



**Madhya Pradesh Police, Home Department,
Government of Madhya Pradesh**

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

**ICT Vision Strategy and Concept Note for
MP Police**

March 2015



TABLE OF CONTENTS

TABLE OF CONTENTS	2
DOCUMENT REVIEW TABLE	3
ACKNOWLEDGEMENT	4
1. INTRODUCTION	5
2. ABOUT MP POLICE DEPARTMENT	7
3. TECHNOLOGY IN LAW ENFORCEMENT	9
4. ICT VISION FOR MP POLICE	13
5. OVERALL ICT ECOSYSTEM	16

DOCUMENT REVIEW TABLE

Document Title: Providing Consultancy Services for ERP solutions & ICT interventions for Madhya Pradesh Police – ICT Vision Strategy and Concept Note

Document Status: Revised Document

Document Scope: ICT Vision Strategy and Concept Note

Document Review and Approval:

Revision History:

Version	Author	Date	Revision
0.1	Rohin Khurana	26-11-2014	First
0.2	Atul Sharma	15-03-2015	Second
0.3	Aditya Nattoo	19-03-2015	Third

This document has been reviewed by:

S. No.	Reviewer	Organization	Date Reviewed
1	Nimish Pant	KPMG	10-12-2014

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).

ACKNOWLEDGEMENT

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

Finally, special thanks are due to Shri R.C. Arora, IPS, Ex-DGP, MP Police and Shri A.K. Soni, IPS, Ex-IGP MP Police for their active involvement in this project and valuable inputs and timely support.

1. INTRODUCTION

This section details the need and the structure of the ICT Vision Strategy and Concept Note for MP Police, being done as part of the consulting assignment “Providing Consultancy Services for ERP solutions & ICT interventions for Madhya Pradesh Police”.

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

With a view to strengthening the State Police Department to discharge its statutory responsibilities taking benefit of Enterprise Resource Planning (ERP) Solution and Information & Communication Technology Intervention Strategy, implementation of various components and projects envisaged / identified in strategy, it is proposed to hire services of reputed, professional and competent Consultant agency to work as State ERP and ICT Projects Consultant to provide the expertise and required operational support to prepare DPR, RFP for enlistment of System Integrators, Solution Providers, vendors, service providers and Project Management and monitoring consultant.

The entire project is conceptualized in following stages:

- a) Study the existing work flow, information flow process and practices, infrastructure, resources and ongoing IT initiatives and projects of MP Police, undertake need assessment for ICT intervention in its day to day operations (other than crime investigation and records pertaining to that), and preparation of detailed project reports (DPRs) for such suitable projects as shall meet the above objectives.
- b) Design of RFP for selection of System Integrator(s) for implementation of various components of Project, preparation of various reports related to activities and timelines for their completion and selection of vendors.

1.1. Document Structure

This document is in four parts:

Section 2: About MP Police Department- This section gives a brief history of the department, its organization structure and some key statistics of the department which illustrate the its scale and size of operations.

Section 3: Technology in Law Enforcement- This section explores the importance of ICT in law enforcement and how MP Police department has, in realization of the same, implemented certain initiatives already.

Section 4: ICT Vision for MP Police- In this section, the key drivers for ICT adoption in the department are analyzed on three parameters i.e. internal parameters, field parameters and external stakeholder parameters. Taking cognizance of these drivers, the ICT vision of MP Police is spelled out at the end of this section.

Section 5: Overall ICT Ecosystem- The last section of the document takes up individual elements of the department's ICT vision and attempts to identify the various measures/ initiatives which may be undertaken to achieve the vision. The various measures and initiatives have been mapped to an implementation lifecycle extending upto 7 years.

2. ABOUT MP POLICE DEPARTMENT

MP Police is the primary law and order enforcement body of the Government in the State with presence of close to one lac employees. The department's primary head quarter is in Bhopal while there is administrative and operational presence across all divisions, districts and blocks.

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).

The Police Act, 1861, the mother statute which governs setting of M.P. Police, appoints 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) vests in and is 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.

