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

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

**Functional and Technical
Requirements Specifications**

**December  2014**

# Contents

# 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 <u>**400 Welfare activities**</u> 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

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| 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
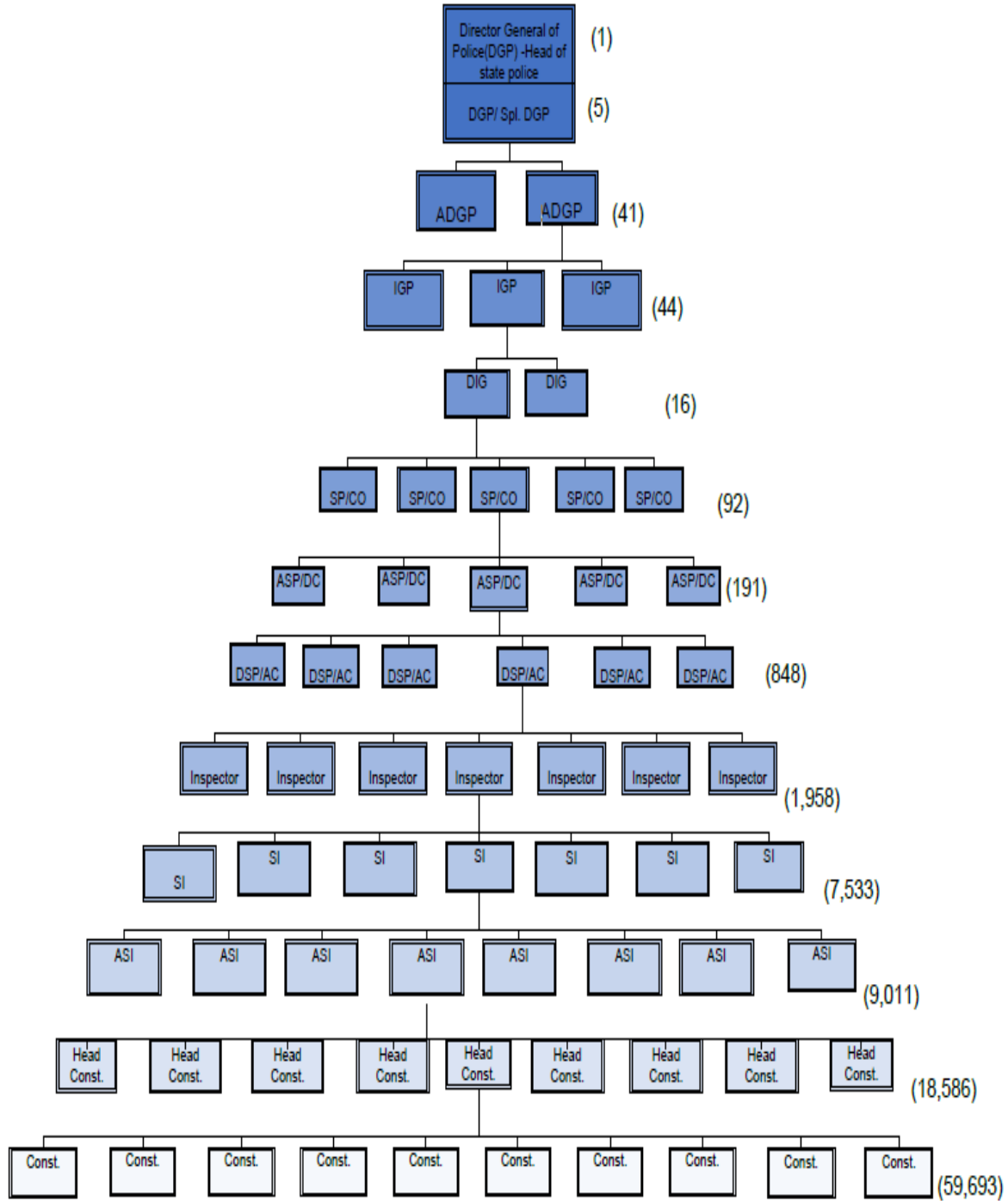
# 2. Implementation of ERP Solution

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 I.T. tool to serve its need relating to systems, processes, functional & reporting requirements.

