communicate the same to various units through the system. The access of the same should be available to appropriate officials only as defined by MP Police
WM18	The system should be able to calculate the fuel efficiency based on the information available in the system for this parameter. The same should be shown to users as and when required
WM19	The system should allow to create/update/delete the events calendar for the year in the system. It should also allow the users to provide the comments on the calendar
WM20	The system should be able to send notifications to all the concerned unit/persons as required in the process of preparation of important events calendar for the year
WM21	The system should allow to share the calendar with different units/persons
WM22	The system should allow to approve or reject the calendar by appropriate officials of MP Police
WM23	The system should allow booking/cancellation of any event in police officers' mess. It should also be able to show the availability of mess facilities in the system.
WM24	The system should be able to provide notification to the applicant and all the concerned officials on confirmation/cancellation of booking of the event.
WM25	The authority to book or cancel the event at police officers' mess shall be given to appropriate officials of MP Police only
WM26	The system should be able to capture/update the status of payment made by the applicant for booking of event at police officers' mess

WM27	The system should be able to capture the details of the proposal for PC&R work
WM28	The system should be able to send notifications/issue order/directions as required in the To-Be process of PC&R work
WM29	The system should also be able to capture the status of PC&R work in the system
WM30	The system should be able to capture the details of any equipment (i.e. make, model, serial no., tag no. etc.) and the status (working/not working) of the equipment. The system should also allow to add comments in case of any discrepencies found in the equipment
WM31	The system should be able to add notifications to concerned officials/units as required in the To-Be process of Check Test
WM32	The system should be able to capture the details of check test report in the system. The system should be able to forward the same to appropriate officials of MP Police
WM33	The system should be able to capture the details of a complaint
WM34	The system should be able to creat/update/forward/delete/send/ receive complaints/notifications/requests/files/emails/information to/from the concerned officials/units/concerned persons as required in the To-Be process of “Departmental Enquiry”. The system should allow the appropriate official to open/close/cross reference the files in the system wherever applicable. The system should be able to issue orders/directions/letters to/from concerned officials as required in this process. The system should allow the appropriate officials to approve/reject/provide comments on the file/requests/complaints. The system should be customizable as required for this process
WM35	The system should be able to capture the details of the enquiry report and the actions taken
WM36	The system should be able to provide the details, the status of every complaint filed and the actions taken on the same
WM37	The system should be able to capture the details of the character verification form in the system using the form based input. The system should allow to identify the police stations for verfications to be assigned to. The system should also be able to forward the details of character verification form to the concerned units/persones/police stations.
WM38	The system should able to send notifications/issue directions to the concerned police station for verification
WM39	The system should be able to send notifications to the concerned units/persons/police stations as required in the To-Be process of character verification
WM40	The system should be able to capture the details of the verification report. The system should also be able to forward these details/report to concerned units/persons based on the status of the report (adverse/favourable). The system should allow the same to be updated in the system
WM41	The system should be able to capture the details of the final CVR. The system should also be able to forward the final CVR to concerned units/persons based on the status of the report (adverse/favourable). The system should allow the same to be updated in the system

WM42	The system should be able to be integrated with the Dial 1090 application and shall be able to generate various reports based on the information/incident logs saved in the system
WM43	The system should be able to create/update/review/delete/collate/forward the requests as required in the To-Be process of Force movement. The system should also be able to send notifications as required in the To-Be process of Force Movement
WM44	The system should allow integration with CCTNS application for monitoring of crime. The system should also be able to generate various reports related to crime
WM45	The system should be able to capture the details of the requisition letter for post martem also the system should be able to capture the details of the post martem report
WM46	The system should be able to update the case diary as per PM report and the same shall be accessible to appropriate of MP Police only
WM47	The system should allow integration with CCTNS application
WM48	The system should allow to send and receive case diary through the system. Also it should allow to approve or reject handover of cases to CID by the appropriate officials of MP Police. It should also allow to add comments on the handover request and send it back to the concerned person. (Here CID includes all the investigation and supervisory branch/offices like CID, AJK, CAW, Narcotics, Cyber cell, STF, ATS, complaints, IG/DIG/SP/ASP/CSP-SDOP-DSP officers, crime branch.)
WM49	The system should be able to capture the details of the Final investigation report submitted by CID
WM50	The system should allow integration with echallan application. It should also be able to generate various reports related to echallan
WM51	The system shall allow integration with CCTNS application to update the details of MLC report. The system should be able to capture the details of the MLC report and shall be able to generate various reports related to MLC cases. The same shall be accessible to appropriate officials of MP Police only
WM52	The system should be able to capture the details of the bid envelope only (such as Name of the bidder, contact details of bidder, date and time of submission only)
WM53	The system should be able to capture the details of the equipment submitted by the bidder to store (i.e. make, model and serial no. of equipment etc.)
WM54	The system should allow to update the stock register in the system
WM55	The system should be able to capture the details of the sanctioned police station/out post and should be able to forward the same to any concerned person of MP Police.
WM56	The system should allow the saction of police station/outpost to be updated in record in the system.
WM57	The system should also send and receive notifications all the concerned persons of MP Police as required in the To-Be process of sanction for new police station/outpost
WM58	The system should be able to send and receive notifications to/by all the concerned persons of MP Police as required in the To-Be process of Tender Issuance

WM59	The system should be able to capture the details of technical specifications and it should be able to forward the same to concerned officials of MP Police
WM60	The system should allow to approve/reject/update/provide comments to the technical specifications as required for the process
WM61	The system should be able to send and receive notifications or information to/from all the concerned persons as required in the To-Be process of Salary Disbursement
WM62	The system should be integrated with the C-SFSM solution in order to send the Unique no. and PRAN No. automatically using the system to accounts section by the Treasury department
WM63	The system should be able to send/receive notifications to/from all the concerned persons as required in the To-Be process of advance payment
WM64	The system should be able to send the audit plan as the ERP based workflow file to all the concerned units/officials. The system should allow the concerned units/officials to review/update/provide comments/approve/reject the audit plan through the system.
WM65	The system should allow to submit the audit report through an standardized online portal. The system should also be able to generate a unique audit number after an audit is completed. The system should allow the concerned units/officials to raise the request for audit for themselves by sending an email to a designated email address.
WM66	The system should be able to send notifications/requests/directions to/from all the concerned units/officials as required in the To-Be process of Audit.
WM67	The system should be able to generate a unique bill number for the expenses submitted in the system by the personnel. In case of TA bill system should be able to automatically check for prior tour approval. The system should be customizable as required for the To Be process of bill reimbursement.
WM68	The system should allow the personnel to check the status of his expenses/ bills through the system
WM69	The system should be integrated with Centralized state finance management system (C-SFMS)
WM70	The system should allow the concerned officials to approve/reject/ask additional information on the expenses/bills submitted by the personnel in the system
WM71	The system should be able to send and receive notifications/requests/files/emails to/from the concerned officials/units as required in the To-Be process of Action on receipt. The system should be customizable as required for this process
WM72	The system should be able to send and receive notifications/requests/files/emails to/from the concerned officials/units as required in the To-Be process of File put up process. The system should be able to generate the file number and should be customizable as required for this process
WM73	The system should be able to creat/update/forward/delete/send/receive notifications/requests/files/emails to/from the concerned officials/units as required in the To-Be process of medals. The system should be customizable as required for this process

WM74	The system should allow to create/update/delete/forward/approve/reject any file in the system by appropriate official. The changes in the file should be updated in the system and the notification about the same shall be sent to all the concerned persons/units about the same.
WM75	The system should be able to archive the files after atleast one year of file closure. The archived file may be retrieved later but shall not be editable.
WM76	The system should be able to creat/update/forward/delete/send/receive notifications/requests/files/emails to/from the concerned officials/units as required in the To-Be process of recording of file. The system should be customizable as required for this process
WM77	The system should be able to creat/update/forward/delete/send/receive notifications/requests/files/emails to/from the concerned officials/units as required in the To-Be process of Card Pass. The system should be customizable as required for this process
WM78	The system should be able to creat/update/forward/delete/send/receive notifications/requests/files/emails to/from the concerned officials/units as required in the To-Be process of Post Creation. The system should be customizable as required for this process
WM79	The system should be able to creat/update/forward/delete/send/receive notifications/requests/files/emails to/from the concerned officials/units/trainees as required in the To-Be process of Absence during training. The system should be customizable as required for this process
WM80	The system should be able to creat/update/forward/delete/send/receive notifications/requests/files/emails to/from the concerned officials/units as required in the To-Be process of Addition to stock. The system should be customizable as required for this process
WM81	The system should be able to creat/update/forward/delete/send/receive notifications/requests/files/emails/information/document to/from the concerned officials/units as required in the To-Be process of paper setting. The system should be customizable as required for this process
WM82	The system should be able to update the order book and service roll whenever required, as per the different orders issued from time to time
WM83	The system should allow the police personnel to cancel his/her nomination for training if he/she is not able to attend training due to unavoidable reasons
WM84	The system should be able to creat/update/forward/delete/send/receive notifications/requests/files/emails to/from the concerned officials/units/trainees as required in the To-Be process of Selection for training. The system should be customizable as required for this process
WM85	The system should be able to create/update/forward/delete/send/receive files for different purposes to/from different officials as required for any process. The system should also allow the appropriate officials to approve or reject the file or ask additional information on the file or open/close the file in the system. The system should allow the concerned officials to submit the additional information through the system
WM86	The system should be able to creat/update/forward/delete/send/receive notifications/requests/files/emails to/from the concerned officials/units/trainees as required in the To-Be process of Bullet proof