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:

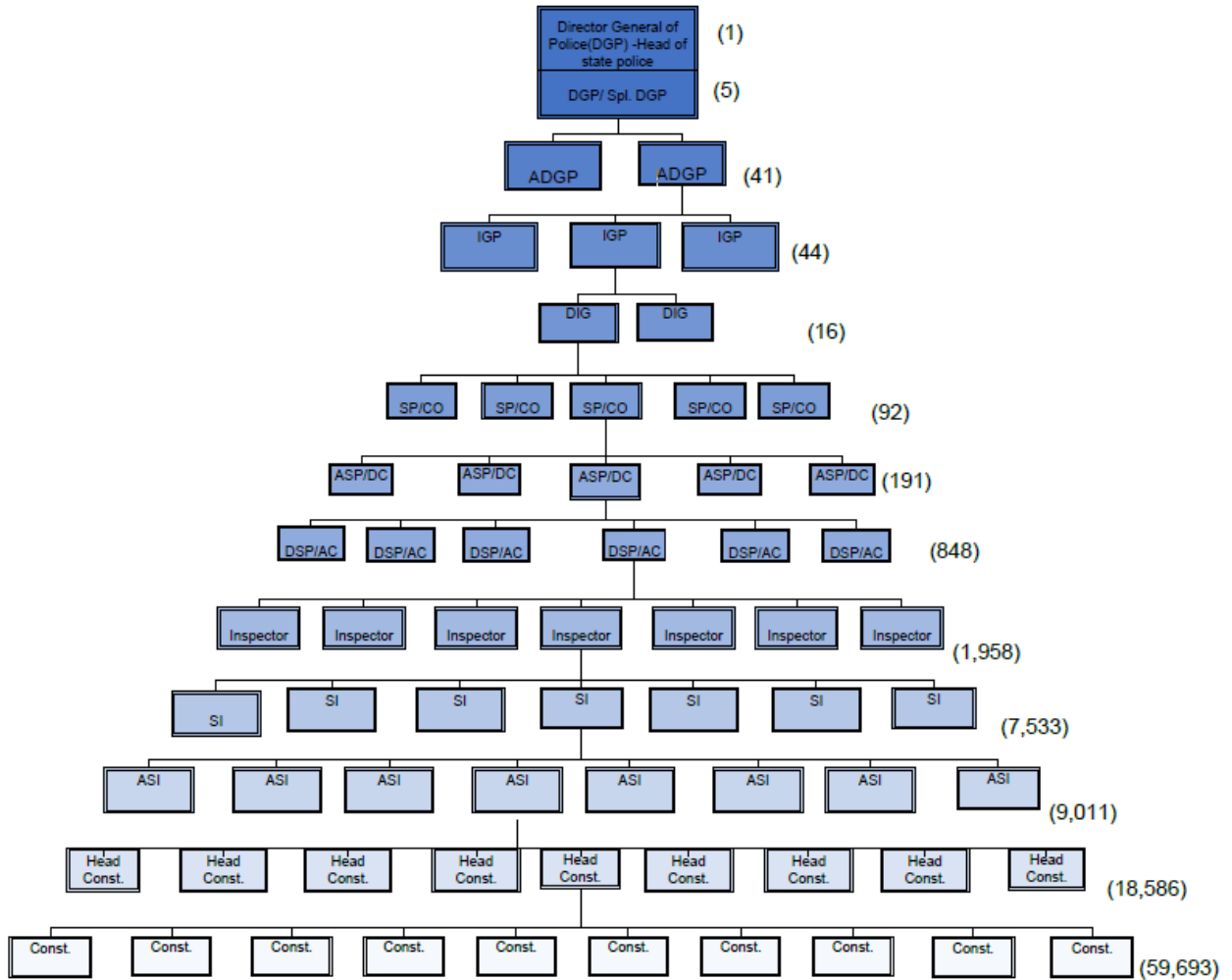
- a. To enforce rule of law
- b. To ensure safety and security of people
- c. To prevent and detect crime
- d. To attain high standard of professional excellence to ensure quality service to citizens
- e. To uphold the fundamental rights and other rights in general and weaker sections (SC/St/children/women/mentally 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.

Organization Structure and key functions



2.1. Key Statistics of MP Police

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.

Some of the key statistics of the department are:

Number of zonal IGs	11	Number of District SPs	51
No. of police stations	1011	Police per lakh of population	113.67
No. of PCR vans	152	Total police strength	>99,000
Annual IPC Crimes(2013)	>2.2 lacs	Annual SLL crimes (2013)	>1 lacs

3. TECHNOLOGY IN LAW ENFORCEMENT

The law and order landscape has evolved significantly since the police act was envisioned and implemented. This has happened more so in the last 25 years than ever with growing use of technology and increased multi-national movement of people, goods & information. Given this, it becomes imperative that our law enforcement agencies remain relevant and up-to-date with this changing landscape. This has been acknowledged and actioned globally and now increasingly in India as well at both National and State levels.

3.1. Need for technology in law enforcement

As the world becomes smaller and digital, the conventional methods of law enforcement are being challenged. This is so because the both the criminal and crime landscape have undergone a sea change. Today, law enforcement agencies in India face challenge from within the country (naxals etc) as much as from outside (terrorists, infiltration etc). Police needs to investigate the physical world as well as the digital world like websites, social networks for suspects and their movements.