In addition to that to modernize certain operational functions and services, M.P. Police has identified certain I.C.T interventions that can enhance the scope, coverage and quality of its services to common persons in short terms. Some of these initiatives are, centralized State level call center cum command, co-ordination and control Room, CCTV based city surveillance and high ways safety system, traffic monitoring, regulation and echallan systems, upgrading of "force multipliers" like mobility and communication within the department.

The objectives of the proposed solution is the Automation, Computerization and Seamless Integration of the various functions & processes through ERP. The functions to be covered under ERP could be:
1. Crime reports modules- data collection and compilation- integration with CCTNS reports;
2. Law & order module- force deployment, report analysis, VIP movement, Security details/ duties/ various information collected, compiled, collated at PS level and District level

3. Traffic regulation, enforcement, duties assigned, challans made, fines collected, deposited with PS/ treasury, un responded challans;

4. Finance and Accounts;

5. Stores and Inventory;

6. Administration, personnel and HRM;

7. Training and capacity building modules;

8. Mobility and transport

9. Communication, e-mail and messaging including secure communication management.

10. Linkage with FSL and other labs;

11. Court, Jail and other reserve duties;

12. Security and protection duties;

13. Performance measurement and appraisals;

14. RTI and Public Service Guarantee matters;

Certain citizen oriented services also are proposed to be automated. These could be following:

1. Character verification;

2. Passport verification;

3. Police enquiry into various licenses granted by DM or other agencies;

4. Tenant verification;

5. Servant / employee verification;

6. Unclaimed and abandonment property claims

7. Lost and found reports, deposits, recoveries and claims;

8. Post mortem, and medical examination reports;

9. Complaints and petitions submission and progress enquiries;

10. FIR/ NCR enquiry / progress enquiries;

11. Reports lodged to facilitate insurance claims.

## 2.1. Solution Architecture

Various components of the Technology Solution proposed for MP Police includes application, database, web portal, data center, network etc. The overall technology solution has been designed based upon most relevant and suitable architecture standards including standards for Service Oriented Architecture (SOA), XML services & necessary protocols for internet applications, Data Center standards etc. The component wise details of these components are as follows:

### 2.1.1. Proposed System Architecture

This section details the proposed System Architecture for implementing ERP solution in MP Police. Various necessary aspects of extendibility, scalability, security, interoperability, performance and productivity improvements for the Corporation 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 Corporation and considering the growth of the MP Police department in near future, the Centralized Architecture has been proposed for this project along with a Data Recovery Plan 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.

## 2.1.2. Application Architecture

The application architecture has been designed keeping in mind the recommendations proposed for the MP Police department.

### 2.1.2.1. 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 portal using internet, while all the staff members of the MP Police will access the applications through LAN. The department's employees access the application solution 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 would need to clearly understand that the desire of MP Police is not to create a mere IT Solution but an information infrastructure that will expand, integrate and enhance the functional needs 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.

Various technology standards to be a part of the proposed solution have been elaborated below:

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 reengineered (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. **Single-Sign On** – The Solution should enable single-sign-on so that any user once authenticated and authorized by system is not required to be re-authorized 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 single-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 single-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. In particular, PKI based authentication and authorization shall be implemented by the selected vendor for officials / employees involved in processing key G2B and G2C services, including issuance of notices, receipts and approvals.

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 on SOA.

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 out on the various components of the solution including Application servers, Web Servers and Database Servers.

### 2.1.2.2. Proposed Application Design – Incorporation of Technology Standards
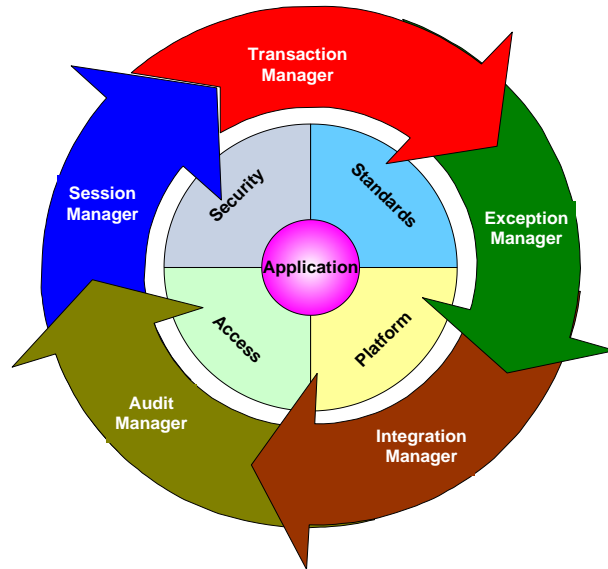
It has been proposed that the Applications designed and developed for MP Police must follow the Best practices and Industry standards. In order to achieve the high level of stability and robustness of the application, the system development life cycle must be carried out using the industry standard best practices and adopting the security constraints for access and control rights.

