



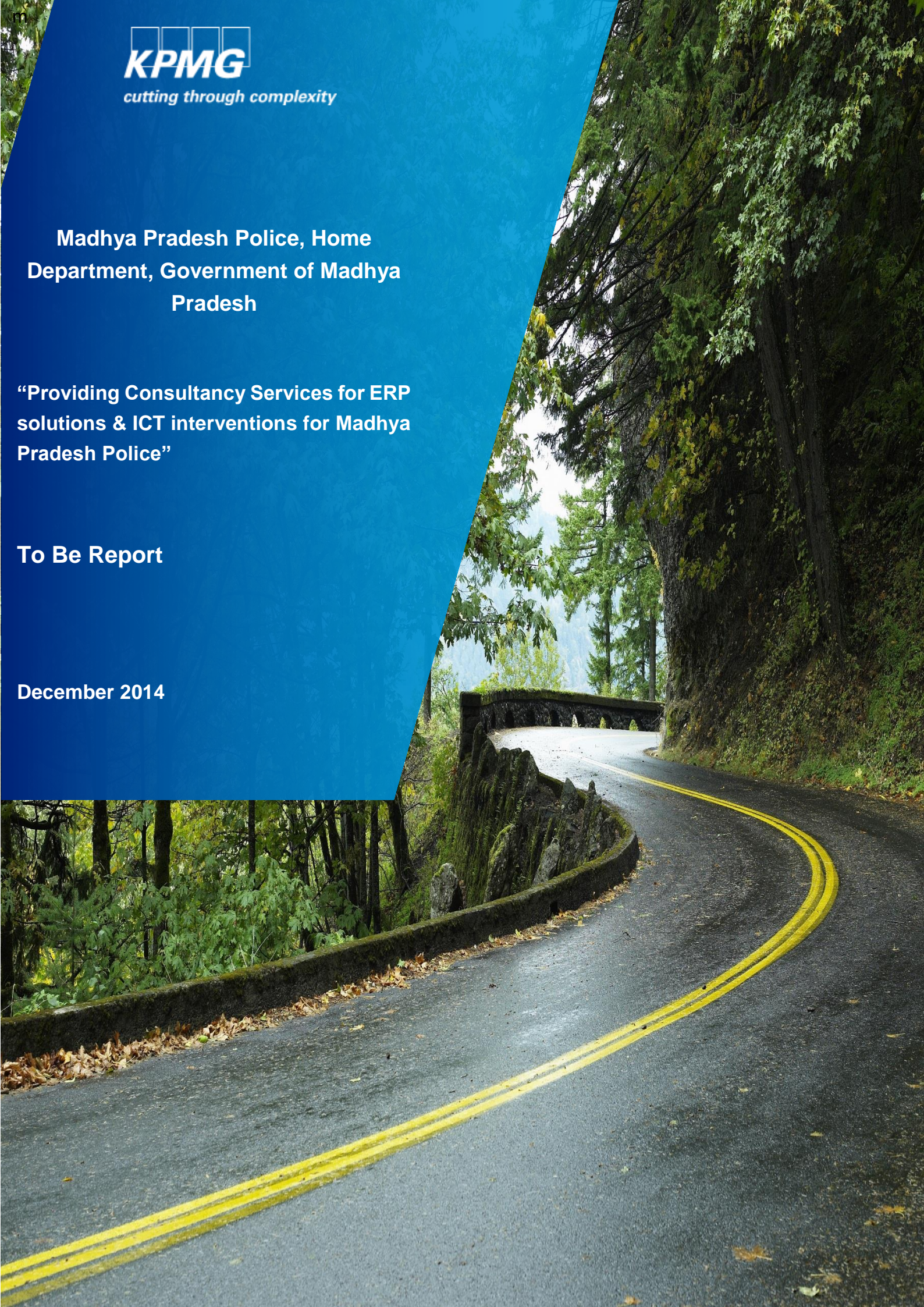
cutting through complexity

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

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

To Be Report

December 2014





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Abbreviations, Terms & Definitions

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



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



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



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



Process Map Shape Definition

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



<i>S. No.</i>	<i>Shape/Symbol</i>	<i>Name</i>	<i>Description</i>
10		Cross Over	If two lines cross, you ignore the perpendicular line and continue following the line to the next shape.
11		Yellow Note	States additional information related to the process.
12		Green Callout	States additional information related to a particular step of the process.
13		Computer	A point in the To Be process recommended for ICT intervention
14		Terminal Point – Stop	A trigger action that terminates the process flow.



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1 About MP Police

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

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 Adhiniyam 1981** (applicable to notified areas only) respectively.

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

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

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

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

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

Modernization of Police Scheme, started in collaboration with Union Govt. has contributed very significantly to the modernization of M.P. Police in terms of infrastructure, training facilities and welfare of the police personnel. In continuation of this supporting approach State Govt. has approved further strengthening of State



Police through an in-depth study by a professional consultancy of high repute to prepare Detailed Project Report (DPR) for the **Enterprise Resource Planning (ERP) and intervention of ICT** besides commissioning of a well-equipped **Dial 100** facility for citizens in need of police assistance and **CCTV surveillance** to enhance safety and security and to improve **traffic management** in Cities, Towns and Highways. Work is in progress to finalize these projects and to commission them expeditiously.

Police Department in Madhya Pradesh state is a well-structured and hierarchical organization. **Section 2** of the Police Act 1861 empowers the State Government to constitute one police force throughout the **General Police District** (covering entire territory of the state) with such number of offices and men, and it shall be constituted in such manner, as shall from time to time be ordered by the State Government. Accordingly, the **State Government of Madhya Pradesh has constituted Police Force in the State with following ranks:**

S.No.	Rank	Number
1	Director General of Police(DGP)(The Head of State Police Force)	1
2	Director General/ Special Director General of Police	5
3	Additional Director General of Police(ADGP)	41
4	Inspector General of Police(IGP)	44
5	Deputy Inspector General of Police(DIG)	16
6	Superintendent of Police/ Commandant/Assistant Inspector General of Police(SP/CO/AIG)	92
7	Additional Superintendent of Police/ Deputy Commandant(ASP/DC)	191
8	Deputy Superintendent of Police/Assistant Commandant(DSP/AC)	848
9	Inspector	1,958
10	Sub Inspector(SI)	7,533
11	Assistant Sub Inspector(ASI)	9,011
12	Head Constable (Head Const.)	18,586
13	Constable(Const.)	59,693
Ministerial Staff		
14	Reporter/ Senior Stenographer	57
15	Subedar/ UDC/Head Clerk	213
16	Subedar Steno	375
17	Subedar accountant	218
18	Sub Inspector (M)	679
19	ASI (M)	1516
20	Head Const.(M)	132
21	Const.(M)	350

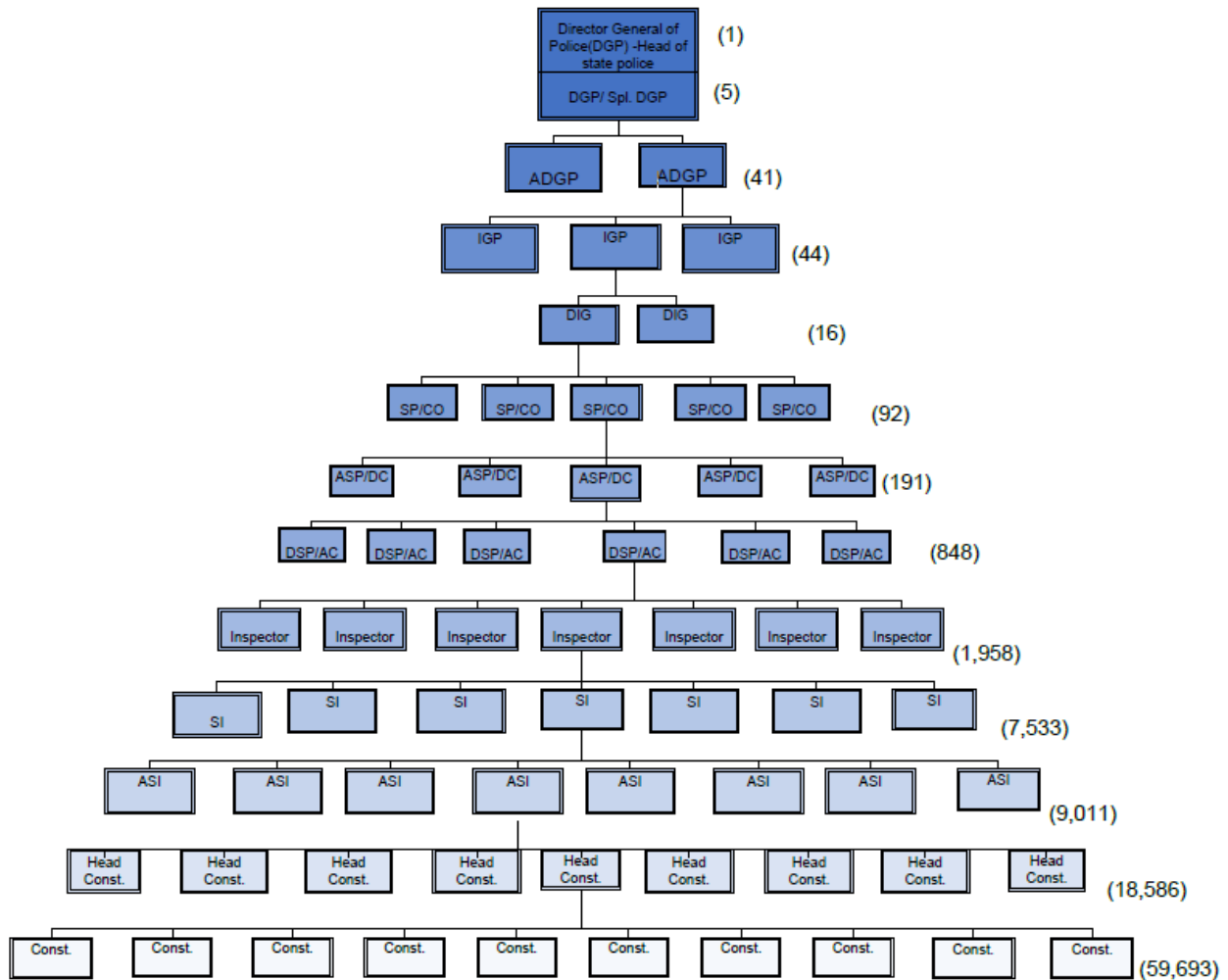
(Source: Statistical Data 2013 – Madhya Pradesh Police)

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

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



1.3 Organisational Structure





2. About the Project

The Madhya Pradesh Police Department intends to introduce automation and e-Governance by leveraging ICT to streamline and improve upon its functioning in order to bring efficiency, transparency and accountability. In this context, M/S KPMG has been selected by MP Police Department for providing consultancy services for Enterprise Resource Planning (ERP) solutions & Information and Communication Technology (ICT) interventions.

The following project goals and objectives are envisaged:

1. Increase Operational Efficiency by:
 - a. Reducing the necessity to manually perform monotonous and repetitive tasks.
 - b. Improving the communication e.g. Messaging, email systems, etc.
 - c. Automating back-office functions, and thereby release the police station and other staff for greater focus on core police functions.
2. Improve service delivery to the public/ citizen/ stakeholders
 - a. Access to services in a citizen-friendly manner
 - b. Provide alternate modes of service delivery such as internet (for general requests such as NOC, copies of documents, character verification reports, summons etc.

As part of the scope of work, an As Is report has been already submitted which describes a number of processes being carried on in various MP Police branches/ officer.

2.1 About the Report

This To Be report has been prepared with the objective of defining the future process flow in the envisaged Enterprise Resource Planning (ERP) solution. For each of the process, activity/decision points recommended for ICT intervention have been identified. Moreover, specific ERP modules applicable for the processes have also been recommended.

Sub-sections of each To Be process are as follows:

Process Map

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

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



SIPOC

SIPOC is a tool that summarizes the inputs and outputs of a process in table form. The acronym SIPOC stands for **S**uppliers, **I**nputs, **P**rocess, **O**utputs, and **C**ustomers which form the columns of the SIPOC table. The table has been used to provide a broad idea about the process before going into its detail through process map and description.

Process description

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



3. Function wise proposed ERP modules

S.No	Function	Processes	COTS modules	Custom Developed software
1	Accounts/ Finance	Salary Disbursement	<ul style="list-style-type: none"> • Finance Management System • Human Resource Management System • Workflow Management System 	-
		Pension	<ul style="list-style-type: none"> • Finance Management System • Human Resource Management System 	-
		Bills reimbursement	<ul style="list-style-type: none"> • Finance Management System 	-
		Audit	<ul style="list-style-type: none"> • Finance Management System 	-
		Post audit rectification	<ul style="list-style-type: none"> • Finance Management System 	-
		Loans and Advances	<ul style="list-style-type: none"> • Finance Management System • Human Resource Management System 	-
		Budgeting	<ul style="list-style-type: none"> • Finance Management System 	-
		50% recovery by GRP	<ul style="list-style-type: none"> • Finance Management System 	-
2	Human Resource	Prize money	<ul style="list-style-type: none"> • Finance Management System • Workflow Management System 	-
		Recruitment	<ul style="list-style-type: none"> • Human Resource Management System 	-
		Post recruitment verification	<ul style="list-style-type: none"> • Workflow Management System • Human Resource Management System • Finance Management System 	-
		Service Record Maintenance	<ul style="list-style-type: none"> • Human Resource Management System • Workflow Management System 	-
		ACR Writing	<ul style="list-style-type: none"> • Human Resource Management System 	



S.No	Function	Processes	COTS modules	Custom Developed software
		Order Book Writing/ O.B. Entry	<ul style="list-style-type: none"> • Workflow Management System • Human Resource Management System 	
		Compassionate Appointment	<ul style="list-style-type: none"> • Workflow Management System • Human Resource Management System 	
		Approval for Foreign Travel	<ul style="list-style-type: none"> • Human Resource Management System 	-
		Leaves	<ul style="list-style-type: none"> • Human Resource Management System • Finance Management System 	-
		Government House Allotment	<ul style="list-style-type: none"> • Human Resource Management System • Inventory Management System 	-
		Transfer/Posting	<ul style="list-style-type: none"> • Human Resource Management System 	-
		Gradation List Preparation	<ul style="list-style-type: none"> • Human Resource Management System • Workflow Management System 	-
		Promotion	<ul style="list-style-type: none"> • Human Resource Management System, Workflow Management System 	-
		Medals	<ul style="list-style-type: none"> • Human Resource Management System, Workflow Management System 	-
		Departmental Enquiry	<ul style="list-style-type: none"> • Human Resource Management System • Workflow Management System 	-
		Post DE Action	<ul style="list-style-type: none"> • Human Resource Management System, • Finance Management System 	-
		Deputation	<ul style="list-style-type: none"> • Human Resource Management System • Finance Management System 	-
		Inspection	<ul style="list-style-type: none"> • Human Resource Management System 	-



S.No	Function	Processes	COTS modules	Custom Developed software
			<ul style="list-style-type: none"> Workflow Management System 	
		Sanction of distress fund	<ul style="list-style-type: none"> Human Resource Management System Workflow Management System Finance Management System 	-
		Loan for medical Treatment	<ul style="list-style-type: none"> Human Resource Management System Workflow Management System Finance Management System 	-
		Sanction of education fund	<ul style="list-style-type: none"> Human Resource Management System Workflow Management System, Finance Management System 	-
		Loan for Welfare activities	<ul style="list-style-type: none"> Workflow Management System Finance Management System 	-
		Grievance/Complaint redressal	<ul style="list-style-type: none"> Human Resource Management System Finance Management System, Workflow Management System 	-
		Setting up of Training Calendar	<ul style="list-style-type: none"> Human Resource Management System 	-
		Setting up of course syllabus	<ul style="list-style-type: none"> Human Resource Management System 	-
		Selection for Training	<ul style="list-style-type: none"> Workflow Management System Human Resource Management System 	-
		Trainee induction	<ul style="list-style-type: none"> Finance Management System Human Resource Management System 	-
		Absence during training	<ul style="list-style-type: none"> Workflow Management System Human Resource Management System Finance Management System 	-
		Training cancellation by trainee	<ul style="list-style-type: none"> Human Resource Management System 	-
		Exam paper setting	<ul style="list-style-type: none"> Human Resource Management System 	-



S.No	Function	Processes	COTS modules	Custom Developed software
		Answer sheet evaluation	<ul style="list-style-type: none"> Human Resource Management System 	-
		Evaluation: Outdoor training	<ul style="list-style-type: none"> Workflow Management System Human Resource Management System 	-
		Creation of new Battalion	<ul style="list-style-type: none"> Workflow Management System Human Resource Management System 	-
		Company movement	<ul style="list-style-type: none"> Workflow Management System Human Resource Management System 	-
		Orderly Room	<ul style="list-style-type: none"> Workflow Management System Human Resource Management System 	-
		Mounted Troops games participation	<ul style="list-style-type: none"> Human Resource Management System Workflow Management, Finance Management 	-
		Mounted Troops training	<ul style="list-style-type: none"> Workflow Management Systems Human Resource Management System 	-
3	Inventory Management	Equipment Purchase	<ul style="list-style-type: none"> Inventory Management System Workflow Management System Finance Management System 	-
		Vehicle Purchase	<ul style="list-style-type: none"> Workflow Management Systems Finance Management Inventory Management System 	-
		Arms and Ammunition Purchase	<ul style="list-style-type: none"> Inventory Management System Workflow Management System Finance Management System 	-
		Armour purchase	<ul style="list-style-type: none"> Workflow Management System 	-



S.No	Function	Processes	COTS modules	Custom Developed software
			<ul style="list-style-type: none"> Finance Management System Inventory Management System 	
		Horse Purchase	<ul style="list-style-type: none"> Inventory Management System Workflow Management System Finance Management System 	-
		Addition to Stock	<ul style="list-style-type: none"> Workflow Management System Inventory Management System Finance Management System 	-
		Allotment of vehicles	<ul style="list-style-type: none"> Inventory Management System 	-
		Vehicle Maintenance	<ul style="list-style-type: none"> Workflow Management System Finance Management System Inventory Management System 	-
		Vehicle involved in accident	<ul style="list-style-type: none"> Inventory Management System Workflow Management System 	-
		Condemnation	<ul style="list-style-type: none"> Inventory Management System Workflow Management System 	-
		Equipment Maintenance	<ul style="list-style-type: none"> Inventory Management System Workflow Management System 	-
		Kit Clothing	<ul style="list-style-type: none"> Finance Management System Workflow Management System 	-
		Library Books procurement	<ul style="list-style-type: none"> Workflow Management System Inventory Management System Finance Management System 	Library Management System
		Issuance of GRP Pass	<ul style="list-style-type: none"> Human Resource Management System Workflow Management System 	-



S.No	Function	Processes	COTS modules	Custom Developed software
		Arms issuance for training	<ul style="list-style-type: none"> Inventory Management System 	-
4	Workflow/ Project Management	Tender issuance	<ul style="list-style-type: none"> Workflow Management System 	
		Tender evaluation	<ul style="list-style-type: none"> Workflow Management System 	-
		Bullet proof armor purchase	<ul style="list-style-type: none"> Inventory Management System Workflow Management System Finance Management System 	-
		Bullet proof vehicle purchase	<ul style="list-style-type: none"> Workflow Management System Finance Management System Inventory Management System 	-
		POL fixation	<ul style="list-style-type: none"> Workflow Management System 	-
		Fuel Expenses	<ul style="list-style-type: none"> Inventory Management System Workflow Management System Finance Management System 	-
		Hostel Maintenance	<ul style="list-style-type: none"> Finance Management System Workflow Management System 	
		Preparation of Important L & O events calendar	<ul style="list-style-type: none"> Workflow Management System 	-
		Printing at Police Press	<ul style="list-style-type: none"> Workflow Management System Finance Management System Inventory Management System 	-
		Event Booking – Police Officers’ Mess	<ul style="list-style-type: none"> Workflow Management System Finance Management System 	-
		Room Booking – Police Officers’ Mess	<ul style="list-style-type: none"> Workflow Management System Finance Management System, 	-
		Dial 1090	<ul style="list-style-type: none"> Workflow Management System 	-
Vehicle verification	<ul style="list-style-type: none"> Workflow Management System Finance Management System 	-		



S.No	Function	Processes	COTS modules	Custom Developed software
		PC&R project	<ul style="list-style-type: none"> Workflow/ Project Management System Finance Management System 	-
		MOW Project	<ul style="list-style-type: none"> Workflow/ Project Management System Finance Management System 	-
		Vidhan Sabha Questions	<ul style="list-style-type: none"> Workflow Management System 	-
		Complaint against police	<ul style="list-style-type: none"> Workflow Management System 	-
		Complaint: Public vs. Public	<ul style="list-style-type: none"> Workflow Management System 	-
		File Put up Process	<ul style="list-style-type: none"> Workflow Management System 	-
		Action on Receipts	<ul style="list-style-type: none"> Workflow Management System 	-
		Recording of file	<ul style="list-style-type: none"> Workflow Management System 	-
		Check Test	<ul style="list-style-type: none"> Workflow Management System 	-
		State Situation Room	<ul style="list-style-type: none"> Workflow Management System 	-
		VIP Security	<ul style="list-style-type: none"> Workflow Management System 	-
		Application for Gunman	<ul style="list-style-type: none"> Workflow Management System 	-
		Character verification	<ul style="list-style-type: none"> Workflow Management System 	-
		Passport verification	<ul style="list-style-type: none"> Workflow Management System 	-
		Monitoring of Crime	<ul style="list-style-type: none"> Workflow Management System 	-
		Medico Legal Case	<ul style="list-style-type: none"> Workflow Management System 	-
		Post Mortem Report	<ul style="list-style-type: none"> Workflow Management System 	-
		Statistical data booklet	<ul style="list-style-type: none"> Workflow Management System 	-
		Handing over of cases to CID	<ul style="list-style-type: none"> Workflow Management System 	-
		SC/ST Complaints	<ul style="list-style-type: none"> Workflow Management System 	-
		Creation of Posts	<ul style="list-style-type: none"> Workflow Management System, Human Resource Management System 	-



S.No	Function	Processes	COTS modules	Custom Developed software
		Sanction of new police station/ outpost	<ul style="list-style-type: none">• Workflow Management System	-
		Communicating amendments in Traffic Act	<ul style="list-style-type: none">• Workflow Management System	-
		Traffic Rules violation (Challan)	<ul style="list-style-type: none">• Workflow Management System	-
		Challan Audit	<ul style="list-style-type: none">• Workflow Management System• Finance Management System	-
		Collection of Intelligence	<ul style="list-style-type: none">• Workflow Management System	



4. Accounts To Be Processes

4.1 Salary Disbursement

A. Process Summary

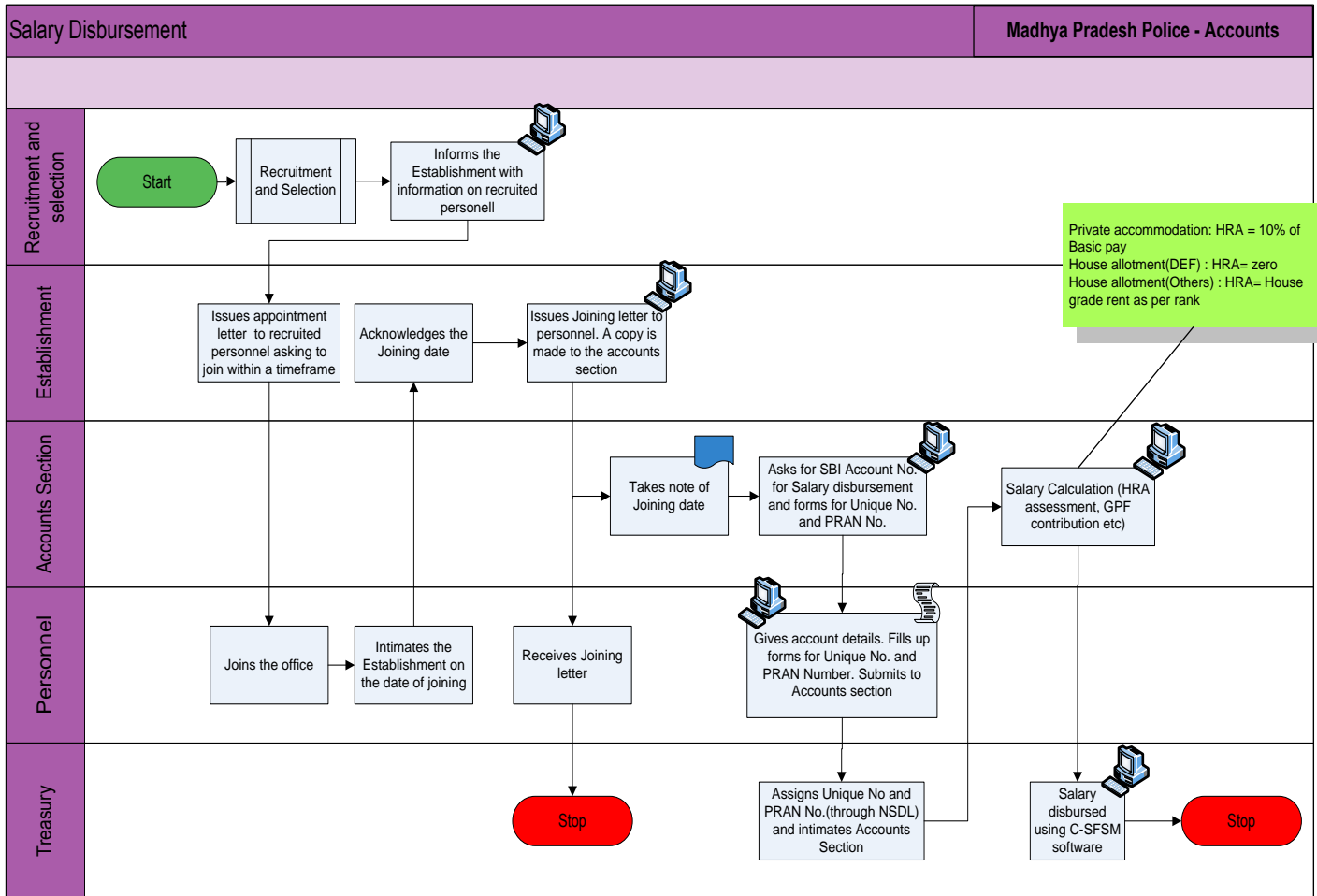
This is the To-Be process for disbursement of salary to personnel of MP Police. The salary disbursement would continue to be done through Centralized State Finance Management System (C-SFSM), an application provided by Treasury Department being used at Administrative offices for payment of salary, TA/ Medical bills, GPF/DPF deductions etc.

B. SIPOC

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



C. Process Map



D. Process Description

Process Name:	Salary disbursement	Branch/ Sub-Branch	Administration
Process Predecessor:	Recruitment and Selection	Process successor :	None

Process
<ul style="list-style-type: none"> i) Recruitment and selection department forwards the information about the recruited personnel to the establishment department ii) The establishment department Issues appointment letter to recruited personnel, preferably through email, asking to join within a timeframe. iii) The personnel joins the office and intimates the establishment on the date of joining.



- iv) The establishment section acknowledges the joining date, issues the joining letter to personnel with an automated notification to Accounts section. The accounts section has view only access to the personnel joining date information
- v) The accounts section asks the applicant to provide the account details (SBI bank account number for amount disbursement) and to fill up the forms for unique no. and PRAN no.)
- vi) The personnel provides the account details and fills up the forms for unique no. and PRAN no.
- vii) The Treasury department assigns the Unique no. and PRAN no. to the personnel through NSDL and intimates accounts department. 'It is recommended that a Unique No and PRAN No. be transmitted automatically through certain degree of integration of ERP solution with C-SFSM solution
- viii) If the account details are received and Unique and PRAN no. are generated, the accounts department performs Salary calculation which includes assessment of HRA, GPF/DPF deduction, loans and advances, Group insurance etc.
- ix) Monetary fines imposed cannot be accounted for through this IT application. Such sums are to be collected in cash at establishment section
- x) Once the salary is calculated a "pay bill" is generated and payment is made through C-SFSM application

Policy Requirement	GOP, Circulars, Police rules and regulations
Applicable ERP modules	Finance Management System, Human Resource Management System, Workflow Management System

4.2 Pension

A. Process Summary

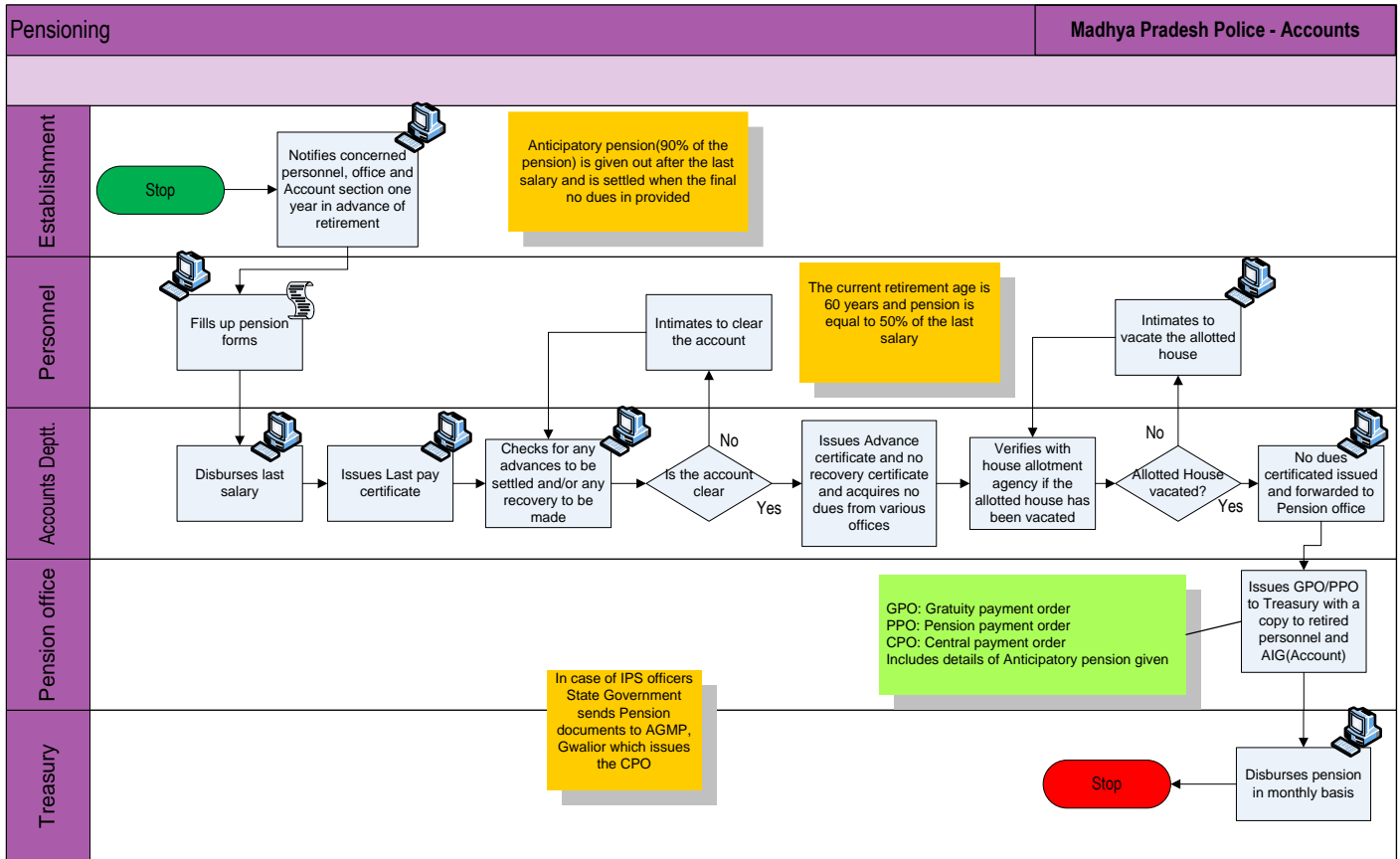
This is the To Be process of preparation of pension case of a personnel nearing retirement. The forms required to be filled in this case are envisaged to be digitized and deficiencies in terms of supporting documents, if any, shall be communicated through email.

B. SIPOC

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



C. Process Map



D. Process Description

Process Name:	Pensioning	Branch/ Sub-Branch	Accounts Section
Process Predecessor:	None	Process successor :	None

Process
<p>i) The establishment section notifies the personnel, concerned office and accounts department about the date of retirement one year in advance through email.</p> <p>ii) The personnel (applicant) fills up the pension forms through ERP software and the accounts department disburses the last salary, issues the last pay certificate through email and checks for any advances to be settled by the applicant and issues the advance certificate and no recovery certificate, if the account is clear, through email.</p> <p>iii) If the account is not clear, the accounts department emails the applicant to clear the account.</p> <p>iv) The accounts section verifies with the house allotment agency if the allotted house has been vacated by the applicant.</p>



- v) If the allotted house has not been vacated, the accounts department intimates the applicant to vacate the house and if it is vacated, the accounts department issues the no dues certificate and forwards it to the pension office.
- vi) The pension office Issues GPO/PPO to Treasury with a copy to retired personnel and AIG (Account).
- vii) The treasury disburses the pension on monthly basis.
- viii) Anticipatory pension (90% of the pension) is given out after the last salary and is settled when the final no dues in provided. The current retirement age is 60 years and pension is equal to 50% of the last salary.
- ix) In case of IPS officers State Government sends Pension documents to AGMP, Gwalior which issues the CPO.

Policy Requirement	GOP, Circulars, Police rules and regulations
Applicable ERP modules	Finance Management System, Human Resource Management System

4.3 Bills reimbursement

A. Process Summary

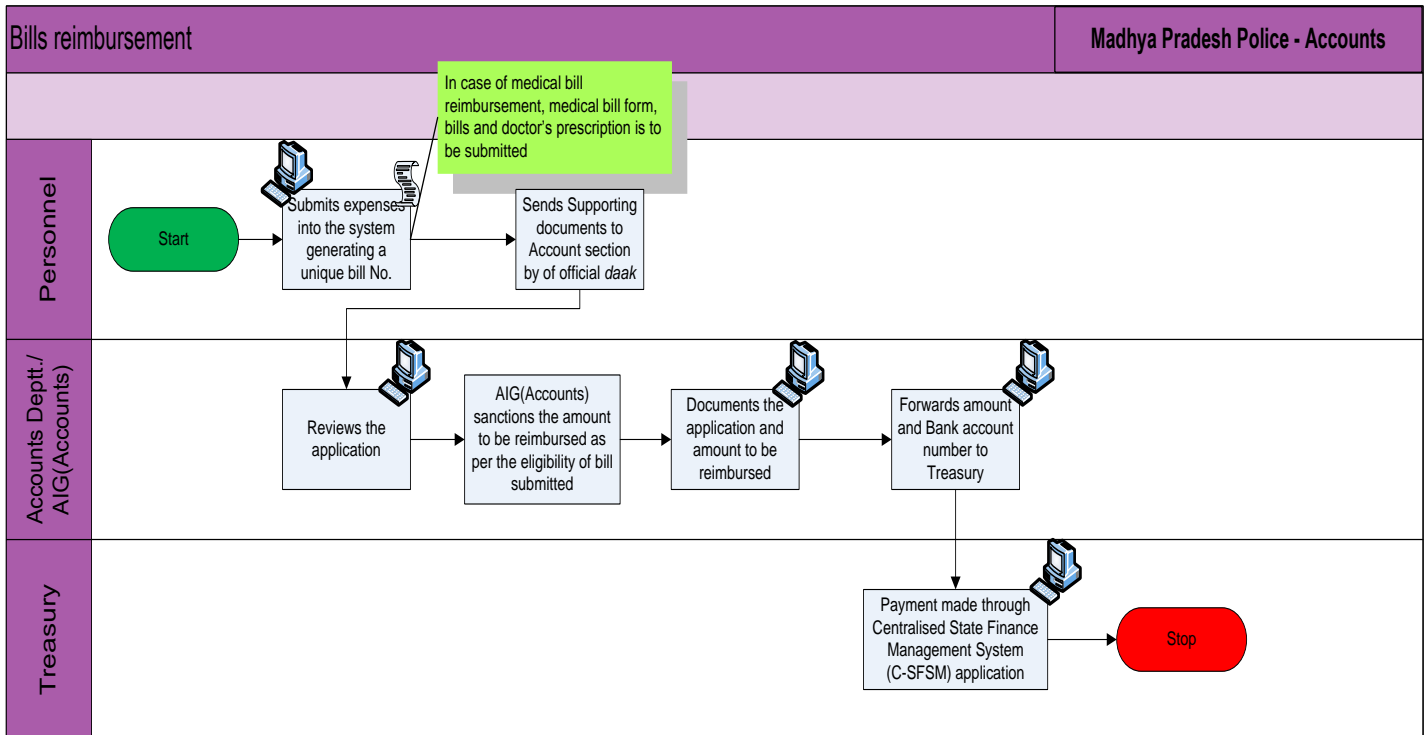
This is the To Be process of reimbursement of bills (Travel, Medical bills etc.) submitted by the police personnel to the accounts department. The personnel submitting the bills shall be able to track payment status with ERP solution.

B. SIPOC

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



C. Process Map



D. Process Description

Process Name:	Bill Reimbursement	Branch/ Sub-Branch	Administration
Process Predecessor:	None	Process successor :	None

Process

- i) The police personnel submits the bills (Travel, medical bills etc.) along with all the required supporting documents and application forms to accounts department.
- ii) The expenses have to be entered into the system which would automatically verify eligibility and the supporting document required. Once expenses are submitted, a unique Bill No. would be generated. The hard copy of bills/ supporting documents have to be sent to account section through official *Daak* mentioning the unique Bill No.
- iii) The Account Section reviews the application form and documents the application and the amount to be reimbursed.
- iv) The personnel submitting shall be able to track status of submitted bills.
- v) AIG (Accounts) sanctions the amount to be reimbursed as per the eligibility of bill submitted.



- vi) The Account Section then enters the sanctioned amount into the C-SFSM application and sends to treasury for payment. Integration of ERP Solution with C-SFSM application is recommended.
- vii) The treasury section makes the payment to the applicant through the Centralised State Finance Management System (C-SFSM) application.

Policy Requirement	GOP, Circulars, Police rules and regulations
Applicable ERP Modules	Finance Management Systems

4.4 Audit

A. Process Summary

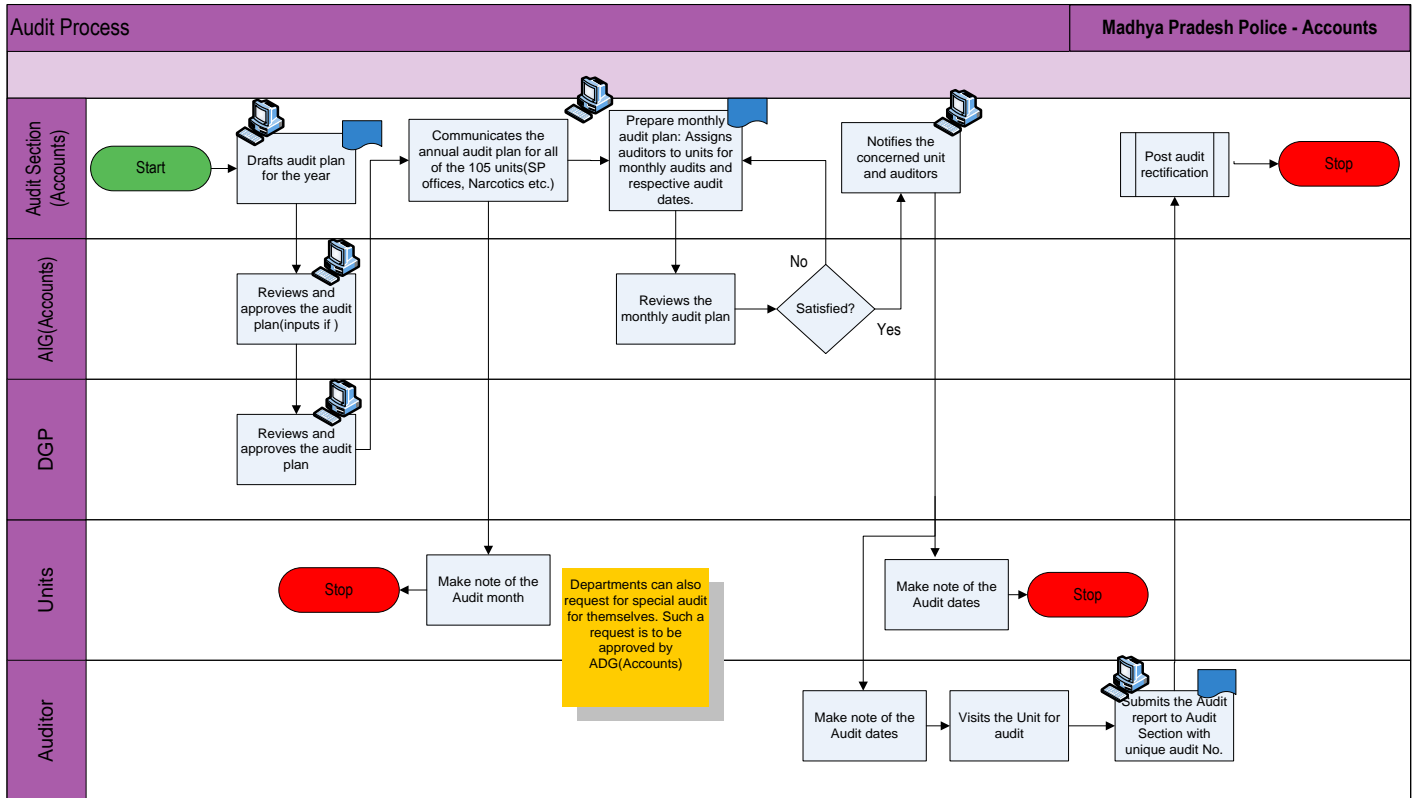
This is the To Be process of conduction of Audit by the concerned section of the 105 units of MP Police (SP offices, Narcotics etc.). Audit would be a separate functionality within Finance Management Module.

B. SIPOC

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



C. Process Map



D. Process Description

Process Name:	Audit	Branch/ Sub-Branch	Audit Section
Process Predecessor:	None	Process successor :	Post Audit Rectification

Process			
<p>i) The Audit section prepares the annual audit plan for all the 105 concerned units of MP Police and makes an ERP based workflow file.</p> <p>ii) This file is forwarded to AIG (Accounts) for approval.</p> <p>iii) The AIG (Accounts) provides the inputs (if any) and send it to DGP for approval.</p> <p>iv) Once it is approved by the DGP, the audit section communicates the plan to all the concerned units through email or by publishing it on shared portal. Also the audit section prepares the monthly audit plan and sends it to AIG (Accounts) for review.</p> <p>v) If the AIG (Accounts) is satisfied with the monthly audit plan, the audit section will communicate the plan to concerned units and the respective auditors through email.</p> <p>vi) The auditors will note down the audit dates, conduct the audit of the unit at the scheduled date and submit the audit report to Audit Section using a standardized online portal. After an audit is completed, a unit Audit number would be generated within Finance module and communicated to concerned unit, auditor, audit section and AIG (Accounts).</p>			



- vii) The audit is followed by a post audit rectification process.
- viii) Departments can also request for special audit for themselves by sending an email to a designated email address. Such a request is to be approved by ADG (Accounts) and a customised audit check list may be made for the same.

Policy Requirement	GOP , Rules and Regulations, Circulars
Applicable ERP modules	Finance Management System

4.5 Post audit rectification

A. Process Summary

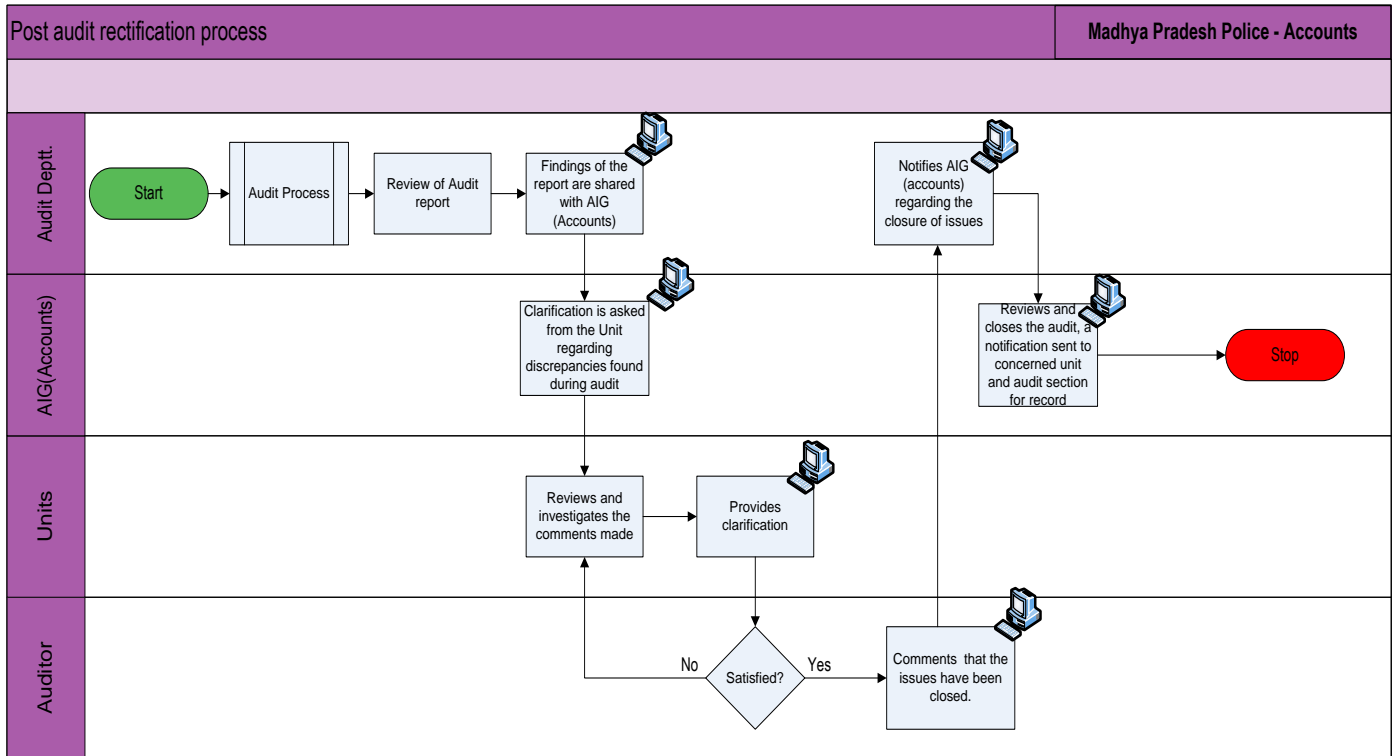
This is the To Be process of rectification of the discrepancies found during the audit process at any unit of MP Police. It involves rectification of issues flagged by the auditor during audit.

B. SIPOC

Supplier	Input	Process	Output	Customer
Auditor, Audit department	Audit Report	As shown below	Rectification of discrepancies by the concerned unit	Audit department, concerned unit



C. Process Map



D. Process Description

Process Name:	Post audit rectification	Branch/ Sub-Branch	Administration
Process Predecessor:	Audit	Process successor :	None

Process
i) The audit section reviews the audit report and findings are shared with the AIG (accounts). ii) The AIG (accounts) asks for clarification from the Unit regarding discrepancies found during audit through ERP solution. iii) The concerned unit reviews and investigates the comments made and provides clarification to Auditor through application. iv) If the auditor is satisfied, he comments to audit department that the issues have been closed. v) The audit department notifies AIG (accounts) regarding the closure of issues vi) The AIG (accounts) closes the audit comments which sends an automated notification to the concerned unit and to audit section vii) The audit department and the concerned unit updates their records for the same. viii) If the auditor is not satisfied then further clarification is provided by the concerned unit.



Policy Requirement	GOP, Circulars, Police rules and regulations
Applicable ERP Modules	Finance Management System

4.6 Loans and Advances

A. Process Summary

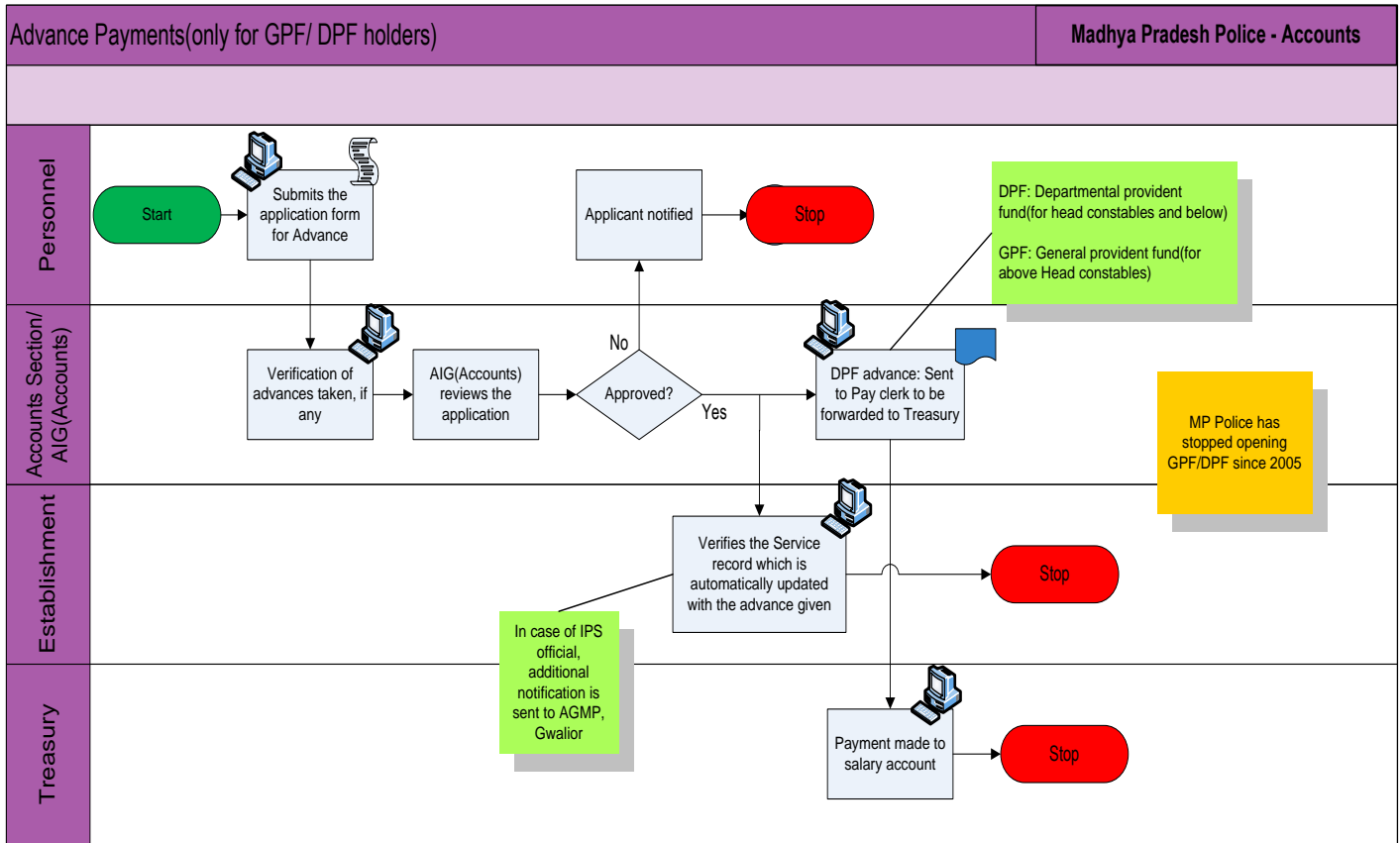
This is the To Be process of Advance payment to those police personnel who are DPF/GPF account holders. The payment is based on the approval from senior officer.

B. SIPOC

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



C. Process Map



D. Process Description

Process Name:	Advance Payment	Branch/ Sub-Branch	Accounts
Process Predecessor:	None	Process successor :	None

Process

- i) MP Police has stopped opening GPF/DPF since 2005.
- ii) For personnel joining Post 2005 the amount is deducted under National Pension Scheme.
- iii) MP Police personnel submits the application for advance within the ERP solution which is routed to the Accounts section. The applicant at any time can check the status of the application.
- iv) The Accounts Section verifies the application for any advances taken previously, eligibility, and forwards to AIG (Accounts)
- v) AIG (Accounts) reviews the application. Once approved it is entered into the Treasury’s application (C-SFSM) by pay clerk who then generates the payment voucher. This voucher sent to the treasury for advance payment.



- vi) Once advance payment is approved, the service roll is automatically updated based on the predefined fields which are to be populated in the service record with a notification to Establishment section for verification.
- vii) If the application is not approved then a notification is sent to the applicant for the same.

Policy Requirement	GOP - Government Gazette Notification, Madhya Pradesh Police Regulations, Circulars
Applicable ERP Modules	Finance Management System, Human Resource Management System

4.7 Budgeting

A. Process Summary

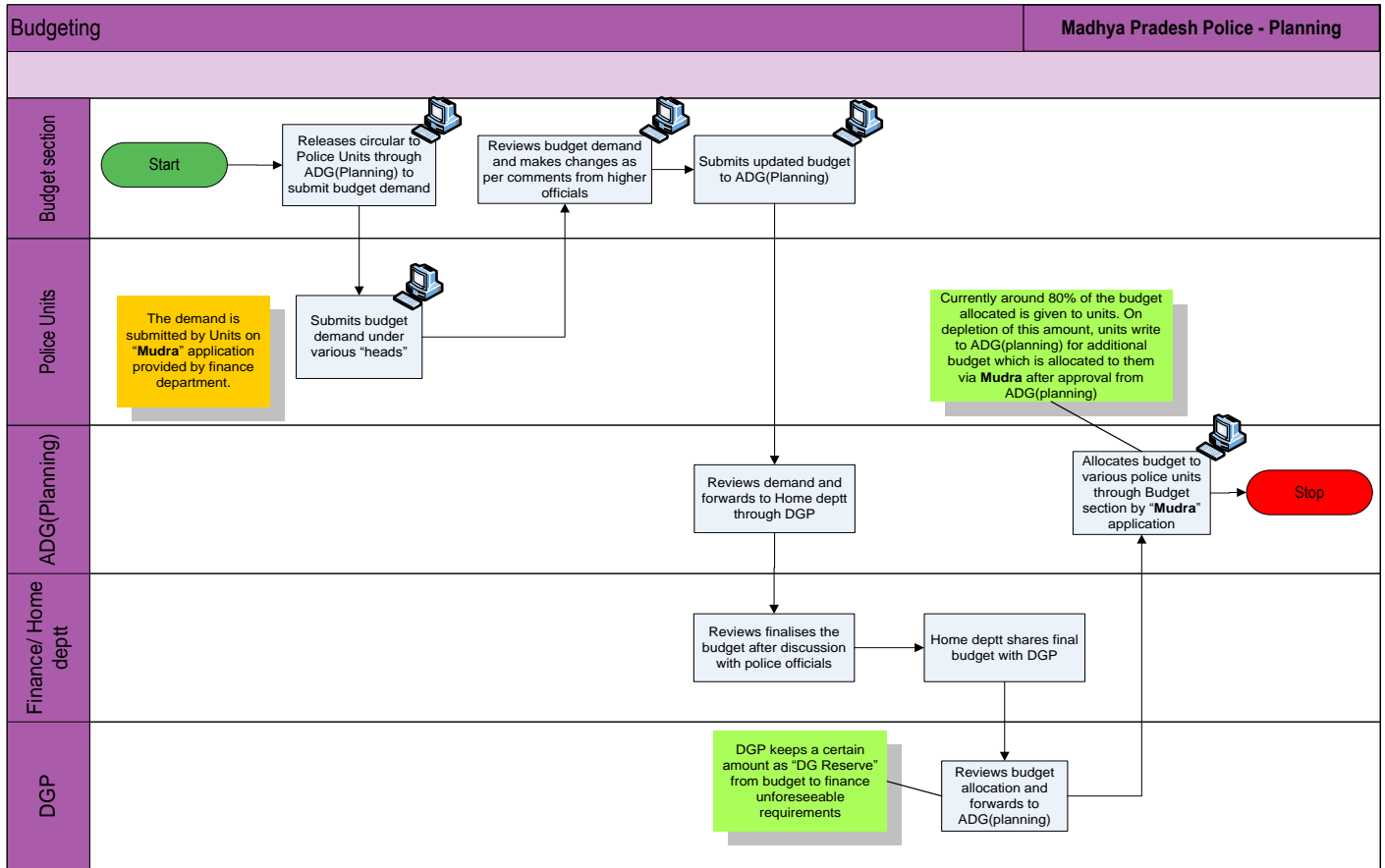
This is the To Be process of preparation of budget by the Planning Branch. The demand submission and budget allocation would continue to be done on the finance department application “**Mudra**”. The data on “Mudra” shall be replicated on the ERP finance module for better financial management of allocated funds.

B. SIPOC

Supplier	Input	Process	Output	Customer
Units	Demand	As shown below	Budget allocation	Budget section, All Police Units



C. Process Map



D. Process Description

Process Name:	Budgeting	Branch/ Sub-Branch	Planning
Process Predecessor:	None	Process successor :	None
Process			
<ul style="list-style-type: none"> i) The budget section releases circular to the unit through ADG (Planning) to submit budget demand. ii) Units submit the budget demand under various "heads" using the "Mudra" application provided by finance department. iii) The budget section reviews the demand and makes changes as per comments from higher officials and submits updated budget to ADG (Planning) iv) ADG (Planning) reviews demand and forwards to Home department through DGP. v) Finance/ Home department review and finalize the budget after discussion with police officials vi) Home department shares final budget with the DGP. vii) DGP reviews the budget allocation and forwards to ADG (Planning). DGP keeps a certain amount as "DG Reserve" from budget to finance unforeseeable requirements. viii) ADG (Planning) allocates budget to various police units through budget section by "Mudra" application. 			



- ix) The allocated budget data is to be replicated into the finance module of ERP solution for better monitoring of funds.
- x) Currently around 80% of the budget allocated is given to police units. On depletion of this amount, units write to ADG (Planning) for additional budget which is allocated to them via “Mudra” after approval from ADG (Planning).

Policy Requirement	GOP, Circulars, Police rules and regulations
Applicable ERP Modules	Finance Management

4.8 50% recovery by GRP

A. Process Summary

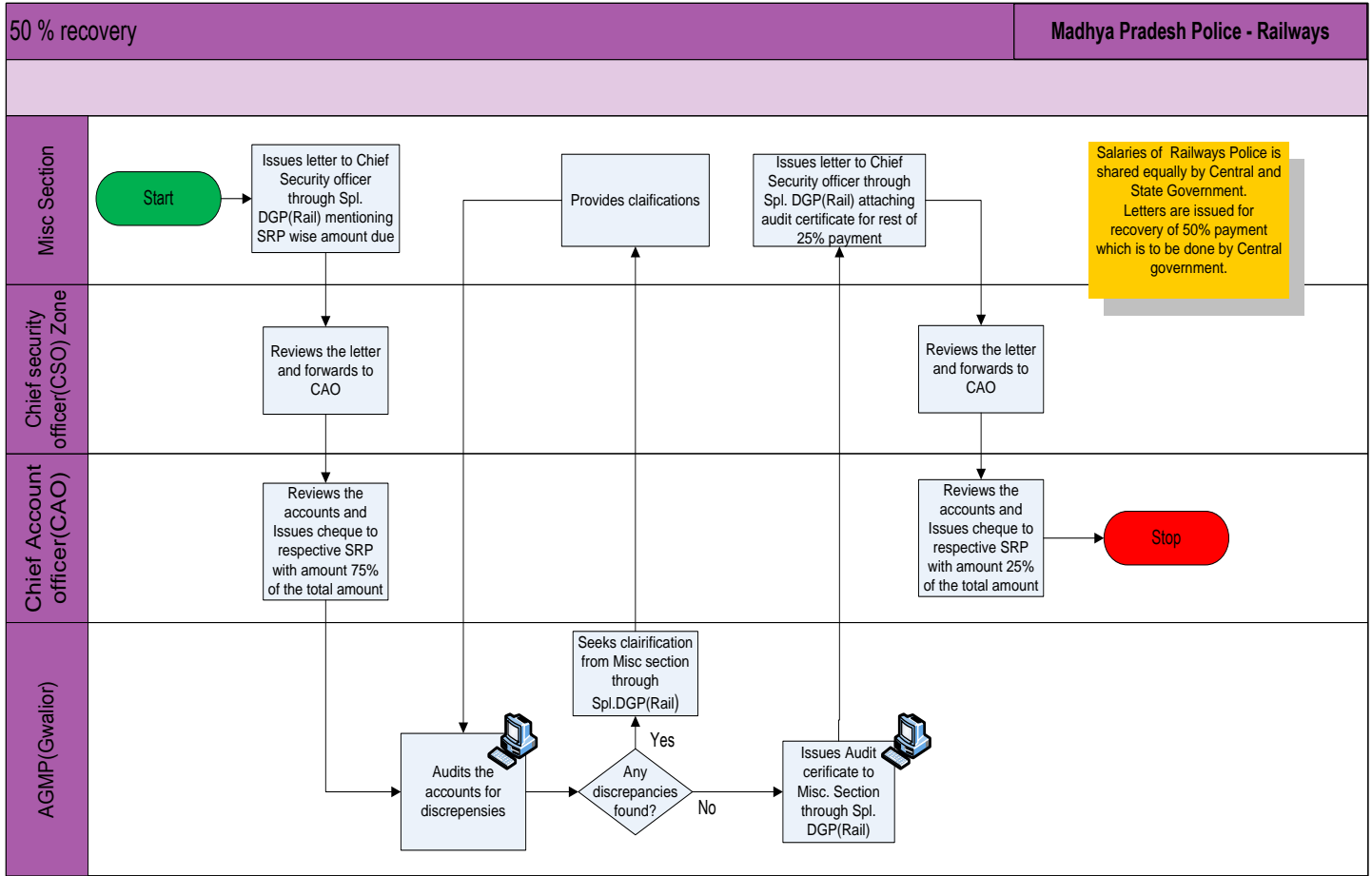
This is the process of recovery of 50% of salary expenses of GRP Personnel from Central Government through Ministry of Railways. AGMP would be able to perform audits more efficiently.

B. SIPOC

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



C. Process Map



D. Process Description

Process Name:	50% recovery	Branch/ Sub-Branch	Railway
Process Predecessor:	None	Process successor :	None

Process

- i) The miscellaneous section issues a letter to Chief Security Officer through special DGP (Rail) mentioning SRP wise amount due.
- ii) Chief security officer reviews the letter and forwards to Chief account officer.
- iii) Chief account officer reviews the accounts and issues cheque to respective SRP with amount 75% of the total amount.
- iv) AGMP (Gwalior) audits the accounts for discrepancies. Access has to be setup in the ERP solution for AGMP to create audit event and generate audit report/check list. If any discrepancies found then he seeks clarifications from the miscellaneous section through Spl. DGP (Rail).
- v) The miscellaneous section provides clarification and AGMP (Gwalior) audits the accounts for discrepancies again if there are no discrepancies found then AGMP (Gwalior) issues audit certificate



to misc. section through Spl. DGP (Rail). The audit check list should be cleared by the auditor for issuance of the certificate

- vi) Misc. section issues letter to Chief Security officer through Spl. DGP(Rail) attaching audit certificate for rest of 25% payment
- vii) The Chief Security Officer reviews the letter and forwards to CAO.
- viii) The CAO reviews the accounts and Issues cheque to respective SRP with amount 25% of the total amount
- ix) Salaries of railway police is shared equally by central and state government. Letters are issued for recovery of 50% payment which is to be done by central government.

Policy Requirement	GOP, Circulars, Police rules and regulations
Applicable ERP Modules	Finance Management

4.9 Prize money

A. Process Summary

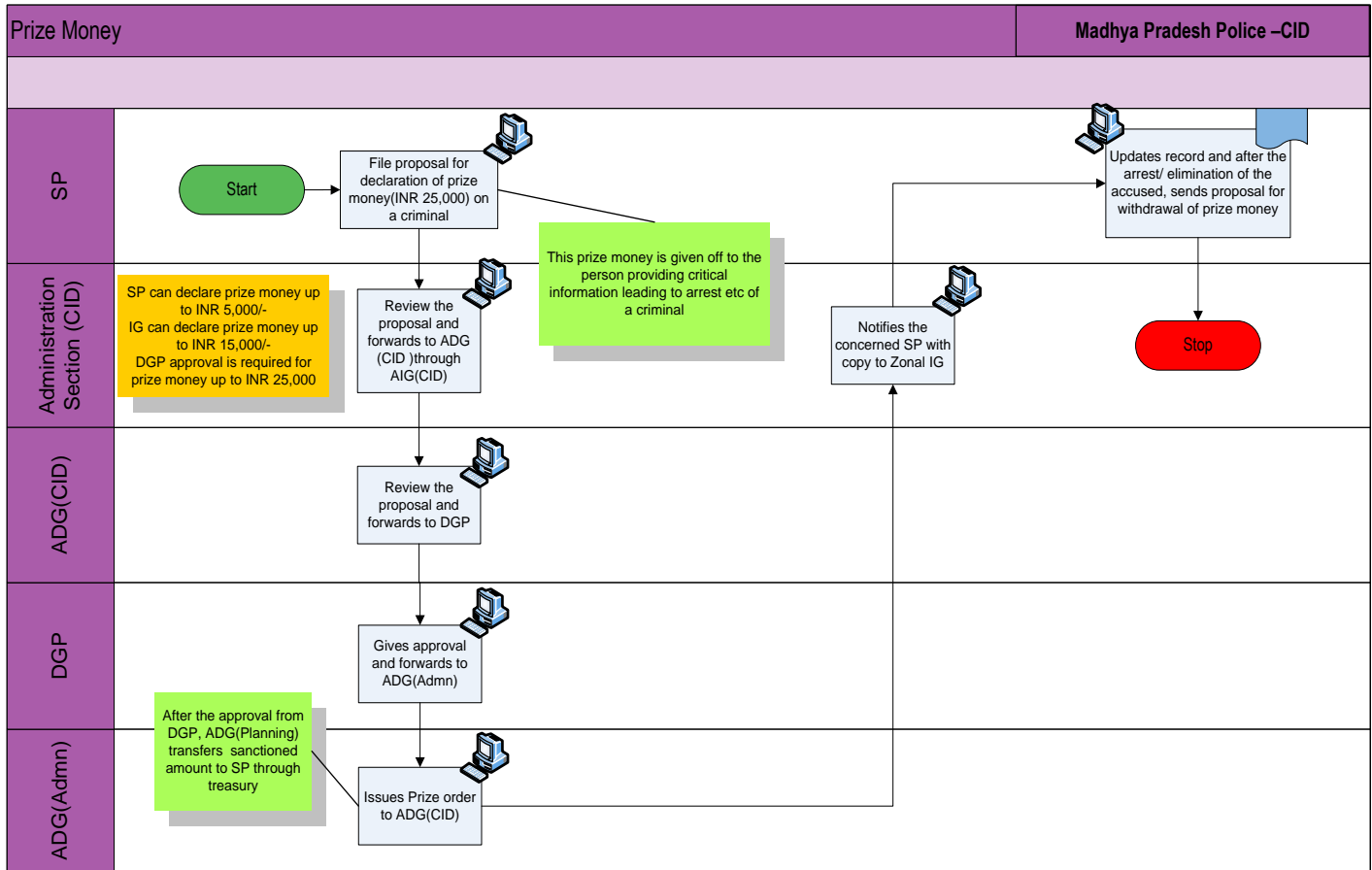
This is the To-Be process of giving of prize money to the person (informer) who provides critical information leading to arrest etc. of a criminal on whom a prize money has been declared. The Workflow Management module would be used for this process.

B. SIPOC

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



C. Process Map



D. Process Description

Process Name:	Prize money	Branch/ Sub-Branch	CID
Process Predecessor:	None	Process successor :	None
Process			
<ul style="list-style-type: none"> i) SP can declare prize money up to INR 5,000/- ii) IG can declare prize money up to INR 15,000/- iii) DGP approval is required for prize money up to INR 25,000 iv) SP submits a proposal/request on the system for declaration of prize money (INR 25,000) on a criminal. An automated notification about the same is sent to Administration section of CID. v) Administration section of CID receives the request and forwards it to AIG (CID) for perusal who upon satisfaction forwards the same to ADG (CID) through the system. vi) ADG (CID) reviews the and forwards to DGP on satisfaction through the system. 			



- vii) DGP reviews and sanctioned prize money in the system and forwards the proposal to the ADG (Admn) through the system.
- viii) ADG (Admn) issues prize order to ADG (CID), an automated notification about the same is sent to ADG (CID). After the approval from DGP, ADG (Planning) transfers sanctioned amount to SP through treasury after arrest/ elimination report is received from concerned SP.
- ix) ADG (CID) sends notification through the system, to the concerned SP with a copy of concerned zonal IG, about the same.
- x) SP updates record in the system and after the arrest/ elimination of the accused, sends request/proposal through the system for withdrawal of prize money.

Policy Requirement	GOP - Government Gazette Notification, Madhya Pradesh Police Regulations, Circulars
Applicable ERP Modules	Finance Management, Workflow Management



5. Human Resource To Be Processes

5.1 Recruitment

A. Process Summary

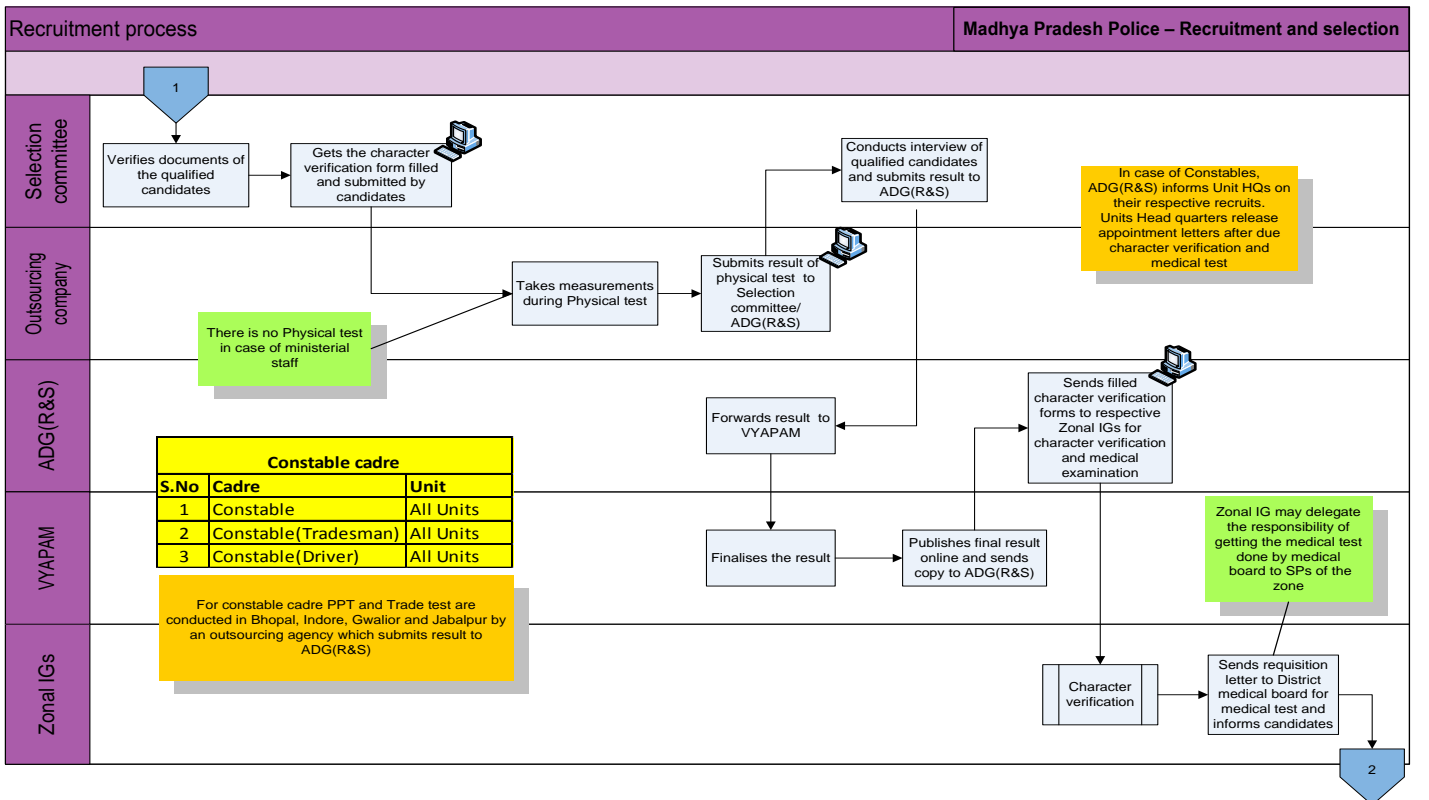
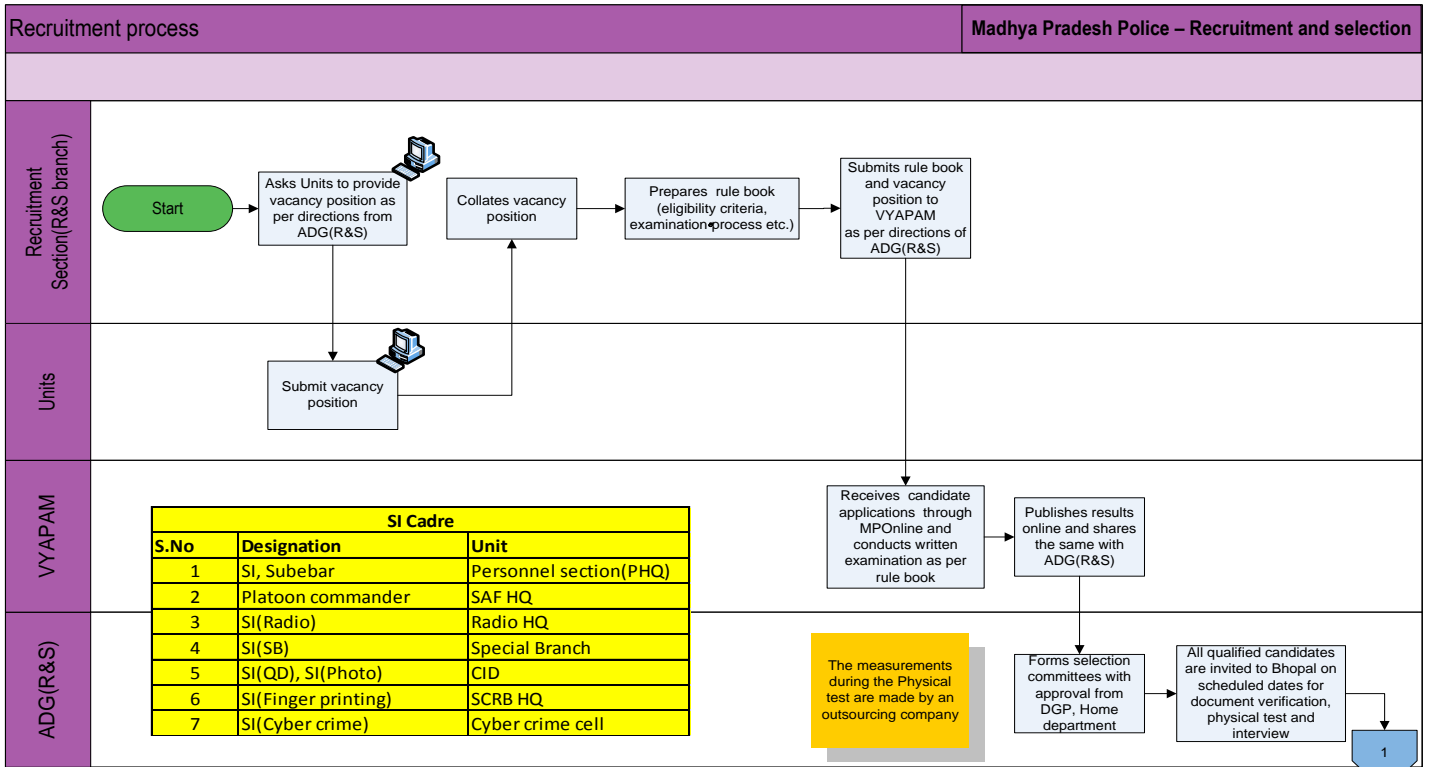
This is the To-Be process of Recruitment & Selection of Police personnel by the Recruitment and Selection Branch. The HR module would be used by the recruitment and selection branch for recruitment and selection of police personnel.