Various initiatives have been undertaken in India and abroad regarding technology up-gradation in law enforcement. Police Forces in Europe have already migrated to digital communication system for their internal communications. Police Forces in Australia, EU, and USA have implemented nationwide single number for law enforcement. These kind of initiatives are slowly happening in India as well. For Medical emergency, 22 States in India have implemented 108 Number which is accessible from any number (landline/mobile) in the respective state. Andhra Pradesh has recently implemented statewide single number for Police Emergency. Gujarat has started a pilot project for single number for Police Emergency in 6 New Districts.

Various databases are currently available in public and private domain. Some of these databases are the Census Databases, Aadhar Database, KYC Database available with Government and Private Banks, Income Tax Database, Passport Database, Voter ID Database etc. Majority of the citizens in the country are part of one or other database in this country. Unfortunately none of these databases are able to talk to each other. Efforts are being made to connect the Aadhar and Income Tax Database with the KYC Data Base of Banks. Police Forces in India also maintain lot of data on criminals and modus operandi of crime. Though this data is not in a structured format, efforts are being undertaken under CCTNS Project to create some structured data based on historical records. But as all these databases are in restricted domain and Police forces do not have access to modern computer systems and protocols to connect to these databases, they are not able to take advantage of these databases. This leads to decrease in performance, public dissatisfaction which further leads to all round criticism of Police Force.

The need for new age technology in law enforcement is the direct result of following expectation and challenges:

Type of need	Need Factor	How technology can help
Internal efficiency	Improving the speed of processing of various files and orders within the police department within each office and between offices as well	Deploy work flow automation and ERP tools to reduce manual processes and archive information.
Internal communications	Improve voice and data communications- focus on speed and quality	Create and integrate with various information databases
		Provide mobile devices to field units to access information databases and get information from backend- for mobile teams.
		Implement new age, secure, digital communication technologies
Citizen Accessibility	Police should be accessible to citizens 24x7 across various channels	Have a common one state- one number system for police implemented
		Leverage internet to let citizens file complaints, requests and anonymous information as well
		Be where the world is- Connect using social networks
Combat Security	Improve safety and ability of field personnel	Improve field equipment of personnel both in terms of combat and ability to receive & transmit information.
Field penetration	Increase coverage as much as possible in the State	Leverage technology as a force multiplier using CCTVs, detectors etc.
Intelligence	Be able to predict before an incident and investigate post incident	Follow trends, mine internet data, integrate with telecom networks for both proactive and reactive situations.

3.2. Technology status in MP Police

Technology up-gradation and modernization of police is a key agenda of all Home Departments in the country, being driven by Ministry of Home Affairs Government of India as well. Both have launched multiple big and small initiatives as part of this agenda.

Major initiatives launched and implemented are CCIS (Crime Criminal Information System), CIPA (Common Integrated Police Application), Colour Portrait Building System, FACTS (FINGERPRINT

ANALYSIS AND CRIMINAL TRACING SYSTEM), Talash System for Missing Persons/Unidentified Dead Bodies.

Some of the initiatives undertaken by Government of MP include:

- a) **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. While the department is working on improving infrastructure, arms and training facilities, it has high focus on leveraging this scheme for overall technology led modernization of the department. In continuation of this, the State Govt. has approved further strengthening of State Police through an in-depth study 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.
- b) **Crime and Criminal Network Tracking and Systems (CCTNS);** CCTNS is a national project which aims to automate or infuse with technology certain citizen centric police processes especially those of a police station- like filing and tracking status of FIRs/ complaints, verification requests etc. It is a well thought out and elaborate extension of previous initiatives like CIPA. The project is funded by Government of India but executed by respective State Police Departments.

The various other initiatives under taken by MP Police department include:

- (a) **Centralized State Finance Management System (C-SFSM),** an application provided by Treasury Department is being used at Administrative offices for payment of salary, TA/ Medical bills, GPF/DPF deductions etc.
- (b) **Personnel Information Systems (PIS)** has been developed by SCRB which is expected to have Information of all the personnel of MP Police. The system is being prepared since last 5-7 years but yet to take final shape. For transfer posting proposals a rudimentary system at Admin Branch is functioning. Efforts are being made to update the software and database but the cost and pace of keeping database update at all times requires relook into the whole strategy.
- (c) **SAMAGRA Database:** Samagra database enables access to household data. The database is linked to family ID, individual ID, caste, BPL, MGNREGA card, construction labour card, etc. Thus, it gives entitlements to all the G2P (Government to Person) benefits. Linking pension, scholarships or PDS entitlements to the accounts becomes easy with the seeding of bank account number in the Samagra database.
- (d) CID has setup a website <http://cid.mppolice.gov.in/> which showcases updates regarding JAB cases, missing persons and un-identified dead bodies. In addition, it has a functionality of statistical analysis of crime across the state.
- (e) Police Telecom Head Quarters have initiated projects like Dial 100, CCTV and ERP to improve upon the functioning of Police.
- (f) Email: An application with name “**Zimbra**” provides email service for MP Police Personnel.