Key features of a standard Application development practices are as follows:

- Various modules / applications should have a common Exception Manager to handle any kind of exceptions arising due to internal / external factors. This will ease of application maintenance and enhancements.
- All the modules / applications are to be supported by the Session and Transaction Manager for the completeness of the request and response of the client request. It will bring better manageability and helps reducing over utilization of resources.
- The system should have an Audit module exclusively to record the activities happening within the system / application to avoid any kind of irregularities within the system by any User / Application.

The figure below provides an overview of one of such standard practices which are used in Application Development.

**Figure – Application Development Architecture**

### 2.1.2.3. 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.

**Client tier**      **Application tier**      **Database tier**

User Interface      Application logic      Database logic
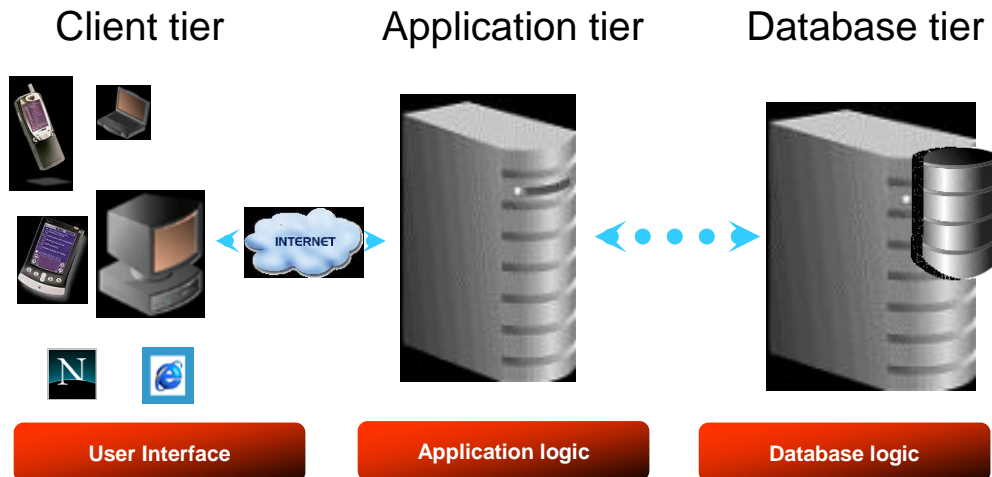
**Figure – Application Architecture**