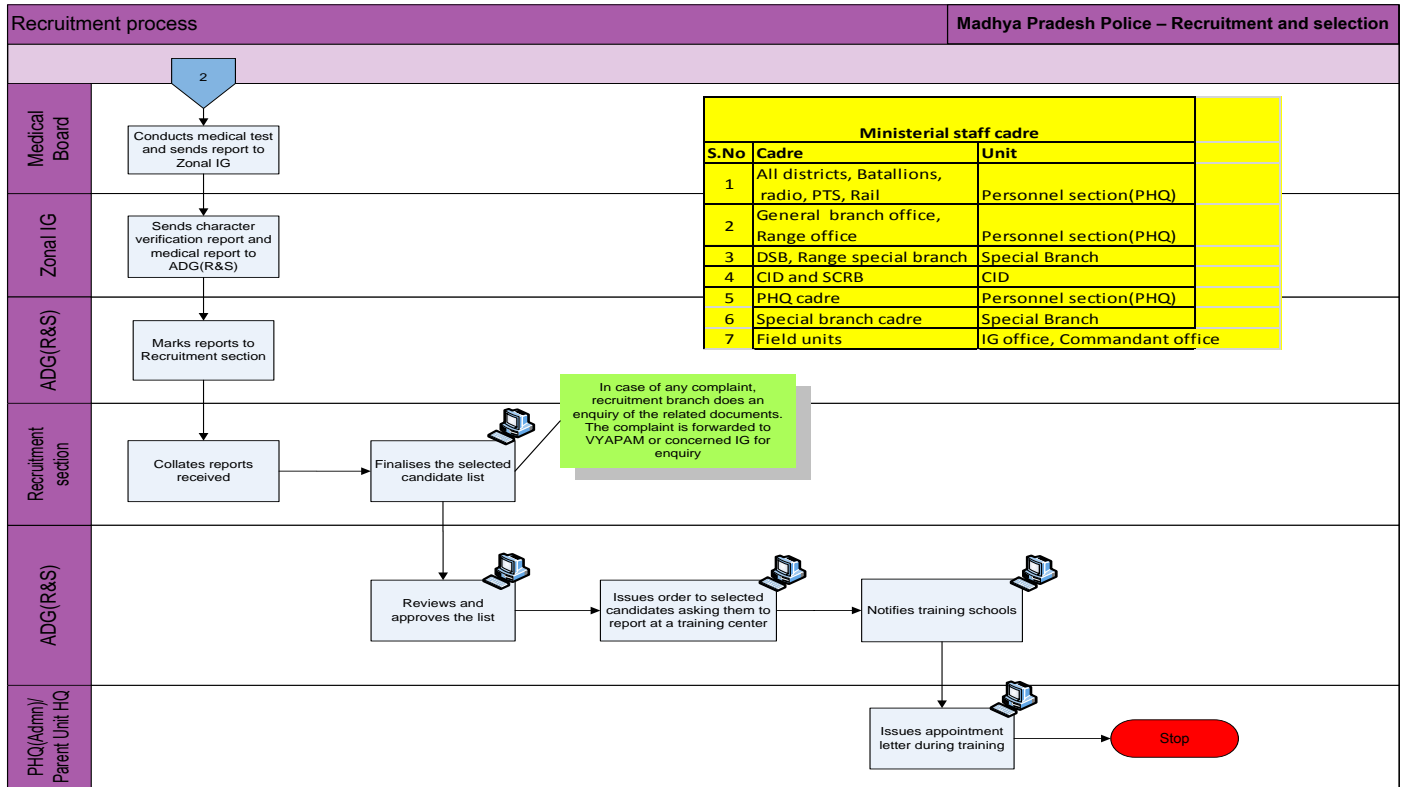
B. SIPOC

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



C. Process Map





D. Process Description

Process Name:	Recruitment & Selection	Branch/ Sub-Branch	Recruitment Section Branch
Process Predecessor:	NA	Process successor :	NA

Process

- i) ADG(R&S) sends notifications to Police Units to provide vacancy position through the system.
- ii) Units responds through the system with detailed list of vacancy positions.
- iii) The Recruitment and selection section consolidates vacancy list received from various units.
- iv) Based on the consolidated list Recruitment Section prepares rule book and defines selection criterion in the system.
- v) The automated request for approval of draft of Rule Book and vacancy position is sent to ADG (R&S). ADG (R&S) approves the same in the system. It is submitted to VYAPAM after approval from ADG(R&S).
- vi) VYAPAM publishes recruitment advertisement, receives applications through MPOnline and conducts written exam and its evaluation as per rule book
- vii) The merit list of shortlisted candidates is published and shared with ADG(R&S)
- viii) ADG(R&S) invites all qualified candidates to Bhopal on scheduled dates through automated notification sent through the system for document verification, physical test and interview.



- ix) Selection Committee verifies the credentials/documents and collects various forms (character verification) dually filled by selected candidates. The same is updated in the system.
- x) Selection Committee facilitates physical test for non-ministerial staff; the task of taking physical measurement is assigned to an outsourced company and after verification the outsourced firm submits report to Selection Committee and ADG (Training). The same is updated in the system.
- xi) Selection Committee conducts interview of qualified candidates and submits result to ADG(R&S). The results are also updated in the system.
- xii) ADG(R&S) forwards result to VYAPAM
- xiii) VYAPAM consolidates and publishes final result of selected candidates and shares a copy with ADG(R&S)
- xiv) ADG(R&S) instructs zonal IG's through automated notification sent through the system for character and medical examination of selected candidates
- xv) After Character verification, respective IG's send requisition letter to district medical board for medical test and candidates are informed. Zonal IG may delegate the responsibility of getting the medical test done by medical board to SPs of the zone through an automated notification sent through the system.
- xvi) Medical board conducts medical test and sends report to Zonal IG
- xvii) The report comprising of character verification along with medical report is sent to ADG(R&S) and the same is updated in the system.
- xxviii) ADG(R&S) receives report and shares with Recruitment section (R&S).
- xxix) R&S section collates report received and finalizes list of selected candidates and shares with ADG(R&S) through the system and the same is updated in the system.
- xxx) ADG(R&S) receives, reviews and approves list of recruited personnel in the system and issues notification through the system to training schools for training arrangements and issues notifications through system/emails/letters to call selected candidates asking them to report at training center.
- xxxi) Appointment letters are issued by ADG(R&S) during training.
- xxxii) In case of any complaint, recruitment branch does an enquiry of the related documents. The complaint is forwarded to VYAPAM or concerned IG for enquiry
- xxxiii) In case of Constables, ADG(R&S) informs Unit HQs on their respective recruits. Units Headquarters release call letter to recruited personnel, get their character verification and medical test done and issue appointment letters if CVR and medical reports are found satisfactory. Constable level personnel report directly at Units for joining.
- xxxiv) Once appointment letters are issued, Establishment section would receive a notification for creation for Login ids for IT application, Email id etc.

Policy Requirement	MP Police Rules and Regulations, GOPs and Circulars
Applicable ERP Modules	Human Resource Management



5.2 Post recruitment verification

A. Process Summary

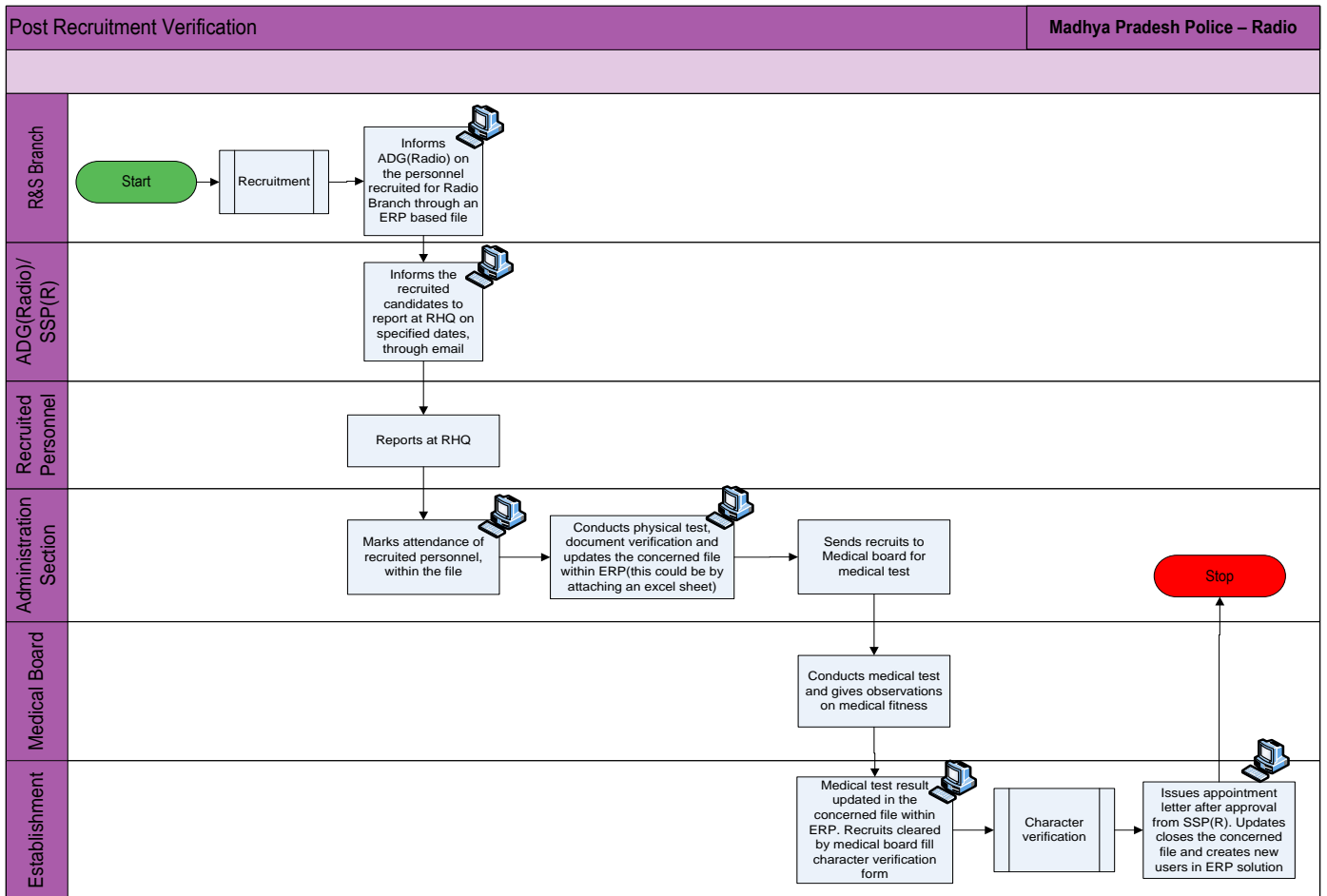
This is the To Be process of verification of the personnel (Constable) recruited for MP Police Radio Branch. An ERP based file shall be moved until Medical and Character verification is done. After that new “users” will have to be created by Establishment for new recruited personnel.

B. SIPOC

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



C. Process Map



D. Process Description

Process Name:	Post Recruitment Verification	Branch/ Sub-Branch	Radio Branch
Process Predecessor:	Recruitment	Process successor :	None
Process			
i) ADG(R&S) informs ADG (Radio) on the personnel recruited for Radio Branch through an ERP based file. ii) ADG(R)/ SSP(R) informs the recruited personnel to report at RHQ on specified day through email and also sends the list to Administration section and Establishment section for further action by forwarding the concerned file.			



- iii) Recruited personnel report at RHQ and give their attendance at Administration section
- iv) Administration Section conducts physical test, document verification and updates the concerned file within ERP (this could be by attaching an excel sheet) and sends recruits to Medical board for medical test.
- v) Medical board conducts medical test and gives observations on medical fitness
- vi) The establishment section of RHQ gets Medical test result updated in the concerned file within ERP and gets Recruits cleared by medical board to fill character verification form
- vii) Once the medical test and character verification are done to satisfaction, Establishment Section Issues appointment letter after approval from SSP(R). Establishment also updates, closes the concerned file and creates new users in ERP solution for newly recruited personnel

Policy Requirement	GOP - Government Gazette Notification, Madhya Pradesh Police Regulations, Circulars
Applicable ERP Modules	Workflow Management, Human Resource Management, Finance Management

5.3 Service Record Maintenance

A. Process Summary

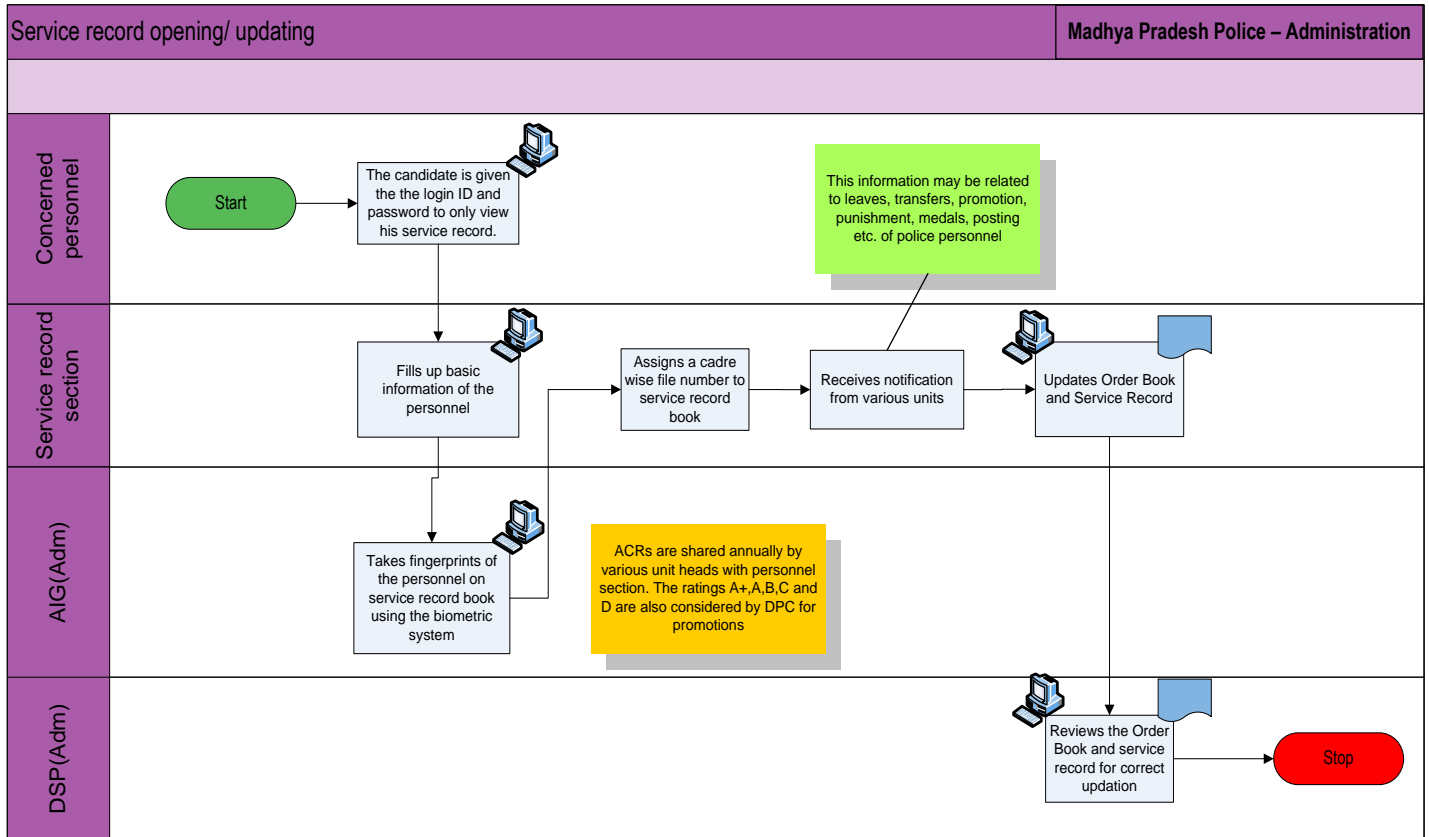
This is the To-Be process for Service record opening/updating of the Service Record of the candidate (Police Personnel). The HR Module would be used for this purpose.

B. SIPOC

Supplier	Input	Process	Output	Customer
Concerned Section	All supporting documents	As shown below	Service Record Book	Applicant Service record section



C. Process Map



D. Process Description

Process Name:	Service Record Opening/Up gradation	Branch/ Sub-Branch	Service record section
Process Predecessor:	None	Process successor :	None
Process			
<ul style="list-style-type: none"> i) The candidate is given a login id and password to only view his/her service record in the HR module. ii) Basic information of the personnel is filled up by service record section in the same module through its own login id and password. Service record section will be able to view and edit the record after appropriate approvals. iii) AIG (Administration) takes fingerprints of the personnel on the service record book through biometric fingerprint device. iv) Service record book is assigned a cadre wise file number by the service record section. v) The section receives automated notification from various units. The information may be related to leaves, transfers, promotions, punishment, medals, posting etc. of police personnel. 			



- vi) The module should be integrated with other units also so that the information related to leaves, transfers, promotions, punishment, medals, posting etc. gets updated in the service record through the system.
- vii) DSP (Administration) reviews the order book and service record for correct updating.

Policy Requirement	Madhya Pradesh Police rules and regulation, Circulars and GOPs
Applicable ERP Modules	Human Resource Management, Workflow Management

5.4 ACR Writing

A. Process Summary

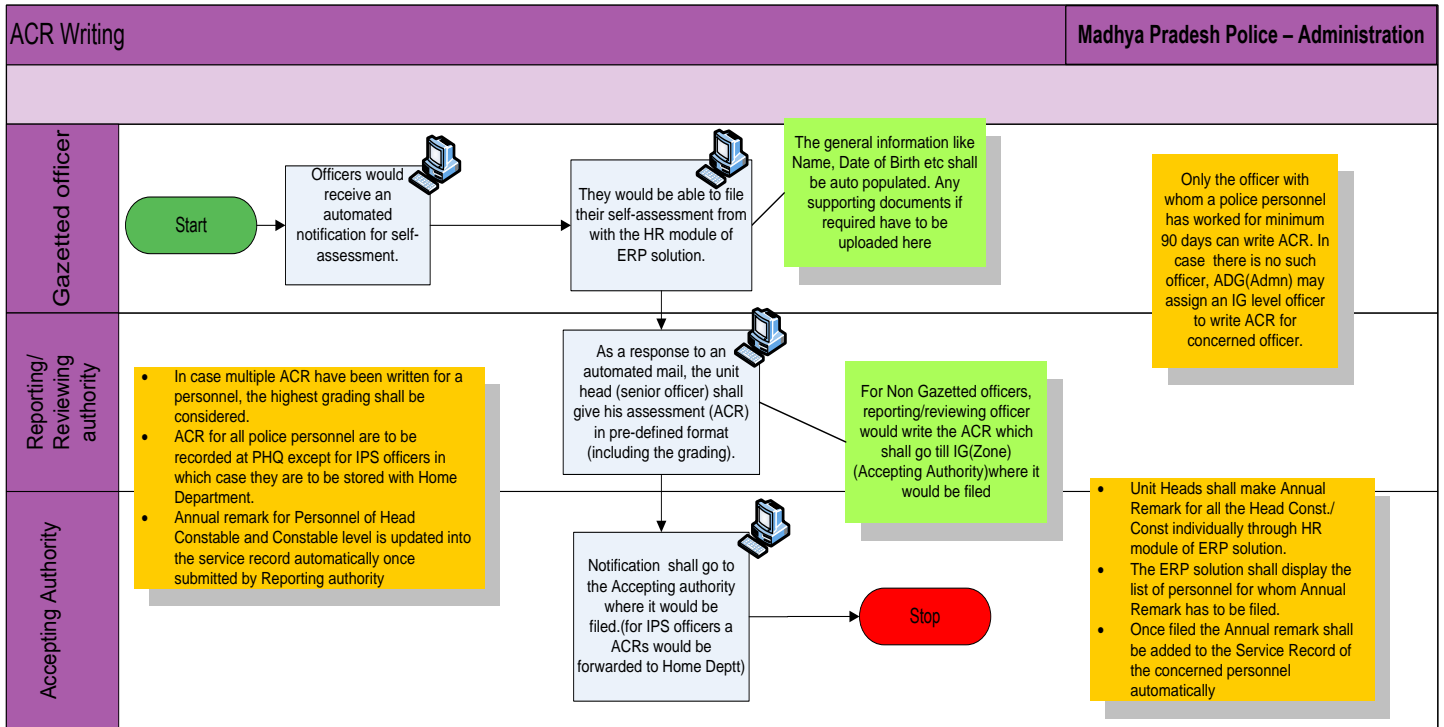
This is the To be process for Annual Confidential Report writing. This shall primarily involve Human Resource module of the ERP solution.

B. SIPOC

Supplier	Input	Process	Output	Customer
Gazetted officer/ Unit Head	Self-Assessment ACR	As shown below	ACR	Police Personnel



C. Process Map



D. Process Description

Process Name:	ACR Writing	Branch/ Sub-Branch	Administration
Process Predecessor:	None	Process successor :	None

- Process**
- i) Self-assessment is only required for gazette officials.
 - ii) Only the officer whom a police personnel has worked for 90 days can file ACR. In case there is no such officer, ADG (Admn) may assign an IG level officer to file ACR for concerned officer.
 - iii) In case multiple ACR have been written for a personnel, the highest grading shall be considered.
 - iv) Annual remark for Personnel of Head Constable and Constable level is updated into the service record and ACR is maintained
 - v) ACR is all police personnel are to be recorded at PHQ except for IPS officers in which case they are to be stored with Home Department.
 - vi) An automated mail is to be sent to all the officials required for ACR writing.
 - vii) For Non Gazetted personnel,



- (a) Reviewing officer shall have a list of people for whom he/she has to file ACR within the HR module of ERP system.
- (b) The review officer shall file ACR within the ERP system in predefined format and shall also submit a grade.
- (c) Once submitted the ACR shall automatically go to 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)
- viii) For gazette officer:
 - (a) They would receive an automated notification for self-assessment.
 - (b) They would be able to file their self-assessment from within the HR module of ERP solution. The general information like Name, Date of Birth etc. shall be auto populated. Any supporting documents if required have to be uploaded here
 - (c) Once self-assessment is submitted, as a response to an automated mail, the unit head (senior officer) shall give his assessment (ACR) in pre-defined format (including the grading).
 - (d) Once ACR is submitted, it would be automatically routed to the next senior officer in the organizational chart until it reaches accepting officer where it would be filed. Such a file shall be accessible to anyone (except DPC).
- ix) For Head Constables/ Constables:
 - (a) The ERP system shall notify reporting officer to file Annual Remark
 - (b) Unit Heads shall make Annual Remark for all the Head Const. / Const individually through HR module of ERP solution.
 - (c) The ERP solution shall display the list of personnel for whom Annual Remark has to be filed.
 - (d) Once filed the Annual remark shall be added to the Service Record of the concerned personnel.

Policy Requirement	GOP, Circulars, Police rules and regulations
Applicable ERP	Human Resource Management

5.5 Order Book Writing/ O.B. Entry

A. Process Summary

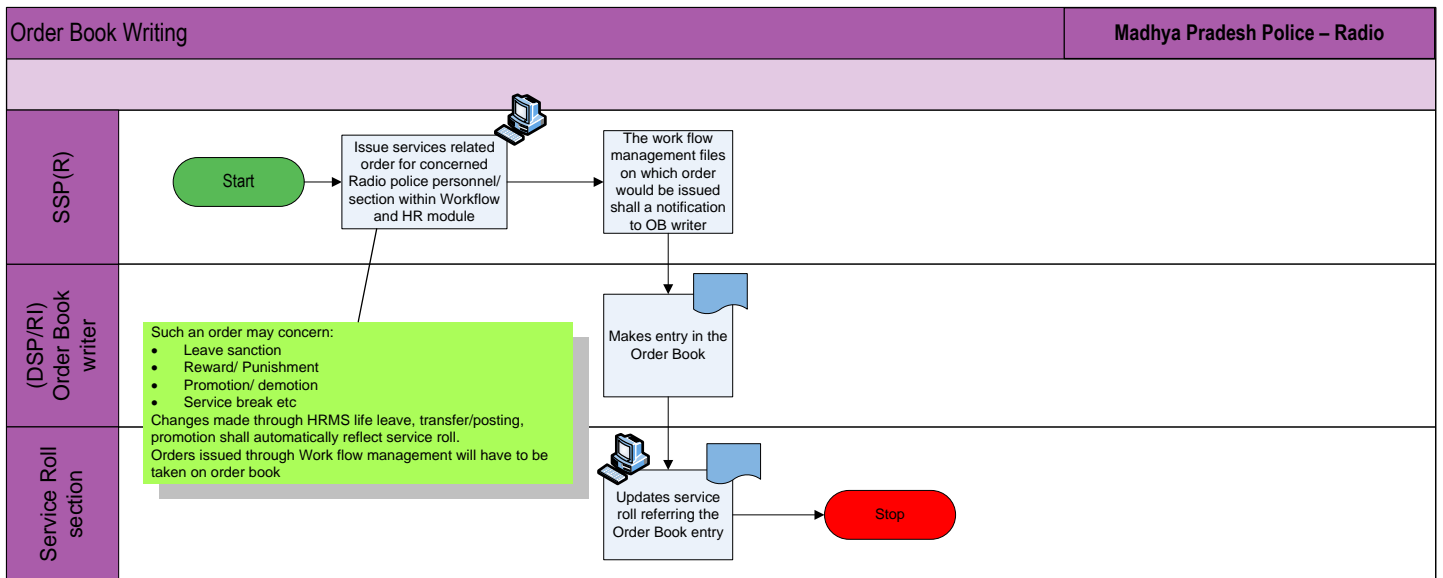
This is the To Be process of Order Book writing for MP Police. Most of the entries are expected to be made automatically.



B. SIPOC

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

C. Process Map



D. Process Description

Process Name:	Order Book Writing	Branch/ Sub-Branch	Radio
Process Predecessor:	None	Process successor :	None
Process			
i) SSP(R) issues services related order for concerned Radio police personnel/section with a copy to OB writer. ii) Such an order may concern: <ul style="list-style-type: none"> • Leave sanction • Reward/ Punishment • Promotion/ demotion • Service break etc. 			



- iii) Changes made through HRMS life leave, transfer/posting, promotion shall automatically reflect service roll.
- iv) Orders issued through Work flow management will have to be taken on order book
- v) Order Book writer makes entry in order book.
- vi) The Order Book is written by a DSP/RI level officer.
- vii) Service Roll section updates service roll referring the Order Book entry

Policy Requirement	GOP - Government Gazette Notification, Madhya Pradesh Police Regulations, Circulars
Applicable ERP Modules	Workflow Management, Human Resource Management

5.6 Compassionate Appointment

A. Process Summary

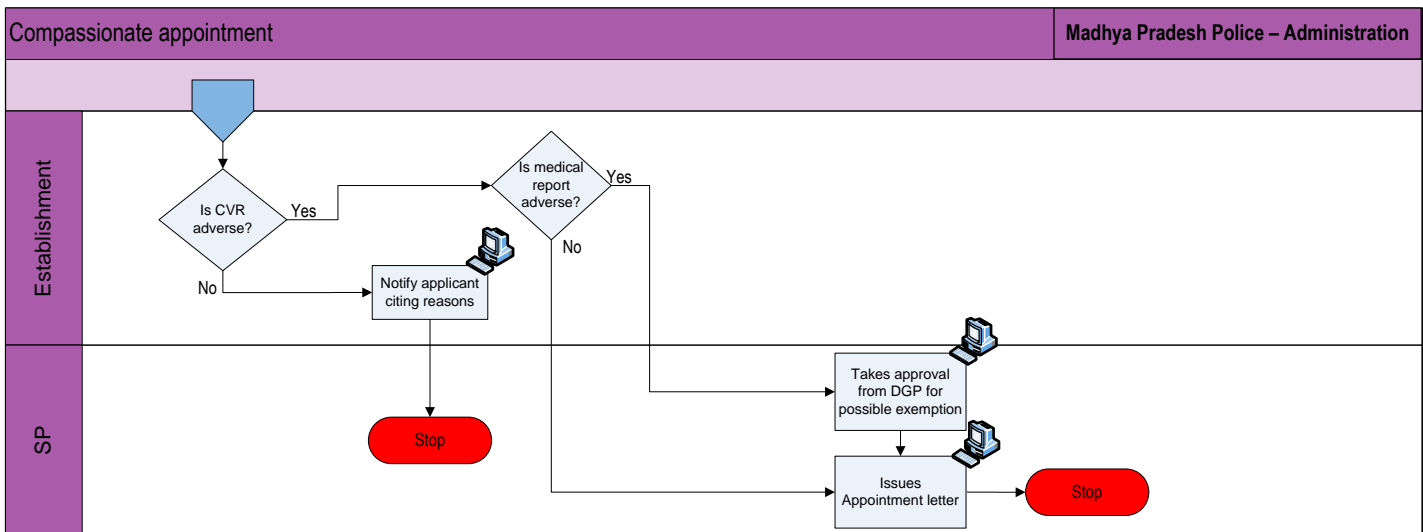
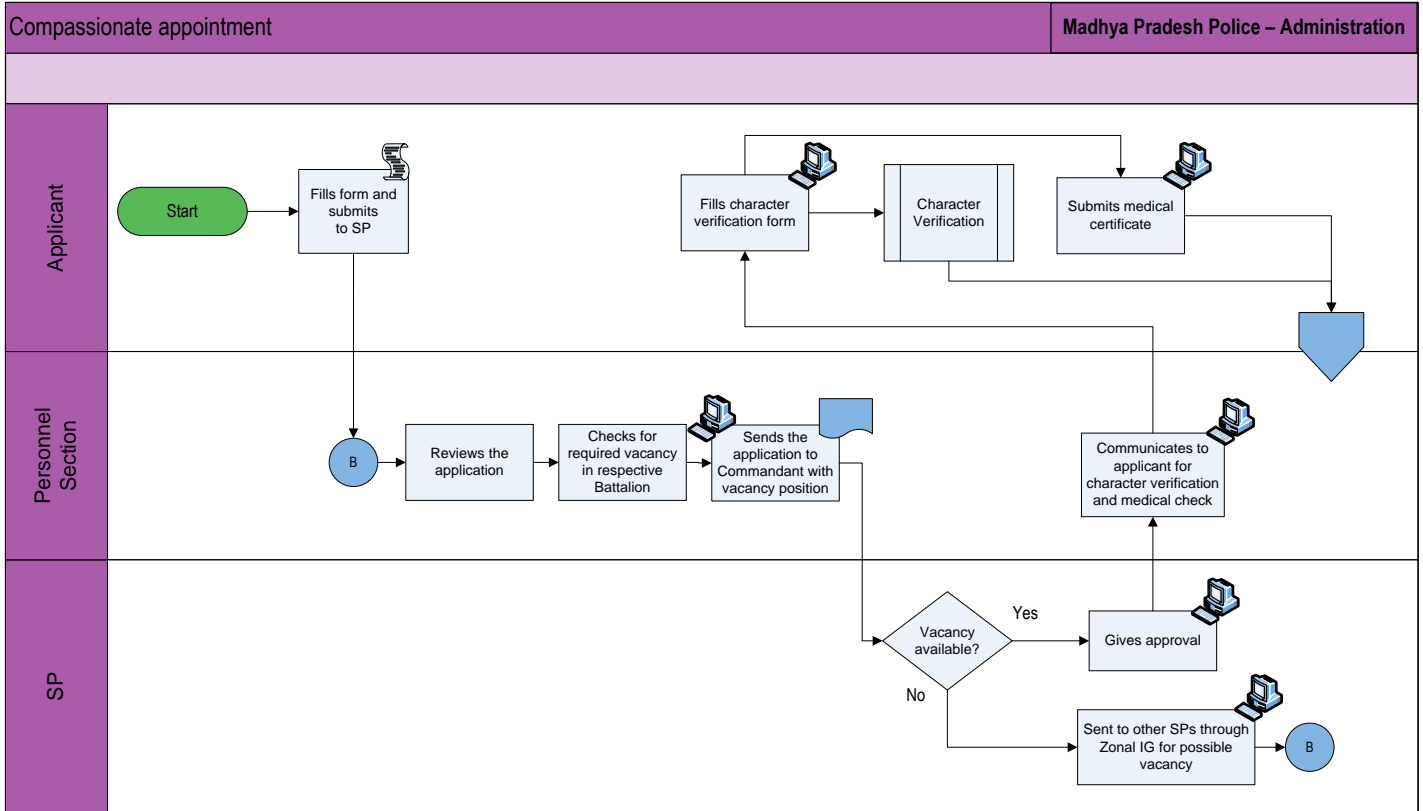
Compassionate Appointment is the To-Be process of appointment of family members of deceased police personnel. The Workflow Management module will be used for this purpose.

B. SIPOC

Supplier	Input	Process	Output	Customer
Applicant	Compassionate Appointment Application form	As shown below	Compassionate Appointment	Applicant



C. Process Map





D. Process Description

Process Name:	Compassionate Appointment	Branch/ Sub-Branch	Personnel section
Process Predecessor:	None	Process successor :	None
Process			
<ul style="list-style-type: none"> i) The applicant fills up the form submits to SP. ii) The personnel section reviews the application and creates an application in the workflow module and assigns a file number and checks for required vacancy in respective Battalion. iii) The personnel section sends the application to Commandant with vacancy position through the system. iv) SP checks for the availability of vacancy. v) If the vacancy is available, then SP gives the approval through the system and an automated notification is received by the personnel section. vi) If the vacancy is not available, then SP sends the application through the system to other SPs through zonal IG for possible vacancy. vii) Once the application for vacancy is approved, personnel section communicates to the applicant for character verification and medical check. viii) The applicant fills the character verification form and character verification is done and then submits the medical certificate. ix) Once the appointment is approved by the competent authority, appointment letter is issued. The same is updated in the concerned ERP based file and personnel section performs pre joining arrangements like ERP system login ids, email accounts etc. 			
Policy Requirement	Madhya Pradesh Police Regulations, GoMP Circulars		
Applicable ERP Modules	Workflow Management, Human Resource Management		

5.7 Approval for Foreign Travel

A. Process Summary

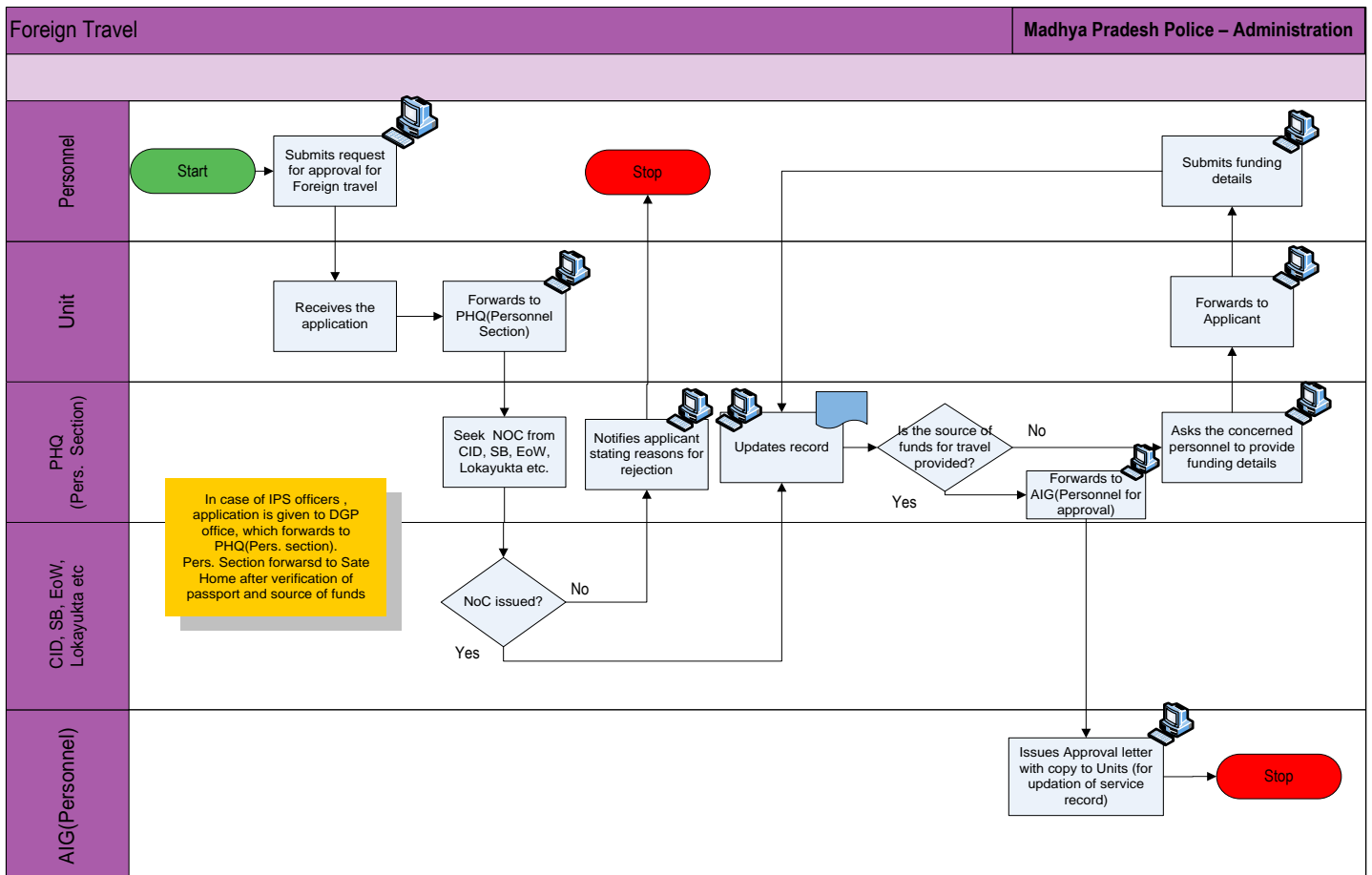
This is the To-Be process for submitting request for approval of foreign travel. The HR module would be used by the personnel to submit the request/application.



B. SIPOC

Supplier	Input	Process	Output	Customer
Applicant	Foreign travel application	As shown below	Approval Letter	Applicant

C. Process Map





D. Process Description

Process Name:	Foreign Travel	Branch/ Sub-Branch	Personnel section
Process Predecessor:	None	Process successor :	None
Process			
<ul style="list-style-type: none"> i) The personnel submits the request in the HR module for approval of foreign travel. ii) The unit receives the request and forwards to PHQ (Personnel section) through the system. A request number is assigned to the applicant by PHQ (Personnel section) and the personnel gets an automated notification about the same. iii) The PHQ (Pers. Section) seeks NOC (No objection certificate) from CID, SB, EoW, Lokayukta etc. iv) If the NOC is issued, PHQ updates the request. v) If the NOC is not issued, PHQ notifies the applicant through an automated notification sent through the system stating reasons for rejection. vi) After the Updating of record by PHQ, it checks for provision of source of fund for travel. vii) If it is provided, PHQ forwards the request/application to AIG (personnel) for approval. viii) AIG (Personnel) approves the request and a notification about the same is sent to Units (for Updating of service record). ix) If it is not provided, then PHQ asks the concerned personnel to provide fund details. An automated notification is sent to the unit about the same. x) Unit forwards it to the applicant. xi) The personnel then submits the funding details. xii) PHQ then updates the records and take the approval again. 			
Policy Requirement	Madhya Pradesh Police Regulations, Circulars		
Applicable ERP Modules	Human Resource Management		

5.8 Leaves

A. Process Summary

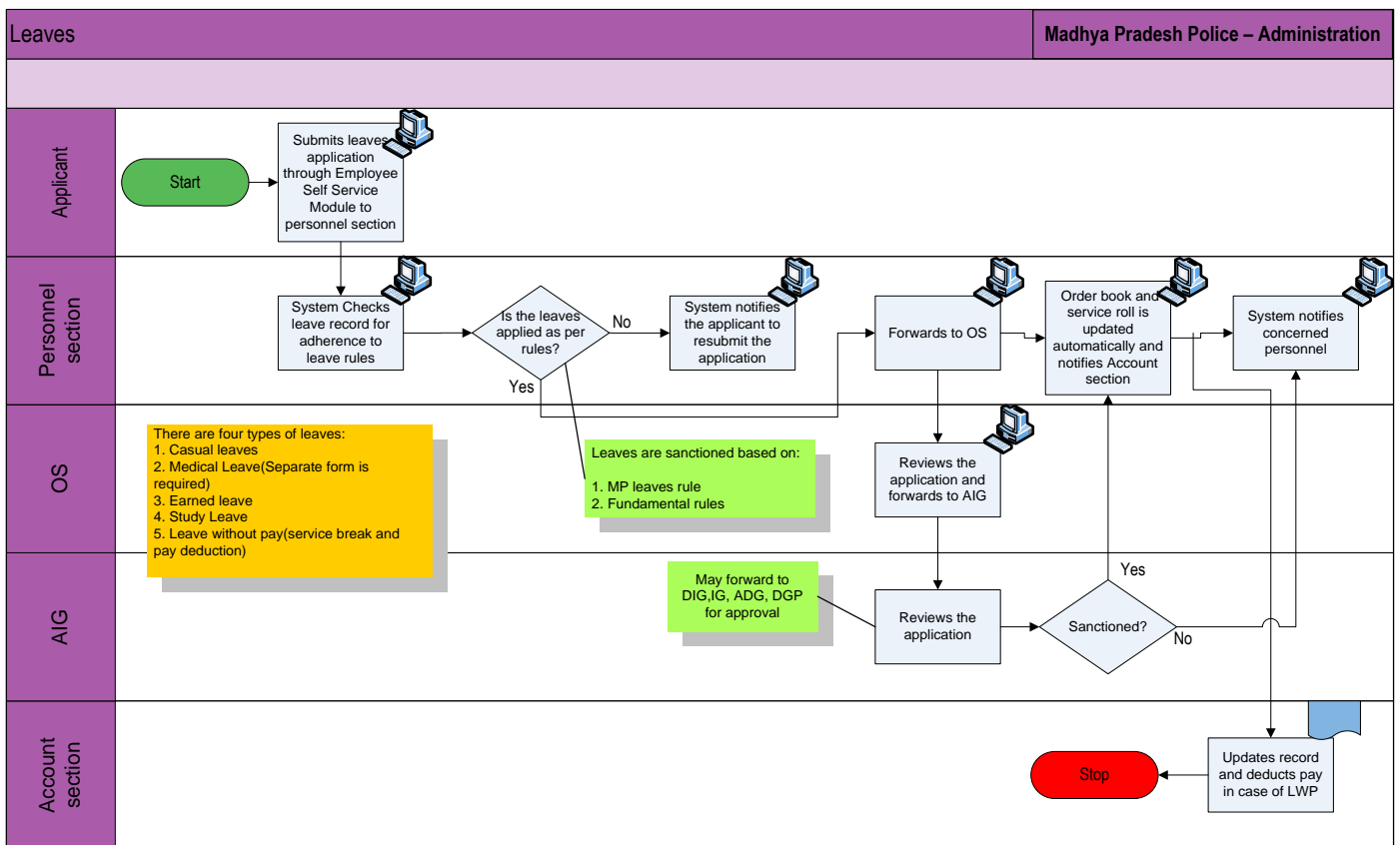
This is the To-Be process of sanctioning of leaves of the personnel. Leaves are applied and sanctioned into through the HR module.



B. SIPOC

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

C. Process Map



D. Process Description

Process Name:	Sanction of leave	Branch/ Sub-Branch	Personnel section
Process Predecessor:	None	Process successor :	None
Process			



- i) The applicant will submit leave application through login into the HR module.
- ii) Leave record will be automatically checked for adherence to leave rules and Leaves are sanctioned based on MP leaves rule and fundamental rules.
- iii) If the leave applied is per the leave rule, then the application is forwarded to OS automatically by the system.
- iv) If the leave applied is not as per the leave rule, then the system notifies the applicant to resubmit or withdraw the application through an automated notification.
- v) After the application is forwarded to OS, there are two ways for processing the application:

The application will be reviewed by OS and is forwarded to AIG through an automated notification.

 - AIG reviews the application and may forward it to DIG, IG, ADG and DGP for approval through the system.
 - If the leave is sanctioned, the order book and service roll will be automatically updated and automated notification is sent to account section.
 - If the leave is not sanctioned, automated notification is sent to the concerned person.
 - The account section updates the record and deducts pay in case of LWP.

At the personnel section, the order book and service roll is updated and automated notification is sent to account section.

 - Automated notification is sent to concerned person regarding sanctioning of leave.
 - The account section updates the record and deducts pay in case of LWP.

Policy Requirement	MP Rule Book, Policy Rule Book, GoPs
Applicable ERP Module	HR Module, Finance Management System/Accounts Module

5.9 Government House Allotment

A. Process Summary

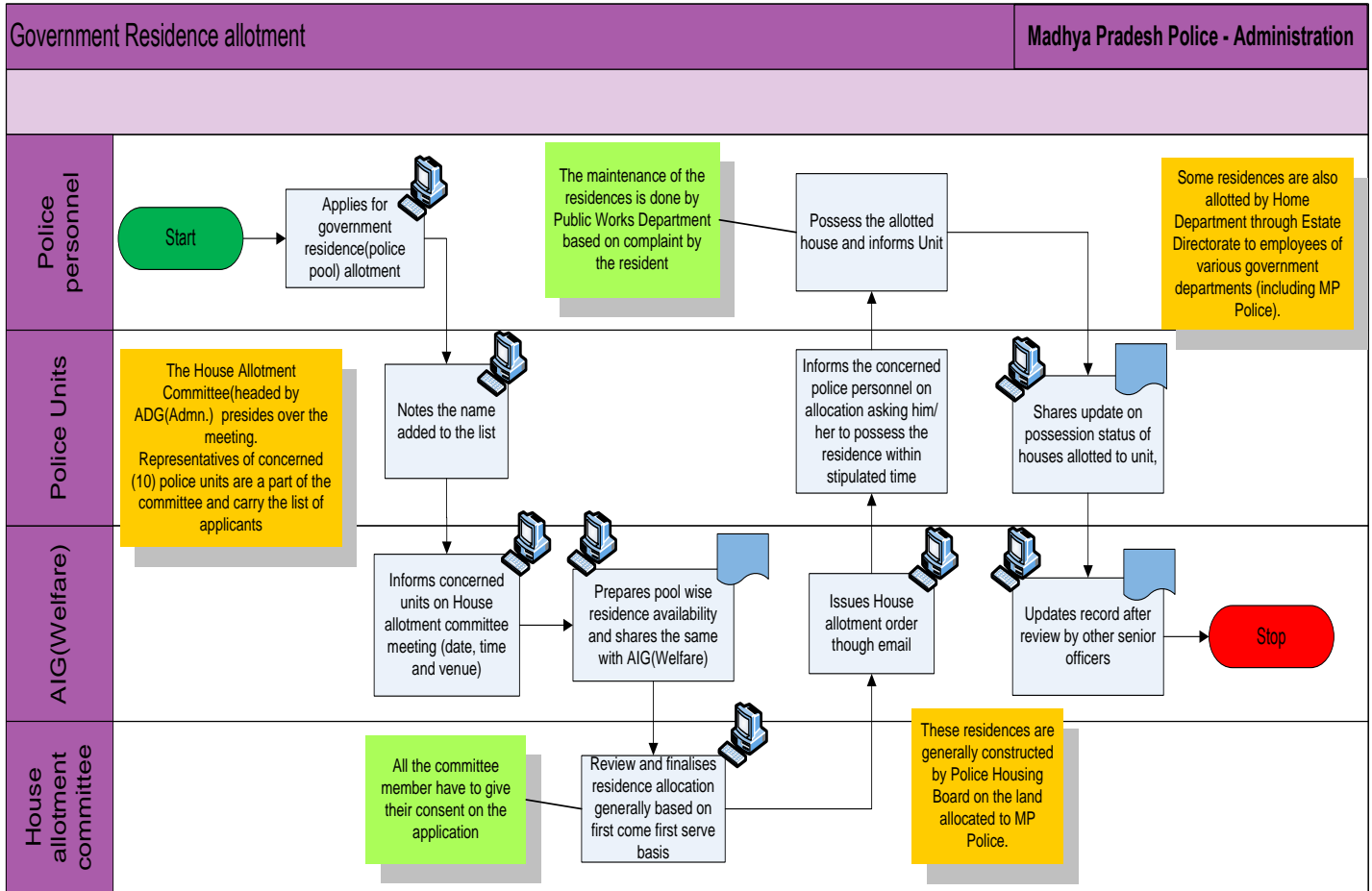
This is the To Be process of allotment of governmental residence to Police Personnel based on their eligibility. The Key actors of the process are Police personnel, AIG (Welfare), ADG (Admn) and House Allotment Committee.

B. SIPOC

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



C. Process Map



D. Process Description

Process Name:	Allotment of Governmental residence	Branch/ Sub-Branch	Administration
Process Predecessor:	None	Process successor :	None

Process

- i) Police personnel applies for government residence (police pool) allotment and their respective units through HR module
- ii) Police units notes automatic addition of applicant name to the list of residential house applicant of the respective cadre.
- iii) AIG (Welfare) informs concerned units on House allotment committee meeting (date, time and venue).
- iv) These residences are generally constructed by Police Housing Board on the land allocated to MP Police.
- v) The House Allotment Committee (headed by ADG (Admn.) presides over the meeting.



- vi) Representatives of concerned (10) police units are a part of the committee and carry the list of applicants.
- vii) AIG (Welfare) prepares pool wise residence availability, creates online file and puts up before house allotment committee for decision.
- viii) House Allotment Committee reviews and finalises residence allocation generally based on first come first serve basis. All the committee members give their consent on the final allotment through the application.
- ix) Based on the decision AIG (Welfare) issues House Allotment Order through email and notifies the concerned unit head.
- x) Police Units intimate the concerned police personnel on allocation asking him/her to possess the residence within stipulated time.
- xi) Police Personnel possess the allotted house and informs Unit.
- xii) The maintenance of the residences is done by Public Works Department based on complaint by the resident
- xiii) Police Units shares update on possession status of houses allotted to unit.
- xiv) AIG (Welfare) updates record of house allotment after review by senior officers.
- xv) Some residences are also allotted by Home Department through Estate Directorate to employees of various government departments (including MP Police).

Policy Requirement	GOP - Government Gazette Notification, Madhya Pradesh Police Regulations, Circulars
Applicable ERP Modules	Human Resource Management, Inventory Management

5.10 Transfer/Posting

A. Process Summary

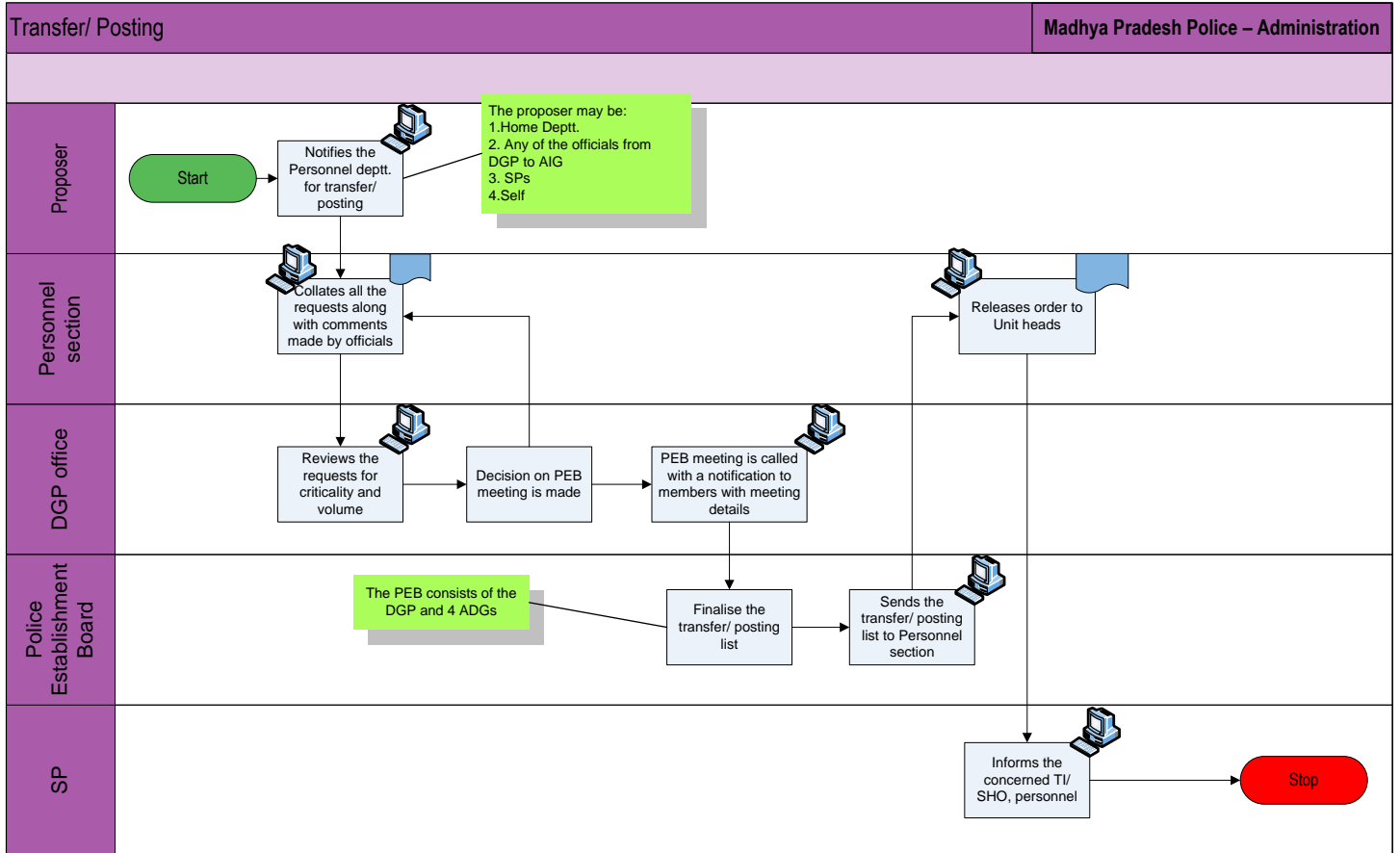
This is a To-Be process for transferring and posting of the Personnel to various units. The Transfer/posting would be done through HR module.

B. SIPOC

Supplier	Input	Process	Output	Customer
Proposer/applicant	Transfer/Posting application	As shown below	Transfer/Posting orders	Applicant Unit Head (TI etc.)



C. Process Map



D. Process Description

Process Name:	Transfer/Posting	Branch/ Sub-Branch	Personnel section
Process Predecessor:	None	Process successor :	None

Process

- i) The proposer forwards the request for transfer/posting to the personnel Dept. through the system or through a written notification (in case the proposer is home dept.).
- ii) The personnel section collates all the requests and along with comments made by officials in the system using the HR Module. An automated notification about the same is sent to concerned officials at DGP Office.



- iii) The DGP office reviews the requests for criticality and volume.
- iv) Necessity of calling up a PEB meeting is decided at DGP office. The PEP meeting request is sent through the system to all the concerned officials.
- v) After the PEB meeting is called, the police establishment board finalizes the transfer/posting list. The same is updated in the system.
- vi) The Police Establishment board consists of DGP and 4 ADGs.
- vii) After the transfer/posting list is finalized, it is sent to Personnel section automatically through the HR Module.
- viii) The personnel section releases the transfer/posting orders to concerned units with copy to DGP, ADG and AIG through the system. An automated notification is sent to all the concerned officials about the same.
- ix) An automated notification is sent by the SP to the concerned TI/SHO, personnel.

Policy Requirement	Madhya Pradesh Police Regulations
Applicable ERP Module	HR Module

5.11 Gradation List Preparation

A. Process Summary

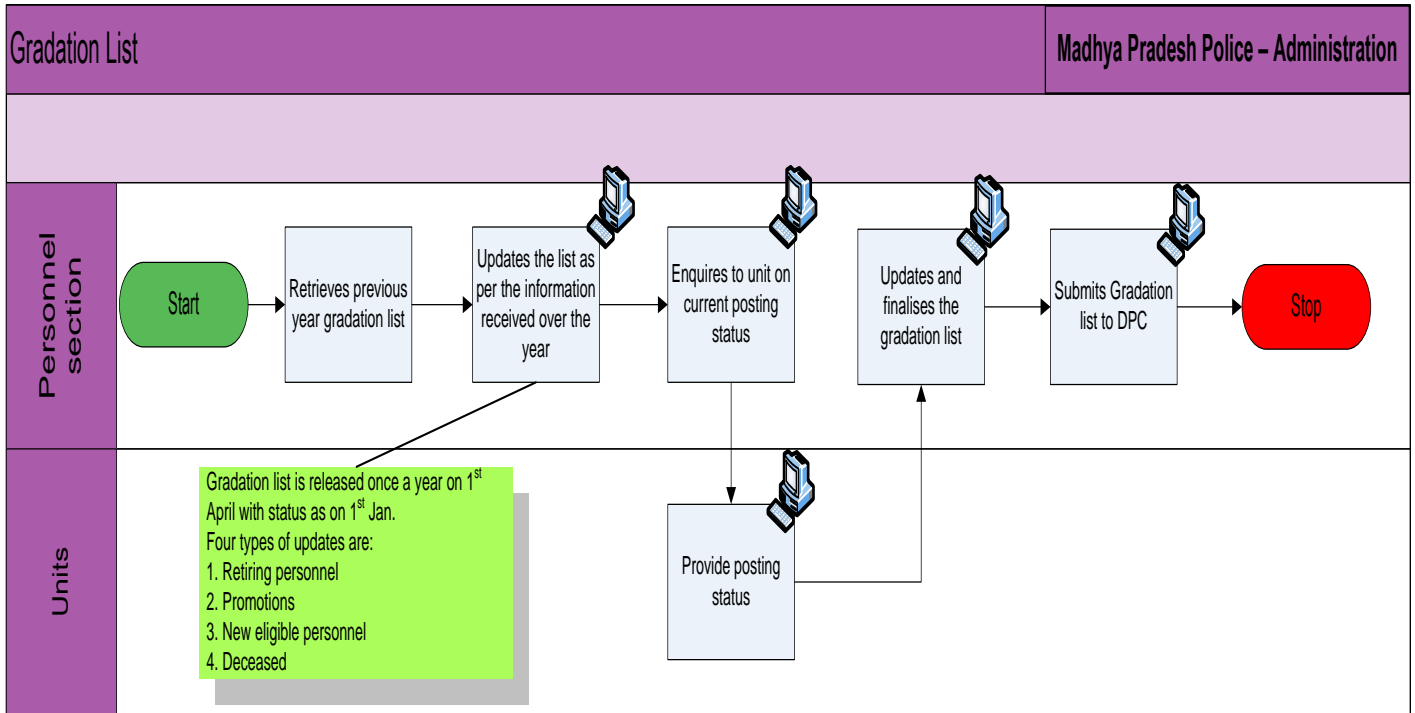
In this the To-Be process for preparation of Gradation List, a document which lists potential candidates for future promotion based on their seniority level. Departmental Committee (DPC) uses the list as a starting point for preparation of Fit List. This will be prepared with the help of HR module.

B. SIPOC

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



C. Process Map



D. Process Description

Process Name:	Preparation of Gradation List	Branch/ Sub-Branch	Administration
Process Predecessor:	None	Process successor :	Promotion
Process			
<ul style="list-style-type: none"> i) Personnel section retrieves the previous year gradation list. ii) Personnel section updates the list in the HR module as per the information received over the year. iii) An automated notification is sent through the system to units to know the current posting status. iv) Units provide the posting status through the system. v) Personnel section updates and finalizes the gradation list and submits it to DPC through the system. 			
Policy Requirement	GOP - 104/2002, 62/1994 etc. Government Gazette Notification		



Applicable ERP Modules

Human Resource Management System, Workflow Management System

5.12 Promotion

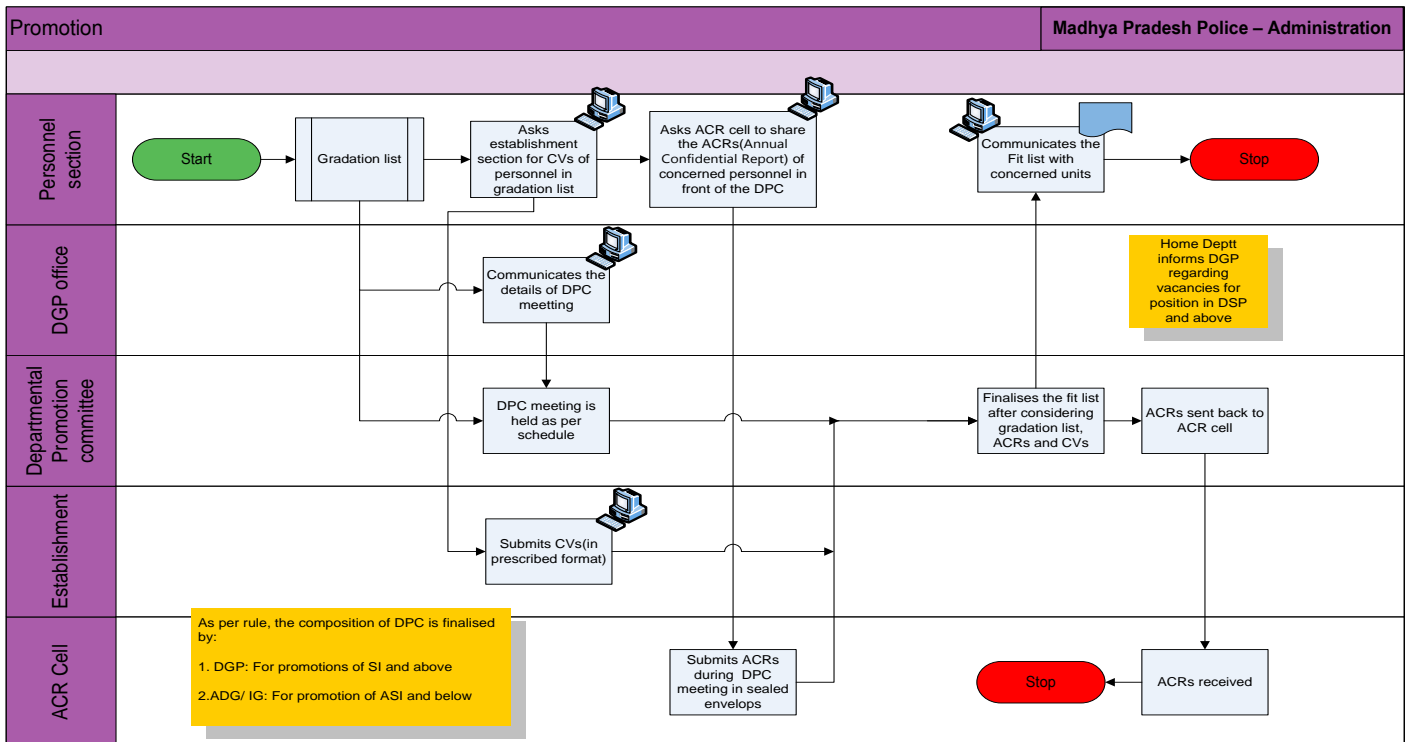
A. Process Summary

This is the To- Be process for development of Fit list for promotion of Personnel of various units. This process would be done using the HR/Payroll/Establishment Module.

B. SIPOC

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

C. Process Map





D. Process Description

Process Name:	Promotion	Branch/ Sub-Branch	Personnel section
Process Predecessor:	Gradation list	Process successor :	None

Process

vi) The process of promotion can be initiated in two ways:

Through Personnel Section

- The personnel section sends an automated request to the establishment section for CVs of personnel in gradation list using HR Module.
- The personnel section further sends an automated request to ACR cell to share the ACRs (Annual confidential report) of the personnel in gradation list in front of the DPC through the same module.
- The ACR cell then submit the ACRs during DPC meeting in sealed envelope.

And

- The establishment section submits the CVs (in prescribed format).

Through DGP Office

- The DGP office sends notification about the DPC meeting through the system.
- The information/status of vacancies for position in DSP and above is sent to DGP by home department.
- At the departmental promotion committee, DPC meeting is held as per schedule.
- As per the rule, the composition of DPC is finalized by :
DGP: For promotions of SI and above
ADG/IG: For promotions of ASI and below

vii) The departmental promotion committee then finalizes the fit list after considering the gradation list, ACRs and CVs and;

viii) The ACRs are sent back to ACR cell from departmental promotion committee and the ACR cell receives the ACR.

ix) The personnel section sends the fit list to the concerned units through the system using HR Module and Promotions of attached staff is recommended to the concerned unit.

x) Promotion of non-attached staff is handled by Parent unit

Policy Requirement	Madhya Pradesh Police Regulation and Gazette notification
Applicable ERP Module	Human Resource Management System, Workflow Management System



5.13 Medals

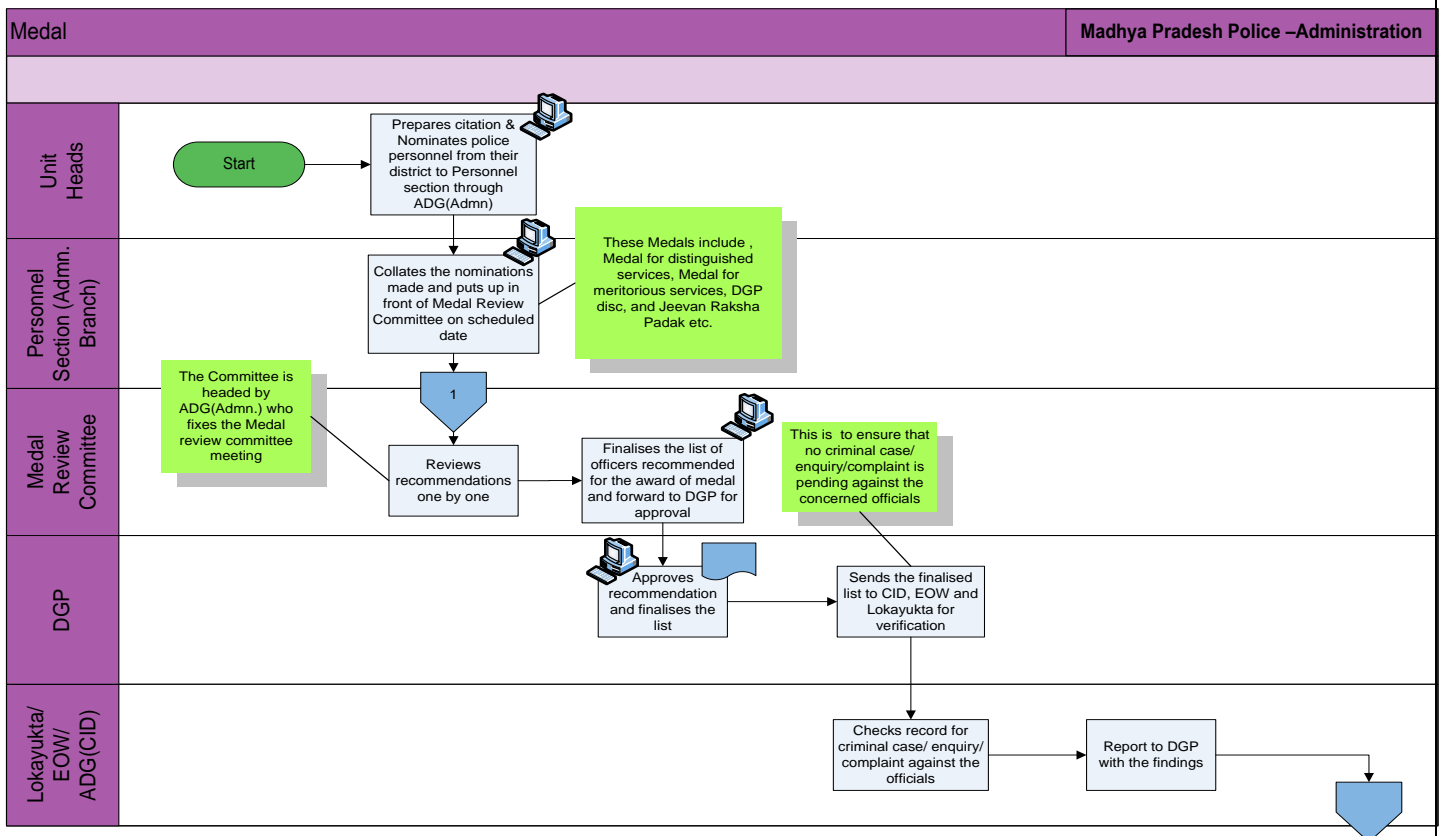
A. Process Summary

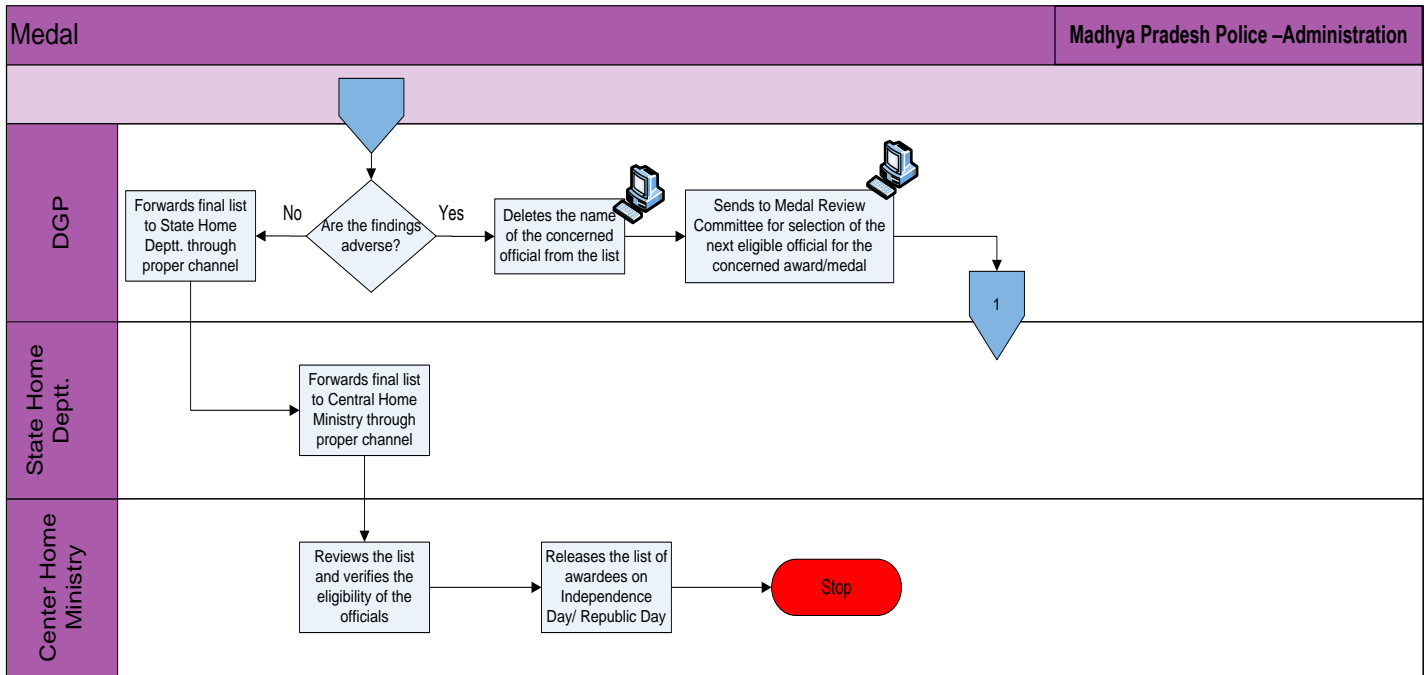
This is the To Be process of finalisation and declaration of names of the police personnel receiving medals (non-gallantry). Workflow Management module shall be used for this.

B. SIPOC

Supplier	Input	Process	Output	Customer
Unit Heads	List of nominated personnel	As shown below	Release of Awardees list	Police personnel, DGP

C. Process Map





D. Process Description

Process Name:	Medals	Branch/ Sub-Branch	Administration
Process Predecessor:	None	Process successor :	None
Process			
<ul style="list-style-type: none"> i) These Medals include, Medal for distinguished services, Medal for meritorious services, DGP disc, and Jeevan Raksha Padak etc. ii) Unit heads prepare citation & nominates police personnel from their district to ADG(Admn) through email who forwards to personnel section iii) Personnel section collates the nominations made creates a file for of Medal Review Committee. The Committee is headed by ADG(Admn.) who fixes the Medal review committee meeting iv) Medal Review Committee reviews recommendations one by one and finalises the list of officers recommended for the award of medal and forward to DGP for approval. Each committee member approves the final list within the ERP solution. The members of committee are setup by the DGP. v) DGP approves recommendation and finalises the list in the applicant and. vi) DGP sends the finalised list to CID, EOW and Lokayukta for verification. This is to ensure that no criminal case/ enquiry/complaint is pending against the concerned officials. vii) CID, EOW and Lokayukta check record for criminal case/ enquiry/complaint against the officials and report to DGP with findings 			



- viii) If findings are adverse for any of the listed officials, DGP deletes the name of the concerned official from the list and sends back to Medal Review Committee for selection of the next eligible official for the concerned award/medal.
- ix) If findings are not adverse for any of the listed officials, DGP forwards final list to State Home Deptt. through proper channel.
- x) State home department Forwards final list to Central Home Ministry through proper channel
- xi) Central Home Ministry reviews the list and verifies the eligibility of the officials and releases the list of awardees on Independence Day/ Republic Day.

Policy Requirement	GOP - Government Gazette Notification, Madhya Pradesh Police Regulations, Circulars
Applicable ERP Modules	Workflow Management System

5.14 Departmental Enquiry

A. Process Summary

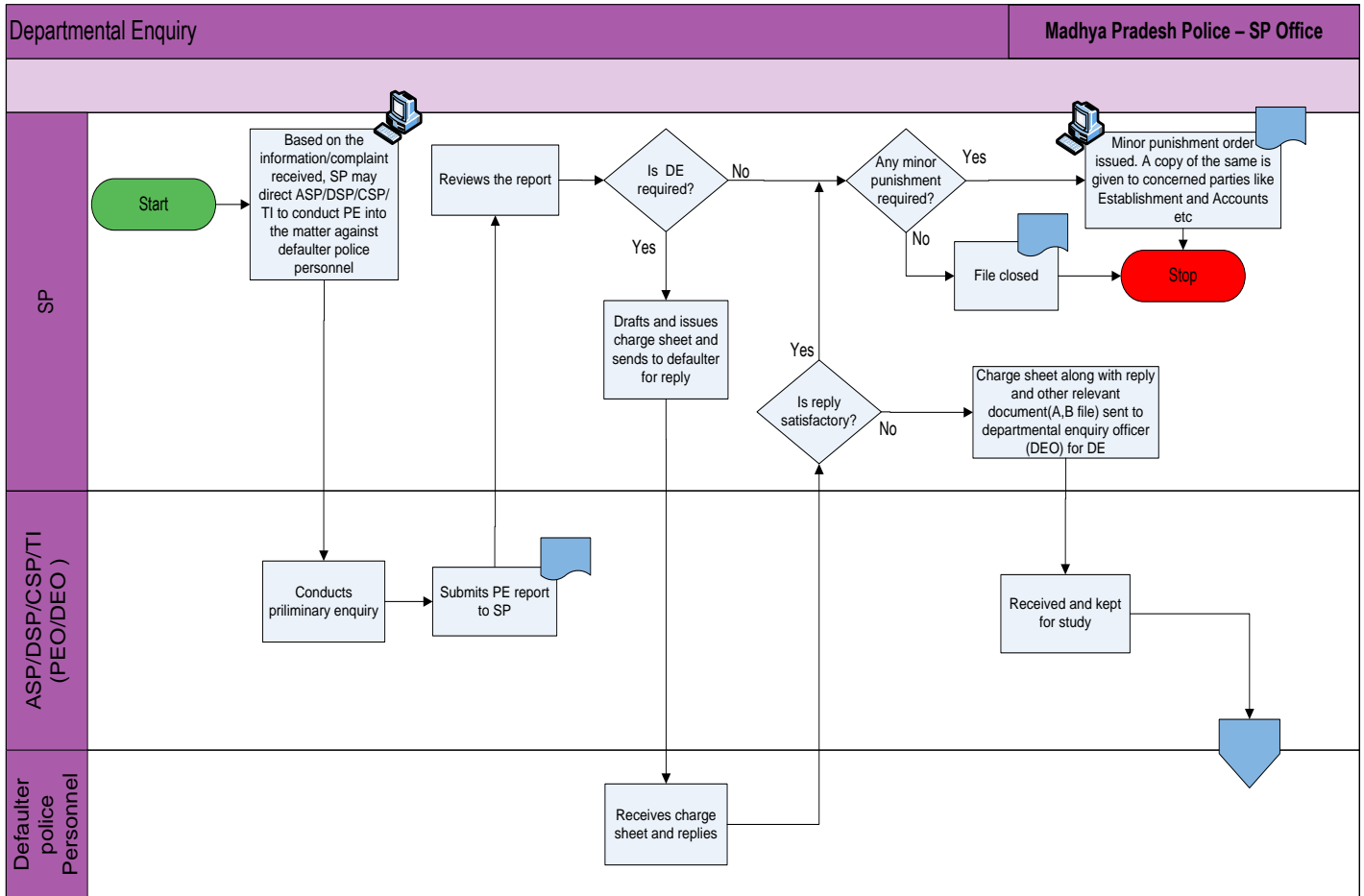
This is the To-Be process of enquiry of any complaint filed against a police personnel. The HR module would be used for this process.