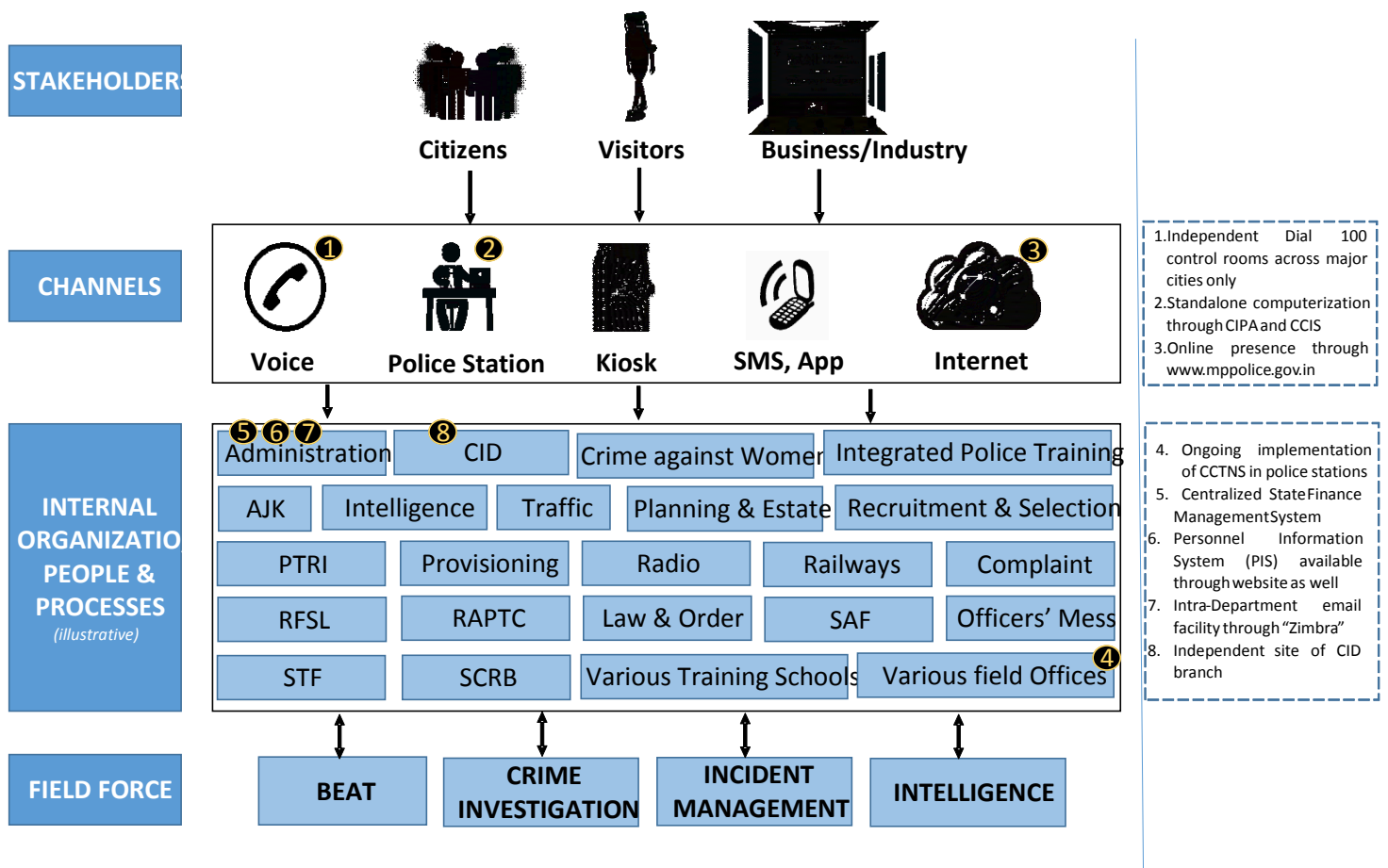
3.3. Usage of Technology in MP Police

- (a) The officers and staff especially at the junior level and those who are older in age and service are **not conversant** with IT operations. Also, they are reluctant/hesitant to pick up the

necessary skills to various IT application gainfully in transaction of business in their branch /office.

- (b) At entry level the recruitment does not focus on taking tech-savvy staff. During basic training the technical input is minimal which leads to recruits who are not conversant with use of technology. Being tech savvy in today’s world is not limited to use of smartphones/ messaging services.
- (c) The desktop computers are being used mostly for **word processing** (MS PowerPoint, MS Word etc.)
- (d) Minor databases of each branch is being maintained by the branch itself like Crime against women, Complaints etc.