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 c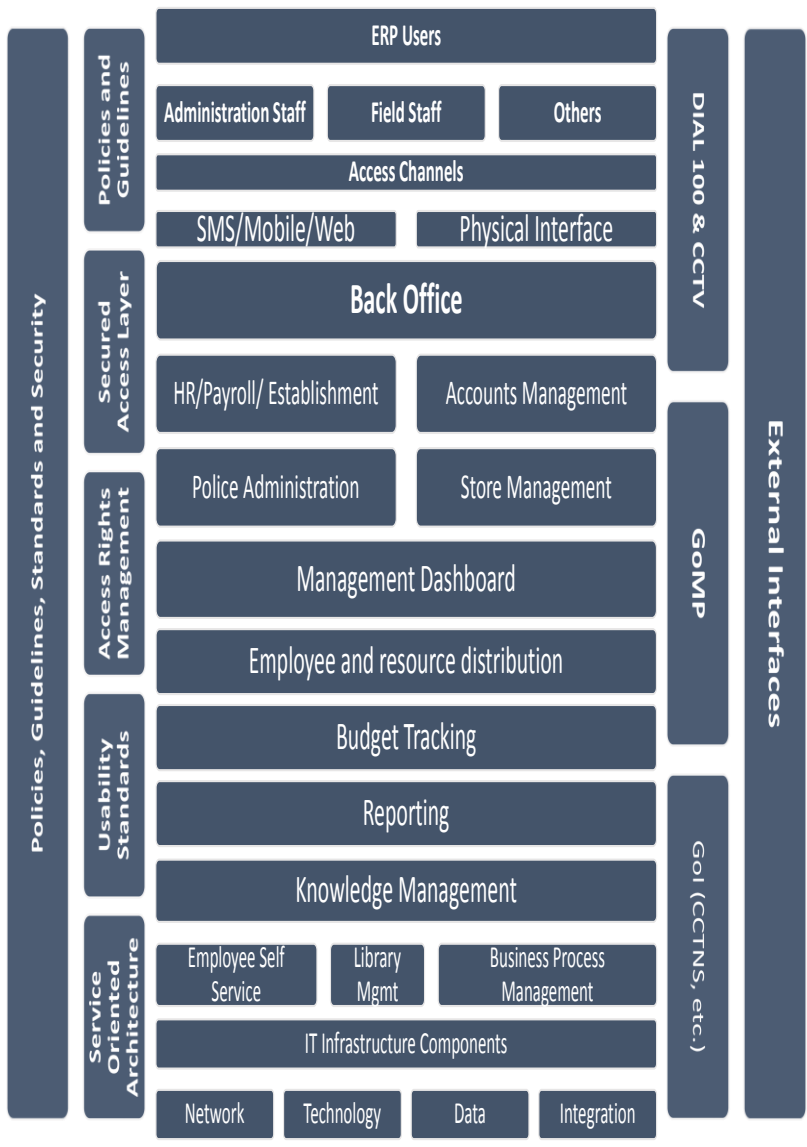apturing requests and requisite information form the user and submits the same to application servers for processing. It also delivers the processed information to the user.

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

ERP Users

Administration Staff | Field Staff | Others

Access Channels

SMS/Mobile/Web | Physical Interface

**Back Office**

HR/Payroll/ Establishment | Accounts Management

Police Administration | Store Management

Management Dashboard

Employee and resource distribution

Budget Tracking

Reporting

Knowledge Management

Employee Self Service | Library Mgmt | Business Process Management

IT Infrastructure Components

Network | Technology | Data | Integration

Policies and Guidelines

Secured Access Layer

Access Rights Management

Usability Standards

Service Oriented Architecture

Policies, Guidelines, Standards and Security

DIAL 100 & CCTV

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 four main applications as given below:

A. Human Resource Management System

B. Inventory Management System

C. Project Management System (Also called as the workflow management system)

D. Finance 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 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/delete request for CVs of personnel in gradation list |
| HR15 | The system should be able to generate/create/update/delete 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. |
| HR18 | The system shall be able to take/capture fingerprints of the personnel on the service record book through biometric fingerprint device |
| HR19 | The system shall be able to assign cadre wise file numbers to the service record book |
| 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 | It should be possible to create and submit leave request through the system |
| HR27 | The concerned authority should be able to view/approve/reject leave request through the system |
| 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 distress funds, 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 Engquiry against a police personnel |
| 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 submit the application for compassionate appointment using the form based input of information. It should also assign a file number to the application |
| HR38 | 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. |
| HR39 | The system shall be able to show the vacancies available in each of the battalion |
| HR40 | 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. |
| HR41 | The system should allow to create request for foreign travel and should allow forwarding the request to the concerned authority for approval |
| HR42 | The concerned authority shall be able to approve/reject request or ask additional information through the system |
| HR43 | The applicant shall be able to provide additional information through the system |
| HR44 | The system should allow updation of records as per the status of the request for foreign travel |
| HR45 | The system should allow to update the information about the current posting status, gradation list etc. |
| HR46 | 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 |
| HR47 | The system should be integrated with various units |
| HR48 | The system should allow to create/update the gradation list as per the access rights given to its users |
| HR49 | The system should be able to send notifications to all the concerned units/officials for any event/request/information required |
| HR50 | 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 |
| HR51 | The system should allow to forward any request to concerned authority |
| HR52 | The concerned authority shall be able to view/update/approve/reject/give comments on the request through the system |
| HR53 | 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 |
| HR54 | 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 and selection process. Also the system shall be able to issue directions/notices through these notifications to concerned units/person. |
| HR55 | The concerned persons shall be able to provide the required information through the system. |
| HR56 | The system should allow to create and send the request for declaration of prize money on any criminal to the concerned authority |
| HR57 | The system should allow to approve or reject any request for declaration of prize money by the concerned authority |
| HR58 | The system should also be able to send notifications about the declaration of prize money to appropriate officials of MP Police |
| HR59 | The system should allow to update the record for any information related to declaration of prize money on criminal |
| HR60 | 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 |
| HR61 | The system should allow to update any information related to inspection and should also allow updation of information related to compliance report |
| HR62 | The system should also be able to send notifications related to compliance report of inspection |
| HR63 | 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 |
| HR64 | 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. |
| HR65 | The system shall be able to capture/forward/update the information related to new/revised syllabus |
| HR66 | The PTSs shall be able to send the training schedule individually through the system |
| HR67 | The PTSs shall be able to revise/update the training schedule in the system |
| HR68 | The system shall be able to share the final training schedule with all the concerned units |
| HR69 | 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, Toli 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. |
| HR70 | The system should allow to create, approve, reject, ask additional information on the request for cancellation of the training |
| HR71 | 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 |
| HR72 | The system should allow to create committee in the system and add/delete committee memebers in the system |
| HR73 | The system should be able to send notifications to all the concerned person when a committee is formed for a specific purpose |
| HR74 | 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 |