	armor purchase. The system should be customizable as required for this process
WM87	The system should be able to creat/update/forward/delete/send/receive notifications/requests/files/emails to/from the concerned officials/units/trainees as required in the To-Be process of Purchase of vehicles. The system should be customizable as required for this process
WM88	The system should be able to issue different types of orders through the system. The appropriate officials should be able to approve or reject the orders or ask additional information on the same. The notification about the same should be sent to all the concerned officials/units through the system. The system should allow the personnel/unit to submit the additional information.
WM89	The system should be able to creat/update/forward/delete/send/receive notifications/requests/files/emails to/from the concerned officials/units/trainees as required in the To-Be process of Kit clothing. The system should be customizable as required for this process
WM90	The system should be able to creat/update/forward/delete/send/receive notifications/requests/files/emails to/from the concerned officials/units/trainees as required in the To-Be process of Bullet proof vehicle purchase. The system should be customizable as required for this process
WM91	The system should be able to creat/update/forward/delete/send/receive notifications/requests/files/emails to/from the concerned officials/units/trainees as required in the To-Be process of Condemnation. The system should be customizable as required for this process
WM92	The system should be able to file/register/save/update complaints in the system. The system should be able to generate a complaint number after each complaint is filed/registered in the system. The system should be able to check and verify for duplicacy of any complaint
WM93	The system should allow the complainant to see the status of his/her complaint using the complaint number in the system
WM94	The system should be able to creat/update/forward/delete/send/receive notifications/requests/files/emails to/from the concerned officials/units as required in the To-Be process of SC/ST Complaint. The system should be able to issue orders/directions to concerned officials as required in this processThe system should be customizable as required for this process
WM95	The system should be able to generate various reports related to complaints as required
WM96	The system should be able to capture the information related to statistical data booklet using online forms by various units.
WM97	The system should be able to creat/update/forward/delete/send/receive notifications/requests/files/emails to/from the concerned officials/units as required in the To-Be process of Satistical data booklet. The system should be able to issue orders/directions to concerned officials as required in this processThe system should be customizable as required for this process
WM98	The system should be able to send/receive/update the draft data booklet. The system should allow the appropriate officials to approve/reject/provide comments on the draft data booklet

WM99	Branch wise Vidhan Sabha cells are constituted with adequate number of staff to deal Questions and queries. A vidhan sabha cell is responsible to finding information/ data within the branch/Unit for drafting response for vidhan sabha question. The cell has representatives from all the major sections of the branch. The system should have the capability to create such a cell with an in-charge
WM100	The system should have the capability to route the Vidhan sabha questions to concerned unit/official/person for answers and the concerned unit/official/person shall be able to submit the answers to these questions
WM101	The system should be able to collate the answers of vidhan sabha questions as submitted by various units/official/persons
WM102	The system should be able to creat/update/forward/delete/send/receive notifications/requests/files/emails to/from the concerned officials/units as required in the To-Be process of Vidhan Sabha Questions. The system should be able to issue orders/directions to concerned officials as required in this processThe system should be customizable as required for this process
WM103	The system should allow to book/cancel the rooms at police officers' mess through the system. The system should be able to show the availability online. The system should be able to capture the details of the request letter (in case the person booking room is not a part of the police department) to book the room
WM104	The system should be able to creat/update/forward/delete/send/receive notifications/requests/files/emails to/from the concerned officials/units as required in the To-Be process of Room Booking. The system should be able to issue orders/directions to concerned officials as required in this processThe system should be customizable as required for this process
WM105	The system should be able to creat/update/forward/delete/send/receive notifications/requests/files/emails/information to/from the concerned officials/units/trainees as required in the To-Be process of Outdoor training. The system should be able to issue orders/directions to concerned officials as required in this processThe system should be customizable as required for this process
WM106	The system should be integrated with the online submission of complaints through MP Police website
WM107	The system should allow enquirer to submit the equiry report to concerned official through the system
WM108	The system should allow the appropriate official to review the enquiry report and to issue the orders/directions/notifications to all the concerned units/persons/officials through the system
WM109	The system should be able to creat/update/forward/delete/send/receive notifications/requests/files/emails/information to/from the concerned officials/units/concerned persons as required in the To-Be process of Complaints- Public Vs Public. The system should be able to issue orders/directions to concerned officials as required in this processThe system should be customizable as required for this process
WM110	The system should be able to creat/update/forward/delete/send/receive notifications/requests/files/emails/information to/from the concerned officials/units/concerned persons as required in the To-Be process of

	Horse training. The system should allow the appropriate official to open or close the file in the system. The system should be able to issue orders/directions to concerned officials as required in this processThe system should be customizable as required for this process
WM111	The system should be able to creat/update/forward/delete/send/receive notifications/requests/files/emails/information to/from the concerned officials/units/concerned persons as required in the To-Be process of Law and Order-VIP Security. The system should allow the appropriate official to open/close/cross reference the files in the system. The system should be able to keep record of do's and donts for this process. The system should be able to issue instructions/orders/directions to concerned officials as required in this process.The system should be customizable as required for this process
WM112	The system should be able to creat/update/forward/delete/send/receive notifications/requests/files/emails/information to/from the concerned officials/units/concerned persons as required in the To-Be process of Orderly Room. The system should allow the appropriate official to open/close/cross reference the files in the system. The system should be able to issue orders/directions to concerned officials as required in this process.The system should be customizable as required for this process
WM113	The system should allow updating of service record for the actions taken/orders issued during orderly room process
WM114	The system should be able to capture the fuel details of the vehicle and generate fuel slip
WM115	The system should be able to creat/update/forward/delete/send/receive notifications/requests/files/emails/information to/from the concerned officials/units/concerned persons as required in the To-Be process of Fuel expenses. The system should allow the appropriate official to open/close/cross reference the files in the system. The system should allow cross referencing of file no./transaction no./ orderno./fule slip no. wherever applicable. The system should be able to issue orders/directions to concerned officials as required in this process.The system should be customizable as required for this process
WM116	The system should be able to creat/update/forward/delete/send/receive notifications/requests/files/emails/information to/from the concerned officials/units/concerned persons as required in the To-Be process of Post selection verification/appointment. The system should allow the appropriate official to open/close/cross reference the files in the system wherever applicable. The system should be able to issue orders/directions/letters to concerned officials as required in this process.The system should be customizable as required for this process
WM117	The system should be able to creat/update/forward/delete/send/receive notifications/requests/files/emails/information to/from the concerned officials/units/concerned persons as required in the To-Be process of Vehicle verification. The system should allow the appropriate official to open/close/cross reference the files in the system. The system should allow cross referencing of file no./transaction no./ orderno./fule slip no. wherever applicable. The system should be able to issue orders/directions to concerned officials as required in this process.The system should be customizable as required for this process

WM118	The system should be able to creat/update/forward/delete/send/receive notifications/requests/files/emails/information to/from the concerned officials/units/concerned persons as required in the To-Be process of SAF- Company Movement. The system should allow the appropriate official to open/close/cross reference the files in the system wherever applicable. The system should be able to issue orders/directions/letters to/from concerned officials as required in this process. The system should allow the appropriate officials to approve/reject/provide comments on the file. The system should be customizable as required for this process. The system should be able to facilitate movement of any unit/group/battalion/company on duty from district units, SAF units, PTS. Radio etc. The system should also allow to issue orders/notifications to individual officers who need to be deployed on VIP duty.
WM119	The system should be able to creat/update/forward/delete/send/receive notifications/requests/files/emails/information to/from the concerned officials/units/concerned persons as required in the To-Be process of Security – Application for Gunman. The system should allow the appropriate official to open/close/cross reference the files in the system wherever applicable. The system should be able to issue orders/directions/letters to/from concerned officials as required in this process. The system should allow the appropriate officials to approve/reject/provide comments on the file/requests. The system should be customizable as required for this process
WM120	The system should be able to capture the details of the application for gunman and should also allow to add it into file in the system
WM121	The system should be able to creat/update/forward/delete/send/receive notifications/requests/files/emails/information to/from the concerned officials/units/concerned persons as required in the To-Be process of Passport Verification. The system should allow the appropriate official to open/close/cross reference the files in the system wherever applicable. The system should be able to issue orders/directions/letters to/from concerned officials as required in this process. The system should allow the appropriate officials to approve/reject/provide comments on the file/requests/application. The system should be customizable as required for this process
WM122	The system should be able to creat/update/forward/delete/send/receive notifications/requests/files/emails/information to/from the concerned officials/units/concerned persons as required in the To-Be process of Printing. The system should allow the appropriate official to open/close/cross reference the files in the system wherever applicable. The system should be able to issue orders/directions/letters to/from concerned officials as required in this process. The system should allow the appropriate officials to approve/reject/provide comments on the file/requests/application. The system should be customizable as required for this process
WM123	The system should be able to capture the details of vehicle defect report and add/attach it to the concerned file. The system should also allow to update and maintain a log book for vehicle maintenance done from time to time.
WM124	The system should be able to creat/update/forward/delete/send/receive notifications/requests/files/emails/information to/from the concerned