The overall status of major computerization initiatives in MP Police can be summarized as under:



4. ICT VISION FOR MP POLICE

As the department appreciates the need to embrace technology, it is very important that a clear strategy for the department is spelled out which becomes the guiding principle for current and future initiatives of the department.

4.1. Key drivers influencing ICT vision

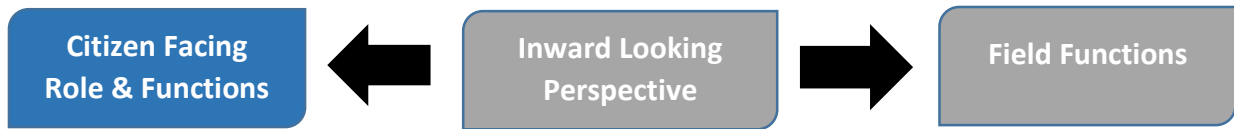
Before the ICT vision for MP Police is detailed, it is important to identify the key factors which need to be kept in consideration. For MP Police, the factors can be divided into three categories:

- A) **Citizen Facing Role & Functions:** It is important to understand and capture the expectations of citizens from police department and of police department from citizens. These include providing listed police services (like taking information from person in distress, providing immediate response, registration of offence, prompt investigation, patrolling of public places, character verification, Passport verification, tenant/employee/servant verification, provide copies of FIR, Injury Report, Inquest Report etc.) and implicit expectations of support which citizens needs from police during fairs and festivals, disasters.
- B) **Expectations of Police:** As Police is for the society and is made of individuals who are part of the society, it inherent that police also expects some initiatives from the citizens like Neighbourhood Watch, Live Interaction with Beat Constable, Adherence to Traffic Rules etc.
- C) **Inward Looking Perspective:** The most important aspect of ICT implementation in the department, at least to start with, is the inward looking perspective. The objective of this is to identify areas of improving internal efficiencies, making work simpler so that police can focus on its core functions. To make sure that police performs its core functions efficiently the time wasted in collation of information should be reduced and preferably handed over to intelligent systems so that useful information is readily available. To increase the internal efficiency of the police large scale automation and process reengineering is the need of the hour.

There are many processes which can simply be automated saving thousands of man-hours per day. The personnel can thus be freed to perform their core functions or utilize them in other areas. Similarly record keeping is also a functionality which can be easily done by intelligent system to reduce errors, increase transparency and accountability. A well implemented Enterprise Resource Planning Application can do all the above things reducing the drudgery of work, repetitiveness of tasks and increasing the overall efficiency, accountability and transparency in the department.

As the department moves toward less usage of paper, it well also end of saving many crores of rupees per year in buying the paper leading to overall reduction in cost. The increase in cost by implementing the ERP System can easily be balanced by reduction in paper usage, saving of man-hours and subsequent utilization in other areas.

D) **Field Functions:** In this category we shall examine how ICT technologies can be used when the police discharges its law and order enforcement functions like crowd/ mob control, traffic enforcements, investigations, monitoring etc.



Accessibility

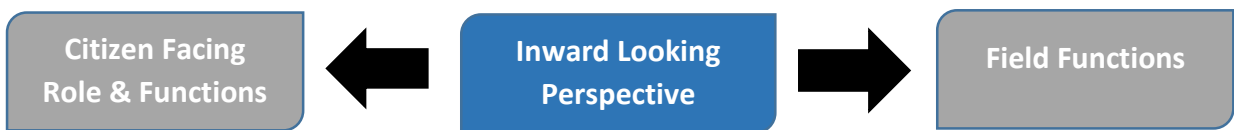
- Police and its services should be easily accessible to general public 24x7 through multiple channels including, but not limited to, voice calls, SMS, internet, physical counters etc.
- Accessibility should be similar across the State irrespective of region

Response time

- Reduced response time to accept a complaint/ FIR with little to no resistance
- Reduced response time to service various general requests like verification
- Reduced response time to revert to citizens/ complainants

Transparency

- Access to information on cases, wherever legally permissible
- Regular status update to citizens on progress of case, next steps and expected Turnaround Time for each step along with respective officer



Easy Access to information

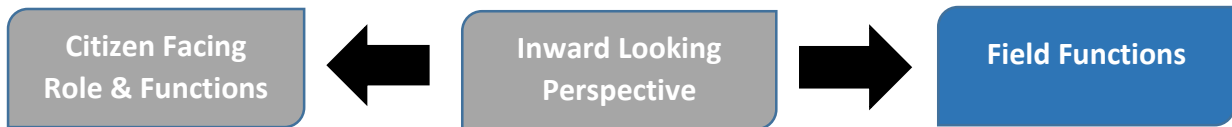
- Work flow automation as per work processes across all branches
- Availability of SOPs and processes
- Easy availability of legal expectations from various levels and branches
- User based access rights to information (classified in detail) like case information/ case files of previous cases
- Digitization of archived/ legacy data
- Pre-defined and customized reporting/ MIS