| HR75 | 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 |
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| HR76 | The system should be able to capture the details of the proposal for creation of new battalion |
| HR77 | 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 |
| HR78 | 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 |
| HR79 | The system should be able to send notifications to all the concerned officials as required in the To-Be process of paper setting |
| HR80 | The system should be able to invite nominations for any event created in the system |
| HR81 | The system should allow to submit the nomination through the system to all the concerned persons |
| HR82 | 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 |
| HR83 | 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 |
| HR84 | The system should be able to issue the appointment letter through emails to the recruited personnel |
| HR85 | 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 |
| HR86 | 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 |
| HR87 | 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 |
| HR88 | The system should also be able to provide the status of the application to the applicant at anytime in the system |
| HR89 | The system should allow the concerned authority to approve/reject/ask additional iformation in the application |
| HR90 | The system should allow the applicant to submit the additional information on the application through the system, if required. |
| HR91 | 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 |
| HR92 | 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 |
| HR93 | The system should be able to capture the details of the pension form |
| HR94 | 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 Pensioning. The system should be customizable as required for this process |
| HR95 | 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 |

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| HR96 | 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 |
| HR97 | 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 |
| HR98 | 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 |
| HR99 | 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 |
| HR100 | 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 |
| HR101 | 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 |
| HR102 | 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 |
| HR103 | 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 |
| HR104 | 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. |
| HR105 | 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 |
| HR106 | The system should allow updating of service record for the actions taken/orders issued during orderly room process |
| HR107 | 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 recruitment 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 concerned officials as required in this process.The system should be customizable as required for this process |

| HR108 | The system should be able to capture the details of passport number during the passport verification of police personnel |
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| HR109 | 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. |
| HR110 | 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) |
| HR111 | The system shall allow the personnel to submit their self assessment in the predefined format through the system |
| HR112 | The shall be able to add the annual remark to the service record of the personnel in the system |
| 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 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 this process |
| HR114 | 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 |

### 2.2.2.    Inventory Management System

| S.N. | Functional requirements |
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| 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 |
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| 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 equipment maintenance To-Be process |
| 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 |
| 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 |
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| 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./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 |
| 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 |

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| | 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 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. 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 |

### 2.2.3. Project Management System (Workflow Management System)

| S.N. | Functional Requirements |
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| PM1 | 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 |
| PM2 | 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 |
| PM3 | The system shall allow updating of stock register through/in the system |
| PM4 | 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 |
| PM5 | 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 |
| PM6 | The system should allow to submit any information or provide confirmation or submit acknowledgement through the system as required in the process |
| PM7 | 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. |
| PM8 | 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 |
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| PM9 | The system should be able to send/forward any information/file/document to concerned units/persons in the format as required for the process |
| PM10 | The system should be customizable as per the requirement of various processes of MP Police in order to achieve successful automation of the processes |
| PM11 | 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. |
| PM12 | The system should allow to create committee in the system for any specific purpose and add/delete committee memebers in the system |
| PM13 | The system should be able to send notifications to all the concerned person when a committee is formed for a specific purpose |
| PM14 | 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 |
| PM15 | 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 |
| PM16 | 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 |
| PM17 | 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 |
| PM18 | The system should be able to calculate the fuel efficiency based on the information provided by the user in the system for this parameter. The same should be shown to users as and when required |
| PM19 | 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 |
| PM20 | 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 |
| PM21 | The system should allow to share the calendar with different units/persons |
| PM22 | The system should allow to approve or reject the calendar by appropriate officials of MP Police |

