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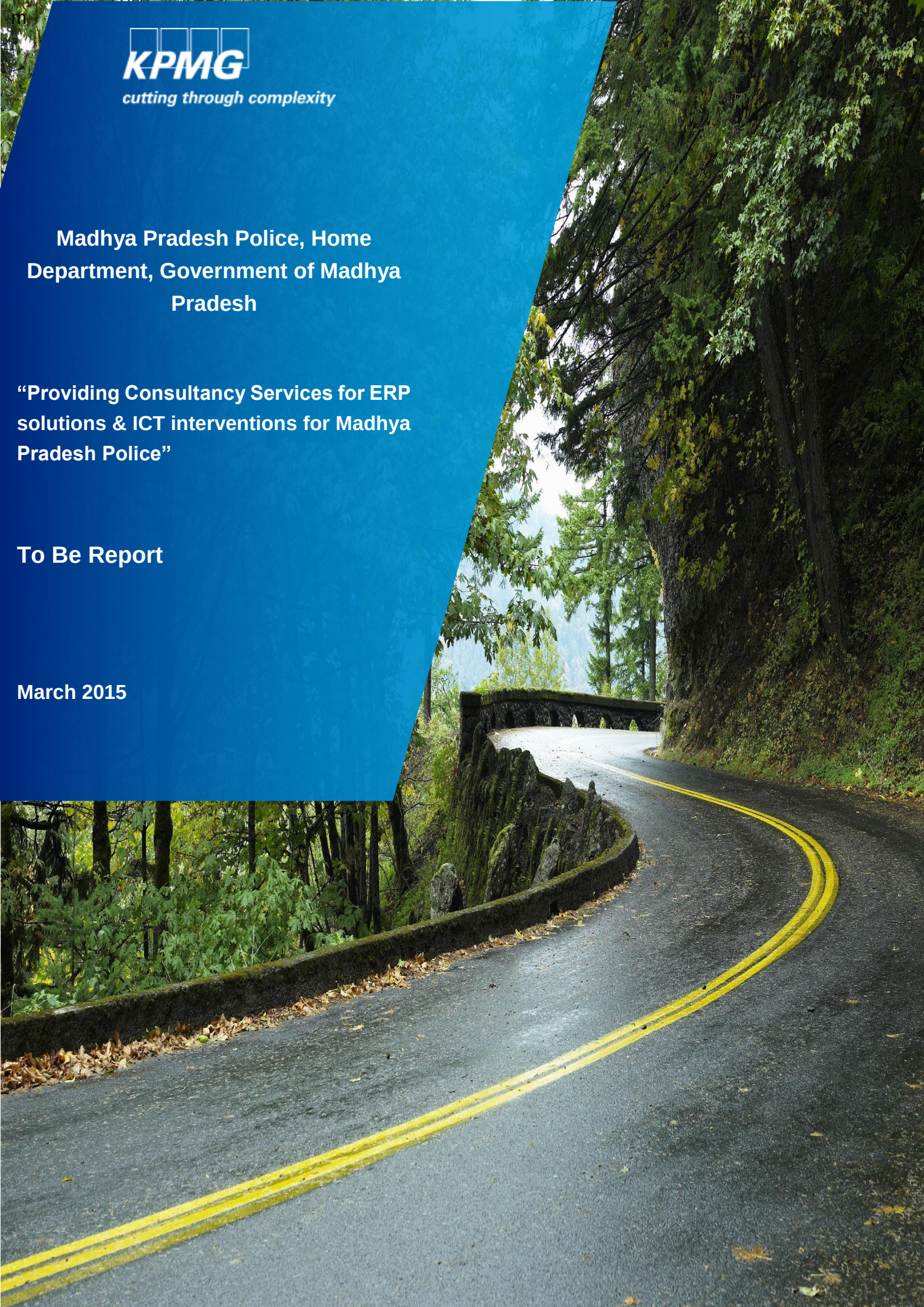
cutting through complexity

Madhya Pradesh Police, Home Department, Government of Madhya Pradesh

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

To Be Report

March 2015



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

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

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

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

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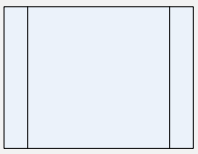
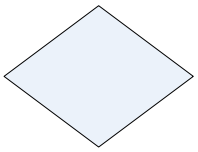
Process Map Shape Definition

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.

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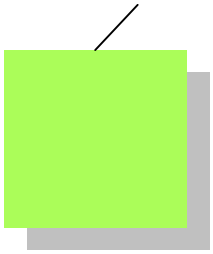
S. No.	*Shape/ Symbol*	*Name*	*Description*
10		Cross Over	If two lines cross, you ignore the perpendicular line and continue following the line to the next shape.
11		Yellow Note	States additional information related to the process.
12		Green Callout	States additional information related to a particular 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 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 officers, 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 represent and 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 states and Union of India in their order of September 22, 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 and 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 of the people in general and of the 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

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(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 par excellence by police personnel in all ranks.

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

1.2 Functions of MP Police

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

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

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

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

To promote policing on scientific lines state has created forensic science 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 Welfare 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.

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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 officers 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.).

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The **Prosecution Branch**, earlier part of Police Head Quarters, 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**))

Belo is the list of key Acts, Rules, Regulations applicable to Police Function and police personnel:

a) Police Act 1861; Indial Penal Code; Criminal Penal Code

b) Madhya Pradesh Police Regulations

c) Madhya Pradesh General Conditions of Service Rules

d) Madhya Pradesh Civil Service (Conduct) Rules

e) Madhya Pradesh Civil Service (CCA) Rules

f) Madhya Pradesh Police Fundamental Rules

g) Madhya Pradesh Police Supplementary Rules

h) Madhya Pradesh Police Store Purchase Rules

i) Madhya Pradesh Police Gazette Order Police issued time to time by DGP (with or without approval from State Govt.)

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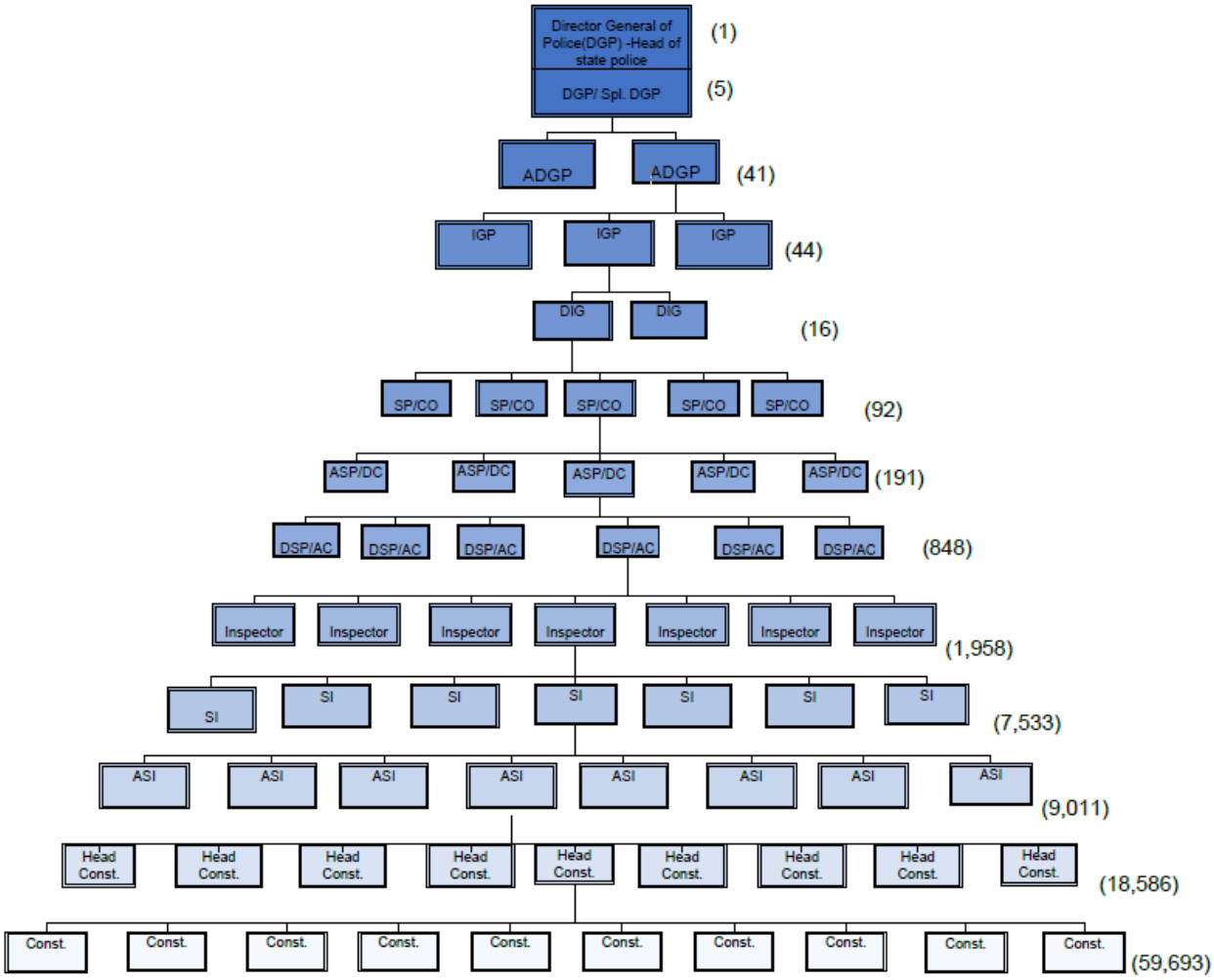
1.3 Organisational Structure



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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, voice/ data/ video transfer 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, service of 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/ offices.

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.

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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.

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3. Function wise proposed ERP modules

The ERP modules envisaged for Madhya Pradesh Police Department and their description is a follows:

Finance and Accounts Management System: This module shall gather financial data and generate related reports. Bills submitted and budget available under different heads are to be tracked within this modules. Data is to be read from the C-SFMS application database which is used for payments. Salary payments, GPF/ DPF loans and advances, contingency payments, Excess pay recovery, TA/ medical bills etc are to be processed from within this module.

Human Resource Management System: This module shall reduce time-intensive service matter related admnistrative tasks and lower costs by deploying self-service applications. It shall involve functions like Recruitment, Transfer, Posting, Departmental Enquiry, Promotions, service record, , ACR, leave etc. Police personnel shall be able to apply for leaves etc through self-service.