Communications

- Speedy transfer of digital files for processing
- Speedy communication between investigation teams and support functions

Standardization

- Standardization of same processes across branches/ locations/ units
- Standardization of inputs / outputs to the processes across branches / locations / units



Field Force Multiplier

- Use force multipliers (like CCTV, Intelligent Sensors, FRVs, UAVs, etc) to reach locations which are difficult to be monitored 24x7 like State highways, critical junctions, deep interiors of forests, crowded locations etc.

Improve hygiene factors

- Provide better vehicles specially equipped and prepared as armed forces / paramilitary forces vehicles for use in difficult terrains in deep interiors of MP
- Use ICT to integrate field officers with local PS and overall department with intelligent location aware apps on smartphones, advance communication technology like TETRA2/APCO25 etc.

Safety

- Use ICT in situations/ locations where personnel security may be compromised or cannot reach like overall coverage of Simhastha Mela
- Use live information/ intelligence as a strategic tool

4.2. ICT Vision Statement of MP Police

Based on the above, MP Police’s ICT Vision can be summarized as follows:

“TO LEVERAGE LATEST AND SECURE INFORMATION & COMMUNICATION TECHNOLOGIES IN OVERALL ACHIEVEMENT OF ORGANIZATIONAL GOALS BY IMPROVING INTERNAL OPERATIONS, MEASURING PERFORMANCE, BEING MORE ACCESSIBLE & SERVICE ORIENTED, PROMOTING TRANSPARENCY AND USE ICT AS A FORCE ENHANCER CUM MULTIPLIER”

5. OVERALL ICT ECOSYSTEM

The overall probable landscape of the department needs to be mapped, current projects marked and future projects/ initiatives identified to have a holistic ICT view of the department.

In order to action and implement the ICT vision of MP Police, two kinds of initiatives can be identified: **General Policy level initiatives** and **Specific Projects**. The overall ICT ecosystem would have various projects as the key components with policy level initiatives which would cut across the board to govern and/ or facilitate the projects.

5.1. Key Components of Vision and corresponding measures

5.1.1. “...Latest and Secure Information and Communication Technologies....”

How should it be achieved	What should be done
A. Analog and open channel communications between personnel should not be encouraged	A1. Implement digital communications like TETRA2 A2. Provide secure fixed communication lines between high ranking officers, bureaucrats and ministers
B. Knowledge sharing on latest police related/ law enforcement related technologies	B1. Organize board room and field demonstrations of latest technologies by global and Indian vendors B2. Organize open seminars/ conference/ business meets on law enforcement technologies
C. Ensure continuity of use for implemented projects	C1. Undertake monitoring and evaluation studies to evaluate impact and uptake of initiatives by police personnel and residents C2. Avoid the practice of one time budget allocation C3. Regular project evaluation by Third Party Auditors to assess project performance, improvement metrics and way forward.

5.1.2. “....Improving Internal Operations, measuring Performance....”

How should it be achieved	What should be done
D. Automated handling of communication and information	D1. Implement ERP across branches for improved data and asset management D2. Implement a robust, SOP driven, customized workflow solution across all branches- mimics Government file movement yet does not compromise on functionality, speed or procedures. This should utilize ERP as its base
E. Mandatory archival of information and ready access based on user rights	E1. Implement right based access to information across devices- fixed and mobile devices E2. Implement a cross platform MIS system for periodic and custom reports E3. Define data management and archival policies
F. Facilitate uptake of new way of working	F1. Design capacity building and change management programs F2. Implement these programs on a periodic basis to reinforce the need F3. Share improvements in performance due to ICT adoption with internal and external stakeholders
G. Measure	G1. Move beyond SLAs- Periodic Monitoring and evaluation exercise across systems, people and processes

5.1.3. “....more accessible and service oriented, promoting transparency....”