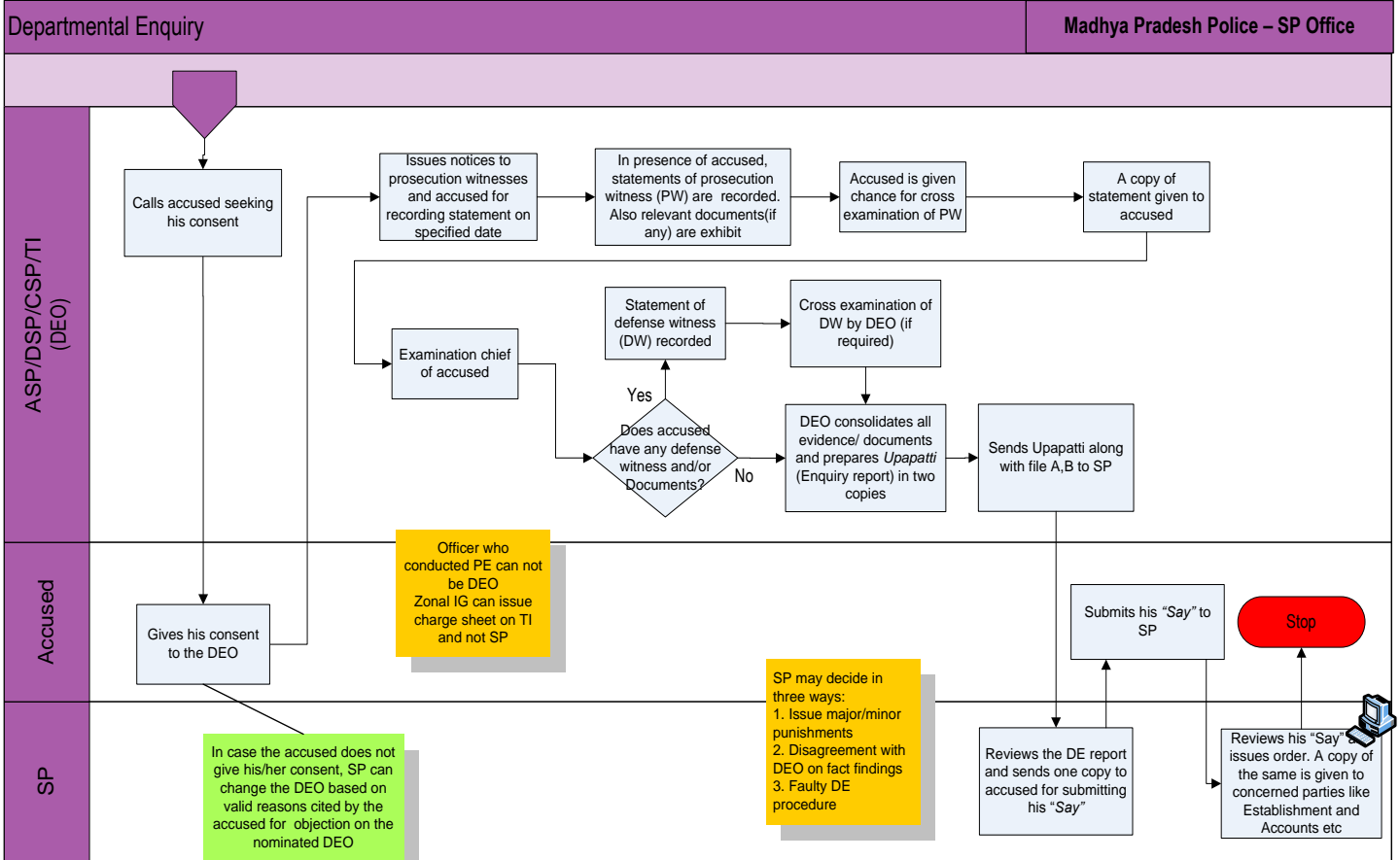
B. SIPOC

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



C. Process Map





D. Process Description

Process Name:	Departmental Enquiry	Branch/ Sub-Branch	SP Office
Process Predecessor:	None	Process successor :	None
Process			



- i. Based on the information/complaint received, SP may direct ASP/DSP/CSP/TI through the system to conduct PE into the matter against defaulter police personnel. An automated notification about the same would be sent to the concerned officials. In case the complaint against TI level official, IG files the charge sheet.
- ii. An enquiry may also be initiated in case of misconduct in service or indiscipline action by a police personnel.
- iii. ASP/DSP/CSP/TI conducts preliminary enquiry and submits preliminary report to SP.
- iv. SP reviews the report, if the departmental enquiry is not required and any minor punishment is also not required then the file is closed by the SP and the same is updated in the system. However if the departmental enquiry is required he drafts and issues charge sheet and sends to defaulter for reply. The accused studies the charge sheet and replies. If the reply is satisfactory, and no minor punishment required then the file is closed but if reply is satisfactory but any minor punishment is required to be given then minor punishment order is issued by the SP. A copy of the same is forwarded to concerned parties like Establishment and Accounts etc. The same is updated in the system.
- v. But if the reply is not satisfactory then charge sheet along with reply and other relevant document (A, B file) is sent to departmental enquiry officer DEO for DE. It is kept with the ASP/DSP/CSP/TI for study.
- vi. Then ASP/DSP/CSP/TI(DEO) calls accused police personnel seeking his consent.
- vii. Accused police personnel gives his consent to the DEO. In case the accused does not give his/her consent, IG/SP can change the DEO based on valid reasons cited by the accused for objection on the nominated DEO.
- viii. ASP/DSP/CSP/TI issues notices to Prosecution Witnesses (PW) and accused on specified date for recording statement. In presence of accused, statements of Prosecution Witness (PW) are recorded. Also relevant documents (if any) are exhibit. Accused is given chance for cross examination of PW. A copy of statement given to accused.
- ix. Then "Examination chief" of accused is conducted, if accused have any defense witness and/or documents then statement of defense witness (DW) recorded and Cross examined by DEO (if required). Then DEO consolidates all evidence/ documents and prepares Upapatti (Enquiry report) in two copies and Sends Upapatti along with file A, B to SP SP reviews the DE report and sends one copy to accused for submitting his "Say".
- x. Accused submits his "Say" to SP. SP reviews his "Say" and issues order. A copy of the same is forwarded to concerned parties like Establishment and Accounts etc. The same is updated in the system.
- xi. SP may decide in three ways:
 1. Issue major/minor punishments
 2. Disagreement with DEO on fact findings
 3. Faulty DE procedure

Policy Requirement

MP Police Rules and Regulations, GOPs and Circulars

Applicable ERP Modules

Workflow Management, Human Resource Management



5.15 Post DE Action

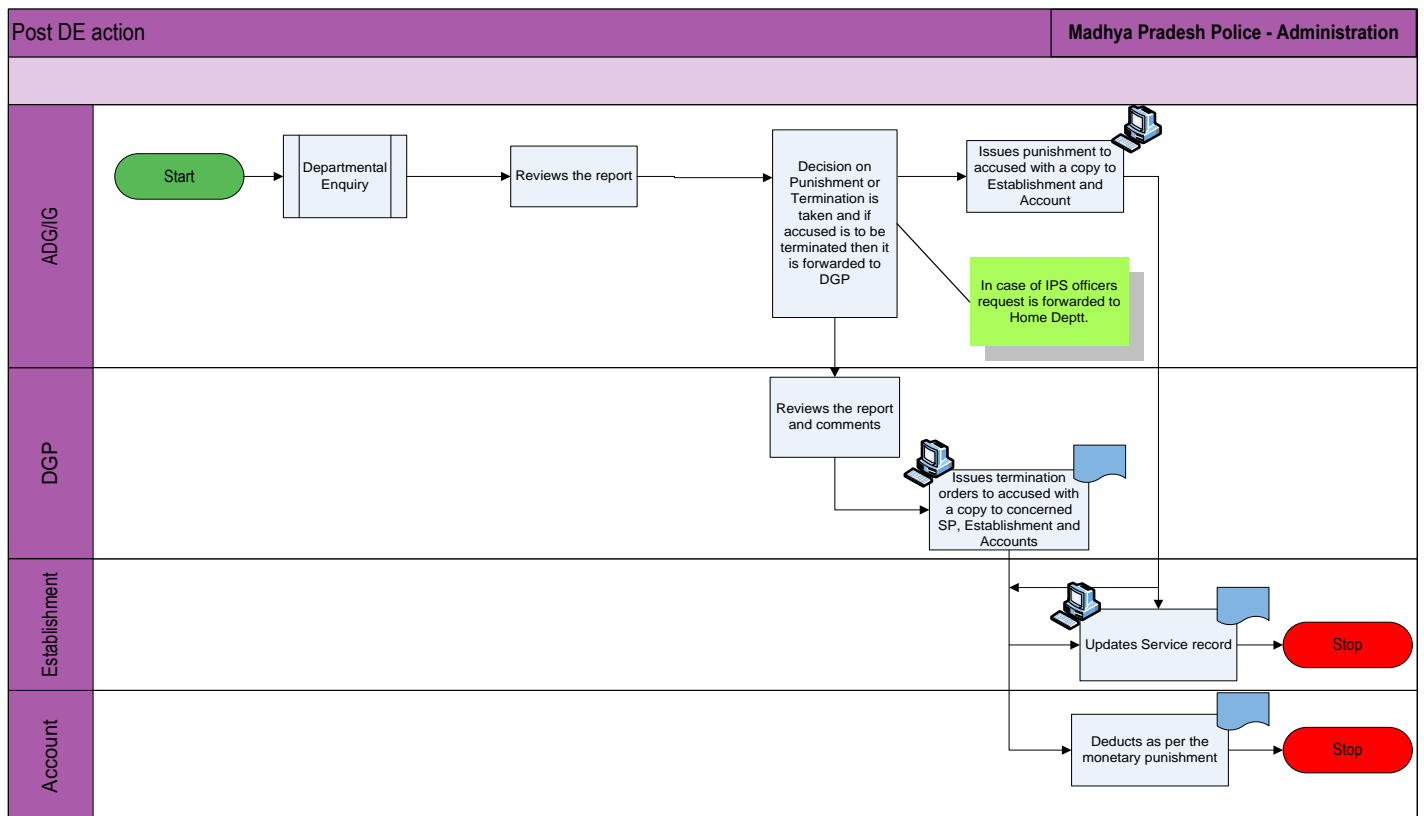
A. Process Summary

This is the To-Be process of Post DE action carried out after departmental enquiry in case the accused subordinate police official is found guilty in DE and involves imposing of penalty/punishment by a senior police official on within the department. The HR Module would be used for this purpose.

B. SIPOC

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

C. Process Map





D. Process Description

Process Name:	Post DE Action	Branch/ Sub-Branch	Administration
Process Predecessor:	Departmental enquiry	Process successor :	None
Process			
<p>i) IG asks for departmental enquiry and reviews the report and takes decision on punishment or termination of the accused if the accused is found guilty. If the accused is to be terminated then IG forwards the case to DGP. (In case of IPS officers request is forwarded to Home Department)</p> <ul style="list-style-type: none"> DGP reviews the report and comments. DGP decides whether the accused is to be terminated or not. <p><i>If the accused is to be terminated</i> DGP issues termination orders to accused. The same is updated in the system and an automated notification to accused, with a copy to concerned SP, Establishment and accounts is sent through the system.</p> <p>If the accused is not to be terminated IG issues punishment to accused. The same is updated in the system and an automated notification to the accused with a copy to establishment and account is sent through the system</p> <p>ii) In both the cases establishment section updates the service record in the HR module and account section deducts as per the monetary punishment.</p>			
Policy Requirement	Madhya Pradesh Police Regulations		
Applicable ERP Module	Human Resource Management, Finance Management		

5.16 Deputation

A. Process Summary

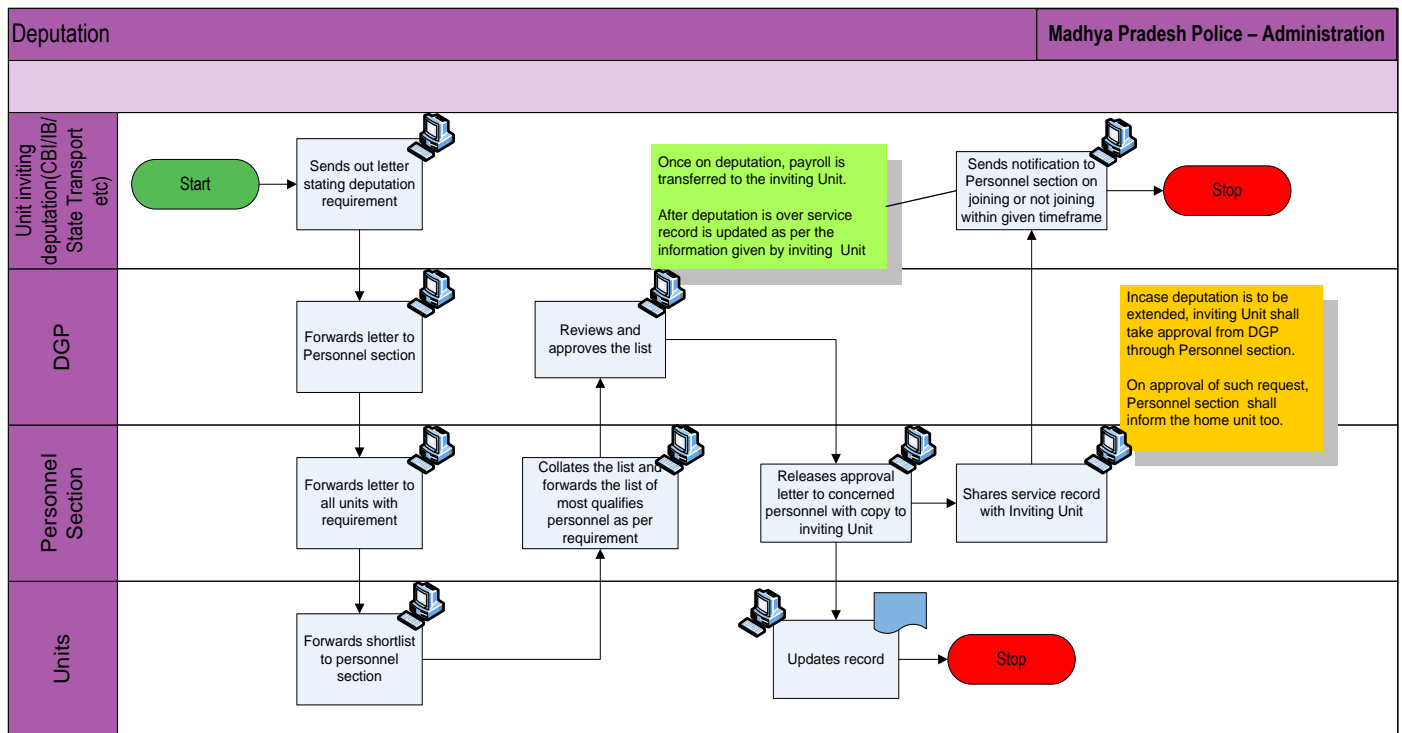
This is a To-Be process of Deputation for transferring and posting of the Personnel for a specific period of time. The HR module would be used for deputation process in case of transfer of posting of police personnel for a specific period of time.



B. SIPOC

Supplier	Input	Process	Output	Customer
Unit inviting deputation	Deputation letter	As shown below	Deputation Order	Personnel Unit inviting deputation

C. Process Map



D. Process Description

Process Name:	Deputation	Branch/ Sub-Branch	Personnel section
Process Predecessor:	None	Process successor :	None



Process

- i) The unit inviting deputation sends out notifications through the system to DGP stating deputation requirement.
- ii) The DGP forwards the notification to personnel section through the system.
- iii) The personnel section forwards the notification to all units with requirement through the system.
- iv) The units forwards shortlist to personnel section through the system.
- v) The personnel section collates the list and forwards the list of most qualified personnel as per requirement to DGP through the system.
- vi) The DGP reviews and approves the list in the system.
- vii) The personnel section sends notification through the system to concerned personnel with copy to inviting unit.
- viii) The personnel section shares service record with Inviting Unit using the system.
- ix) The inviting unit sends notification through the system to personnel section on joining or not joining within given timeframe.
- x) Once on deputation, payroll is transferred to the Inviting Unit. After deputation is over service record is updated in the system as per the information given by the inviting unit.
- xi) Incase deputation is to be extended, inviting unit shall take approval from DGP through Personnel section. On approval of such requests, Personnel section shall inform the home unit too.

Policy Requirement

MP Police Regulations, Circulars and GOPs

Applicable ERP Modules

Human Resource Management

5.17 Inspection

A. Process Summary

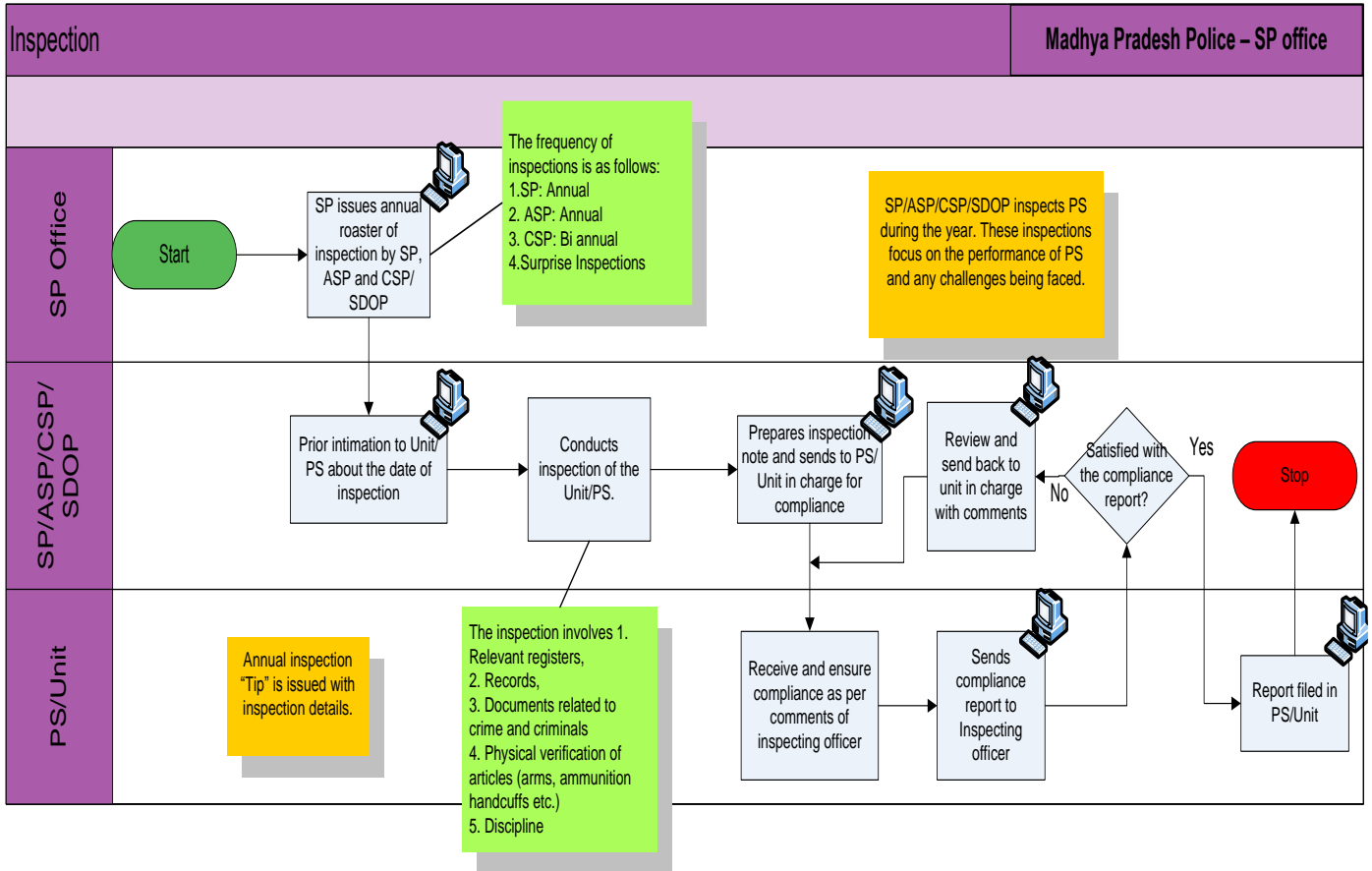
This is the To-Be process of Inspection of a unit or Police station by the Inspecting officer (SP/ASP/CSP/SDOP). The HR module will be used to complete the process of inspection.

B. SIPOC

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



C. Process Map



D. Process Description

Process Name:	SP Office – Inspection	Branch/ Sub-Branch	SP Office
Process Predecessor:	None	Process successor :	None
Process			
<ul style="list-style-type: none"> i SP Office issues annual roaster of inspection by SP/ ASP and CSP/ SDOP. The details of the same is updated in the system using the HR module. ii SP/ ASP and CSP/ SDOP issues notification/ intimation to the Police Station/ unit through the system about date of inspection. 			



- iii SP/ ASP and CSP/ SDOP conducts inspection as per date suggested and an inspection note is prepared and the details of the same is updated in the system and it is sent to PS/Unit in charge for compliance using the system.
- iv PS/Unit receives the note and ensure compliance as per comments of inspecting officer and shares the compliance report to inspecting officer over email or updates the same in the system. When the compliance report is submitted in the system, the inspecting officer gets and automated notification about the same.
- v In case SP/ ASP and CSP/ SDOP is satisfied with compliance report , the report is filed in the system in PS/unit
- vi In case SP/ ASP and CSP/ SDOP is not satisfied with compliance report, the report is sent back through the system to PS/Unit to ensure complete compliance.

Policy Requirement	GOP, Circulars, Police rules and regulations
Applicable ERP Modules	Human Resource Management, Workflow Management

5.18 Sanction of distress fund

A. Process Summary

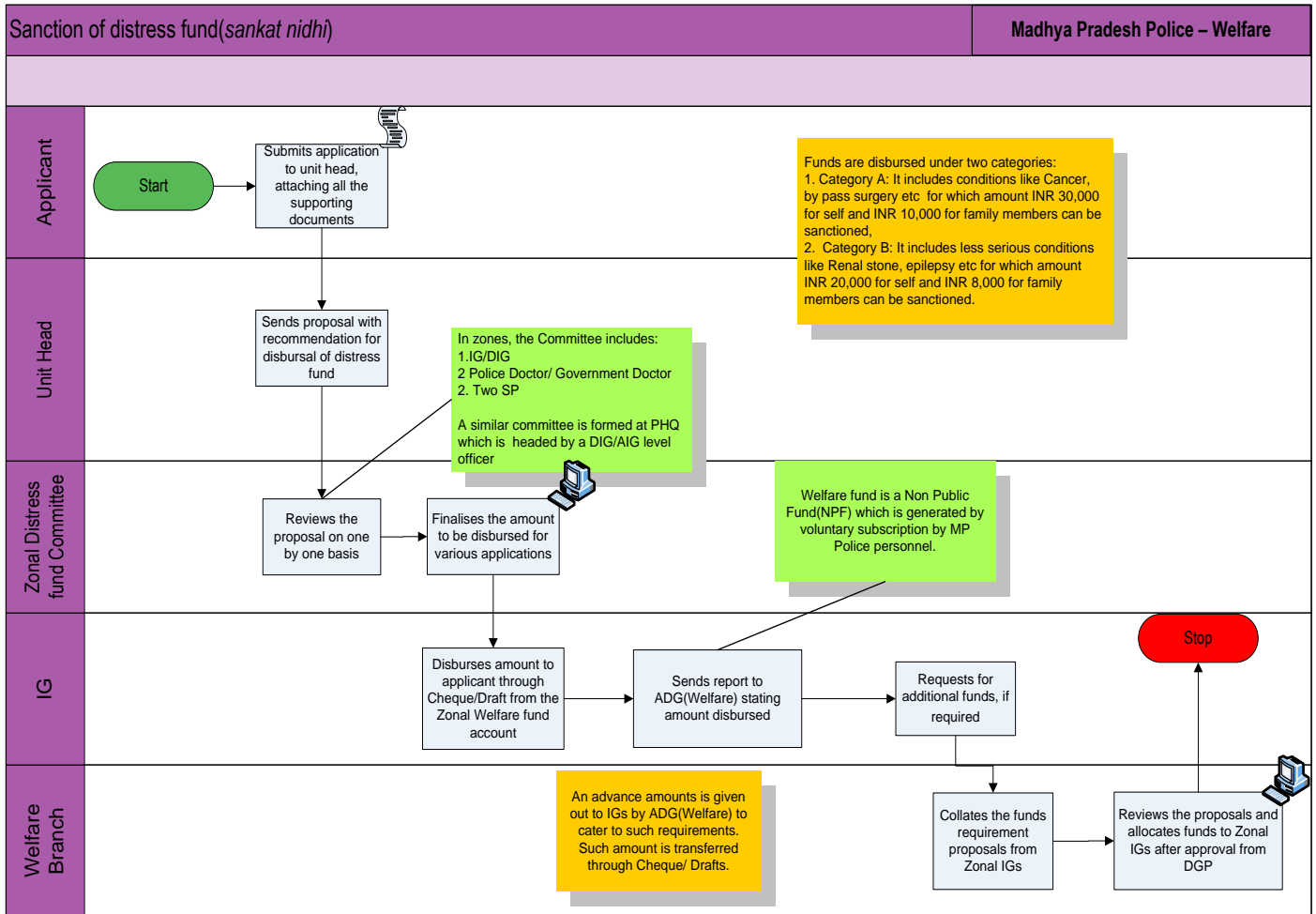
This is the To-Be process of sanction of distress fund (*Sankat Nidhi*) for police personnel or their family members who required financial support for medical reason. The HR module would be used for this purpose.

B. SIPOC

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



C. Process Map



D. Process Description

Process Name:	Sanction of distress fund(sankat nidhi)	Branch/ Sub-Branch	Welfare
Process Predecessor:	None	Process successor :	None
Process			
i) Funds are disbursed under two categories: <ol style="list-style-type: none"> 1. Category A: It includes conditions like Cancer, by pass surgery etc. for which amount INR 30,000 for self and INR 10,000 for family members can be sanctioned, 2. Category B: It includes less serious conditions like Renal stone, epilepsy etc. for which amount INR 20,000 for self and INR 8,000 for family members can be sanctioned. 			



- ii) Applicant submits application for sanction of distress funds to unit head, attaching all the supporting documents.
- iii) Unit Head sends proposal with recommendation for disbursement of distress fund to Zonal Distress Fund Committee.
- iv) Zonal Distress Fund Committee reviews the proposal on one by one basis.
- v) The committee finalizes the amount to be disbursed for various applications. The same is updated in the system. An automated notification is sent to applicant about the same.
- vi) IG disburses amount to applicant through Cheque/Draft from the Zonal Welfare fund account.
- vii) An advance amount is given out to IGs by ADG (Welfare) to cater to such requirements. Such amount is transferred through Cheque/ Drafts and the same is updated in the system.
- viii) IG sends report to ADG (Welfare) stating amount disbursed and requests for additional funds, if required.
- ix) Welfare Branch collates the funds requirement proposals from Zonal IGs.
- x) ADG (Welfare) reviews the proposals and allocates funds to Zonal IGs after approval from DGP. The same is updated in the system.

Policy Requirement	GOP - Government Gazette Notification, Madhya Pradesh Police Regulations, Circulars
Applicable ERP Modules	Human Resource Management, Workflow Management, Finance Management

5.19 Loan for medical Treatment

A. Process Summary

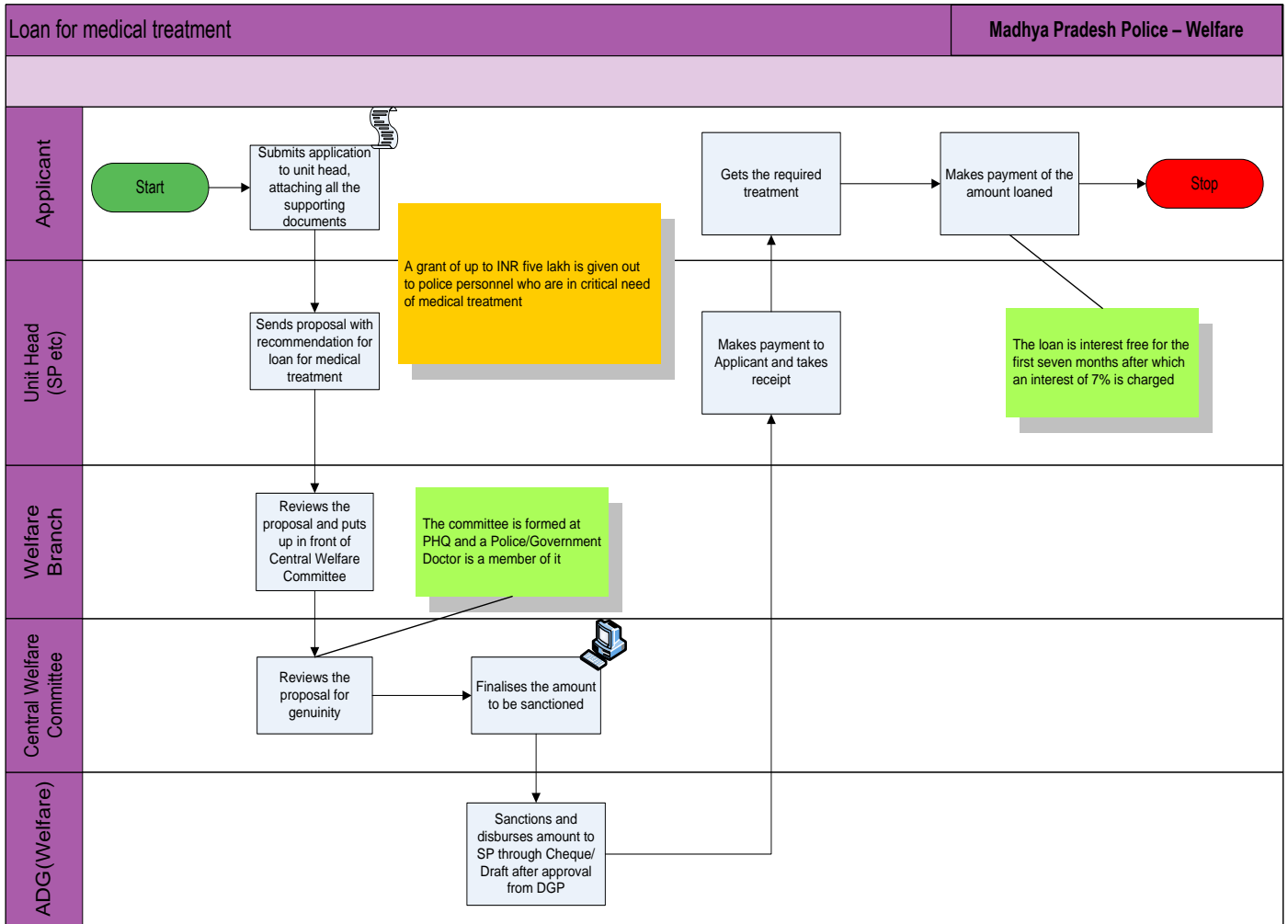
This is the To-Be process of Sanction of loan for a police personnel who is in serious need for medical treatment. The HR module would be used for this process.

B. SIPOC

Supplier	Input	Process	Output	Customer
Applicant	Application for loan	As shown below	Loan Disbursement and repayment	Applicant, Welfare Branch



C. Process Map



D. Process Description

Process Name:	Loan for medical treatment	Branch/ Sub-Branch	Welfare
Process Predecessor:	None	Process successor :	None
Process			
i) Applicant submits application to unit head, attaching all the supporting documents. ii) Unit Head Sends proposal to welfare branch with recommendation for loan for medical treatment. iii) Welfare Branch Reviews the proposal and puts up in front of Central Welfare Committee			



- iv) The Committee reviews the proposal for genuinity and finalises the amount to be sanctioned and updates the same in the system. An automated notification/request is sent automatically about the same to ADG (Welfare).
- v) ADG (Welfare) sanctions and disburses amount to SP through Cheque/Draft after approval from DGP.
- vi) Unit Head makes payment to Applicant and takes receipt.
- vii) Applicant gets the required treatment using the loaned amount and repays the amount
- viii) The loan is interest free for the first seven months after which an interest of 7% is charged

Policy Requirement	GOP - Government Gazette Notification, Madhya Pradesh Police Regulations, Circulars
Applicable ERP Modules	Human Resource Management, Workflow Management, Finance Management

5.20 Sanction of education fund

A. Process Summary

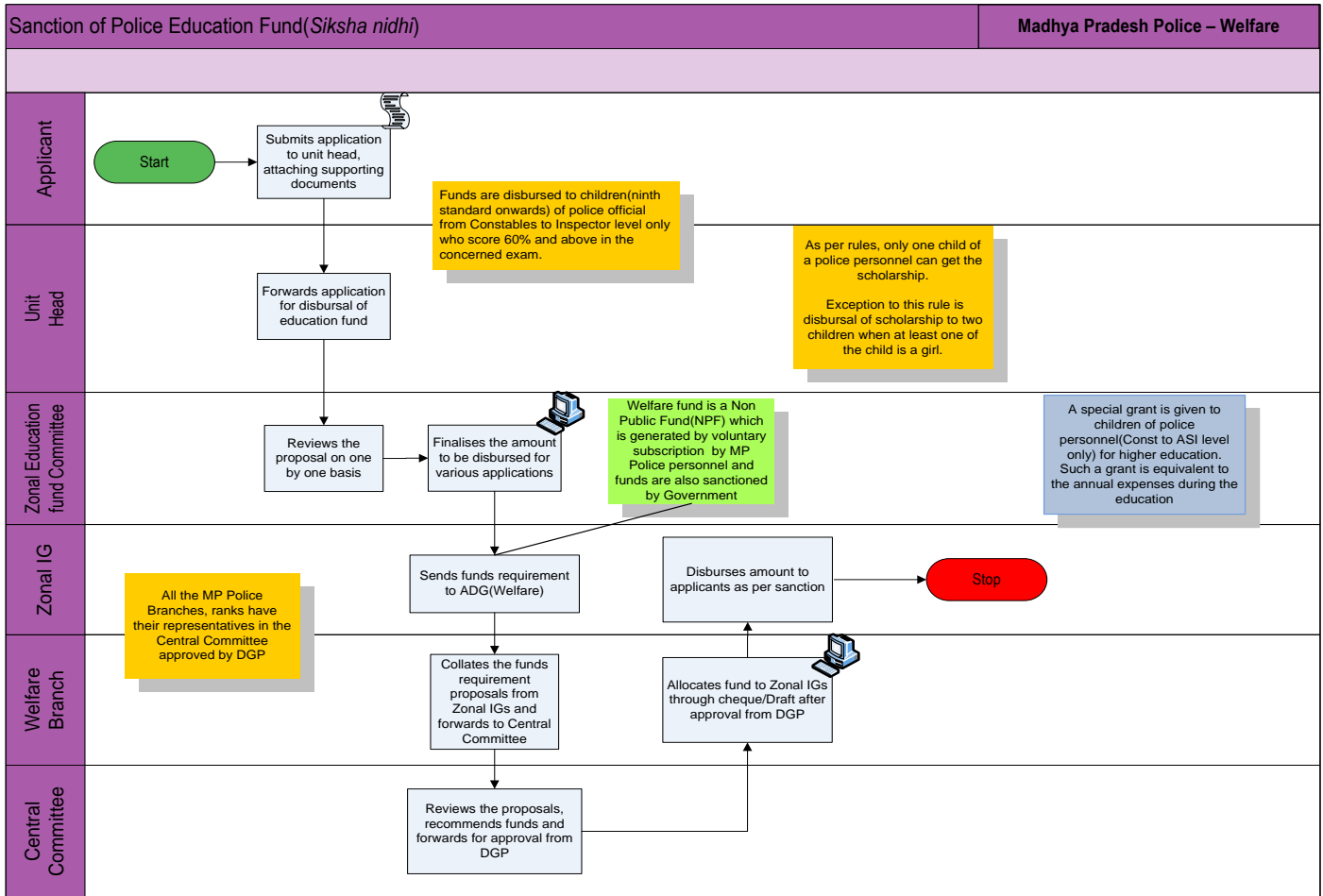
This is the To-Be process of sanction of Police Education Fund (Siksha nidhi) to children of Police personnel (Constable to Inspector level only) in the form of scholarship. The HR Module would be used for this process.

B. SIPOC

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



C. Process Map



D. Process Description

Process Name:	Sanction of police education fund	Branch/ Sub-Branch	Welfare
Process Predecessor:	None	Process successor :	None
Process			



- i) Applicant submits application through HR Module to unit head, attaching all the supporting documents.
- ii) Unit head forwards application to Zonal Education Fund Committee for disbursement of education fund.
- iii) Zonal Education Fund Committee reviews the proposal on one by one basis and finalises the amount to be disbursed for various applications and updates it into the system.
- iv) Zonal IG Sends funds requirement to ADG (Welfare).
- v) Welfare Branch collates the funds requirements from Zonal IGs and forwards to Central Committee.
- vi) Central Committee reviews the requirements, recommends funds and forwards for approval from DGP.
- vii) ADG (Welfare) allocates fund to Zonal IGs through cheque/Draft after approval from DGP. The same is updated in the system.
- viii) IG disburses amount to applicants as per sanction.
- ix) A special grant is given to children of police personnel (Const to ASI level only) for higher education. Such a grant is equivalent to the annual expenses during the education.

Policy Requirement	GOP - Government Gazette Notification, Madhya Pradesh Police Regulations, Circulars
Applicable ERP Modules	Human Resource Management, Workflow Management, Finance Management

5.21 Loan for Welfare activities

A. Process Summary

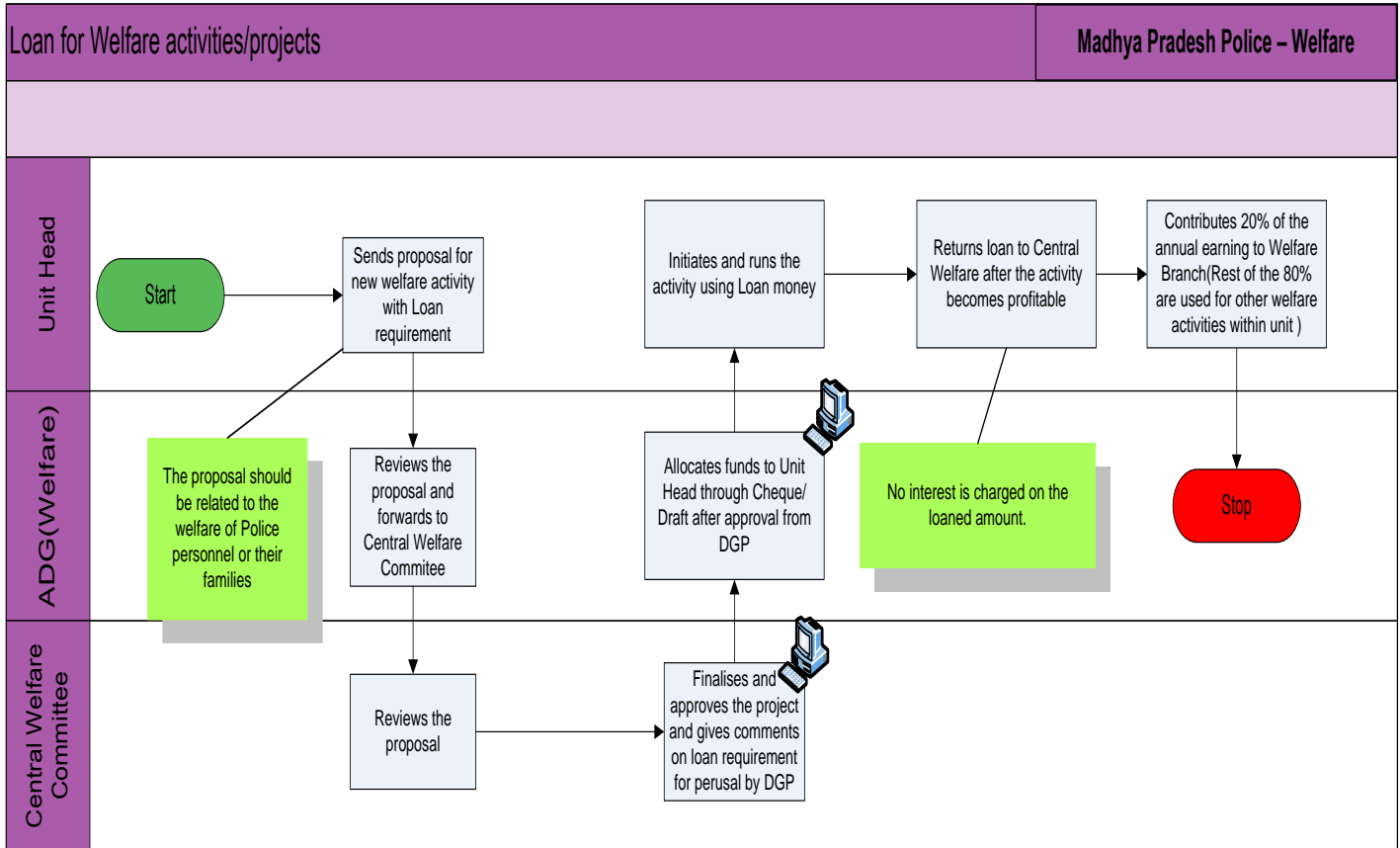
This is the To-Be process of Sanction of Loan for Welfare activities/projects. Such activities should be related to the welfare of Police personnel or their families. The HR module would be used for this purpose.

B. SIPOC

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



C. Process Map



D. Process Description

Process Name:	Loan for welfare activities	Branch/ Sub-Branch	Welfare
Process Predecessor:	None	Process successor :	None
Process			
<p>i) Unit head sends proposal through for new welfare activity with Loan requirement to ADG (welfare). The proposal should be related to the welfare of Police personnel or their families.</p> <p>ii) ADG (Welfare) reviews the proposal and forwards to Central Welfare Committee.</p>			



- iii) Central Welfare Committee reviews the proposal and finalizes and approves the project and gives comments on loan requirement for perusal by DGP. The same is updated in the system.
- iv) ADG (Welfare) allocates funds to Unit Head through Cheque/Draft after approval from DGP. No interest is charged on the loaned amount. The same is updated in the system.
- v) Unit head initiates and runs the activity using Loan money.
- vi) Unit head returns loan to Central Welfare after the activity becomes profitable.
- vii) The concerned police unit Contributes 20% of the annual earning to Welfare Branch(Rest of the 80% are used for other welfare activities within unit)

Policy Requirement	GOP - Government Gazette Notification, Madhya Pradesh Police Regulations, Circulars
Applicable ERP Modules	Workflow Management, Finance Management

5.22 Grievance/Complaint redressal

A. Process Summary

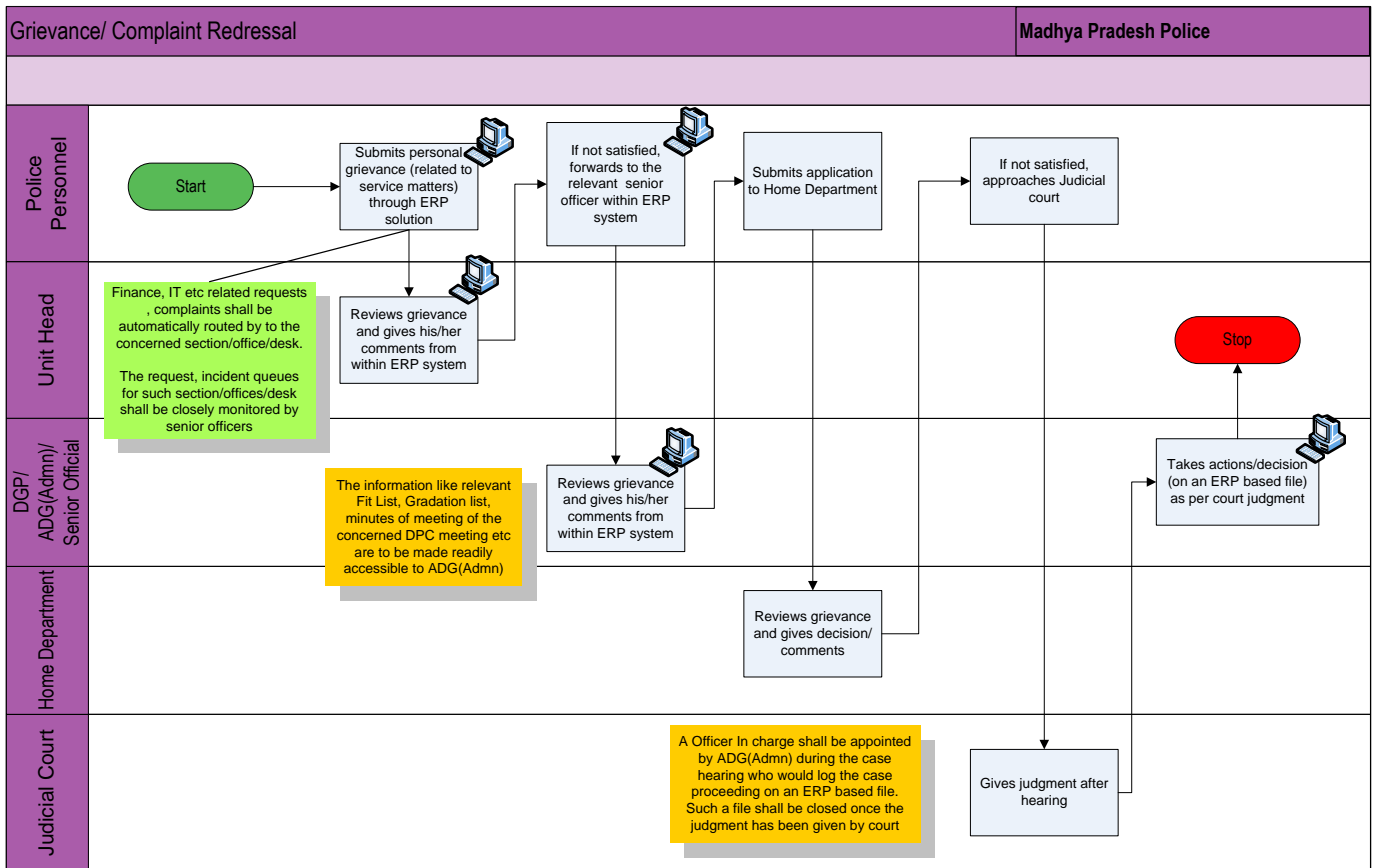
This is the To Be process for Grievance and Complaint redressal in MP Police Department. The ERP based application should be able to handle personnel grievances but also complaint related to Finance, IT and administration.

B. SIPOC

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



C. Process Map



D. Process Description

Process Name:	Grievance/ Complaint Redressal	Branch/ Sub-Branch	Administration
Process Predecessor:	None	Process successor :	None
Process			
<ul style="list-style-type: none"> i) Concerned Police Personnel submits personal grievance (related to service matters) through ERP solution. He may also log finance, IT related complaints, requests. ii) Finance, IT etc. related requests, complaints shall be automatically routed by to the concerned section/office/desk. iii) The request, incident queues for such section/offices/desk shall be closely monitored by senior officers 			



- iv) Personnel grievances are to be routed to Unit Heads, who reviews grievance and gives his/her comments from within ERP system.
- v) If not the personnel is not satisfied with the response, he forwards to relevant senior officer in the ERP system. Such a grievance may be escalated up to DGP/ADG (Admn) level.
- vi) Senior officer Reviews grievance and gives his/her comments from within ERP system
- vii) The information like relevant Fit List, Gradation list, minutes of meeting of the concerned DPC meeting etc. are to be made readily accessible to ADG(Admn)
- viii) If the police personnel is still not satisfied with the response, he may approach Home Department with the grievance.
- ix) If he/she is not satisfied by response/ decision by the Home Deptt., he may approach judicial court which would give judgment after hearing.
- x) An Officer In charge shall be appointed by ADG (Admn) during the case hearing who would log the case proceeding on an ERP based file. Such a file shall be closed once the judgment has been given by court
- xi) DGP/ADG (Admn) takes actions/decision (on an ERP based file) as per court judgment.

Policy Requirement	GOP, Circulars, Police Rules and Regulations
Applicable ERP Modules	Human Resource Management, Finance Management, Workflow Management

5.23 Setting up of Training Calendar

A. Process Summary

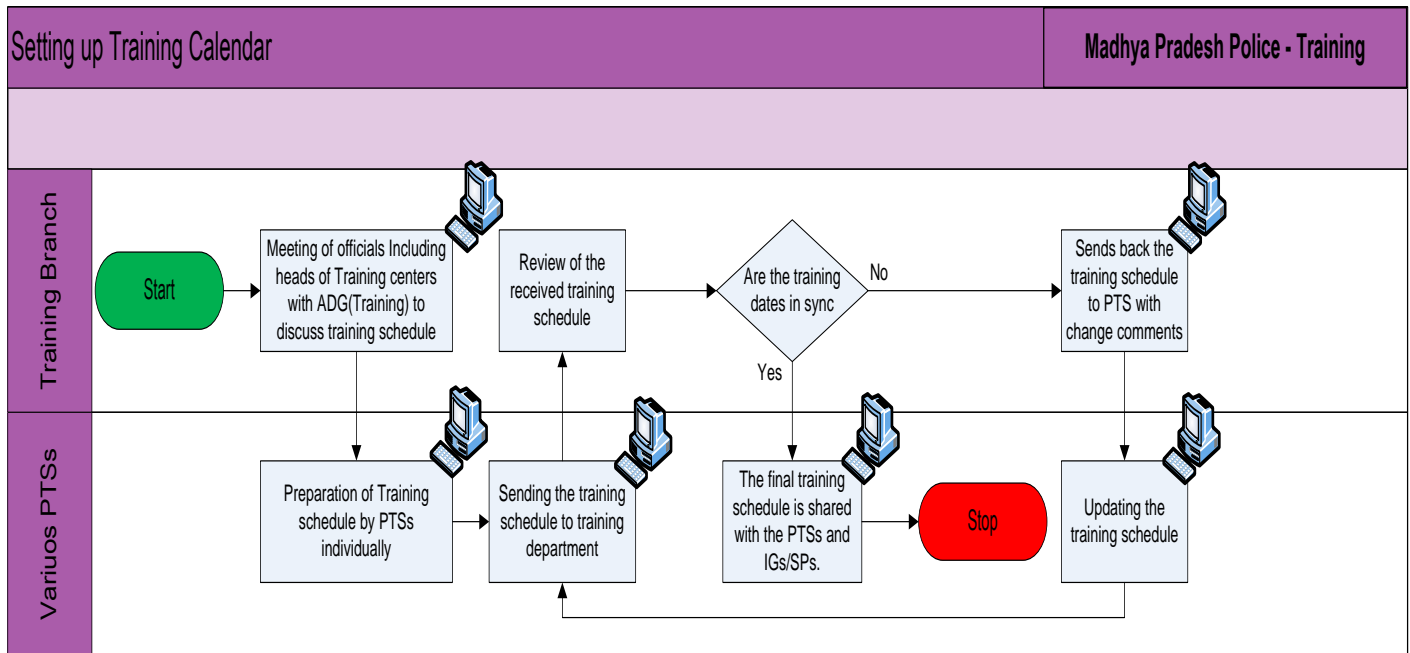
This is the To-Be process of preparation of training calendar for the year. The training calendar is prepared and finalized with the help of HR Module.

B. SIPOC

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



C. Process Map



D. Process Description

Process Name:	Setting up the training calendar	Branch/ Sub-Branch	Training
Process Predecessor:	None	Process successor :	None

Process
<ul style="list-style-type: none"> i) Training Branch organizes the meeting with the officials including heads of training schools, with ADG (training) to discuss the training schedule. An automated notification about the same is sent by training branch about the same to all the concerned officials. ii) The training schedule is prepared by the PTSs individually and is sent to Training Branch for review through the system or updated in the system. iii) Training Branch reviews the training schedule and checks if the training dates are in sync. iv) If the training dates are not in sync then Training Branch sends it back to the PTSs with the change comments through the system to all the concerned PTSs. v) The PTSs revises the training schedule and sends it again to the Training Branch for review through the system or updates it in the system. vi) If the training dates are in sync then the final training schedule is shared with the PTSs, IGs/SPs/Commandants through the system by the training branch about the same.



Policy Requirement	GOP, Circulars, Police rules and regulations
Applicable ERP Modules	Human Resource Management

5.24 Setting up of course syllabus

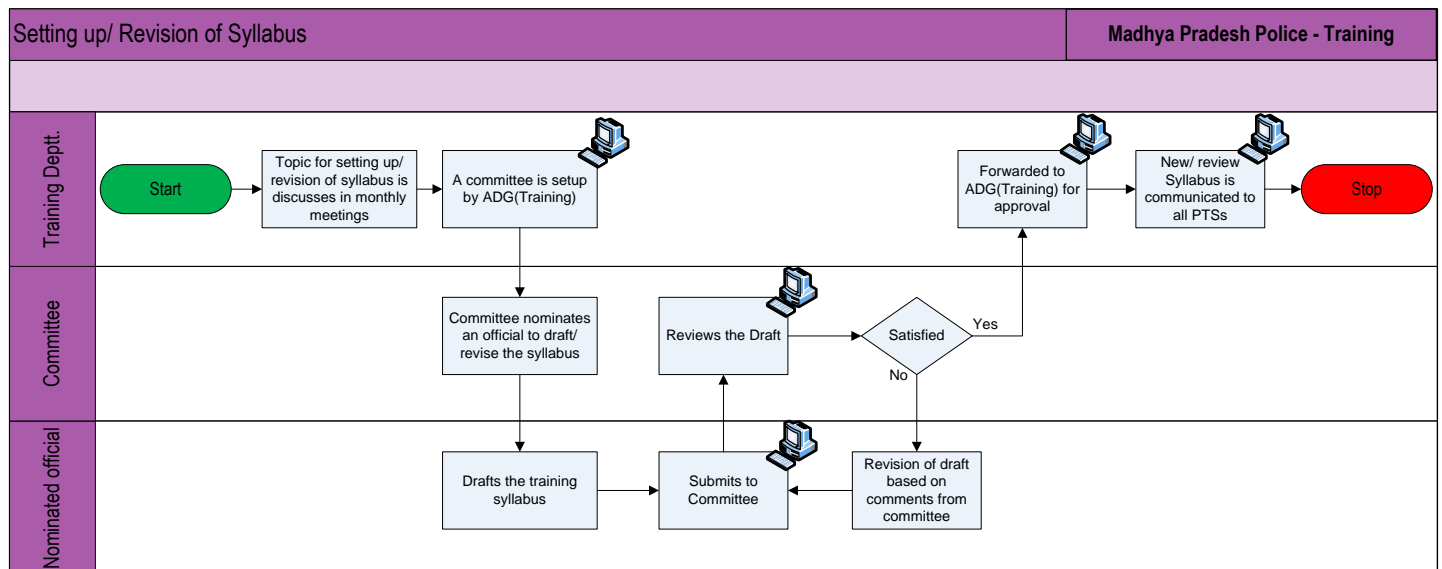
A. Process Summary

This is the To-Be process of setting/revision of the syllabus of trainings at various PTSs. The HR module would be used for setting/revision of the course syllabus.

B. SIPOC

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

C. Process Map



D. Process Description

Process Name:	Setting up syllabus	Branch/ Sub-Branch	Training
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Process Predecessor:	None	Process successor :	None
Process			
<p>i) Training department discusses the topic for setting up/revision of the syllabus in monthly meetings.</p> <p>ii) A committee is setup by ADG (training) to nominate the person who will draft/revise the syllabus. An automated notification is sent to all the committee members about the same.</p> <p>iii) The committee nominates the person to draft/revise the syllabus in the system. An automated notification is sent to nominated official to draft/revise the syllabus.</p> <p>iv) The nominated official drafts/revises the syllabus and submits to committee for review.</p> <p>v) The committee reviews the draft, if the committee is not satisfied with the draft, it gives comments on the same over email then the nominated official revises the draft as per the comments of the committee. The nominated official then sends the updated draft to the committee members.</p> <p>vi) If the committee is satisfied with the draft, an automated notification is sent to the training department about the same after the approval of the committee in the system. Then the training department sends it to ADG (training) over through the system for approval.</p> <p>vii) The new/revised syllabus is communicated to all PTSs by training department by sending notifications through the system.</p>			
Policy Requirement	GOP, Circulars, Police rules and regulations		
Applicable ERP Modules	Human Resource Management		

5.25 Selection for Training

A. Process Summary

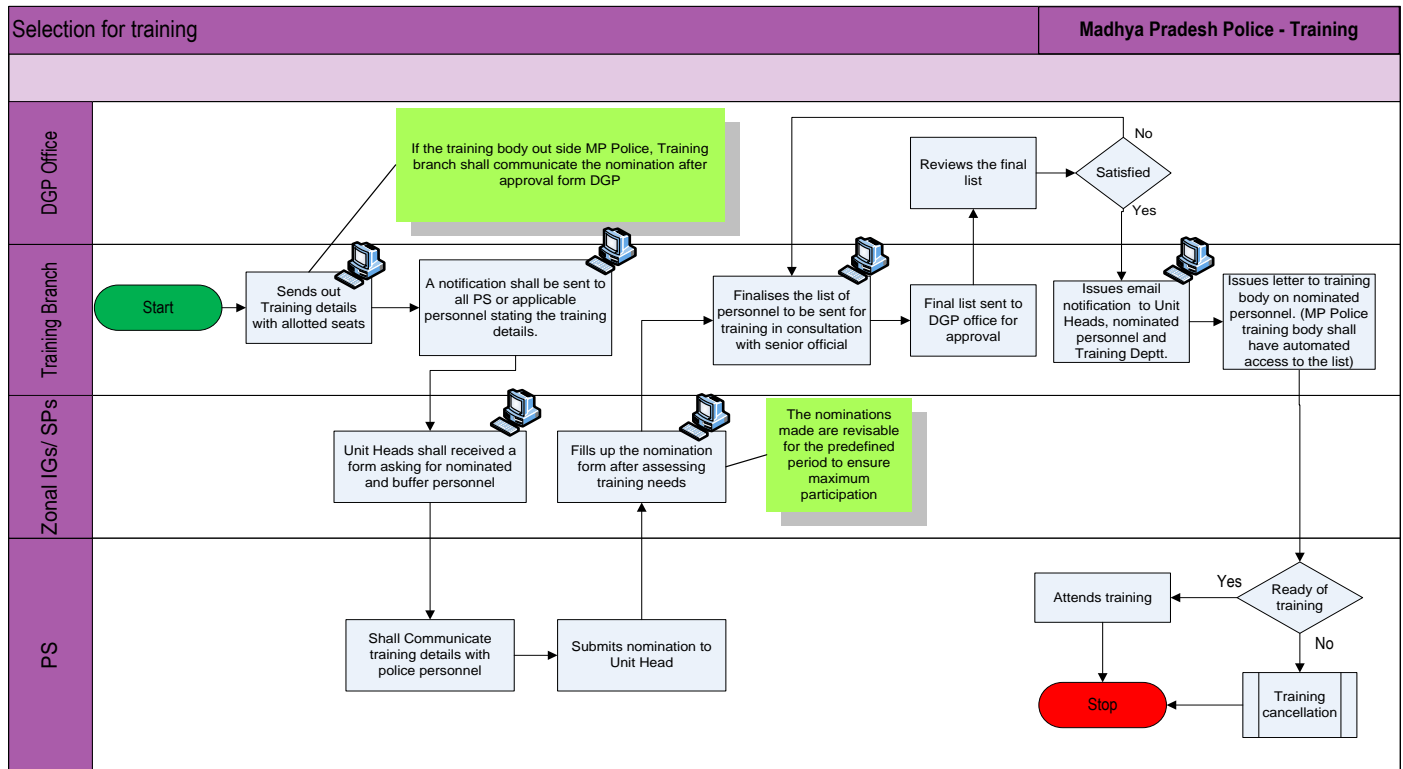
This is the To Be process of selection of personnel of MP police to be sent for training. The key actors of the process are Zonal IGs, SPs, senior officials, DGP office, and training body.

B. SIPOC

Supplier	Input	Process	Output	Customer
Training Body	Letter inviting nominations for training	As shown below	List of personnel selected for training	Personnel, Training Body, Training department



C. Process Map



D. Process Description

Process Name:	Selection for training	Branch/ Sub-Branch	Training
Process Predecessor:	None	Process successor :	Training cancellation

Process

- i) For a training body outside of MP Police department, Training branch shall communicate the nomination after approval form DGP
- ii) Training branch shall send notification to all PS or applicable personnel stating the training details.
- iii) Unit Heads shall receive a form asking for nominated and buffer personnel
- iv) PS shall communicate training details with police personnel and submit nomination to Unit Head.
- v) Unit Head fills up the nomination form after assessing training needs. The nominations made are revisable for the predefined period to ensure maximum participation.
- vi) Training Branch finalises the list of personnel to be sent for training in consultation with senior official and forwards to DGP



- vii) If DGP is satisfied with the final list, Training Branch issues email notification to Unit Heads, nominated personnel and Training Deptt. and Issues letter to training body on nominated personnel. (MP Police training body shall have automated access to the list)
- viii) A police personnel nominated for training if not able to attend the training due to unavoidable reasons may cancel his/her nomination.

Policy Requirement	GOP, Circulars, Police rules and regulations
Applicable ERP Module	Workflow Management, Human Resource Management

5.26 Trainee induction

A. Process Summary

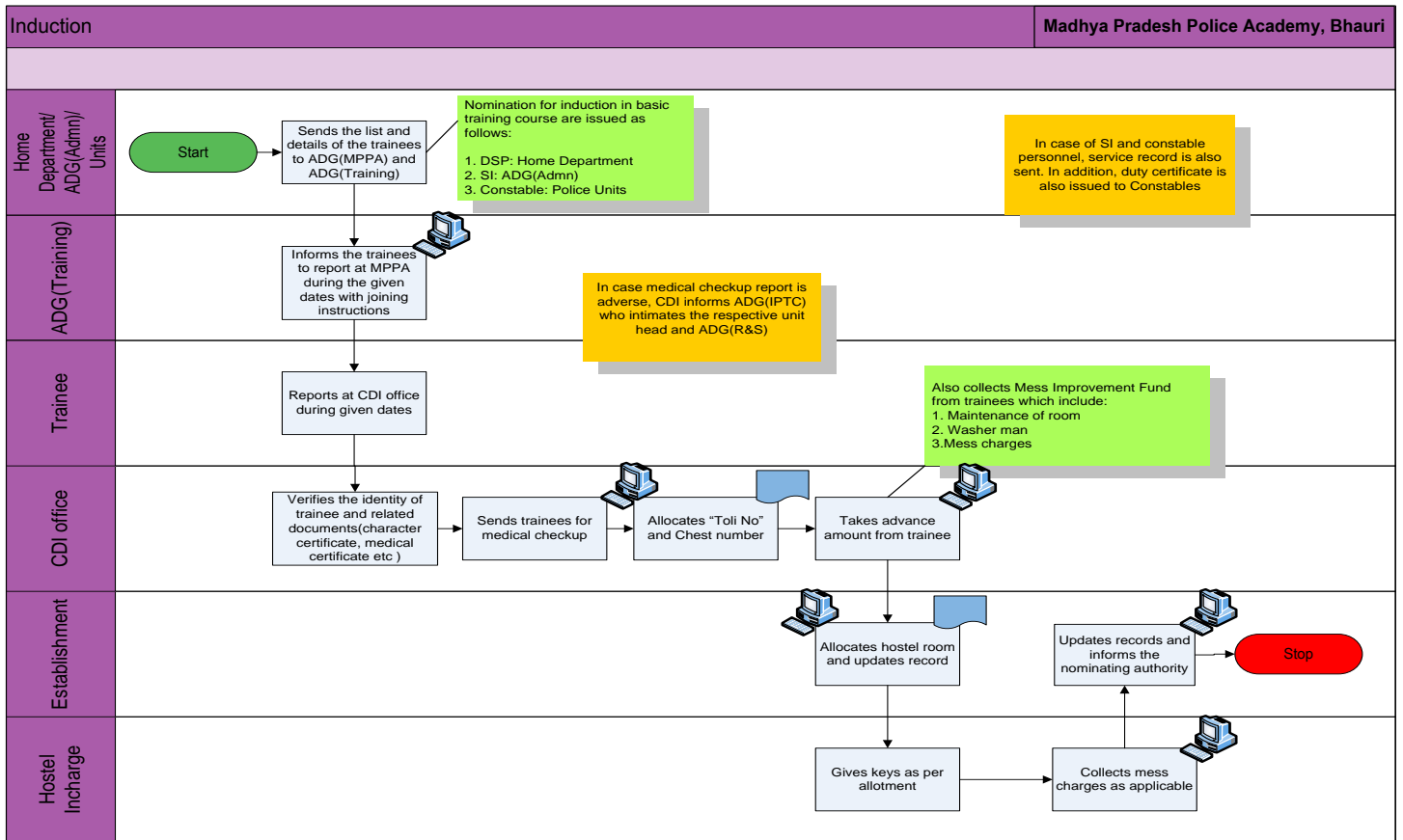
This is the To-Be process of induction of police personnel for training at MPPTA, Bhauri. The HR module would be used for induction of police personnel.

B. SIPOC

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



C. Process Map



D. Process Description

Process Name:	Induction	Branch/ Sub-Branch	Madhya Pradesh Police Academy, Bhauri
Process Predecessor:	None	Process successor :	None
Process			



- i) Home Department/ ADG (Admin)/ Police Units sends the list and details of the trainees to ADG (MPPA) and ADG (Training).
- ii) Nomination for induction in basic training course are issued as follows:
 1. DSP: Home Department
 2. SI: ADG (Admin)
 3. Constable: Police Units
- iii) In case of SI and constable personnel, service record is also sent. In addition, duty certificate is also issued to Constables.
- iv) Trainee reports at CDI office during given dates.
- v) CDI Office verifies the identity of trainee and related documents (character certificate, medical certificate etc.). It sends trainees for medical checkup, allocates "Toli No" and Chest number and Takes advance amount from trainee. Also each of these details are updated in the system with the name of the trainee.
- vi) Also collects Mess Improvement Fund from trainees which include:
 1. Maintenance of room
 2. Washer man
 3. Mess chargesThe same is updated in the system. And an automated notification about the same is sent to establishment section.
Establishment section allocates hostel room and updates record in the system. An automated notification about the same is sent to Hostel In charge.
Hostel In charge gives keys as per allotment and collects the mess charges as applicable, and the information is updated in the system. An automated notification about the same is sent to establishment section.
- vii) Establishment updates records in the system and informs the nominating authority through the system.

Policy Requirement	GOP, Circulars, Police rules and regulations
Applicable ERP Modules	Human Resource Management, Finance Management

5.27 Absence during training

A. Process Summary

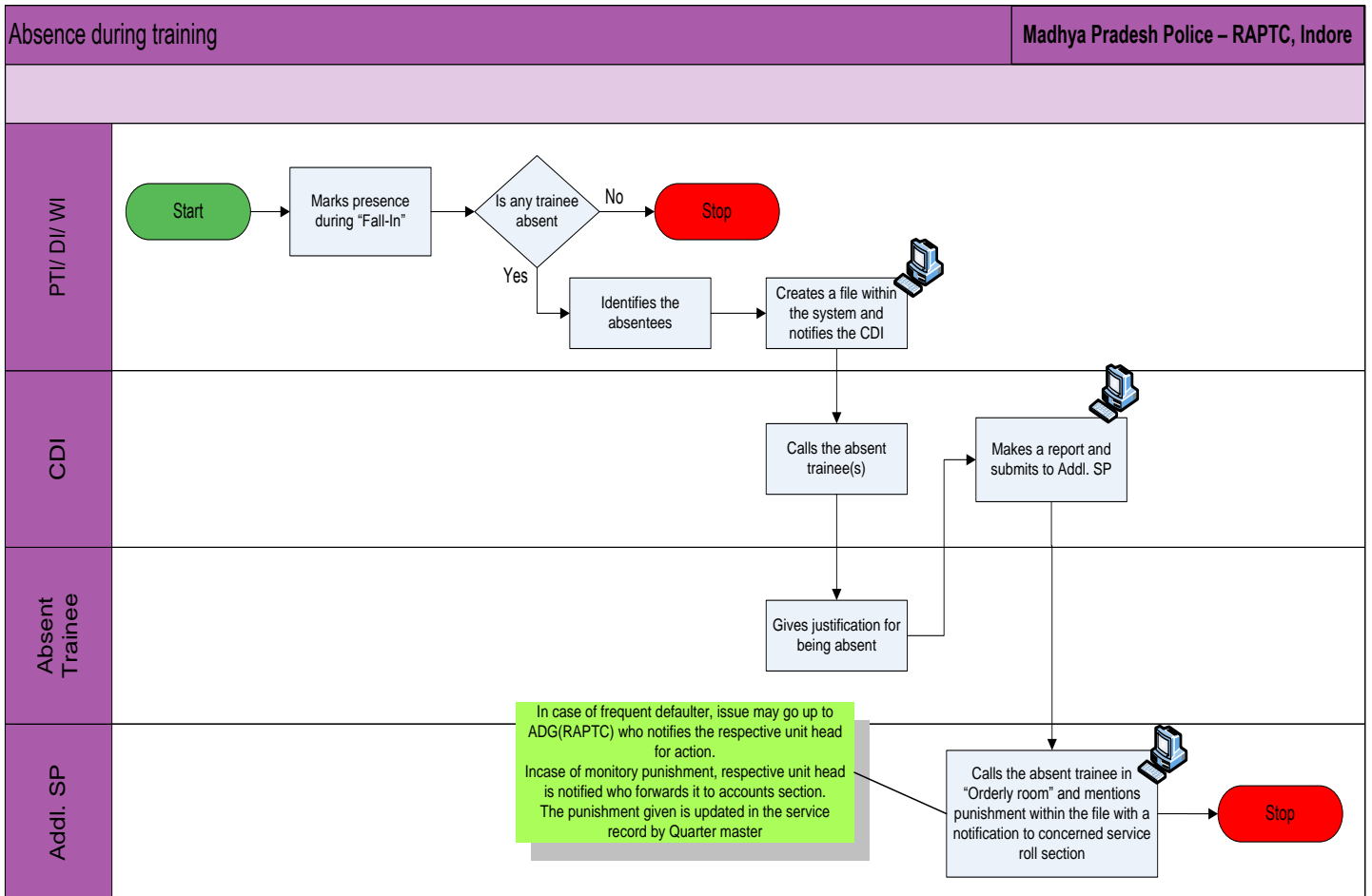
This is the To Be process followed in case of trainee being absent during the training. The same has to be tracked within the ERP solution to ensure that the service record of concerned personnel are also updated.



B. SIPOC

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

C. Process Map



D. Process Description

Process Name:	Absent during training	Branch/ Sub-Branch	RAPTC
Process Predecessor:	None	Process successor :	None
Process			
viii) PTI/ DI/ WI marks the presence of trainees during "Fall-in". If any trainee is absent then it identifies the absentees and notifies the CDI.			
ix) CDI meets the absent trainee.			



- x) Absent trainee gives justification for being absent.
- xi) CDI makes a report with the file created in the ERP system and submits to Addl. SP.
- xii) Addl. SP calls the absent trainee in “Orderly room” and mentions punishment to be given in the concerned file, the service roll would update automatically with a notification to concerned service roll section.
- xiii) In case of frequent defaulter, issue may go to ADG (RAPTC) who notifies the respective unit head for action.
- xiv) In case of monetary punishment, concerned trainee, account section and respective unit head is notified. Personnel shall have to pay such fines in cash the account section. Failure to do so shall raise a “flag” depicting a pending monetary punishment

Policy Requirement	GOP, Circulars, Police rules and regulations
Applicable ERP Modules	Workflow Management, Human Resource Management, Finance Management

5.28 Training cancellation by trainee

A. Process Summary

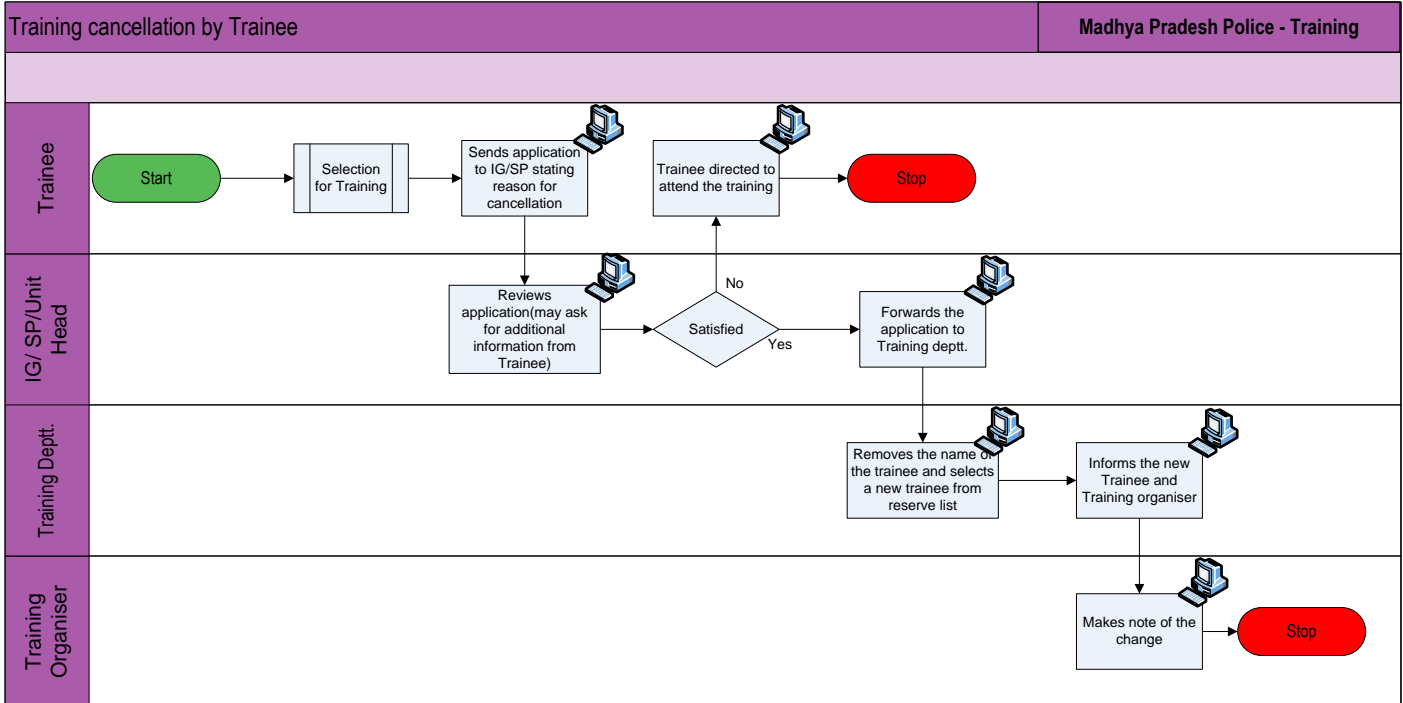
This is the To-be process of cancellation of training by the trainee. The cancellation of the training would be done through the HR Module.

B. SIPOC

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



C. Process Map



D. Process Description

Process Name:	Training cancellation by the trainee	Branch/ Sub-Branch	Training
Process Predecessor:	Selection for Training	Process successor :	None
Process			
<ul style="list-style-type: none"> i) Trainee raises the request for cancellation of training stating reason for cancellation in the HR Module. A notification about the same is automatically sent to IG/SP/Unit Head. ii) IG/SP/ Unit Head reviews the request in the system, he may also ask additional information from the trainee and update the request. A notification is automatically sent to trainee through the system. iii) The trainee then provides additional information and updates the request in the system. IG/SP/Unit head gets an automated notification about the same. iv) If IG/SP/ Unit Head is not satisfied with the information provided by trainee then the trainee is directed to attend the training. An automated notification is sent to the trainee through the system about the same once the IG/SP/Unit Head rejects the request for cancellation in the system. 			



- v) If IG/SP/ Unit Head is satisfied with the request for cancellation/information provided by trainee then he approves the request in the system and a notification is automatically sent to training department through the system about the same.
- vi) Training department removes the name of the trainee and selects a new trainee from the reserve list and updates the same in the system. Then a notification is automatically sent through the system to the trainee and the training organizer about the same.
- vii) Training organizer makes note of the change and updates the record in the system. A confirmation about the same is sent to training department and the trainee automatically through the system.