Workflow Management System: This module shall automate the note-sheet processes in the MP Police Department. Every workflow based file shall have a unique and autogenerated file number. The entries made by person involved shall be logged in the system. The system shall have the capacity to take scanned documents as attachement. The workflow based file may be put on “Hold” when inputs from any external party like Home Department etc are required and shall be “Closed” once the file has served its purpose. It shall support better monitoring of files by senior officers.

File Management System: This shall have all the scanned documents as defined in the “Data Digitization and Migration Strategy” report. The eRecords created from manual records are to be assigned a Unique Record Identifier (URI) with proper indexing for easy and quick retrival.

Note: Detailed functional requirements from these modules have been defined in “**Functional and Technical Requirement Specification**” document

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Below table identifies the ERP modules applicable for various processes coming under different functions:

S.No	Function	Processes	COTS modules	Custom Developed software
1	**Accounts/ Finance**	Salary and allowance Disbursement	• Finance and Accounts Management System • Human Resource Management System • Workflow Management System	-
		Pension	• Finance and Accounts Management System • Human Resource Management System	-
		Bills reimbursement	• Finance and Accounts Management System	-
		Audit	• Finance and Accounts Management System	-
		Post audit rectification	• Finance and Accounts Management System	-
		Loans and Advances	• Finance and Accounts Management System • Human Resource Management System	-
		Budgeting	• Finance and Accounts Management System	-
		Recovery of expenses	• Finance and Accounts Management System	-
		Reward money	• Finance and Accounts Management System • Workflow Management System	-
2	**Human Resource**	Recruitment	• Human Resource Management System	-
		Post recruitment verification	• Workflow Management System • Human Resource Management System • Finance and Accounts Management System	-
		Service Record Maintenance	• Human Resource Management System • Workflow Management System	-

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S.No	Function	Processes	COTS modules	Custom Developed software
		ACR Writing	• Human Resource Management System	
		Order Book Writing/ O.B. Entry	• Workflow Management System • Human Resource Management System	
		Compassionate Appointment/ Special appointment	• Workflow Management System • Human Resource Management System	
		Approval for Foreign Travel	• Human Resource Management System	-
		Leaves	• Human Resource Management System • Finance and Accounts Management System	-
		Government House Allotment	• Human Resource Management System • Inventory Management System	-
		Transfer/Posting	• Human Resource Management System	-
		Gradation List Preparation	• Human Resource Management System • Workflow Management System	-
		Promotion	• Human Resource Management System, Workflow Management System	-
		Medals	• Human Resource Management System, Workflow Management System	-
		Departmental Enquiry	• Human Resource Management System • Workflow Management System	-
		Post DE Action	• Human Resource Management System, • Finance and Accounts Management System	-

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S.No	Function	Processes	COTS modules	Custom Developed software
		Deputation	• Human Resource Management System • Finance and Accounts Management System	-
		Inspection	• Human Resource Management System • Workflow Management System	-
		Sanction of distress fund	• Human Resource Management System • Workflow Management System • Finance and Accounts Management System	-
		Loan for medical Treatment	• Human Resource Management System • Workflow Management System • Finance and Accounts Management System	-
		Sanction of education fund	• Human Resource Management System • Workflow Management System, Finance and Accounts Management System	-
		Loan for Welfare activities	• Workflow Management System • Finance and Accounts Management System	-
		Grievance/Complaint redressal	• Human Resource Management System • Finance and Accounts Management System, • Workflow Management System	-
		Setting up of Training Calendar	• Human Resource Management System	-
		Setting up of course syllabusg	• Human Resource Management System	-
		Selection for Training	• Workflow Management System • Human Resource Management System	-
		Trainee induction	• Finance and Accounts Management System	-

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S.No	Function	Processes	COTS modules	Custom Developed software
			• Human Resource Management System	
		Absence during training	• Workflow Management System • Human Resource Management System • Finance and Accounts Management System	-
		Training cancellation by trainee	• Human Resource Management System	-
		Exam paper setting	• Human Resource Management System	-
		Answer sheet evaluation	• Human Resource Management System	-
		Evaluation: Outdoor training	• Workflow Management System • Human Resource Management System	-
		Creation of new Battalion	• Workflow Management System • Human Resource Management System	-
		Company movement	• Workflow Management System • Human Resource Management System	-
		Orderly Room	• Workflow Management System • Human Resource Management System	-
		Mounted Troops games participation	• Human Resource Management System • Workflow Management, Finance Management	-
		Mounted Troops training	• Workflow Management Systems • Human Resource Management System	-
3	Inventory Management	Equipment/ Furniture Purchase	• Inventory Management System • Workflow Management System • Finance and Accounts Management System	-
		Vehicle Purchase	•	-

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S.No	Function	Processes	COTS modules	Custom Developed software
			• Workflow Management Systems • Finance Management • Inventory Management System	
		Arms, tear gas items and Ammunition Purchase	• Inventory Management System • Workflow Management System • Finance and Accounts Management System	-
		Armour purchase	• Workflow Management System • Finance and Accounts Management System • Inventory Management System	-
		Horse/ Dog pups Purchase	• Inventory Management System • Workflow Management System • Finance and Accounts Management System	-
		Addition to Stock	• Workflow Management System • Inventory Management System • Finance and Accounts Management System	-
		Allotment of vehicles	• Inventory Management System	-
		Vehicle Maintenance	• Workflow Management System • Finance and Accounts Management System • Inventory Management System	-
		Vehicle involved in accident	• Inventory Management System • Workflow Management System	-
		Condemnation	• Inventory Management System • Workflow Management System	-

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S.No	Function	Processes	COTS modules	Custom Developed software
		Equipment Maintenance	• Inventory Management System • Workflow Management System	-
		Kit Clothing items	• Finance and Accounts Management System • Workflow Management System	-
		Library Books procurement	• Workflow Management System • Inventory Management System • Finance and Accounts Management System	Library Management System
		Issuance of GRP Pass/ Railway and Motor warrants	• Human Resource Management System • Workflow Management System	-
		Arms issuance for training	• Inventory Management System	-
4	Workflow Management	Tender issuance	• Workflow Management System	
		Tender evaluation	• Workflow Management System	-
		Bullet proof armor purchase	• Inventory Management System • Workflow Management System • Finance and Accounts Management System	-
		Bullet proof vehicle purchase	• Workflow Management System • Finance and Accounts Management System • Inventory Management System	-
		POL fixation	• Workflow Management System	-
		Fuel Expenses	• Inventory Management System • Workflow Management System • Finance and Accounts Management System	-
		Hostel Maintenance	• Finance and Accounts Management System	

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S.No	Function	Processes	COTS modules	Custom Developed software
			• Workflow Management System	
		Preparation of Important L & O events calendar	• Workflow Management System	-
		Printing at Police Press	• Workflow Management System • Finance and Accounts Management System • Inventory Management System	-
		Event Booking – Police Officers' Mess	• Workflow Management System • Finance and Accounts Management System	-
		Room Booking – Police Officers' Mess	• Workflow Management System • Finance and Accounts Management System,	-
		Dial 1090/ Dial 100	• Workflow Management System	-
		Vehicle verification	• Workflow Management System • Finance and Accounts Management System	-
		PC&R project	• Workflow Management System • Finance and Accounts Management System	-
		MOW Project	• Workflow Management System • Finance and Accounts Management System	-
		Vidhan Sabha Questions	• Workflow Management System	-
		Complaint against police	• Workflow Management System	-
		Complaint: Public vs. Public	• Workflow Management System	-
		File Put up Process	• Workflow Management System	-
		Action on Receipts	• Workflow Management System	-
		Recording of file	• Workflow Management System	-
		Check Test of items	• Workflow Management System	-

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S.No	Function	Processes	COTS modules	Custom Developed software
		State Situation Room	• Workflow Management System	-
		VIP Security duty instructions issuance and monitoring	• Workflow Management System	-
		Application for Gunman/ PSO	• Workflow Management System	-
		Character verification for. employees, tenants	• Workflow Management System	-
		Passport verification for citizens	• Workflow Management System	-
		Monitoring of Crime – Misc. information compilation	• Workflow Management System	-
		Medico Legal Case receipt monitoring	• Workflow Management System	-
		Post Mortem Report receipt monitoring	• Workflow Management System	-
		Statistical data booklet	• Workflow Management System	-
		Handing over of cases to CID for enquiry, investigation	• Workflow Management System	-
		SC/ST Complaints enquiry progress monitoring	• Workflow Management System	-
		Creation of Posts, Units	• Workflow Management System, Human Resource Management System	-
		Sanction of new police station/ outpost	• Workflow Management System	-
		Communicating amendments in Traffic Act and other rules/ regulation	• Workflow Management System	-
		Traffic Rules violation (Challan)	• Workflow Management System	-
		Challan Audit	• Workflow Management System • Finance and Accounts Management System	-
		Collection of Intelligence – Complilation of information called/ sent across the organisation	• Workflow Management System	

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4. Finance & Accounts 'To Be' Process

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-SFMS), an application provided by Treasury Department being used at Administrative offices of Police Department 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