	officials/units/concerned persons as required in the To-Be process of Vehicle Maintenance. The system should allow the appropriate official to open/close/cross reference the files in the system wherever applicable. The system should be able to issue orders/directions/letters to/from concerned officials as required in this process. The system should allow the appropriate officials to approve/reject/provide comments on the file/requests/application. The system should be customizable as required for this process
WM125	The system should be able to creat/update/forward/delete/send/receive notifications/requests/files/emails/information to/from the concerned officials/units/concerned persons as required in the To-Be process of Amendments. The system should allow the appropriate official to open/close/cross reference the files in the system wherever applicable. The system should be able to issue orders/directions/letters to/from concerned officials as required in this process. The system should allow the appropriate officials to approve/reject/provide comments on the file/requests/application. The system should be customizable as required for this process
WM126	The system should be able to capture the details of challan and create a file in the system for the same
WM127	The system should be able to creat/update/forward/delete/send/receive notifications/requests/files/emails/information to/from the concerned officials/units/concerned persons as required in the To-Be process of challan audit. The system should allow the appropriate official to open/close/cross reference the files in the system wherever applicable. The system should be able to issue orders/directions/letters to/from concerned officials as required in this process. The system should allow the appropriate officials to approve/reject/provide comments on the file/requests/application. The system should be customizable as required for this process
WM128	The system should be able to indentify information of different criticality level shall be defined by senior police officials. The system should allow the corresponding ERP based “groups” to be created with email ids, mobile No. of concerned officers in the system.
WM129	The system should be able to send/receive email/SMS through the system as required in the To-Be process of Security-State situation room. The system should be able to creat/update/forward/delete/send/receive notifications/requests/files/emails/information to/from the concerned officials/units/concerned persons as required in the To-Be process of Security-State situation room. The system should allow the appropriate official to open/close/cross reference the files in the system wherever applicable. The system should be able to issue orders/directions/letters to/from concerned officials as required in this process. The system should allow the appropriate officials to approve/reject/provide comments on the file/requests/application. The system should be customizable as required for this process
WM130	The system should be able to creat/update/forward/delete/send/receive Compliants/notifications/requests/files/emails/information to/from the concerned officials/units/concerned persons as required in the To-Be process of Grevience redressal. The system should allow the appropriate official to open/close/cross reference the files in the system wherever

	applicable. The system should be able to issue orders/directions/letters to/from concerned officials as required in this process. The system should allow the appropriate officials to approve/reject/provide comments on the file/requests/complaints. The system should be customizable as required for this process
WM131	The system should be able to capture the details of the services provided by the vendor during the hostel maintenance process. The same should be updated in the system
WM132	The system should be able to creat/update/forward/delete/send/receive notifications/requests/files/emails/information to/from the concerned officials/units/concerned persons as required in the To-Be process of Hostel Maintenance. The system should allow the appropriate official to open/close/cross reference the files in the system wherever applicable. The system should be able to issue orders/directions/letters to/from concerned officials as required in this process. The system should allow the appropriate officials to approve/reject/provide comments on the file/requests/complaints. The system should be customizable as required for this process
WM133	The system should be able to creat/update/forward/delete/send/receive notifications/requests/files/emails/information related to intelligence to/from the concerned officials/units/concerned persons as required in the To-Be process of Intelligence. The system should allow the appropriate official to open/close/cross reference the files in the system wherever applicable. The system should be able to issue orders/directions/letters to/from concerned officials as required in this process. The system should allow the appropriate officials to approve/reject/provide comments on the file/requests/complaints. The system should be customizable as required for this process
WM134	The system should be able to creat/update/forward/delete/send/receive notifications/requests/files/emails/information related to intelligence to/from the concerned officials/units/concerned persons as required in the To-Be process of MOW. The system should allow the appropriate official to open/close/cross reference the files in the system wherever applicable. The system should be able to issue orders/directions/letters to/from concerned officials as required in this process. The system should allow the appropriate officials to approve/reject/provide comments on the file/requests/complaints. The system should be customizable as required for this process
WM135	The system must be capable of maintaining log book of all the vehicles and daily/monthly diary of drivers.
WM136	The system should be able to maintain history sheet of all the equipments so as to maintain records of defects, repairs, expenses on the item, life period, accessorie, spairs etc,
WM137	The system should be able to generate and send notifications/information /file/report to/from all the concerned units as required in the To-Be process of “Salary Disbursement”.
WM138	The system should allow to create and send the request for declaration of reward on any criminal to the concerned authority. In certain cases, rewards may be admissiable by competent authority even without prior declaration. Also rewards declared by State Govt/ GoI and fugitives of other states may also be incorporated in the system.

WM139	The system should allow to approve or reject any request for declaration of reward by the concerned authority
WM140	The system should also be able to send notifications about the declaration of reward to appropriate officials of MP Police
WM141	The system should allow to update the record for any information related to declaration of reward on criminal
WM142	The system should be able to generate the sub unit and consolidated vacancy calculation sheet as required for the To Be process of Vacancy calculation. The system should be able to calculate the vacancy considering all the points as mentioned in the To Be process of Vacancy Calculation. Also the system should be customizable as per the requirement of this process.
WM143	The system should be able to creat/update/forward/delete/send/receive notifications/requests/files/emails/information to/from the concerned officials/units/concerned persons as required in the To-Be process of vacancy calculation. The system should allow the appropriate official to open/close/cross reference the files in the system wherever applicable. The system should be able to issue orders/directions/letters to/from concerned officials as required in this process.
WM144	The system should be customizable as required for the To-Be process of Order book writing/Order book entry.
WM145	The system should be customizable as per the requirements of the To Be process of “Service Record Maintenance”.
WM146	The system should be customizable as per the requirements of To Be process of “leave”
WM147	The system should be able to creat/update/forward/delete/send/ receive notifications/requests/files/emails/information to/from the concerned officials/units/concerned persons as required in the To-Be process of “Gradation list preparation/Seniority Fixations”. The system should allow the appropriate official to open/close/cross reference the files in the system wherever applicable. The system should be able to issue orders/directions/letters to/from concerned officials as required in this process. The system should allow the appropriate officials to approve/reject/provide comments on the file/requests. The system should be customizable as required for this process
WM148	The system should be able to creat/update/forward/delete/send/ receive notifications/requests/files/emails/information to/from the concerned officials/units/concerned persons as required in the To-Be process of “Promotion”. The system should allow the appropriate official to open/close/cross reference the files in the system wherever applicable. The system should be able to issue orders/directions/letters to/from concerned officials as required in this process. The system should allow the appropriate officials to approve/reject/provide comments on the file/requests. The system should be customizable as required for this process
WM149	The system should be able to creat/update/forward/delete/send/ receive notifications/requests/files/emails/information to/from the concerned officials/units/concerned persons as required in the To-Be process of “Medals/Rewards/Samman”. The system should allow the appropriate official to open/close/cross reference the files in the system wherever applicable. The system should be able to issue orders/directions/letters

	to/from concerned officials as required in this process. The system should allow the appropriate officials to approve/reject/provide comments on the file/requests. The system should be customizable as required for this process
WM150	The system should be able to creat/update/forward/delete/send/ receive complaints/notifications/requests/files/emails/information/ report to/from the concerned officials/units/concerned persons as required in the following To-Be processes: 1. Inspection 2. Sanction of distress funds 3. Loan for medical treatment 4. Sanction of education funds 5. Loan for Welfare activities 6. Grievance/Complaint redressal 7. Selection for Training 8. Absence during training 9. Evaluation: Outdoor training 10. Creation of new Battalion 11. SAF Company movement 12. Orderly Room 13. Mounted troops games participation 14. Mounted troops training 15. Vacancy Calculation 16. Equipment Purchase 17. Vehicle Purchase 18. Arms and Ammunition Purchase 19. Armour Purchase 20. Horse Purchase 21. Addition to stock 22. Vehicle Maintenance 23. Vehicle involved in accident 24. Condemnation 25. Equipment Maintenance 26. Kit Clothing 27. Library books procurement 28. Issuance of GRP Pass 29. Tender issuance 30. Tender evaluation 31. Bullet proof armor purchase 32. Bullet proof vehicle purchase 33. POL fixation 34. Fuel Expenses 35. Hostel Maintenance 36. Preparation of important L&O events calendar 37. Printing at police press

	38. Event Booking- Police Officers' Mess 39. Dial 1090 40. Vehicle verification 41. PC&R Project 42. MOW Project 43. Vidhan Sabha Questions 44. Complaint against Police 45. Complaint: Public Vs Public 46. File Put up process 47. Action on receipts 48. Check test 49. State Situation Room 50. VIP Security 51. Application for Gunman 52. Character verification 53. Passport verification 54. Monitoring of crime 55. Medico legal case 56. Post Mortem Report 57. Statistical data booklet 58. Handing over of cases to CID 59. SC/ST Complaints 60. Creation of Posts 61. Sanction of new police station/outpost 62. Communicating amendments in Traffic Act 63. Traffic Rules violation 64. Challan Audit 65. Collection of Intelligence 66. Contingency Payment 67. Duty Certificate The system should allow to create/delete committee through the system for a particular task/activity through the system as required for all these To-Be processes. The system should be able to issue orders/directions/letters to/from concerned officials as required in these To-Be processes. The system should allow the appropriate officials to approve/reject/provide comments on the file/requests/complaints/application. The system should be customizable as required for all these To-Be processes. The system should allow the appropriate official to open/close/cross reference the files in the system wherever applicable.