| PM23 | 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. |
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| PM24 | The system should be able to provide notification to the applicant and all the concerned officials on confirmation/cancellation of booking of the event. |
| PM25 | The authority to book or cancel the event at police officers' mess shall be given to appropriate officials of MP Police only |
| PM26 | The system should be able to capture/update the status of payment made by the applicant for booking of event at police officers' mess |
| PM27 | The system should be able to capture the details of the proposal for PC&R work |
| PM28 | The system should be able to send notifications/issue order/directions as required in the To-Be process of PC&R work |
| PM29 | The system should also be able to capture the status of PC&R work in the system |
| PM30 | 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 |
| PM31 | The system should be able to add notifications to concerned officials/units as required in the To-Be process of Check Test |
| PM32 | 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 |
| PM33 | The system should be able to capture the details of a complaint |
| PM34 | The system should be able to send notifications/issue orders/directions to all the concerned officials/units as required in the To-Be process of Departmental Enquiry |
| PM35 | The system should be able to capture the details of the enquiry report and the actions taken |
| PM36 | The system should be able to provide the details, the status of every complaint filed and the actions taken on the same |
| PM37 | 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. |
| PM38 | The system should able to send notifications/issue directions to the concerned police station for verification |
| PM39 | 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 |
| PM40 | 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 |
| PM41 | 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 |

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| PM42 | 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 |
| PM43 | 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 |
| PM44 | 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 |
| PM45 | 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 |
| PM46 | 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 |
| PM47 | The system should allow integration with CCTNS application |
| PM48 | 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 |
| PM49 | The system should be able to capture the details of the Final investigation report submitted by CID |
| PM50 | The system should allow integration with echallan application. It should also be able to generate various reports related to echallan |
| PM51 | 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 |
| PM52 | 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) |
| PM53 | 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.) |
| PM54 | The system should allow to update the stock register in the system |
| PM55 | 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. |
| PM56 | The system should allow the saction of police station/outpost to be updated in record in the system. |
| PM57 | 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 |
| PM58 | 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 |
| PM59 | 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 |
| PM60 | The system should allow to approve/reject/update/provide comments to the technical specifications as required for the process |

| PM61 | 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 |
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| PM62 | 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 |
| PM63 | 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 |
| PM64 | 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. |
| PM65 | 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. |
| PM66 | 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. |
| PM67 | The system should be able to generate a unique bill number for the expenses submitted in the system by the personnel |
| PM68 | The system should allow the personnel to check the status of his expenses/ bills through the system |
| PM69 | The system should be integrated with Centralized state finance management system (C-SFMS) |
| PM70 | The system should allow the concerned officials to approve/reject/ask additional information on the expenses/bills submitted by the personnel in the system |
| PM71 | 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 |
| PM72 | 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 |
| PM73 | 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 |
| PM74 | 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. |
| PM75 | 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. |
| PM76 | 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 |

| PM77 | 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 |
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| PM78 | 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 |
| PM79 | 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 |
| PM80 | 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 |
| PM81 | 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 |
| PM82 | 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 |
| PM83 | 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 |
| PM84 | 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 |
| PM85 | 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 |
| PM86 | 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 |
| PM87 | 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 |
| PM88 | 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. |
| PM89 | The system should be able to creat/update/forward/delete/send/receive notifications/requests/files/emails to/from the concerned |

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| | officials/units/trainees as required in the To-Be process of Kit clothing. The system should be customizable as required for this process |
| PM90 | 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 |
| PM91 | 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 |
| PM92 | 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 |
| PM93 | The system should allow the complainant to see the status of his/her complaint using the complaint number in the system |
| PM94 | 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 |
| PM95 | The system should be able to generate various reports related to complaints as required |
| PM96 | The system should be able to capture the information related to statistical data booklet using online forms by various units. |
| PM97 | 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 |
| PM98 | 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 |
| PM99 | 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 |
| PM100 | 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 |
| PM101 | The system should be able to collate the answers of vidhan sabha questions as submitted by various units/official/persons |
| PM102 | 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 |