How should it be achieved	What should be done
H. Implement service oriented processes	H1. Have a turnaround time (TAT) assigned to overall processes and sub-activities H2. Have individual office dashboard and MIS-track all service requests received, pending and on-time completion H3. Implement auto-escalation mechanisms H4. Keep citizen/complainant informed of progress made in the matter of concern
I. Improve contact experience	I1. Provide soft skills training to all officers who come in contact with external stakeholders I2. Religiously follow processes for feedback I3. Connect with external stakeholders through social networks to spread awareness and get feedback

	I4. Timebound delivery of predictable service which is of consistently predictable standard
J. Enable access across channels	<p>J1. Provide State wide voice/sms/email/missed call/ social media oriented/ other messaging apps access to the department through Dial 100 with PCR and personnel CAD</p> <p>J1.1 Ensure Dial 100 access through non-preferred networks in blind zones</p> <p>J2. Provide a comprehensive suite of information, interactive and transactional services through www.mppolice.gov.in</p> <p>J3. Enable access through smartphone apps</p> <p>J4. Provide a range of emergency one-touch services through smartphone apps and SMS, esp for women safety</p> <p>J5. Provide kiosks at police stations for allowing citizens to give service requests like passport, verification etc without overloading station personnel</p> <p>J6. Enable internet presence for Virtual Police Station access from any Mobile Phone, Desktop, Laptop, Tablet</p> <p>J7. Citizen should not feel the need to visit local Police Station should be the final objective</p>

5.1.4. “....Force enhancer cum multiplier....”

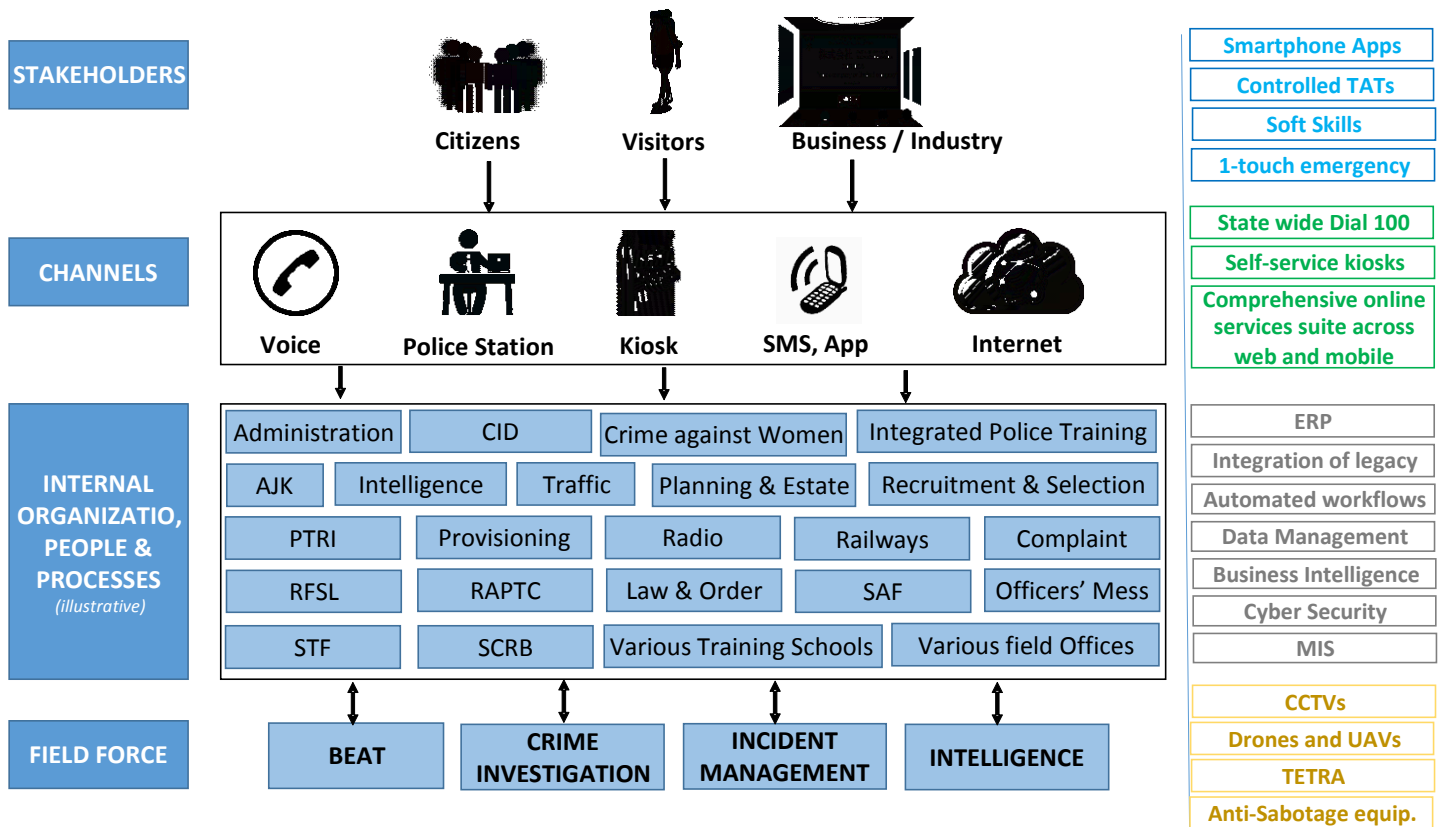
How should it be achieved	What should be done
K. Have eyes across the State	<p>K1. Implement CCTV network across all major cities and establishments across the State</p> <p>K2. Implement CCTV network across all highways (National/ State) and major arterial roads</p> <p>K3. Collaborate with Private CCTV Installations on sharing feed</p> <p>K4. Collaborate with youth, minorities and special interest groups to monitor the pulse of people</p> <p>K5. Monitor all vehicle movements into and outside the State</p> <p>K6. Controlled to wide scale implementation of video analytics</p> <p>K7. Use latest traffic management technologies</p>