2.2.4. Finance and Accounts Management System

S.N.	Functional Requirments
FAM1	The system should allow to submit the demand/requirement by various units/concerned person in the system. It should also allow to create,

	capture, update the demand/requirement in the system. The system shall be able to forward the demand/requirement to the concerned unit/person in the format as required for the process
FAM2	The should allow to raise query on the demand and submit the information on the query. The same shall be updated in the system
FAM3	The system shall allow updating of stock register through/in the system
FAM4	The sytem should allow to create, update, approve, reject any request in the system. It should also allow to ask/submit additional information on the request through the system. The same should be updated in the system and the system should be able to send the notifications as required in the process to all the concerned persons. The system should also allow forwarding the request to the concerned authority
FAM5	The system should allow to request any information or issue directions or issuing orders through the system to all the appropriate units/persons as required in the process. The system should also be able to send notifications to all the concerned persons as required for the process
FAM6	The system should allow to submit any information or provide confirmation or submit acknowledgement through the system as required in the process
FAM7	The system should be able to capture any information in the format as required for the process. The updation/deletion of this information should be possible by the appropriate officials based on the access rights given to them.
FAM8	The system shall be able to send notifications to all the concerned persons whenever any event is created/deleted or any change is made in the system. The logs of the same shall be generated and saved the system. These logs shall be accessible to appropriate officials based on the access rights given to users and the policies/rules/regulations defined by MP Police
FAM9	The system should be able to send/forward any information/file/document to concerned units/persons in the format as required for the process
FAM10	The system should be customizable as per the requirement of various processes of MP Police in order to achieve successful automation of the processes
FAM11	The system should be able to capture and update any information related to a process/event in the system (in the format as required for the process/event). It should also be able to send notification to all the concerned persons/units as required for the process/event. The system should also allow form based input of information.
FAM12	The system should allow to create committee in the system for any specific purpose and add/delete committee memebers in the system
FAM13	The system should be able to send notifications to all the concerned person when a committee is formed for a specific purpose
FAM14	The system shall be able to capture and update the information about the discussion held at the committee meeting and also the notification about the same should be sent to all the concerned persons
FAM15	The system should allow to review/update/provide comments through the system on any information/document/file as required for the process. The concerned person shall be able to perform corrections as per the comments and resend the document/information/file through the system. The same should be updated in the system. The system should also be

	able to send notifications to all the concerned persons as required in the process
FAM16	The system should be able to send and receive notifications or information to/from all the concerned persons as required in the To-Be process of Salary Disbursement
FAM17	The system should be integrated with the C-SFSM solution in order to send the Unique no. and PRAN No. automatically using the system to accounts section by the Treasury department
FAM18	The system should be integrated with the HR Management system (HR module)
FAM19	The system should also be able to provide the status of the application to the applicant at anytime in the system
FAM20	The system should allow the concerned authority to approve/reject/ask additional iformation in the application
FAM21	The system should allow the applicant to submit the additional information on the application through the system, if required.
FAM22	Once the advance payment is approved in the system, the service record should be automatically updated in the system and a notification should be sent to establishment section for verification
FAM23	The system should be able to send/receive notifications to/from all the concerned persons as required in the To-Be process of advance payment
FAM24	The system should be able to send the audit plan as the ERP based workflow file to all the concerned units/officials. The system should allow the concerned units/officials to review/update/provide comments/approve/reject the audit plan through the system.
FAM25	The system should allow to submit the audit report through an standardized online portal. The system should also be able to generate a unique audit number after an audit is completed. The system should allow the concerned units/officials to raise the request for audit for themselves by sending an email to a designated email address.
FAM26	The system should be able to send/receive notifications/requests/directions to/from all the concerned units/officials as required in the To-Be process of Audit.
FAM27	The system should be able to capture the details expenses (Travel, medical expenses etc.) for any personnel and should be able to show the eligibility and supporting documents required
FAM28	The system should be able to generate a unique bill number for the expenses submitted in the system by the personnel. In case of TA bill system should be able to automatically check for prior tour approval. The system should be customizable as required for the To Be process of bill reimbursement.
FAM29	The system should allow the personnel to check the status of his expenses/ bills through the system
FAM30	The system should be integrated with Centralized state finance management system (C-SFMS)
FAM31	The system should allow the concerned officials to approve/reject/ask additional information on the expenses/bills submitted by the personnel in the system
FAM32	The system should allow the appropriate officers to ask clarifications from concerned units/officials on the descrepancies found during the audit and

	the system should also allow the concerned units/officials to submit clarifications through the system. The records of the same should be updated in the system
FAM33	The system should be able to send/receive notifications to/from all the concerned persons as required in the To-Be process of post audit rectification
FAM34	The system should be able to capture the details of the pension form
FAM35	The system should be able to creat/update/forward/delete/send/receive notifications/requests/files/emails to/from the concerned officials/units as required in the To-Be process of Pensionary Benefits. The system should be customizable as required for this process. The system shall send notifications to all units where are concnered officer was posted during service to give “No dues”. Such no dues are to be given through ERP solution.Any deduction/ reduction in pension as punishment is to be incorporated thorugh Order Book entry.
FAM36	The system should allow to create any event (such as audit) in the system and add/submit/generate reports/checklist as required for the event
FAM37	The system should be able to creat/update/forward/delete/send/receive notifications/requests/files/emails to/from the concerned officials/units as required in the To-Be process of Funds recovery by GRP. The system should be customizable as required for this process
FAM38	The system should allow integration with Mudra application in order to replicate the budget data in the system for better monitoring of funds. Senior officials shall be able to monitor expenses under “Global” and “allocated” heads. In addition the system shall have the capacity to process “supplementary” budget as well. Similar process is to be followed for Supplementory Budget.
FAM39	The system should be able to creat/update/forward/delete/send/receive notifications/requests/files/emails to/from the concerned officials/units as required in the To-Be process of budgeting. The system should be customizable as required for this process
FAM40	The system should be able to creat/update/forward/delete/send/receive notifications/requests/files/emails to/from the concerned officials/units/trainees as required in the To-Be process of Absence during training. The system should be customizable as required for this process
FAM41	The system should be able to creat/update/forward/delete/send/receive notifications/requests/files/emails to/from the concerned officials/units as required in the To-Be process of Addition to stock. The system should be customizable as required for this process
FAM42	The system should be able to create/update/forward/delete/send/receive files for different purposes to/from different officials as required for any process. The system should also allow the appropriate officials to approve or reject the file or ask additional information on the file. The system should allow the concerned officials to submit the additional information through the system
FAM43	The system should be able to creat/update/forward/delete/send/receive notifications/requests/files/emails to/from the concerned officials/units/trainees as required in the To-Be process of Bullet proof armor purchase. The system should be customizable as required for this process

FAM44	The system should be able to creat/update/forward/delete/send/receive notifications/requests/files/emails to/from the concerned officials/units/trainees as required in the To-Be process of Purchase of vehicles. The system should be customizable as required for this process
FAM45	The system should be able to issue different types of orders through the system. The appropriate officials should be able to approve or reject the orders or ask additional information on the same. The notification about the same should be sent to all the concerned officials/units through the system. The system should allow the personnel/unit to submit the additional information.
FAM46	The system should be able to creat/update/forward/delete/send/receive notifications/requests/files/emails to/from the concerned officials/units/trainees as required in the To-Be process of Kit clothing. The system should be customizable as required for this process. The system should be able to capture the details of specifications of the Kit items. The system should be customizable as required for the procurement, storage, issuance and demand generation process/function of Kit items.
FAM47	The system should be able to creat/update/forward/delete/send/receive notifications/requests/files/emails to/from the concerned officials/units/trainees as required in the To-Be process of Bullet proof vehicle purchase. The system should be customizable as required for this process
FAM48	The system should be able to capture the details of payment transaction made for room booking at Officers' mess
FAM49	The system should be able to creat/update/forward/delete/send/receive notifications/requests/files/emails/information to/from the concerned officials/units/concerned persons as required in the To-Be process of Fuel expenses. The system should allow the appropriate official to open/close/cross reference the files in the system. The system should allow cross referencing of file no./transaction no./ orderno./fule slip no. wherever applicable. The system should be able to issue orders/directions to concerned officials as required in this process.The system should be customizable as required for this process
FAM50	The system should be able to creat/update/forward/delete/send/receive notifications/requests/files/emails/information to/from the concerned officials/units/concerned persons as required in the To-Be process of Post selection verification/appointment. The system should allow the appropriate official to open/close/cross reference the files in the system wherever applicable. The system should be able to issue orders/directions/letters to concerned officials as required in this process.The system should be customizable as required for this process
FAM51	The system should be able to creat/update/forward/delete/send/receive notifications/requests/files/emails/information to/from the concerned officials/units/concerned persons as required in the To-Be process of Vehicle verification. The system should allow the appropriate official to open/close/cross reference the files in the system. The system should allow cross referencing of file no./transaction no./ orderno./fule slip no. wherever applicable. The system should be able to issue orders/directions to concerned officials as required in this process.The system should be customizable as required for this process