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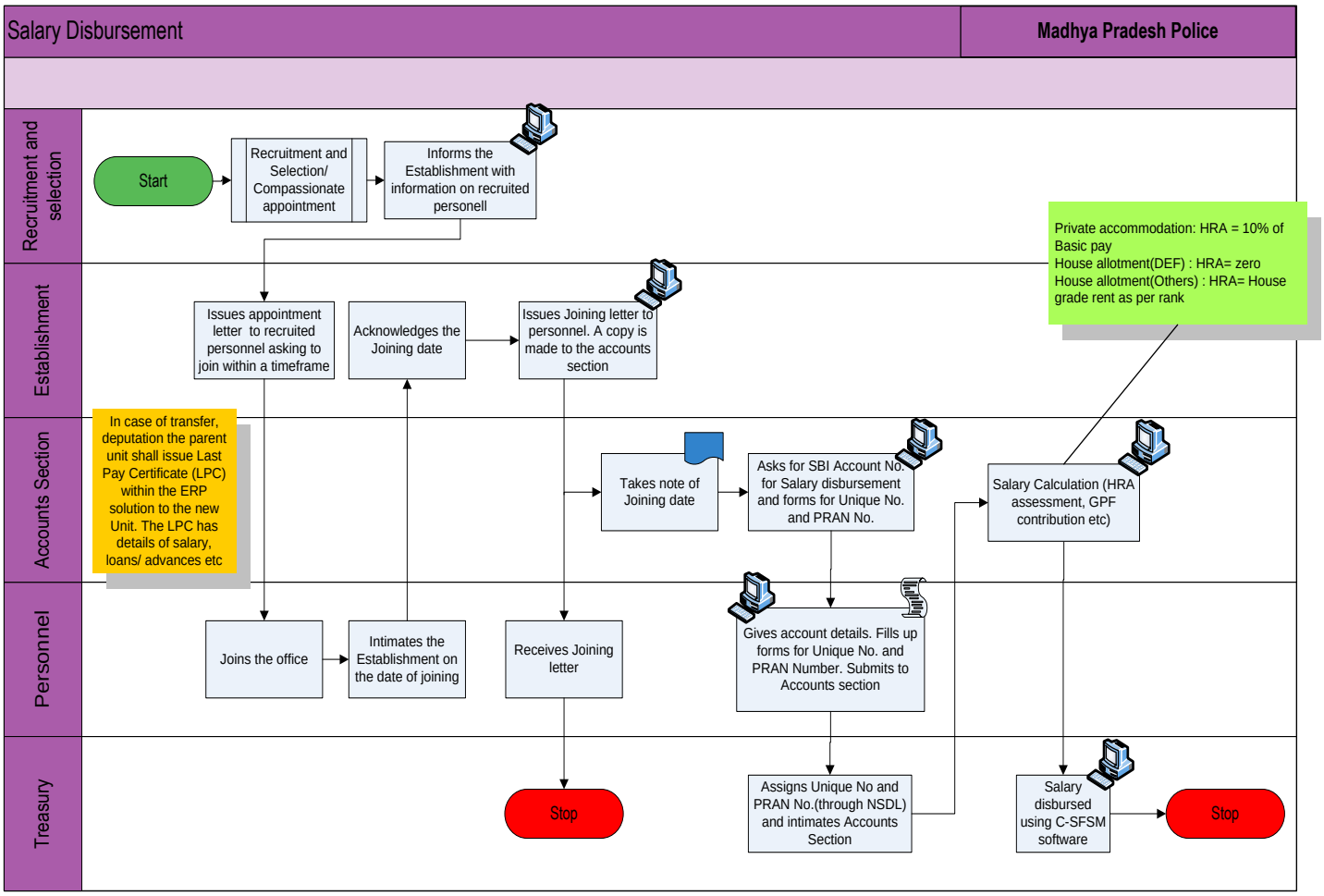
C. Process Map



D. Process Description

Process Name:	**Salary disbursement**	**Branch/ Sub-Branch**	**Administration**
Process Predecessor:	Recruitment and Selection, Compassionate appointment, Transfer, Deputation,	**Process successor :**	None
Process			
i) **Recruitment and selection Branch forwards the information about the recruited personnel to the establishment Section** ii) **The establishment section issues appointment letter to recruited personnel, preferably through email, asking him/ her to join within a timeframe.**			

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iii) **The personnel joins the office and intimates the establishment section 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 Section. 'It is recommended that a Unique No and PRAN No. be transmitted automatically through certain degree of integration of ERP solution with C-SFMS solution**

viii) **If the account details are received and Unique and PRAN no. are generated, the accounts section 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-SFMS application**

xi) **In case of Transfers of police officers/ personnel, parent Police Unit issues Last Pay Certificate (LPC) based on which the new Police Unit processes salary. Last Pay Certificate includes information on basic pay, HRA, DA, any advances/ loans taken, increment etc.**

xii) **The process is different for IPS officers and below are steps for the same:**

a) A copy Transfer/ Posting order from Administration branch.

b) Joining report for concerned IPS officer.

c) Bank details of concerned IPS officer including Bank name, Bank IFSC code, Bank Account Number, PAN number.

d) Once above information is provided Vendor number is created within the C-SFMS application

e) The payment to be made is entered into C-SFMS and same is forwarded to treasury for payment

xiii) **Changes in pay of a personnel are guided by Order Book which records all the orders issued by the unit head. These orders may be related to:**

a) Arrears

b) Excess Payment Recovery

c) Pay fixation on promotion

d) Deduction in pay on account of punishment including pay scale down grade, cash fin etc.

e) Annual time scale/ pay scale increment

xiv) **Certain Medals like PMG, PPMG carry fixed monthly allowance such allowance are accounted for while processing salary disbursement of such personnel.**

xv) **All Police personnel are to be issued monthly salary slip as a password proctected (PAN No etc) document as an attachment of email.**

xvi) **It is recommended that Aadhar Number and Personal Account Number (PAN) are also captured for all the Police Officials and Perosnnel.**

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xvii) **A Foxpro based application has been provided by SCRB for record keeping and generation of Form 16 based on the investment proofs given by Police personnel.** xviii) **Fine is "punishment" under CCA Rules and M.P.P.R. The fine is deposited in the police welfare fund levied on NGO level personnel by Unit In-charge (SP/CO) or by Range IG/DGP. On Gazetted officials only Government can issue such order. Fine can be recovered from Pay as well as pension. Earlier fine was deducted through the Excess Pay Recovery (EPR) under C-SFMS but currently only cash fine is being levied.** xix) **MP Police personnel get 13 month salary. Salary of 13th month is disburse in two equal part in a** financial year. xx) Monetary fines are currently collected in cash and respective challan is issued. It is recommednded that after implementation of ERP, such deductions be made through IT systems with limited manual intervention	
Policy Requirement	GOP, Circulars, Police rules and regulations, Office Order Book
Applicable ERP modules	Finance and Accounts Management System, Human Resource Management System, Workflow Management System

4.2 Pensionary Benefits

A. Process Summary

This is the To Be process of preparation of pension case of a personnel nearing superannuation. 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)/ Branch DDO Office	Pension Form, No dues certificate	As shown below	Pension Payment Order	Accounts Section, Pension Office, Applicant, Joint Director Pension

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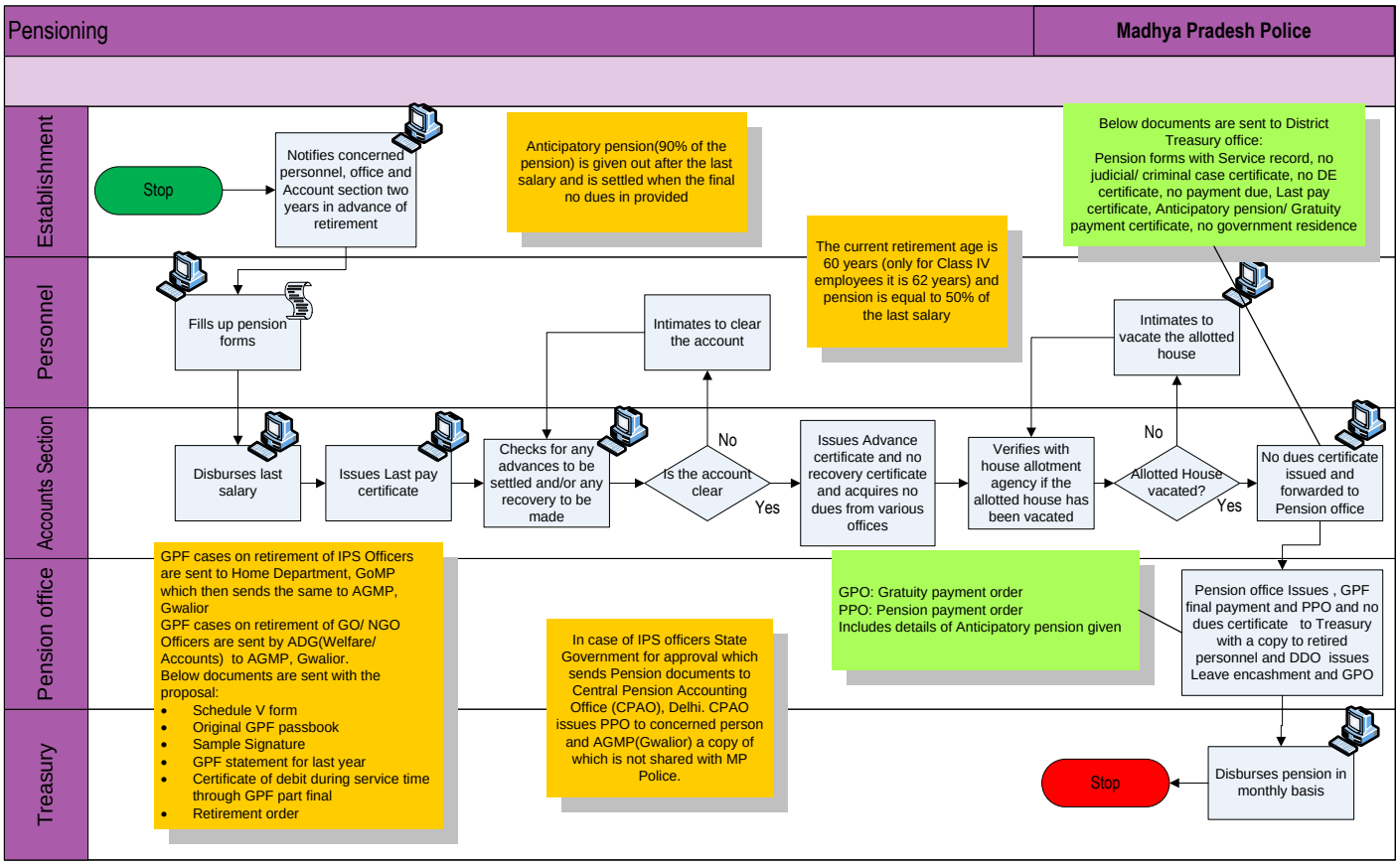
C. Process Map



D. Process Description

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

Process

i) Types of incidence of pension:
   a. Voluntary retirement
   b. Superannuation
   c. Family pension in case of deceased police personnel.

ii) The establishment section notifies the personnel, concerned office and accounts department about the date of retirement two years in advance through email.

iii) 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

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any advances to be settled by the applicant and issues the advance certificate and no recovery certificate, if the account is clear, through email. iv) If the account is not clear, the accounts department emails the applicant to clear the account. v) The accounts section verifies with the house allotment agency if the allotted house has been vacated by the applicant. vi) 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. vii) The pension office Issues GPO/PPO and sends and no dues certificate to Treasury with a copy to superannuated personnel and AIG (Account). viii) The treasury disburses the pension on monthly basis. Disbursement of pension is done by a bank branch acting as Treasury to be classified ix) 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 except for Class IV employees for whom the retirement age is 62 and pension is equal to 50% of the last salary. x) In case of IPS officers State Government for approval which sends Pension documents to Central Pension Accounting Office (CPAO), Delhi. CPAO issues PPO to concerned person and AGMP(Gwalior) a copy of which is not shared with MP Police.. xi) The ERP solution shall send notifications to all units where are concnered officer was posted during service to give “No dues”. Such no dues are to be given through ERP solution. xii) Any deduction/ reduction in pension as punishment is to be incorporated thorugh Order Book entry. xiii) In respect of police officers having superannuated during the year, discharged/ dismissed from service; resigned from service etc are to be assigned an ACR marking before the pensionary benefits are sanctioned. All the IT/ non IT equipment and email id/ CUG sim etc are to be returned.	
Policy Requirement	GOP, Circulars, Police rules and regulations
Applicable ERP modules	Finance and Accounts Management System, Human Resource Management System

4.3 Bill reimbursement

A. Process Summary

This is the To Be process of reimbursement of bills (Travel, Medical bills, Transfer T.A, Children Education allowance, newspaper, telephone 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.