Policy Requirement	GOP, Circulars, Police rules and regulations
Applicable ERP Modules	HR Module

5.29 Exam paper setting

A. Process Summary

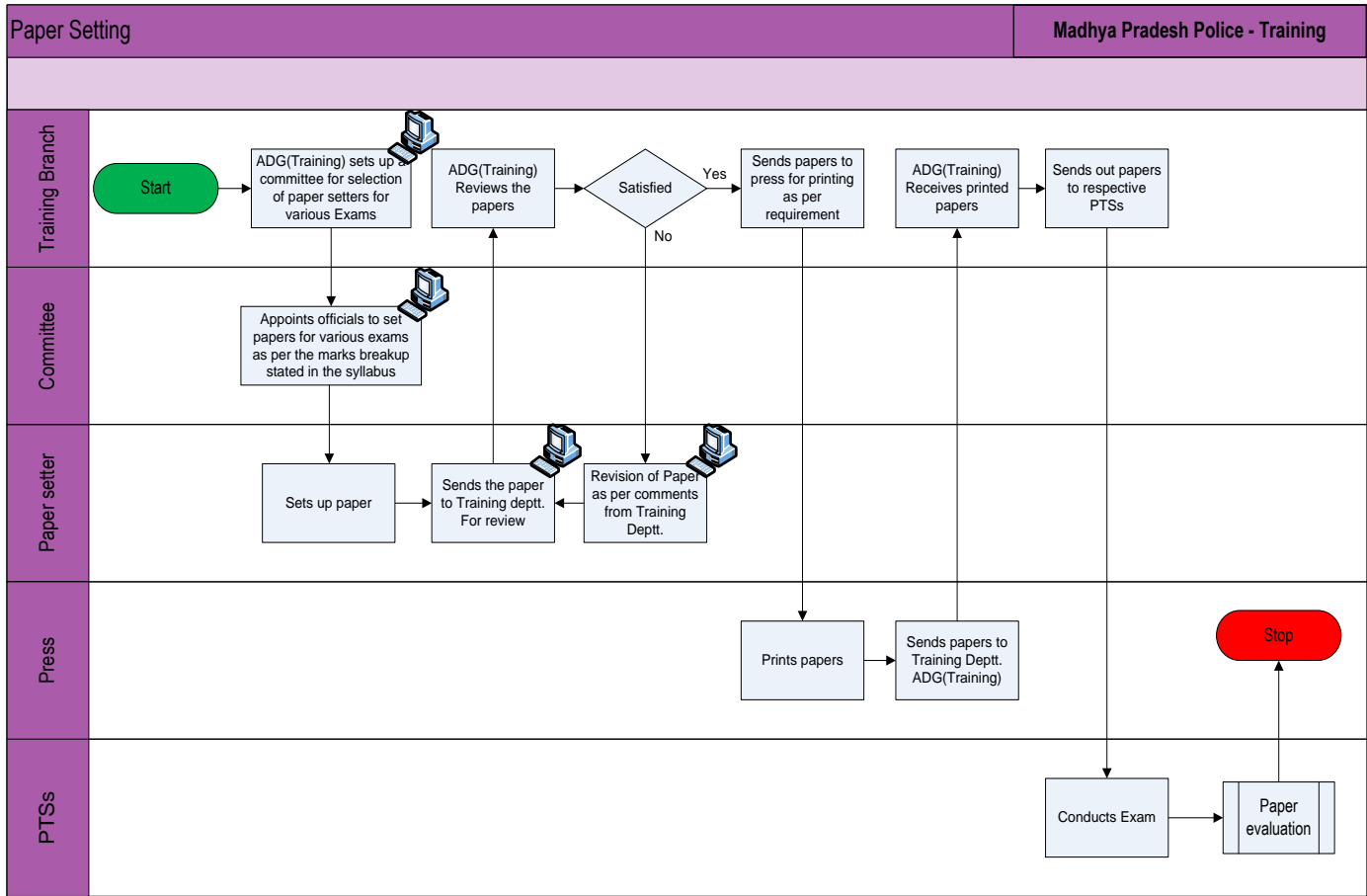
This is the To-Be process of setting of papers for various exams by training department of MP Police. The HR module would be used for this process.

B. SIPOC

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



C. Process Map



D. Process Description

Process Name:	Paper setting	Branch/ Sub-Branch	Training
Process Predecessor:	None	Process successor :	Paper Evaluation
Process			



- i) ADG (Training) sets up a committee through the system for selection of paper setters for various exams as per the examination schedule. A notification is automatically sent through the system to all the concerned committee members about the same.
- ii) The committee selects the officials after approval from ADG (Training) to set papers for various exams as per the marks breakup stated in the syllabus. The same is updated in the system and a notification to all the paper setters is sent through the system about the same.
- iii) Paper setter sets up the paper and uploads it into the system. The access of the same is restricted only to appropriate officials. The training department gets the notification through the system automatically about the paper once it is uploaded.
- iv) ADG (Training) reviews the papers, if he is not satisfied with the paper then he provides his comments and updates the same in the system. The paper setter receives an automated notification about the same.
- v) Then paper setter revises the paper as per the comments of training department/ADG (training) and uploads it into the system again where ADG (Training) reviews it.
- vi) If ADG (Training) is satisfied with the paper he approves the paper in the system for printing in press as per the requirement.
- vii) The press prints the papers and sends the papers to Training Branch ADG (Training).
- viii) ADG (Training) reviews the printed papers then training department sends the papers to respective PTSs.

Policy Requirement	GOP, Circulars, Police rules and regulations
Applicable ERP Modules	HR Module

5.30 Answer sheet evaluation

A. Process Summary

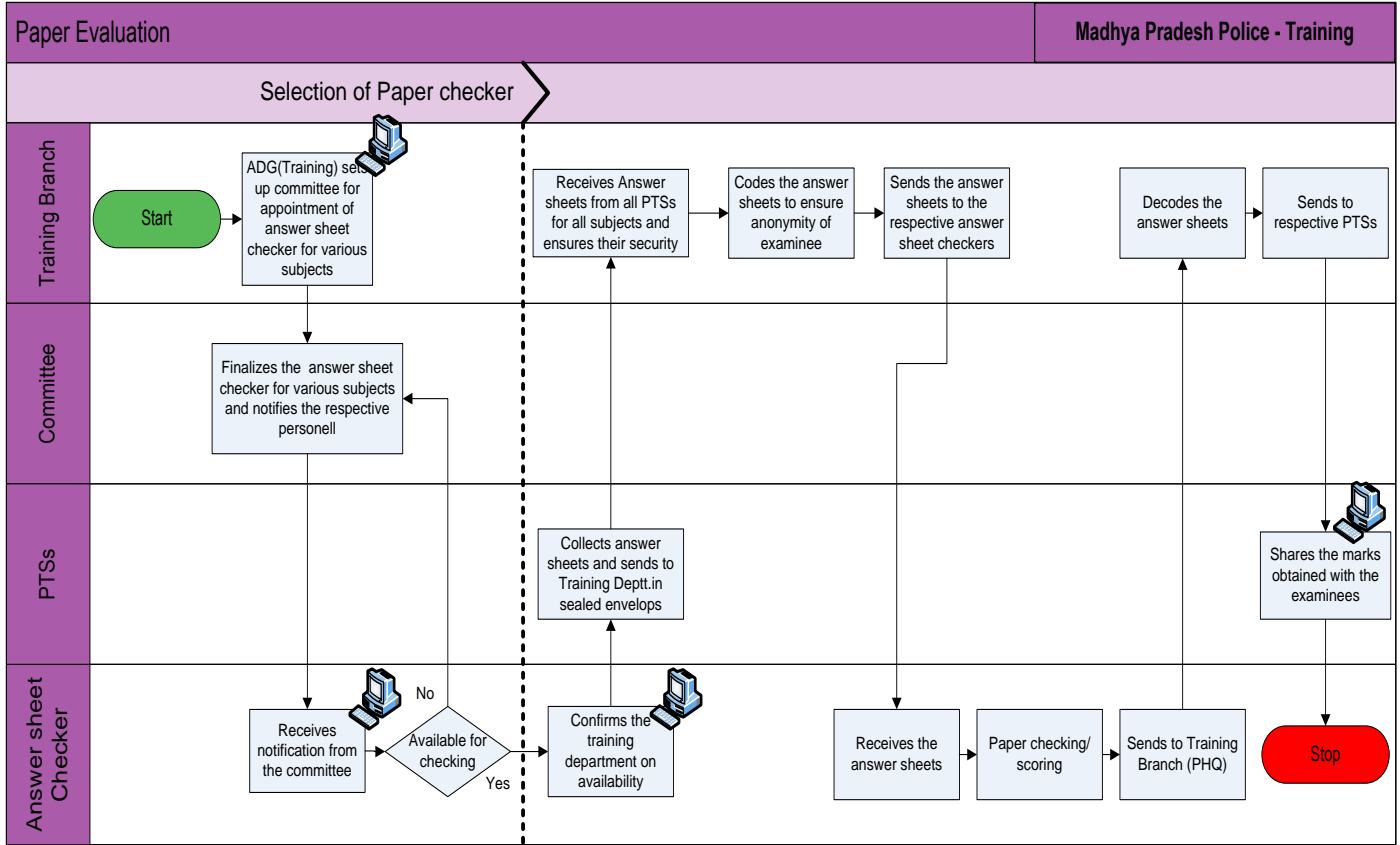
This is the To-Be process of evaluation of answer sheets of the candidates getting training at various training schools of MP police. This process will be executed with the help of HR module.

B. SIPOC

Supplier	Input	Process	Output	Customer
Training Branch	Answer sheet	As shown below	Evaluation scores	Training Branch, PTSs examinee



C. Process Map



D. Process Description

Process Name:	Paper evaluation	Branch/ Sub-Branch	Training
Process Predecessor:	Paper Setting	Process successor :	None
Process			



- i) ADG (training) sets up committee in the system by adding the committee members from the department officials for appointment of answer sheet checker for various subjects. A notification about the same is automatically sent by the system to all the concerned committee members.
- ii) The committee finalizes the answer sheet checker for various subjects after approval from ADG (Training) and the same is updated in the system. A notification to the respective personnel (Answer sheet checker) is sent automatically through the system about the same.
- iii) Answer sheet checker receives the notification from the committee through the system. If the answer sheet checker is available for checking he confirms his availability to the training department through the system.
- iv) If he is not available for checking, he updates the same in the system and a notification about the same is sent to the committee through the system. Committee then finalizes a different answer sheet checker who is available for checking and updates it into the system.
- v) The PTSs collect the answer sheets and send to training department in sealed envelopes.
- vi) Training department receives answer sheet from all PTSs for all subjects and ensures their security.
- vii) Training department codes the answer sheets to ensure the anonymity of the examinee. Then it sends the answer sheets to the respective answer sheet checkers.
- viii) The answer sheet checker receives, evaluates and provides the score to answer sheets and send it to training department.
- ix) The training department decodes the answer sheets and sends it to respective PTSs.
- x) PTSs update the details of the marks obtained into the system and notification is sent automatically to the examinees about the same along with the details of the marks obtained.

Policy Requirement	GOP, Circulars, M.P. Police Regulations
Applicable ERP Modules	HR Management, Workflow Management

5.31 Evaluation: Outdoor training

A. Process Summary

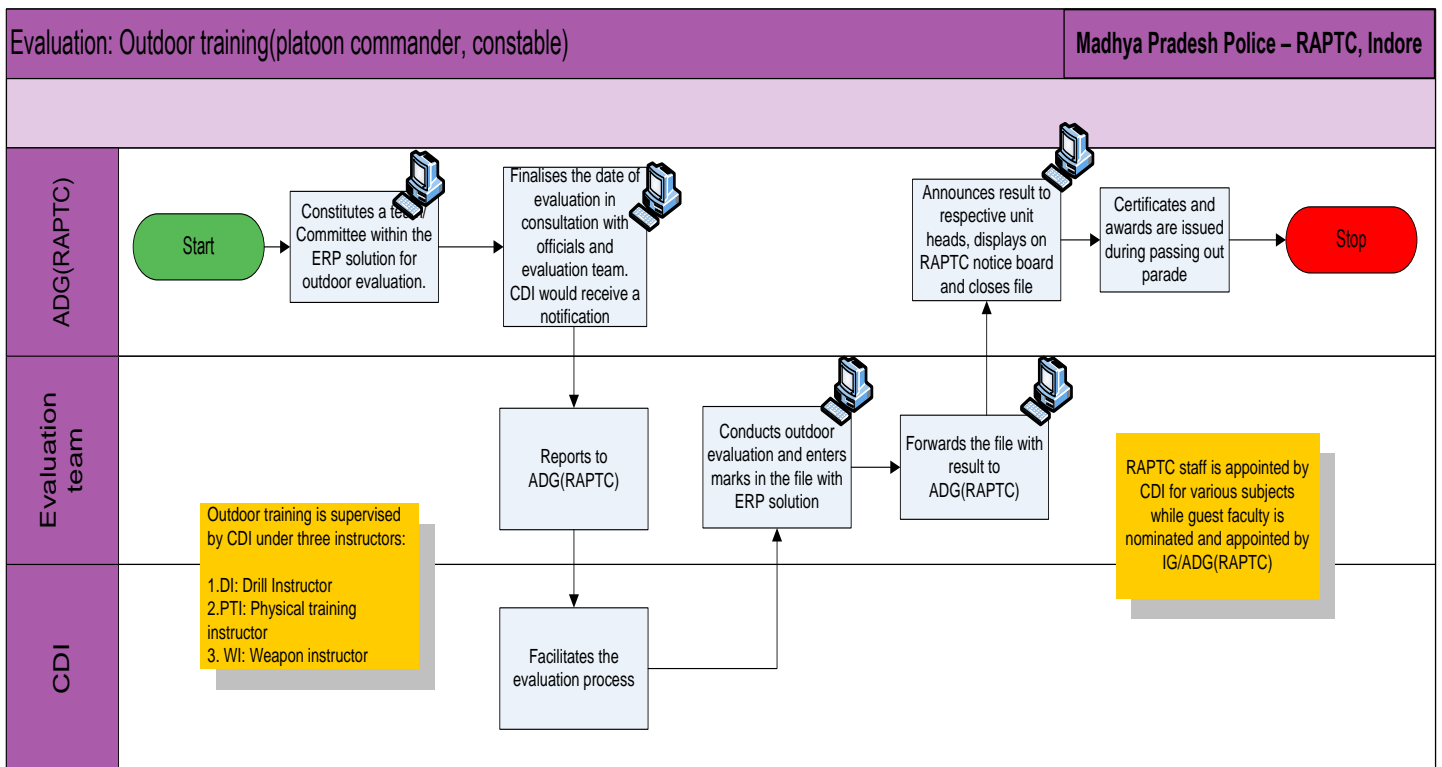
This is the To Be process of evaluation of outdoor training of police personnel. The key actors of the process are CDI office, Trainees, evaluation team and ADG (RAPTC).



B. SIPOC

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

C. Process Map



D. Process Description

Process Name:	Outdoor Training	Branch/ Sub-Branch	RAPTC
Process Predecessor:	None	Process successor :	None
Process			
i) ADG (RAPTC) constitutes a team/committee for outdoor evaluation within ERP solution ii) ADG (RAPTC) finalizes the date of evaluation in consultation with officials and evaluation team. CDI shall receive automated notification of the date of outdoor evaluation iii) Outdoor training is supervised by CDI under three instructors: 1. DI: Drill Instructor			



- 2.PTI: Physical training instructor
- 3. WI: Weapon instructor
- iv) Evaluation Team reports to ADG (RAPTC) on the day of evaluation.
- v) CDI facilitates the evaluation process.
- vi) Evaluation team conducts outdoor evaluation, enters the marks in the file in the ERP solution and shares the results with ADG (RAPTC).
- vii) ADG (RAPTC) shares the file with the result with respective unit heads, displays on RAPTC notice board and updates record. Certificates and awards are issued during passing out parade.
- viii) RAPTC staff is appointed by CDI for various subjects while guest faculty is nominated and appointed by IG/ADG (RAPTC).

Policy Requirement	GOP, Circulars, Police rules and regulations
Applicable ERP Modules	Workflow Management, Human Resource Management

5.32 Creation of new Battalion

A. Process Summary

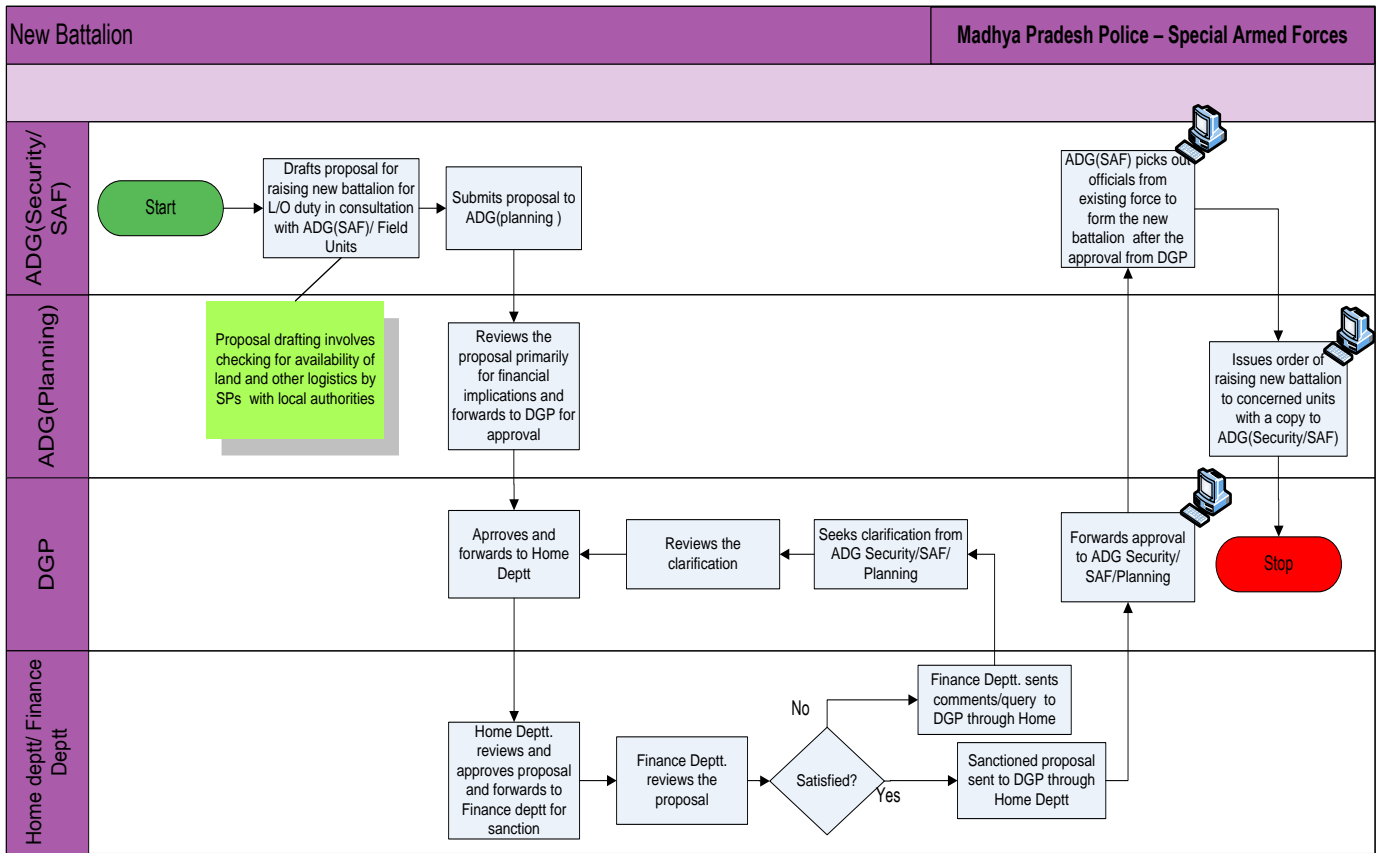
This is the To-Be process of creation of a new battalion in Special Armed Forces (SAF) based on the policing requirements of the MP Police department. The HR Module would be used for creation of new battalion through this process.

B. SIPOC

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



C. Process Map



D. Process Description

Process Name:	Special Armed Forces- New Battalion	Branch/ Sub-Branch	SAF
Process Predecessor:	NA	Process successor :	NA
Process			



- i. ADG (Security) drafts a proposal for raising new battalion for L/O in consultation with ADG (SAF)/ Field Units and shares with ADG (Planning).
- ii. ADG (Planning) reviews the proposal primarily for its financial implications and forwards the same to DGP for approval.
- iii. DGP approves and forwards to home department for their perusal.
- iv. Home Department reviews and approves proposal and sends to Finance Department for approval.
- v. Upon satisfaction/approval from Finance Department:
 1. Sanctioned proposal is sent to DGP through home department.
 2. DGP receives the proposal the approval notifications and the details of the same are updated in the system
 3. An automated notification is sent to ADG Security/SAF/Planning along with the details of the proposal.
 4. ADG (SAF) picks out officials from existing force and forms a new battalion, also updates the details of the same in the system. Then ADG (SAF) raises a request in the system for approval from DGP. Once DGP approves the request in the system, ADG (Planning) gets an automated notification about the same.
 5. ADG (Planning) issues order of raising new battalion to concerned units and updates the same in the system. An automated notification about the same is sent to the concerned units with a copy to ADG (Security/SAF).
- vi. In case Finance/Home deptt. are not satisfied with the proposal
 1. Finance/Home deptt. shares its comments/queries with DGP through Home Department
 2. DGP in-turn seeks & reviews clarification from ADG Security/SAF/Planning
 3. The revised note sheet is shared with Home & Finance Department for approval

Policy Requirement	MP Police Rules and Regulations, GOPs and Circulars
Applicable ERP Module	Human Resource Management, Workflow Management

5.33 Company movement

A. Process Summary

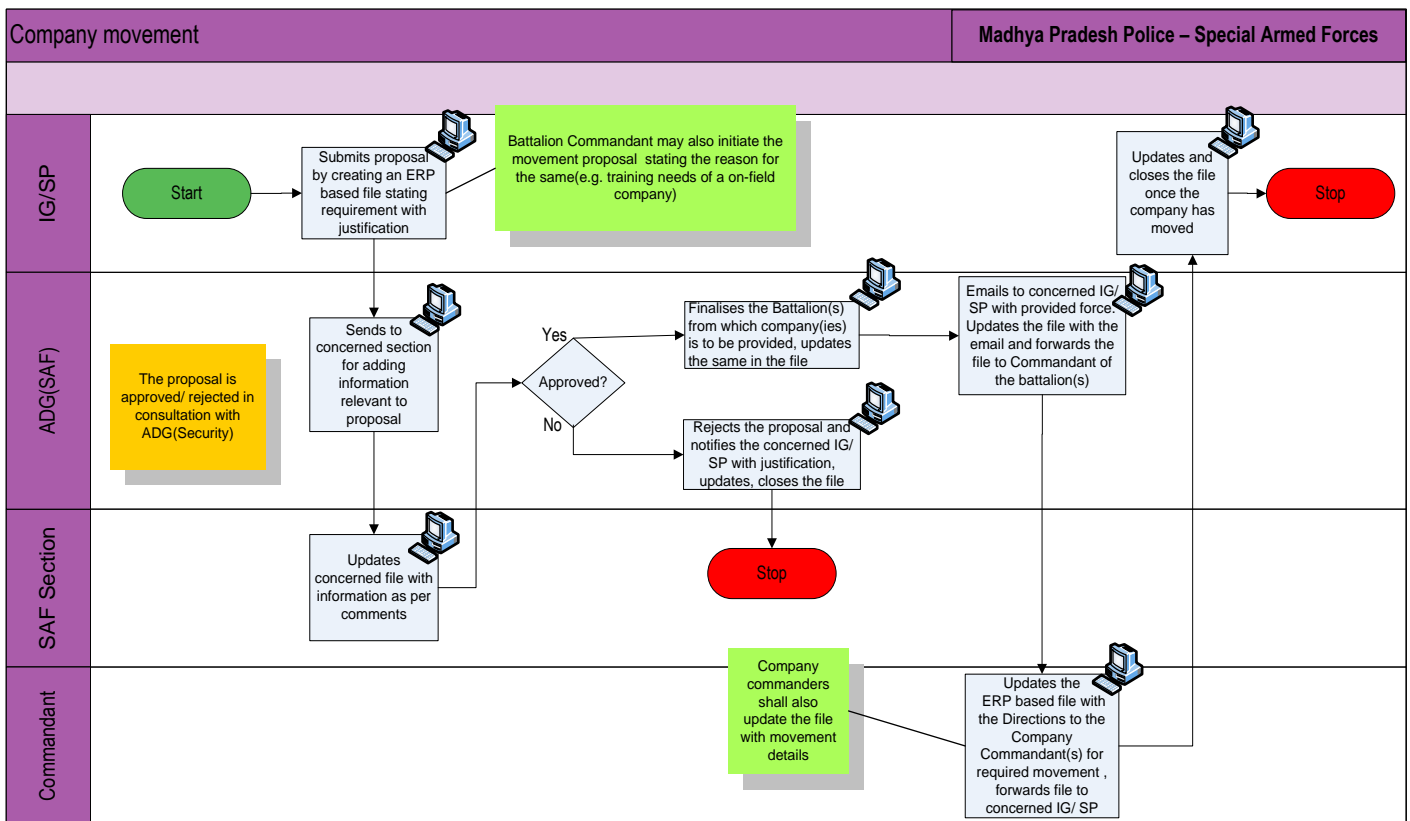
This is the To Be process concerning the movement of SAF Company as per the Law & Order and security requirement of MP Police department.



B. SIPOC

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

C. Process Map



D. Process Description

Process Name:	Special Armed Forces- Company Movement	Branch/ Sub-Branch	SAF HQ
Process Predecessor:	NA	Process successor :	NA
Process			



- i) IG/SP of relevant district submits proposal encompassing requirement along with justification for mobilization of troops. The proposal is creating on an ERP based file stating requirement with justification. The same requisition can be raised by battalion commandant with necessary justifications.
- ii) Upon receipt ADG (SAF) forwards the same to concerned SAF section for adding information relevant to proposal.
- iii) SAF section Updates concerned file with information as per comments and reverts with inputs/. Suggestion to ADG (SAF).
- iv) The proposal is approved/ rejected in close consultation with ADG(Security)
- v) In case of approval
 - a. ADG (SAF) finalises the Battalion(s) from which company (ies) is to be provided, updates the same in the file.
 - b. ADG (SAF) emails to concerned IG/SP with provided force. Updates the file with the email and forwards the file to Commandant of the battalion(s).
 - c. Commandant updates the ERP based file with the Directions to the Company Commandant(s) for required movement , forwards file to concerned IG/ SP. Company commanders shall also update the file with movement details
 - d. Concerned IG/SP updates and closes the file once the company has moved
- vi) In case of Rejection ADG (SAF) declines the proposal and shares justification with IG/SP.

Policy Requirement	MP Police Rules and Regulations, GOPs and Circulars
Applicable ERP Modules	Workflow Management System, Human Resource Management System.

5.34 Orderly Room

A. Process Summary

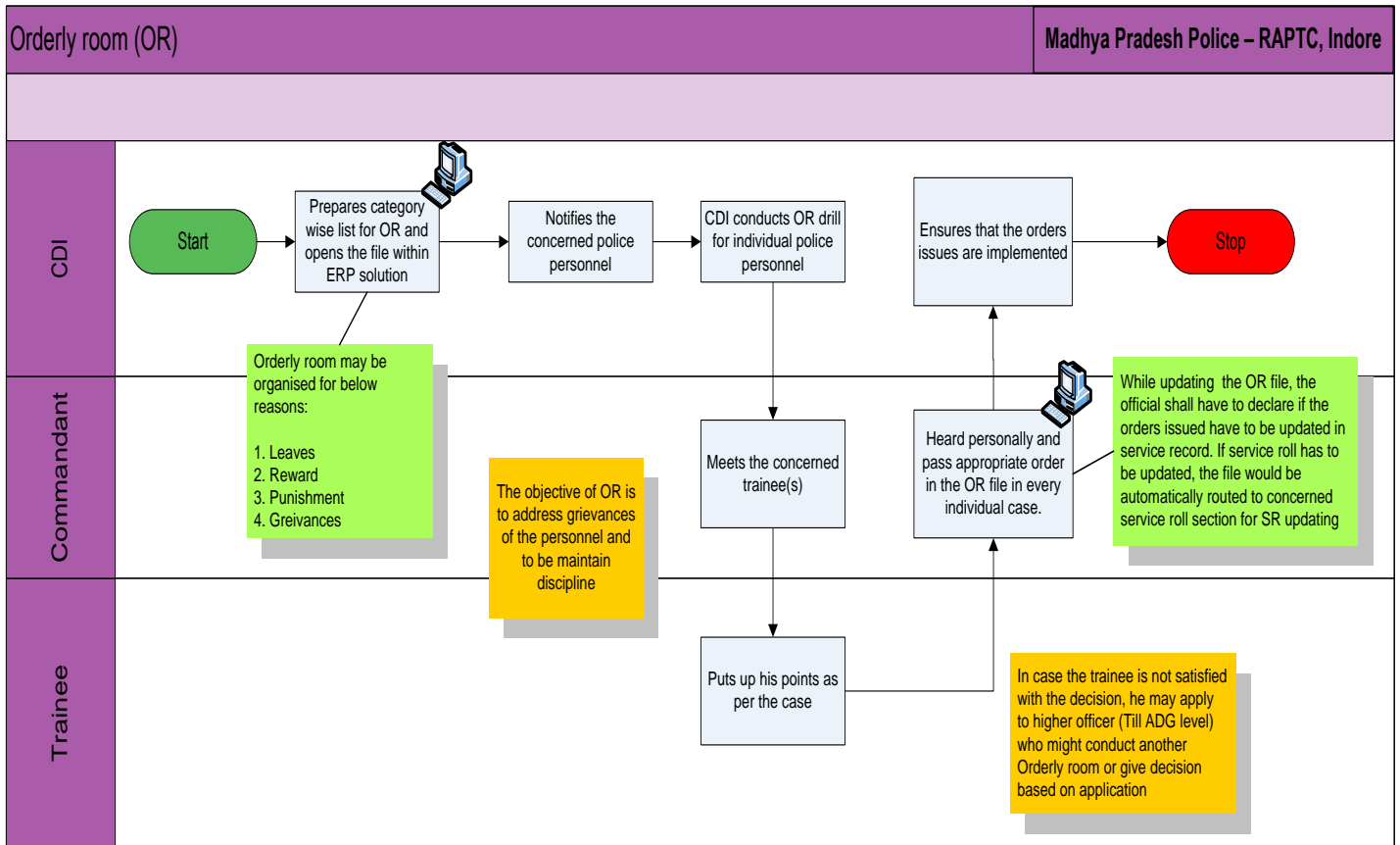
This is the process of “Orderly Room” for police personnel. Police personnel are heard personally by Gazetted Officer for any grievance, rewards punishment etc. The orders issued in OR may have to be updated in the service roll of the concerned personnel. In such case, SR updating needs to be done automatically once orders are issued duly referring the order number.

B. SIPOC

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



C. Process Map



D. Process Description

Process Name:	Orderly Room	Branch/ Sub-Branch	RAPTC
Process Predecessor:	None	Process successor :	None
Process			
<ul style="list-style-type: none"> i) The objective of OR is to address grievances of the personnel and to be maintain discipline ii) CDI prepares category wise list for OR, the same is added to the ERP based file. (Orderly room may be organized for below reasons: Leaves, Reward, Punishment, Grievances) and notifies the concerned police official. iii) CDI conducts OR drill for individual police personnel. iv) CDI (or any senior officer) meets the concerned trainee(s). v) Trainee puts up his points as per the case. 			



- vi) CDI (or any senior officer) informs decision to trainee, updates OR register and forwards to concerned section.
- vii) Senior officer (Commandant) hears personally and pass appropriate order in the OR file for each individual case.
- viii) While updating the OR file, the official shall have to declare if the orders issued have to be updated in service record. If service roll has to be updated, the file would be automatically routed to concerned service roll section for SR updating.
- ix) In case the trainee is not satisfied with the decision, he may apply to higher officer (Till ADG level) who might conduct another Orderly room or give decision based on application.

Policy Requirement	GOP, Circulars, Police rules and regulations
Applicable ERP modules	Workflow Management, Human Resource Management

5.35 Mounted Troops games participation

A. Process Summary

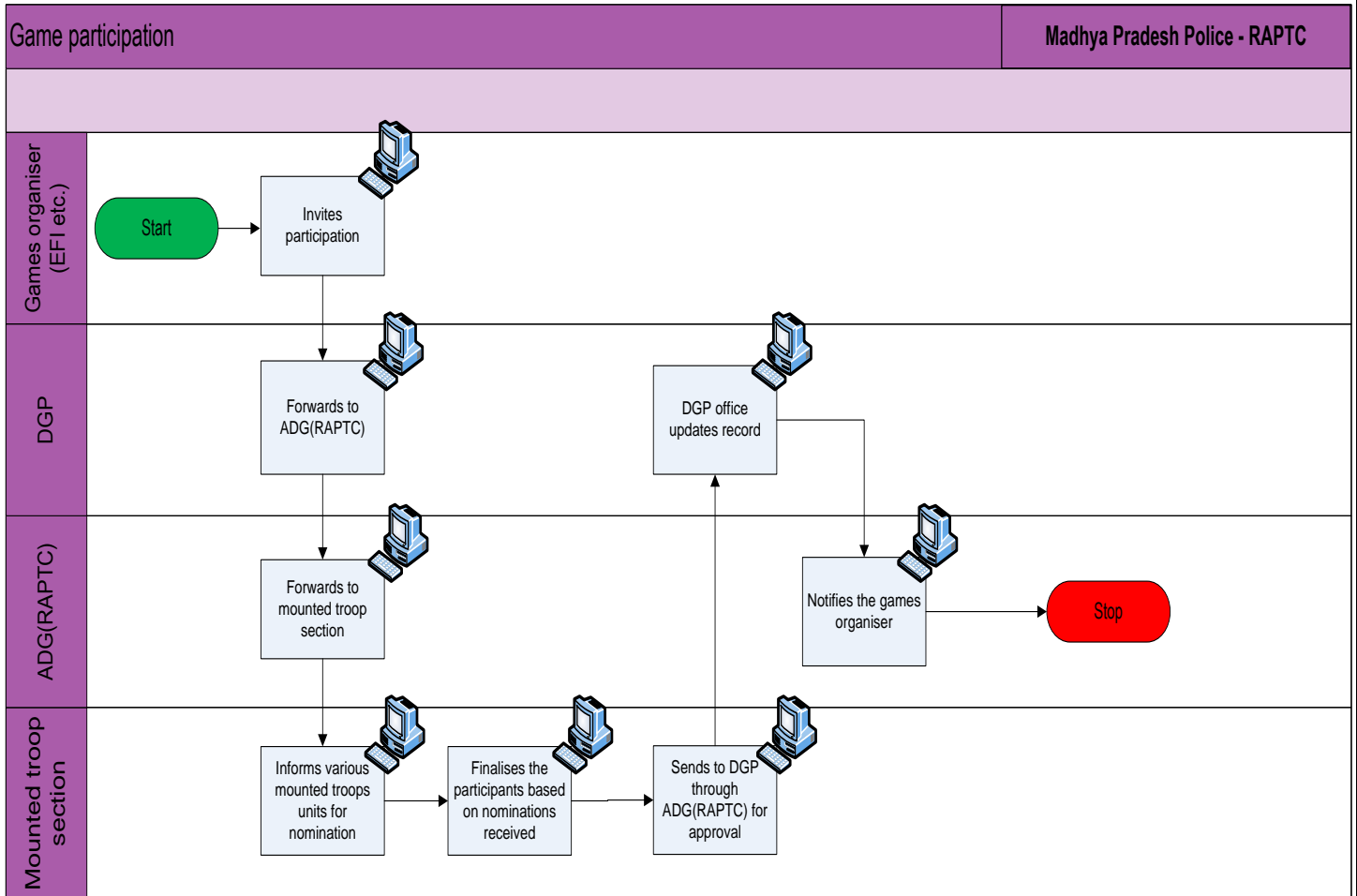
This is the To- Be process of participation in National games by police mounted troops. The HR module would be used for this process.

B. SIPOC

Supplier	Input	Process	Output	Customer
Games organizer	Invitation for participation/nominations	As shown below	List of participants	Participants



C. Process Map



D. Process Description

Process Name:	Police Mounted Troops Games Participation	Branch/ Sub-Branch	RAPTC
Process Predecessor:	None	Process successor :	None
Process			
<ul style="list-style-type: none"> i) Games organizer (EFI etc.) invites participation requests from all the participants through the system. A notification about the same is sent automatically to DGP through the system. ii) DGP forwards the same to ADG (RAPTC) through the system. iii) ADG (RAPTC) forwards it to mounted troop section through the system. iv) Mounted troop section updates the same in the system and a notification is sent to all police mounted troop units for nomination through the system. 			



- v) Police mounted troops submits the nominations through the system.
- vi) Mounted troop section finalizes the participants based on nominations received and sends to DGP with a copy to ADG through the system.
- vii) DGP office updates the record in the system.
- viii) ADG (RAPTC) notifies the games organizer about the same.

Policy Requirement	GOP, Circulars, Police rules and regulations
Applicable ERP Module	Human Resource Management, Workflow Management, Finance Management

5.36 Mounted Troops training

A. Process Summary

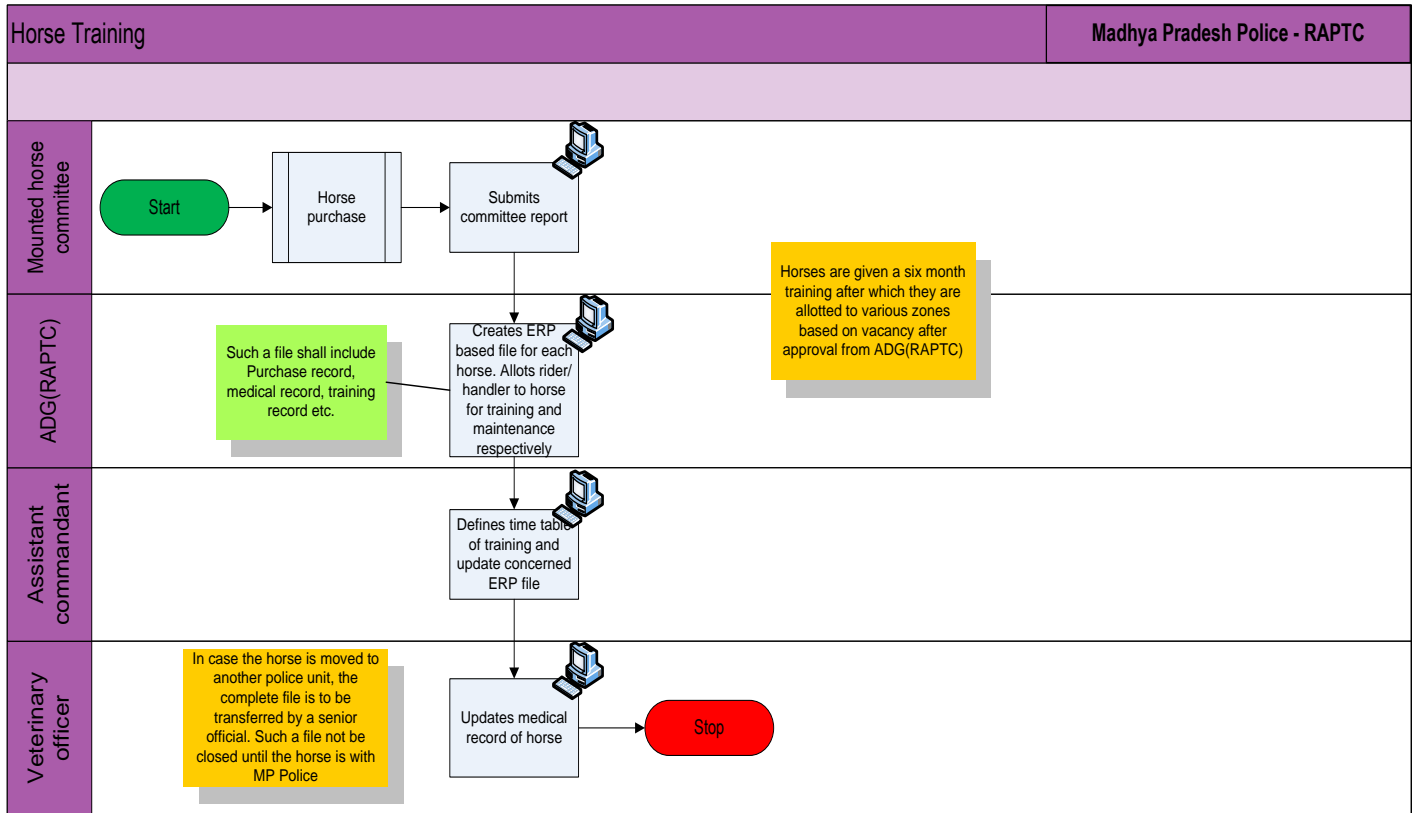
This is the To Be process of training mounted troops and related records updating. Such records may include training records, medical records etc.

B. SIPOC

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



C. Process Map



D. Process Description

Process Name:	Horse Training	Branch/ Sub-Branch	RAPTC
Process Predecessor:	Horse Purchase	Process successor :	None

Process

- i) After horse purchase the Mounted horse committee submits committee report to DGP/ADG.
- ii) ADG (RAPTC) creates ERP based file for each horse. Allots rider/ handler to horse for training and maintenance respectively
- iii) Such a file shall include Purchase record, medical record, training record etc.
- iv) Assistant commandant defines time table of training and update concerned ERP file
- v) Veterinary officer Updates medical record of horse on daily basis.
- vi) Horses are given a six month training after which they are allotted to various zones based on vacancy after approval from ADG (RAPTC).
- vii) In case the horse is moved to another police unit, the complete file is to be transferred by a senior official. Such a file not be closed until the horse is with MP Police



Policy Requirement	GOP, Circulars, Police rules and regulations
Applicable ERP Modules	Workflow Management, Human Resource Management

6. Inventory management To Be Processes

6.1 Equipment Purchase

A. Process Summary

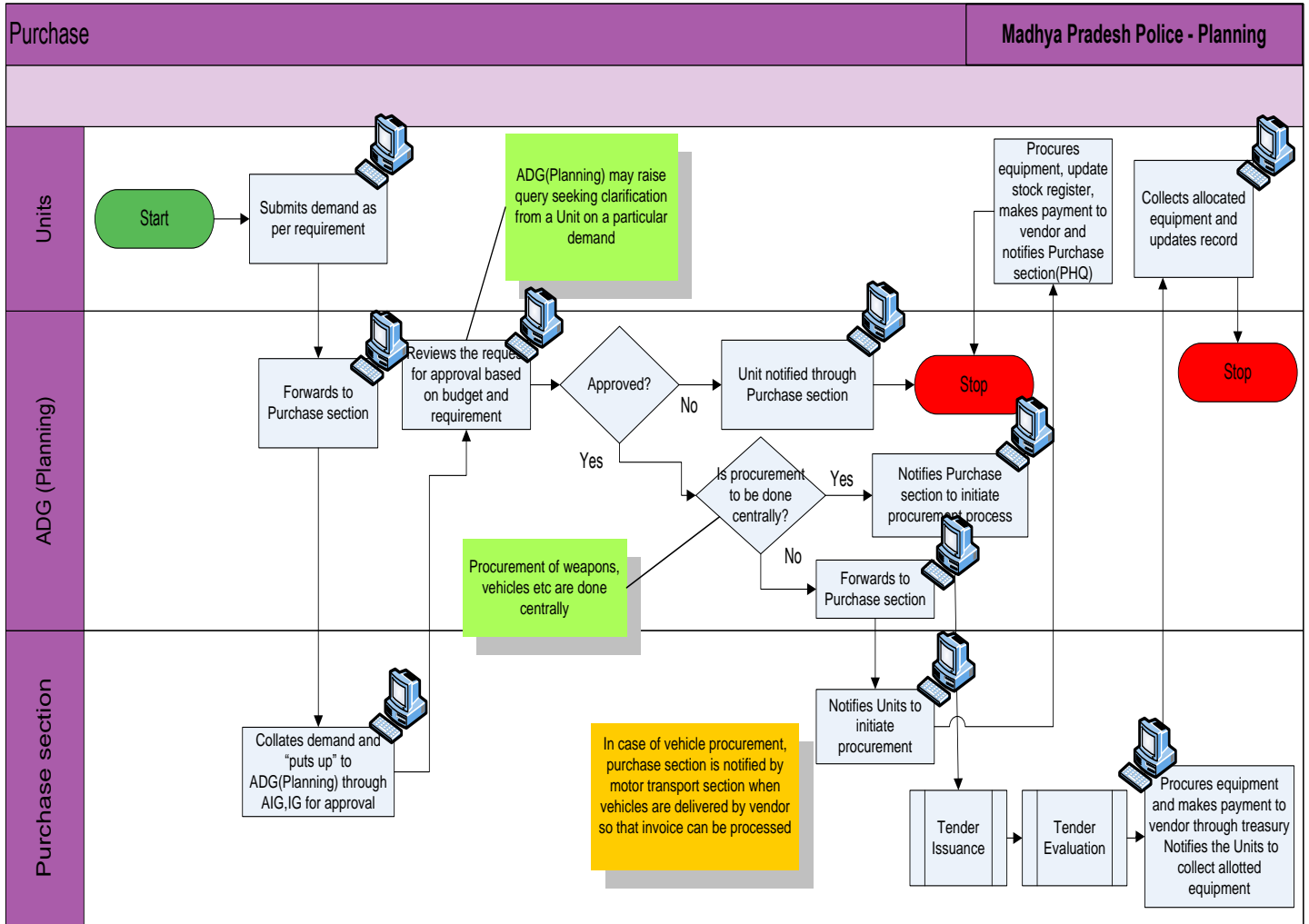
This is the To-Be process pertaining to procurement of equipment by the MP Police department as per the demand submitted by various police units. The Inventory Management Module would be used for purchase of equipment.

B. SIPOC

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



C. Process Map



D. Process Description

Process Name:	Purchase	Branch/ Sub-Branch	Planning
Process Predecessor:	None	Process successor :	None
Process			



- i) The police units submit the demand in the system through the inventory management module, as per the requirement. An automated notification about the same is sent to ADG (Planning).
- ii) ADG (Planning) forwards the same to purchase section through the system.
- iii) The Purchase Section collates, reviews the demand and updates the same in the system. A notification about the same is automatically sent to ADG (Planning) AIG/IG. AIG/IG forwards the same to ADG (Planning) for sanction through the system.
- iv) ADG (Planning) receives an automated notification about the same. He reviews the request for approval based on available budget and requirement.
- v) ADG (Planning) may raise query on any particular purchase demand through the system. Purchase section receives an automated notification about the same. Purchase section then notifies the concerned police unit about the same through the system. The concerned police unit gets an automated notification about this.
- vi) Once the request is approved by ADG (Planning) in the system, purchase section receives a notification through the system. Purchase Section checks if the procurement is to be done centrally. For example: the procurement of weapons, vehicles etc. are done centrally.
- vii) In case the procurement is required to be done centrally, ADG (Planning) directs the purchase section to initiate the procurement process through the system. The purchase section procures the equipment through Tendering process and makes payment to vendor through treasury.
- viii) MP Police Department may directly issue purchase orders through Government entities like MPLUN etc.
- ix) Purchase section sends notifications through the system to the units to collect the allotted equipment which collect the allotted equipment and updates the record in the system or the Purchase section may ask the vendor to deliver the equipment to different branches. In both cases, payment to vendor is made by Planning Branch (PHQ)
- x) If the procurement is not required to be done centrally then ADG (planning) forwards the request to purchase section through the system. The purchase section directs the units to initiate the procurement process through the system. Then the units procure the equipment, updates the stock register in the system, make payment to the vendor and notifies to the Purchase section (PHQ) through the system.

Policy Requirement	GOP, Circulars, Police Rules and Regulations
Applicable ERP Module	Inventory Management Module, Workflow Management, Finance Management

6.2 Vehicle Purchase

A. Process Summary

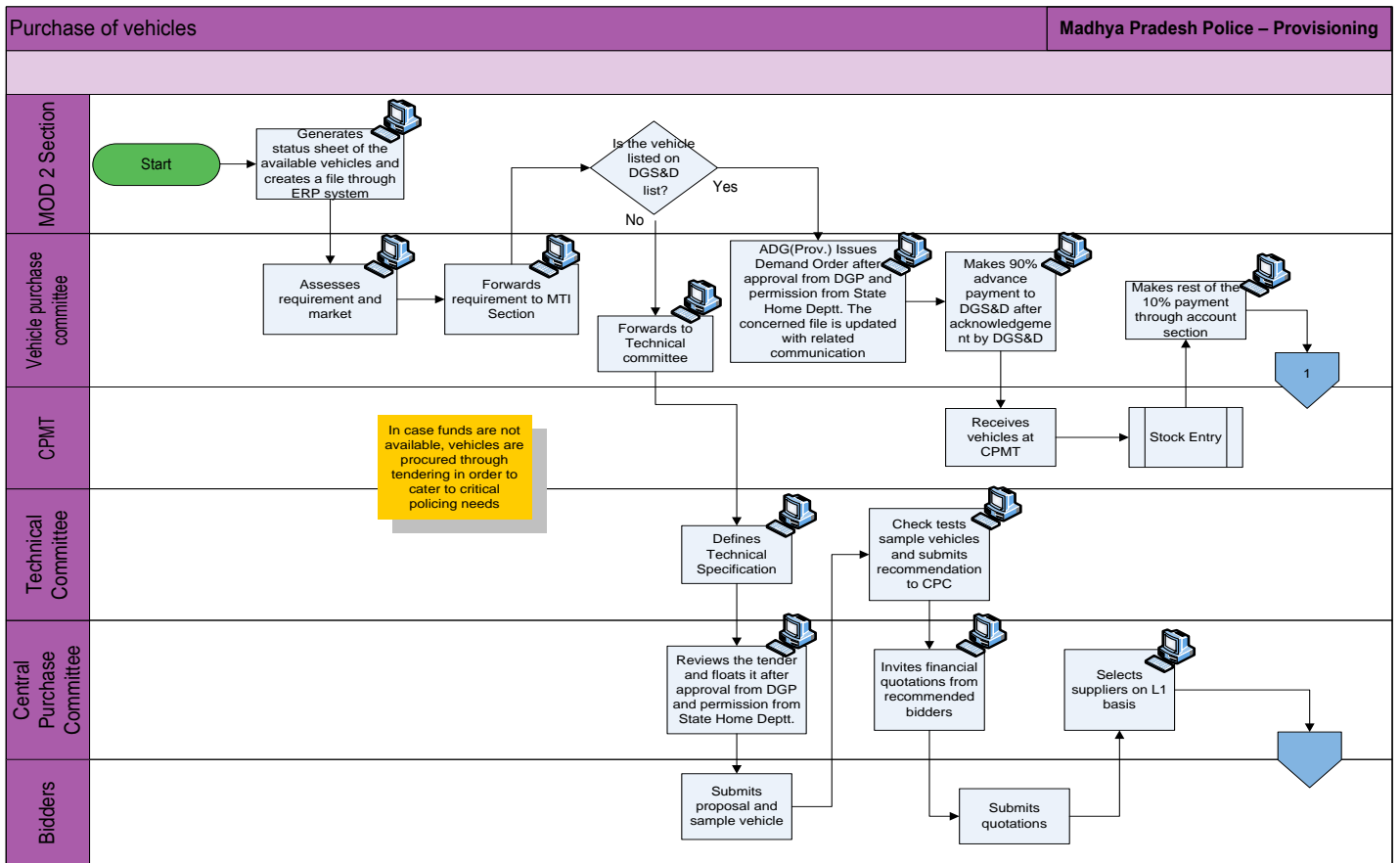
This is the To Be process of purchase of vehicles by MP Police. The file created for the matter will be routed within the Department through an ERP solution and committee member would be able to give their inputs on the same.

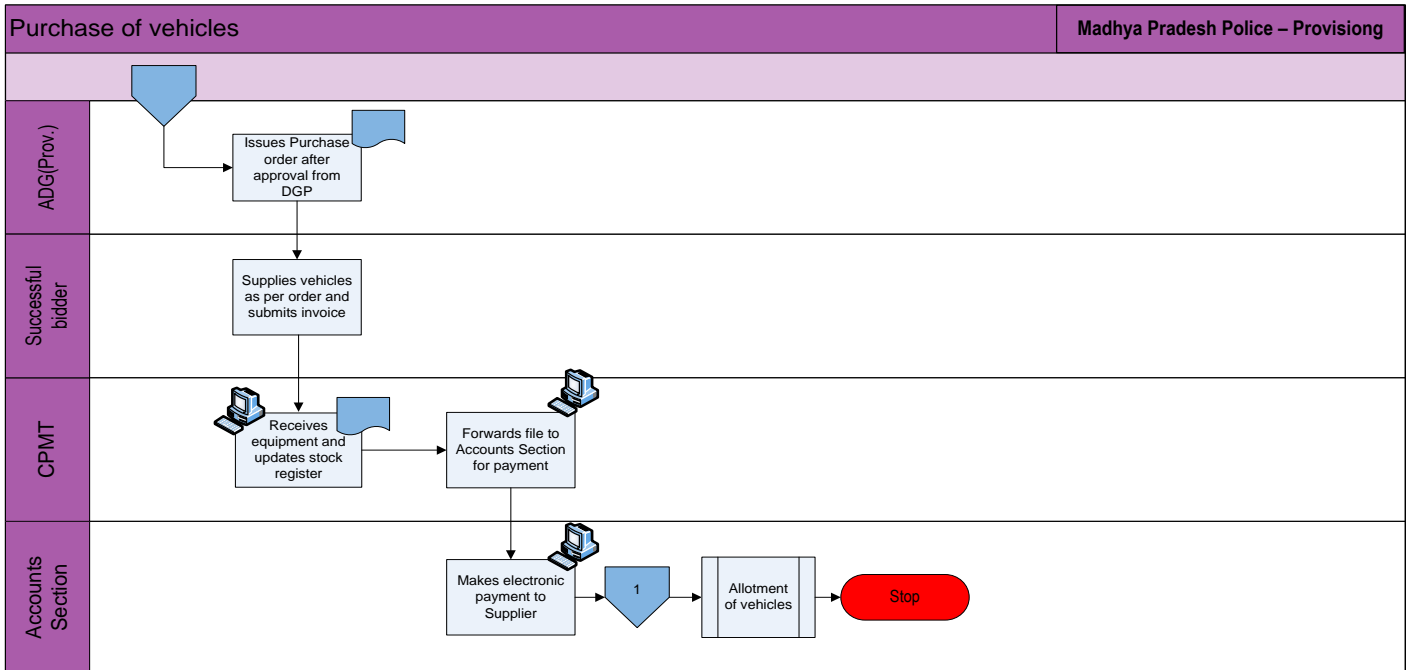


B. SIPOC

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

C. Process Map





D. Process Description

Process Name:	Purchase of vehicles	Branch/ Sub-Branch	Provisioning
Process Predecessor:	None	Process successor :	Allotment of vehicles

Process

- i) MOD 2 Section generates status sheet of the available vehicles and creates a file through ERP system.
- ii) Vehicle purchase committee assesses requirement, market and forwards requirement to MOD 2 Section through ERP system.
- iii) MOD 2 check of required vehicles which are listed on DGS&D website. If the rate contract is available through DGS&D, ADG (Prov.) Issues Demand Order after approval from DGP and permission from State Home Deptt. All the communication related to the same are to be updated in the ERP system based file.
- iv) Once DGS&D acknowledges receipt of demand order, ADG (Prov.) initiates 90% advance payment to DGS&D through finance module.
- v) Vehicles sent by DGS&D are received at CPMT and vehicles are entered into Inventory Management system.
- vi) Once the vehicles are added to stocks, the remaining 10% payment is processed by finance. At this point the file is closed by ADG(Prov.)
- vii) If the vehicle is not listed on DGS&D website, ADG (Prov.) forwards file through ERP solution to Technical committee which defines technical specifications for the vehicles.



- viii) The central purchase committee (CPC) reviews the tender and floats it after approval from DGP and permission from State Home Deptt.
- ix) The bidders submit proposal and sample vehicle
- x) The technical committee Check tests sample vehicles and submits recommendation to CPC by updating the concerned file
- xi) CPC invites financial quotations from recommended bidders.
- xii) Bidders submits quotations which are evaluated by CPC and a supplier is selected on L1 basis.
- xiii) ADG (Prov.) issues Purchase order to successful bidder after approval from DGP.
- xiv) The successful bidder supplies vehicles as per order and submits invoice
- xv) CPMT receives vehicles, updates inventory management system and forwards to Accounts Section for payment
- xvi) Account section makes electronic payment to Supplier.

Policy Requirement	GOP, Circulars, Police rules and regulations
Applicable ERP Solution	Workflow Management, Finance management, Inventory Management

6.3 Arms and Ammunition Purchase

A. Process Summary

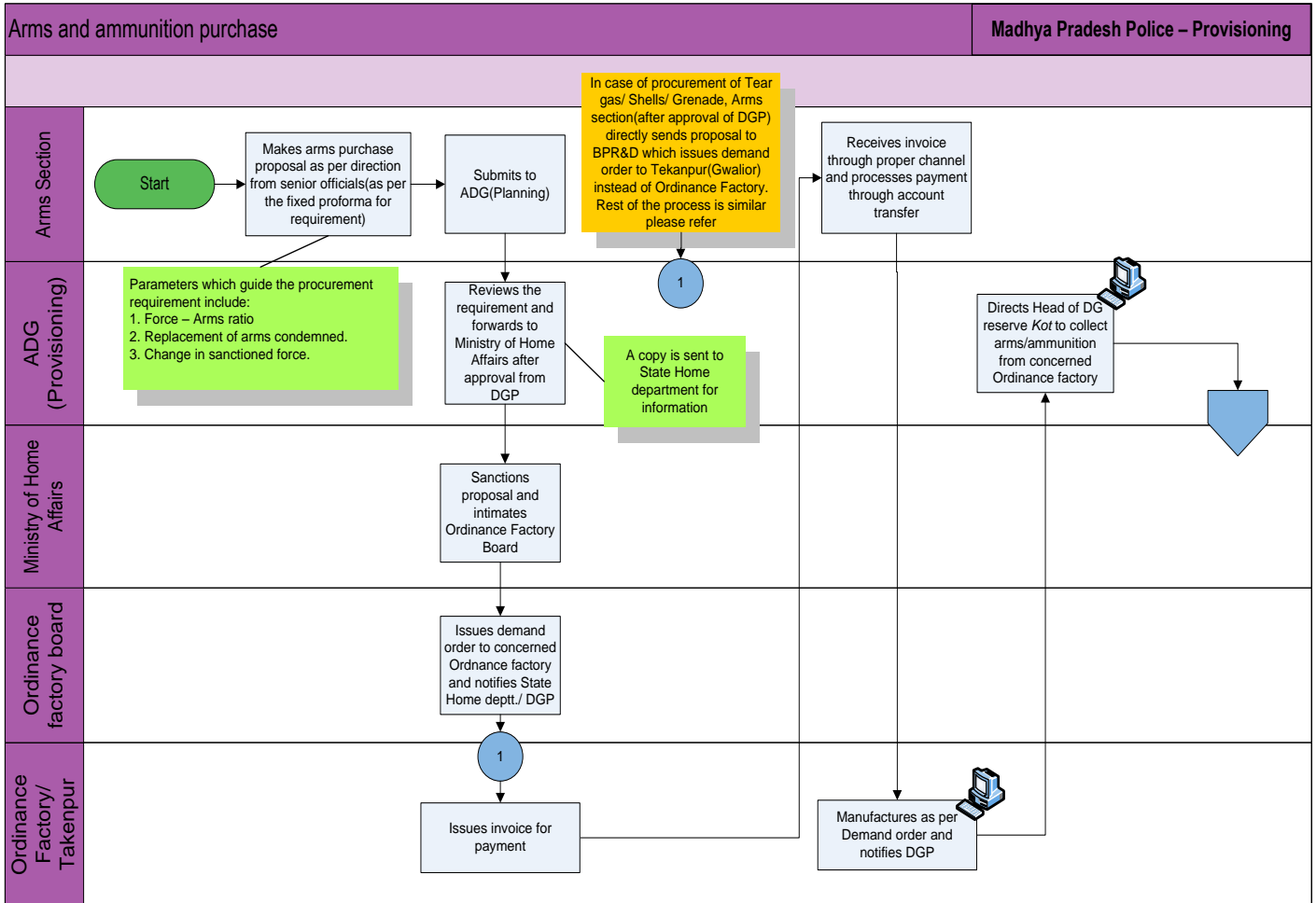
This is the To-Be process of purchase of arms for the units. The Inventory module would be used for this process.

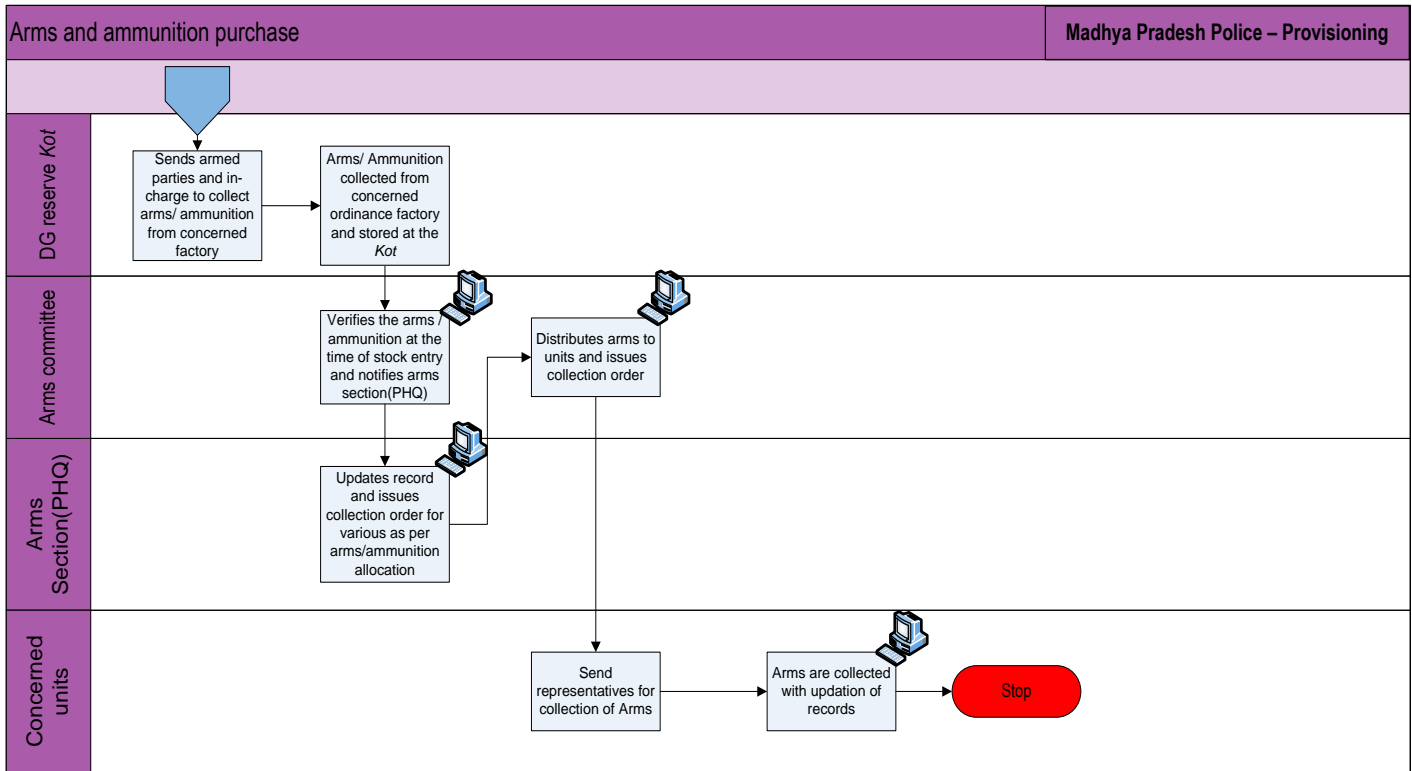
B. SIPOC

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



C. Process Map





D. Process Description

Process Name:	Purchase of Arms	Branch/ Sub-Branch	Provisioning
Process Predecessor:	None	Process successor :	None

Process

- i) Arms section makes arms purchase proposal as per direction from senior officials (as per the fixed Proforma for requirement) and submits to ADG(Prov.)
- ii) Parameters which guide the procurement requirement include:
 1. Force – Arms ratio
 2. Replacement of arms condemned.
 3. Change in sanctioned force.
- iii) ADG (Prov.) forwards it to MHA after approval from DGP.
- iv) MHA approves proposal and intimates Ordnance Factory Board.
- v) Ordnance Factory Board issues demand order to concerned Ordnance factory and notifies State Home deptt. / DGP. Ordnance factory issues invoice to DGP for payment.
- vi) Arms section receives invoice through proper channel and processes payment through account transfer and updates the details of the same in the system.
- vii) Ordnance Factory manufactures as per Demand order and notifies DGP.



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

Policy Requirement	GOP, Circulars, Police rules and regulations
Applicable ERP Module	Inventory Management Module, Workflow Management, Finance Management

6.4 Armour purchase

A. Process Summary

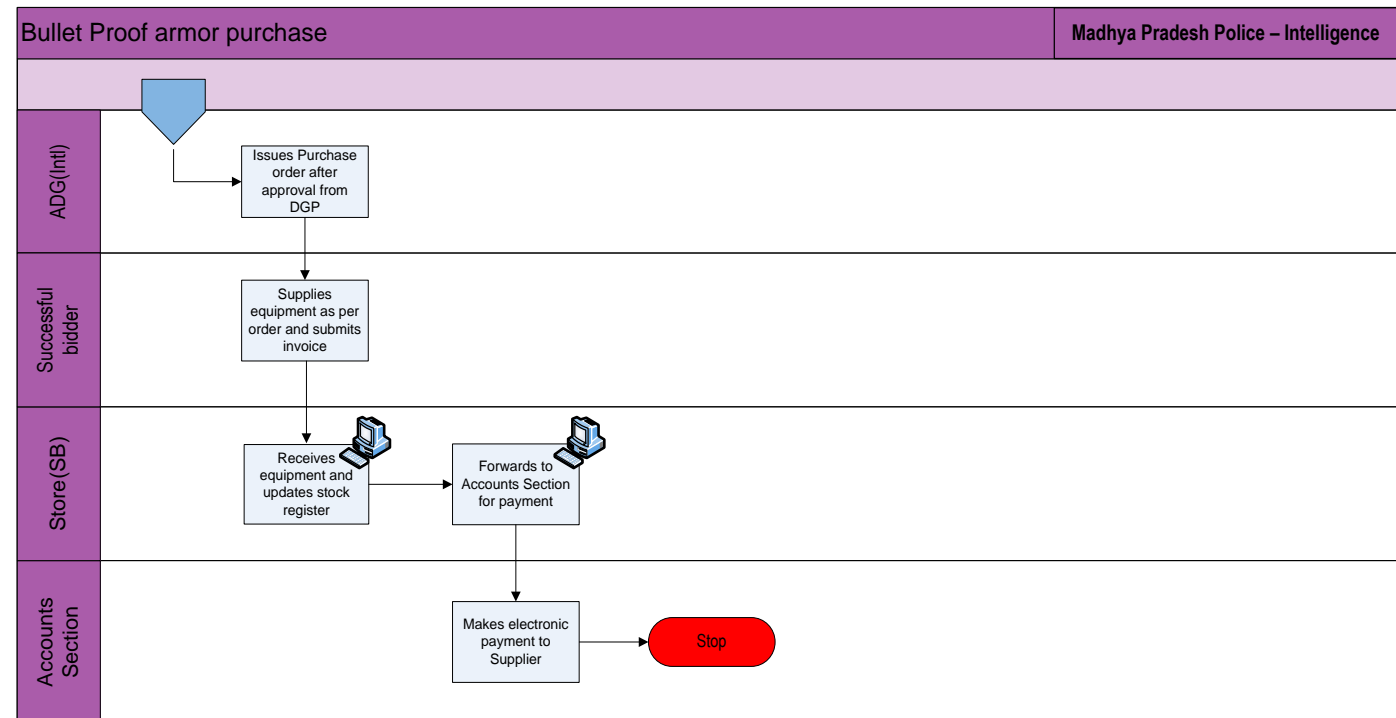
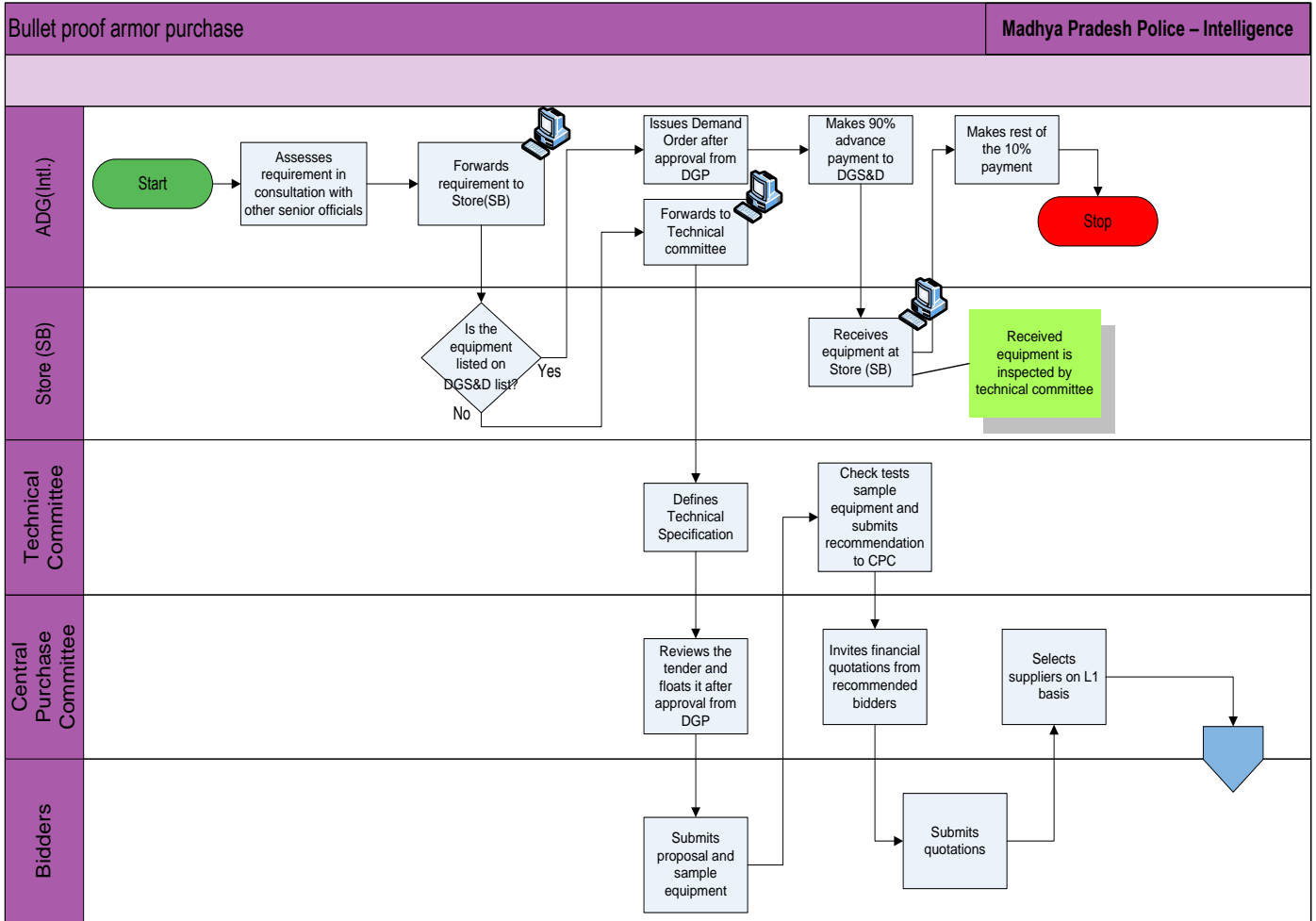
This is the To-Be process of purchase of bullet proof armor by MP Police. The Workflow/Project Management Module would be used for purchase of bullet proof armor by MP Police.

B. SIPOC

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



C. Process Map





D. Process Description

Process Name:	Bullet proof armor purchase	Branch/ Sub-Branch	Intelligence
Process Predecessor:	None	Process successor :	None
Process			
<p>i) ADG (Intl.) assesses requirement in consultation with other senior officials and updates the requirement in the system. The same is forwarded to Store (SB) through the system.</p> <p>ii) Store (SB) checks DGS&D website for availability of required equipment.</p> <p>iii) If equipment is provided by DGS&D, ADG (Intl.) issues Demand order after approval from DGP.</p> <p>iv) After DO is acknowledged by DGS&D, ADG (intl.) 90% advance payment to DGS&D.</p> <p>v) DGS&D supplies required equipment to Store (SB) which updates its stock register in the system after verification by technical committee.</p> <p>vi) Once equipment has been entered into stock register, ADG (Intl) gets an automated notification through the system then he initiates payment for remaining 10%.</p> <p>vii) If equipment is not provided by DGS&D, Store updates the same in the system and an automated notification is sent to ADG (Intl) then ADG (Intl) forwards requirement to technical committee through the system which defines technical specification.</p> <p>viii) CPC reviews the tender and floats it after approval from DGP</p> <p>ix) Bidders submits proposal and sample equipment.</p> <p>x) Technical Committee Check tests sample equipment and submits recommendation to CPC.</p> <p>xi) CPC invites financial quotations from recommended bidders and subsequently Selects suppliers on L1 basis</p> <p>xii) ADG (Intl) issues Purchase order to successful bidder after approval from DGP.</p> <p>xiii) Successful bidder supplies equipment as per order and submits invoice to Store(SB)</p> <p>xiv) Store (SB) receives equipment, updates stock register in the system and a notification about the same is sent to Accounts Section through the system for payment.</p> <p>xv) Account section makes electronic payment to Supplier.</p>			
Policy Requirement	GOP, Circulars, Police rules and regulations		
Applicable ERP Module	Workflow/ Project Management Module, Finance Management, Inventory Management		



6.5 Horse Purchase

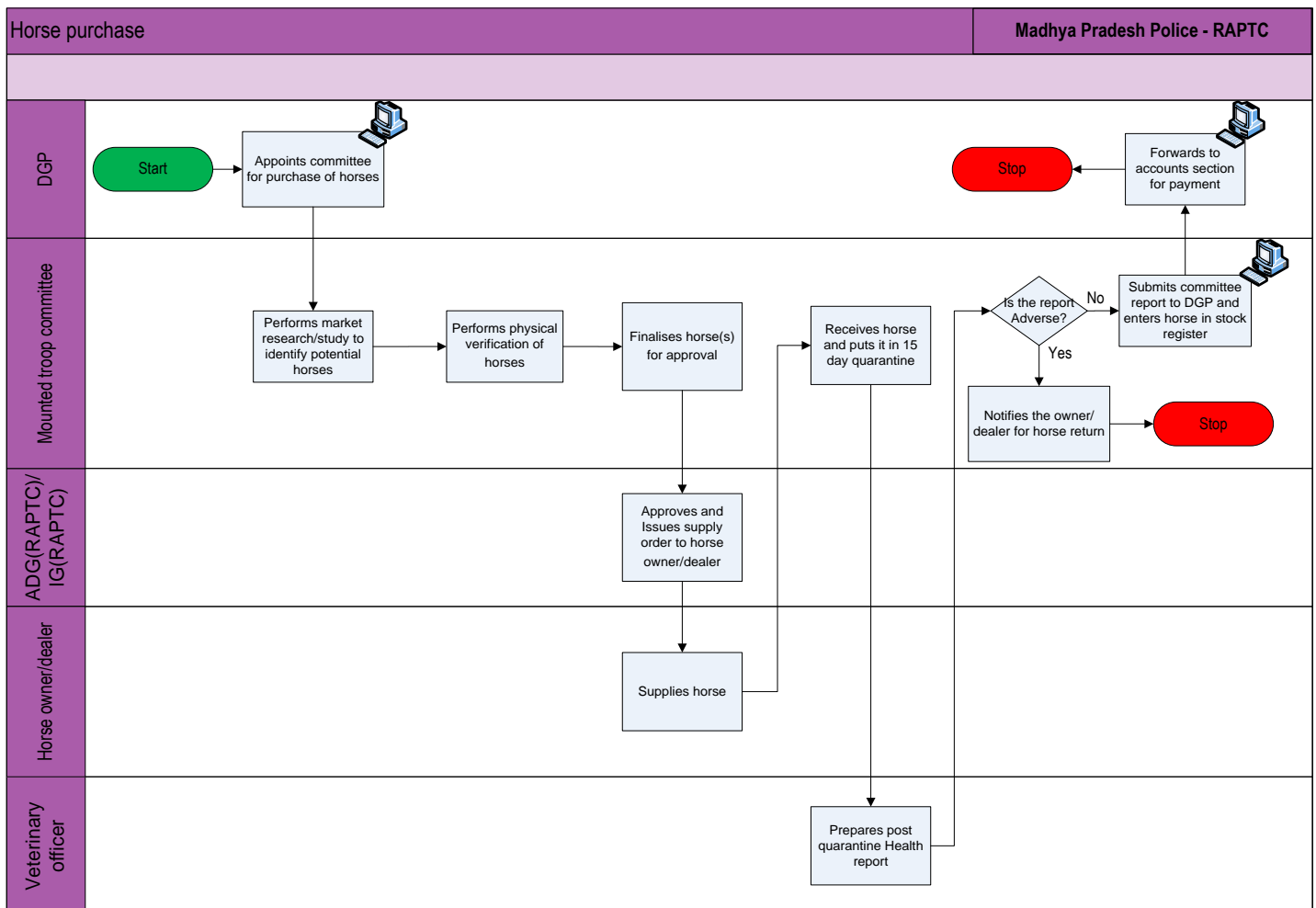
A. Process Summary

This is the To-Be process of purchase of horses. The Inventory Management Module would be used for the purchase of the horses.