FAM52	The system should be able to creat/update/forward/delete/send/receive notifications/requests/files/emails/information to/from the concerned officials/units/concerned persons as required in the To-Be process of Printing. The system should allow the appropriate official to open/close/cross reference the files in the system wherever applicable. The system should be able to issue orders/directions/letters to/from concerned officials as required in this process. The system should allow the appropriate officials to approve/reject/provide comments on the file/requests/application. The system should be customizable as required for this process
FAM53	The system should be able to capture the details of vehicle defect report and add/attach it to the concerned file. The system should be able to creat/update/forward/delete/send/receive notifications/requests/files/emails/information to/from the concerned officials/units/concerned persons as required in the To-Be process of Vehicle Maintenance. The system should allow the appropriate official to open/close/cross reference the files in the system wherever applicable. The system should be able to issue orders/directions/letters to/from concerned officials as required in this process. The system should allow the appropriate officials to approve/reject/provide comments on the file/requests/application. The system should be customizable as required for this process
FAM54	The system should be able to capture the details of challan and create a file in the system for the same
FAM55	The system should be able to creat/update/forward/delete/send/receive notifications/requests/files/emails/information to/from the concerned officials/units/concerned persons as required in the To-Be process of challan audit. The system should allow the appropriate official to open/close/cross reference the files in the system wherever applicable. The system should be able to issue orders/directions/letters to/from concerned officials as required in this process. The system should allow the appropriate officials to approve/reject/provide comments on the file/requests/application. The system should be customizable as required for this process
FAM56	The system should be able to creat/update/forward/delete/send/receive Complaints/notifications/requests/files/emails/information to/from the concerned officials/units/concerned persons as required in the To-Be process of Grevience redressal. The system should allow the appropriate official to open/close/cross reference the files in the system wherever applicable. The system should be able to issue orders/directions/letters to/from concerned officials as required in this process. The system should allow the appropriate officials to approve/reject/provide comments on the file/requests/complaints. The system should be customizable as required for this process
FAM57	The system should be able to generate and send last pay certificate, salary slip to the concerned unit/personnel. The system should be able to capture the details such as Personal Account Number (PAN), Adhaar number, bank details for any police personal as required in the To Be process of Salary Disbursement

FAM58	The system should be able to send and receive notifications/file/information/order/report to/from all the concerned unit as required in the To-Be process of Salary disbursement
FAM59	The system should be able to keep track of order book and all the orders issued by the unit head relating to the concerned police personnel. These orders may be related to: a) Arrears b) Excess Payment Recovery c) Pay fixation on promotion d) Deduction in pay on account of punishment including pay scale down grade, cash fin etc. e) Annual time scale/ pay scale increment
FAM60	The system should be able to keep track of certain Medals like PMG, PPMG which carry fixed monthly allowance such allowance are accounted for while processing salary disbursement of such personnel.
FAM61	The system should allow integration with other applications as required in the To-Be process of "Salary disbursement
FAM62	The system should allow to create and send the request for declaration of reward on any criminal to the concerned authority. In certain cases, rewards may be admissiable by competent authority even without prior declaration. Also rewards declared by State Govt/ GoI and fugitives of other states may also be incorporated in the system.
FAM63	The system should allow to approve or reject any request for declaration of reward by the concerned authority
FAM64	The system should also be able to send notifications about the declaration of reward to appropriate officials of MP Police
FAM65	The system should allow to update the record for any information related to declaration of reward on criminal
FAM66	The system should be able to creat/update/forward/delete/send/ receive complaints/notifications/requests/files/emails/information to/from the concerned officials/units/concerned persons as required in the To-Be process of "Post DE Action". The system should allow the appropriate official to open/close/cross reference the files in the system wherever applicable. The system should be able to issue orders/directions/letters to/from concerned officials as required in this process. The system should allow the appropriate officials to approve/reject/provide comments on the file/requests/complaints. The system should be customizable as required for this process
FAM67	The system should be able to creat/update/forward/delete/send/ receive complaints/notifications/requests/files/emails/information to/from the concerned officials/units/concerned persons as required in the To-Be process of "Deputation". The system should allow the appropriate official to open/close/cross reference the files in the system wherever applicable. The system should be able to issue orders/directions/letters to/from concerned officials as required in this process. The system should allow the appropriate officials to approve/reject/provide comments on the file/requests/complaints. The system should be customizable as required for this process
FAM68	The system should be able to creat/update/forward/delete/send/ receive complaints/notifications/requests/files/emails/information/ report to/from

	the concerned officials/units/concerned persons as required in the following To-Be processes: 1. Sanction of distress funds 2. Loan for medical treatment 3. Sanction of eduction fund 4. Loan for welfare activities 5. Grievance/Complaint redressal 6. Trainee induction 7. Absence during training 8. Mounted Troops games participation 9. Equipment Purchase 10. Vehicle Purchase 11. Arms and ammunition purchase 12. Armour Purchase 13. Horse Purchase 14. Addition of Stock 15. Allotment of vehicles 16. Vehicle Maintenance 17. Equipment Maintenance 18. Kit Clothing 19. Library Books Procurement 20. Bullet proof armor purchase 21. Bullet proof vehicle purchase 22. Fuel Expenses 23. Hostel Maintenance 24. Printing at police press 25. Event Booking – Police Officers' Mess 26. Room Booking – Police Officers' Mess 27. Vehicle verification 28. PC&R Project 29. MOW Project 30. Challan Audit 31. Contingency Payment 32. Advance payment 33. Duty Certificate The system should allow to create/delete committee through the system for a particular task/activity through the system as required for all these To-Be processes. The system should be able to issue orders/directions/letters to/from concerned officials as required in these To-Be processes. The system should allow the appropriate officials to approve/reject/provide comments on the file/requests/complaints/application. The system should be customizable as required for all these To-Be processes. The system should allow the appropriate official to open/close/cross reference the files in the system wherever applicable.

2.2.5. File Management System

S.N.	Functional Requirement
FM1	1. Existing records should be scanned and digitized into the File Management System.
FM2	2. The software solution should be web-based supporting scanning and indexing capabilities. It should be cross-browser and cross-platform accessible.
FM3	3. Should support all size of documents.
FM4	4. The FMS should support colour scanning.
FM5	5. Should support TWAIN scanner drivers
FM6	6. Image should be in captured in JPG/TIFF/PDF/A format
FM7	7. Document quality should be maintained while scanning. The cleaning, cropping and noise reduction of the documents is to be done by the bidder.
FM8	8. The FMS should also allow user to upload the existing scanned documents in the system. The system must have the facility to link the noting section and correspondence section.
FM9	9. The documents once scanned should not be allowed to change by the FMS.
FM10	10. The captured document shall be stored in a desired file category.
FM11	11. There should not be any limitation on number of documents to be stored in a file cabinet.
FM12	12. Proper indexing shall be done for faster retrieval of the documents. The software solution should support indexing at multiple levels – Batch Level

	Indexing, Folder Level Indexing, Document Level Indexing, Page Level Indexing etc.
FM13	13. While scanning the documents the user should be able to give sequence number so that it can retrieve later on the basis of sequence number.
FM14	14. The complete Audit trail of these activists shall be recorded.
	Document Categorization
FM15	1. User shall be able to create document category for the sake of identification and filtration.
FM16	2. There should not be any limitation for number of category creation.
FM17	3. User shall also be able to create the nested sub categories under each category.
FM18	4. User shall be able to add Tags for each document category and its sub categories.
FM19	5. The user shall be able to specify the data type for each tag.
FM20	6. The hierarchy of file categories shall be user defined.
FM21	7. There should be provision to add meta data tags to individual tiles.
	Optical Character Recognition
FM22	1. FMS should recognize the text written in English on the scanned documents.
FM23	2. The OCR performed on the document shall be available for text search.
FM24	3. The OCR is optional feature (or the documents scanned. The MP Police will perform OCR on selected documents only.
	Meta Data Capturing
FM25	1. User should be able to generate Meta Data Tag for each category.

FM26	2. There should not be any limit on generating number of Meta Data tags per category
FM27	3. User should be able to specify the possible data type for the Meta Data Tag such Number, String etc.
FM28	4. At the time of Meta Data Entry, the FMS should cross check the value entered with the data type specified at the time of entry
	Content Authorization
FM29	1. There should be a provision for authorizing the documents uploaded.
FM30	2. Only authorized users should be able to upload/change the content
	Document Control
FM31	1. Define and apply security policies defining access levels for users of the system.
FM32	2. Documents inside the FMS can be directly mailed to external users, with an audit trial of the same. This shall be allowed only to limited number of user as per security policy.
FM33	3. Securely share the data repository internally with project team members and other departments or externally with customers and bidders.
FM34	4. Organize data a user configurable hierarchy which meets our existing business processes.
	Document Search
FM35	1. Software Solution should provide robust search capabilities for all documents and images in the repository which will host the documents on the basis of suitable indexing of the stored files.
FM36	2. The proposed system should have simple semantic search facility. It should be possible to save the search results.
FM37	3. The users should be able to get single search results from various sources and system should auto classify them based on type, author, relevance, etc. The solution should provide document and folder search, without any precondition, and should be able to list all documents by simple text search.