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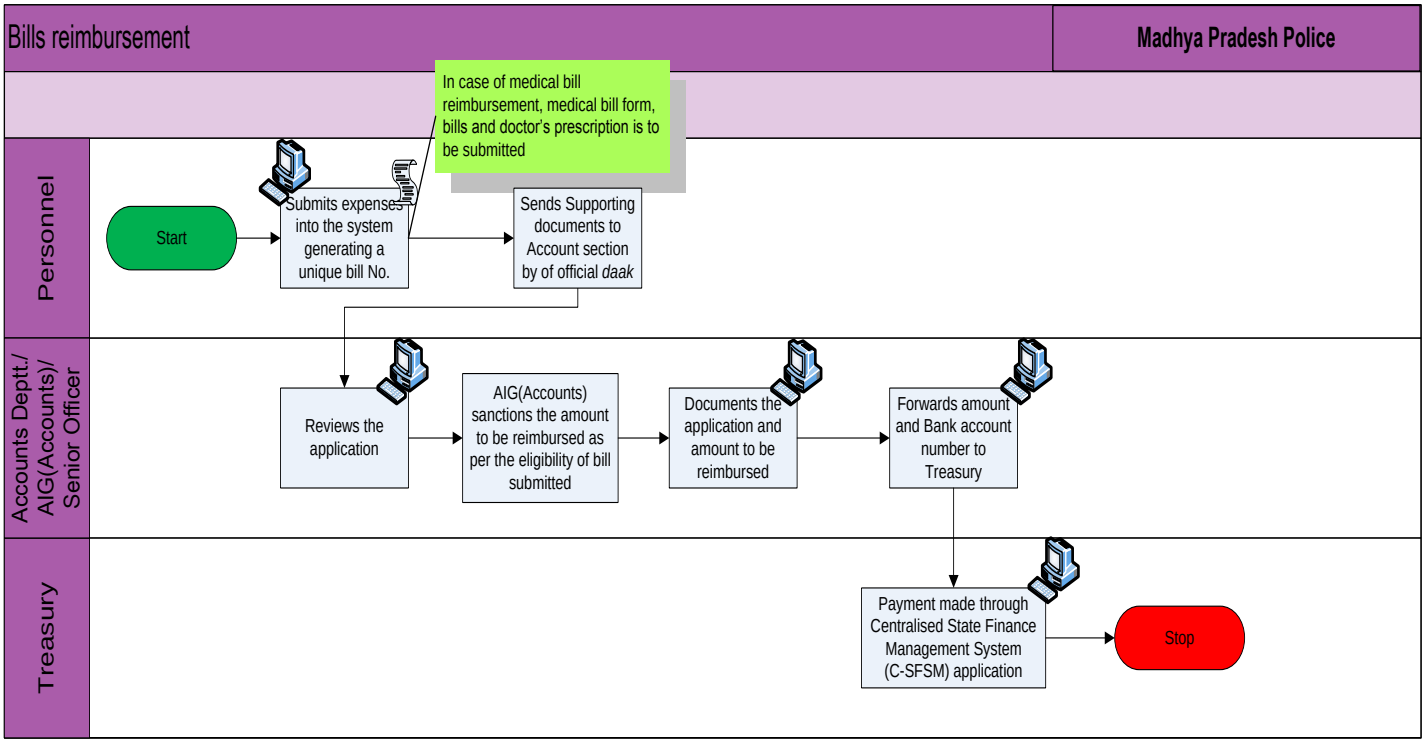
B. SIPOC

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

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Process	
i) The police personnel submits the bills (Travel, medical bills, news paper, telephone 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. In case of TA bill, ERP solution shall automatically check for prior tour approval. iii) The **Account Section scrutinizes 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)/ Senior officer 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-SFMS application and sends to treasury for payment. Integration of ERP Solution with C-SFMS application is recommended.** vii) **The treasury section makes the payment to the applicant through the Centralised State Finance Management System (C-SFMS) application.** viii) **In case of medical bill reimbursement, medical bill form, bills and doctor's prescription are to be submitted within six months of treatment. Medicines are to be purchased within 3 days of prescription.** ix) **For IPS officer cash memo is to be countersigned by a doctor.** x) **For other GOs and NGOs all supporting documents are to be countersigned by Civil Surgeon.** xi) **All bills are to be signed by the Controlling officer before processing. For DGP/ ADG level officers, bills are to be self-signed.** xii) **All bills are drawn according to Budgetory allocation and as per delegation of financial powers to different level of officers.**	
Policy Requirement	GOP, Circulars, Police rules and regulations, Govt Rules, circulars, instructions
Applicable ERP Modules	Finance and Accounts Management Systems

4.4 Audit

A. Process Summary

This is the To Be process of conducting 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.

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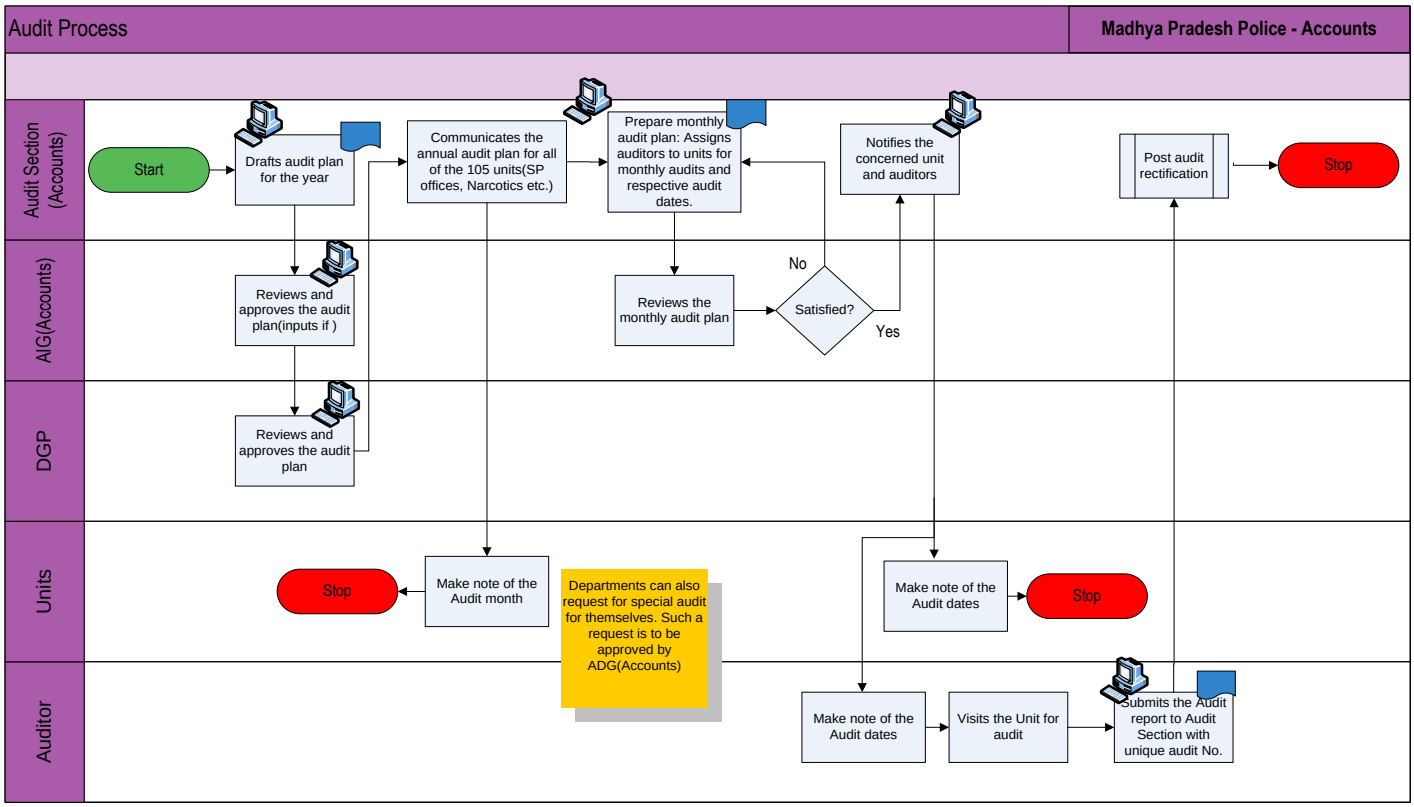
B. SIPOC

Supplier	Input	Process	Output	Customer
Audit section	Draft Audit Plan	As shown below	1. Audit Report 2. General Circular for all units to avoid repetiion of mistake	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			
i) The Audit section prepares the annual audit calender for all the 105 concerned units of MP Police and makes an ERP based workflow file. ii) This file is forwarded to AIG (Accounts) for approval.			