B. SIPOC

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

C. Process Map





D. Process Description

Process Name:	Horse Purchase	Branch/ Sub-Branch	RAPTC
Process Predecessor:	None	Process successor :	None
Process			
<ul style="list-style-type: none"> i) DGP sets up a committee in the system for purchase of horses. An automated notification is sent to all the committee members about the same through the system. ii) Mounted troop committee performs market research/study to identify potential horses. It also performs physical verification of horses and finalizes horse(s) and respective horses. iii) IG (RAPTC) issues supply order to horse owner/dealer. iv) Horse owner/dealer supplies horse v) Mounted troop committee receives horse and puts it in 15 day quarantine and updates the details in the system. vi) Veterinary officer prepares post quarantine health report and updates the same in the system. vii) If this report is adverse then mounted troop committee notifies the owner/dealer for horse return else it submits committee report to DGP and enters horse in stock register in the system. viii) DGP forwards it to accounts section through the system for payment. 			
Policy Requirement	GOP, Circulars, Police rules and regulations		
Applicable ERP Module	Inventory Management Module, Workflow Management, Finance Management		

6.6 Addition to Stock

A. Process Summary

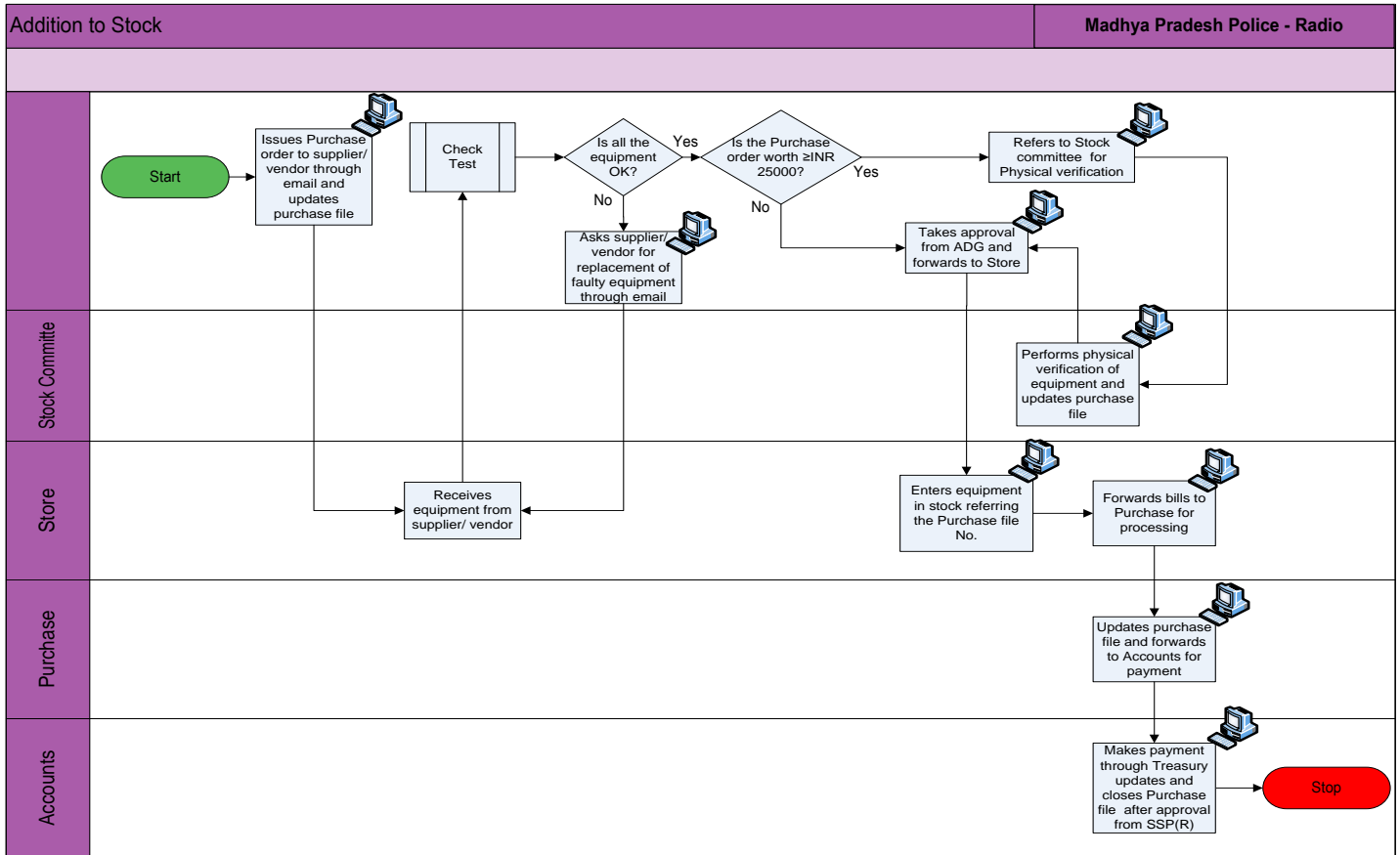
This is the To Be process of addition of newly procured equipment and subsequent payment to the vendor. The stock entry would be made after refereeing the concerned ERP based purchase file number in the Inventory management system.

B. SIPOC

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



C. Process Map



D. Process Description

Process Name:	Addition to Stock	Branch/ Sub-Branch	Radio
Process Predecessor:	Check Test	Process successor :	None

Process	
<ul style="list-style-type: none"> i) SSP(R) Issues Purchase order to supplier/ vendor and store receives the equipment supplied by vendor/ supplier. ii) Check Test is conducted on all or sample of the equipment supplied. iii) If the equipment is faulty, the vendor is directed for replacement iv) In case the equipment clears the Check Test and the Purchase order worth \geqINR 25000, approval from ADG (Radio) is only taken after physical verification of equipment by stock committee. v) After approval from ADG (Radio), Store section enters equipment in stock register with signature of Store (inspector). Updates record with PO/invoice/check test and stock committee approval(if applicable) 	



vi) The file is forwarded to Purchase section for record and payment is made by Account section through treasury after approval from SSP(R)

Policy Requirement	GOP - Government Gazette Notification, Madhya Pradesh Police Regulations, Circulars
Applicable ERP Modules	Workflow Management, Inventory Management, Finance Management

6.7 Allotment of vehicles

A. Process Summary

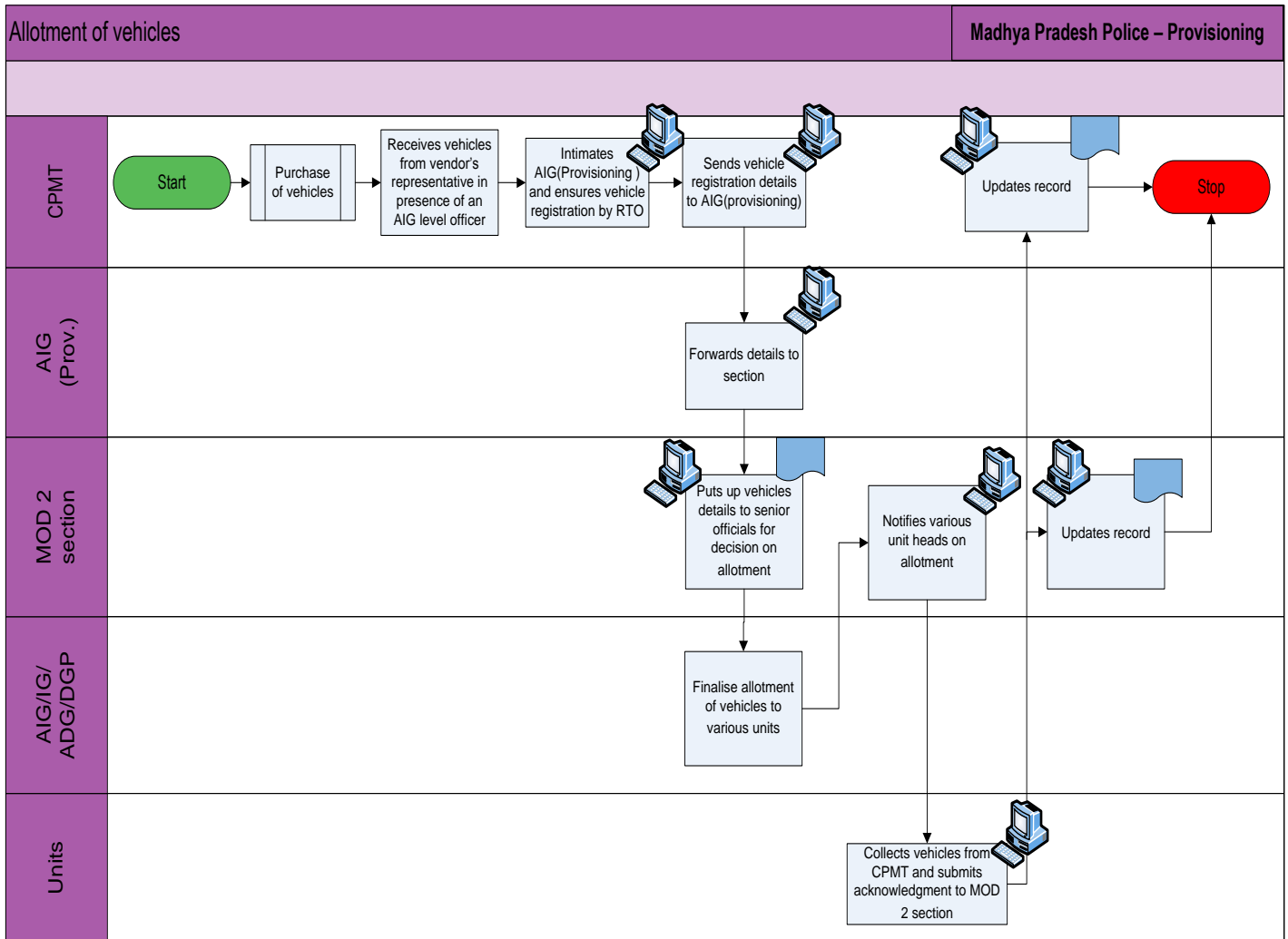
This is the To-Be process of allotment of vehicles to various units. The Inventory Management Module would be used for this process.

B. SIPOC

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



C. Process Map



D. Process Description

Process Name:	Allotment of vehicle	Branch/ Sub-Branch	Provisioning
Process Predecessor:	Purchase of vehicles	Process successor :	None
Process			
<ul style="list-style-type: none"> i) CPMT receives vehicles from vendor's representative in presence of an AIG level officer and updates the record in the system. A notification about the same is sent to AIG (Provisioning) through the system. CPMT also ensures vehicle registration by RTO. ii) CPMT updates the vehicle registration details in the system and a notification about the same along with the registration details is sent to AIG (Provisioning) through the system. iii) AIG (Provisioning) forwards the details to MOD 2 section through the system. 			



- iv) MOD 2 section sends vehicles details to senior officials through the system for decision on allotment. All the concerned senior officials get the notification about the same through the system.
- v) AIG/IG/ADG/DGP finalize allotment of vehicles to various units and updates the record in the system. Then MOD 2 section sends notifications to various unit heads on allotment through the system.
- vi) Units collect vehicles from CPMT and submit acknowledgment in the system and a notification is sent through the system to MOD 2 section.
- vii) CPMT and MOD 2 Section update vehicle allocation records in the system.

Policy Requirement	GOP, Circulars, Police rules and regulations
Applicable ERP Module	Inventory Management Module

6.8 Vehicle Maintenance

A. Process Summary

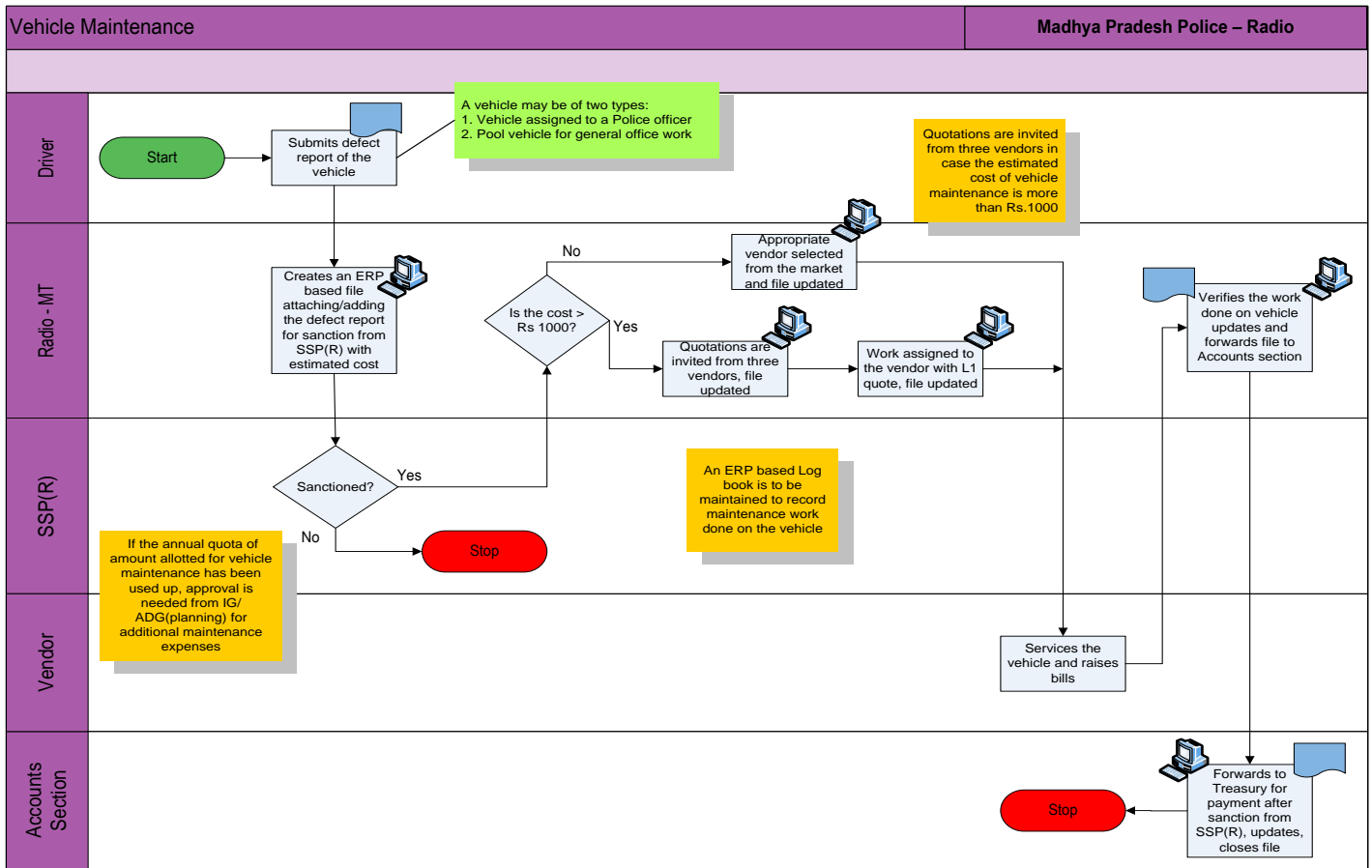
This is the To Be process of maintenance of vehicles at MP Police Radio Branch Headquarter. Inventory Management and Workflow Management module shall be used for the same.

B. SIPOC

Supplier	Input	Process	Output	Customer
Driver	Defect report	As shown below	Payment to vendor Well Maintained vehicles	Vendor Drivers



C. Process Map



D. Process Description

Process Name:	Vehicle Maintenance	Branch/ Sub-Branch	Radio – MT Section
Process Predecessor:	None	Process successor :	None

Process			
<ul style="list-style-type: none"> i) Vehicle assigned at Radio HQ may be of two types: <ul style="list-style-type: none"> ▪ Vehicle assigned to a Police officer ▪ Pool vehicle for general office work ii) The driver of the vehicle Submits defect report to MT section iii) MT Section Creates an ERP based file attaching/adding the defect report for sanction from SSP(R) with estimated cost iv) If the annual quota of amount allotted for vehicle maintenance has been used up, approval is needed from IG/ ADG(planning) for additional maintenance expenses 			



- v) Quotations are invited from three vendors in case the estimated cost of vehicle maintenance is more than Rs.1000. The ERP based file is updated
- vi) If the cost is less than INR 1000, the vehicle is serviced by a vendor from the market and respective bills are cleared by the accounts section after approval from SSP(R). The concerned ERP based file is updated at every step.
- vii) If the cost is INR 1000 and above, quotations are invited from three vendors, work is assigned to the vendor with L1 quotation and ERP based file updated.
- viii) The vehicle is serviced by a vendor from the market, respective bills are cleared by the accounts section after sanction from SSP(R) and file is updated and closed.
- ix) Maintenance work done by the vendor is verified by the MT Section and only then the payment process is initiated.
- x) An ERP based Log book is to be maintained to record maintenance work done on the vehicle

Policy Requirement	GOP - Government Gazette Notification, Madhya Pradesh Police Regulations, Circulars
Applicable ERP Modules	Workflow Management, Finance Management, Inventory Management

6.9 Vehicle involved in accident

A. Process Summary

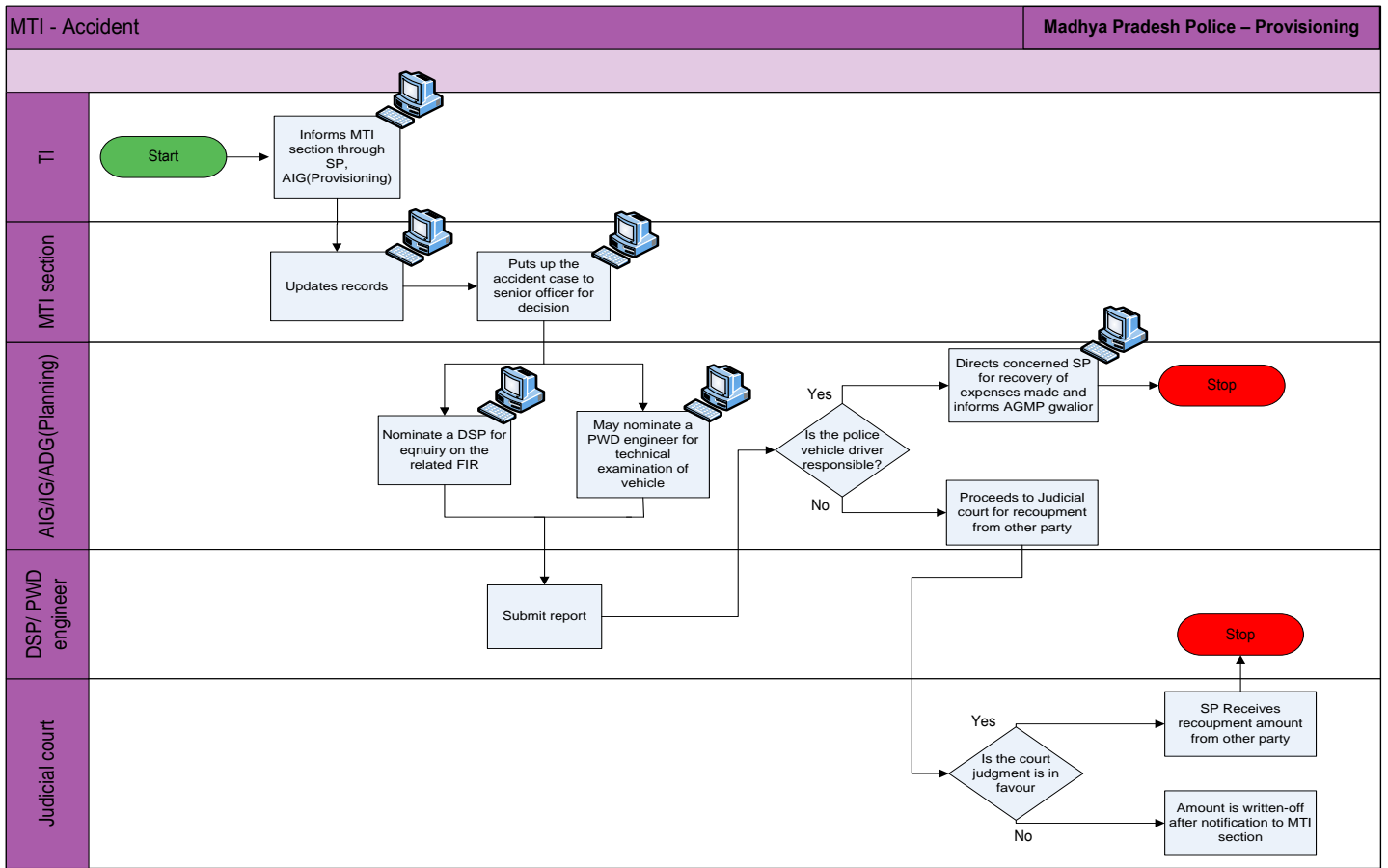
This is the To-Be process of monitoring of an accident involving police vehicle. The Inventory Management Module would be used for this purpose.

B. SIPOC

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



C. Process Map



D. Process Description

Process Name:	MTI - Accident	Branch/ Sub-Branch	Provisioning
Process Predecessor:	None	Process successor :	None

Process

- i) TI updates the information in the system about the accident and the automated notifications are sent to MTI section, SP, AIG (Provisioning) through the system.
- ii) MTI section updates records in the system and a notification is sent to senior officer to take the decision on accident case.
- iii) AIG/IG/ADG (Planning) nominates a DSP for enquiry on the related FIR and the same is updated in the system. It may nominate a PWD engineer for technical examination of vehicle. It shall be updated in the system as well.



- iv) DSP/ PWD engineer submits the report.
- v) If the police vehicle driver is responsible then AIG/IG/ADG (Planning) directs concerned SP for recovery of expenses made through the system and a notification about the same is sent to AGMP Gwalior, else, it proceeds to Judicial court for recoupment from the other party. Then if the court judgment is in favor, SP receives recoupment amount from other party, else amount is written-off after notification to MTI section.

Policy Requirement	GOP, Circulars, Police rules and regulations
Applicable ERP Module	Inventory Management Module, Workflow Management

6.10 Condemnation

A. Process Summary

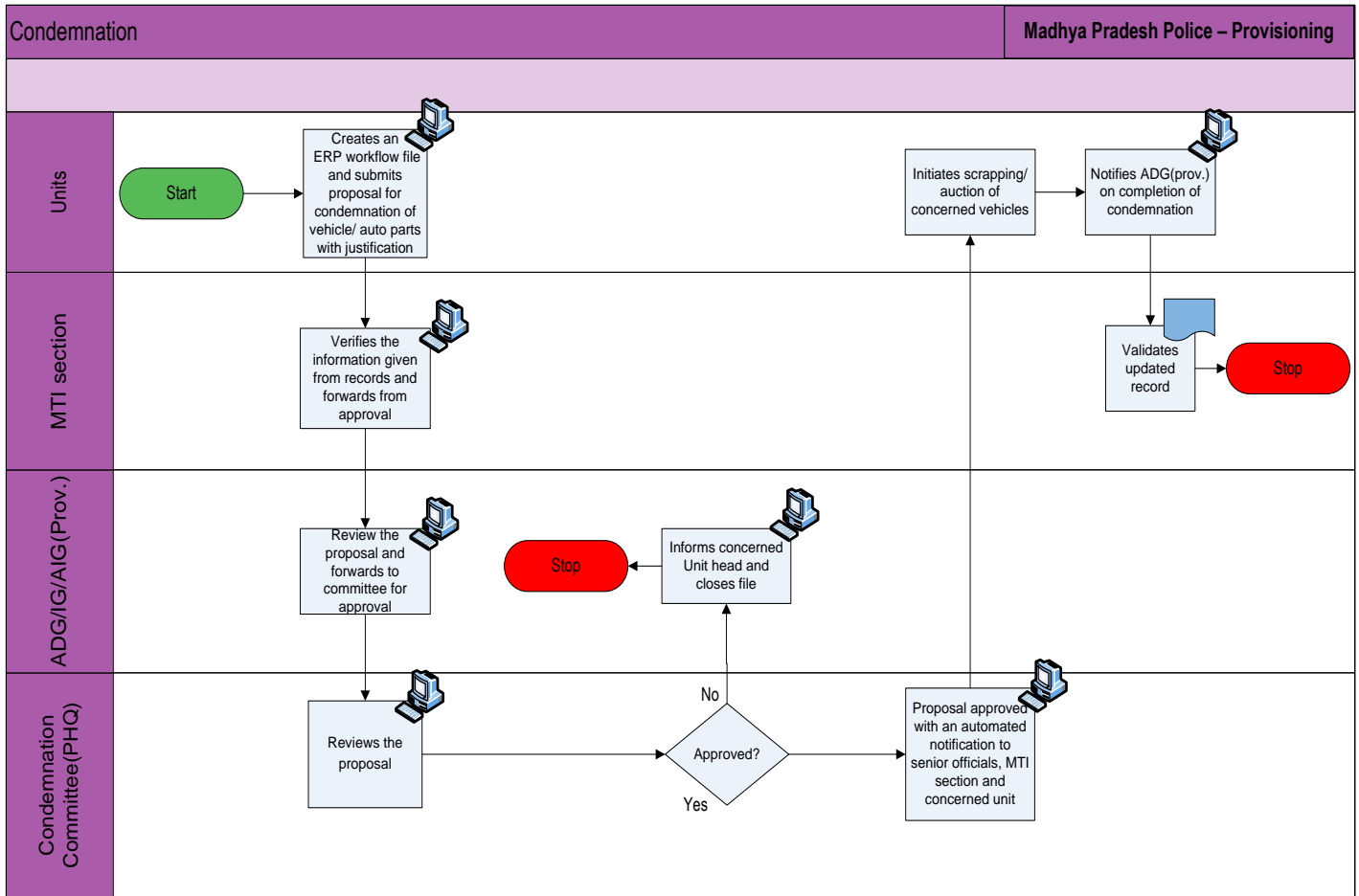
This is the To Be process of condemnation of vehicle/ auto parts. Workflow management module would be the primary ERP module used for this purpose

B. SIPOC

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



C. Process Map



D. Process Description

Process Name:	Condemnation	Branch/ Sub-Branch	Provisioning
Process Predecessor:	None	Process successor :	None

Process

- i) Units submit proposal for condemnation of vehicle/ auto parts with justification through ERP workflow management file
- ii) MTI section verifies the information by checking records and forwards for approval from AIG/IG/ADG approval.
- iii) AIG/IG/ADG/DGP review the proposal and forwards to committee for approval.
- iv) Committee reviews the proposal, then it notifies the ADG (Planning) about approval of rejection of proposal. All committee members have to give their consent through ERP system
- v) Once proposal is approved, senior officials, MTI section and concerned unit shall receive an automated notification.



- vi) Concerned police unit initiates scrapping/auction of concerned vehicles and notifies ADG (prov.) on completion of condemnation.
- vii) MTI section validates the updated records and closes the file after directions from senior officials.

Policy Requirement	GOP, Circulars, Police rules and regulations
Applicable ERP module	Workflow Management, Inventory Management

6.11 Equipment Maintenance

A. Process Summary

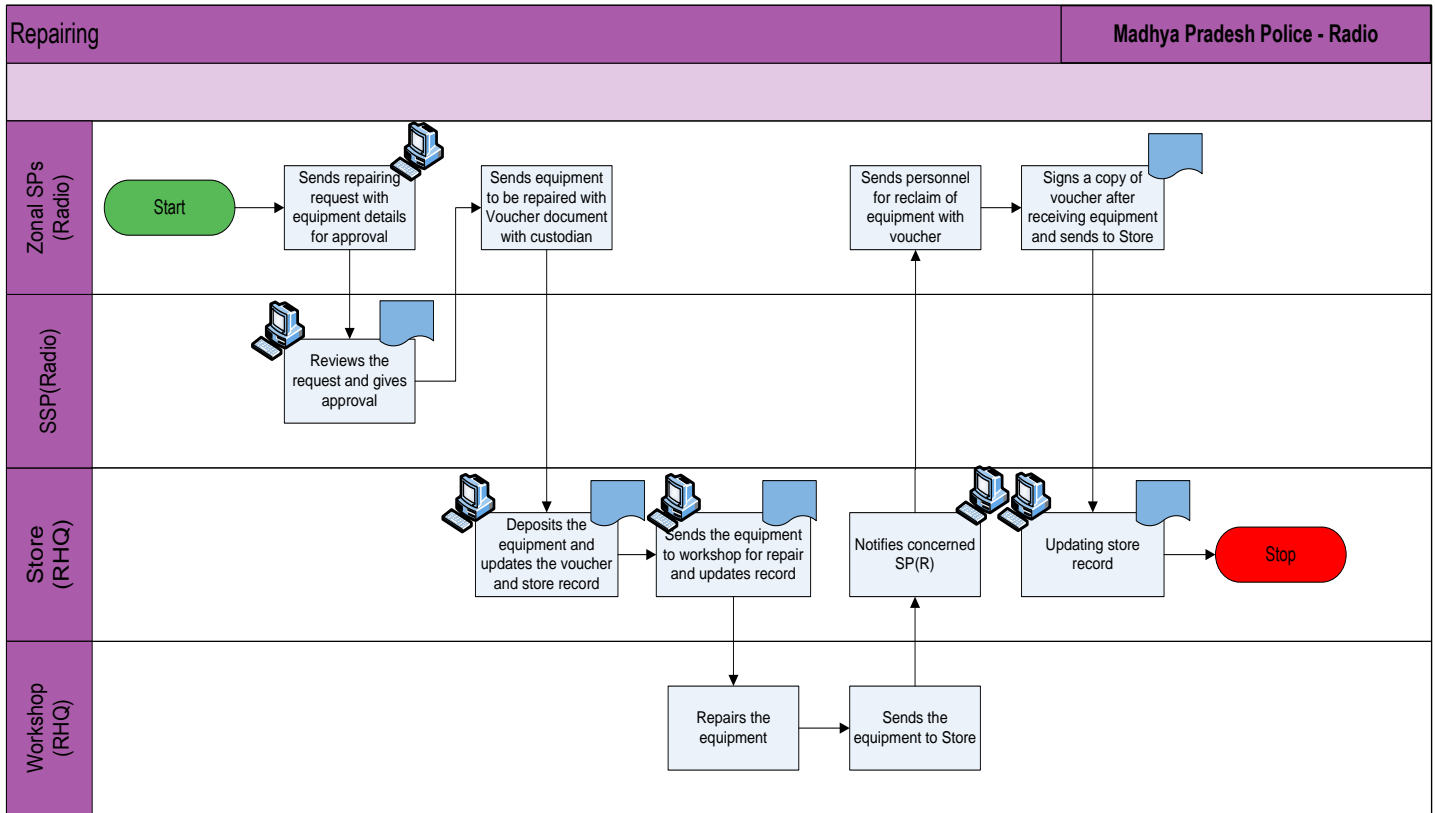
This is the To-Be process of repairing of faulty Wireless equipment at Radio Head Quarters. The Inventory Management Module would be used for this process.

B. SIPOC

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



C. Process Map



D. Process Description

Process Name:	Repair of electromechanical equipment	Branch/ Sub-Branch	Radio
Process Predecessor:	None	Process successor :	None

Process

- i) Zonal SP(R) s raise the repairing request in the system with equipment details through inventory management module for approval. A notification about the same is sent to SSP (R) for approval.
- ii) Once the request is approved by SSP(R) in the system, Zonal SPs get a notification about the same through the system. Then Zonal SPs send equipment to be repaired with Voucher document with custodian.
- iii) Store section of RHQ receives the equipment and updates the voucher and store record in the system through inventory management module.
- iv) Store sends the equipment to workshop for repair and updates the same in the system. An automated notification is sent to workshop about the same.



- v) Workshop sends the repaired equipment to store and updates the same in the system.
- vi) The work shop and concerned Zonal SP(R) receives the automated notification about the same.
- vii) Concerned Zonal SP(R) send personnel for reclaim of equipment with voucher.
- viii) Zonal SP signs a copy of voucher after receiving equipment and sends to Store at RHQ
- ix) Store at RHQ updates record in the system after receiving the voucher signed by Zonal SP(R)

Policy Requirement	GOP - Government Gazette Notification, Madhya Pradesh Police Regulations, Circulars
Applicable ERP Modules	Inventory Management, Workflow Management

6.12 Kit Clothing

A. Process Summary

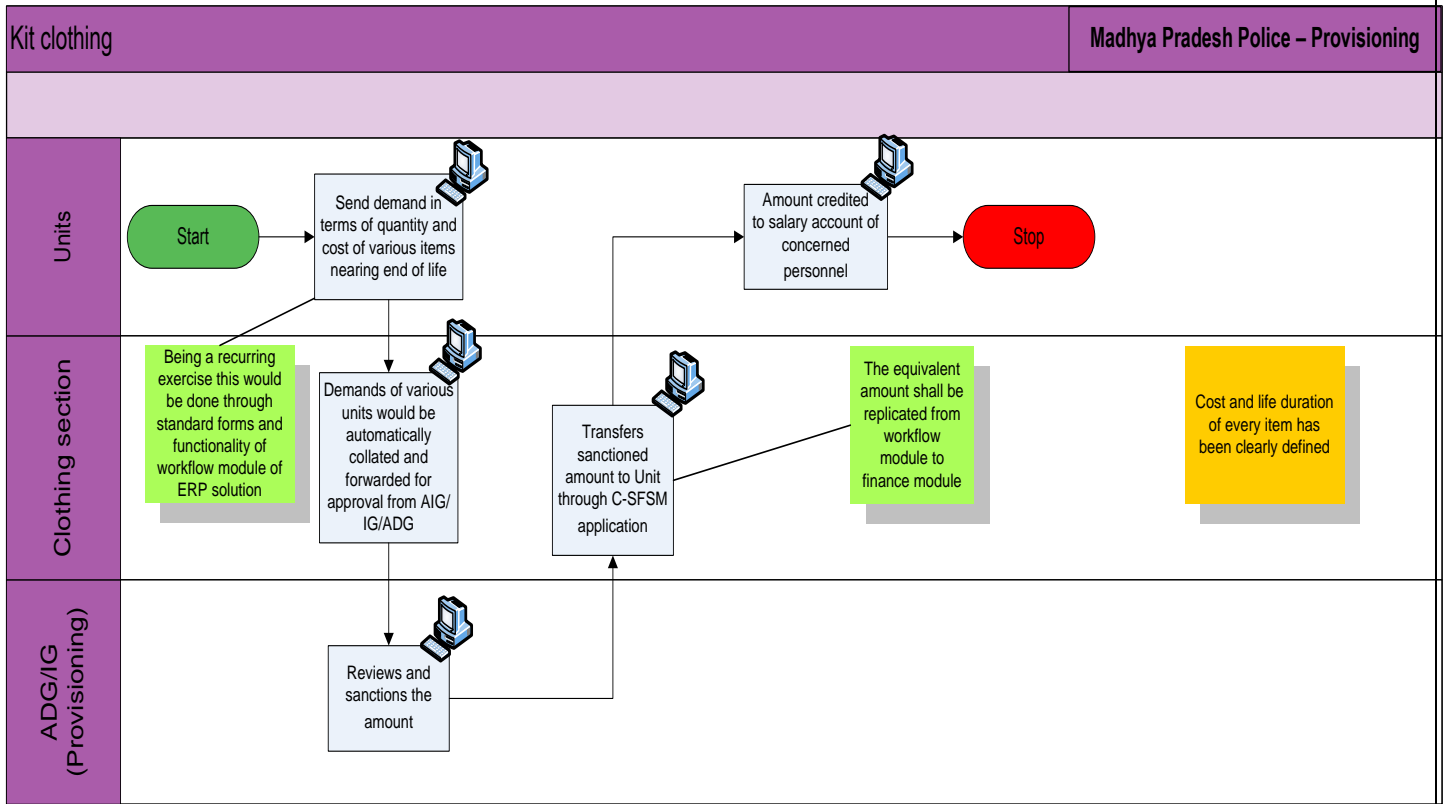
This is the process of provisioning of various items such as Kit clothing etc. to MP Police personnel. As this a recurring exercise, standardized form for requirement generation and automation for monetary disbursement on sanction has been envisaged.

B. SIPOC

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



C. Process Map



D. Process Description

Process Name:	Kit clothing	Branch/ Sub-Branch	Provisioning
Process Predecessor:	None	Process successor :	None
Process			
<ul style="list-style-type: none"> i) Units send demand in terms of quantity and cost of various items to clothing section. Being a recurring exercise this would be done through standard forms and functionality of workflow module of ERP solution ii) Demands of various units would be automatically collated and forwarded for approval from AIG/IG/ADG ADG/AIG (Provisioning) review the proposal after verification. iii) Once ADG (Prov.) sanctions the amount, clothing Section transfers sanctioned amount to Unit through C-SFSM application. The equivalent amount shall be replicated from workflow module to finance module 			



- iv) Sanctioned amount is credited to salary account of concerned personnel.
- v) Cost and life duration of every item has been clearly defined.

Policy Requirement	GOP, Circulars, Police rules and regulations
Applicable ERP Modules	Workflow Management, Finance Management

6.13 Library Books procurement

A. Process Summary

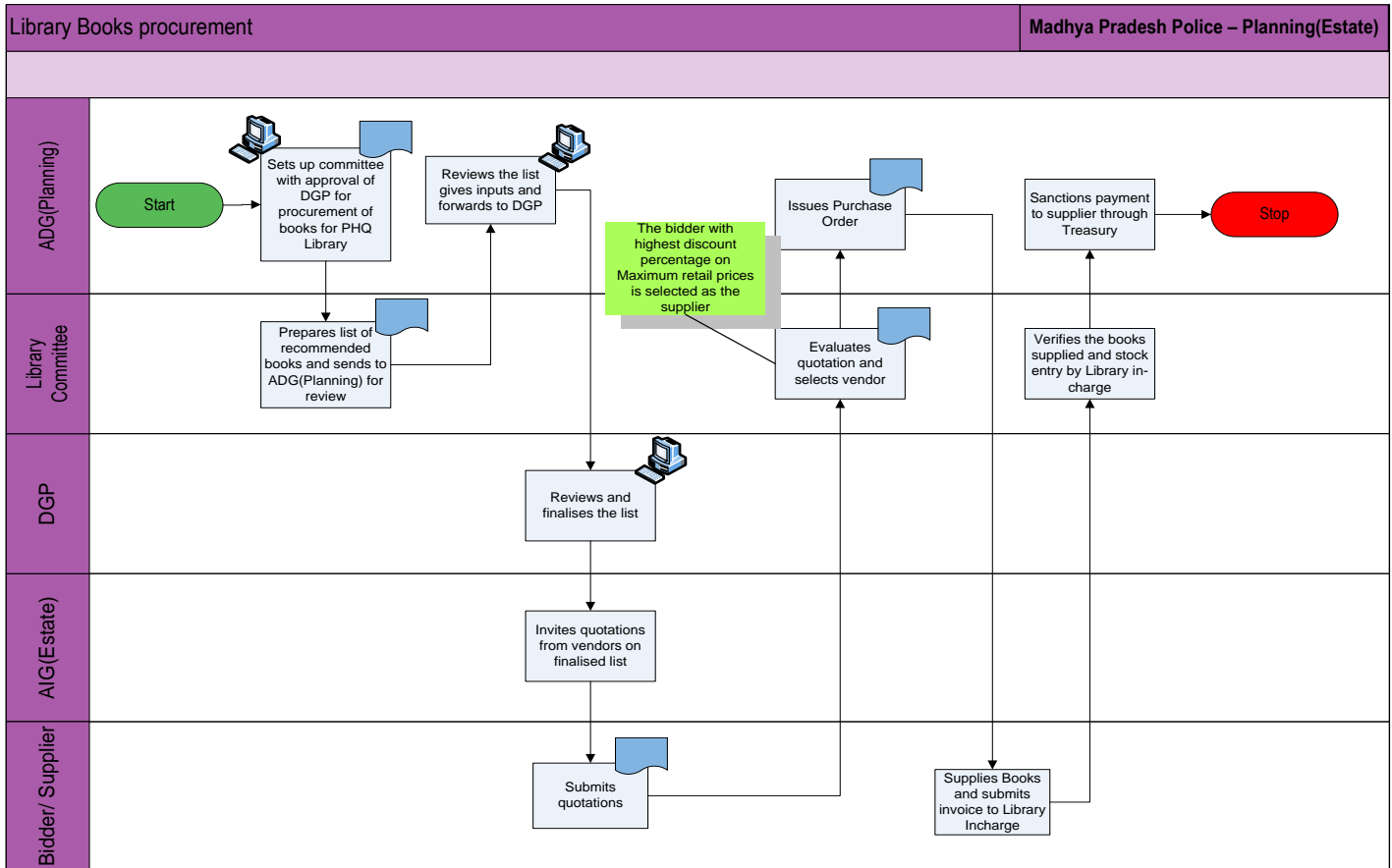
This is the To-Be process related to procurement of books at PHQ Library. The inventory management module would be used for this purpose.

B. SIPOC

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



C. Process Map



D. Process Description

Process Name:	Procurement of Books	Branch/ Sub-Branch	PHQ Library
Process Predecessor:	None	Process successor :	None

Process

- i) ADG (Planning) sets up committee in the system and sends it for approval of DGP through the system for procurement of books for PHQ Library. Once DGP approves it in the system, a notification is sent to all the committee members through the system about the same.
- ii) Library Committee prepares list of recommended books and sends to ADG (Planning) for review.
- iii) ADG (Planning) reviews the list, gives inputs and forwards to DGP for perusal through the system.
- iv) DGP reviews and finalizes the list in the system. After finalization a notification is sent to AIG (E) for books to be procured. AIG (E) invites quotation from potential suppliers of books to be procured.
- v) Quotations submitted by suppliers are evaluated by Library Committee.
- vi) The bidder with highest discount percentage on Maximum retail prices is selected as the supplier
- vii) Based on the recommendation of the Library Committee, ADG (Planning) issues purchase order to the selected supplier.
- viii) Selected supplier supplies books as per the purchase order and submits related invoices.



- ix) Library Committee verifies the supplied books and facilitates entry in the library stock through the system.
- x) After entry into stock registers in the system, ADG (Planning) sanction payment to the supplier which is done through treasury.

Policy Requirement	GOP, Circulars, Police rules and regulations
Applicable ERP Module	Inventory Management Module, Workflow Management, Finance Management

6.14 Issuance of GRP Pass

A. Process Summary

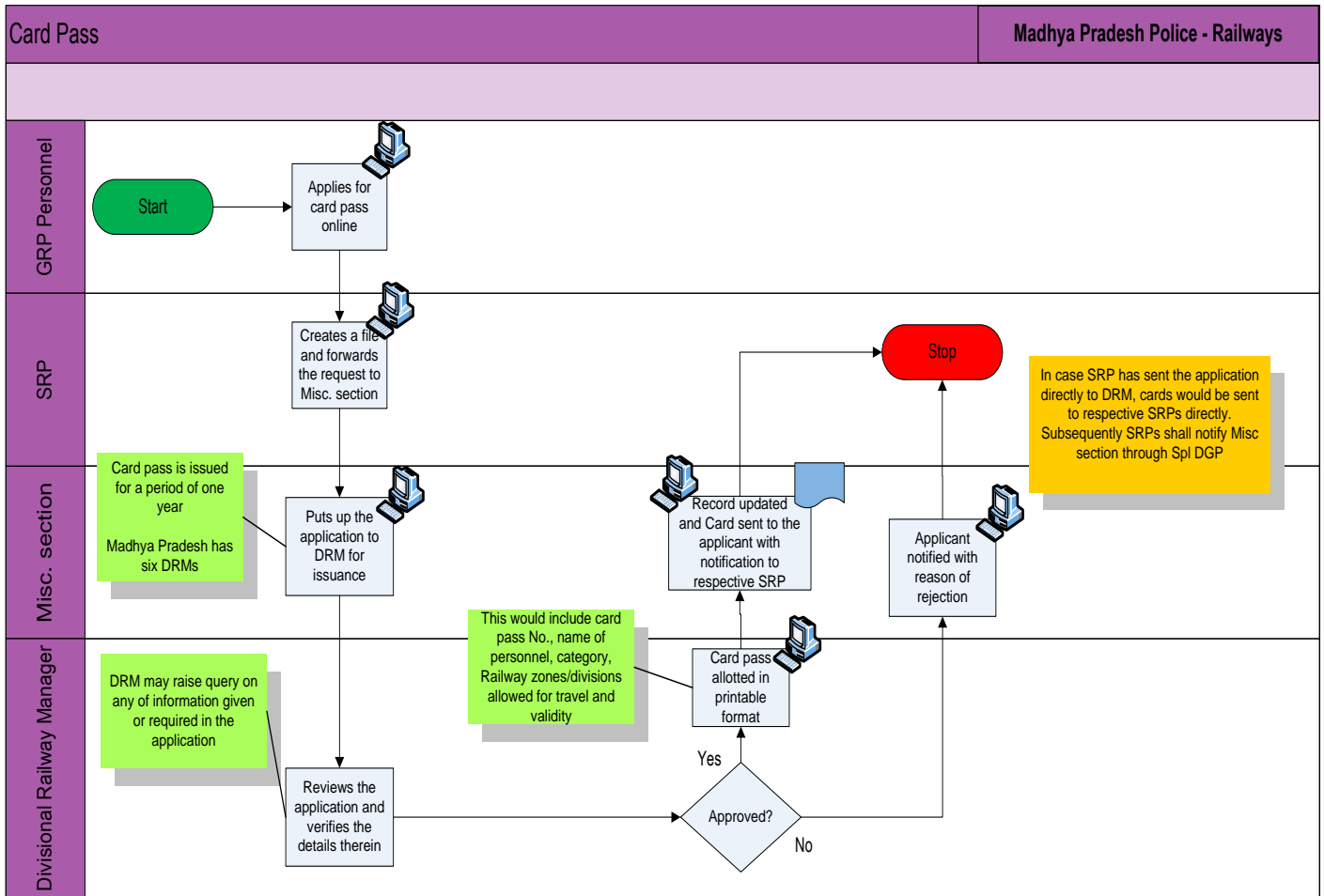
This is the To Be process of issuance of Card Pass to GRP Personnel. The process is not only expected to be automated but also standardize the card pass format making the process faster.

B. SIPOC

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



C. Process Map



D. Process Description

Process Name:	Card Pass	Branch/ Sub-Branch	Misc. Section
Process Predecessor:	None	Process Successor :	None

Process

- i) The GRP personnel applies for the card pass online.
- ii) The SRP creates a file for the matter forwards the request to Miscellaneous Section.
- iii) Miscellaneous Section adds relevant information puts up the application to DRM for approval.
- iv) Madhya Pradesh has six DRMs. DRM reviews the application and verifies the details therein.



- v) If it is not approved by the DRM then the applicant is notified though email and file is closed.
- vi) In case application is approved by the DRM, the card is generated online in printable format.
- vii) The card is sent to the applicant with a notification to SRP
- viii) Card pass is issued for a period up to one year.
- ix) In case SRP has sent the application directly to DRM, cards would be sent to respective SRPs directly. Subsequently SRPs shall notify misc. section through spl. DGP.

Policy Requirement	GOP, Circulars, Police Rules and Regulations
Applicable ERP module	Human Resource Management, Workflow management

6.15 Arms issuance for training

A. Process Summary

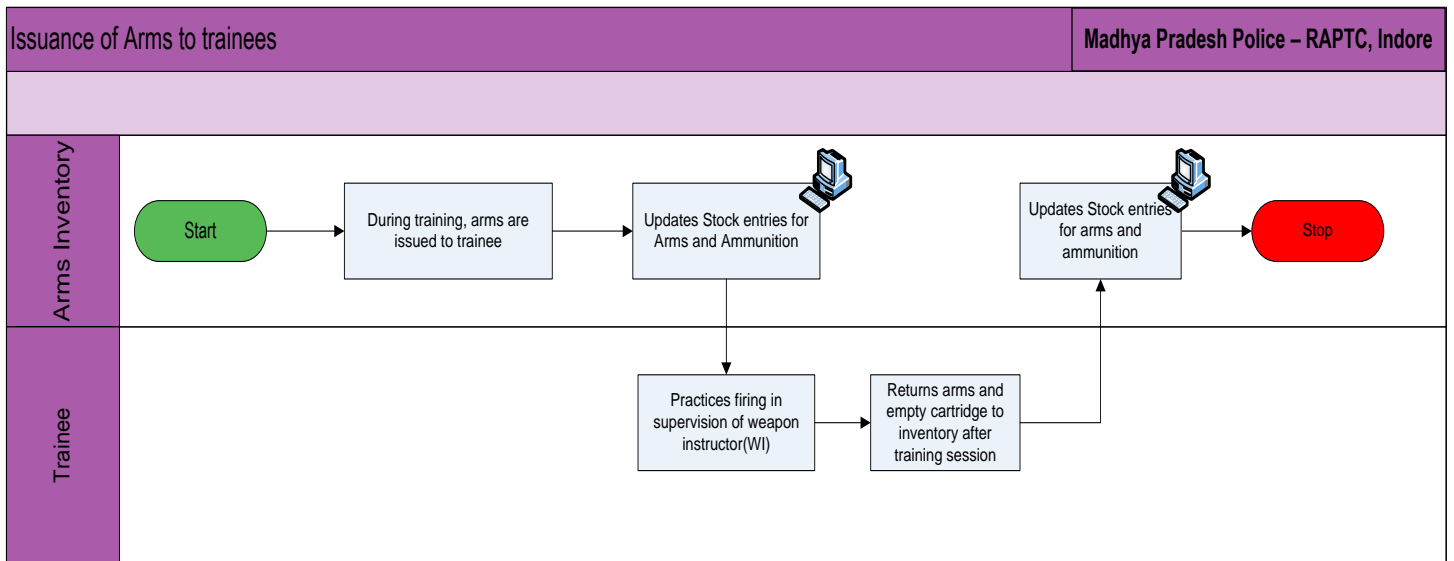
This is the To Be process describes the process of issuance of arms to the trainees for training. Inventory Management module shall be used for this process.

B. SIPOC

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



C. Process Map



D. Process Description

Process Name:	Arms Record	Branch/ Sub-Branch	RAPTC
Process Predecessor:	None	Process successor :	None
Process			
<ul style="list-style-type: none"> i) During training arms are issued to trainee. Arms inventory updates stock entries for Arms and Ammunition. ii) Trainee practices firing in supervision of weapon instructor (WI) and returns arms and empty cartridge to inventory after training session. iii) Arms inventory updates Stock entries for Arms and Ammunition 			
Policy Requirement	GOP, Circulars, Police rules and regulations		
Applicable ERP Modules	Inventory Management		



7. Workflow To Be Processes

7.1 Tender issuance

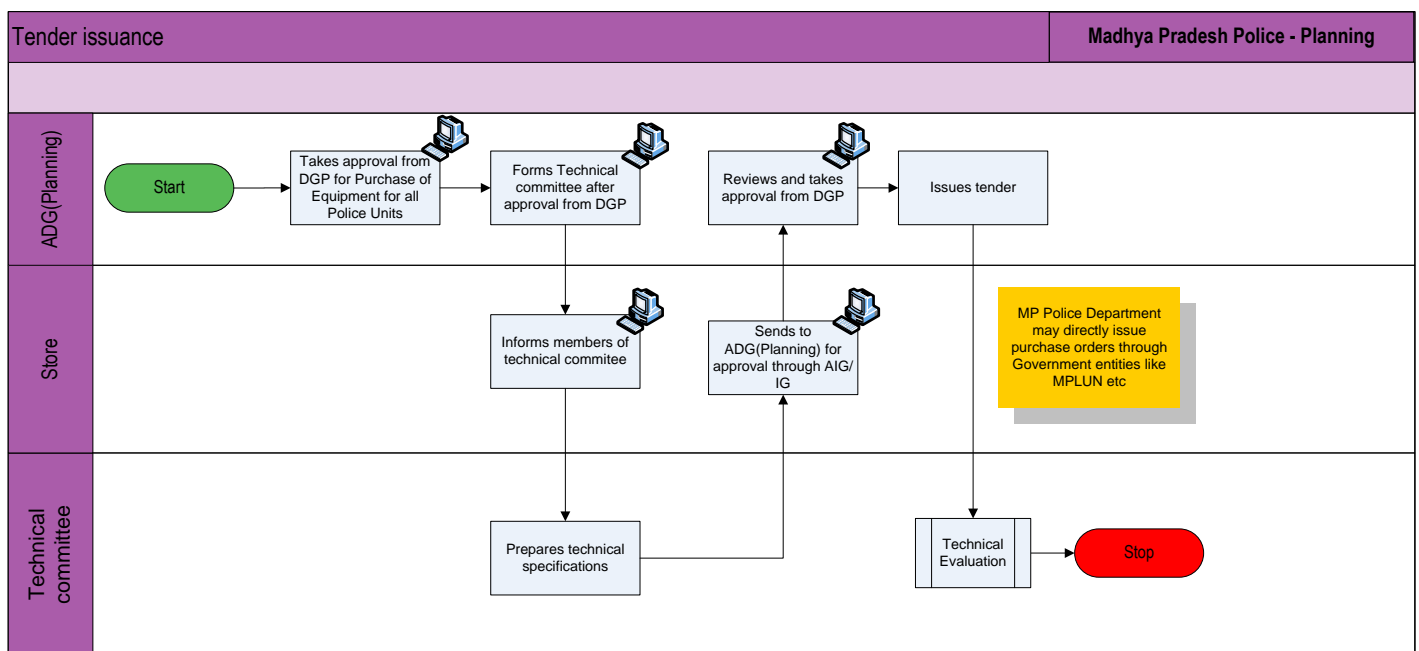
A. Process Summary

This is the To-Be process of issuance of tender for the purchase of equipment. The Project Management Module would be used in this process.

B. SIPOC

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

C. Process Map





D. Process Description

Process Name:	Tender issuance	Branch/ Sub-Branch	Planning
Process Predecessor:	None	Process successor :	Technical Evaluation
Process			
<p>i) ADG (Planning) sends the demand received from the field unit, SB in the system to store through the system. An automated notification is sent to IG, AIG about the same.</p> <p>ii) The store compiles and budget the demand and updates it in the system. A notification about the same is sent to ADG (Planning) through the system.</p> <p>iii) ADG (Planning) sends a request to form a technical committee to the DGP through the system. DGP gets an automated notification about the same.</p> <p>iv) DGP approves the request and a notification is sent to ADG (Planning) through the system and then ADG (Planning) forms a technical committee through the system. An automated notification is sent to all the committee members about the same.</p> <p>v) The technical committee prepares technical specifications.</p> <p>vi) The store sends the technical specifications to AIG, IG through the system and then it is sent to AIG (Planning) for approval through the system.</p> <p>vii) ADG (Planning) reviews the same and sends it for approval to DGP through the system. An automated notification is sent to DGP about the same. DGP approves the same through the system using the workflow management module and a notification is sent to ADG (Planning) through the system about the same, finally he issues the tender.</p>			
Policy Requirement	GOP, Circulars, Police rules and regulations		
Applicable ERP Module	Workflow Management Module		



7.2 Tender evaluation

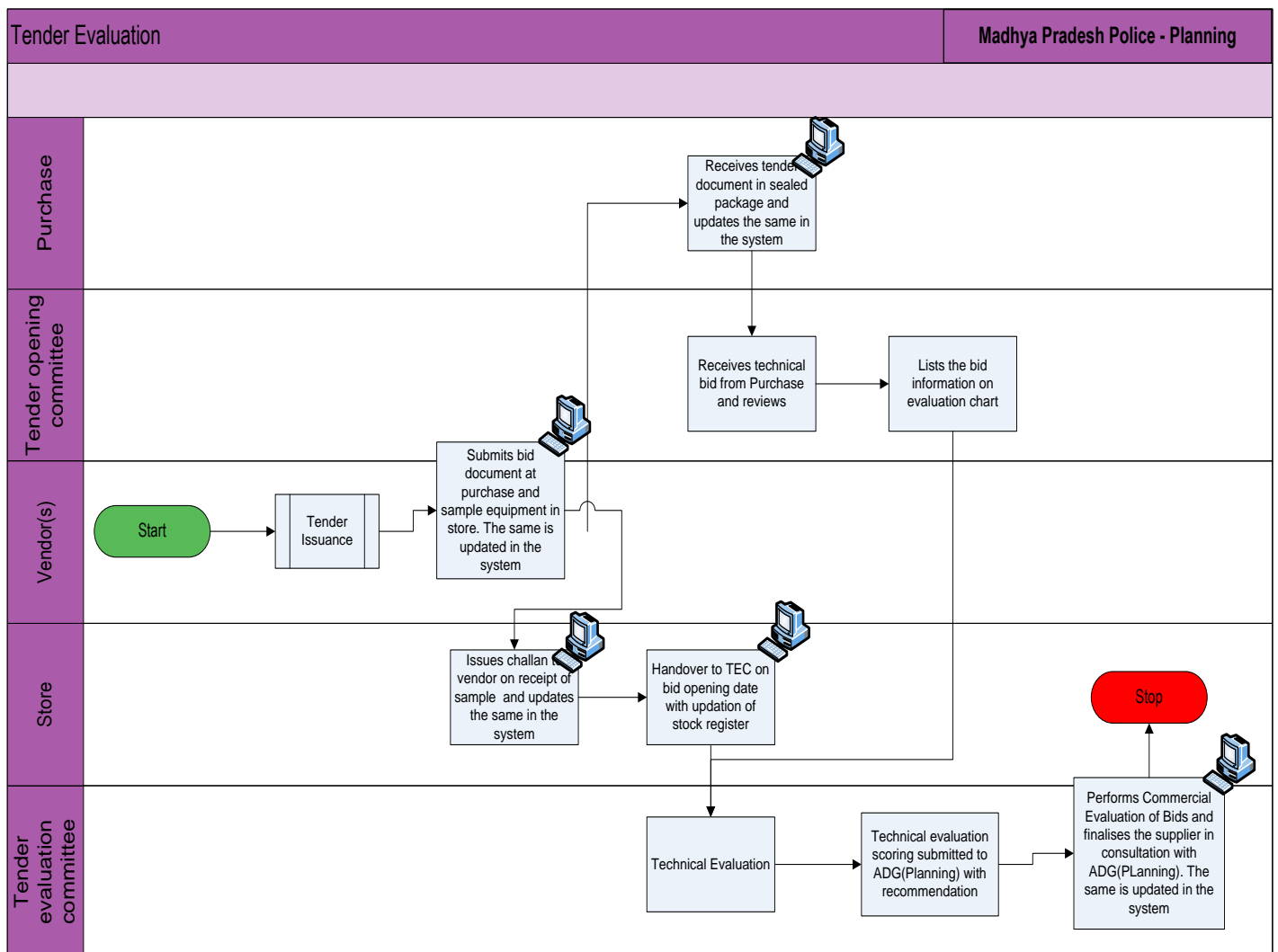
A. Process Summary

This is the To-Be process of Tender evaluation for selection of the vendor/ supplier. The Workflow management Module would be used in this process.

B. SIPOC

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

C. Process Map





D. Process Description

Process Name:	Technical Evaluation	Branch/ Sub-Branch	Planning
Process Predecessor:	Tender Issuance	Process successor :	None
Process			
<ul style="list-style-type: none"> i) Vendor submits the bid document in sealed package to the purchase section and the same is updated in the system using the Workflow management Module and the sample equipment is submitted by the vendor to the store, which updates the same in the system using the Workflow management Module. ii) Store issues a challan to the vendor on receipt of the sample equipment which is handed over to technical evaluation committee by the store on the bid opening date with updating the stock register in the system. iii) The tender opening committee receives the technical specifications from the purchase section and reviews it. The information is listed on the evaluation chart. iv) The technical evaluation committee performs the technical evaluation and submits the technical evaluation score to ADG (Planning) with recommendation. 			
Policy Requirement	GOP, Circulars, Police Rules and Regulations		
Applicable ERP Module	Workflow Management Module		

7.3 Bullet proof armor purchase

A. Process Summary

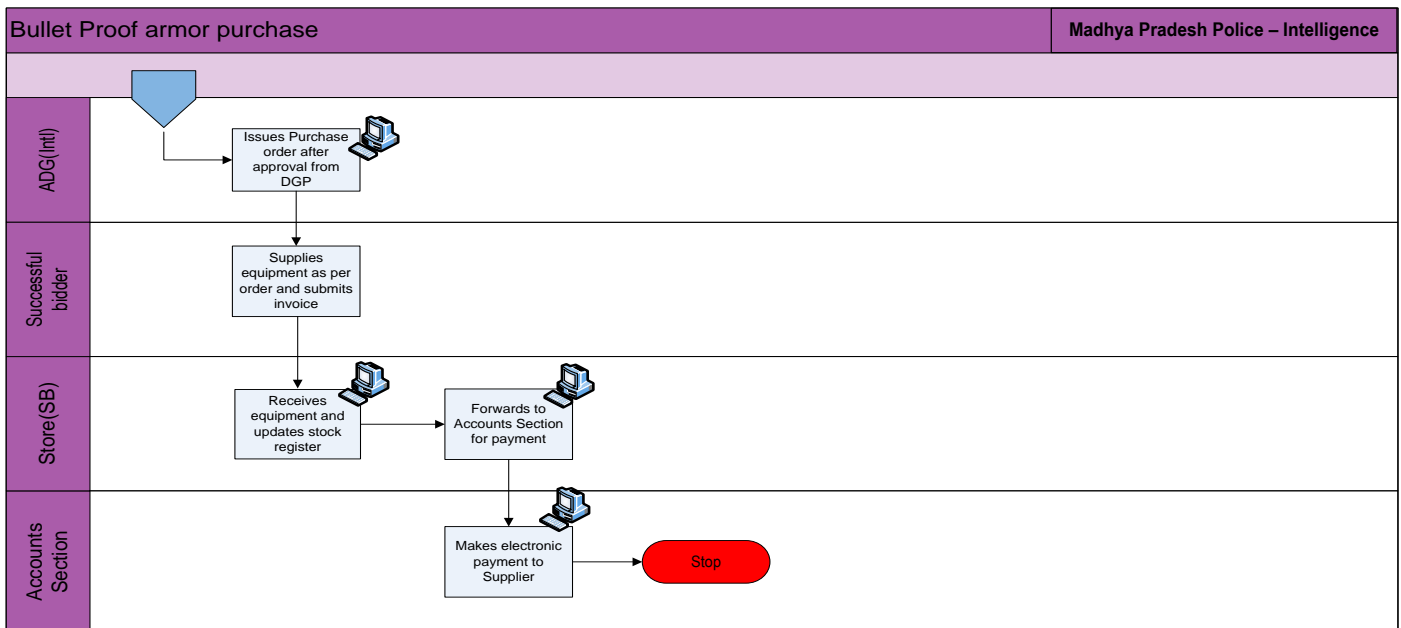
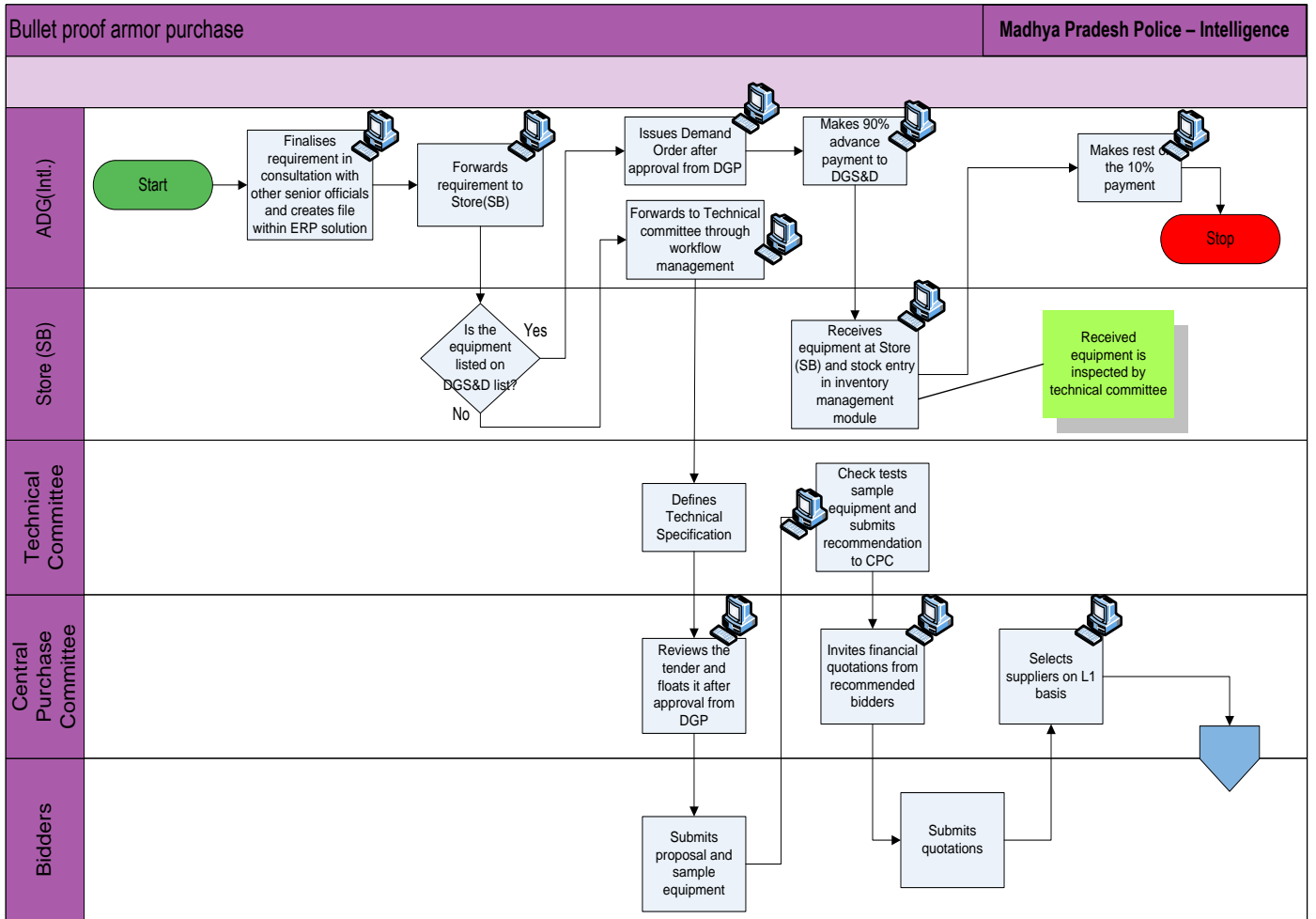
This is the To Be process for purchase of bullet proof armor by MP Police. Both cases of procurement i.e. DGS&D and tendering shall be covered by the workflow management module of the ERP solution

B. SIPOC

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



C. Process Map





D. Process Description

Process Name:	Bullet proof armor purchase	Branch/ Sub-Branch	Intelligence
Process Predecessor:	None	Process successor :	None
Process			
<ul style="list-style-type: none"> i) ADG(Intl.) assesses requirement in consultation with other senior officials and forwards requirement to Store(SB) after creation of a file within the ERP system ii) Store (SB) checks DGS&D website for availability of required equipment. iii) If equipment is provided by DGS&D, ADG (Intl.) issues Demand order after approval from DGP. iv) After DO is acknowledged by DGS&D, ADG (intl.) 90% advance payment to DGS&D by Account. v) DGS&D supplies required equipment to Store (SB) which updates its stocks in inventory management module after verification by technical committee. vi) Once equipment has been entered into stock registers, ADG (Intl) initiates payment for remaining 10%.All the communicated related to the purchase has to be entered into the concerned file. The transaction id of the payment made should show in the concerned file. vii) If equipment is not provided by DGS&D, ADG (Intl) forwards requirement to technical committee which defines technical specification and updates the ERP solution file accordingly. viii) The file is transferred within the ERP system to CPC which reviews the tender and approves it and floats it after approval from DGP ix) Bidders submits proposal and sample equipment. x) Technical Committee Check tests sample equipment and submits recommendation to CPC. xi) CPC invites financial quotations from recommended bidders and subsequently Selects suppliers on L1 basis xii) ADG (Intl) issues Purchase order to successful bidder after approval from DGP. xiii) Successful bidder supplies equipment as per order and submits invoice to Store(SB) xiv) Store (SB) receives equipment, updates stock register and forwards to Accounts Section for payment. xv) Account section makes electronic payment to Supplier. The transaction id of the payment made has to show up in the concerned file. 			
Policy Requirement		GOP, Circulars, Police rules and regulations	
Applicable ERP Modules		Inventory Management, Workflow Management, Finance Management	

7.4 Bullet proof vehicle purchase



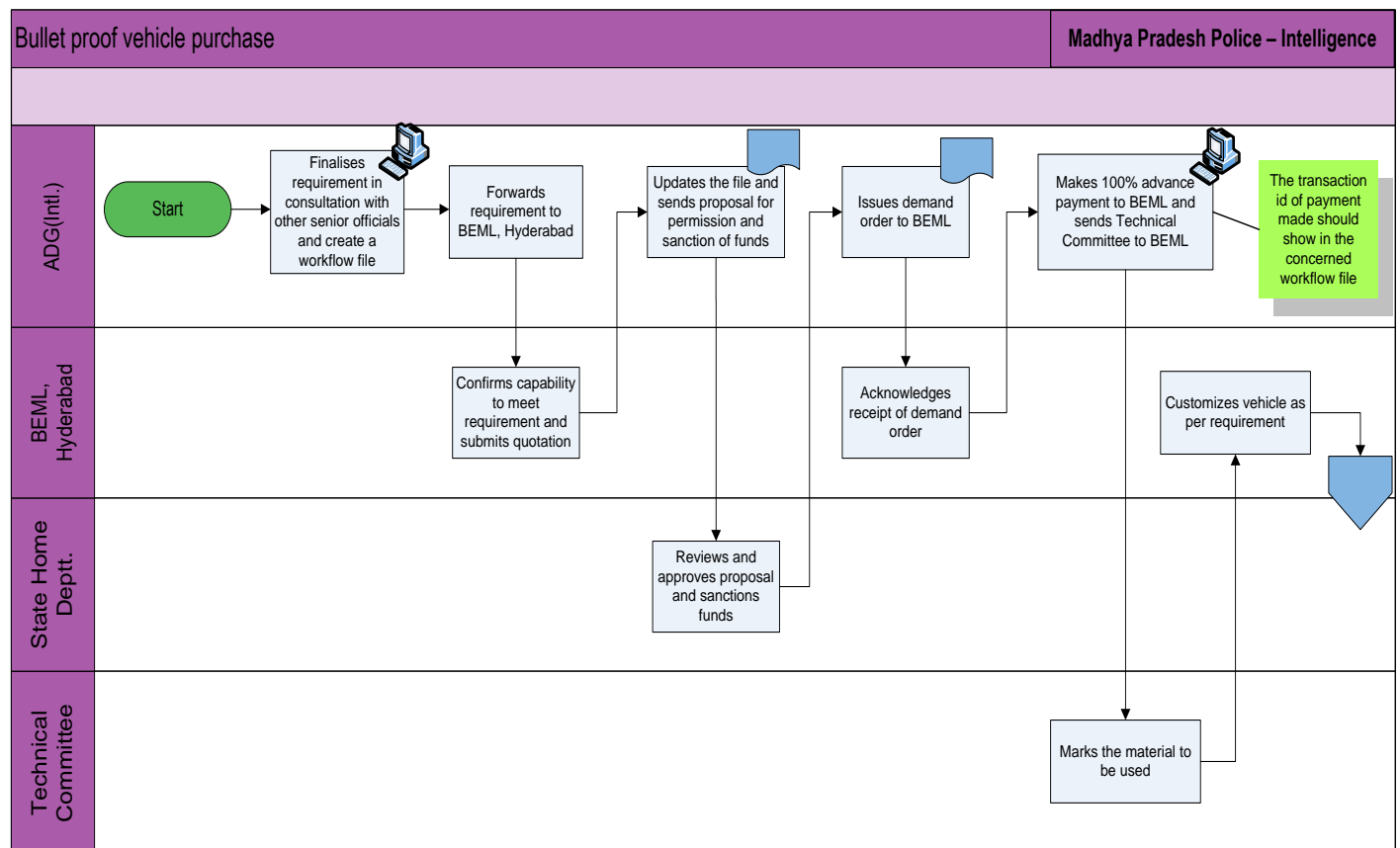
A. Process Summary

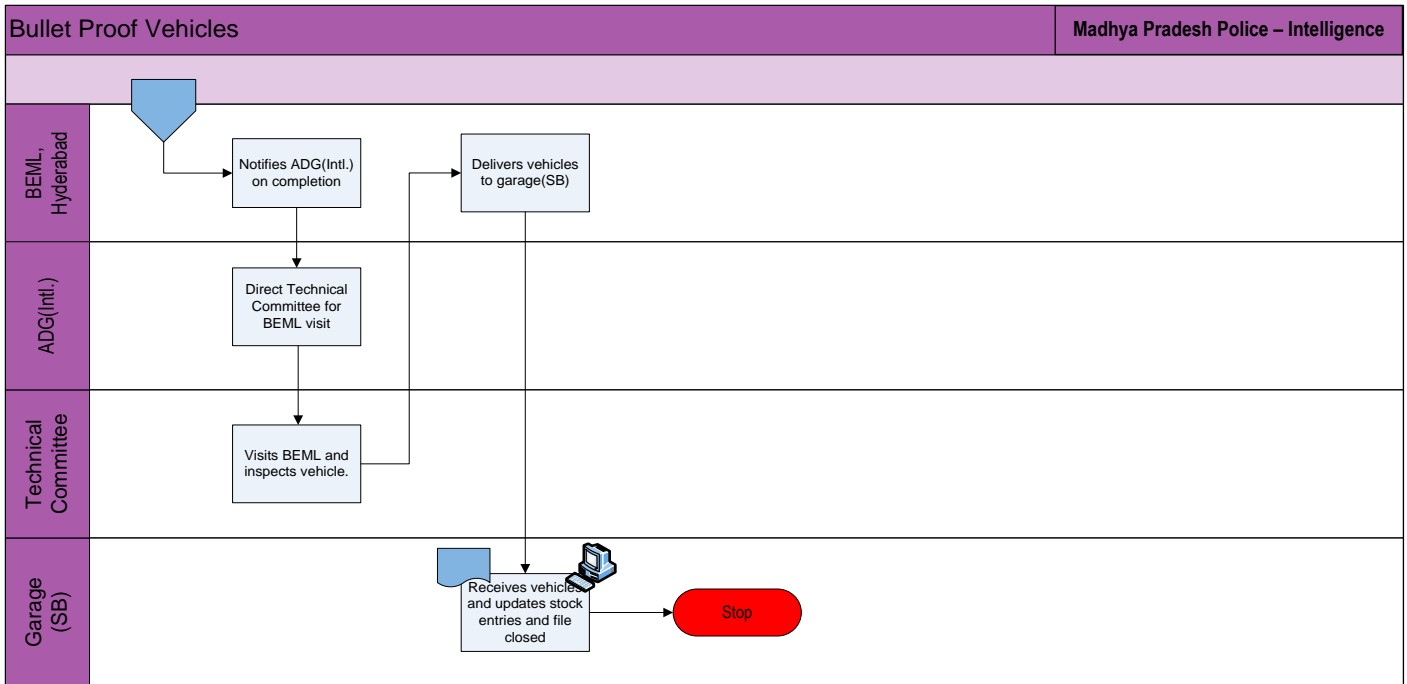
This is the To Be process for Bullet proof vehicle purchase by MP Police. The ERP solution is expected to provide seamless connection of all the people involved in the decision making process ensuring recording of all the formal communication made therein.