	For example, if one gives the word “statutory” the search facility should be able to line up all documents containing the word ‘statutory’.
FM38	4. The solution should enable users to limit searches by a specific date or date range, by day, month or year.
FM39	5. The solution should only present the results for which the users have access.
FM40	6. The solution should provide for the ability to preview the contents of the result of the search.
FM41	7. The solution must show a document summary in the listing of search results.
FM42	8. The solution must remove duplicate search results from the listing.
FM43	9. Search Database Records, Maintenance/Change Logs using keywords.
FM44	10. Metadata search based on arithmetical and logical operators.
FM45	11. Perform a content search of files based on OCR and text.
FM46	12. Documents can be searched based on Logical/Boolean Operators on different tags.
FM47	13. Search on multiple tags with multiple Logical/Boolean searches shall [w possible.
FM48	14. There shall be a provision to search on a selected category only.
FM49	15. Nested search shall he possible for multi-level categories.
FM50	16. The user shall be able to view the searched documents in sequence order specified at the time of document uploading.
	Document Browsing
FM51	

	1. FMS software shall provide document browser which will display the different categories.
FM52	2. Document browser shall also display the files under it. And will able to generate report of this file list.
FM53	3. There shall be provision to list all the documents uploaded under particular category and its nested categories on a single click.
FM54	4. The user shall be able to view the documents in sequence order as stored in physical file.
FM55	5. There shall be provision to add sub category, upload a document and search document on the same screen.
	Document Sharing
FM56	1. Authorized User should be able to send the documents via e-mail.
FM57	2. Integration with Microsoft Outlook is desired
FM58	3. Authorized users shall be able to print the selected documents.
FM59	4. The user shall be able to take backup on removable media such as CD/DVD/ZIP Drive/USB Drive etc.
	Security Features
FM60	1. The software solution should be certified with the common criteria (CC) standards. Focal points of the CC-certification are security, deletion, audit trails and access to audit trails, as well as secure transfer.
FM61	2. The solution should have granular access control – system should provide following hierarchical access rights : • No permissions • Users should be able to search and open but not alter the document • View only permission • User should be able to create a new version of a document but not be able to modify the original version. • Delete permission
FM62	

	3. Provide capabilities to encrypt communication between the system and user's computer through standard web encryption (SSL).
FM63	4. Access Rights: It basically determines who can log on the system and which folders or files individuals can open.
FM64	5. Feature Rights: It determines a range of actions, including adding pages, copying or deleting records.
FM65	6. Each user must be logged in first to make use of the FMS system.
FM66	7. The administrator must be able to assign rights to each user in the organization.
FM67	8. The digitized documents shall not be available for direct access. The documents shall be stored in repository which is available only through FMS Software.
	User Interface
FM68	1. The software solution should provide a thin client, web-enabled interface.
FM69	2. It should provide support for right click support, keyboard shortcuts, thumbnail, detail view, type ahead features on all clients.
FM70	3. It should provide for configuration to limit the selections or actions available for a given user, location, or object type. The configurable constraints can tailor the user experience. This should not involve any coding.
FM71	4. The User Interface (UI) should provide support for creation, editing and management of virtual or compound documents. The system shall provide the features to link any type/ format of documents while providing capabilities to automatically update the version of the linked document whenever the original is updated.
FM72	5. The solution must provide automatic classification engine. The classification engine should be capable of organizing documents as per requirements. The solution should be robust and scalable with the facility to be integrated with advanced office automation systems, in future, at the discretion of the Reserve Bank. The solution should be designed appropriately so as to permit seamless consolidation of decentralized databases into a centralized database in future, without additional change/cost.

FM73	6. The solution should allow to add/modify/delete/create and name an unlimited number of departments. It should have ability to add sections/sub-sections to organize content in an easily searchable hierarchical fashion.
FM74	7. The solution should have an easy to use web interface to digitize documents so that persons with varying skill levels are able to scan and retrieve documents quickly and easily for variety of purpose.
FM75	8. User Interface should be customizable. It should also allow for add-ons. The solution should also be able to accommodate functionality specific to the business.
FM76	9. User Interface should be customizable. It should also allow for add-ons. The solution should also be able to accommodate functionality specific to the business.
	Speed
FM77	A normal PC on the LAN should be able to retrieve and render most pages from the storage repository in less than 2 seconds per page. No page should take longer than 5 seconds for retrieval and display
	On line Help
FM78	The software solution should offer a complete online help guide which users can easily access.
	Backup & Recovery
FM79	1. There should be a provision for periodical backup of FMS database.
FM80	2. These backup can be stored on a removable media for future reference.
FM81	3. There shall be a provision to restore the database in case if database server crash.
FM82	4. Create fully configurable databases to store equipment, system, or process specifications and generate user defined reports as required.
	Integration with other Delivery Channels
FM83	

	1. The bidder shall provide support for integrating proposed FMS software with other systems.
FM84	2. The bidder shall provide API's for integrating the proposed software with other systems.
FM85	3. The complete documentation of these API's shall be provided at the time of FMS ownership transfer.
	Scanning Features
FM86	1. Auto insertion of metadata within PDF/A" should be available in scanning
FM87	2. "PDF binding" feature should be available in scanning.
FM88	3. In case of additional pages to be appended to the existing scanned file, a provisioning of appending digital pages to the original scanned file with Version Control. The provision should be there to append pages in both the 'noting' section as well as 'correspondence' section.
FM89	4."XML compatible database export" should be available
FM90	5. It should follow all the e-gov standards as per the DIT guidelines. These standards include but not restricted to: i. Character encoding standard for Indian Languages ii. Unicode 5.1.0 and its future up-gradation as reported by Unicode consortium from time to time. iii. Metadata and Data Standards iv. Interoperability Framework for eGovernance v. Other relevant open standards for e-governance applications
FM91	6. Support all the special image enhancement functionality offered by the scanner through the driver interface.
FM92	7. It should have ability to store scanners settings for different types of documents within same record at scanning software level
FM93	8. It should have feature to show thumbnail view of images in a record.
FM94	9. It should have feature to apply imaging features on single page or all pages in a record.
FM95	10. It should have facility to define sequential batch name for scanning multiple batches with option of prefix and suffix
FM96	

	11. The date of scanning to be clearly mentioned on the file (Metadata and FMS) so that any additional items added later on in the file can be distinguished in the physical file.
FM97	12. It should have facility to read barcode from files into indexing fields.
FM98	13. Application should be able to push data to FMS based on unique barcode/file number.
FM99	14. It should have facility of automatic cropping of specific portion of image and save it as additional page in same PDF/A while scanning and converting source image in to monochrome for colour/grey scale image).
FM100	15. It should minimum comply with all data type and sizes, for the attributes/parameters assigned during the scanning activity.

2.3. Technical Requirement Specifications:

Compliance to all the Technical Requirements is MANDATORY**.**

Sl. No.	Category
1.1	The solution should be highly scalable and capable of delivering high performance as & when transaction volumes/ users increases without compromising on the response time
1.2	All components of the IT Infrastructure should be based on standards to avoid compatibility issues
1.3	The IT Infrastructure should have ability to withstand all single point of failure.
1.4	The IT Infrastructure should support the use of fault tolerant multiprocessor architecture & cluster processing
1.5	The IT Infrastructure should support auto-switching to available server in case of server failure
1.6	The IT Infrastructure should support load balancing
1.7	It should be possible to configure data replication synchronously or asynchronously

Sl. No.	Category
1.8	The solution proposed should include servers with latest CPU architecture offered by the hardware provider
1.9	The solution shall be supported on client with Mobile Devices (PDA)
1.10	The IT infrastructure should support Windows 7, Windows Vista, Windows XP, Windows 2000, Linux& Unix Operating System or latest OS at the time of issuance of RFP
1.11	The development infrastructure in the proposed solution will be needed to support ongoing development/upgrade needs during and post implementation.
1.12	The Quality Assurance infrastructure in the proposed solution will be needed for conducting tests and trainings during and post implementation
2.1	The solution should support N-tier architecture
2.2	The solution should support Thin client
2.3	The solution shall run on native browser with additional plug in's that should be freely downloadable and should support at the minimum MS IE, Firefox Mozilla
2.4	User Interface should require only standards compliant browsers with standard support for JavaScript and HTML. Full-fledged functionality of ERP should be accessible through standard browser without any additional software installation.
2.5	The solution should perform all functions with keyboard support (mouse is not mandatory). However the solution should also support mouse.
2.6	The proposed solution should have the following operating flexibility: • Accommodate multiple levels of Organization structure • Multiple financial years processing capabilities • To modify and reorganize all menus • Multi-user logging in remote location • Facility for rearranging labels & fields of screens & deleting fields, which are not required by users • Open work group environment where users can access same information at the same time
2.7	Solution should support software version management
2.8	Solution should support software configuration mangement
3.1	The solution should support multi-location (minimum 2500 locations)
3.2	The solution should support multi- time zone
4.1	The solution will initially be required to cover a range of business process modules as detailed above but it should allow addition of more modules or more users or any extra functionality in any module as and when required. The solution proposed should be able to integrate with solutions/products/applications on Open standards
5.1	The solution should be adaptable to changing practices of MP Police & in case need arise to customize to specific needs, it should be possible to do the same in the form of add-ons and routines that can be plugged/unplugged from the base product as the situation arises