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iii) The AIG (Accounts) provides the inputs (if any) and sends it to DGP for approval. 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. 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. vi) The auditors will note down the audit dates, conduct the audit of the unit as per scheduled dates 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). vii) The audit is followed by a post audit rectification process. viii) Branches/ Offices 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, Govt rules, circulars, instructions
Applicable ERP modules	Finance and Accounts 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

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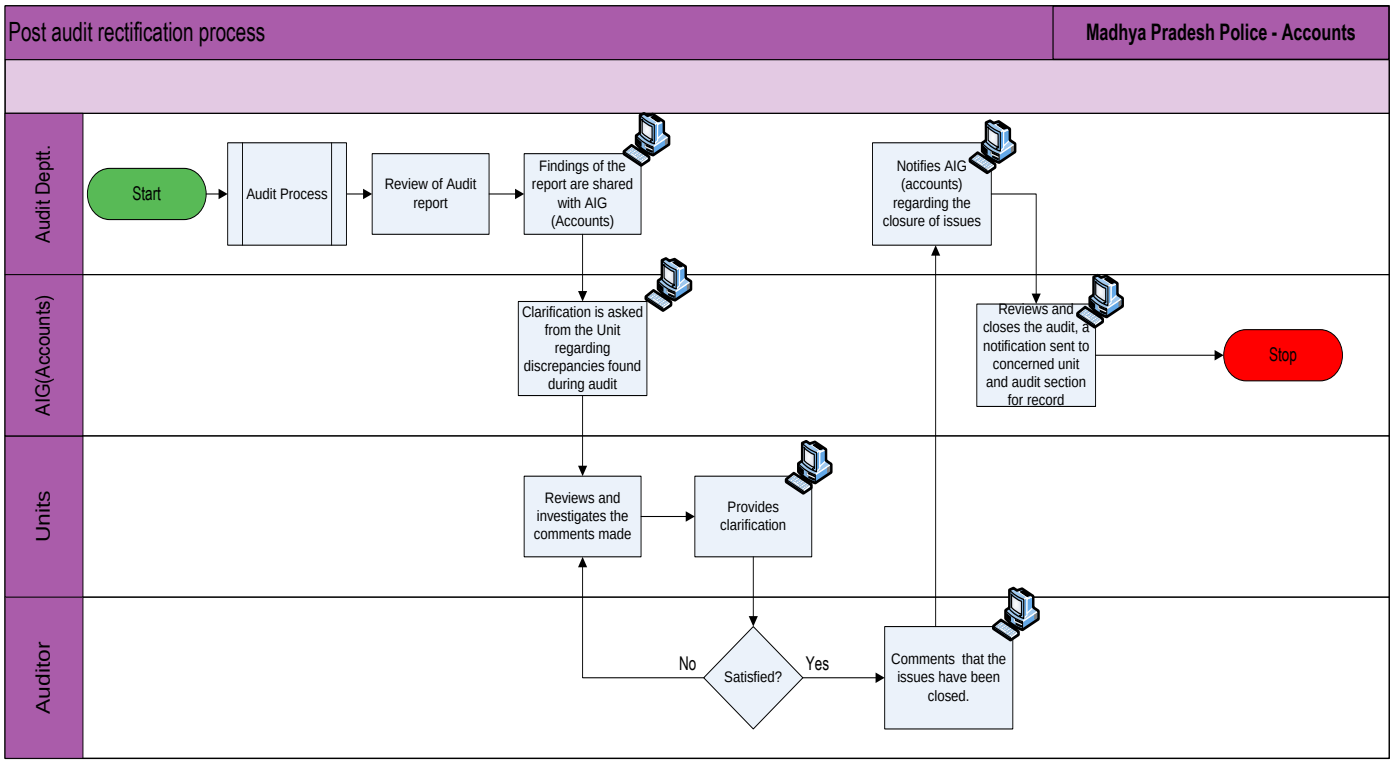
C. Process Map



D. Process Description

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

i) The audit section scrutinizes the audit report and findings are shared with the AIG (accounts).
ii) The AIG (accounts) asks for clarification from the Unit regarding discrepancies and irregulairities found during audit through ERP solution.
iii) The concerned unit scrutinizes and investigates the comments made and provides clarification to Auditor through application.
iv) If the auditor is satisfied, he comments to audit finding that the issues have been settled .
v) The audit section notifies AIG (accounts) regarding the closure of issues
vi) The AIG (accounts) closes the audit comments/ paras 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.
ix) Similar audit is also to be conducted by AGMP, Gwalior.

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Policy Requirement	GOP, Circulars, Police rules and regulations, goct rules, circulars, instructions
Applicable ERP Modules	Finance and Accounts Management System

4.6 GPF/ DPF Advance

A. Process Summary

This is the To Be process of Advance payment to police personnel who are DPF/GPF account holders. It is a form of temporary or permanent withdrwal to such applicants as are members of GPF/DPF scheme. The advance is paid based on the laid down eligibility conditions and availability of funds in the account of the individual applicant. The advance is sanctioned by the competent authority which varies in rank from Branch to Branch. The payment is based on the approval from Unit In charge, SP, Commandant/ AIG.

B. SIPOC

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

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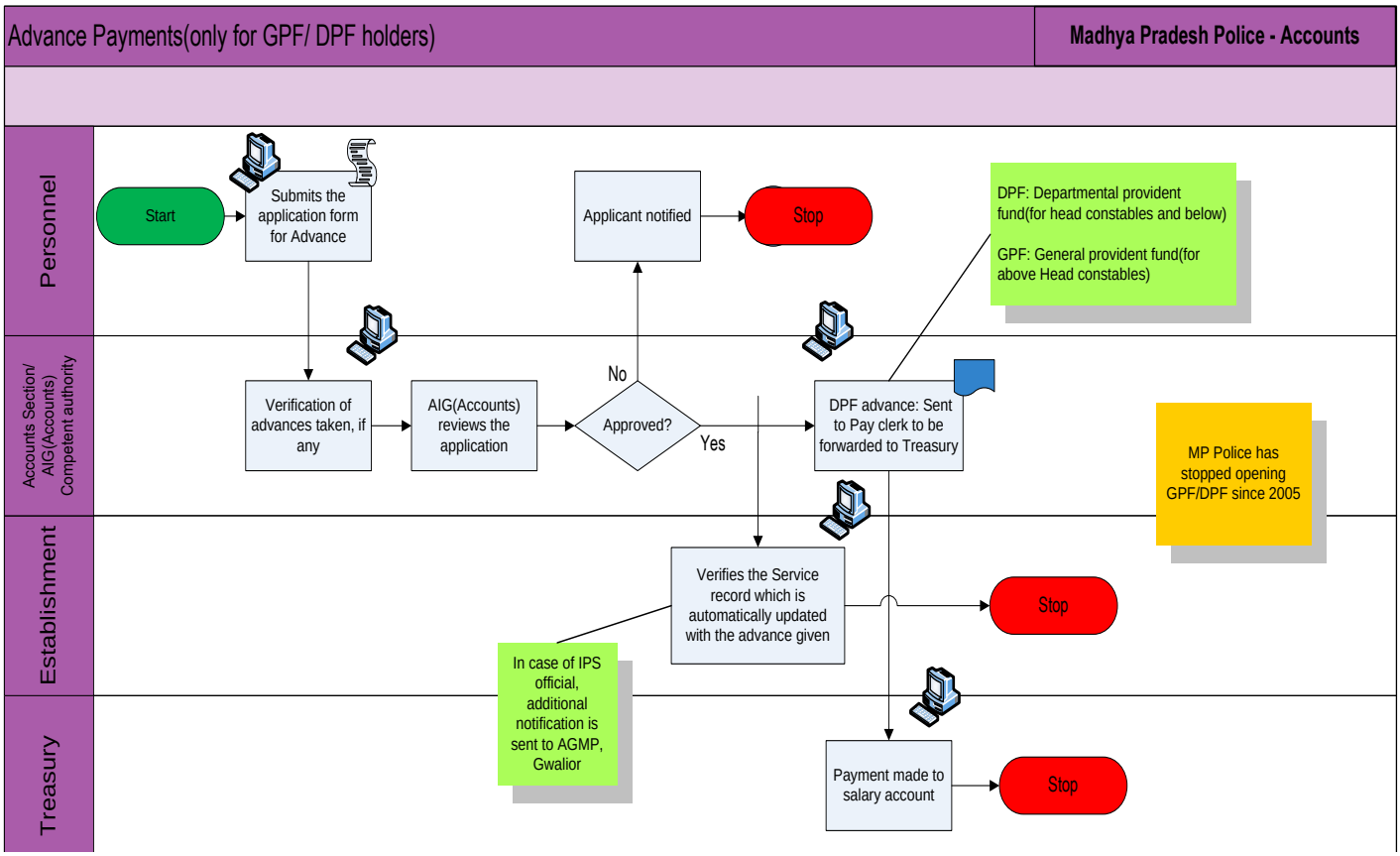
C. Process Map



D. Process Description

Process Name:	**Advance Payment**	**Branch/ Sub-Branch**	**All Units** **Example of Accounts Section (PHQ)**
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)			

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v) AIG (Accounts)/ competent authority scrutinizes the advance application. Once approved it is entered into the Treasury's application (C-SFMS) 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, Govt Rules, circulars, instructions
Applicable ERP Modules	Finance and Accounts 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**". Budget estimates are submitted by Units, reviewed by senior officials and approved by State Vidhan Sabha. Funds are allocated to various Units under different heads as per allocated budget.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