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| PM103 | 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 |
| PM104 | 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 |
| PM105 | 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 |
| PM106 | The system should be integrated with the online submission of complaints through MP Police website |
| PM107 | The system should allow enquirer to submit the equiry report to concerned official through the system |
| PM108 | 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 |
| PM109 | 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 |
| PM110 | 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 |
| PM111 | 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 issue orders/directions to concerned officials as required in this process.The system should be customizable as required for this process |
| PM112 | 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 |

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cutting through complexity

| PM113 | The system should allow updating of service record for the actions taken/orders issued during orderly room process |
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| PM114 | The system should be able to capture the fuel details of the vehicle and generate fuel slip |
| PM115 | 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 |
| PM116 | 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 recruitment 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 concerned officials as required in this process.The system should be customizable as required for this process |
| PM117 | 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 |
| PM118 | 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 |
| PM119 | 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 |
| PM120 | 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 |

| PM121 | 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 |
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| PM122 | 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 |
| PM123 | 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. |
| PM124 | 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 |
| PM125 | 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 |
| PM126 | The system should be able to capture the details of challan and create a file in the system for the same |
| PM127 | 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 |

| PM128 | 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. |
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| PM129 | 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 |
| PM130 | 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 |
| PM131 | 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 |
| PM132 | 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 |
| PM133 | 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 |
| PM134 | 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 |

### 2.2.4. Finance Management System

| S.N. | Functional Requirments |
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| FM1 | 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 |
| FM2 | The should allow to raise query on the demand and submit the information on the query. The same shall be updated in the system |
| FM3 | The system shall allow updating of stock register through/in the system |
| FM4 | 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 |
| FM5 | 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 |
| FM6 | The system should allow to submit any information or provide confirmation or submit acknowledgement through the system as required in the process |
| FM7 | 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. |
| FM8 | 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 |
| FM9 | The system should be able to send/forward any information/file/document to concerned units/persons in the format as required for the process |
| FM10 | The system should be customizable as per the requirement of various processes of MP Police in order to achieve successful automation of the processes |
| FM11 | 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. |
| FM12 | The system should allow to create committee in the system for any specific purpose and add/delete committee memebers in the system |
| FM13 | The system should be able to send notifications to all the concerned person when a committee is formed for a specific purpose |

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| FM14 | 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 |
| FM15 | 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 |
| FM16 | 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 |
| FM17 | 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 |
| FM18 | The system should be integrated with the HR Management system (HR module) |
| FM19 | The system should also be able to provide the status of the application to the applicant at anytime in the system |
| FM20 | The system should allow the concerned authority to approve/reject/ask additional iformation in the application |
| FM21 | The system should allow the applicant to submit the additional information on the application through the system, if required. |
| FM22 | 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 |
| FM23 | 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 |
| FM24 | 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. |
| FM25 | 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. |
| FM26 | 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. |
| FM27 | 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 |
| FM28 | The system should be able to generate a unique bill number for the expenses submitted in the system by the personnel |
| FM29 | The system should allow the personnel to check the status of his expenses/ bills through the system |
| FM30 | The system should be integrated with Centralized state finance management system (C-SFMS) |

| FM31 | The system should allow the concerned officials to approve/reject/ask additional information on the expenses/bills submitted by the personnel in the system |
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| FM32 | 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 |
| FM33 | 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 |
| FM34 | The system should be able to capture the details of the pension form |
| FM35 | 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 Pensioning. The system should be customizable as required for this process |
| FM36 | 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 |
| FM37 | 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 50% recovery. The system should be customizable as required for this process |
| FM38 | The system should allow integration with Mudra application in order to replicate the budget data in the system for better monitoring of funds |
| FM39 | 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 |
| FM40 | 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 |
| FM41 | 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 |
| FM42 | 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 |
| FM43 | 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 |
| FM44 | 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 |
| FM45 | 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. |