Sl. No.	Category
6.1	The solution should use a single unified data model hosted on the database
6.2	Data redundancy across modules must be minimized to eliminate real time synchronization needs
7.1	The solution shall provide application architecture which can be integrated with third party/ legacy applications.
7.2	The solution should be remote access integration compatible for remote operation of System administration, Security Management & Diagnostics/ Fine tuning tools
7.3	The solution should support traditional integration: • Bulk load of flat files • Application Programming Interface (API) based integration • Message based integration
7.4	The solution should support modern integration: • Event based non-invasive integration • Business process Execution Language (BPEL) • Business Messaging protocols.
7.5	Bulk Load of Flat Files
7.6	Messaging based integration • Should support guaranteed, delivery of messages • Should use XML based messages • Should support standard transport protocols like http, https, ftp, ftps, imap and smtp
7.7	*SOA based Integration:*"The solution should be able to provide SOA based integration standards like xml, message based and direct connectivity to industry leading databases".
7.8	BPEL based Integration • Should support a drag and drop GUI based process modeler for constructing business flows • Should be able to orchestrate process flows that are external to the integrated packages • Should support both synchronous and asynchronous integration flows
7.9	The ERP should include a catalogue/directory of all the interfaces available for integration
7.10	Should support integration based on open standards based platform like SOA
7.11	Should support sustainable integrations that survive upgrades
8.1	The solution should have automatic way of migrating the data of existing database in case of data structure change during transfer to new versions
8.2	The solution should support export and import of data possible from different legacy systems/ other systems/ databases in different file formats (Text, Excel, XML) & on specified time intervals or on real-time basis.

Sl. No.	Category
9.1	It should have the ability to assign validation on specific fields based on entries in the data validation reference file
10.1	The application should support SSL& digital certificate
10.2	The solution should be capable of providing Authorization by the transaction type, User Name, User Role
10.3	The solution should be capable of providing One user multiple roles and vice versa
10.4	The solution should be capable of providing automatic timeout for transaction entry
10.5	The solution should be capable of providing automatic timeout for user (log out)
10.6	The solution should be capable of providing time restriction on transaction
10.7	The solution should support password encryption while passing on wire
10.8	Ability to allow definition of rules for password composition and password encryption as per MP Police IT policy
10.9	1. System should support configurable password policies including: • Password expiry • Password complexity • Password history and reuse policy • Forced password change on first log on 2. The system should also support biometric based access/biometric authentication
10.10	Ability to configure the number of permissible log-in attempts. The system should also be able to perform captcha based verification.
10.11	Ability to handle data updation/deletion/creation only through application layer
10.12	Session limits must exist for the application. For each session type, there must be limits on the number of sessions per user or process ID and the maximum time length of an idle session
10.13	System should allow proxy users. For example, an executive can designate an assistant as a proxy, allowing that assistant to create, edit or approve transactions on behalf of that executive. The audit thereafter should state that the action was performed by the proxy user on behalf of a particular user
10.14	The solution must not enable users to circumvent the intended user interface to access resources in its supporting infrastructure
10.15	Ability of system to display an appropriate warning message upon user logon. The warning message need not include the following four general elements verbatim but must convey the same meaning:- • Use of application constitutes the user's consent to monitoring. • Use of application is limited to official Login use only. • Unauthorized use is subject to prosecution. • Notice that this is a Login system

Sl. No.	Category
10.16	Ability to provide automatic time out for entry transaction
10.17	Should not require opening of any special protocols for connecting the user client to the web/ application server. All communication should be on HTTP or HTTPs
10.18	The database should be certified at EAL4 level for security
10.19	The database should support role based access control, user based privileges
10.20	The database should support password management mechanism for passwords having expiry and likewise for time bound password management rules.
10.21	The database should support the resource allocated to the per user session.
10.22	The database should support standalone / integrate with Operating system security.
10.23	The system should have the option to encrypt data before transferring over a network.
10.24	The system should have the option to encrypt the data stored in the database.
10.25	The official hardware must not allow installation of any unauthorised software. Software must allow to "print" document only to authorised person. Each document must be time/date/watermark stamped with marking of system id/printer id.
10.26	The system must keep record of number of prints taken of any document
10.27	The system must not permit transmission/sharing/email of the documents outside MP Police network unless specially authorised.
12.1	• The system must have proper security and maintenance facility which limits access to the system and its various functions to the users delegated with appropriate authority. • Access to modules / functions within modules restricted to authorized users. • It should provide logging by user and terminal, the date and time of all transactions with details of creation, reading, updating, deletion or printing. • Access should be restricted to different levels as program, module, transaction, etc. • Notify security administrator of unauthorized access or attempted access and record in a log with reporting. • Multilevel security system at operator, supervisors, module owners, administrator level.
12.2	The solution should have a business role management solution integrated with the user management solution
12.3	The solution should have the ability to integrate with directory services for authentication and authorization and support the following features
12.4	Support of LDAP (Lightweight Directory Access Protocol) to allow systems access to the directory
12.5	The system should provide capabilities to receive inputs from Human resource management system with respect to user information: In order to get all the

Sl. No.	Category
	user data into the provisioning tool without manually recreating them, it must be possible to get the data and then the subsequent changes from a trusted data source. Most probably such a store with integrity will be the HRMS solution. Hence the provisioning tool must have an option to accept a feed from such systems
12.6	The system should have the ability to support role based access control
12.7	Ability to provide access level security for Entry forms at Field level - allow, Read only, Hide
12.8	Ability providing access level security for Entry forms at Transaction level - allow / deny
12.9	Allow providing access level security for reports at Field level - show / hide
12.10	Allow providing access level security for reports at Transaction level - allow / deny
12.11	Users should not be allowed to access the database directly
12.12	Ability to provide authorization by user name
12.13	Centralized repository of all identification and access control data
12.14	The solution should have the ability to support multi-tier authentication where required
12.15	The solution should have the ability to assign activities to roles, and map roles to users
12.16	The solution should have the ability to provide user and user group authorization administration tool to assign security levels to functions and data, and allow the access by users / by groups with valid security level only
12.17	The solution should have the ability to restrict users from unauthorized access by allowing only the authorized users with valid profile/password to access only the allowed transaction, as well as be capable of logging off unauthorized users
12.18	The solution should have the ability to provide multi-level access management. The following should be provided: • User identification; • Limitation of user rights to perform operations; • Data confidentiality provision; • User actions audit and protocols.
12.19	Ability of system to support the following under user account management: • Unique user IDs • Disabling of inactive user IDs
13.1	The system should be able to define audit trails, audit logs and transaction logging requirements (what, when, who has changed)
13.2	It should enable audit trails on-line, tailor audit requirements by modules, call audit records to an archive based on date or other recorded audit details. The system should allow recovery of data in case of hardware failure and data corruption. It should be able to perform recovery to a point of time, to known backup database

Sl. No.	Category
13.3	The system shall ensure that the audit files are stored in un-editable formats
13.4	The system should support audit trails at the data level. The basic audit details like the user name, date and time , operation performed (update or insert) for each transaction should be available easily , without having to run queries or reports
13.5	It should be possible to track database super-user activity in operating system files
13.6	The solution should be capable of providing the following kinds of Audit Trail: • Audit trail of Time Stamp & User ID stamp for the following • Transactions • Parameter Changes
13.7	All changes to data should be recorded in a separate table and should be stamped with the identity of the user/program and the time of the creation/change
13.8	Views should be available for reporting on data changes
13.9	It should be possible to audit users at the form level, user level, application module level and at the organizational role level
13.10	The system should provide reports on user activity based on the role and the application that was used
13.11	The system should support for auditing to track and monitor user behavior with details about the level of detailing stored by the system
13.12	Should capture before / after values from transaction logs and raise alert on critical and suspicious activity
13.13	The system should have the ability to identify users that have exploited access privileges, identify root causes of conflicts and be capable of interrogating the security log
14.1	The solution should support TCP/ IP, HTTP & HTTPs for all traffic between the user screens & the system
14.2	The solution should support the following network types: • LAN& WAN • Leased Lines • ASDL lines • Satellite Networks • Mobile data service network (GPRS) • MPLS based networks • VPNs
16.1	The solution should provide context based help facilities wherein the users can obtain system specific technical/ functional help online
16.2	The system should provide online context-based help facilities at field level and also online help at function, screen and field level. Interactive tutorial and demo package should also be provided