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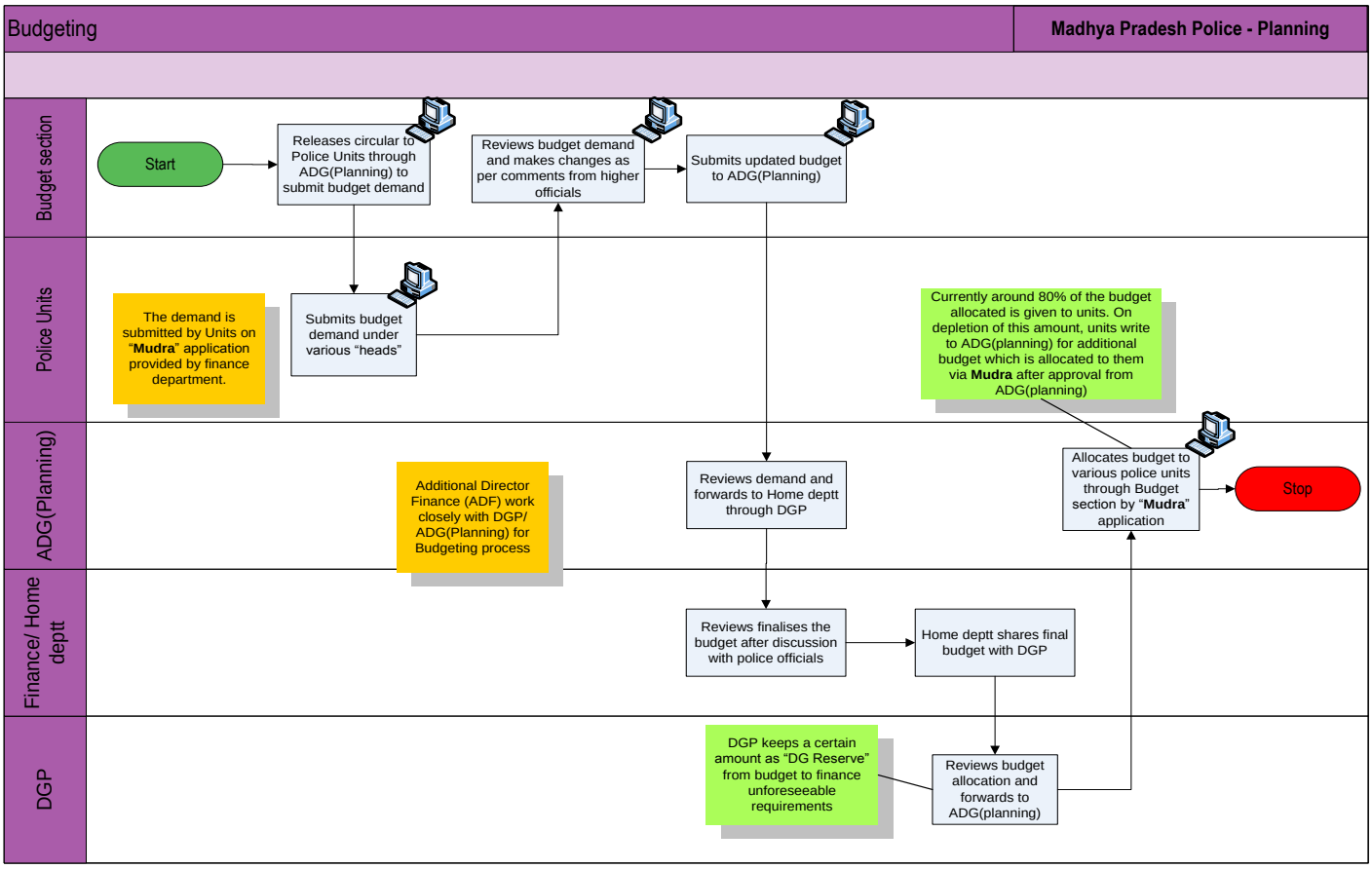
C. Process Map



D. Process Description

Process Name:	**Budgeting**	**Branch/ Sub-Branch**	Planning All units for demand submission and Budget monitoring
Process Predecessor:	None	**Process successor :**	None

Process

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. Unit heads are to receive automated notifications for submission for budget estimates.
iii) The budget section scrutinizes the demand and makes changes as per comments from higher officials and submits updated/ corrected budget to ADG (Planning)
iv) ADG (Planning) scrutinizes demand and forwards to Home department through DGP.
v) Finance/ Home department examins and finalize house allotment on first come first serve and seniority basis the budget after discussion with police officials. Home department forwards budget after approval by Minister for inclusion in the overall state budget for passage by State Legislative

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Assembly. Vidhan Sabha passes the Budget departmentwise and finally passess the Appropriation and Finance Bill conveying approval for the total state budget and for individual department's budget allocation. vi) Home department shares final budget with the DGP. vii) DGP scrutinizes 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 in accordance with their vetted demands 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). xi) Senior officials shall be able to monitor expenses under "Global" and "allocated" heads. xii) In addition the ERP solution shall have the capacity to process "supplementary" budget as well. xiii) Similar process is to be followed for Supplementory Budget.	
Policy Requirement	GOP, Circulars, Police rules and regulations, Govt Instructions
Applicable ERP Modules	Finance Management

4.8 Funds 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/ claim	As shown below	Recovery of payment	Railways Branch

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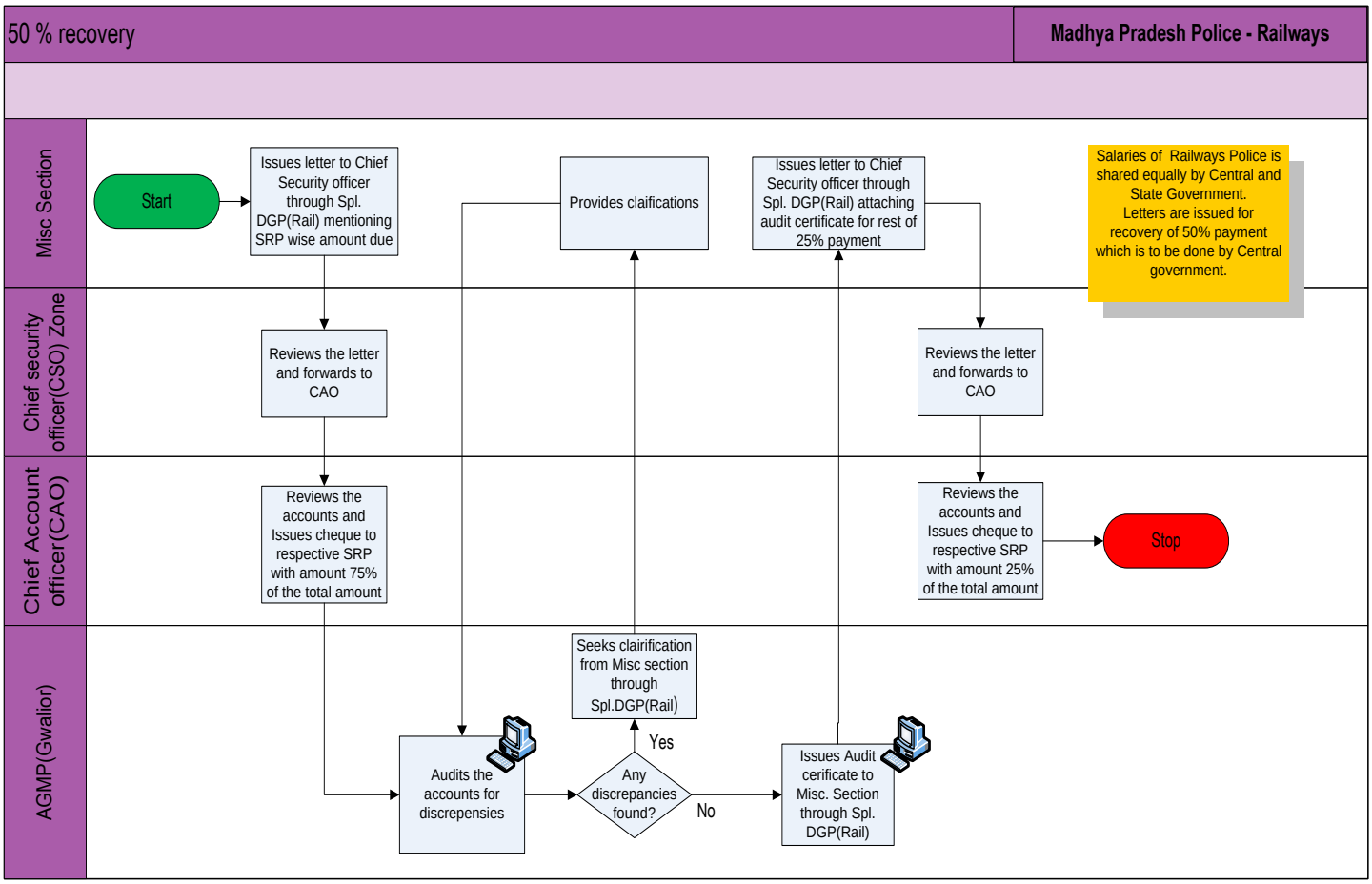
C. Process Map



D. Process Description

Process Name:	**Fund recovery**	**Branch/ Sub-Branch**	Railway
Process Predecessor:	Deployment of force	**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 scrutinizes the letter and forwards to Chief account officer.
iii) Chief account officer scrutinizes 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

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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 scrutinizes the letter and forwards to CAO. viii) The CAO scrutinizes 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. x) Similar process is to be followed for India Reserve battalion, Bank Gaiurd recorvery, Ex- state election deployment recovery, Forest Department. xi) Recovery of 50% salary related expenses from the Ministry of Railways is based on the concept that Railways as a subject is part of Union List if the Schedule VIII of the constitution. Union Governement is thus responsible to meet all expenses related to operations of Railways including the enforcement action against offences invlolving Railway property, systems and passenger safety. Since the state police i.e. the Government Railway Police is bearing the burden of law enforcement and public order management on railway premises and running trains along with Railway Protection Force, the state is entitled to reimbursement of expenses incurred by them for discharge of aforesaid responsibilities in respect of Railway xii) Sanctioning of Unit/ Post force for GRP is different than that of a MP Police unit/ force.	
Policy Requirement	GOP, Circulars, Police rules and regulations
Applicable ERP Modules	Finance Management