B. SIPOC

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

C. Process Map





D. Process Description

Process Name:	Bullet Proof Vehicles purchase	Branch/ Sub-Branch	Intelligence
Process Predecessor:	None	Process successor :	None

Process

- i) ADG (Intl.) finalises requirement in consultation with other senior officials and forwards requirement to BEML, Hyderabad. A file is created for the same within the ERP solution
- ii) Bharat Earth Movers Limited (BEML), Confirms capability to meet requirement and submits quotation.
- iii) ADG (Intl.) sends proposal for permission and sanction of funds to State Home Deptt through proper channel. Until a response is received from an entity (Home Deptt., BEML etc.), the concerned file is to be kept in “suspend” state.
- iv) Once sanction is provided, ADG (Intl) issues demand order to BEML.
- v) After BEML acknowledges receipt of Demand order, ADG (Intl) initiates 100% advance payment to BEML and sends Technical Committee to BEML. The transaction id for payment is to be referred in the concerned file.
- vi) The technical committee marks the material to be used and updates the file.
- vii) BEML customizes vehicle as per requirement and notifies ADG (Intl.) on completion.
- viii) ADG (Intl.) direct Technical Committee for BEML visit which inspects adherence to requirement.
- ix) BEML delivers vehicles to Garage (SB).
- x) Garage (SB) receives vehicles and updates stock in inventory management module. ADG (intl.) may close the file once the stock entry has been made.



Policy Requirement	GOP, Circulars, Police rules and regulations
Applicable ERP Modules	Workflow Management, Finance Management, Inventory Management

7.5 POL fixation

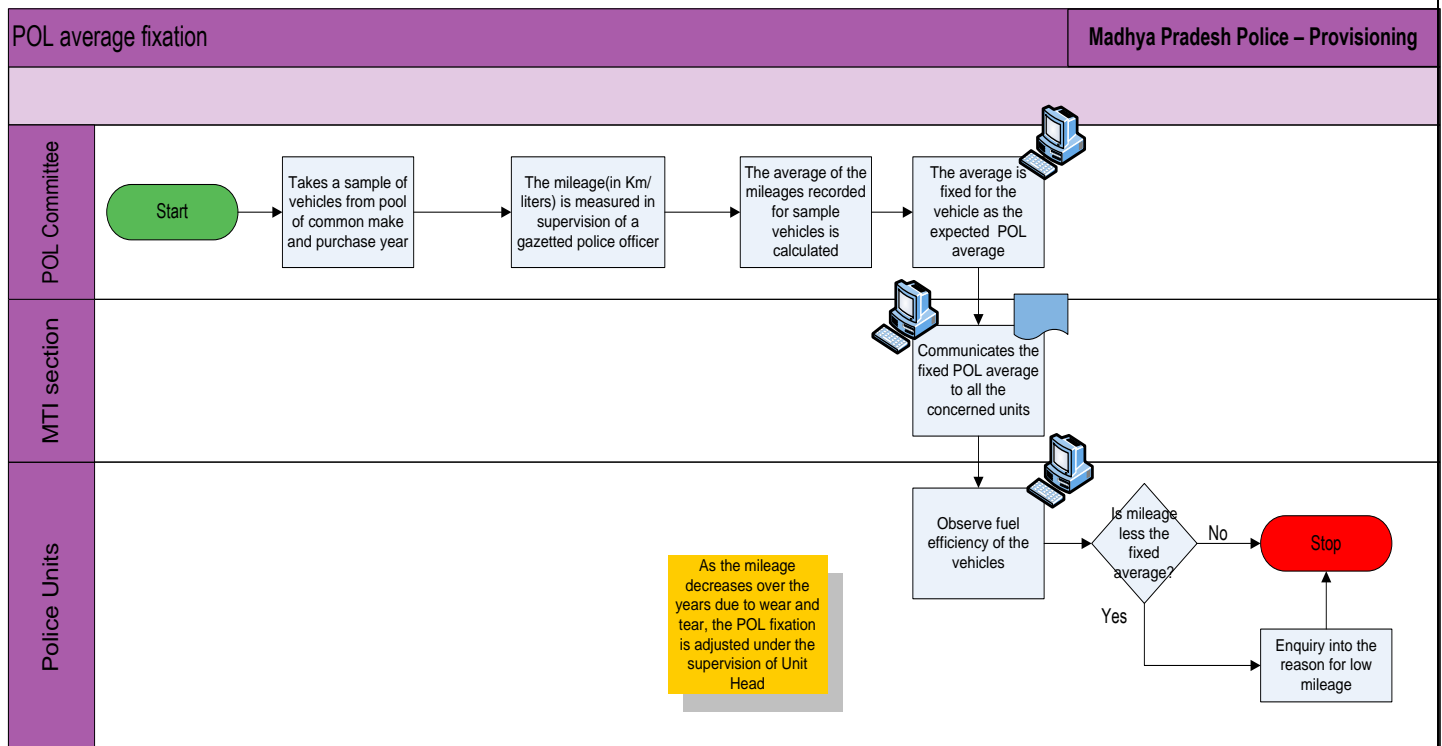
A. Process Summary

This is the To-Be process which describes the fixation of POL average for Police Vehicles. The Workflow/ Project Management Module would be used for this purpose.

B. SIPOC

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

C. Process Map





D. Process Description

Process Name:	POL Fixation	Branch/ Sub-Branch	Provisioning
Process Predecessor:	None	Process successor :	None
Process			
<ul style="list-style-type: none"> i) POL Committee takes a sample of vehicles from pool of common make and purchase year. ii) The mileage (in Km/ liters) is measured in supervision of a gazetted police officer. iii) The average of the mileages recorded for sample vehicles is calculated. iv) The average is fixed, by the POL Committee, for the vehicle as the expected POL average and the same is updated in the system. v) MTI Section Communicates the fixed POL average to all the concerned units through the system. vi) Police Units observe fuel efficiency of the vehicles using the information in the system. vii) If the mileage goes below the POL average fixed, unit enquires into the reason for same. viii) As the mileage decreases over the years due to wear and tear, the POL fixation is adjusted in the system under the supervision of Unit Head 			
Policy Requirement	GOP, Circulars, Police rules and regulations		
Applicable ERP Module	Workflow/ Project Management Module		

7.6 Fuel Expenses

A. Process Summary

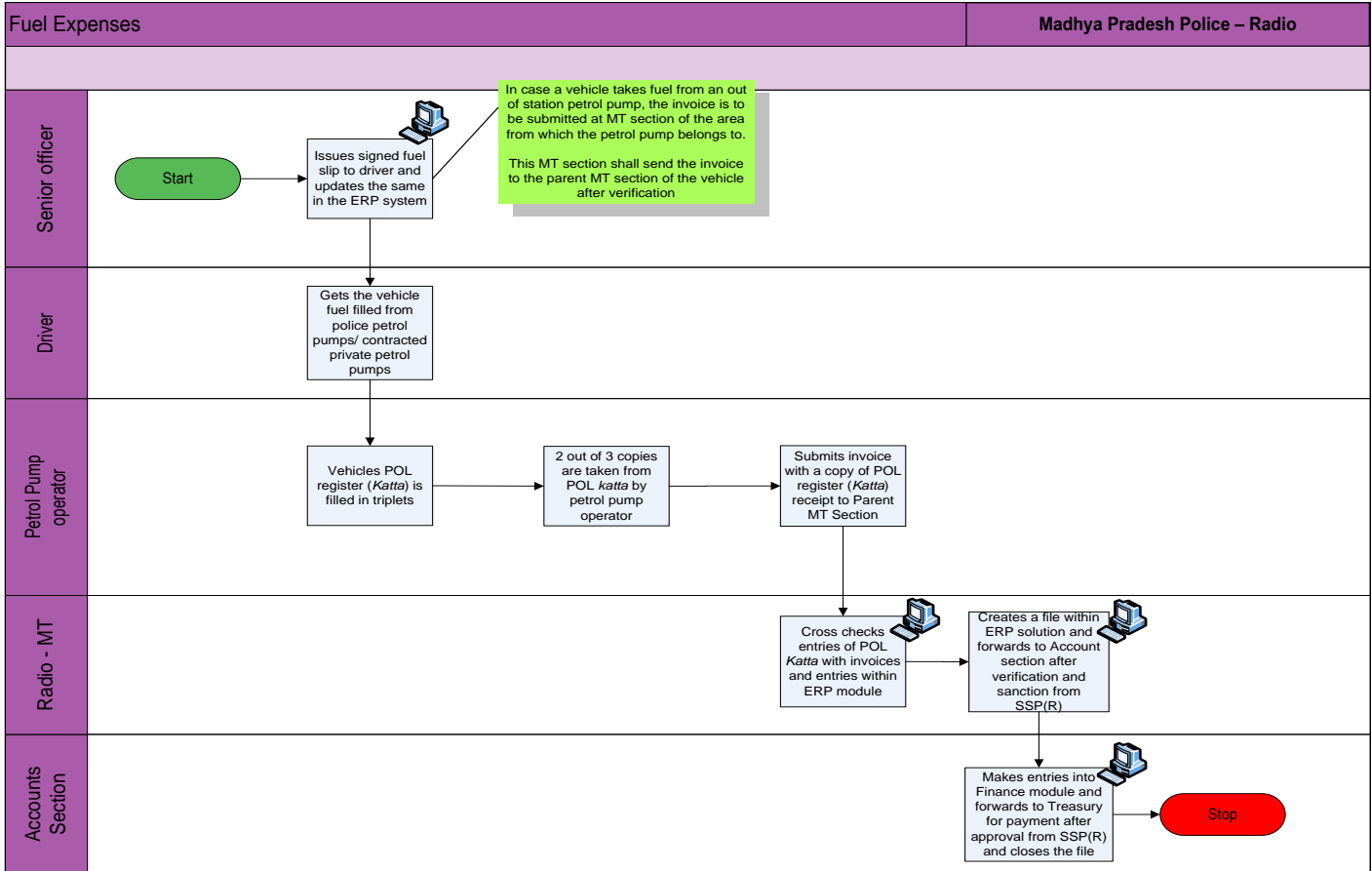
This is the To Be process of accounting of fuel expenses incurred on MP Police Radio Branch vehicles.

B. SIPOC

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



C. Process Map



D. Process Description

Process Name:	Fuel Expenses	Branch/ Sub-Branch	Radio – MT Section
Process Predecessor:	None	Process successor :	None
Process			
<ul style="list-style-type: none"> i) Senior police officer updates fuel details in ERP solution and issues signed fuel slip to driver who gets the vehicle fuel filled from police petrol pumps/ contracted private petrol pumps ii) Petrol pump operator fills vehicles POL register (<i>Katta</i>) in triplets. He takes 2 out of the 3 copies from POL <i>Katta</i>. 			



- iii) The Petrol pump operator submits invoice with a copy of POL register (Katta) receipt to Parent MT Section
- iv) In case a vehicle takes fuel from an out of station petrol pump, the invoice is to be submitted at MT section of the area from which the petrol pump belongs to. This MT section shall send the invoice to the parent MT section of the vehicle after verification
- v) MT Section cross checks entries of POL *Katta* and fuel details in ERP solution with invoices.
- vi) MT Section creates a file within ERP solution and forwards to Account section after verification and sanction from SSP(R)
- vii) Accounts section forwards to Treasury for payment after approval from SSP(R) and closes the concerned file.
- viii) There should be proper cross referencing of file No, Order no, transaction No, wherever applicable.

Policy Requirement	GOP - Government Gazette Notification, Madhya Pradesh Police Regulations, Circulars
Applicable ERP Module	Workflow Management, Finance Management, Inventory Management

7.7 Hostel Maintenance

A. Process Summary

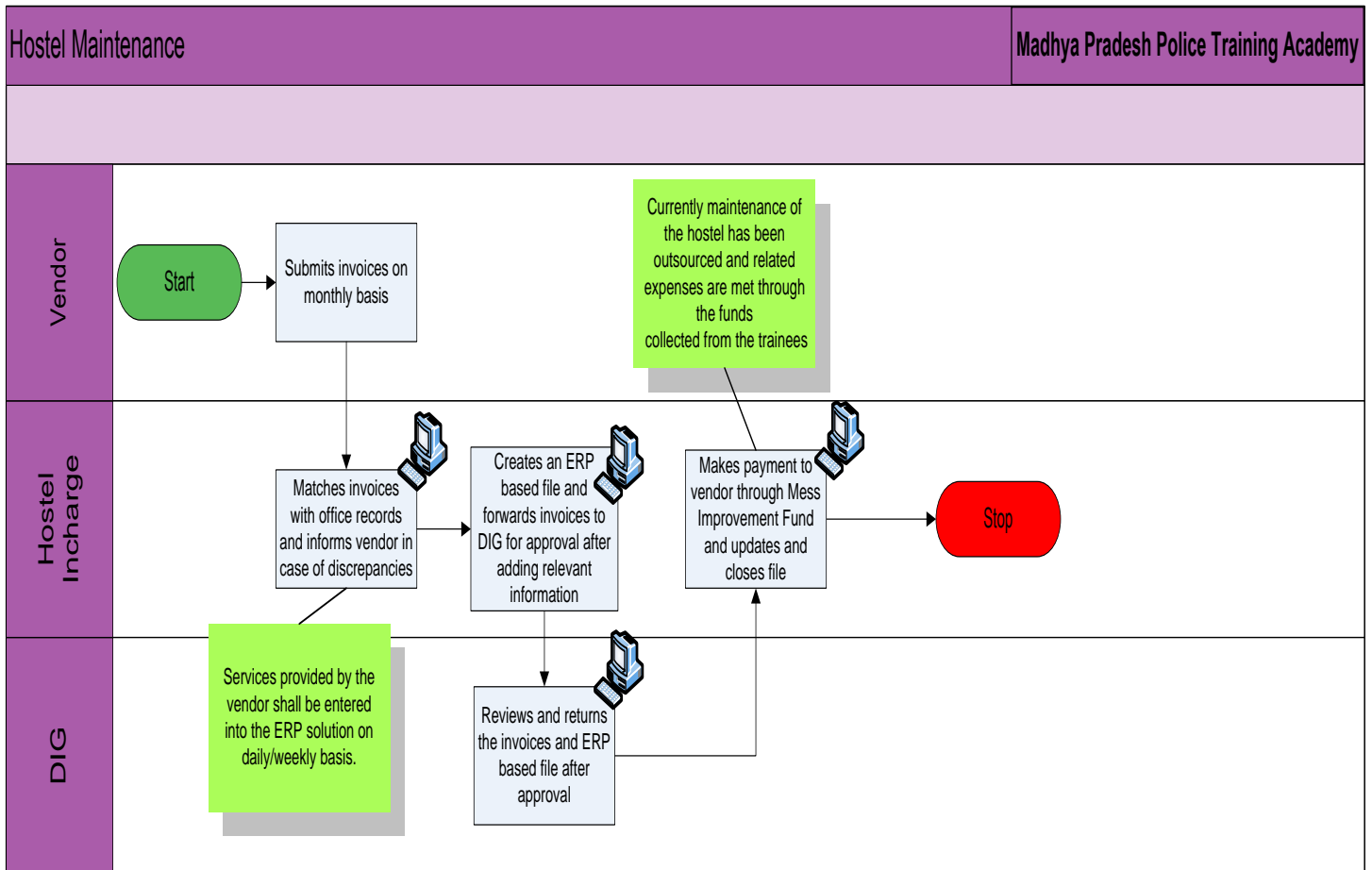
This is the To Be process of hostel maintenance and its payment to the vendor. An ERP based workflow file shall be made which shall be routed within the Department for approval and closed once the matter reaches a logical conclusion.

B. SIPOC

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



C. Process Map



D. Process Description

Process Name:	Hostel Maintenance	Branch/ Sub-Branch	MPPTA, Bhauri
Process Predecessor:	None	Process successor :	None
Process			
<ul style="list-style-type: none"> i) The vendor submits the invoices on monthly basis. ii) Services provided by the vendor shall be entered into the ERP solution on daily/weekly basis. iii) Hostel Incharge matches invoices with office records. iv) Creates an ERP based file and forwards invoices to DIG for approval after adding relevant information v) DIG Reviews and returns the invoices and ERP based file after approval 			



- vi) Hostel In-charge makes payment to vendor through Mess Improvement Fund and updates and closes file.
- vii) Currently, maintenance of the hostel has been outsourced and related expenses are met through the funds collected from the trainees

Policy Requirement	GOP, Circulars, Police rules and regulations
Applicable ERP Modules	Finance Management, Workflow Management

7.8 Preparation of Important L & O events calendar

A. Process Summary

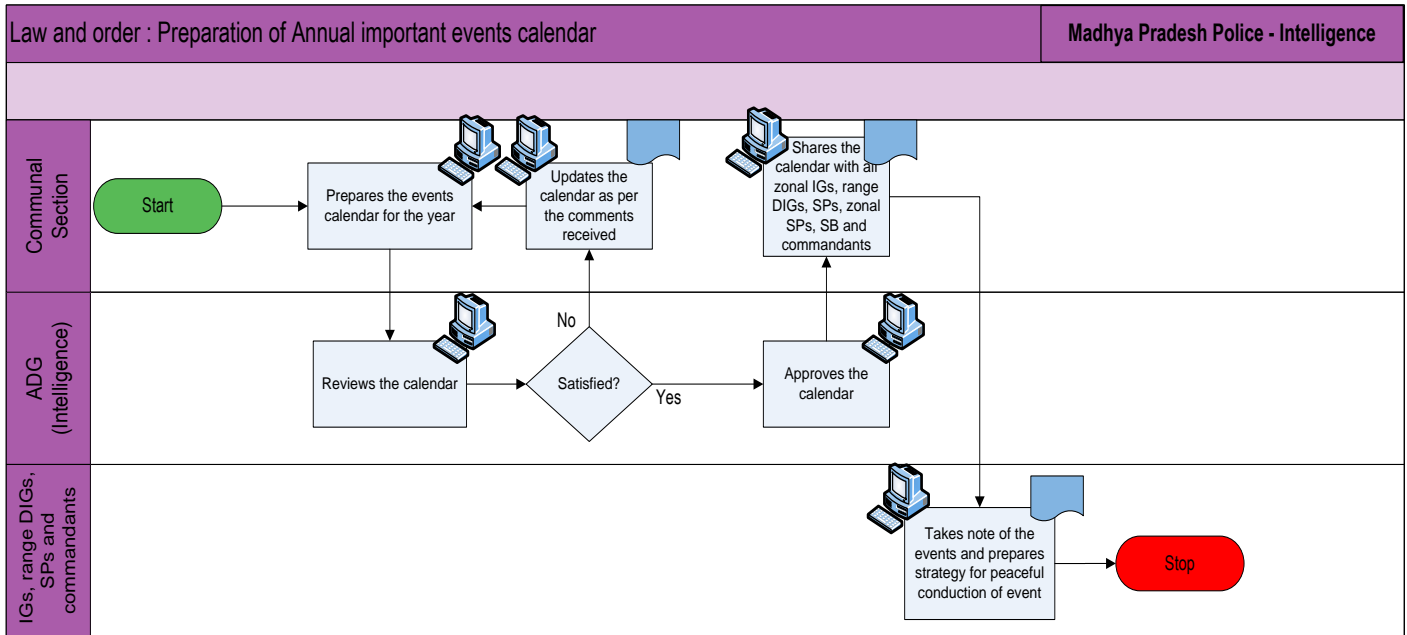
This is the To-Be process of preparation of annual important events calendar by Communal section. The Workflow/ Project Management Module would be used for preparation of calendar of important events.

B. SIPOC

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



C. Process Map



D. Process Description

Process Name:	L&O: Preparation of annual important events calendar	Branch/ Sub-Branch	Intelligence
Process Predecessor:	None	Process successor :	None

Process
<ul style="list-style-type: none"> i) The Communal section prepares the events calendar for the year and updates the same in the system. A notification about the same is sent to ADG (Intelligence) about the same through the system. ii) ADG (Intelligence) reviews the calendar if he is not satisfied, he updates the calendar with his comments in the system. A notification about the same is sent to communal section through the system. iii) Communal section updates the calendar as per the comments received from ADG (Intelligence) and sends it again to ADG (Intelligence) for approval through the system. iv) If ADG (Intelligence) is satisfied with the calendar, he approves the calendar in the system. v) Then Communal section shares the calendar with all zonal IGs, range DIGs, SPs, zonal SPs, SB and commandants through the system. Also the same is updated in the system. vi) IGs, range DIGs, SPs and commandants receive notification and advance reminders of the events and prepares strategy for peaceful conduction of event.



Policy Requirement	GOP, Circulars, Police rules and regulations
Applicable ERP Module	Workflow Management Module

7.9 Printing at Police Press

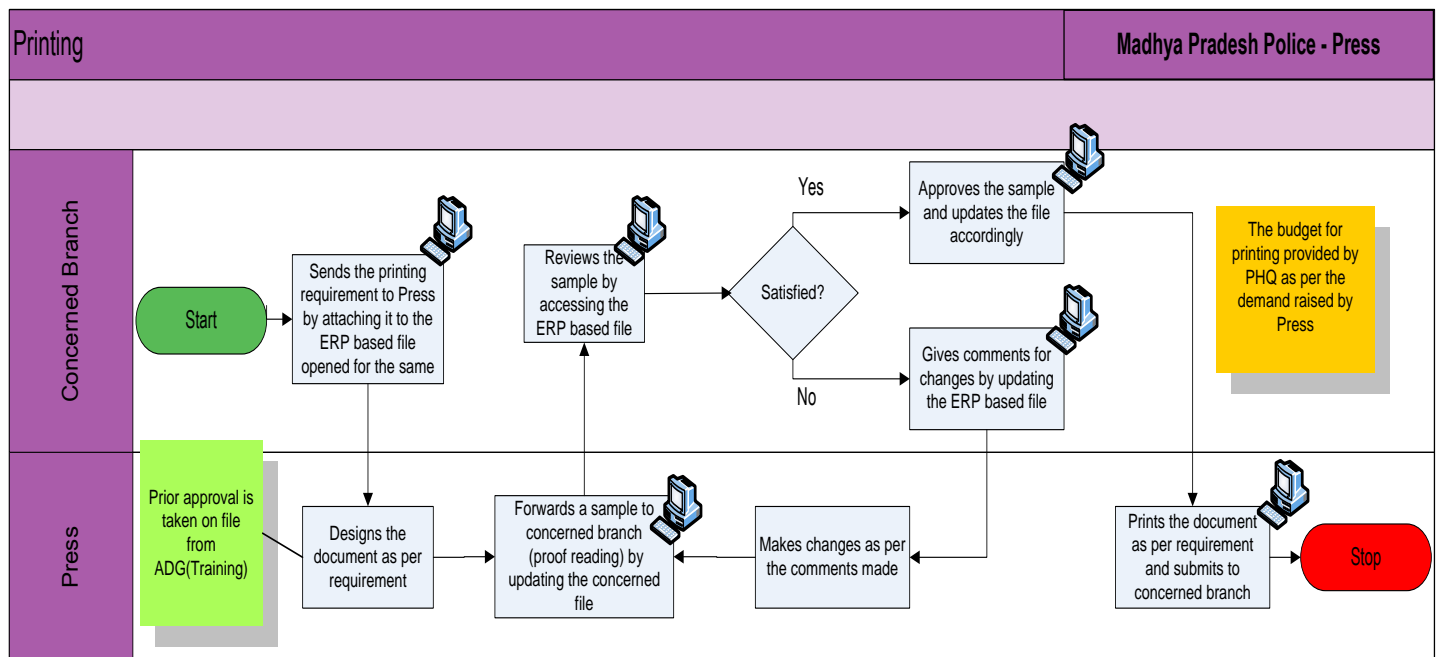
A. Process Summary

This is the process of printing of document by the press as per the requirement of the concerned branch. The routing of the file relating to printing is to be automated

B. SIPOC

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

C. Process Map





D. Process Description

Process Name:	Printing	Branch/ Sub-Branch	Press
Process Predecessor:	None	Process successor :	None
Process			
<ul style="list-style-type: none"> i) The concerned branch Sends the printing requirement to Press by attaching it to the ERP based file opened for the same ii) Then Press designs the document as per requirement, gets it approved by ADG (Training) within the ERP based file. iii) The Police press then forwards a sample to concerned branch (proof reading) by updating the concerned file. iv) If the concerned branch is satisfied, the respective ADG approves the sample and updates the file accordingly. Else the ADG of the concerned branch gives comments for changes and Press makes changes as per the comments made. v) Press sends the sample again to the concerned branch for approval by updating the ERP based file. After the approval of the concerned branch Police press prints the document as per requirement and submits to concerned branch. vi) The budget for printing is provided by PHQ as per the demand raised by Press. 			
Policy Requirement	GOP, Circulars, Police rules and regulations		
Applicable ERP Module	Workflow Management, Finance Management, Inventory Management		

7.10 Event Booking – Police Officers’ Mess

A. Process Summary

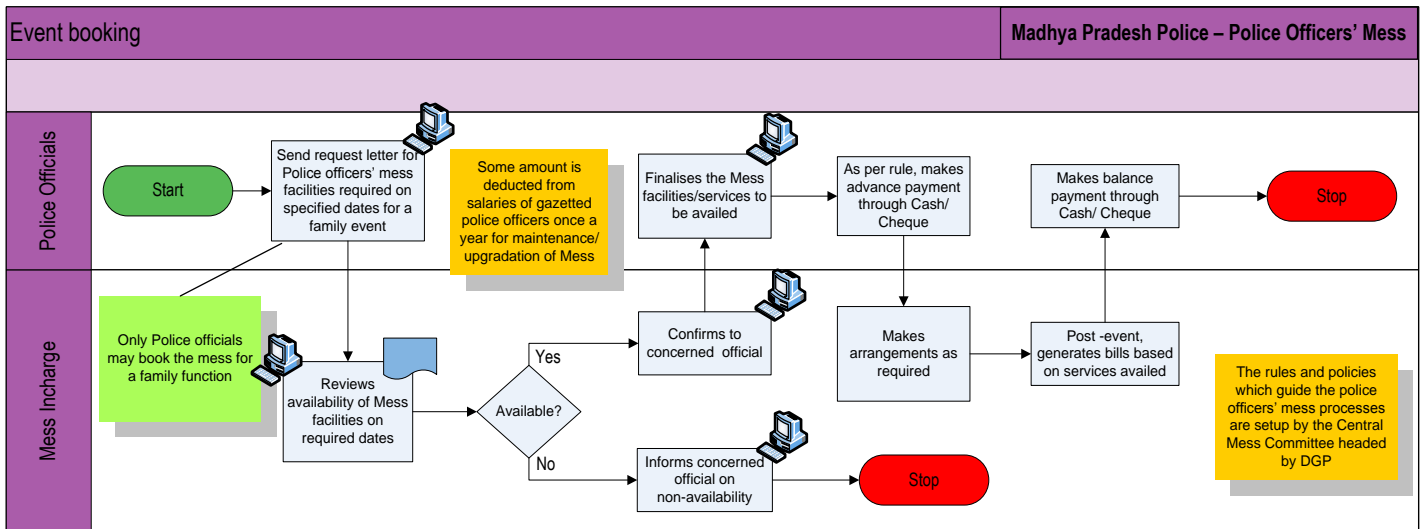
This is the To-Be process of arrangement of family event/function in the Police Officers’ Mess. The Workflow/Workflow management Module would be used to book the event.



B. SIPOC

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

C. Process Map



D. Process Description

Process Name:	Event Booking	Branch/ Sub-Branch	Police officer’s mess
Process Predecessor:	None	Process successor :	None

Process
i) Police officials raise request in the system for Police officers’ mess facilities required on specified dates for a family event (Only police officials may book the mess for a family function). ii) The system checks the availability of Mess facilities on required dates. If it is not available on the required dates then it shows a message in the system about non-availability to concerned police official. iii) If the mess facilities are available on required dates then the system shows the availability to concerned police official who then confirms the Mess facilities/services to be availed in the system. iv) An automated notification about the same is sent to Mess In charge. Mess in charge shall also be able to cancel or book any event through the system. v) Police official makes advance payment through Cash/ Cheque as per rule.



- vi) Mess In charge makes arrangements as required and Post -event, he generates bill based on services availed.
- vii) Police official makes balance payment through Cash/ Cheque.

Policy Requirement	GOP, Circulars, Police rules and regulations
Applicable ERP Module	Workflow Management Module, Finance Management

7.11 Room Booking – Police Officers’ Mess

A. Process Summary

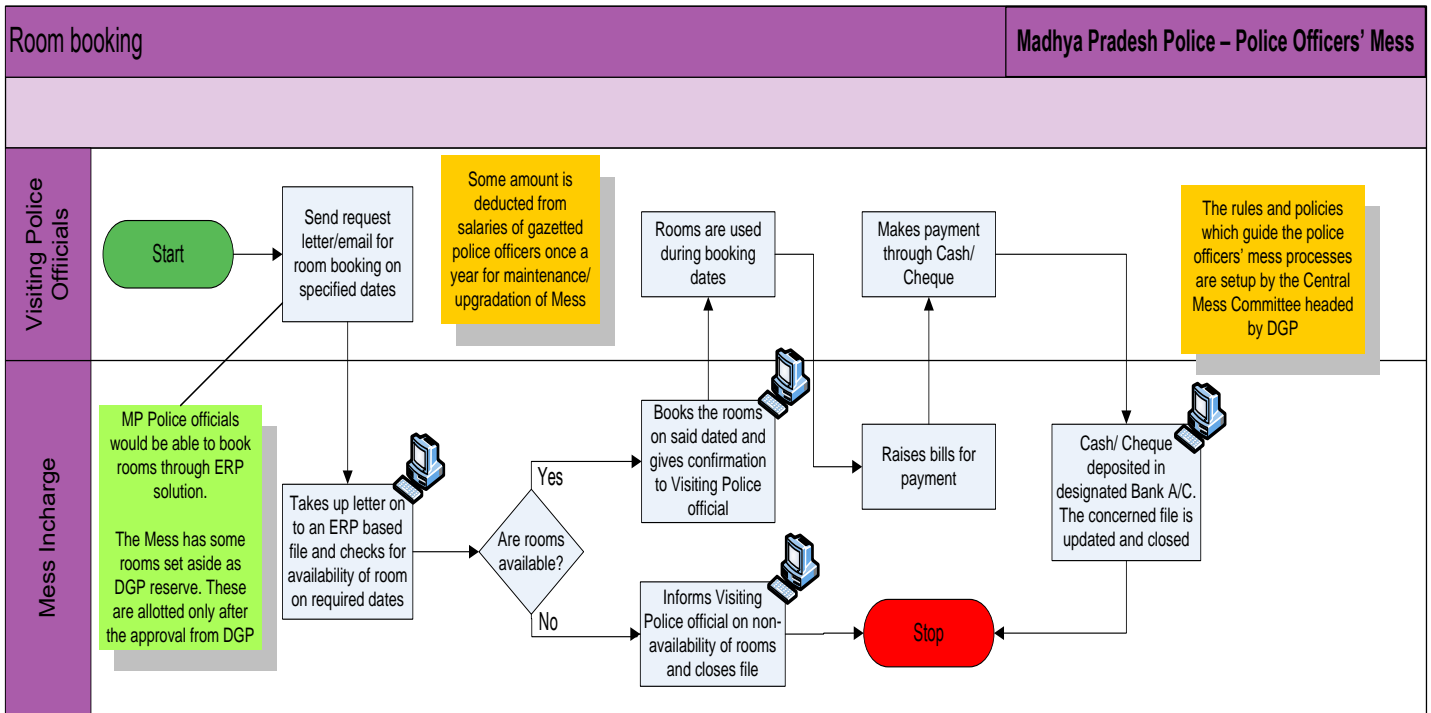
This is the To Be process of booking of room in Police Officer’s Mess for visiting police officers. Room availability status to be made available online through ERP. MP Police Officials to be able to make reservations for themselves from with the ERP solution. In case of more urgent matters such reservations may be cancelled after approval from competent authority. Officials from outside MP Police may book room through different process.

B. SIPOC

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



C. Process Map



D. Process Description

Process Name:	Room Booking	Branch/ Sub-Branch	Police officer’s mess
Process Predecessor:	None	Process successor :	None

Process
<ul style="list-style-type: none"> i) MP Police officials would be able to book rooms through ERP solution as the availability status would be available online with booking capability. The official booking the room shall receive email notification as a reminder. Such a booking may also be cancelled by the concerned official in case of change in plan. ii) The Mess has some rooms set aside as DGP reserve. These are allotted only after the approval from DGP iii) Police official who is not a part of MP Police Department sends request letter for room booking on specified dates (The Mess has some rooms set aside as DGP reserve. These are allotted only after the approval from DGP). iv) Mess In charge takes the letter/ email on to an ERP based file, reviews availability of room on required dates.



- v) If it is not available on the required dates then he informs Visiting Police official about non-availability of rooms, updates and closes the file
- vi) If room is available, he updates the file, room availability in the ERP solution file and gives confirmation to Visiting Police official.
- vii) Visiting police officials uses the room during booked dates.
- viii) Mess In charge raises bills for payment.
- ix) Visiting police official makes payment through Cash/ Cheque.
- x) Cash/ Cheque deposited in designated Bank A/C by Mess In charge. The entry of payment made is entered into file and Finance module.
- xi) Some amount is deducted from salaries of gazetted police officers once a year for maintenance/ up gradation of Mess.
- xii) The rules and policies which guide the police officers' mess processes are setup by the Central Mess Committee headed by DGP.

Policy Requirement	GOP, Circulars, Police rules and regulations
Applicable ERP Module	Workflow Management System, Finance Management System

7.12 Dial 1090

A. Process Summary

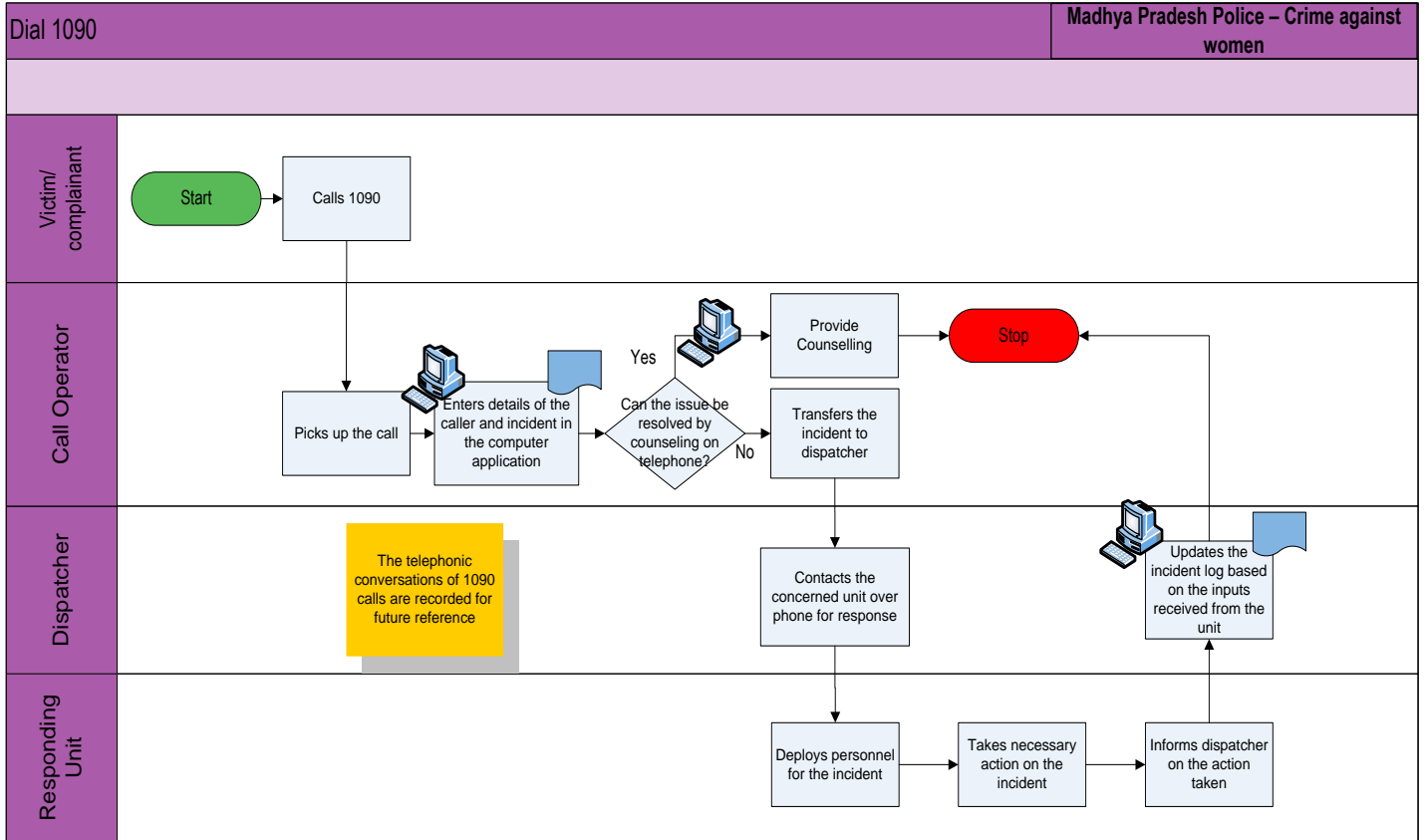
This is the To-Be process of handling of Dial 1090 calls. Dial 1090 is a women helpline run by Crime Against Women branch. The workflow management module would be used in this process.

B. SIPOC

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



C. Process Map



D. Process Description

Process Name:	Dial 1090	Branch/ Sub-Branch	Crime Against Women
Process Predecessor:	None	Process successor :	None

Process
<ul style="list-style-type: none"> i) Victim/ Complainant report complaint through Dial 1090 ii) Call Operator picks up the call and enters details of the caller’s incident in the computer application. This application shall be integrated with the Project Management Module of ERP Solution. iii) If the issue can be resolved by counseling, the operator provide counselling iv) If not, call operator transfer the incident to dispatcher who contacts the concerned unit over phone for response v) Responding unit deploys personnel for the incident and take necessary action on the incident vi) Responding unit informs dispatcher on the action taken



- vii) Dispatcher updates the incident log based on the inputs received from the unit. The system shall be able to generate various reports through project management module based on the information/incident logs.
- viii) The telephonic conversations of 1090 calls are recorded for future reference

Policy Requirement	GOP - Government Gazette Notification, Madhya Pradesh Police Regulations, Circulars
Applicable ERP Module	Workflow/Project Management Module

7.13 Crime in India/ Crime in Madhya Pradesh Report

A. Process Summary

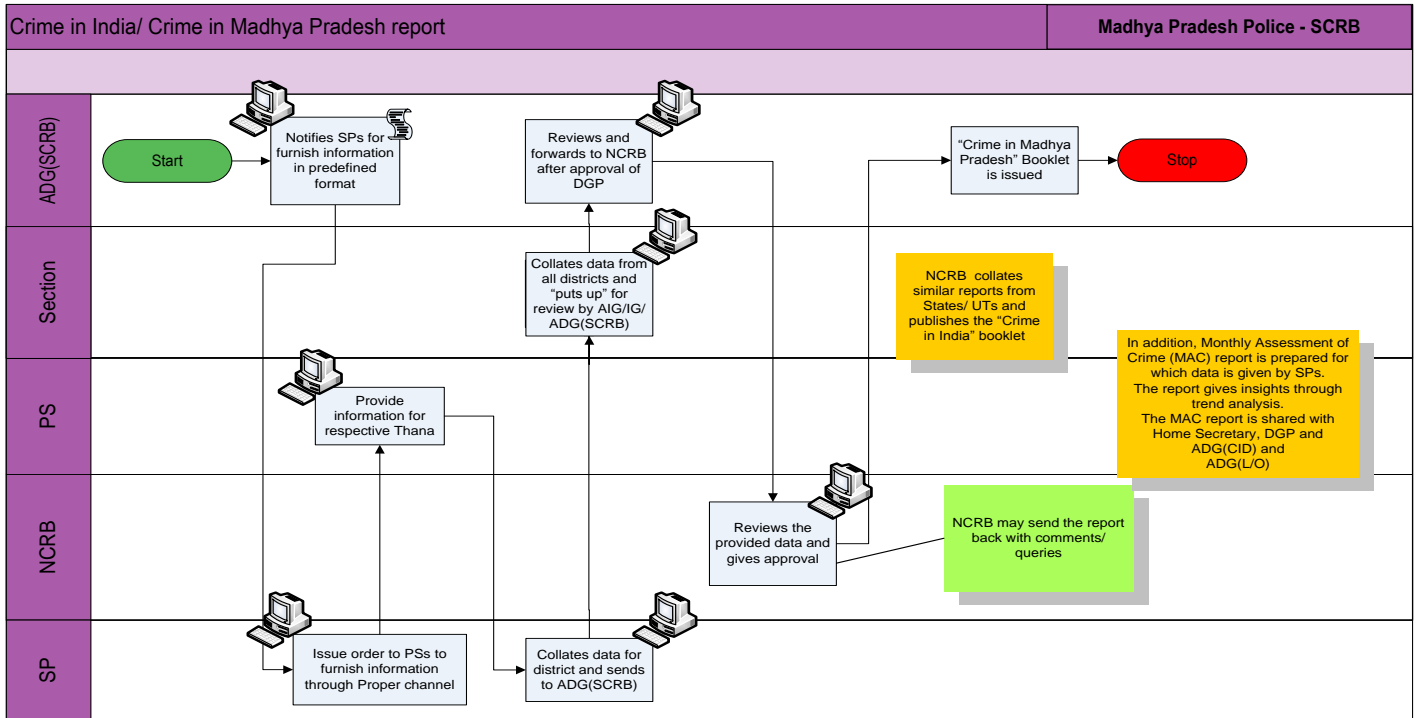
This is the To-Be process of collation and preparation of crime related report in SCRB. This activity is under taken for preparation of “Crime in India” and “Crime in Madhya Pradesh” report. The Project Management System would be used in this process.

B. SIPOC

Supplier	Input	Process	Output	Customer
ADG(SCRB)	Notification for furnishing Annual information on crime	As shown below	“Crime in Madhya Pradesh” booklet	MP Police Department



C. Process Map



D. Process Description

Process Name:	Crime in India/ Crime in Madhya Pradesh	Branch/ Sub-Branch	SCRБ
Process Predecessor:	None	Process Successor :	None

Process

- i) ADG (SCRБ) issues notification to SPs to furnish information in predefined format through the system.
- ii) SPs issue order to PSs to furnish information through Proper channel using the system. Police Station In charge provide information for respective Thana through the system.
- iii) SP collates data for district and sends to ADG (SCRБ) using the system.
- iv) Section collates data from all districts and creates a file in the system and sends it for review to AIG/IG/ADG (SCRБ) through the system.
- v) ADG (SCRБ) reviews provides comments, if any in the system and forwards to NCRБ through the system after approval of DGP. (The request for approval to DGP can be raised separately in the system).
- vi) NCRБ reviews the provided data and gives approval in the system after which "Crime in Madhya Pradesh" booklet is published.
- vii) NCRБ collates similar reports from States/ UTs and publishes the "Crime in India" booklet.
- viii) In addition, Monthly Assessment of Crime (MAC) report is prepared for which data is given by SPs.



ix) The report gives insights through trend analysis of crime related data. MAC report is shared with Home Secretary, DGP and ADG (CID) and ADG (L/O)

Policy Requirement	GOP - Government Gazette Notification, Madhya Pradesh Police Regulations, Circulars
Applicable ERP Module	Project Management Module

7.14 PC&R project

A. Process Summary

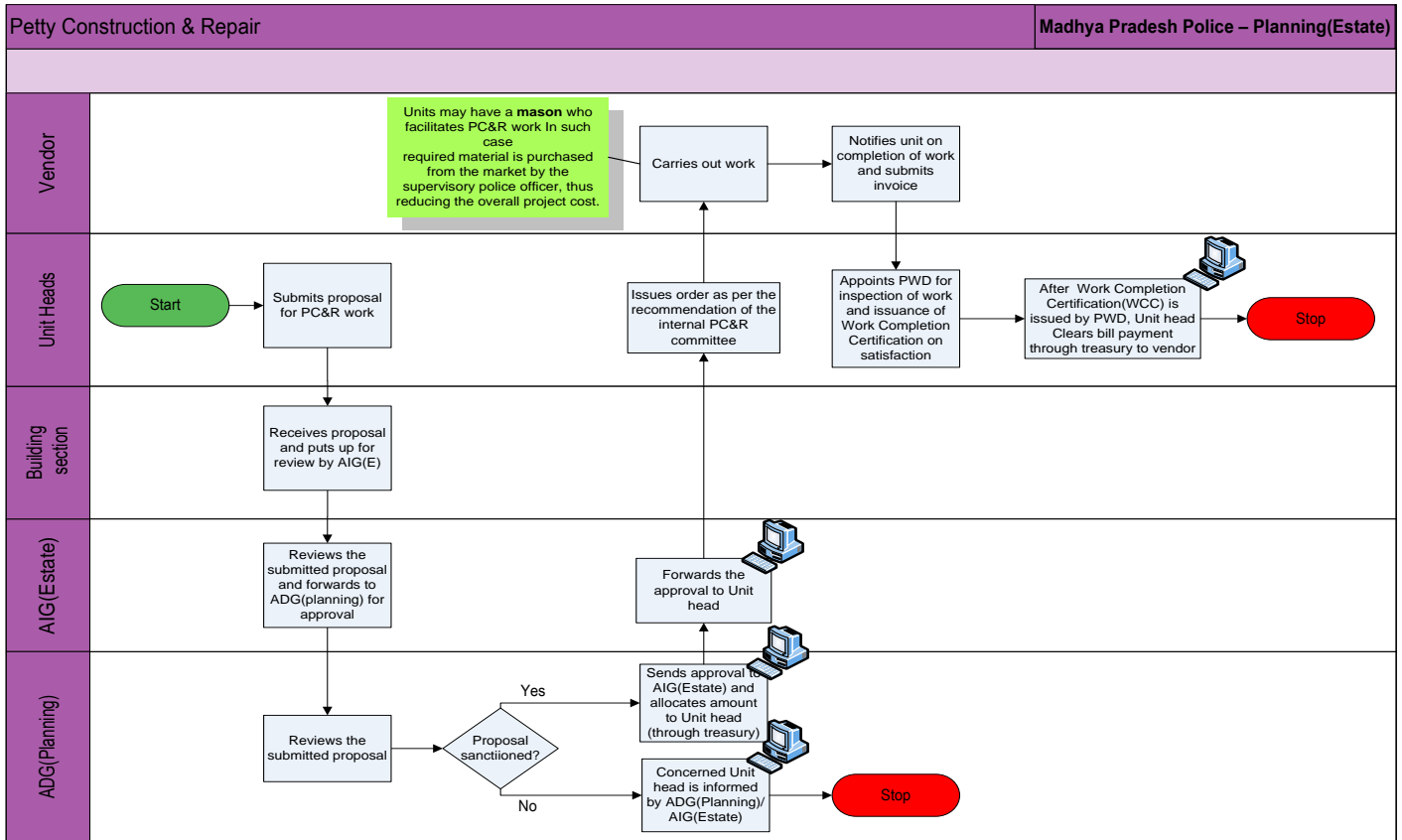
This is the To- Be process related to construction and repair work undertaken by MP Police units under the PC&R head. The workflow management module would be used in this process.

B. SIPOC

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



C. Process Map



D. Process Description

Process Name:	PC&R	Branch/ Sub-Branch	Planning – Estate
Process Predecessor:	None	Process successor :	None

Process

- i) Unit heads submit proposal for PC&R work. The proposal reaches Building section for putting up.
- ii) AIG (E) reviews the proposal and upon satisfaction forwards to ADG (Planning) for approval. The same is updated in the system.
- iii) In case the proposal not sanctioned by ADG (Planning), an automated notification about the same is sent to the concerned unit head accordingly.
- iv) In case the proposal is sanctioned by ADG (Planning), an automated notification is sent about the same to AIG (E) and related funds are transferred to the Unit under PC&R head.
- v) AIG (E) the concerned unit head through the system on proposal approval.



- vi) Concerned Unit head directs the unit PC&R committee through the system for selection of vendor for the project.
- vii) Units may have a mason who facilitates PC&R work In such case required material is purchased from the market by the supervisory police officer, thus reducing the overall project cost.
- viii) The selected vendor carries out PC&R work and notifies unit head after completion (also submits the related invoice)
- ix) Unit heads appoint PWD for inspection of work. PWD representative conduct inspection and issues Work Completion Certificate on satisfaction
- x) Unit head upon receiving the Work Completion Certification, approves payment to vendor through Treasury. The same is updated in the system.

Policy Requirement	GOP, Circulars, Police rules and regulations
Applicable ERP Module	Workflow/ Project Management Module, Finance Management

7.15MOW Project

A. Process Summary

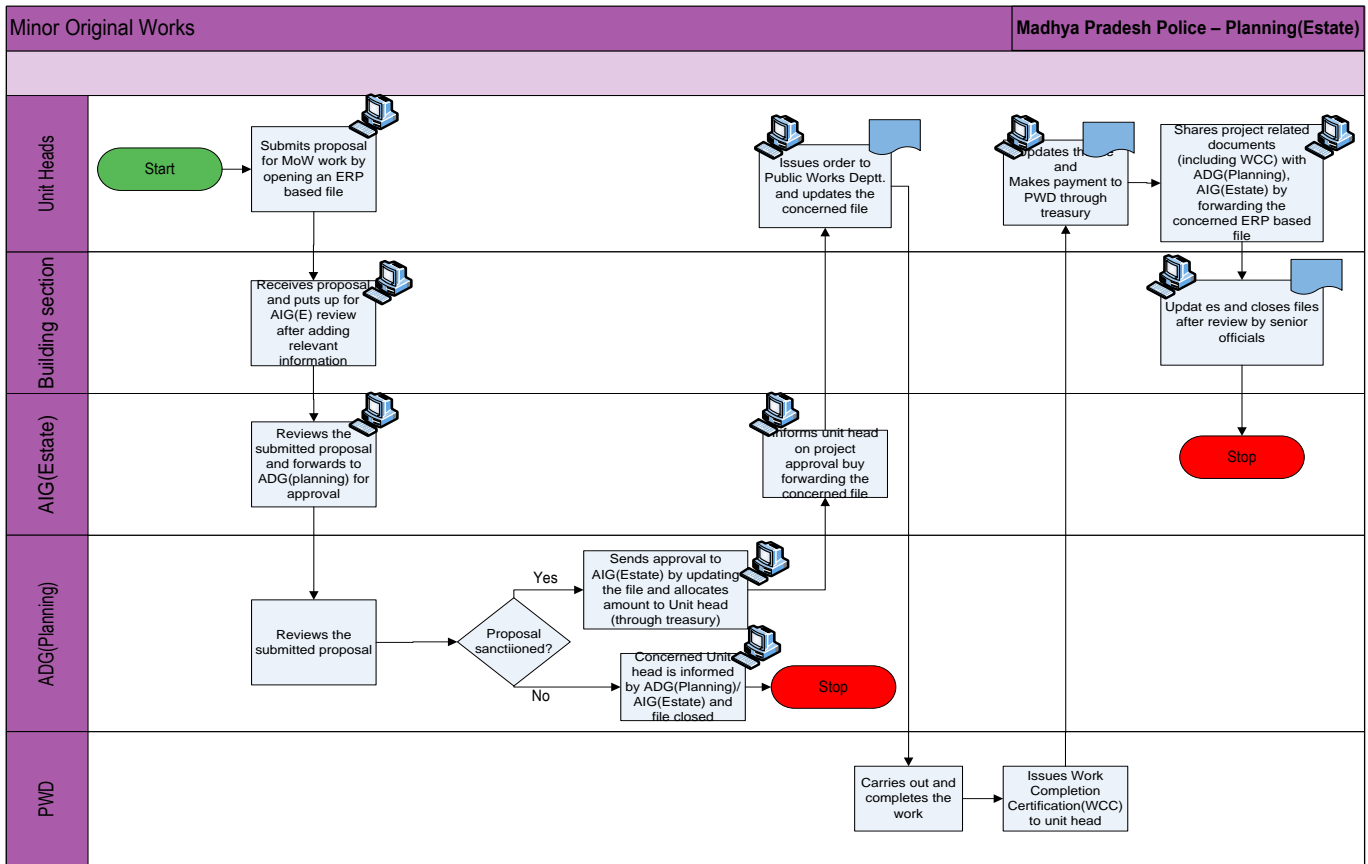
This is the To Be process related to civil work undertaken by MP Police units under the MOW head. The key actors of the process are ADG (Planning), AIG (Estate), Building section and police units.

B. SIPOC

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



C. Process Map



D. Process Description

Process Name:	MOW	Branch/ Sub-Branch	Planning – Estate
Process Predecessor:	None	Process successor :	None
Process			
<ul style="list-style-type: none"> i) Unit heads submit Submits proposal for MOW work by creating an ERP based file. The proposal forwarded to Building section which added relevant information. ii) AIG (E) reviews the proposal and upon satisfaction forwards the ERP based file to ADG (Planning) for approval. iii) In case the proposal not sanctioned by ADG (Planning), the concerned unit head is informed accordingly and file is closed. 			



- iv) In case the proposal is sanctioned by ADG (Planning), AIG (E) is informed of the same and related funds are transferred to the Unit under MOW head.
- v) AIG (E) forwards the ERP based file to the concerned unit head on proposal approval.
- vi) Concerned Unit head issues work order to Public Works Department (PWD) and updates the file accordingly.
- vii) PWD carries out work as per the work order and issues Work Completion Certificate (WCC) to Head of the concerned MP Police Unit.
- viii) Unit approves payment to PWD through Treasury. Unit head updates the file with all the information relevant to the project e.g. WCC, transaction id of payment made etc. and forwards to building section which closes the file once reviewed by senior officers.

Policy Requirement	GOP, Circulars, Police rules and regulations
Applicable ERP Modules	Workflow Management, Finance Management

7.16 Vidhan Sabha Questions

A. Process Summary

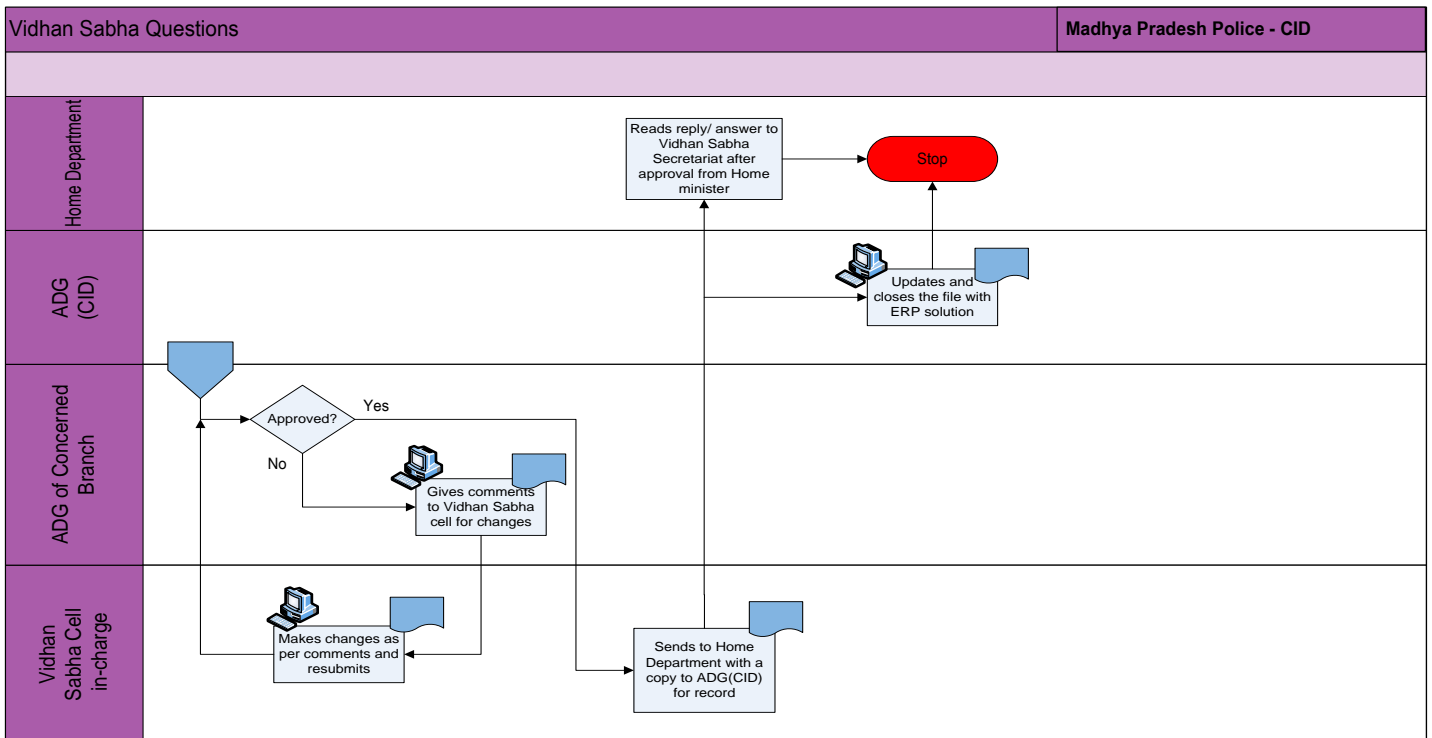
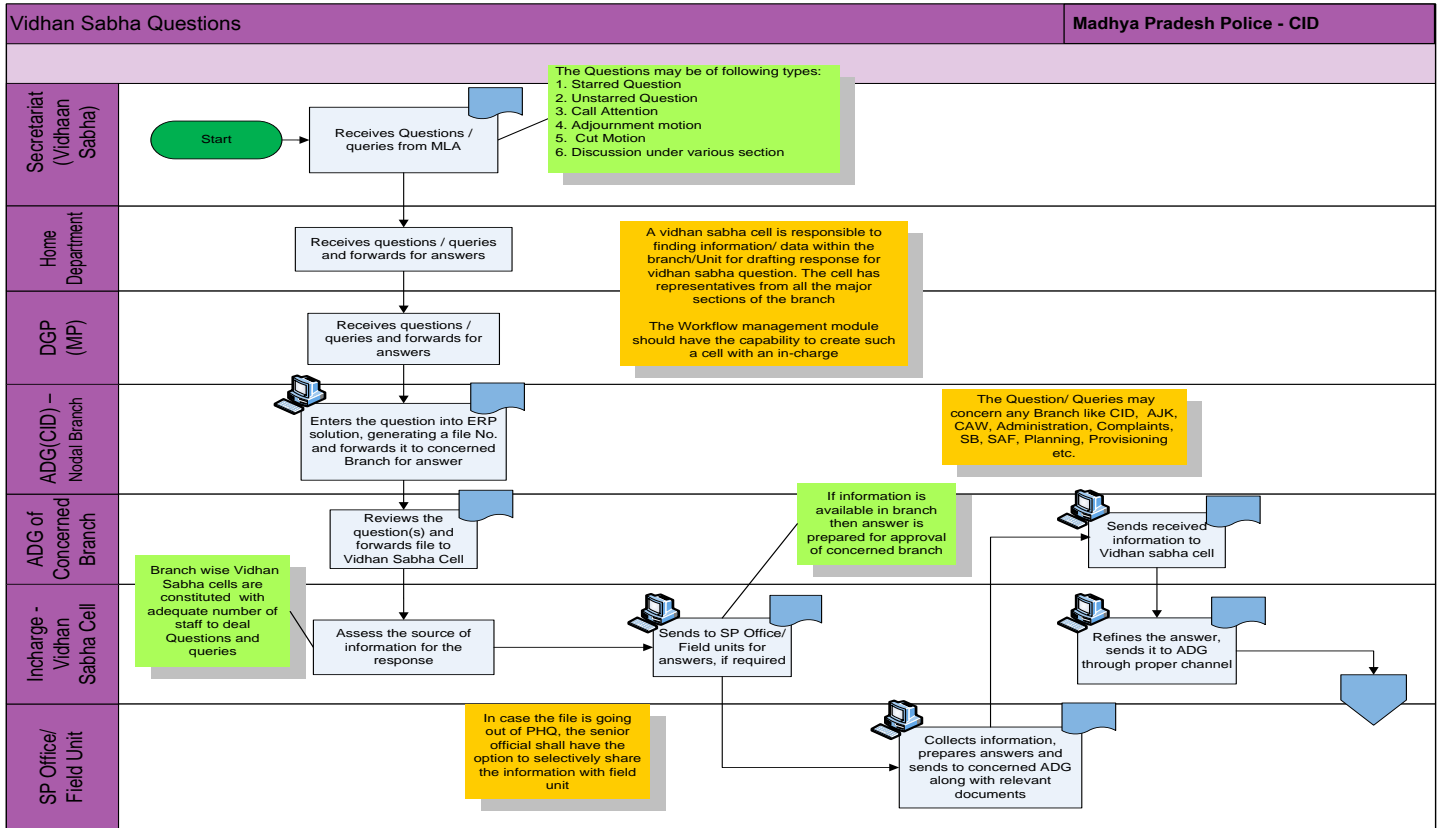
This is the To Be process of preparation of responses to the MP Police Department related question raised in Vidhan Sabha. The routing of file in such cases shall be routed through ERP solution.

B. SIPOC

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



C. Process Map





D. Process Description

Process Name:	Vidhan Sabha Question	Branch/ Sub-Branch	CID
Process Predecessor:	None	Process successor :	None

Process

- i) The Questions may be of following types:
 1. Starred Question
 2. Unstarred Question
 3. Call Attention
 4. Adjournment motion
 5. Cut Motion
 6. Discussion under various section
- ii) The VS Secretariat receives questions from MLA and forwards them to Home Deptt.
- iii) Home Department sends the Police related questions to DGP who forwards them to ADG (CID).
- iv) ADG (CID) enters the question into ERP solution, generating a file No. and forwards it to concerned Branch for answer
- v) ADG of the concerned branch reviews the question and sends to the Vidhan Sabha Cell of the Branch.
- vi) Branch wise Vidhan Sabha cells are constituted with adequate number of staff to deal Questions and queries. 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
- vii) The Workflow management module should have the capability to create such a cell with an in-charge
- viii) The In-charge of the VS cell assess the source of information for the response and sends letters to SP Office/ Field units for answers, if required. If information is available in branch HQ then answer is prepared for approval of senior officials of the branch.
- ix) SP Office/ Field Unit collects information, prepares answers and sends to concerned ADG along with relevant documents who forwards the same to VS Cell through ERP solution.
- x) VS Cell refines the answer, sends it to ADG through proper channel.
- xi) ADG of the concerned branch reviews the response and takes final decision on the same.
- xii) If ADG is not satisfied with the answer, he/she gives comments to Vidhan Sabha cell for changes. In such case VS Cell makes changes as per comments and resubmits by updating the ERP based file.
- xiii) Once ADG of the concerned branch is satisfied, the response is sent to Home Department with a copy to ADG (CID) for record. ADG(CID) updates and closes the ERP based file
- xiv) Home Deptt. reads reply/ answer to Vidhan Sabha Secretariat after approval from Home minister.



Policy Requirement	GOP - Government Gazette Notification, Madhya Pradesh Police Regulations, Circulars
Applicable ERP modules	Workflow Management

7.17 Complaint against police

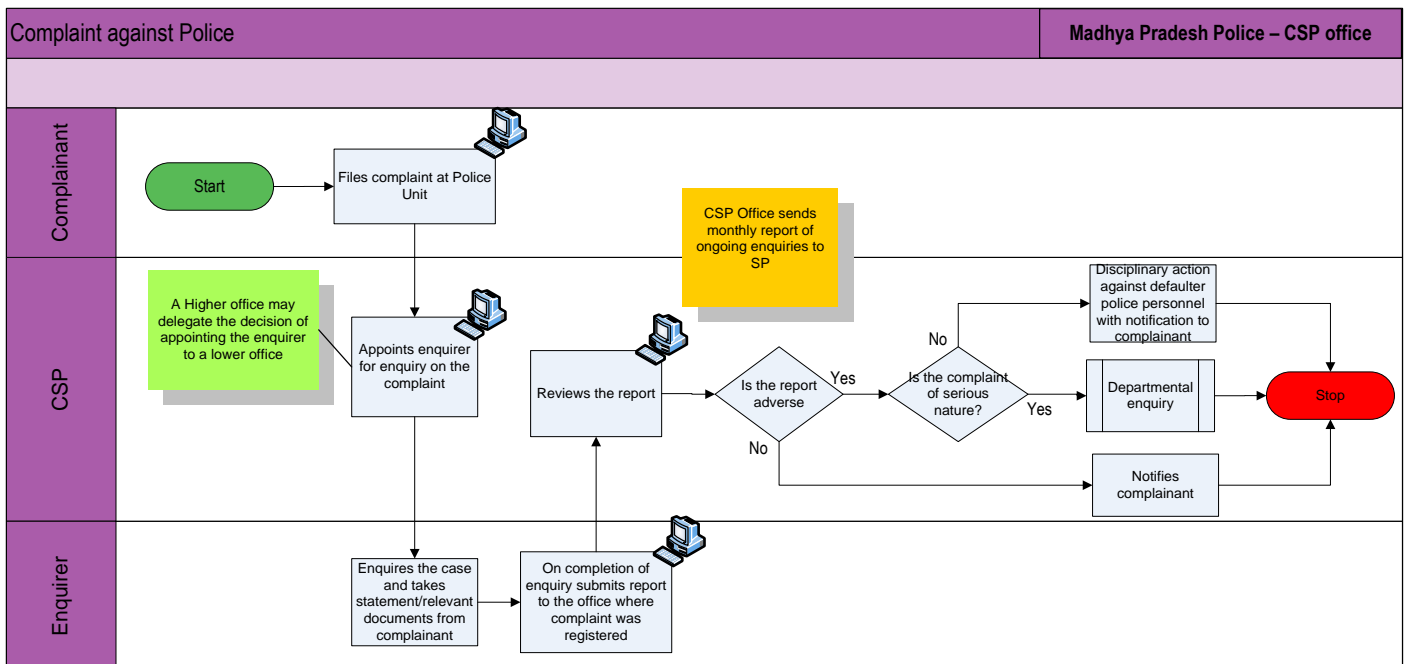
A. Process Summary

This is the To-Be process of registration and enquiry of complaint by public against the police personnel. The workflow management module would be used for this purpose.

B. SIPOC

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

C. Process Map





D. Process Description

Process Name:	Complaint- Public against police	Branch/ Sub-Branch	IG Office
Process Predecessor:	None	Process successor :	Departmental Enquiry (optional)
Process			
<ul style="list-style-type: none"> i) The complainant files the complaint at the police unit against the police personnel the same is updated in the system. ii) IG/ SP/ ASP/CSP/TI appoints the enquirer through the system for enquiry on the complaint. An automated notification is sent to appointed enquirer through the system. iii) The enquirer enquires the case and takes statement/relevant documents from complainant, non-complainant and witnesses. iv) On completion of the enquiry, the enquirer submits the report to the office where complaint was registered. v) The IG/ SP/ ASP/CSP/TI reviews the report and if the report is adverse and the complaint is of serious nature, it will proceed to departmental enquiry. If the complaint is not of serious nature then the disciplinary action will be taken against the police personnel with notification to complainant. The details of the report and actions taken are updated in the system. vi) In case the complaint is not adverse then the same is notified to complainant and the complaint is filed for record purpose the same is updated in the system. vii) SP office sends monthly report of ongoing enquiries to PHQ. A higher office may delegate the decision of appointing the enquirer to a lower office. 			
Policy Requirement	GOP, Circulars, Police rules and regulations		
Applicable ERP Module	Workflow/ Project Management Module		

7.18 Complaint: Public vs. Public

A. Process Summary

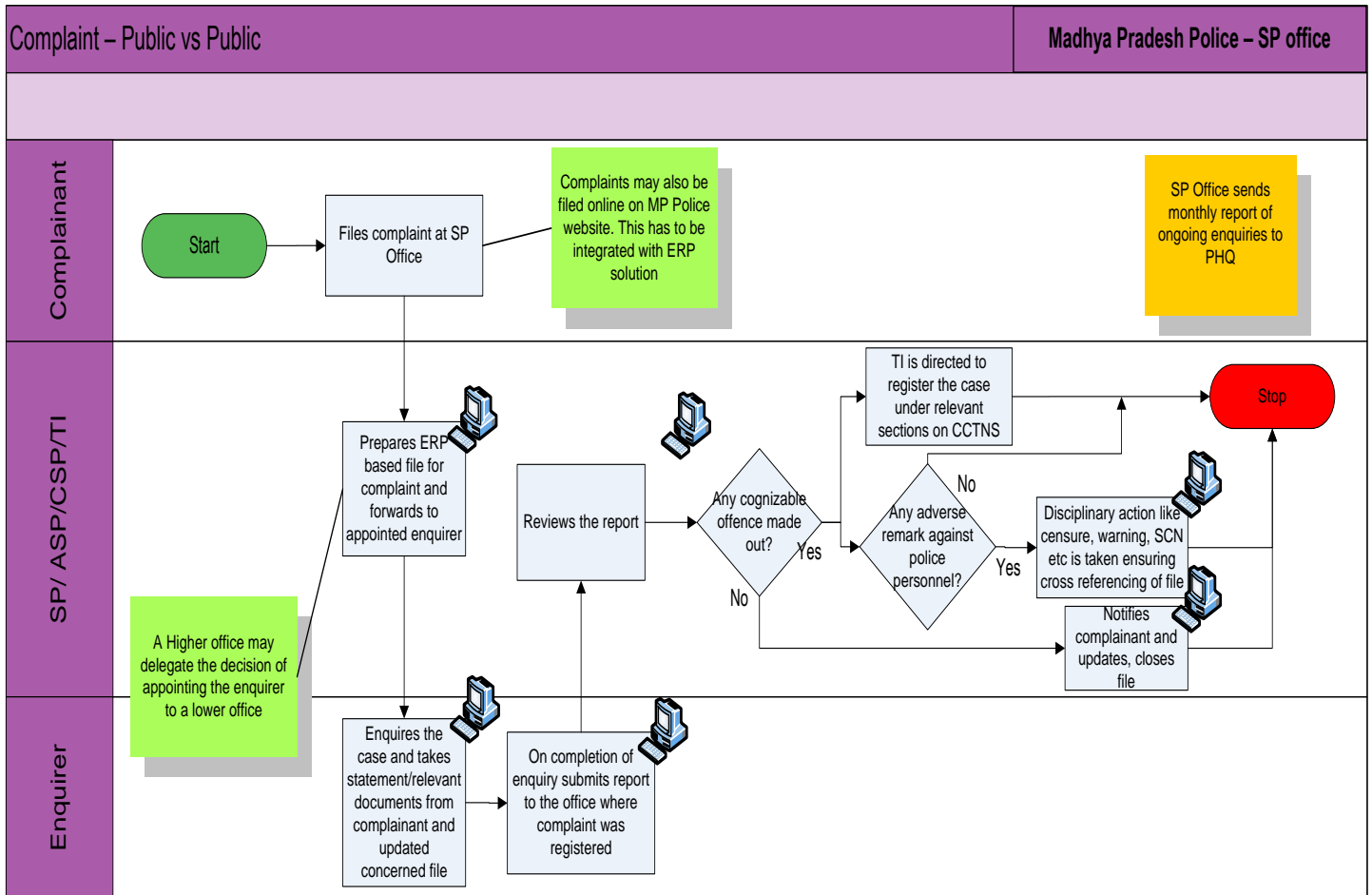
This To Be process highlights the workflow for complaints filed against an individual or a group by an individual in SP Office.



B. SIPOC

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

C. Process Map





D. Process Description

Process Name:	Complaint- Public Vs. Public	Branch/ Sub-Branch	SP Office
Process Predecessor:	None	Process successor :	None
Process			
<ul style="list-style-type: none"> vii A complainant visits Police unit and files a complaint at SP Office. viii Complaints may also be filed online on MP Police website. This has to be integrated with ERP solution. ix SP prepares ERP based file for complaint and forwards to appointed enquirer. x The enquirer enquires the case and takes statement/relevant documents from complainant and updated concerned file. xi The enquirer on completion of enquiry submits report to the office where complaint was registered xii SP reviews report xiii In case any cognizable offence is made out <ul style="list-style-type: none"> a. TI is directed to register the case under relevant sections through CCTNS b. It is also checked if any remarks against police personnel are made. Disciplinary action like Censure, warning, SCN etc. is taken ensuring cross referencing of files xiv In case no Cognizable offence is made out: <ul style="list-style-type: none"> a. The complainant is notified, ERP based file is updated and closed. 			
Policy Requirement	GOP, Circulars, Police rules and regulations		
Applicable ERP Modules	Workflow Management		

7.19 File Put up Process

A. Process Summary

This is the process of putting up of received letter/report etc. on a *note-sheet* by the ministerial staff for perusal of senior police officials. Day to day communication within the department is expected to be through email. The personal assistant of the senior officer shall keep track of the mailbox.