Sl. No.	Category
17.1	The solution should have unified, easy, flexible and user friendly interface enabling the following settings: • Personal User menu • Personal User settings • Field Placement on screen • Field composition on screen
17.2	The user interfaces should be friendly and GUI/browser based
17.3	All modules should be homogenous with respect to keyboard use, screen layout and menu operations with Graphic User Interface (GUI) support
17.4	The GUI Form Administration should support the following without coding effort: • Changing fields or tab labels • Hiding fields or tabs. • Changing the position or size of field or labels • Adding restrictions like mandatory or not • Setting default value in a field • Changing list of value (LOV) contents
17.5	The solution should have the ability to provide UI suitable for non-technical business users and IT experts
17.6	There should be sufficient edit and validation checks in the system
17.7	Capability to setup logic to trap conditions to pop messages in response to conditions like logical data entry errors, certain conditions etc. without coding effort, which does not require additional steps to be retained during an upgrade
17.8	It should provide safeguards to prevent damage to data from operator errors, simultaneous updates, module unavailability or system failures
17.9	It should have facility to display confirmation / warning windows for deletes, changes etc.
17.10	The system should provide consistent screen layouts and access methods across all modules so that they look and behave the same
17.11	It should provide on-line error reporting and use a menu-based system with facilities to bypass menus by experienced operators
17.12	The system should provide drill down facility to next level of details and so on
17.13	The Solution should provide user friendly interfaces for transactions, screen navigation, query, generation of reports, data exports, etc.
17.14	Ability to provide these configurations down to the user level so that the screen can be made to have different functionality for a given user (for example one user can only see limited fields, while another can only query a screen
17.15	When a user opens a form, the fields should be displayed according to user preferences and the data should be pre-populated with the relevant data subset
17.16	Users should be allowed to rearrange screen items as per their convenience

Sl. No.	Category
17.17	Users should be able to choose a search option (simple search or advanced search).Users should be provided an option to add additional filtering criteria to the search such as adding 'AND' and 'OR' conditions
17.18	Tailor column table titles without writing any code
17.19	Hide/ show columns without writing any code
17.20	Reorder columns without writing any code
17.21	Add data filters without writing any code
17.22	Change sorting orders without writing any code
17.23	Tailor text for labels, prompts and tip messages without writing any code
17.24	It should be possible to add more fields to the data input screens for capturing additional business specific information without having to write any code.
17.25	This functionality should be available to authorized business users to configure the screens appropriately
17.26	It should be possible to configure the additional fields to only pop-up when required based on the data entered in the form
17.27	It should be possible to configure the additional fields in a hierarchical dependency so that additional fields are exposed based on values chosen in earlier fields
18.1	The upgrades should not affect the current version adversely
18.2	The solution architecture should be with minimum package modifications so as to preserve the package upgrade
18.3	The implementation procedure for the proposed solution must ensure that to the largest possible extent no changes are required to be incorporated in the base product's source code. This will ensure smooth migration to later versions of the base product
19.1	The Solution should have built in source code control program or should support integration with any third party source code control program
20.1	The solution should support the connectivity to the database through ODBC, OLEDB, JDBC or through Native drivers
21.1	The workflow should be an integral part of the solution
21.2	The solution should have the ability to support automated workflow designed to address needs of business users
21.3	The solution should have the ability to support multiple workflow paths that are automatically selected based on request/user attributes, including escalation paths
21.4	The solution should support standard work flow languages
21.5	The workflow should allow multi-step approval routing. Non repudiation of workflow is to be ensured using digital signature certificates
21.6	The workflow should have a rules engine that allows rules to be created to define approval hierarchies
21.7	The workflow should hold transactions in pending status and not commit them until all approvals are obtained

Sl. No.	Category
21.8	The workflow should be able to send notifications when manual intervention is required in a process
21.9	The workflow should provide a web based end user interface that can integrate with the portal
21.10	It should be possible to create workflow diagrams that can be shared with business users to verify the workflow
21.11	The workflow should provide a drag and drop GUI based single/ common design tool to define and alter business process across all modules of the ERP
21.12	It should be possible to define the process hierarchies top down or bottom up to support distributed workflow process definition
21.13	There should be no limit on the hierarchy levels that can be defined
21.14	A management console should be available to monitor workflow processes and to control processes that have errors in them
21.15	Ability of system to have workflow with the ability to define business rules without the need for programming, including alerts and triggers
21.16	The workflow should interface with email system supporting SMTP for sending out notifications and IMAP for receiving the notification responses
21.17	It should be possible to sign approvals in workflow using digital certificate for legal purpose. Ability to verify the signed documents through an evidence store user interface after the signing process
21.18	It should be possible to delegate certain notifications to another user for a certain period, without actually sharing the password
21.19	This should also support creation of secondary workflow by any user in the main workflow, during any stage of the parent workflow and keep track of the same along with the parent workflow
22.1	The solution portal should allow for multiple port-lets to be displayed
22.2	The solution portal support personalization and role based access
22.3	The solution should provide a tool for content management
22.4	The solution portal should enable authentication of users
22.5	The solution should allow Single-sign on to other components possible through the portal
22.6	The solution should include automatic indexing and searching Portal
23.1	The system should be able to archive data, based on user specified parameters (i.e. data range) and restore archival data for on-line use when required
24.1	The solution should have built in tools and utilities, which will enable RVNL to enhance the ERP for their requirement and maintain the software on their own
24.2	All development tools should be GUI based. The tools to be provided for: • Creating data entry screens • Fixed format reporting • User driven ad-hoc reports creation

Sl. No.	Category
24.3	Development tools should not use proprietary languages for writing programs. Development Tools should be able to use Open standards based programming languages
25.1	The Solution should provide integral load & stress testing tool
26.1	The solution should be capable of scheduling a report for execution / refresh and/or distribution and/or publish
26.2	The solution should be capable of distributing reports through email as Body or Attachment
26.3	The solution should permit viewing of reports through web
26.4	The solution should permit prioritizing reports during execution
26.5	The solution should be capable of publishing reports to a central store for access by different users
26.6	The solution should allow users to send report to specified user(s) at scheduled times
26.7	The solution should have interface to search and filter the data of the report
26.8	The solution should provide exception reporting mechanism
26.9	The solution should provide Senior Management Dashboards
26.10	The solution should be capable of drill down and drill up with the report tool
26.11	The solution should be capable of creating ad-hoc queries and reports for analysis
26.12	Should not require knowledge of SQL or database to create self-service adhoc reports
26.13	The solution should support multiple column sorting, custom sorting
26.14	The solution should be able to convert reports to MS-Excel, MS- Word & PDF format directly
26.15	The solution should provide the following display formats in the reports: • Sections • Tables • Pivots • Charts
26.16	The solution should be capable of archiving reports and store them in File Management System
26.17	The solution should allow reports to be sent directly to networked Printer
26.18	The solution should permit display of multiple result sets in the same document
26.19	The solution should permit the user to browse through metadata for detailed information on objects to build adhoc reports
26.20	The solution should facilitate the user to create custom objects/formulas for repeated use in reporting tool
26.21	The solution should provide graphical interface for creating custom formulas
26.22	The solution should have a GUI tool with drag and drop features to build reports

Sl. No.	Category
26.23	The solution should permit conditional formatting, based on thresholds or data ranges for any cell in the report
26.24	The solution should restrict access to data and report based on user responsibilities
26.25	The solution should have the ability to allow users the following for creating their own views or reports with ease: • Select column • Apply filters and sort orders • Summation • Drill down / drill up • Averaging

Notice to Reader & Disclaimers

This report reflects the opinion of KPMG as Consultants, duly engaged by Madhya Pradesh Police ('MP Police'). It is based on inputs made available by MP Police, primary research conducted by KPMG through field study, information in the public domain, as well as that sourced from state government web sites, etc. It refers to and / or quotes data and information available in the public domain. All sources of data / information are duly acknowledged in the report.

The information, analyses and opinions cited in this report are based on the appropriate interpretation of currently available information and subject to change in case of restatement of government data. Further, comments in the report are not intended, nor should they be interpreted to be legal advice or opinion.

While information obtained from the public domain or external sources has not been verified for authenticity, accuracy or completeness, KPMG have obtained information, as far as possible, from sources generally considered to be reliable. KPMG assume no responsibility for such information. KPMG's views are not binding on any person, entity, authority or Court, and hence, no assurance is given that a position contrary to the opinions expressed herein will not be asserted by any person, entity, authority and/or sustained by an appellate authority or a court of law.

In accordance with its policy, KPMG advises that neither it nor any partner, director or employee undertakes any responsibility arising in any way whatsoever, to any person or entity other than MP Police in respect of the matters dealt with in this report, including any errors or omissions therein, arising through negligence or otherwise, howsoever caused.

In connection with this report or any part thereof, KPMG does not owe duty of care (whether in contract or in tort or under statute or otherwise) to any person or party to whom the report are circulated to and KPMG shall not be liable to any party who uses or relies on this report. KPMG thus disclaims all responsibility or liability for any costs, damages, losses, liabilities, expenses incurred by such third party arising out of or in connection with this report or any part thereof.

By reading this report the reader shall be deemed to have accepted the terms mentioned hereinabove.

© (2015) (KPMG Advisory Services Private Limited), an Indian limited liability company and a member firm of the KPMG network of independent member firms affiliated with KPMG International Cooperative ("KPMG International"), a Swiss entity. All rights reserved.

The information contained herein is of a general nature and is not intended to address the circumstances of any particular individual or entity.Although we endeavour to provide accurate and timely information,there can be no guarantee that such information is accurate as of the date it is received or that it will continue to be accurate in the future.No one should act on such information without appropriate professional advice after a thorough examination of the particular situation.