4.9 Reward to Informer

A. Process Summary

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

B. SIPOC

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

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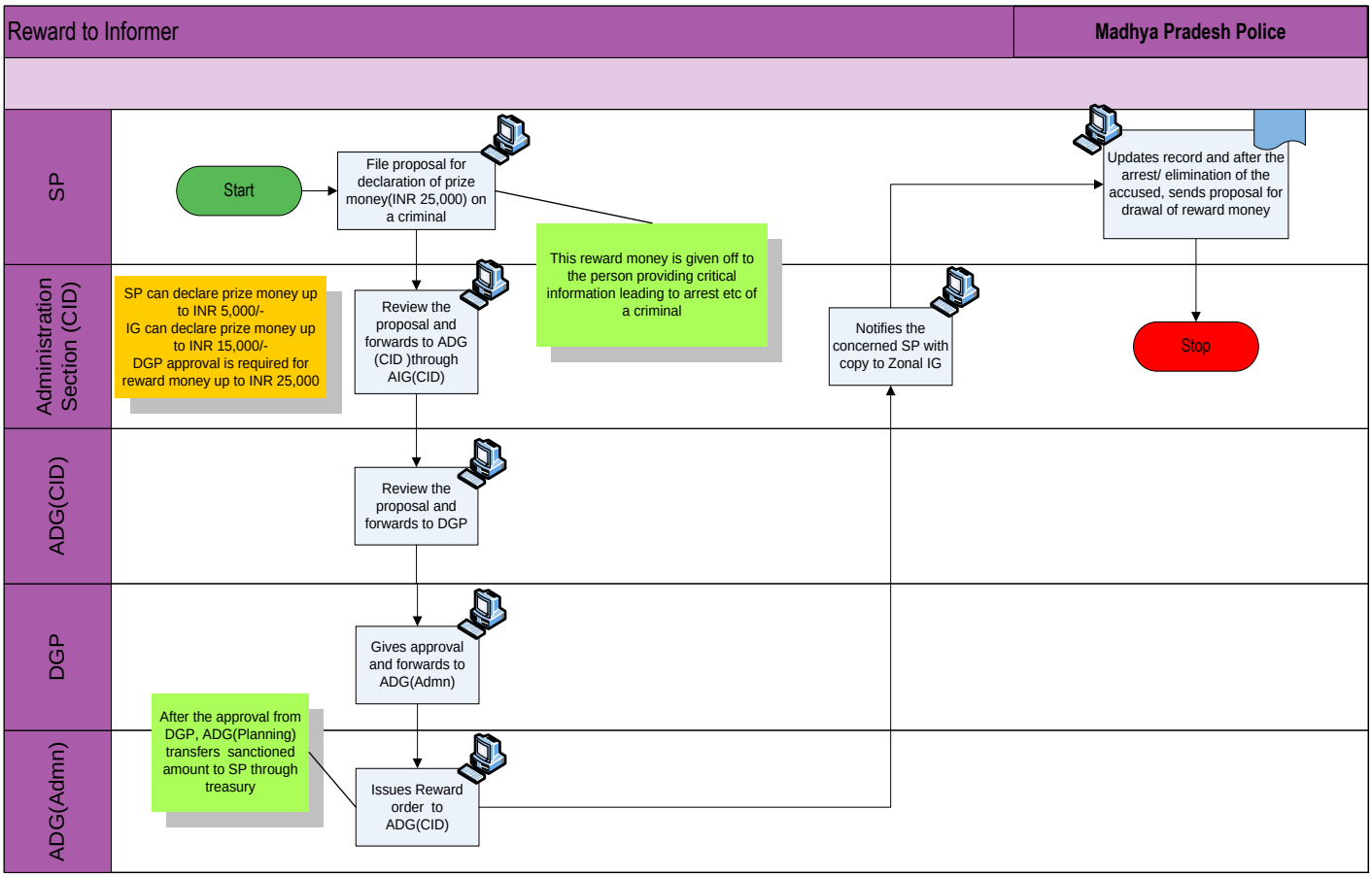
C. Process Map



D. Process Description

Process Name:	**Reward money**	**Branch/ Sub-Branch**	**CID/ Planning/ Administration**
Process Predecessor:	None	**Process successor :**	None
Process			
i) SP can declare reward money up to INR 5,000/- ii) IG can declare reward money up to INR 15,000/- iii) DGP approval is required for reward money up to INR 25,000 iv) SP submits a proposal/request on the system for declaration of reward 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) scrutinizes the and forwards to DGP on satisfaction through the system.			

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vii) DGP scrutinizes and sanctioned reward money in the system and forwards the proposal to the ADG (Admn) through the system. viii) ADG (Admn) issues reward 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/ death of the reward carrying rewardee/ accused, sends request/proposal through the system for drawal of reward money. xi) In certain cases, rewards may be admissiable by competent authority even without prior declaration. Also rewards declared by State Govt/ GoI and fugitives of other states may also be incorporated.	
Policy Requirement	GOP - Government Gazette Notification, Madhya Pradesh Police Regulations, Circulars
Applicable ERP Modules	Finance Management, Workflow Management

4.10 Contingency Payment

A. Process Summary

This is the process of contingency payment to vendors/ suppliers. The key actors in the process are applicant, Central Purchase Committee, Store, ADG (Welfare) Accounts Section, Treasury and AIG (Accounts).

B. SIPOC

Supplier	Input	Process	Output	Customer
Vendor/ Supplier	Bank details and Bills	As shown below	Contingency Payment	Accounts Section Applicant

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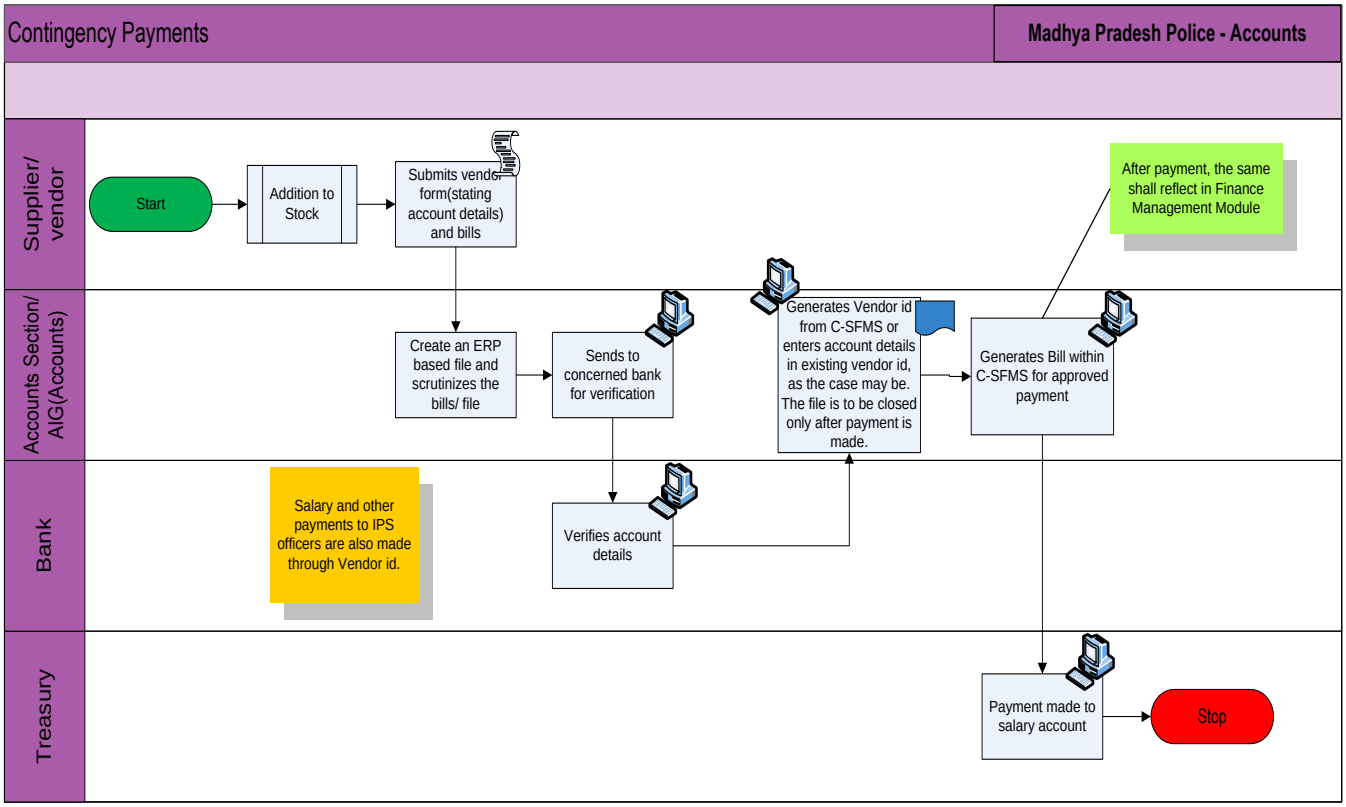
C. Process Map



D. Process Description

Process Name:	**Contingency Payment**	**Branch/ Sub-Branch**	**All Units** **Example of Accounts**
Process Predecessor:	None	**Process successor :**	None
Process			

i) **Payment is only made when supplied items are added to the stock.**
ii) **The supplier/ vendor puts up bills and provides it bank account detailse.**
iii) **The bills and concerned purchase file is scrutinized by AIG (Accounts) after creation of an ERP based file.**
iv) **Once satisfied, the bank account details are sent to the concerned bank for verification.**
v) **Once account details are provided, account section creates a Vendor id within the C-SFMS. In case an existing Vendor id is found same is linked with the provided Bank details. The same is also updated in ERP**
vi) **Account section Generates Bill within C-SFMS for approved payment.**

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vii) **Payment is made by Treasury to the Bank account of the concerned supplier/ vendor. Once payment is made, the same is expected to reflect on ERP solution.** viii) **Salary and other payment to IPS officers is also made through Vendor id. All other officials/ personnel get payment through Unique id provided by Treasury.**	
Policy Requirement	GOP - Government Gazette Notification, Madhya Pradesh Police Regulations, Circulars
Applicable ERP Modules	Finance Management System, Workflow Management System

4.11 Advance Payment

A. Process Summary

This is the process of Advance payment to those police personnel from Public fund. The payment is based on the approval from the AIG (Accounts). The key actors in the process are applicant, Accounts Section, Treasury and AIG (Accounts).

B. SIPOC

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

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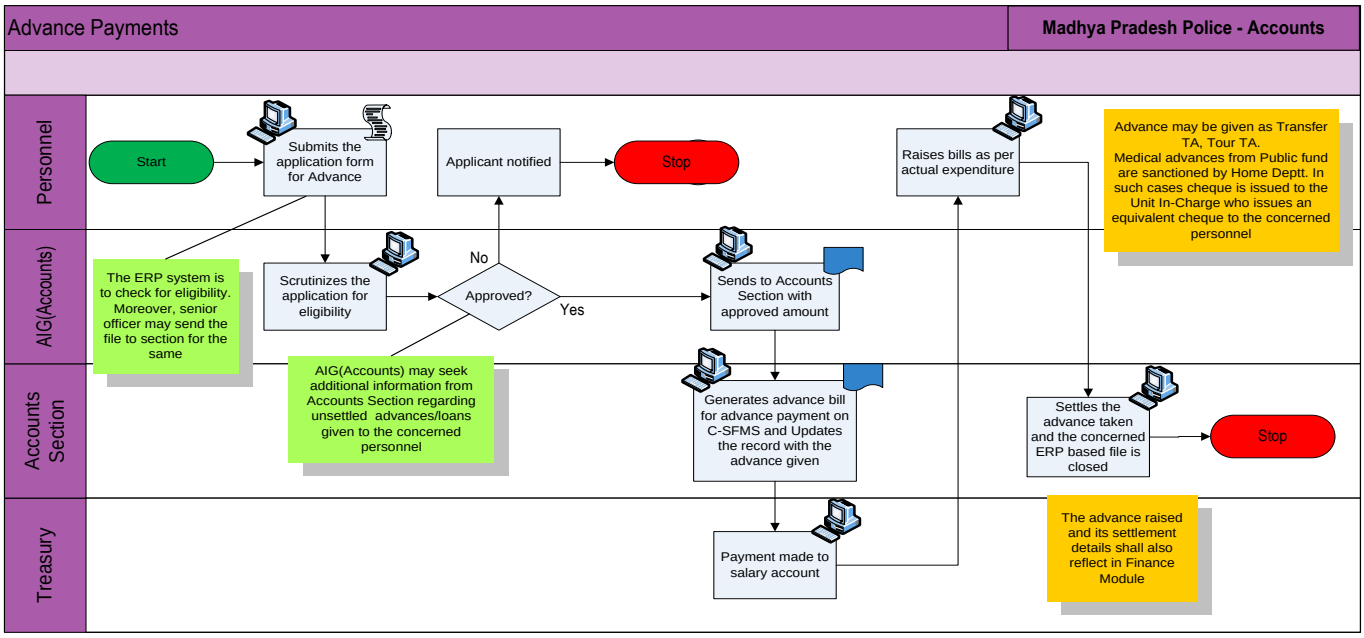
C. Process Map