L. Tap the digital world	<p>L1. Have a cyber security policy in place for the department and for the State</p> <p>L2. Monitor case specific information in the digital world</p> <p>L3. Work with GoI for overall integration with cyber threat management</p> <p>L4. Collaborate and integrate with databases available in restricted domains (Aadhar, Voter ID, Bank KYC, IT Dept) and public domain (Census etc)</p> <p>L5. Leverage an overarching Business Intelligence application to harness the data in silos into information- Crime information, criminal information, GIS, online data, video analytics, external databases like passport, ration card, PAN, IRCTC/ Rail, bank etc.</p>
M. Be on top of events and incidents	<p>M1. Deploy UAVs and similar technology for places where personnel can't reach or it's not safe- like riots, crowd control, large religious gatherings etc.</p> <p>M2. Equip beat personnel with pooled PDAs and body worn cameras</p> <p>M3. Equip and upgrade on anti-sabotage equipment</p> <p>M4. Deploy Secure Communication like TETRA2/APCO25/Satellite based channels and OFC Based information highways</p> <p>M5. Enhance the proactive and reactive strike capability to the extent that every citizen has the confidence that e.g. In a terrorist situation if MP-ATS is deployed then the situation will be resolved successfully with minimal collateral damage; In a cybercrime situation, once cyber police is deployed the criminals will be detected & caught.</p>

5.2. Snapshot of vision, when implemented

The overall ecosystem of MP Police, as shown in a pictorial below, is divided into four main components viz. Stakeholders, Channels, Internal Organization and Field Force. The ICT Vision and Measures outlined above address the needs, challenges and expectations of each of these components to some extent. Some of these initiatives are already planned and underway while some are yet to be initiated. However, having said that, while the ICT Vision may continue with limited modifications, the various measures/ initiatives is dynamic list which would constantly need upgrading.

It is to be noted that the department has many projects which are already live. While the databases of each of these projects would be leveraged, it would need to be seen how these legacy applications will integrate with the latest technologies being proposed for the department. In both cases, a detailed study would have to be done regarding how each of these projects shall be dealt with.



5.3. Implementation roadmap

The implementation of above vision through the various measures listed is a 5-7 year program which can be broken down into three phase viz. 1-3 years, 3-5 years and 5-7 years. The details of the same, listing the major measures/ initiatives, are as below:

1-3 Year Horizon(2015-17)	3-5 Year Horizon(2018-20)	5-7 Year Horizon(2021-2023)
A2. Provide Secure Fixed Lines	A1.Implement TETRA/SATCom	J5. Self Service Kiosks at Police Stations
B1. Demonstration of latest technologies by vendors	E3. Data Management	J6. Enable internet presence for Virtual Police Station access
B2. Organize seminars	H1. Turnaround Time for all citizen related processes and activities to be defined	J7. Eliminate need to visit local police station
D1. Start implementation of ERP <ul style="list-style-type: none"> • Preparation of ERP Reports-Consultant Tasks • Estimation of budgetary requirements • DPR for Administrative Approval • Alternate source of funding to be investigated • RFP for selection of system integrator • Selection of System Integrator • Roll out of HR, Inventory and Workflow Modules 	D2. ERP <ul style="list-style-type: none"> • Continuous customization • Training of Police personnel • Up-gradation of Physical & IT Infrastructure • Change Management Initiatives- Roll Out • Continuous Business Process Restructuring/ Redesigning/ SOP Formation • Continuous Policy Review 	L5. Implement Business Intelligent Solution
I3. Social Network Presence	J3. Roll out Smartphone Apps	
J1. Go-Live of State Wide Dial 100	K6. Use Video Analytics	
K1. Go-Live of CCTV Network in 11 Major Cities	M2. Equip beat personnel with PDAs and Body Cameras	
L1. Finalize Cyber Security Policy	M3. Upgrade Anti-Sabotage Equipment	
L2. Leverage cyber investigation skills		
M1. Deploy UAVs		

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.