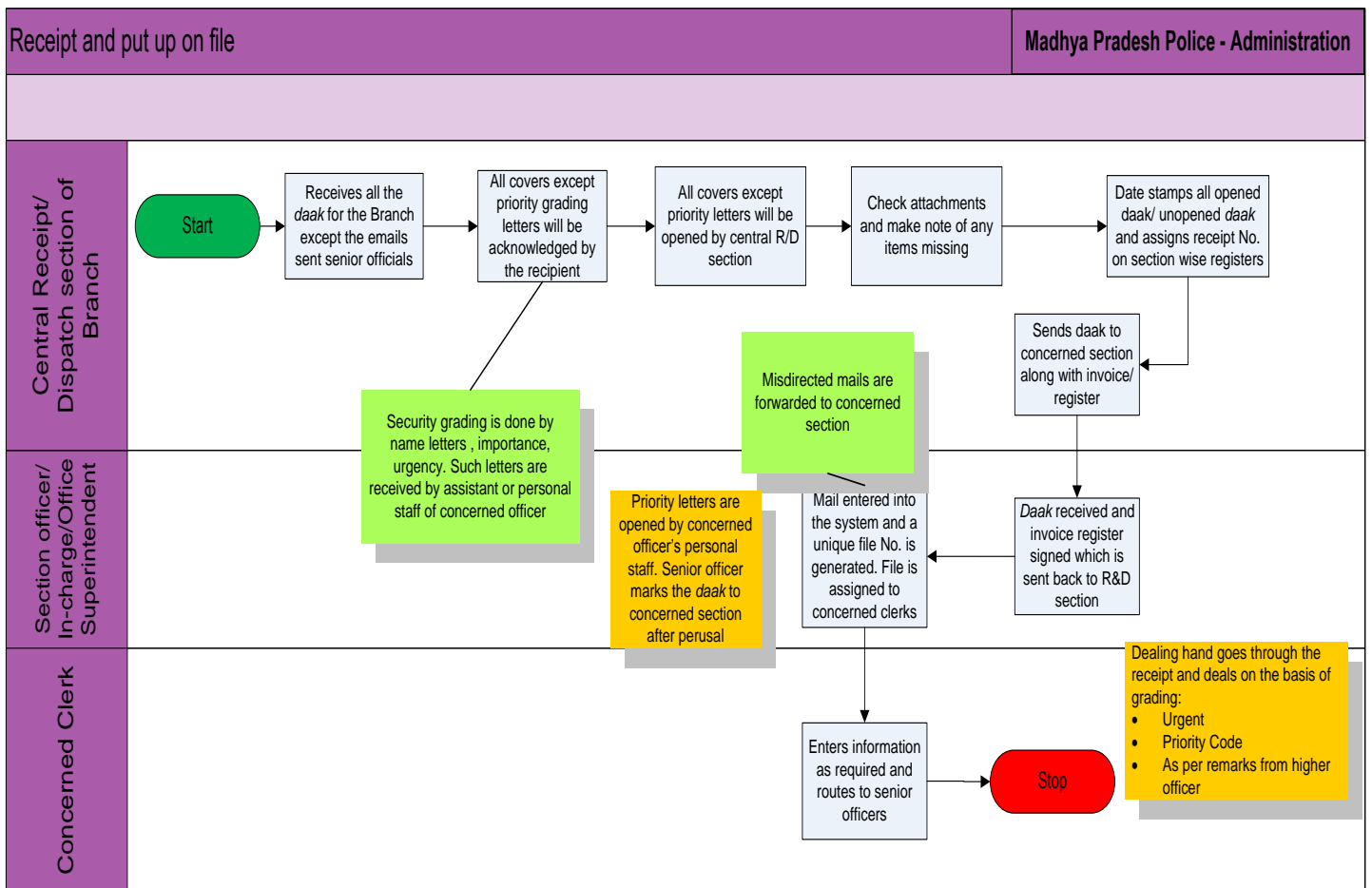
In case some information is required from the concerned issue, the mail/*daak* shall be taken on the application and a file number shall be generated. Once the file is assigned to a particular section, it would show in queue of the concerned section. A file may be flagged by a senior officer to show urgency. Sections would also have the capability to generate files for the *daak* received by them



B. SIPOC

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

C. Process Map



D. Process Description

Process Name:	File Put Up	Branch/ Sub-Branch	Administration
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Process Predecessor:	None	Process successor :	None
Process			
<p>i) Central Receipt/ Dispatch section of Branch receives all the <i>daak</i> for the Branch except the emails received directly by officers</p> <p>ii) Security grading is done for by-name letters, importance and urgency. Such letters are received by assistant or personal staff of concerned officer</p> <p>iii) All covers except priority letters will be acknowledged by the recipient</p> <p>iv) All covers except priority letters will be opened by central R/D section</p> <p>v) Central R/D Section check attachments and make note of any items missing and date stamps all opened <i>daak</i>/ unopened <i>daak</i> and assigns receipt No. on section wise registers.</p> <p>vi) Central R&D Section sends <i>daak</i> to concerned section along with invoice/register. Misdirected mails are forwarded to concerned section</p> <p>vii) The OS receives <i>daak</i> and invoice register signed which is sent back to R&D section and enters the <i>daak</i> into the system and generates a file number or attach the file to the concerned existing file as the case may be.</p> <p>viii) The mail directly received by the senior officer may too be entered in to the ERP system generating a file number.</p> <p>ix) OS shall then assign the file to a handling clerk.</p> <p>x) Dealing hand goes through the receipt and deals on the basis of grading:</p> <ul style="list-style-type: none">• Urgent• Priority Code• As per remarks from higher officer <p>xi) Priority <i>Daak</i> is opened by concerned officer's personal staff. Senior officer marks the <i>daak</i> to concerned section after perusal.</p> <p>xii) Dealing hand shall provide information relevant to the issue at hand and forward to senior officer through proper channel.</p> <p>xiii) Senior official can reroute the file back to section in case any additional information is required.</p>			
Policy Requirement	GOP - Government Gazette Notification, Madhya Pradesh Police Regulations, Circulars		
Applicable ERP modules	Workflow management system		

7.20 Action on Receipts

A. Process Summary

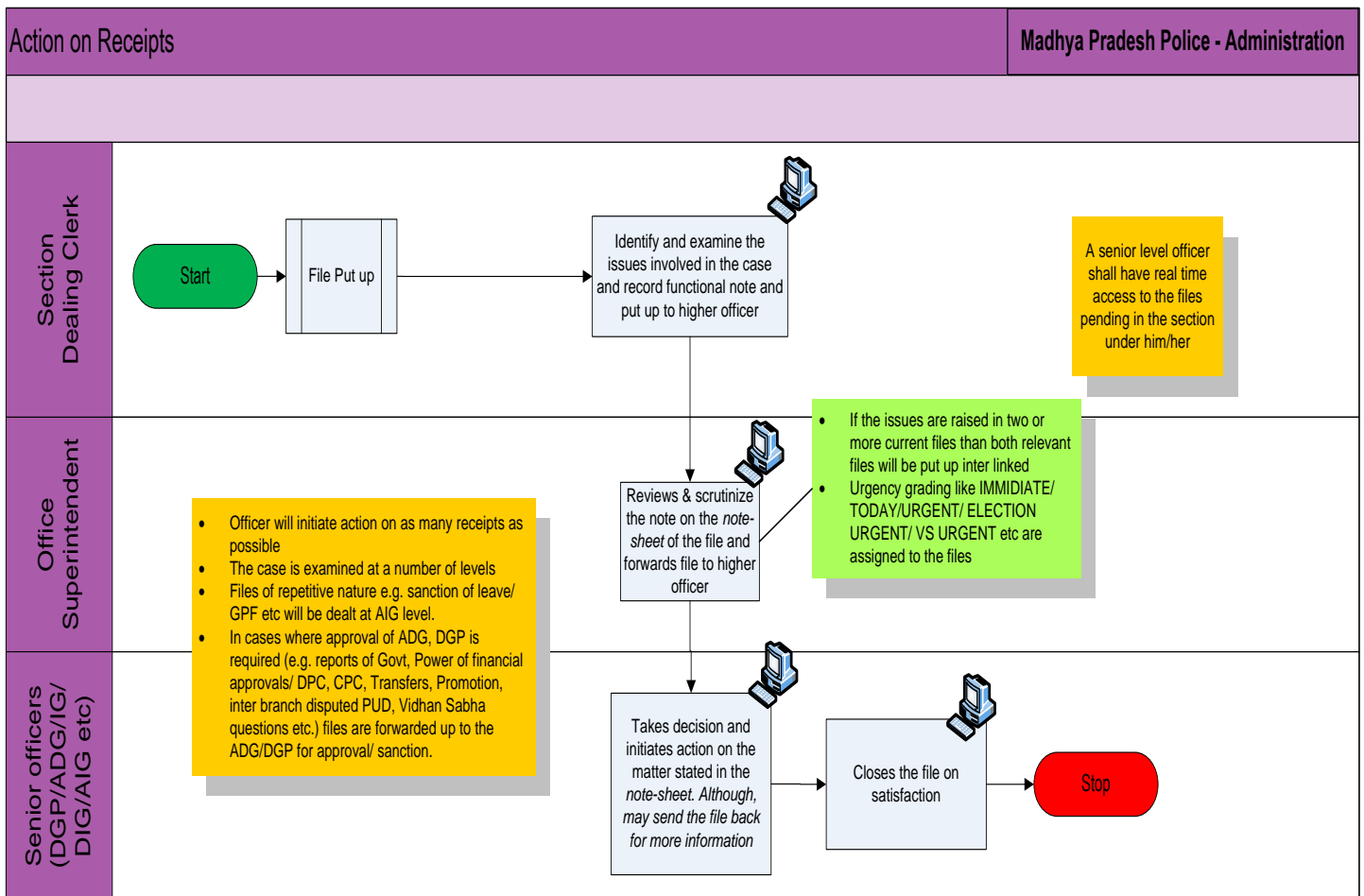


This is the To Be process of decision making on the issues raised in the *note-sheet* (file). The senior officials shall take decisions through the ERP solution after perusal of the matter and the information received from the section.

B. SIPOC

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

C. Process Map



D. Process Description

Process Name:	Action on Receipts	Branch/ Sub-Branch	Administration



Process Predecessor:	None	Process successor :	None
Process			
<ul style="list-style-type: none"> i) Handling Clerk Goes through the receipt. ii) If the issues are raised in two or more current files than both relevant files would be cross referenced. Also, in case independent inputs from multiple parties is required, sub-file may be created and routed accordingly. iii) Official communication has to be updated in the file. These may be emails, scanned documents etc. iv) When the file moves outside PHQ, the senior officers may share filtered information with the field units. This is specially applicable for Special Branch (SB). v) Urgency grading like IMMEDIATE/TODAY/URGENT/ ELECTION URGENT/ VS URGENT etc. are assigned to the files by senior level officers. vi) Senior officials takes decision and initiates action on the matter stated in the note-sheet (file). vii) Officer will initiate action on as many receipts as possible viii) The case is examined at a number of levels ix) Files of repetitive nature e.g. sanction of leave/ GPF etc. will be dealt at AIG level. x) In cases where approval of ADG, DGP is required (e.g. reports of Govt, Power of financial approvals/ DPC, CPC, Transfers, Promotion, inter branch disputed PUD, Vidhan Sabha questions etc.) files are forwarded up to the ADG/DGP for approval/ sanction. xi) A senior level officer shall have real time access to the files pending in the section under him/her. xii) In case of service related decisions like Reward/ punishment etc. a notification shall go the service roll section. xiii) Only senior level official shall have authority to close a file once the orders therein have been complied to. xiv) Until a response is received from an entity (Home Deptt., Vendor, Bidder, BEML etc.), the concerned file is to be kept in “suspend” state. 			
Policy Requirement	GOP - Government Gazette Notification, Madhya Pradesh Police Regulations, Circulars		
Applicable ERP Modules	Workflow Management System		

7.21 Recording of file

A. Process Summary

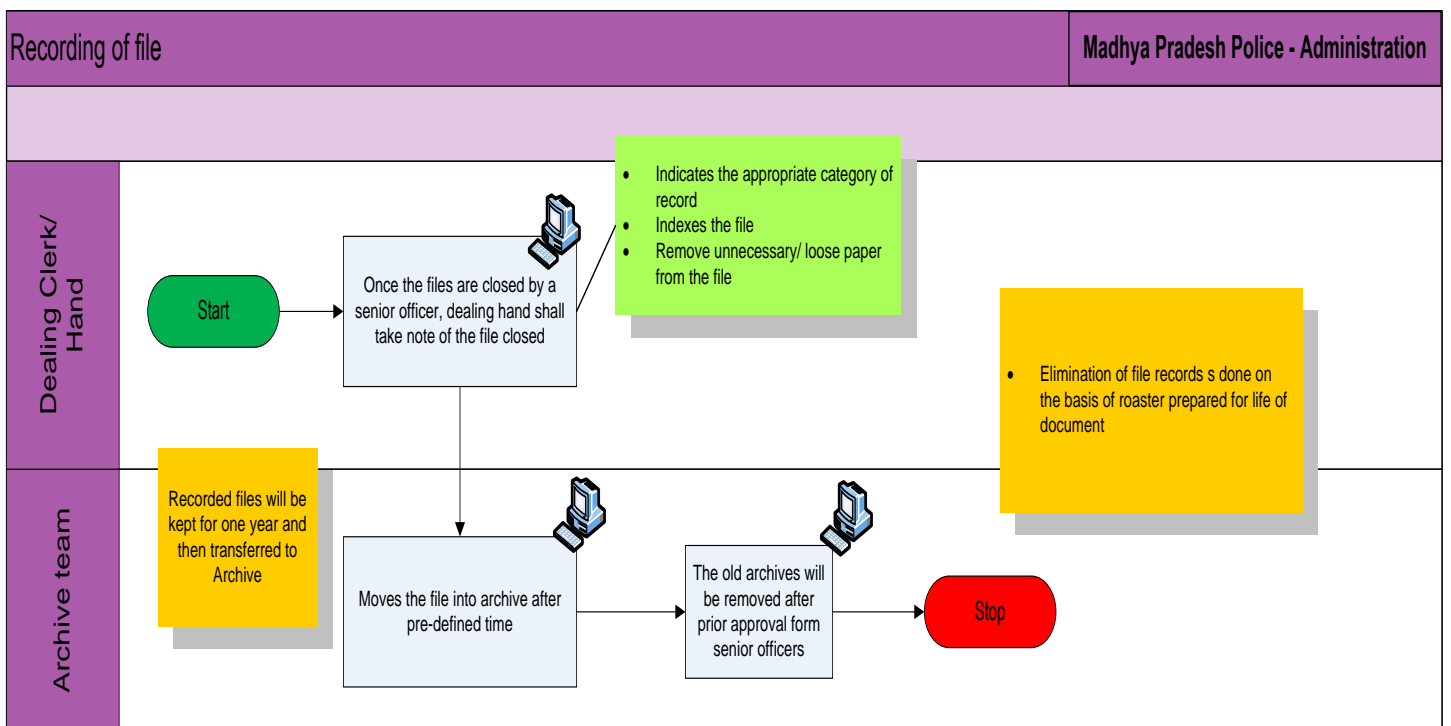
This is the process of recording of files on which the required action has been completed. The files would be categorized based on the issue stated therein. The files shall be maintained for various time periods based on requirement of the department



B. SIPOC

Supplier	Input	Process	Output	Customer
Dealing Clerk	File moved for closure	As shown below	File moved to Archive	Archive team

C. Process Map



D. Process Description

Process Name:	Recording of File	Branch/ Sub-Branch	Administration
Process Predecessor:	None	Process successor :	None
Process			



- i) After completion of action on the issue(s), senior officer closes the file.
- ii) The handling hand notes the file closure. Senior officials would be able to reopen such files.
- iii) Archive team moves the file into archive after one year of file closure.
- iv) Such files shall be retrievable from the archive section but would not be editable
- v) Elimination of archived file records is done on the basis of roaster prepared for life of document and after approval from senior officials

Policy Requirement	GOP - Government Gazette Notification, Madhya Pradesh Police Regulations, Circulars
Applicable ERP Modules	Workflow Management System

7.22 Check Test

A. Process Summary

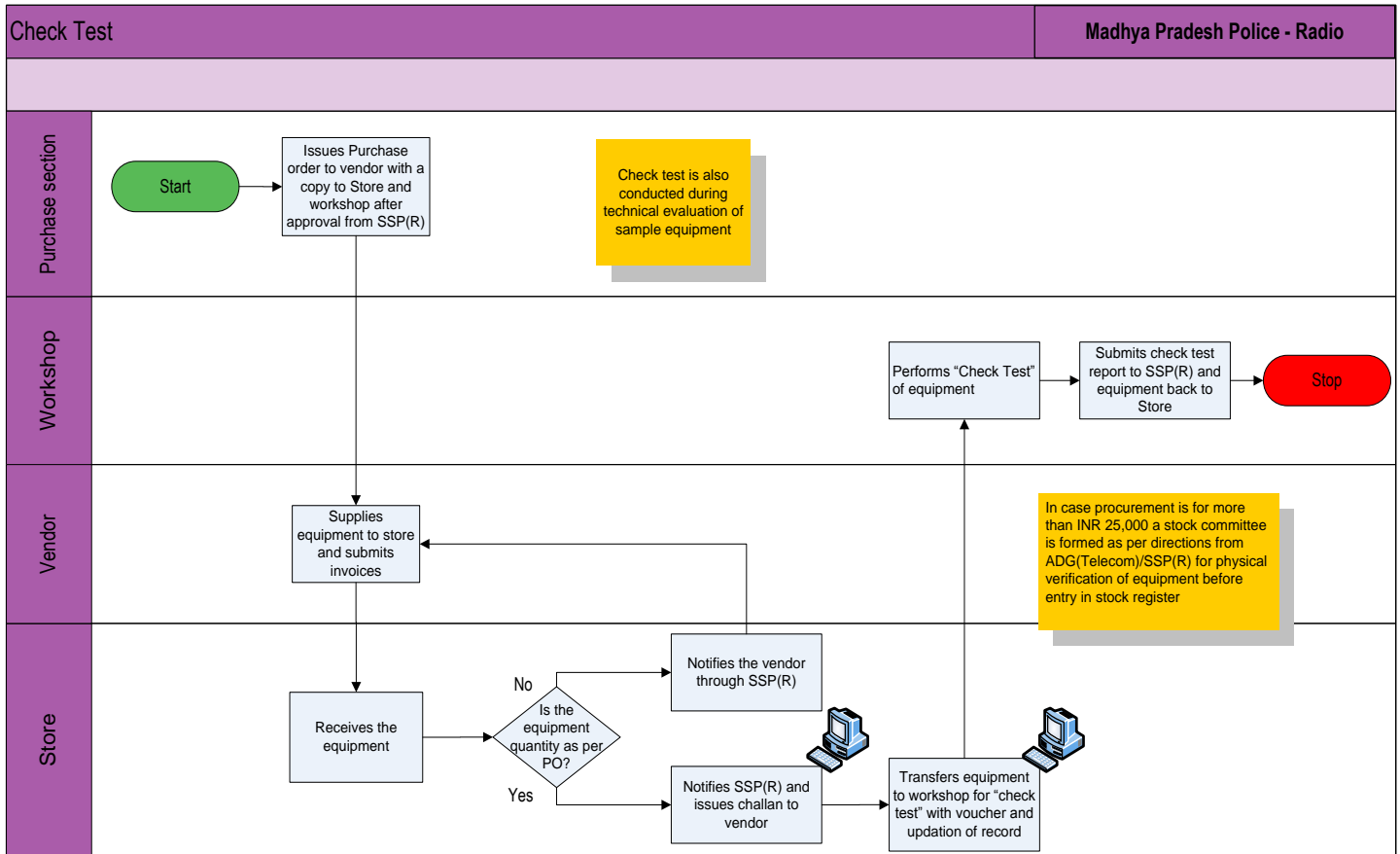
This is the To-Be process of testing of the sample equipment provided by the vendor supplying technical equipment. The Project Management Module would be used in this process.

B. SIPOC

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



C. Process Map



D. Process Description

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



- vi) Check test report is sent SSP(R) for perusal and the details of the same is updated in the system.
- vii) In case procurement is for more than INR 25,000 a stock committee is formed as per directions from ADG (Telecom)/SSP(R) for physical verification of equipment before entry in stock register. This committee is formed through the system and a notification to all the committee members is sent through the system about the same.

Policy Requirement	GOP - Government Gazette Notification, Madhya Pradesh Police Regulations, Circulars
Applicable ERP Modules	Workflow/ Project Management Module

7.23 State Situation Room

A. Process Summary

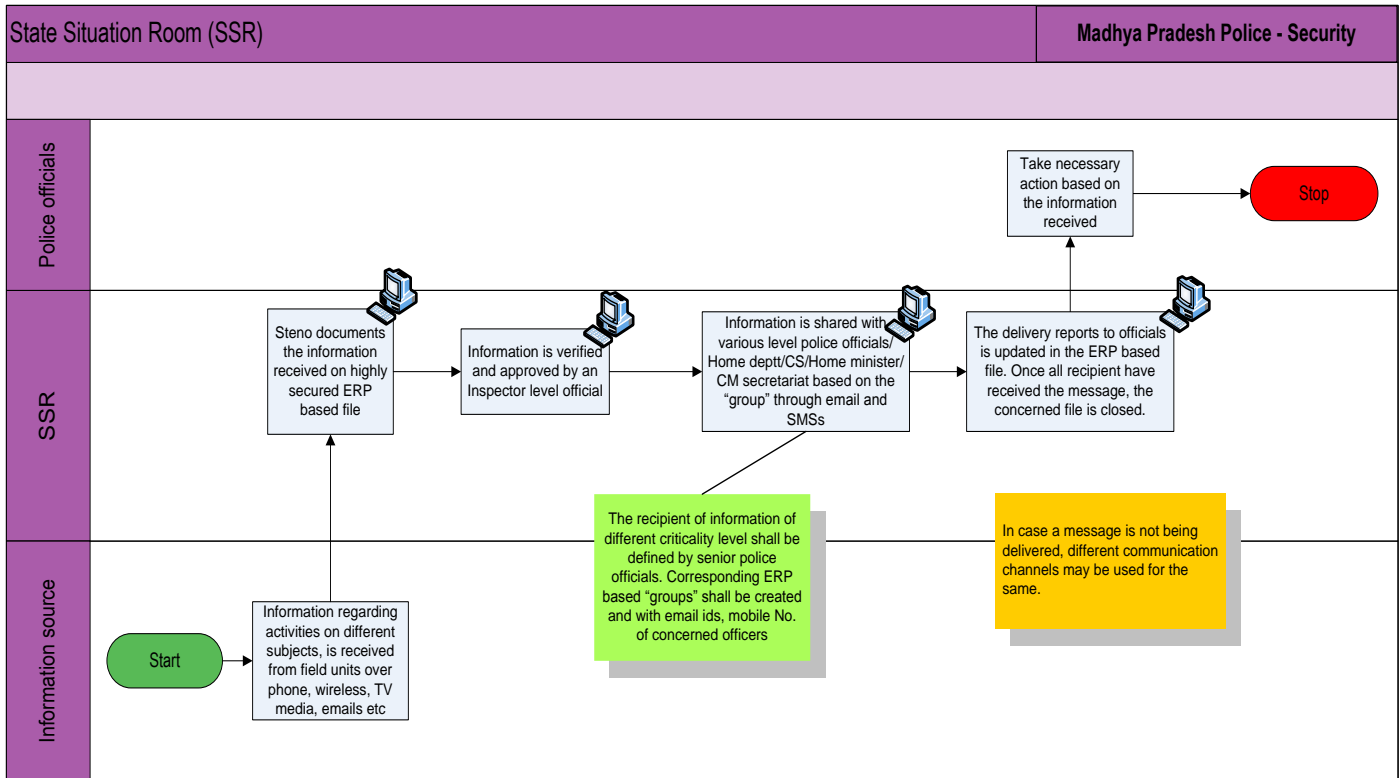
This is the To Be process depicting the flow of information received from the field units to Senior MP Police Officials through State Situation Room (PHQ) for quick and adequate response.

B. SIPOC

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



C. Process Map



D. Process Description

Process Name:	State Situation Room	Branch/ Sub-Branch	Security
Process Predecessor:	None	Process successor :	None
Process			
<ul style="list-style-type: none"> i. Information from anonyms or known source is received by the SSR. ii. Information regarding activities on different subjects, is received from field units over phone, wireless, TV media, emails etc. iii. At SSR Steno documents the information received on highly secured ERP based file iv. Information is verified and approved by an Inspector level official v. Information is shared with various level police officials/Home dept/CS/Home minister/CM secretariat based on the "group" through email and SMSs vi. The recipient of information of different criticality level shall be defined by senior police officials. Corresponding ERP based "groups" shall be created and with email ids, mobile No. of concerned officers 			



- vii. The delivery reports to officials is updated in the ERP based file. Once all recipient have received the message, the concerned file is closed.
- viii. In case a message is not being delivered, different communication channels may be used for the same.
- ix. Upon receipt of Tip, Police officials take necessary action based on the information received.

Policy Requirement	MP Police Rules and Regulations, GOPs and Circulars
Applicable ERP Modules	Workflow Management,

7.24 VIP Security

A. Process Summary

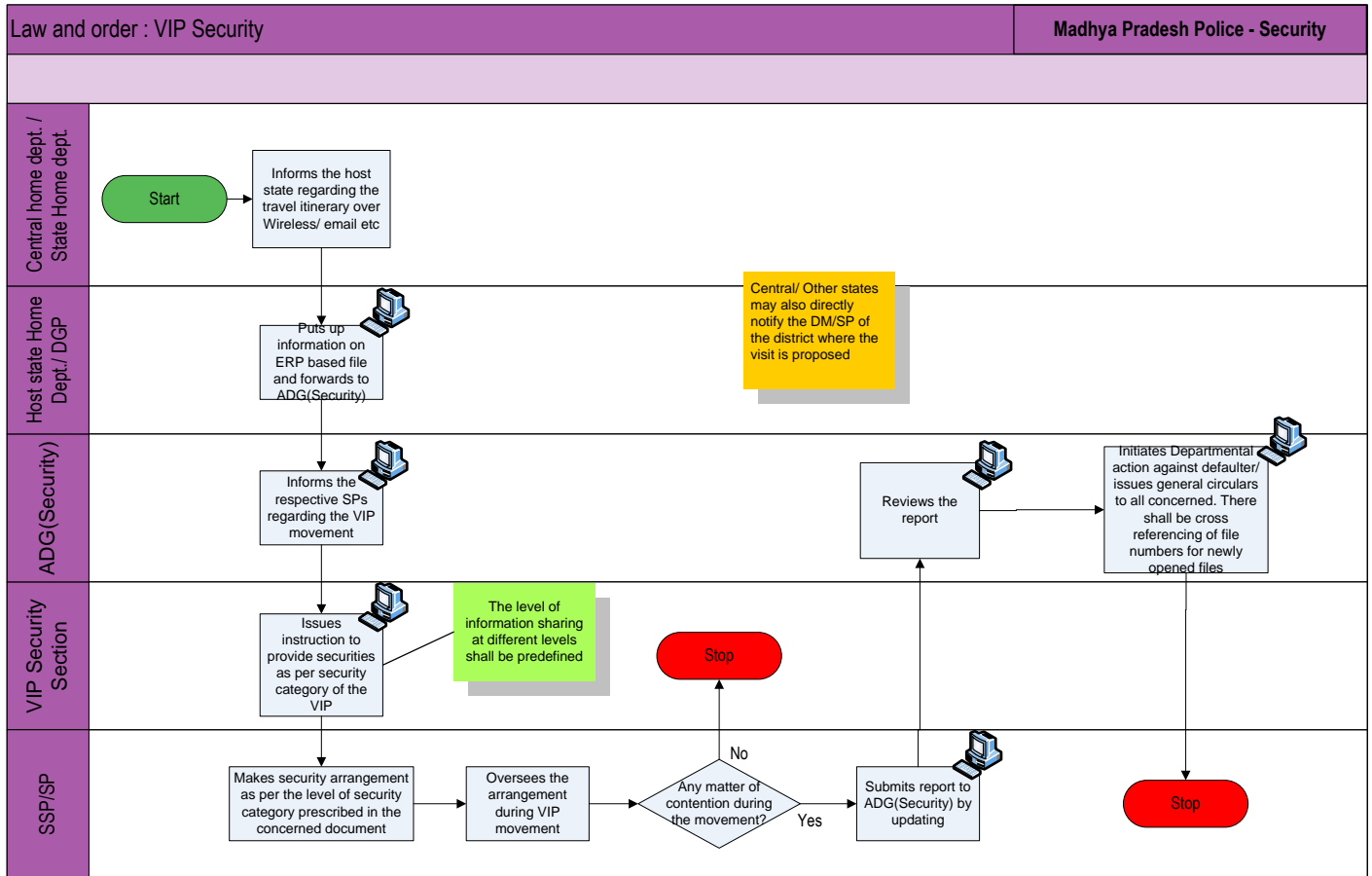
This is the To Be process for provisioning/arrangement of police security to VIPs in Madhya Pradesh. The key actors of the process are Central/ State Home Department, ADG (Security), SP and VIP Security section.

B. SIPOC

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



C. Process Map



D. Process Description

Process Name:	VIP security	Branch/ Sub-Branch	Security
Process Predecessor:	None	Process successor :	None

Process

- i. Central home dept. /State Home dept. informs the DGP regarding travel itinerary of VIP either over Wireless, email etc.
- ii. Upon receipt of information by Home Department or DGP, the same is forwarded to ADG (Security). DG/ ADG (Security) Office shall create a file within the ERP system and add relevant information.
- iii. ADG (Security) informs the respective SPs regarding the VIP movement. The level of information sharing at different levels shall be predefined
- iv. Central/ Other states may also directly notify the DM/SP of the district where the visit is proposed. This shall be updated in the concerned file within ERP solution by SP.



- v. VIP security section issues instruction to provide security as per the relevant security category.
- vi. SSP & SP makes security arrangement as per level of security category prescribed in the concerned document and also oversees the arrangement during VIP movement.
- vii. In case there is any matter of contention during the movement, SSP/SP submits report to ADG (Security) by updating the ERP based file. Even in case the VIP movement is calm and peaceful, the concerned file is to be updated accordingly.
- viii. ADG (Security) reviews the report and initiates departmental action to resolve the same. Newly created files for this shall be cross referenced.

Policy Requirement	MP Police Rules and Regulations, GOPs and Circulars
Applicable ERP Modules	Workflow Management System

7.25 Application for Gunman

A. Process Summary

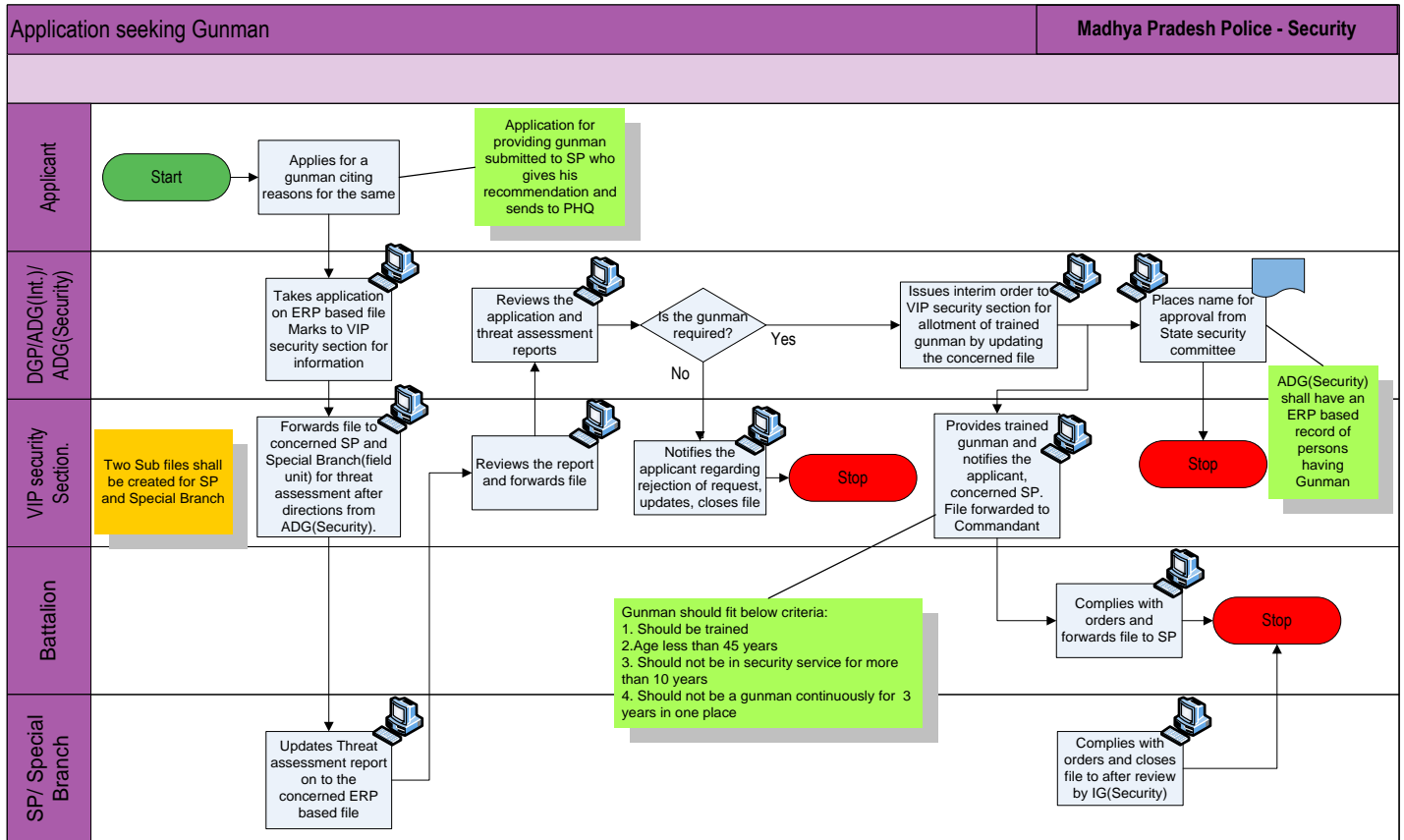
This is the To Be process of MP Police providing security protection to an applicant. The applicant processing is recommended to be done through ERP solution. Selective information shall be shared with field units in important cases.

B. SIPOC

Supplier	Input	Process	Output	Customer
Applicant	Request for provision of Gunman for personal security	As shown below	Provision of interim Gunman Rejection of application	Applicant, Gunman, SP, Battalion



C. Process Map



D. Process Description

Process Name:	Application for Gunman	Branch/ Sub-Branch	Security
Process Predecessor:	None	Process successor :	None
Process			
<ul style="list-style-type: none"> i. DGP/ADG (Int./ ADG (Security) receives the application form the applicant. ii. DGP/ADG (Int./ADG (Security) office takes application on ERP based file Marks to VIP security section for information. iii. VIP Security Section forwards file to concerned SP and Special Branch(field unit) for threat assessment after directions from ADG(Security) iv. SP/ Special branch assesses threat and shares the report with VIP security section by updating the ERP based file 			



- v. The VIP section reviews the threat assessment report and forwards the concerned file to DGP/ADG (Int.)/ ADG (Security), who in turn reviews application and threat assessment report submitted by the department.
- vi. In case DGP/ADG(Int.)/ ADG(Security) approves the request for provision of Gunman
 - a. DGP/ADG (Int.)/ ADG (Security) issues Interim order to VIP Security section for allotment of trained Gunman by updating the concerned file accordingly.
 - b. Simultaneously he places name for approval from State Security Committee. ADG(Security) shall have an ERP based record of persons having Gunman
 - c. VIP Security section provides trained gunman and notifies the applicant along with concerned SP and file is forwarded battalion commandant. Field units have limited access to files as defined by the senior officials.
 - d. Commandant complies with the issued order and forwards file to SP.
 - e. SP Complies with orders and closes file to after review by IG (Security).
- vii. Gunman should fit below criteria:
 1. Should be trained
 2. Age less than 45 years
 3. Should not be in security service for more than 10 years
 4. Should not be a gunman continuously for 3 years in one place
- viii. In case DGP/ADG(Int.)/ ADG(Security) rejects the application, a notification is sent to the applicant by the VIP Security section

Policy Requirement	MP Police Rules and Regulations, GOPs and Circulars
Applicable ERP module	Workflow Management

7.26 Character verification

A. Process Summary

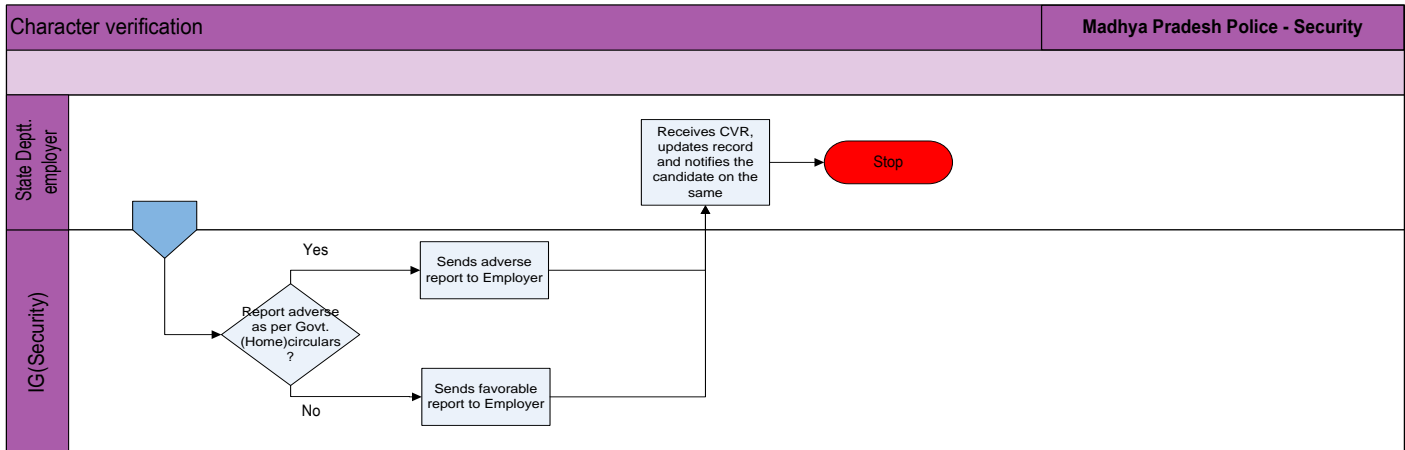
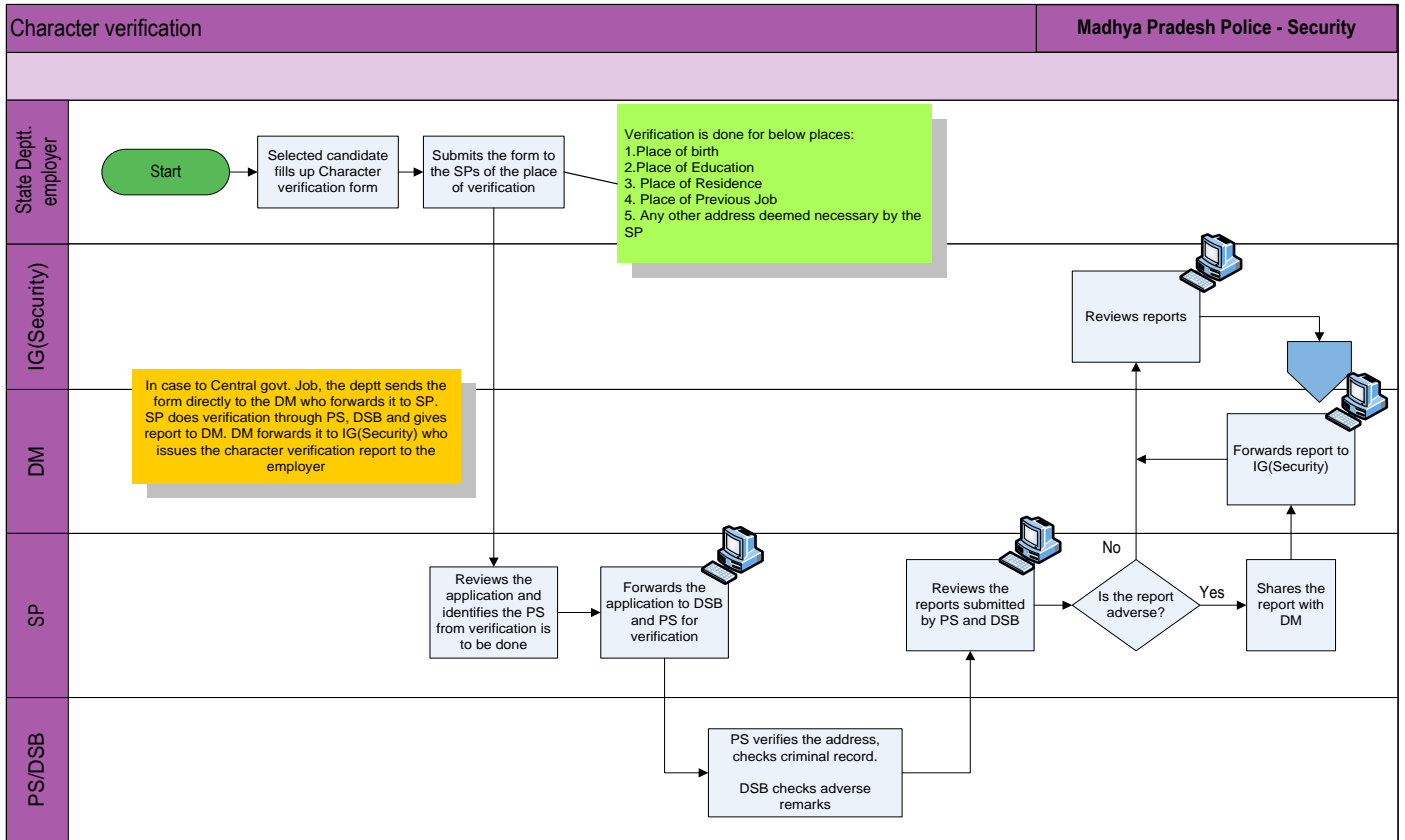
This is the To-Be process which describes the Character Verification done by the Madhya Pradesh Police department for new recruits of any of the government department. The Workflow/ Workflow management Module would be used for this purpose.

B. SIPOC

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



C. Process Map



D. Process Description

Process Name:	Character verification	Branch/ Sub-Branch	Security
Process Predecessor:	None	Process successor :	None



Process

- i. State Department upon receipt of character verification forms duly filled by the selected candidates, shares the filled forms with SP of the district for verification.
- ii. In case of Central govt. Job, the deptt sends the form directly to the DM who forwards it to SP.
- iii. Verification is done for below places:
 - 1.Place of birth
 - 2.Place of Education
 3. Place of Residence
 4. Place of Previous Job
 5. Any other address deemed necessary by the SP
- iv. SP receives the character verification forms and gets it updated in the system and identifies the Police Station for verification to be assigned to. A notification is sent to the concerned police station through the system by SP.
- v. The details provided by the candidate in character verification forms is sent to the relevant Police Stations and DSB for verification through the system.
- vi. PS verifies the address, checks criminal record while DSB checks adverse remarks and updates the findings/report in the system. A notification about the same is sent to SP through the system.
- vii. SP shares the adverse verification report with DM. In such a case, DM forwards the report to IG (Security) after updating record.
- viii. IG (Security) receives the report directly from concerned SP through the system in case of a favorable report.
- ix. IG (Security) review/examines the report as per Govt. (Home) circulars and the final CVR is prepared then he sends the final CVR (adverse/ favourable) to the concerned State Government employer. The details of the same is also updated in the system.
- x. Upon receiving the CVR government employer updates record and notifies the candidate on the same

Policy Requirement	MP Police Rules and Regulations, GOPs and Circulars
Applicable ERP Module	Workflow/ Project Management Module

7.27 Passport verification

A. Process Summary

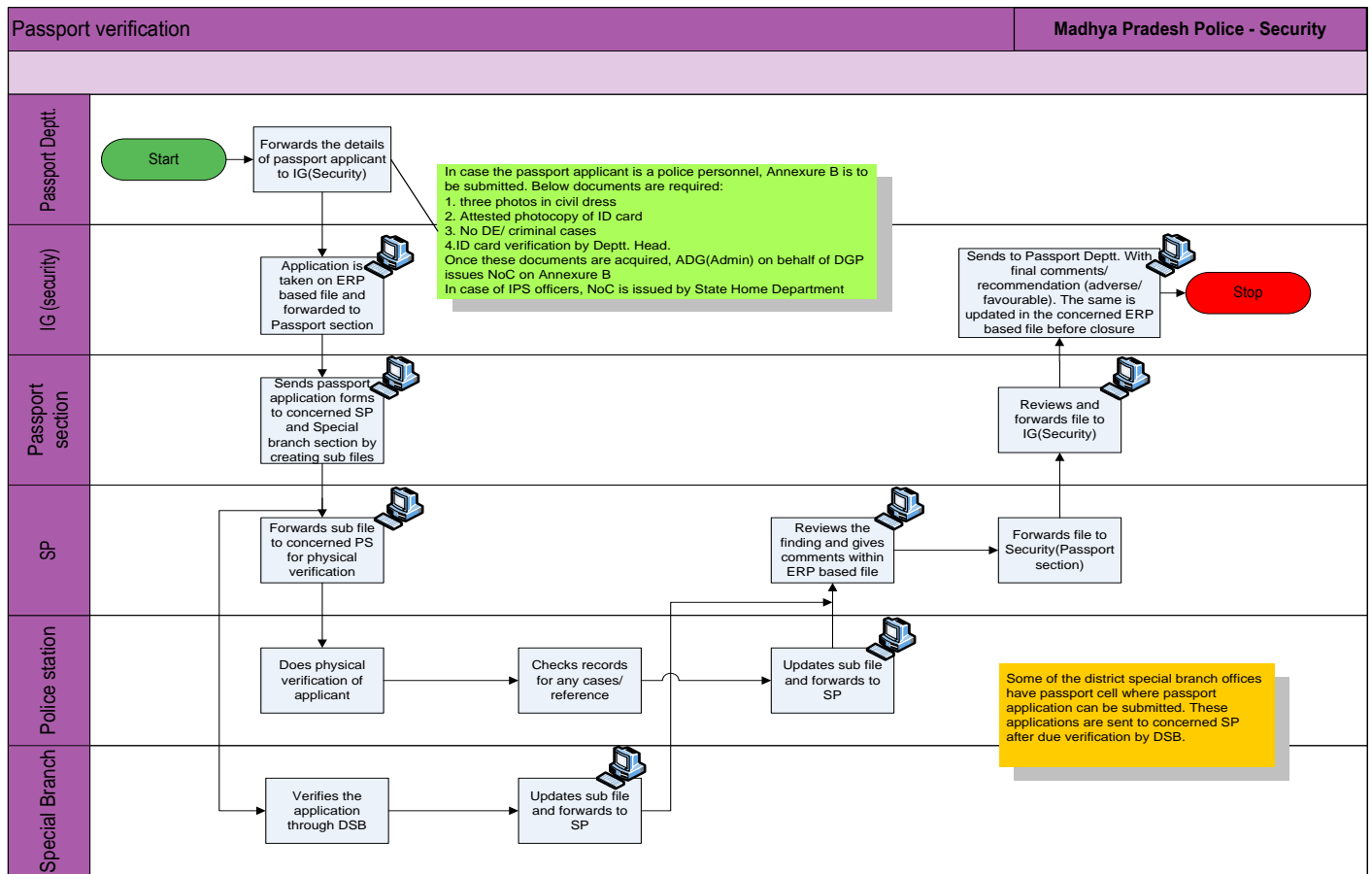
This To Be process captures the physical verification done by MP Police department before the passport is officially issued by Ministry of External Affairs, Government of India. An ERP based file shall opened for each such application. It would be routed to different offices/desks from which an inputs is required. For NOC issuance for police personnel, an application would be submitted through HR module.



B. SIPOC

Supplier	Input	Process	Output	Customer
Passport department	Details of passport applicant	As shown below	Approval/ rejection of application	Passport applicant

C. Process Map



D. Process Description

Process Name:	Passport verification	Branch/ Sub-Branch	Security
Process Predecessor:	None	Process successor :	None
Process			



- i. In case the passport applicant is a police personnel, Annexure B is to be submitted. Below documents are required:
 1. three photos in civil dress
 2. Attested photocopy of ID card
 3. No DE/ criminal cases
 4. ID card verification by Deptt. Head.
- ii. The applicant, if a police personnel, shall submit request within HR module and upload required documents. Once application is submitted, it would be routed to ADG(Admn) through proper channel
- iii. Once these documents are acquired, ADG (Admin) on behalf of DGP issues NoC on Annexure B. The application is taken on an ERP based file and routed to ADG (Admin) with all the required updates in the concerned file. Once NOC is approved by ADG (Admin), the same is issued to applicant (police personnel).
- iv. In case of IPS officers, NoC is issued by State Home Department.
- v. Passport Number for all police personnel shall have to be updated within the HR module
- vi. For citizens, Passport department forwards the details of passport applicant to IG Security.
- vii. IG (Security) takes the received application on ERP based file and forwards to Passport section.
- viii. Passport section Sends passport application forms to concerned SP and Special branch section by creating sub files
- ix. SP Office forwards sub file to concern PS for physical verification which performs physical verification and checking of criminal record.
- x. PS updates sub file and forwards to SP who reviews the findings submitted by PS, SB and gives comments within ERP based file.
- xi. Some of the district special branch offices have passport cell where passport application can be submitted. These applications are sent to concerned SP after due verification by DSB.
- xii. Security (passport section) forwards the ERP based file with comments received from SP to IG (Security).
- xiii. IG (Security) sends to passport department his/her final comments/ recommendations. Once the same is communicated to Passport department, the concerned file is closed
- xiv. Based on the inputs from IG (Security), Passport department accepts/ rejects passport application.

Policy Requirement	MP Police Rules and Regulations, GOPs and Circulars
Applicable ERP Module	Workflow Management

7.28 Monitoring of Crime

A. Process Summary

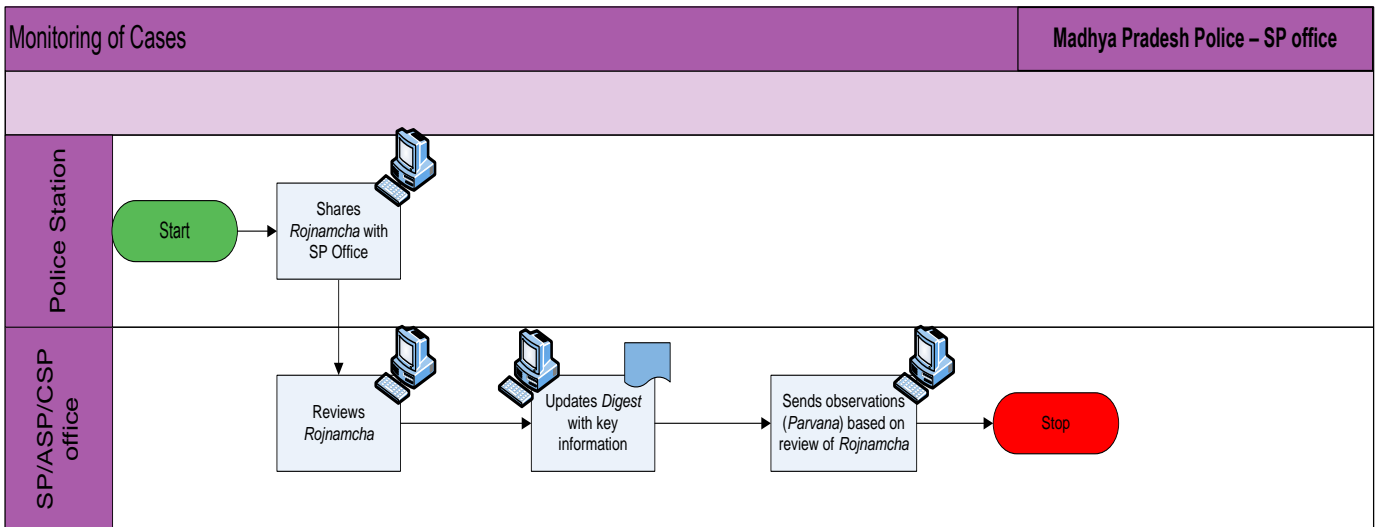
This is the To-Be process which highlights about the process of Monitoring of key cases from SP Office. The workflow/project management module would be used for this purpose.



B. SIPOC

Supplier	Input	Process	Output	Customer
PS/ Unit	Rojnamcha	As described below	Directions of SP	PS

C. Process Map



D. Process Description

Process Name:	SP Office – Monitoring of Cases	Branch/ Sub-Branch	SP Office
Process Predecessor:	None	Process successor :	None

Process

- i Police Station shares Rojnamcha with SP Office using CCTNS application in the system.
- ii SP/ ASP/ CSP office receives and reviews Rojnamcha and updates digest with key information using the CCTNS application.
- iii SP sends observations (*Teeka Tippani*) based on review of *Rojnamcha* to Police station for compliance with the help of CCTNS application.
- iv The CCTNS application shall be integrated with the Project Management Module of the ERP solution.
- v The system shall be able to generate the various reports related to crime using the Project management module.



Policy Requirement	GOP, Circulars, Police rules and regulations
Applicable ERP Module	Workflow/ Project Management Module

7.29 Medico Legal Case

A. Process Summary

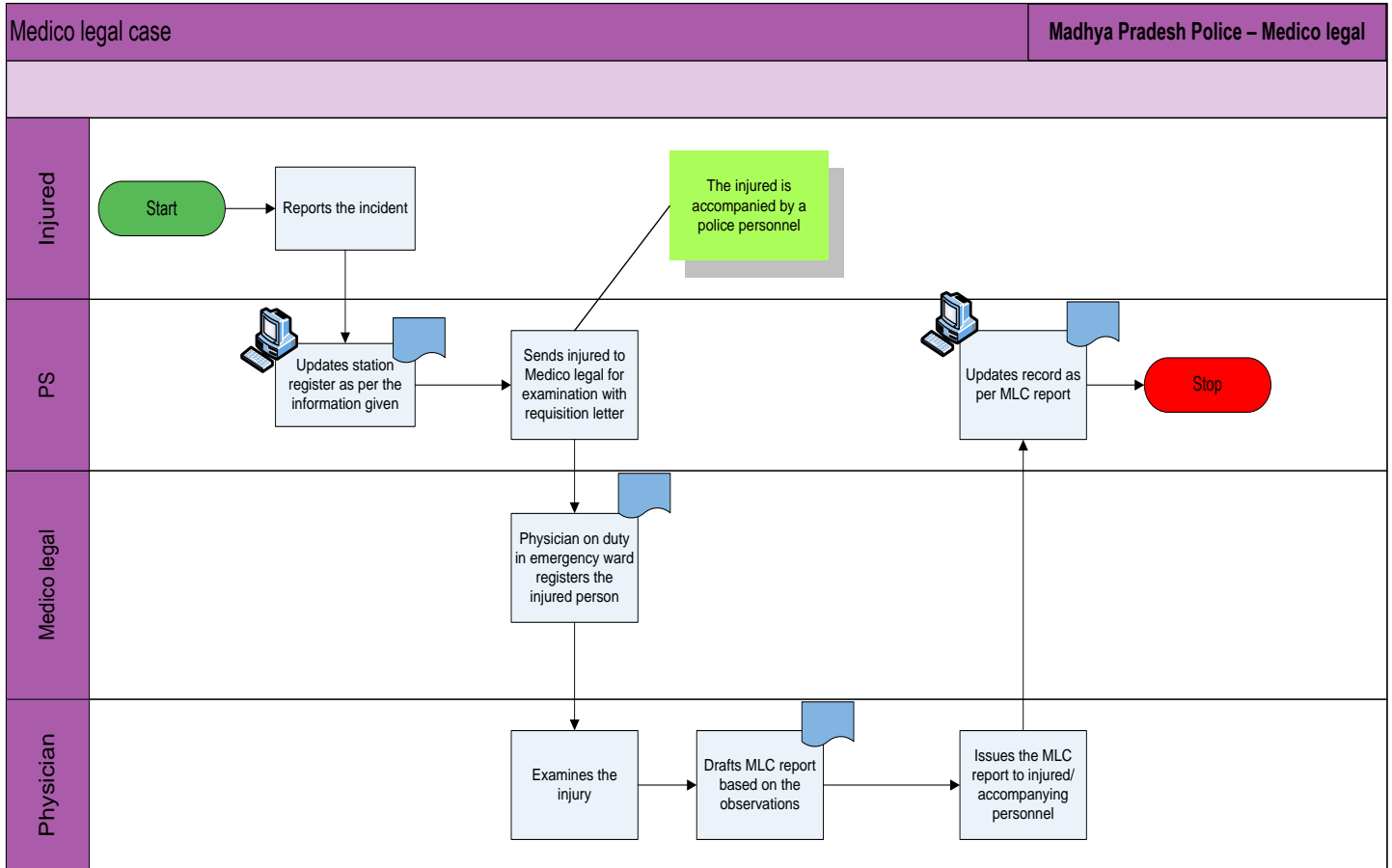
This is the To-Be process which shall be followed in Medico legal case (MLC). These cases includes injury due to accidents, violence, crime etc. The Workflow management Module would be used in this process.

B. SIPOC

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



C. Process Map



D. Process Description

Process Name:	Medico Legal Case	Branch/ Sub-Branch	Medico Legal
Process Predecessor:	None	Process successor :	None
Process			



- i) The injured person reports the incident at the police station.
- ii) The police station updates the station register in the system using CCTNS application as per the information given by the injured person.
- iii) The police station sends the injured person to the medico legal section with a requisition letter. The injured person is accompanied by a police personnel during this time.
- iv) The physician on duty at the emergency ward registers the injured person at medico legal section.
- v) The physician examines the injury, drafts MLC report base on the observations and issues the MLC report to injured/accompanying personnel.
- vi) The police station updates the record as per the MLC report using the CCTNS application. The CCTNS application shall be integrated with the Workflow management Module of the ERP Solution. The access of the same is given to the appropriate officials of MP Police. The generation of various reports related to Medico Legal Cases shall be possible through this module.
- vii) Injured person may directly go/taken for treatment and MLC report to the hospital. In such cases, requisition letter is not required. Although the hospital shall informed the concerned police station.

Policy Requirement	GOP, Circulars, Police rules and regulations
Applicable ERP Module	Workflow management Module

7.30 Post Mortem Report

A. Process Summary

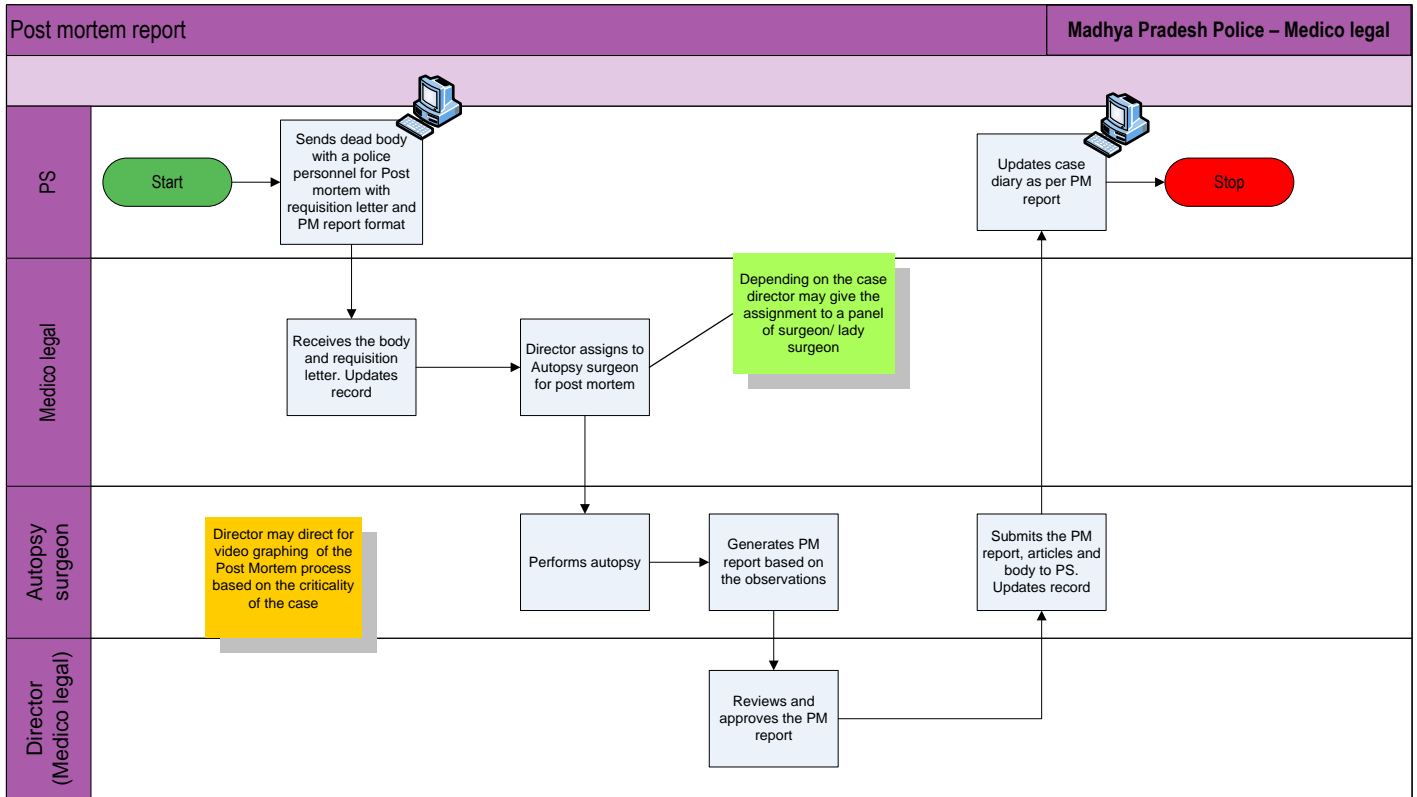
It is the To-Be process of post mortem performed by medico-legal to identify the potential reasons of death. The key actors of the process are Police unit and autopsy surgeon.

B. SIPOC

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



C. Process Map



D. Process Description

Process Name:	PM report	Branch/ Sub-Branch	Medico Legal
Process Predecessor:	None	Process successor :	None

Process

- i) Police station sends the dead body with a police personnel for post mortem with requisition letter and PM report format. The same should be updated in the system.
- ii) Medico legal section receives the body and requisition letter and updates the record. Medico legal Director assigns an Autopsy surgeon for post mortem.
- iii) Depending upon the case the director may give the case to a panel of surgeon or lady surgeon.
- iv) The autopsy surgeon performs the autopsy, generates PM report based on the observations.
- v) The director reviews and approves the PM report then autopsy surgeon submits the PM report, articles, body to police station and updates the record.
- vi) The police station updates the case diary as per PM report in the system using the Workflow management Module. This shall be accessible through the system to appropriate officials of MP Police.



Policy Requirement	GOP, Circulars, Police rules and regulations
Applicable ERP Module	Workflow/ Project Management Module

7.31 Statistical data booklet

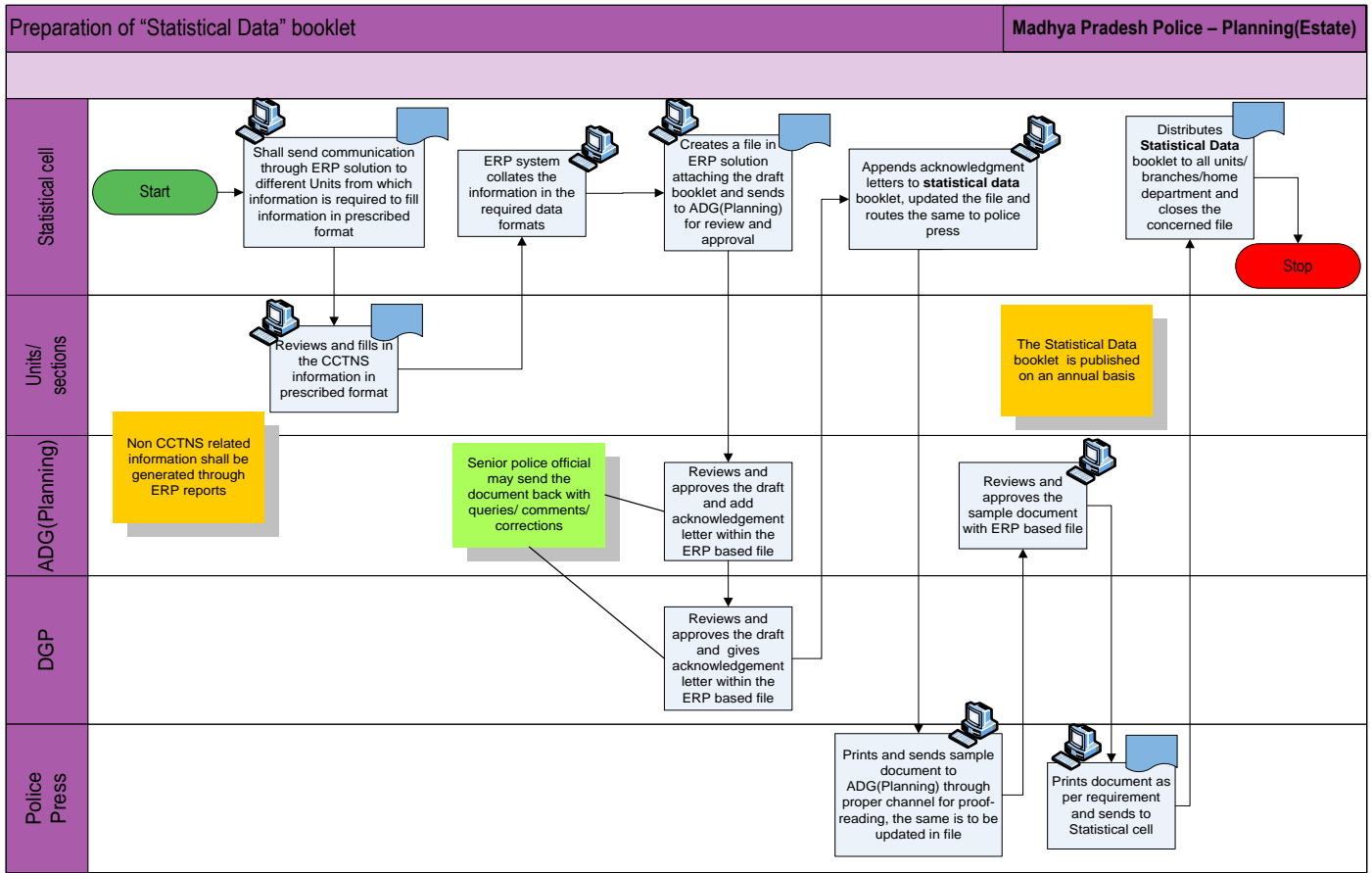
A. Process Summary

This depicts the To Be process for the preparation of annual statistical data booklet. All the data formats of the booklet would be digitized within the ERP solution and data would be pulled up from ERP database to generate near real-time data. Until an integration of CCTNS and ERP is achieved crime and criminal related data shall have to be entered manually into ERP solution.

B. SIPOC

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

C. Process Map



D. Process Description

Process Name:	Preparation of 'Statistical Data' booklet	Branch/ Sub-Branch	Statistical Cell – Planning
Process Predecessor:	None	Process successor :	None
Process			
<ul style="list-style-type: none"> i) Statistical Cell, on direction of AIG(E), sends communication through ERP solution to different Units from which information is required to fill information in prescribed format (online forms) ii) Non CCTNS related information shall be generated through ERP reports iii) Units/Sections Reviews and fills in the CCTNS information in prescribed format iv) ERP system collates the information in the required data formats. Statistical cell creates a file in ERP solution attaching the draft booklet and sends to ADG(Planning) for review and approval v) ADG(Planning) reviews and approves the draft, adds acknowledgement letter sends to DGP for review within ERP solution 			



- vi) DGP reviews the draft and adds acknowledgement letter within ERP solution
- vii) Senior officers may sends the draft back to Statistical Cell with comments for changes.
- viii) Once Statistical Cell receives an approved draft, it Appends acknowledgment letters to statistical data booklet, updated the file and routes the same to police press
- ix) Police Press Prints and sends sample document to ADG(Planning) through proper channel for proof-reading updating the ERP based file
- x) ADG (Planning) reviews and approves the sample document.(some modification comments may be given)
- xi) Police Press prints the booklet as per requirement (incorporating comments from ADG(Planning), if any) and supplies to Statistical Cell
- xii) Statistical Cell distributes Statistical Data booklet to all units/branches/Home Department and updates and closes the concerned ERP based file.

Policy Requirement	GOP, Circulars, Police rules and regulations
Applicable ERP Modules	Workflow Management System

7.32 Handing over of cases to CID

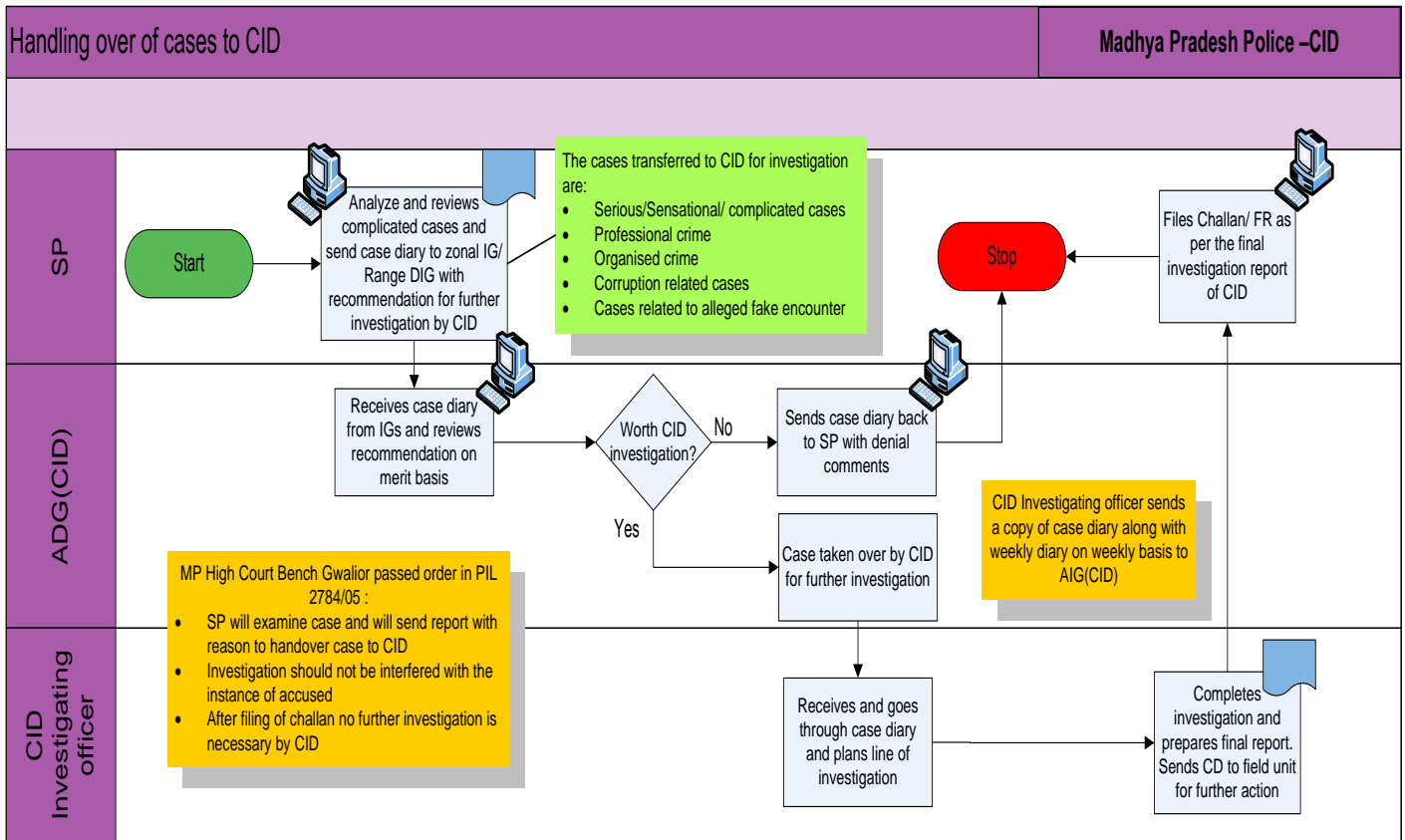
A. Process Summary

This is the To-Be process of handing over of cases from District Executive Force to CID. The Workflow/ Project Management Module would be used in this process.

B. SIPOC

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

C. Process Map



D. Process Description

Process Name:	Handing over of cases to CID	Branch/ Sub-Branch	CID
Process Predecessor:	None	Process successor :	None

Process

- i) Concerned SP analyzes and reviews complicated cases and send case diary to zonal IG/ Range DIG with recommendation for further investigation by CID using the Project management module of ERP solution. This can be achieved by the integration between the Project management module and the CCTNS application.
- ii) The cases transferred to CID for investigation are:
 - Serious/sensational/complicated cases
 - Professional crime
 - Organized crime
 - Corruption related cases
 - Cases related to alleged fake encounter
- iii) ADG (CID) receives case diary from IGs through the system and reviews recommendation on merit basis.



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

Policy Requirement	GOP - Government Gazette Notification, Madhya Pradesh Police Regulations, Circulars
Applicable ERP Modules	Workflow/ Project Management Module

7.33SC/ST Complaints

A. Process Summary

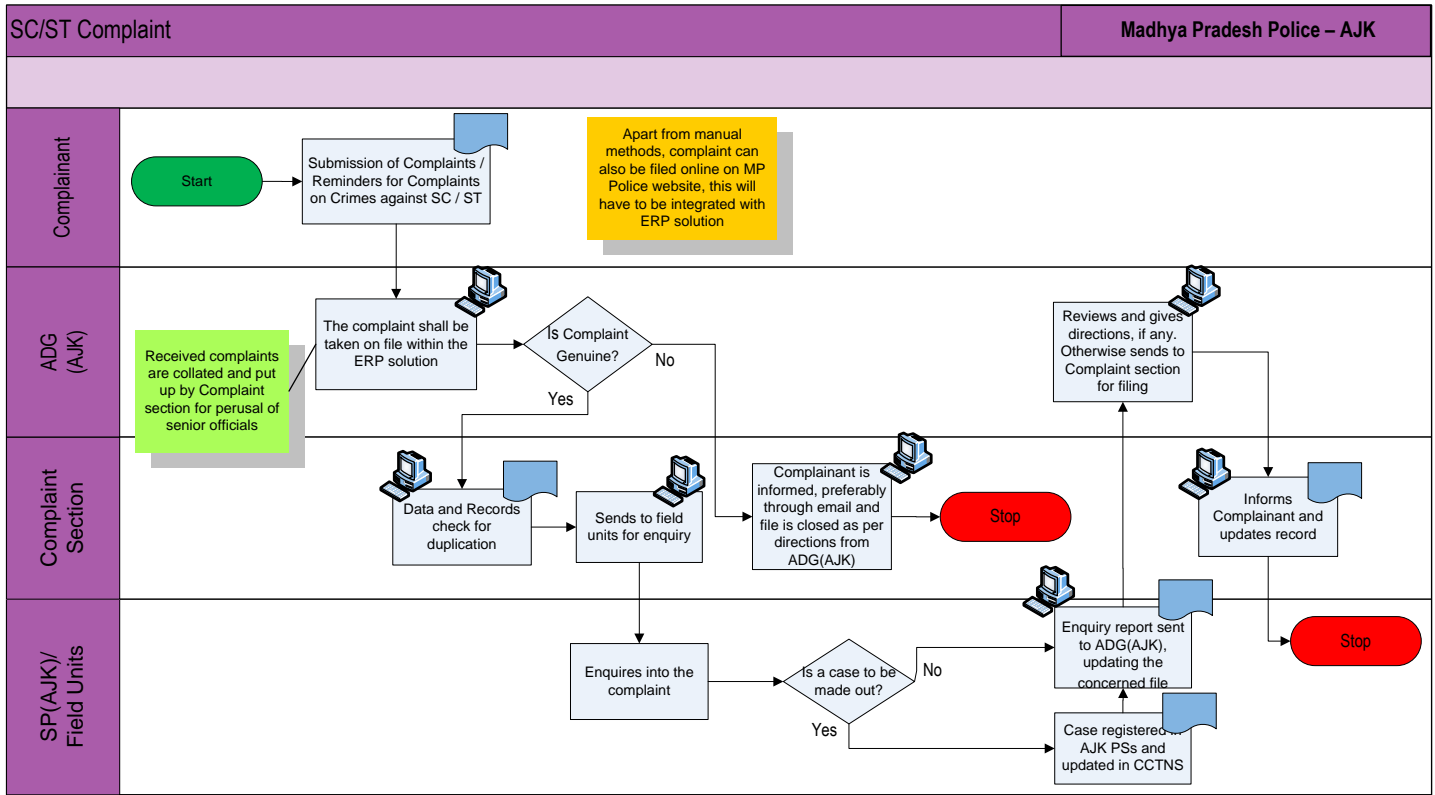
This is the To Be process of handling of complaints related to SC/ST citizens received by AJK Branch.

B. SIPOC

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



C. Process Map



D. Process Description

Process Name:	SC/ST Complaint	Branch/ Sub-Branch	AJK
Process Predecessor:	None	Process successor :	None

Process

- i) Complainant submission of Complaints / Reminders for Complaints on Crimes against SC / ST
- ii) Received complaints are collated and put up by Complaint section for perusal of senior officials.
- iii) At ADG (AJK) office, the complaint shall be taken on file within the ERP solution.
- iv) If the complaint is not genuine, Complainant is informed, preferably through email and file is closed as per directions from ADG(AJK)
- v) If the complaint is genuine, complaint section checks for duplication and forwards to SP (AJK) for enquiry.
- vi) SP (AJK) may delegate enquiry to a field unit.
- vii) SP (AJK) based on the enquiry decides whether a case needs to be registered.
 - a) If yes, case is registered in AJK PS and enquiry report is sent to ADG(AJK)
 - b) If no, the enquiry report is sent to ADG (AJK) through updating of concerned file.



- viii) ADG (AJK) reviews and gives directions, if any. Otherwise sends to Complaint section for filing.
- ix) Complaint section informs Complainant and closes the file.
- x) Unique coding for complaint related files is recommended for better monitoring and reporting.
- xi) The ERP solution shall give detailed report of complaints submitted.

Policy Requirement	GOP - Government Gazette Notification, Madhya Pradesh Police Regulations, Circulars
Applicable ERP Modules	Workflow Management System

7.34 Creation of Posts

A. Process Summary

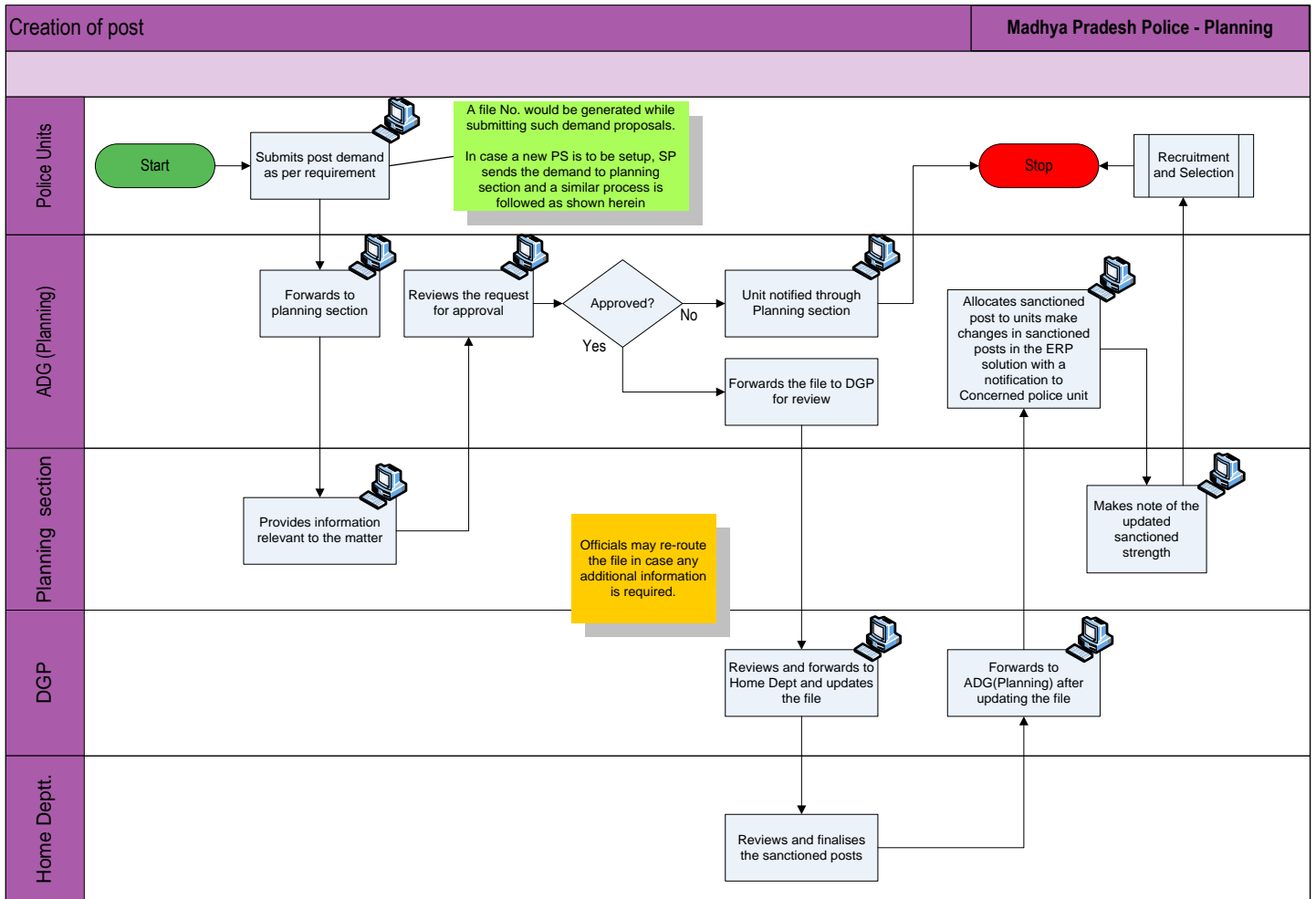
This is the To Be process of creation on new posts based on the needs of the MP Police Department. Unit head shall submit a proposal for creation of post which would be recorded on file on ERP solution. After sanction from the Home Department, ADG (Planning) shall make changes in the strength of the concerned police unit.