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| | The system should allow the personnel/unit to submit the additional information. |
| FM46 | 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 |
| FM47 | 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 |
| FM48 | The system should be able to capture the details of payment transaction made for room booking at Officers' mess |
| FM49 | 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 |
| FM50 | 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 recruitment 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 concerned officials as required in this process.The system should be customizable as required for this process |
| FM51 | 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 |
| FM52 | 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 |
| FM53 | 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 |
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| FM54 | The system should be able to capture the details of challan and create a file in the system for the same |
| FM55 | 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 |
| | 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 |

## 2.3. Technical Requirement Specifications:

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

| Sl. No. | Category |
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| 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 |

| Sl. No. | Category |
|---------|----------|
| 1.7 | It should be possible to configure data replication synchronously or asynchronously |
| 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. |
| 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) |
| 2.6 | The proposed solution should have the following operating flexibility:<br>• Accommodate multiple levels of Organization structure<br>• Multiple financial years processing capabilities<br>• To modify and reorganize all menus<br>• Multi-user logging in remote location<br>• Facility for rearranging labels & fields of screens & deleting fields, which are not required by users<br>• Open work group environment where users can access same information at the same time |
| 3.1 | The solution should support multi-location |
| 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 |
| 6.1 | The solution should use a single unified data model hosted on the database |

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| 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:<br>• Bulk load of flat files<br>• Application Programming Interface (API) based integration<br>• Message based integration |
| 7.4 | The solution should support modern integration:<br>• Event based non-invasive integration<br>• Business process Execution Language (BPEL)<br>• Business Messaging protocols. |
| 7.5 | Bulk Load of Flat Files |
| 7.6 | Messaging based integration<br>• Should support guaranteed, delivery of messages<br>• Should use XML based messages<br>• 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<br>• Should support a drag and drop GUI based process modeler for constructing business flows<br>• Should be able to orchestrate process flows that are external to the integrated packages<br>• 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. |
| 9.1 | It should have the ability to assign validation on specific fields based on entries in the data validation reference file |

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| 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 | System should support configurable password policies including: <br>• Password expiry <br>• Password complexity <br>• Password history and reuse policy <br>• Forced password change on first log on |
| 10.10 | Ability to configure the number of permissible log-in attempts. |
| 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. <br>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:- <br>• Use of application constitutes the user's consent to monitoring. <br>• Use of application is limited to official Login use only. <br>• Unauthorized use is subject to prosecution. <br>• Notice that this is a Login system |
| 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 |

| Sl. No. | Category |
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| 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. |
| 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.<br>• Access to modules / functions within modules restricted to authorized users.<br>• It should provide logging by user and terminal, the date and time of all transactions with details of creation, reading, updating, deletion or printing.<br>• Access should be restricted to different levels as program, module, transaction, etc.<br>• Notify security administrator of unauthorized access or attempted access and record in a log with reporting.<br>• 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 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 |

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| 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:<br>• User identification;<br>• Limitation of user rights to perform operations;<br>• Data confidentiality provision;<br>• User actions audit and protocols. |
| 12.19 | Ability of system to support the following under user account management:<br>• Unique user IDs<br>• 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 |
| 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:<br>• Audit trail of Time Stamp & User ID stamp for the following<br>• Transactions |

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| | • 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: <br> • LAN& WAN <br> • Leased Lines <br> • ASDL lines <br> • Satellite Networks <br> • Mobile data service network (GPRS) <br> • MPLS based networks <br> • 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 |
| 17.1 | The solution should have unified, easy, flexible and user friendly interface enabling the following settings: <br> • Personal User menu <br> • Personal User settings <br> • Field Placement on screen <br> • Field composition on screen |
| 17.2 | The user interfaces should be friendly and GUI/browser based |

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| 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:<br>• Changing fields or tab labels<br>• Hiding fields or tabs.<br>• Changing the position or size of field or labels<br>• Adding restrictions like mandatory or not<br>• Setting default value in a field<br>• 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 |
| 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 |

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| 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 |
| 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 |

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| 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:<br>• Creating data entry screens<br>• Fixed format reporting<br>• User driven ad-hoc reports creation |
| 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 |

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| 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:<br>• Sections<br>• Tables<br>• Pivots<br>• Charts |
| 26.16 | The solution should be capable of archiving reports and store them in Document 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 |
| 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:<br>• Select column<br>• Apply filters and sort orders<br>• Summation<br>• Drill down / drill up |

| Sl. No. | Category |
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| | • Averaging |

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