B. SIPOC

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



C. Process Map



D. Process Description

Process Name:	Post Creation	Branch/ Sub-Branch	Planning
Process Predecessor:	None	Process successor :	Recruitment
Process			
<ul style="list-style-type: none"> i) The police units submit demand as per requirement for creation of new posts in prescribed format to ADG (Planning) within the ERP solution. A file No. would be generated while submitting such demand proposals. ii) In case a new police station is to be setup, SP sends the post creation demand to planning section. iii) The planning section collates and adds information relevant to the demand and puts up to ADG (Planning) through AIG, IG for sanction. 			



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

Policy Requirement	GOP, Circulars, Police Rules and Regulations
Applicable ERP modules	Workflow Management System, Human Resource Management System

7.35 Sanction of new police station/ outpost

A. Process Summary

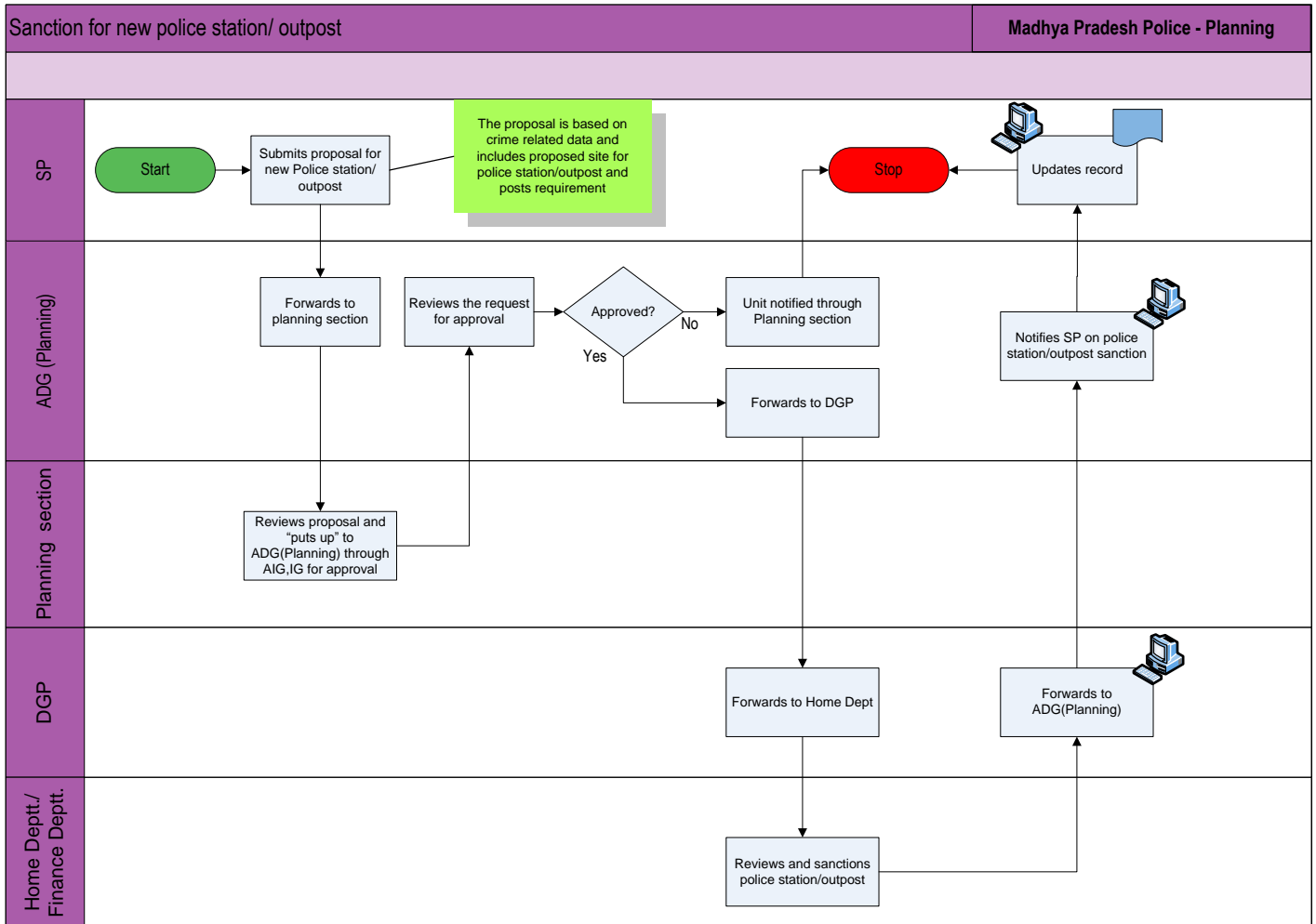
This is the To-Be process of sanction of new police station. This would be done with the help of Workflow/ Project Management Module of ERP Solution.

B. SIPOC

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



C. Process Map



D. Process Description

Process Name:	Sanction for new police station/outpost	Branch/ Sub-Branch	Planning
Process Predecessor:	None	Process successor :	None
Process			



- i) SP submit proposal for creation of new police station/ outpost to ADG (Planning).
- ii) The proposal is based on crime related data and includes proposed site for police station/outpost and posts requirement
- iii) The planning section collates and reviews the proposal and puts up to ADG (Planning) through AIG, IG for sanction.
- iv) ADG (Planning) reviews the proposal. If ADG (Planning) has a concern/ query on the proposal, concerned SP is informed by the planning section about the same.
- v) Once ADG (Planning) gives his concurrence on the proposal, it is forwarded to DGP.
- vi) The DGP forwards it to the Home department after review.
- vii) The Home department reviews the proposal and sanctions the new police station/ outpost and sends back to the DGP.
- viii) DGP gets the sanctioned police station/ out post details updated in the system and the also forwards it to ADG (Planning) through the system.
- ix) ADG (Planning) notifies SP on police station/outpost sanction through the system using the Workflow management Module.
- x) SP takes the sanction on record in the system using the workflow management Module. An automated notification about the same is sent to appropriate officials of MP Police.

Policy Requirement	GOP, Circulars, Police Rules and Regulations
Applicable ERP Module	Workflow management Module

7.36 Communicating amendments in Traffic Act

A. Process Summary

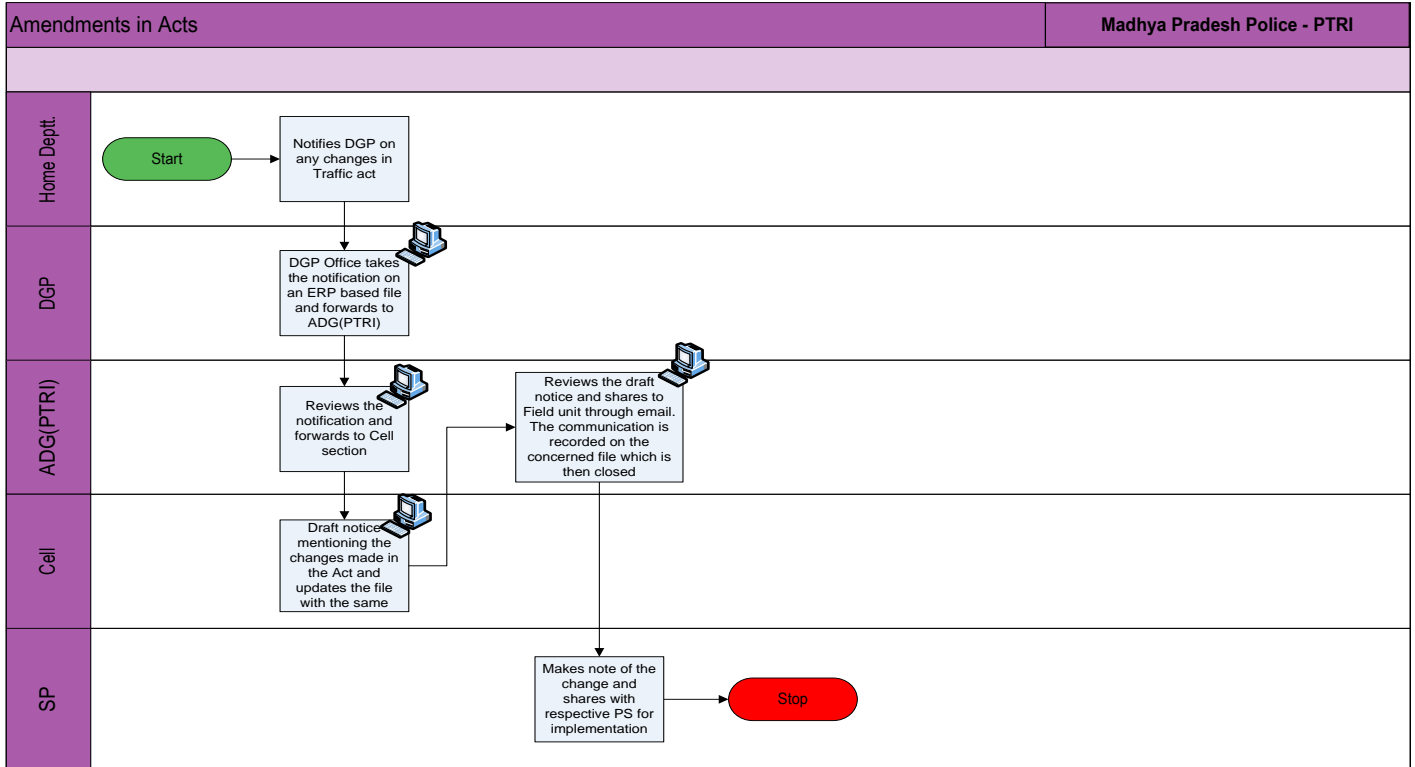
This is the To Be process of communicating the changes in the traffic act to the traffic police personnel. The key actors of the process are Home dept., SP, Police station and ADG (PTRI).

B. SIPOC

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



C. Process Map



D. Process Description

Process Name:	Amendment	Branch/ Sub-Branch	PTRI
Process Predecessor:	None	Process successor :	None
Process			
i) Home dept. notifies DGP on any changes in Traffic act. ii) DGP Office takes the notification on an ERP based file and forwards it to ADG (PTRI). iii) ADG (PTRI) reviews the notification and forwards it to Cell section. iv) Cell section Draft notice mentioning the changes made in the Act and updates the file with the same. v) ADG (PTRI) reviews the draft notice and shares to Field unit through email. The communication is recorded on the concerned file which is then closed. vi) SP makes note of the change and shares with respective Field Units. vii) Field Units makes note of the changes and ensures implementation/ compliance.			



Policy Requirement	GOP, Circulars, Police rules and regulations
Applicable ERP Modules	Workflow Management

7.37 Traffic Rules violation (Challan)

A. Process Summary

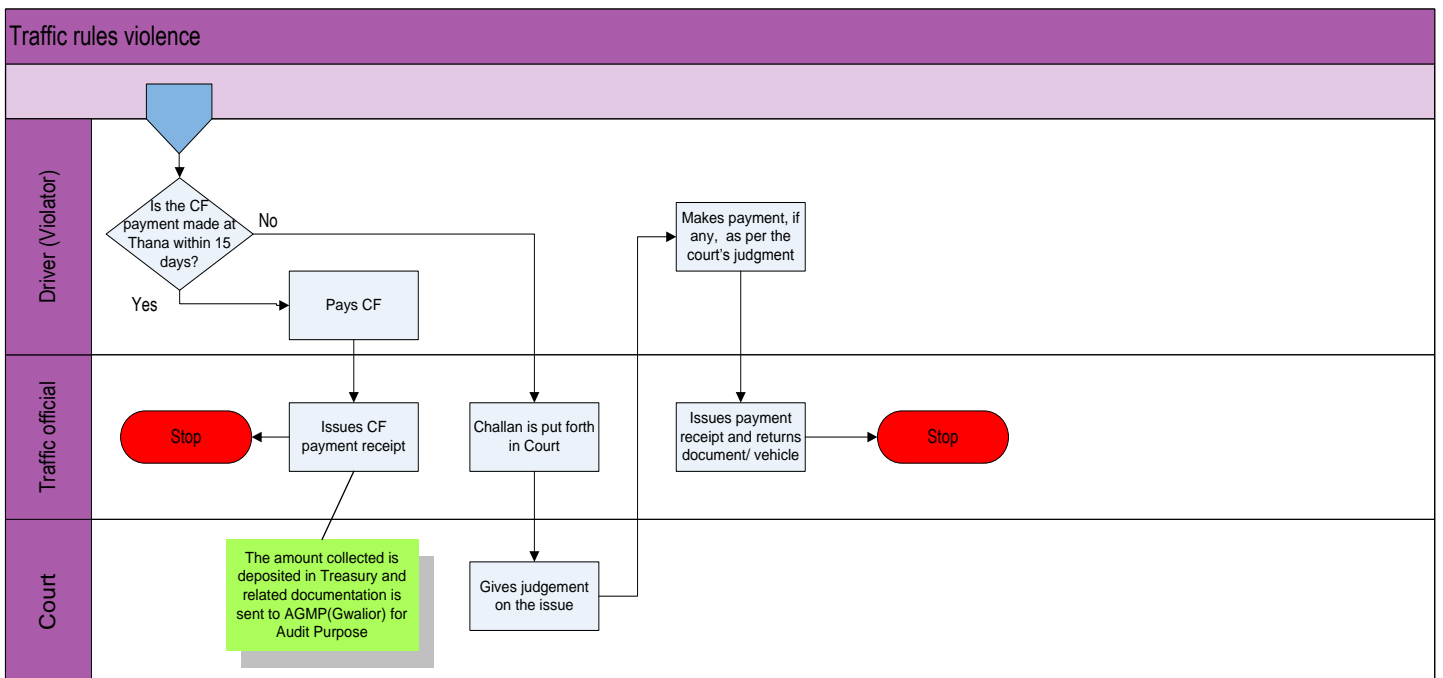
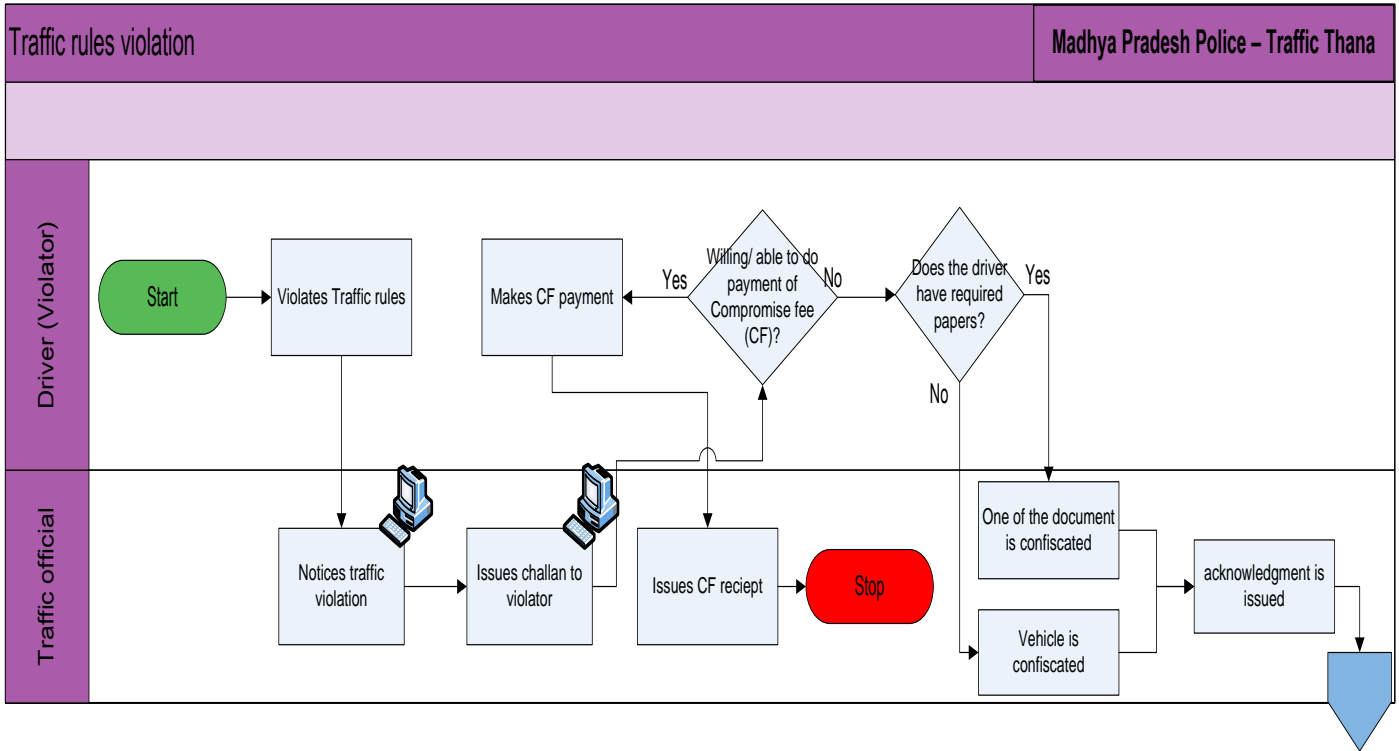
This is the To-Be process of issuance of CF which is done in case of a violation. The Workflow/ Project Management Module would be used for this process.

B. SIPOC

Supplier	Input	Process	Output	Customer
Driver (Violator)	Traffic rule violation	As shown below	Settlement of CF/ Court judgment/ release of vehicle, documents	Driver (Violator) Traffic police



C. Process Map





D. Process Description

Process Name:	Traffic Rule Violation	Branch/ Sub-Branch	Traffic Thana
Process Predecessor:	None	Process successor :	None
Process			
<p>i) Traffic violation if spotted by Traffic police personnel</p> <p>ii) Traffic police personnel issues challan for violation using the echallan application. Reports of such challans should be accessible to the competent authority for monitoring</p> <p>iii) If the violator is willing and able to pay, the CF amount is taken and a receipt is issued.</p> <p>iv) If the violator is not willing and able to pay, one of the vehicle document are confiscated. In absence of any document the vehicle is confiscated and an acknowledgement is issued</p> <p>v) The violator is expected to make the CF payment with 15 days of violation.</p> <p>vi) After 15 days of violation, the challan is put forth in court for judgment.</p> <p>vii) Further action is taken as per the court orders.</p> <p>viii) The status of every challan shall be updated in the system using the echallan application.</p> <p>ix) This application shall be integrated with the Workflow management Module of ERP Solution. Also the generation of various reports related to echallan shall be possible through Workflow management Module and the access should be given to appropriate officials of MP Police.</p>			
Policy Requirement	GOP - Government Gazette Notification, Madhya Pradesh Police Regulations, Circulars		
Applicable ERP Module	Workflow/ Project Management Module		

7.38Challan Audit

A. Process Summary

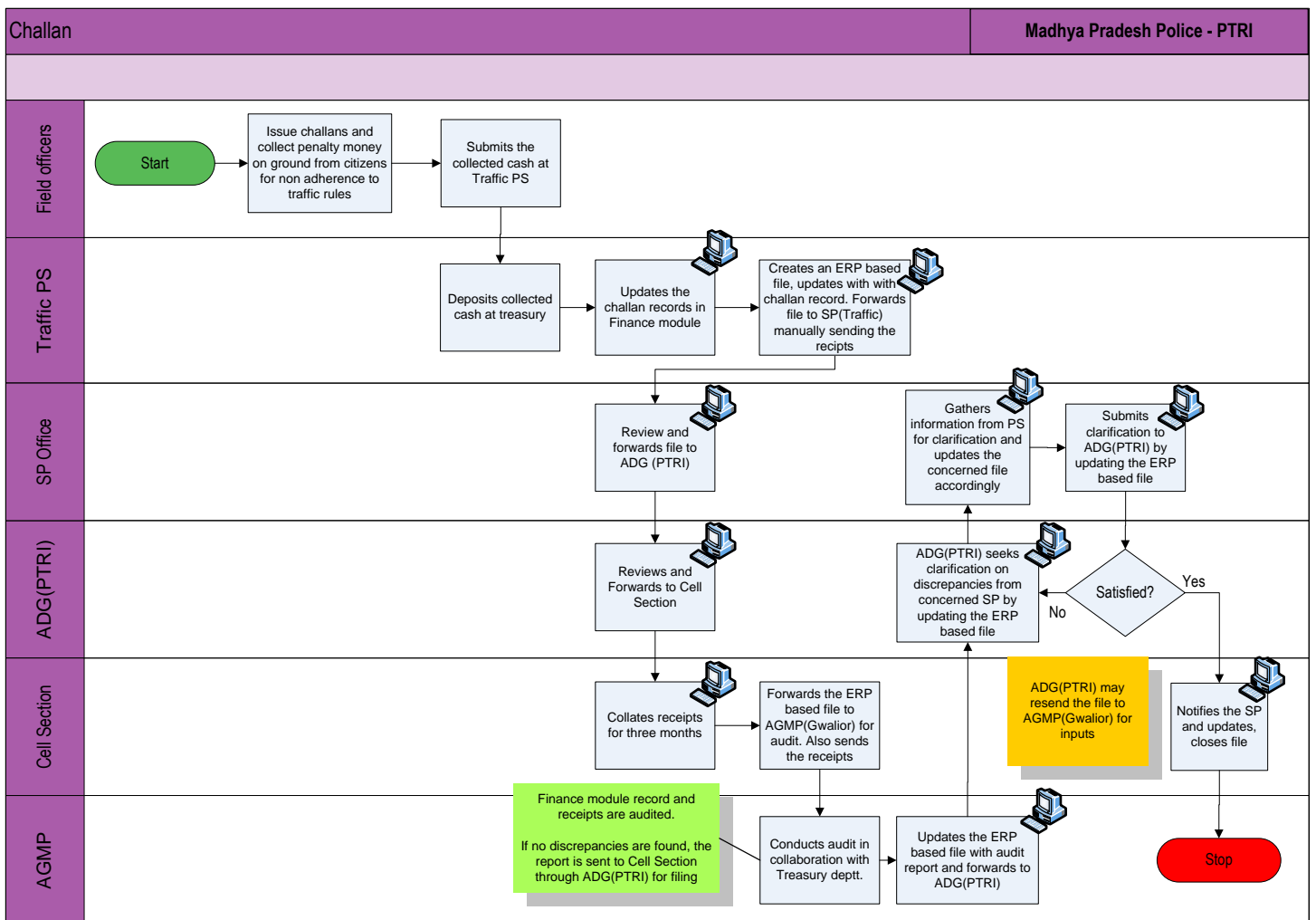
This is the To Be process of auditing of challans issued and collection of penalty money from the citizens. Challans issued shall be entered into Finance Module of ERP System, access of the same shall be given to AGMP for auditing purpose. Details of issued eChallan to be automatically reflected in the ERP solution.



B. SIPOC

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

C. Process Map





D. Process Description

Process Name:	Challan	Branch/ Sub-Branch	PTRI
Process Predecessor:	None	Process successor :	None
Process			
<ul style="list-style-type: none"> i) Field Officers issue challans and collect penalty money on ground from citizens for non-adherence to traffic rules and submit the collected cash at Police Station. ii) Traffic Police station Updates the challan records in Finance module and creates an ERP based file, updates with challan record. Forwards file to SP (Traffic) manually sending the receipts. iii) SP reviews and forwards file to ADG (PTRI) iv) ADG (PTRI) Review and forwards file to Cell Section v) Cell Section collates receipts for three months and sends it to AGMP (Gwalior) for audit. The ERP based file is also to me forwarded to AGMP (Gwalior). Finance module record and receipts are audited. vi) AGMP (Gwalior) conducts audit in collaboration with Treasury Deptt and updates the ERP based file with audit report and forwards to ADG (PTRI). vii) In case of discrepancies found in Audit, ADG(PTRI) seeks clarification on discrepancies from concerned SP by updating the ERP based file viii) SP Office gathers information from PS for clarification, updates the concerned file accordingly and submits clarification to ADG (PTRI) by updating the ERP based file. ix) If ADG (PTRI) is satisfied with the clarification provided, Cell Section notifies the concerned SP and updates, closes file. x) If ADG (PTRI) is satisfied with the clarification provided, he/she may resend file to concerned SP for further clarification. ADG(PTRI) may resend the file to AGMP(Gwalior) for inputs 			
Policy Requirement	GOP, Circulars, Police rules and regulations		
Applicable ERP Module	Finance Management, Workflow Management		

7.39 Collection of Intelligence

A. Process Summary

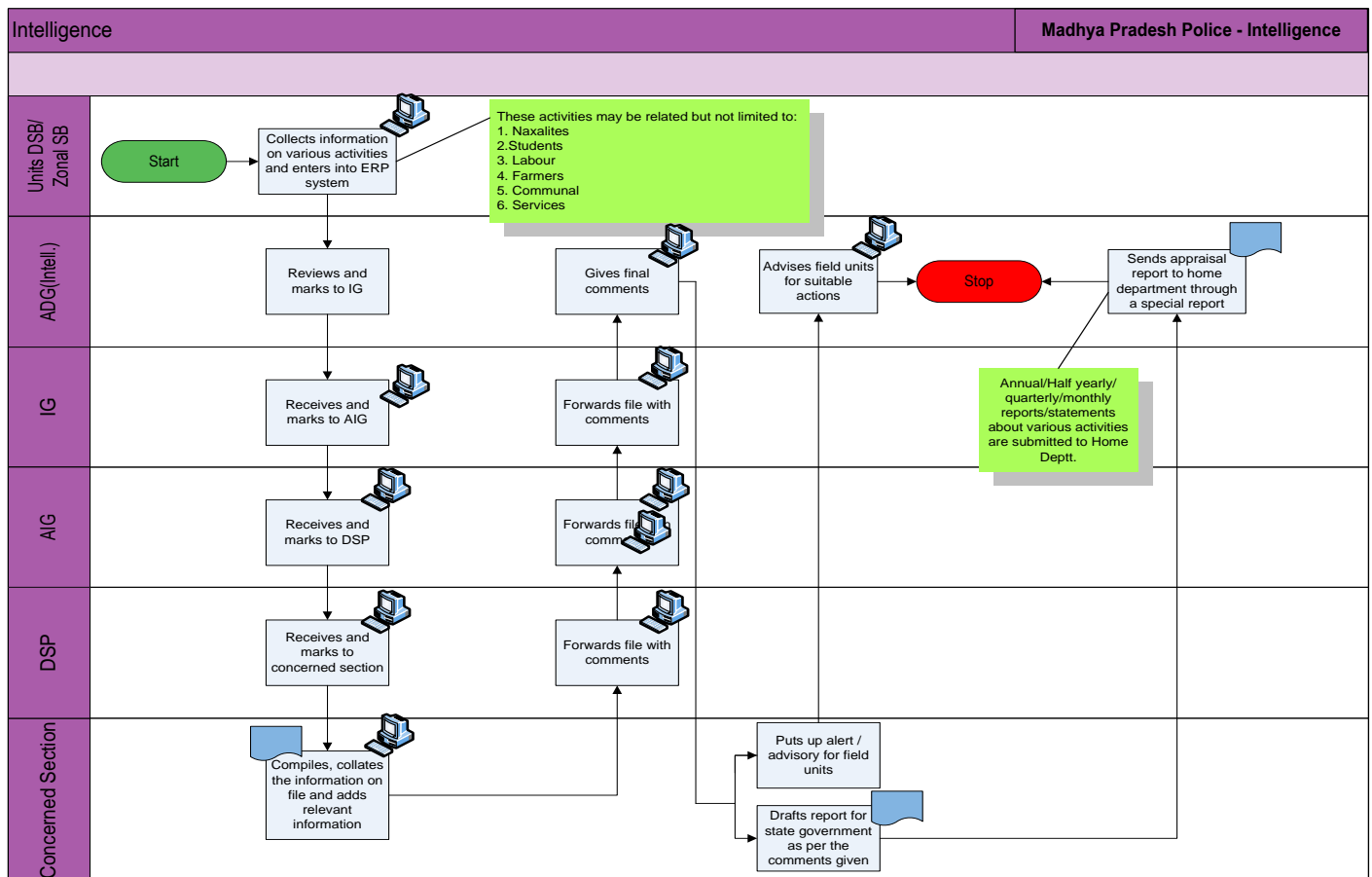
This is the To Be process of receiving information from various field units/DSB/Zonal SB and guiding filed units for suitable action on any incident/situation. Workflow Management module is to be used for this process wherein information sharing would be on secured files



B. SIPOC

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

C. Process Map



D. Process Description

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

7.40 Planning Commission Project: District Sector (DS)

A. Process Summary

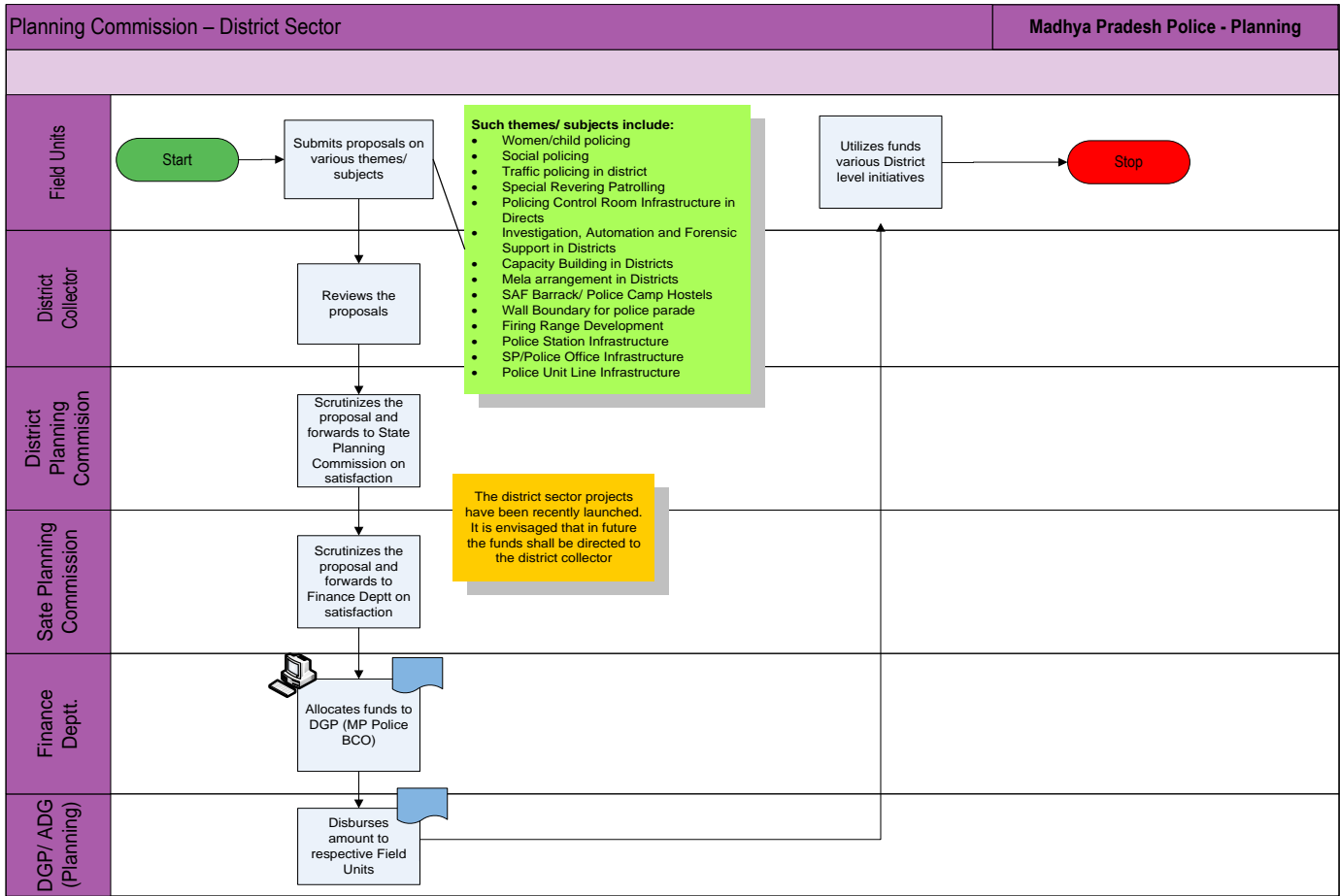
This is the To-Be process related to Planning Commission projects under District Sector. The Project Management Module and Finance Management System would be used in this process.

B. SIPOC

Supplier	Input	Process	Output	Customer
Police Branch/ Unit Head	District Sector (DS) Proposal	As shown below	Funds Allotment	Police Branch/ Unit Head



C. Process Map



D. Process Description

Process Name:	District Sector Projects	Branch/ Sub-Branch	Planning
Process Predecessor:	None	Process successor :	None

Process

- i) Field Units submit report on various subjects.
- ii) Such subjects include:
 - (a) Women/child policing
 - (b) Social policing
 - (c) Traffic policing in district
 - (d) Special Reverting Patrolling
 - (e) Policing Control Room Infrastructure in Directs
 - (f) Investigation, Automation and Forensic Support in Districts
 - (g) Capacity Building in Districts
 - (h) Mela arrangement in Districts
 - (i) SAF Barrack/ Police Camp Hostels
 - (j) Wall Boundary for police parade



- (k) Firing Range Development
- (l) Police Station Infrastructure
- (m) SP/Police Office Infrastructure
- (n) Police Unit Line Infrastructure
- iii) District Collector reviews the proposals and sends to District Planning Committee which scrutinizes the proposals and forwards to Planning Commission on satisfaction.
- iv) State Planning Commission scrutinizes the proposal and forwards to Finance Department on satisfaction.
- v) Finance Deptt allocates funds to DGP (MP Police BCO) and updates the same in the system. An automated notification about the same is sent to all the concerned officials/units through the system.
- vi) DGP/ ADG (Planning) disburses amount to respective Field Units.
- vii) Allotted funds are utilized for various district level initiatives.
- viii) The district sector projects have been recently launched. It is envisaged that in future the funds shall be directed to the district collector

Policy Requirement	GOP, Circulars, Police rules and regulations
Applicable ERP Module	Project Management Module, Finance Management System

7.41 Planning Commission Project: Central/ State (SS/CS)

A. Process Summary

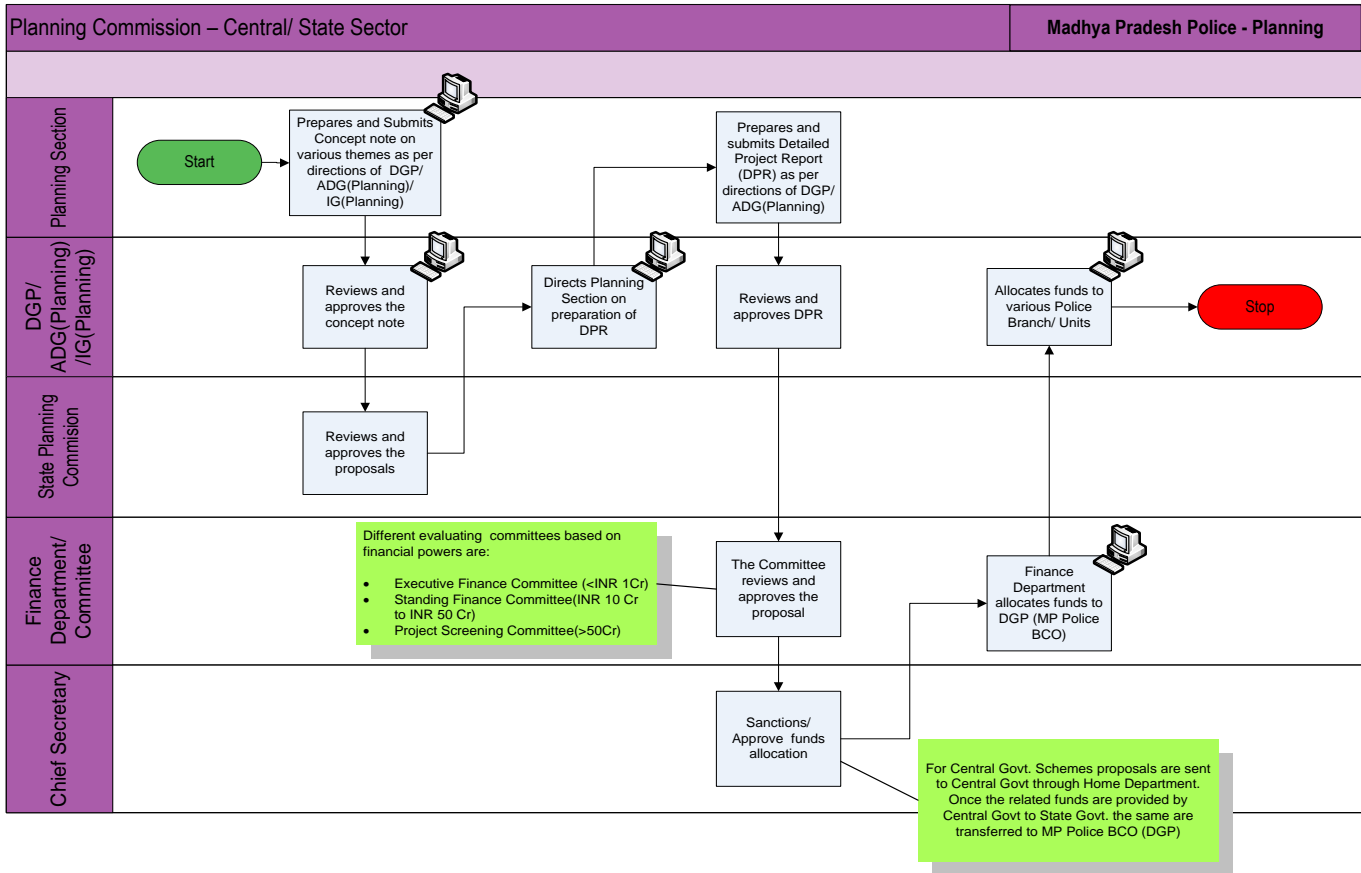
This is the To-Be process related to Planning Commission projects under Central/State Sector. The Project Management Module and Finance Management System would be used in this purpose.

B. SIPOC

Supplier	Input	Process	Output	Customer
Police Branch/ Unit Head/ Planning Section	Project Concept note	As shown below	Funds Allotment	Police Branch/ Unit Head



C. Process Map



D. Process Description

Process Name:	Central/ State Sector Projects	Branch/ Sub-Branch	Planning
Process Predecessor:	None	Process successor :	None

Process

- i) Planning Section prepares Concept note in the system as per directions of DGP/ ADG (Planning)/ IG (Planning) and sends it to him for review and approval then he reviews and approves the concept note in the system. The approved concept note is forwarded to State Planning Commission by the DGP/ADG (Planning)/IG (Planning).
- ii) State Planning Commission reviews and approves the concept note.
- iii) Once concept note is approved, Planning Section receives notification through the system from DGP to prepare the DPR then it prepares and submits Detailed Project Report (DPR) as per directions from DGP/ ADG (Planning).
- iv) The concerned finance Department committee reviews and approves the DPR proposal. Different evaluating committees based on financial powers are:
 - Executive Finance Committee (<INR 1Cr)
 - Standing Finance Committee(INR 10 Cr to INR 50 Cr)



▪Project Screening Committee(>50Cr)

- v) Once approval is by the concerned committee, Chief Secretary and Planning Commission; Finance Department allocates funds to DGP (MP Police BCO) and updates the same in the system.
- vi) For Central Govt. Schemes proposals are sent to Central Govt through Home Department. Once the related funds are provided by Central Govt to State Govt. the same are transferred to MP Police BCO (DGP).
- vii) DGP/ ADG (Planning) allocates funds to different Police Branches/ Units in the system. A notification about the same is sent through the system to all the concerned officials/units.
- viii) The State Sector Planning Commission projects include:
 1. Constitution of women crime cell
 2. Community policing and social empowerment and Tourist Police
 3. Management of Traffic in cities
 4. Highway safety and security
 5. Police Patrolling vehicles
 6. State Cyber Police
 7. Police ICT
 8. Automated finger impression
 9. Integrated Police Training
 10. Re-Organisation of SAF & other training Institution
 11. Re-Organisation of Mounted Troops and Dog Squad
 12. Re-organisation of Narcotics

Policy Requirement	GOP, Circulars, Police rules and regulations
Applicable ERP Modules	Project Management Module, Finance Management System

7.42 Allotment of Office Space

A. Process Summary

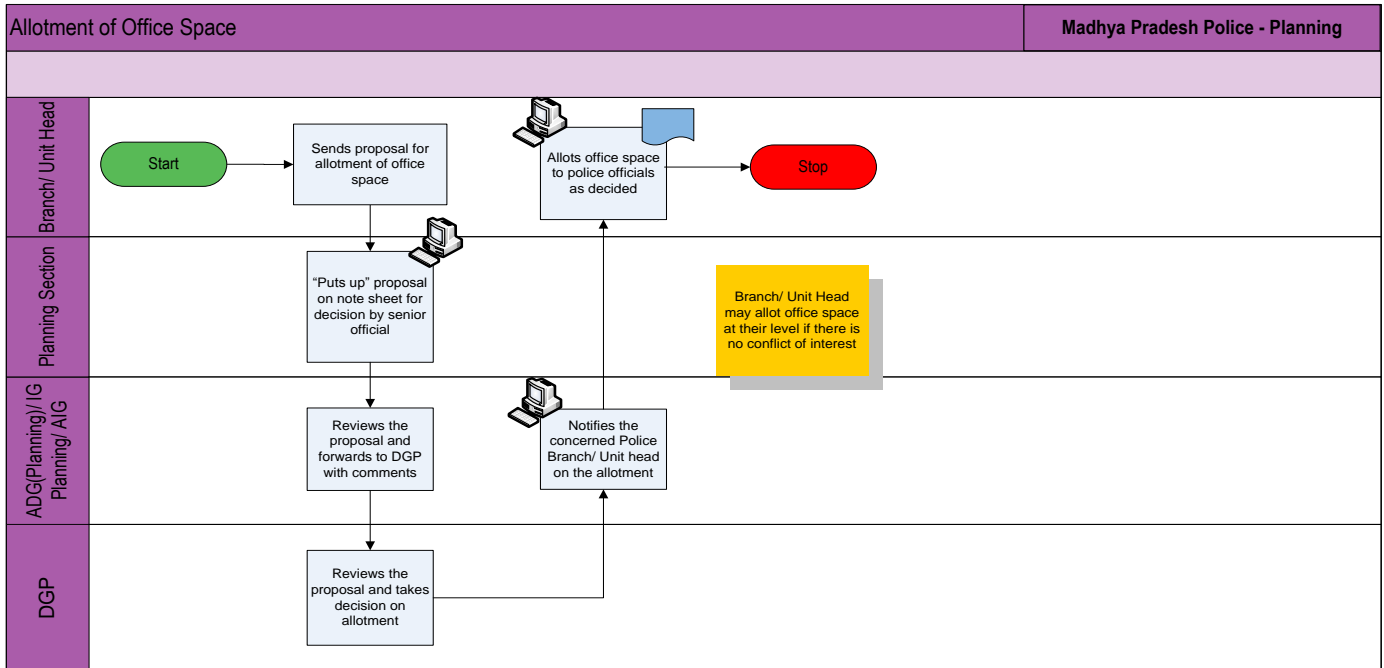
This is the To-Be process of allotment of Office Space in MP Police Department. The Project Management Module would be used in this process.

B. SIPOC

Supplier	Input	Process	Output	Customer
Police Branch/ Unit Head/ Planning Section	Proposal for Allotment of office space	As shown below	Office Space Allotment	Police Branch/ Unit Head, Concerned Official



C. Process Map



D. Process Description

Process Name:	Allotment of Office Space	Branch/ Sub-Branch	Planning
Process Predecessor:	None	Process successor :	None
Process			
<ul style="list-style-type: none"> i) Police Branch/ Unit head sends proposal for allotment of office space. ii) Planning Section "Puts up" proposal on note sheet for decision by senior official the same is updated in the system. iii) ADG (Planning)/ IG (Planning)/ AIG (Planning) review the proposal and give their opinion/ comments and updates the same in the system. iv) DGP reviews the proposal and takes decision on allotment. v) The finalised allotment is communicated to the concerned Police Branch/ Unit Head through the system and then it allots office space to police officials as decided. An automated notification about the same is sent to all the concerned officials/units through the system. 			
Policy Requirement	GOP, Circulars, Police rules and regulations		
Applicable ERP Module	Workflow/ Project Management Module		

7.43 Inspection as per technical specification



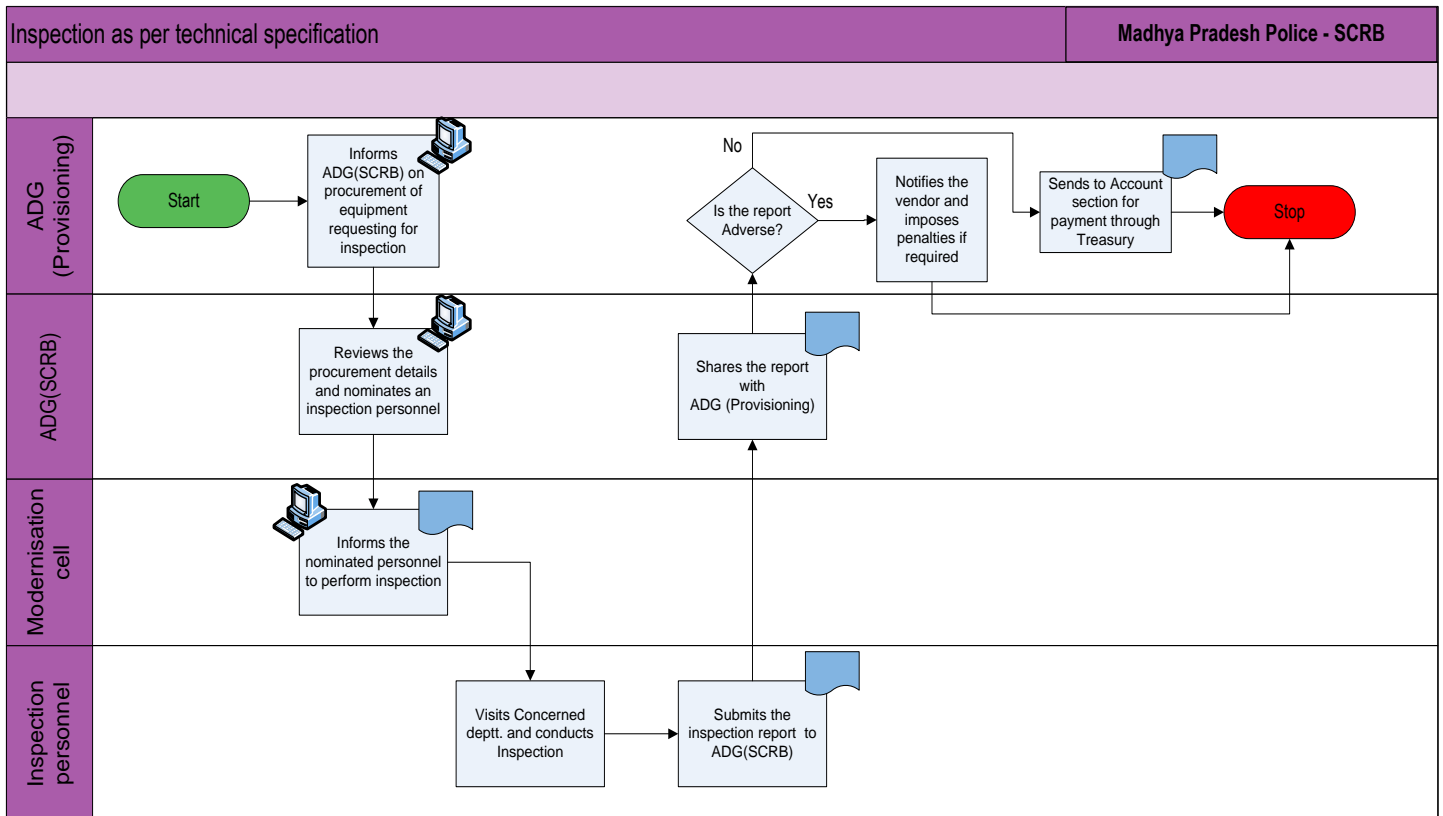
A. Process Summary

This is the To-Be process of inspection of IT equipment for adherence to technical bid. The Inventory Management Module and the Project Management Module would be used in this process.

B. SIPOC

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

C. Process Map



D. Process Description

Process Name:	Inspection as per technical specification	Branch/ Sub-Branch	SCRB
Process Predecessor:	None	Process Successor :	None



Process

- i) ADG (Provisioning) informs ADG (SCRB) on Procurement of IT equipment through the system. (ADG(Provisioning) updates the details of the procurement in the system and a notification about the same is sent to ADG (SCRB) through the system)
- ii) Reviews the procurement details in the system and nominates an inspection personnel through the system. A notification about the same is sent to Modernisation cell through the system.
- iii) Modernisation cell sends notification about the inspection to the nominated personnel.
- iv) The inspection personnel conducts inspection and submits inspection reports to ADG(SCRB)
- v) ADG(SCRB) shares the report with ADG(Provisioning)
- vi) If the inspection report is adverse ADG (Provisioning) notifies the vendor and imposes penalties if required. Otherwise bills are forwarded to Accounts section for payment to supplier.

Policy Requirement

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

Applicable ERP Module

Inventory Management Module, Project Management Module

7.44 Motor Vehicle Report

A. Process Summary

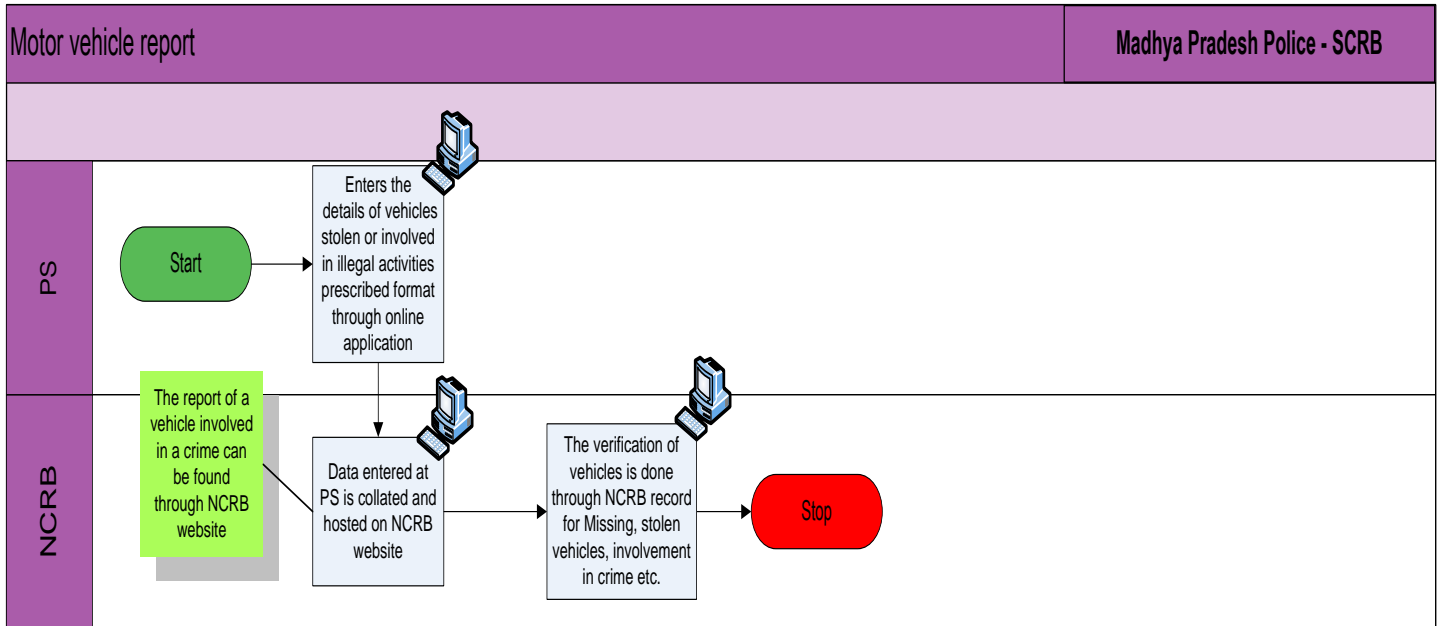
This is the To-Be process compilation of information related to stolen vehicles and vehicles used in illegal activities in the state and sharing of the same with NCRB. The Project Management Module would be used for this purpose.

B. SIPOC

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



C. Process Map



D. Process Description

Process Name:	Motor vehicle report	Branch/ Sub-Branch	SCRB
Process Predecessor:	None	Process Successor :	Vehicle Verification
Process			
<ul style="list-style-type: none"> i) Police Stations enters the details of vehicles stolen or involved in illegal activities prescribed format in the system through online application. The information from various PSs is collated through the system in SP Office and it is sent to SCRБ on monthly basis through the system ii) Data entered at PS is collated through the system and hosted on NCRB website iii) The system should be integrated with the database of NCRB website iv) The report of a vehicle involved in a crime can be found through NCRB website v) Citizens may get the status of a vehicle through NCRB website record for Missing, stolen vehicles, involvement in crime etc. 			
Policy Requirement	GOP - Government Gazette Notification, Madhya Pradesh Police Regulations, Circulars		
Applicable ERP Modules	Workflow/ Project Management		



7.45 Fingerprint slip of convicted criminals/ accused

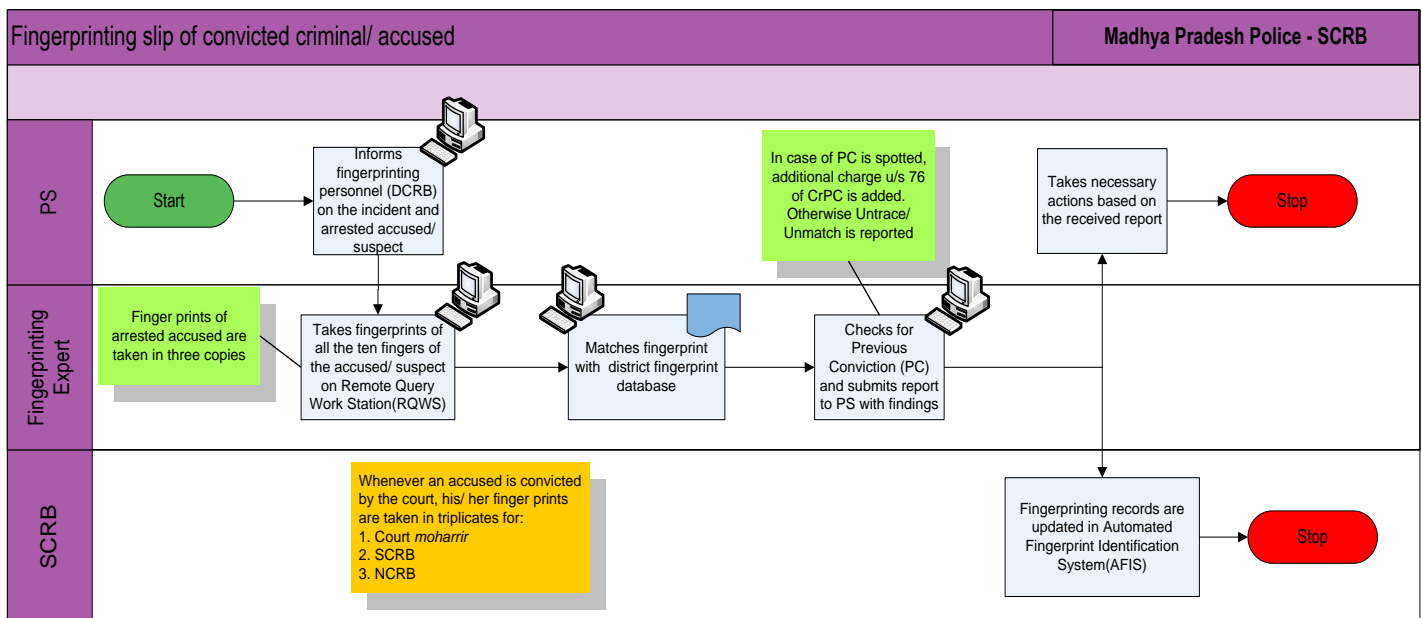
A. Process Summary

This is the To-Be process for preparation of fingerprint slips of convicted criminals at district level. ACD/APCD collects prepares Finger Printing Slip (F.P.S) in 5 copies sends for record for AFIS to SCRIB and NCRB. The Project Management Module would be used in this process.

B. SIPOC

Supplier	Input	Process	Output	Customer
Police Station	Prepare FPS of convicted criminal	As shown below	Permanent record building at District/State/National level	Police Station

C. Process Map



D. Process Description

Process Name:	Fingerprinting slip of convicted criminal/ accused	Branch/ Sub-Branch	SCRIB
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Process Predecessor:	None	Process successor :	None
Process			
<ul style="list-style-type: none"> i) Police Station personnel informs the Fingerprinting personnel through the system of District Crime Record Bureau regarding the incident and arrested accused/ suspect which requires fingerprinting expertise. ii) The finger printing personnel takes fingerprints of all the ten fingers of the accused/ suspect on Remote Query Work Station (RQWS) and the same is updated in the system. There should be an integration between RQWS and the system. iii) The finger prints are matched with district fingerprint database and/or finger prints lifted from incident site. The finger printing expert checks for Previous Conviction (PC) and submits report to PS with findings. The details of the same should be updated in the system. iv) In case of PC is spotted, additional charge u/s 76 of CrPC is added. Otherwise, Un-trace/ Un-match is reported. v) The Investigating officer takes necessary action based on the report. vi) Fingerprinting records are updated in Automated Fingerprint Identification System (AFIS). Also AFIS should be integrated with the system. vii) Whenever an accused is convicted by the court, his/ her finger prints are taken in triplicates for: <ul style="list-style-type: none"> 1. Court moharrir 2. SCRB 3. NCRB 			
Policy Requirement	GOP - Government Gazette Notification, Madhya Pradesh Police Regulations, Circulars		
Applicable ERP Module	Workflow/ Project Management System		

7.46 Fingerprinting: Chance Print

A. Process Summary

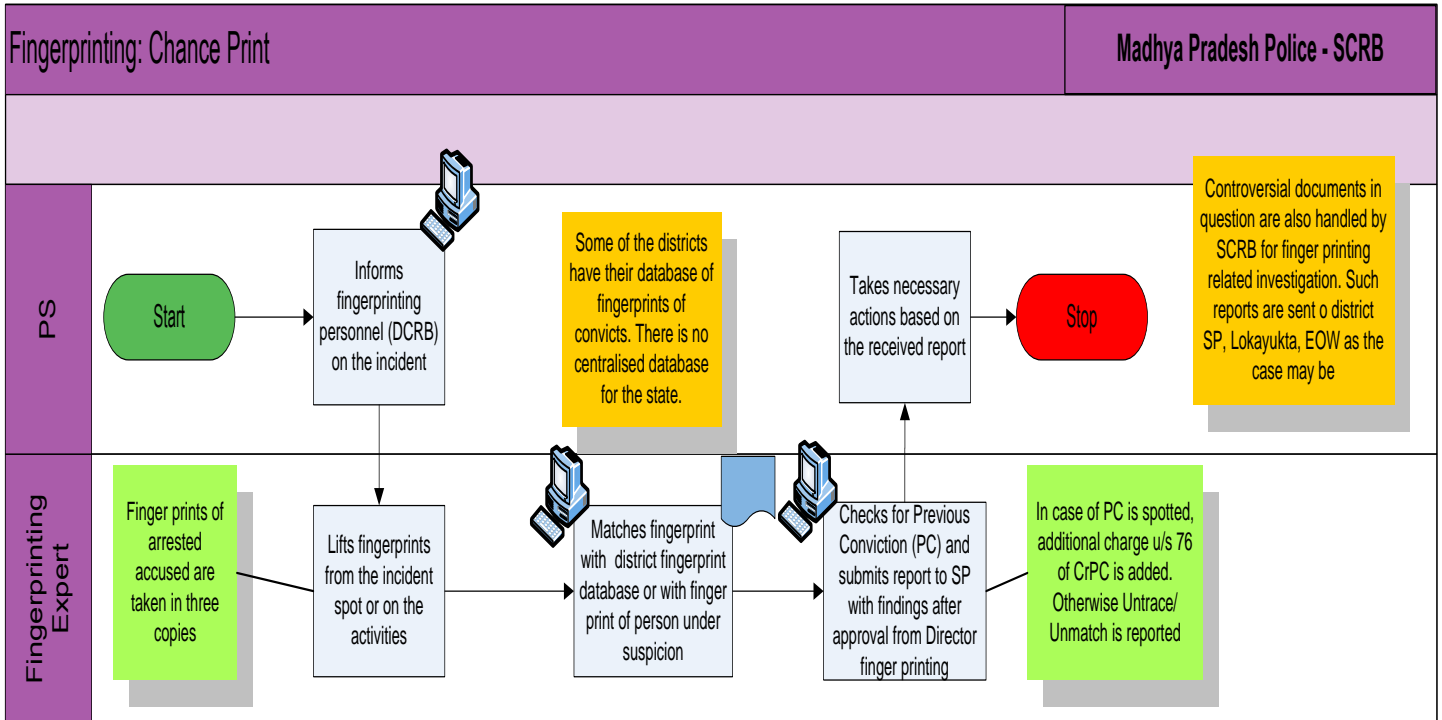
This is the To-Be process of visit to the scene of crime by finger print expert of the district. It involves searching for chance print, search in local data and specimen print of suspects, expert opinion. The search result is sent to the SP after approval from Director, fingerprint. The Project Management Module would be used in this process.

B. SIPOC

Supplier	Input	Process	Output	Customer
Police Station	Lifting and analysis of chance print	As shown below	Expert opinion on chance print	Police Station



C. Process Map



D. Process Description

Process Name:	Finger Printing : Chance print	Branch/ Sub-Branch	SCRB
Process Predecessor:	None	Process successor :	None
Process			
<ul style="list-style-type: none"> i) Police Station personnel informs the Fingerprinting personnel of District Crime Record Bureau through the system regarding the incident which requires fingerprinting expertise. ii) The finger printing personnel arrives at the incident spot and lifts finger prints. The same is updated in the system. iii) The finger printing personnel matches fingerprint with district fingerprint database or with finger print of person under suspicion and submits report to SP with findings through the system after approval from Director, Fingerprints. The request for approval of Director, Fingerprints can be raised separately in the system. iv) Some of the districts have their database of fingerprints of convicts. This database shall be integrated with the system. The Investigating officer takes necessary action based on the report. 			
Policy Requirement	GOP - Government Gazette Notification, Madhya Pradesh Police Regulations, Circulars		



Applicable ERP Module

Workflow/ Project Management Module

7.47 Provisioning of Email Account

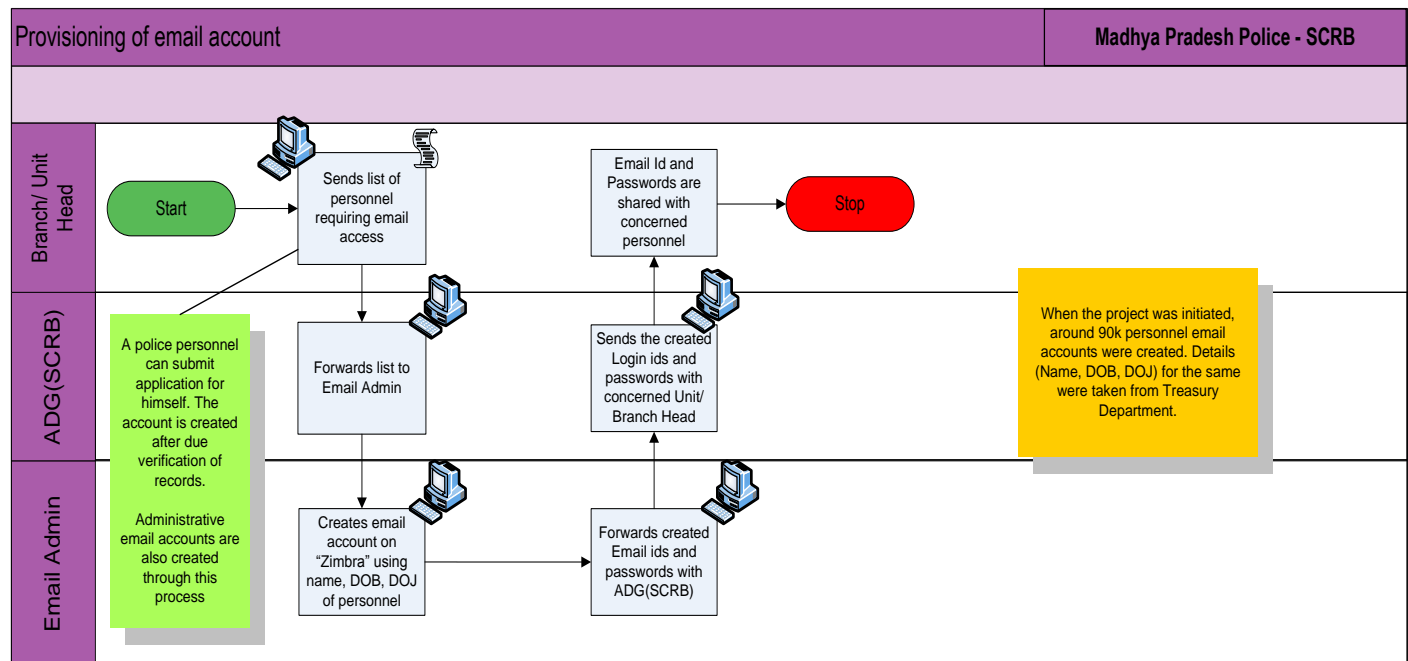
A. Process Summary

This is the To-Be process for provisioning of email access by SCRB. The HR Module and Project Management Module would be used in this process.

B. SIPOC

Supplier	Input	Process	Output	Customer
Unit Head	Details of officers requiring email account	As shown below	Email account	MP Police officers

C. Process Map



D. Process Description

Process Name:	Provisioning of email account	Branch/ Sub-Branch	SCRB
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Process Predecessor:	None	Process Successor :	None
Process			
<p>i) Branch/ Unit head sends list of personnel requiring email access through the system to ADG (SCRB).</p> <p>ii) ADG (SCRB) forwards list to Email Admin through the system.</p> <p>iii) Email administrator creates email account on “Zimbra” using name, DOB, DOJ of personnel and forwards created Email ids and passwords with ADG (SCRB) through the system.</p> <p>iv) ADG (SCRB) sends the created Login ids and passwords with concerned Unit/Branch Head using the system.</p> <p>v) Email Id and passwords are shared with concerned personnel by respective unit/branch.</p> <p>vi) When the project was initiated, around 90,000 personnel email accounts were created. Details (Name, DOB, DOJ) for the same were taken from Treasury Department.</p> <p>vii) A police personnel can submit application for himself. The account is created after due verification of records.</p> <p>viii) Administrative email accounts are also created through this process.</p>			
Policy Requirement	GOP - Government Gazette Notification, Madhya Pradesh Police Regulations, Circulars		
Applicable ERP Module	HR Module, Workflow/ Project Management Module		



8. Additional Note

MHA enhanced more financial powers to CAPFs and Intelligence Agencies.

The Ministry of Home Affairs has enhanced financial powers in respect of items such as “Major and Minor Works, Special Repairs, Land Acquisition and Hiring of Buildings/Accommodation” to the Directors General of Central Armed Police Forces (CAPFs) and Directors of Intelligence Agencies.

The financial powers have been doubled from Rupees Five Crores to Rs. Ten Crores in respect of Major Works that are to be executed by CPWD and Public Works Organisations. The limit for Major Departmental Works undertaken by Organisations having Engineering Wing has been raised from Rs.60 lakhs to Rs.One Crore and from Rs. 10 Lakhs to Rs.15 Lakhs for Organisations without Engineering Wing.

Limits for Minor Works (petty works and repairs) for Residential Buildings has been hiked from Rs.15 Lakhs to Rs.25 Lakhs and for non-Residential Buildings from Rs.30 Lakhs to Rs.50 lakhs. Financial powers for Land Acquisition has also been raised from Rs.20 Lakhs to Rs.34 Lakhs in each case with a provision that the proposed Land Acquisition should be through State Government only.

Financial Powers have also been substantially raised in respect of Special Repairs and Hiring of Buildings/Accommodation.

The CAPFs are Assam Rifles, Border Security Force, Central Industrial Security Force, Central Reserve Police Force, Indo-Tibetan Border Police, National Security Guard and Sashastra Seema Bal, besides the orders are applicable to the Intelligence Bureau and the National Intelligence Agency.

Modernization and upgradation of the CAPFs is a priority of the Government. Earlier in October, with a view to streamline and expedite processes in this regard, the Union Home Minister Shri Rajnath Singh had more than doubled the delegation of financial powers to CAPFs for procurement of Machinery & Equipment and Arms & Ammunition to Rs. 20 crores.

The Modernization Plan II of CAPFs has a total projected cost of Rs.11,009 crores till March 2017.

Source: Public Information Bureau/ Ministry of Home Affairs/ Government of India (KSD/PK/BK/sk (Release ID :114118))

The ERP solution shall have required flexibility to assimilate the such announcements/ changes.

Madhya Pradesh Police administration is guided by MP Police Regulations, various circulars and GoPs. The MP Police Rules & regulations, Circulars and GoPs have been provided on MP Police website. The Proposed ERP systems shall be in consistent with the same.

Some of the Madhya Pradesh Police Regulations are:

10. The Inspector General -Power of (1) The Inspector General is the head of the Police Department and the expert adviser of Government in all matters connected with this branch of the administration. Under Section 5 of the Police Act he exercises the full power of a first class Magistrate throughout the States.



(2) The orders and rules that the Inspector General of police is empowered to frame under Section 12 of the Indian Police Act, 1861 (v of 1861) need not in all cases be submitted to the State Government for its previous approval. But the State Government expects the Inspector- General of Police to submit for such approval any the Inspector - General of Police without reference to Government, may issue general orders or rules on matters of a routine or of an unimportant nature. Such orders shall be published in the Police Gazette as Gazette orders.

85. Rewards to C.I, S.I and Subedars. - The grant of rewards to police officers should be regulated as far as possible by the following considerations: -

(a) Inspectors, Sub- Inspectors, Subedar and Assistant Sub- Inspectors should ordinarily be rewarded by the grant of commendation certificates and entries in their Service Rolls. Investigating officers often have to incur expenditure from their own pockets in obtaining information and such expenditure can be suitably recouped by the grant of a money reward. Petty amounts derogatory to the dignity of these officers should not be granted. A money reward should not be less than Rs 40 in the case of an Inspector and Rs 20 in the case of a Subedar or Sub- Inspector and Rs 15 in the case of an Assistant Sub- Inspector.

(b) Rewards to H. Cs. and Constable. - Head constables and constables should be granted money reward or commended in their Service Rolls.

(c) Under Rule 48 of the Fundamental Rules all police officers are eligible to receive the whole of any reward offered for the arrest of criminals, for information, or for special services in connection with the administration of justice, or any portion of them to which the Superintendent may consider them entitled; also any reward payable in accordance with the provisions of any act or rule framed under such Act.

171:-Hiring of horses – (a) Sowars'horse, when not required for duty, may with the permission of Superintendent of Police, Nagpur, be lent to Government servants, their families and others on payment of fees as follows: - **Rs a.p.**

Government servants and their families **0 8 0** per hour or part there of

Others.	1 0 0	Do.
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(b) The fees shall be paid in advance to the Superintendent of Police, Nagpur Headquarters, and 25 per cent there of shall be paid to So wars and the remaining amount shall be credited to the horses maintenance fund.

202. --Transfer –routes for journeys on – subordinate officers under orders of transfer will be required to start within seven days of receipt of orders. They will go by the shortest route and will travel (if journeying by road) not less than 15 miles in 24 hours.



203. For the purposes of traveling allowance, police officers are divided into four grades as follows: -

- (a) Grade I – All officers in receipt of pay of Rs 800/ - and more per month
- (b) Grade II – All officers in receipt of pay of Rs 200/- and above per month
- (c) Grade III – All Superior employees drawing less than Rs 200/ - P.M. except constables.
- (d) Grade IV – Constables.

Note:- Member of the **IPS** and also the state Service officers officiating in posts crone in the cadre of the IPS (**Senior Scale3**) drawing pay not exceeding Rs 800/-**P.M.** are entitled to accommodation in the first class although they are not first grade Government servants (**S.R.20, Appendix V**).

205. T.A. Non-gazetted Officers. --- Police officers below the rank of Deputy Superintendent of police transferred from one place to another in the same district are entitled to recover the actual cost of conveyance of baggage in respect of journeys by road in accordance with the following scale and are not entitled to mileage for themselves or

Inspectors.	4 carts.
S. Is. And A. S. Is.	3 carts.
Head constables.		2 carts.
Constables.		1 carts.

(b) T. T. for duty at fairs, etc.----- Police Officers mentioned below when detailed on fair arrangements, Cholera or Plague duties or while on escort duty in their districts and head constables and constables on border patrol duty in the Sagas districts are entitled to carry their baggage by road at Government expense at the scale shown against them: --

	Seers
Sub-Inspectors. 15
Assistant Sub-Inspectors.	15
Head constables. 10
Constables	7

Carriage up to the above limits may only be charged for when actually engaged. [**F. R., Vol. II, Appendix X-6 (IV)**].



Note. :- (i) When such officers and their families travel by a hired motor lorry they may be allowed to draw the lorry hire actually paid by them for themselves, their families and their baggage limited to the hire charges of a cart, as admissible to them.

(ii) For the purpose of this rule, the word “station” includes the “headquarters lines and any police station or naked at headquarters (SR 81-C. Appendix V., F. R. Volume II).”

223 The Inspector –General of police exercises the following powers: -

(a) Power to suspend any non-gazetted police officers pending enquiry into their conduct.

(b) Power to inflict any of the punishments specified in Regulations 216 and 217 on head constables and constables

(c) Power to inflict on all ranks of non-gazetted police officers any of the penalties specified in Regulation 214 and 215.

442. Dispersal with fire arms.- 2[If it found impossible to disperse the rioters by the use of canes and lathis armed police will be used to restore orders. The armed squad will be armed with 303 Rifles and ball ammunition arrangement must be made to have a reserve supply of ammunition available on the spot. When armed Police are detailed, the party should be accompanied by the District magistrate specially selected by him]. (a) Before firing is actually commenced a Magistrate, supported by a file with fixed bayonets. shall proceed to within speaking distance of the mob and order it to disperse; should the order be disobeyed, the Magistrate shall distinctly warn the assembly or the mob that firing will be resorted to and will be effective. Should the mob still refuse to disperse, the Magistrate will fall back on the main police party.

(b)

(c) Firing must cease the instant it is no longer necessary. The Magistrate will direct the police officer in charge to cease fire as soon as the mob shows the slightest indination of retiring or dispersing.

Note I. Should a Magistrate for any unavoidable reason not be present the duties of the Magistrate will devolve on the senior police officer present.

Note 2 . Before the Magistrate advances to warn the mob, the whole squad will be ordered to load and keep their rifles at safe.

Note 3. No police officer is empowered to disperse an unlawful assembly unless he ranks as an officer in charge of a police station.

576. Circle Inspector - Police stations are grouped in circles, each of which is in charge of a Circle Inspector. The Circle Inspector is responsible for all police work in his circle, and especially for seeing that



every Sub-Inspector, Assistant Sub-Inspector, Head Constable and Constable under his authority possesses an efficient knowledge of his duties and responsibilities. To enable him to be thoroughly conversant with all that goes on in his circle, each Sub-Inspector or Assistant Sub-Inspector will submit through him a weekly diary, which he will forward to the Superintendent.



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