D. Process Description

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

i) **Advance may be given as Transfer TA, Tour TA. Medical advances from Public fund are sanctioned by Home Deptt. In such cases cheque is issued to the Unit In-Charge who issues an equivalent cheque to the concerned personnel**
ii) **Concerned personnel fill application for Advance within Finance Module.**
iii) **AIG(Accounts)/ Accounts section scrutinizes the application for eligibility. The ERP system is to check for eligibility. Moreover, senior officer may send the file to section for the same**
iv) **AIG(Accounts) may seek additional information from Accounts Section regarding unsettled advances/loans given to the concerned personnel**
v) **If application is denied, concerned personnel is notified with justification**
vi) **Once approved, the application is sent to Accounts section with approved amount**
vii) **Accounts Section Generates advance bill for advance payment on C-SFMS and Updates the record with the advance amount given the same is entered in Finance management module**
viii) **Payment is so made to salary account of the concerned personnel through Treasury.**
ix) **The concerned personnel than raises bills as per actual expenses.**

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x) **Accounts section settles the advance with Bills put up. Excess pay recovery is done through C-SFMS if required.** xi) **The advance raised and its settlement details shall also reflect in Finance Module.**	
Policy Requirement	GOP - Government Gazette Notification, Madhya Pradesh Police Regulations, Circulars
Applicable ERP Modules	Finance Management Module

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5. Human Resource 'To Be' Processes

5.1 Vacancy Calculation

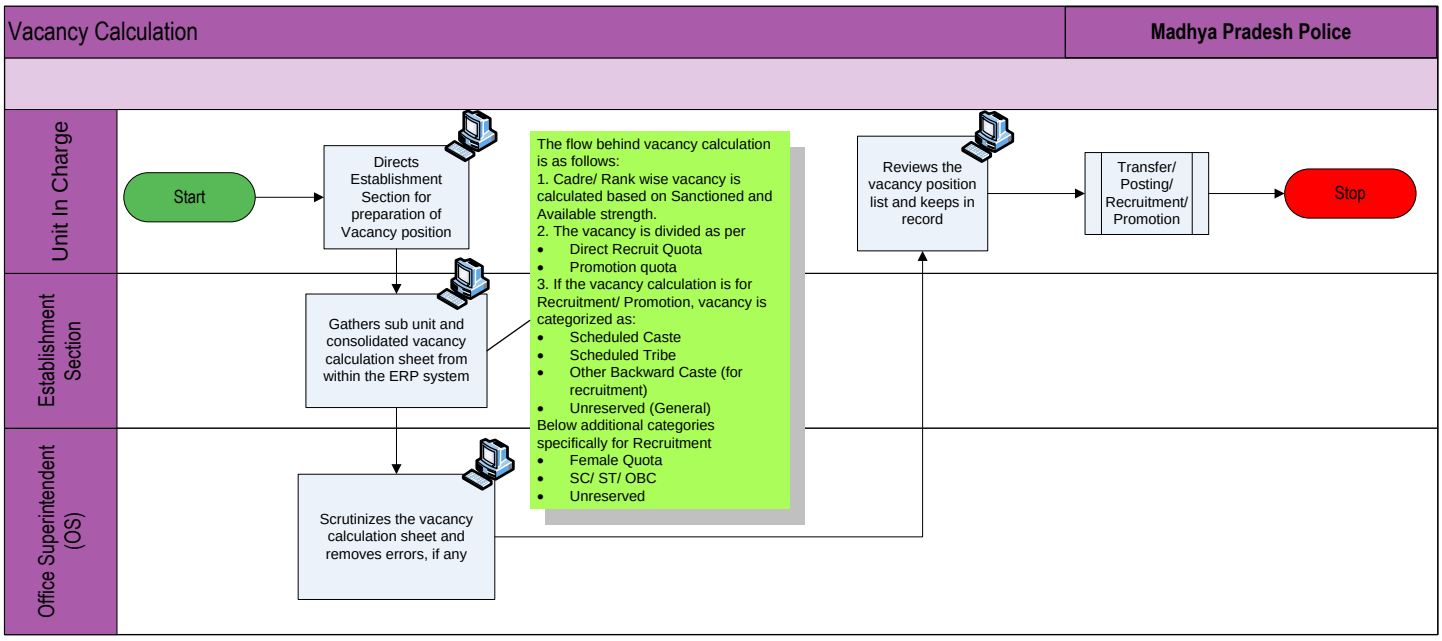
A. Process Summary

This is the To Be process for vacancy calculation at various Police Units. The process shall primarily involve Human Resource Management Module.

B. SIPOC

Supplier	Input	Process	Output	Customer
Unit Head	Order seeking vacancy position	As shown below	Vacancy Position	Police Units, Establishment Section

C. Process Map



D. Process Description

Process Name:	Vacancy Calculation	Branch/ Sub-Branch	All Units

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Process Predecessor:	None	**Process successor :**	Recruitment and Selection/ Transfer/ Posting/ Promotion
Process			

ix) Unit head directs Establishment Section for preparation of Vacancy position.
x) Establishment Section gathers sub unit and consolidated vacancy calculation sheet from within the ERP system.
xi) The flow behind vacancy calculation is as follows:
1. Cadre/ Rank wise vacancy is calculated based on Sanctioned and Available strength.
2. The vacancy is divided as per
a) Direct Recruit Quota
b) Promotion quota
xii) 3. If the vacancy calculation is for Recruitment/ Promotion, vacancy is categorized as:
a) Scheduled Caste
b) Scheduled Tribe
c) Other Backward Caste (for recruitment)
d) Unreserved (General)
xiii) Below additional categories specifically for Recruitment
a. Female Quota
b. SC/ ST/ OBC
c. Unreserved
xiv) The vacancy calculation is to be made on the basis of Total Sanctioned posts, personnel available as on date with SC/ ST/ OBC and Recruitment/ Promotion quota wise.
xv) OS scrutinizes the vacancy calculation sheet and removes errors, if any.
xvi) Unit In-charge reviews the vacancy position list and keeps in record.
xvii) The vacancy position sheet is to be used for:
a) Transfer/ Posting
b) Recruitment
c) Promotion

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

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5.2 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

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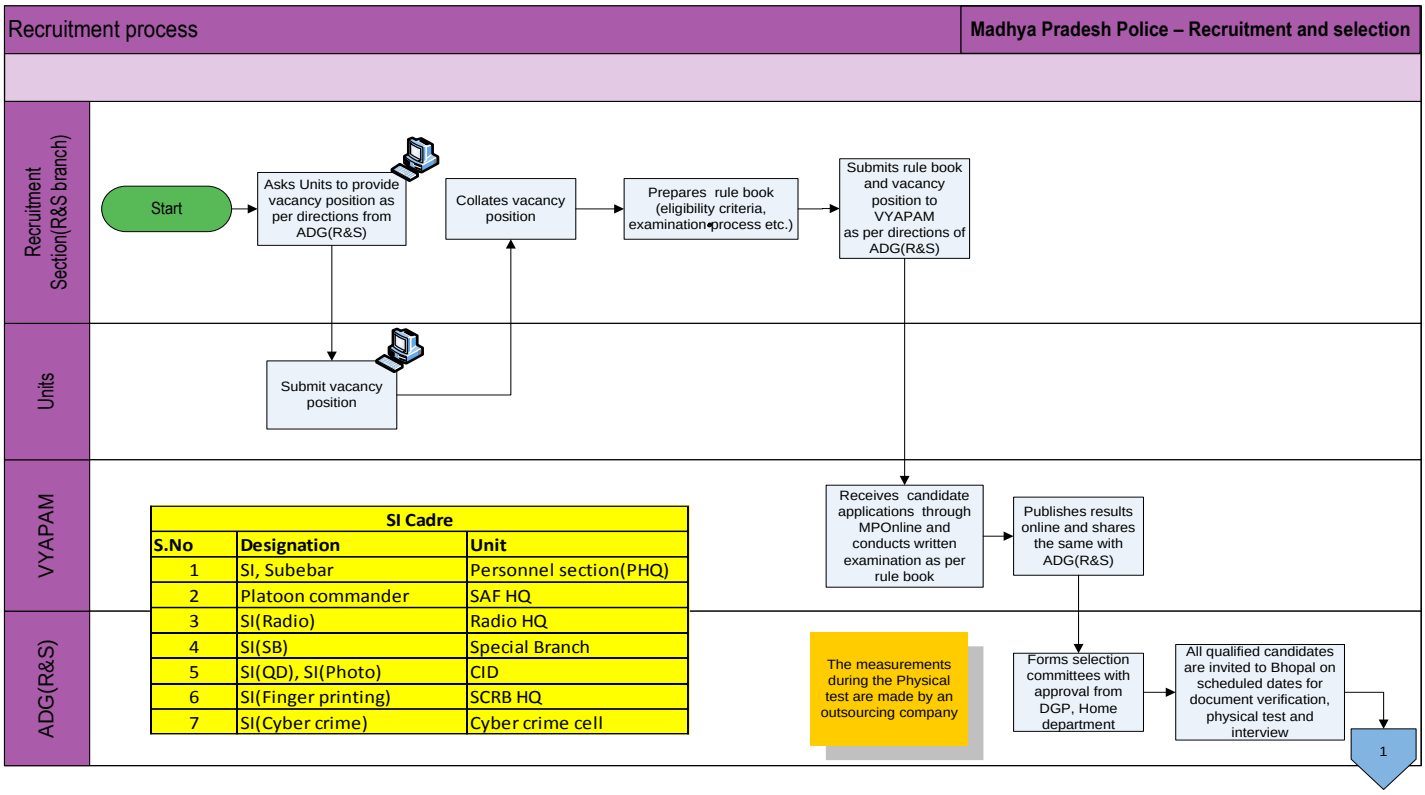
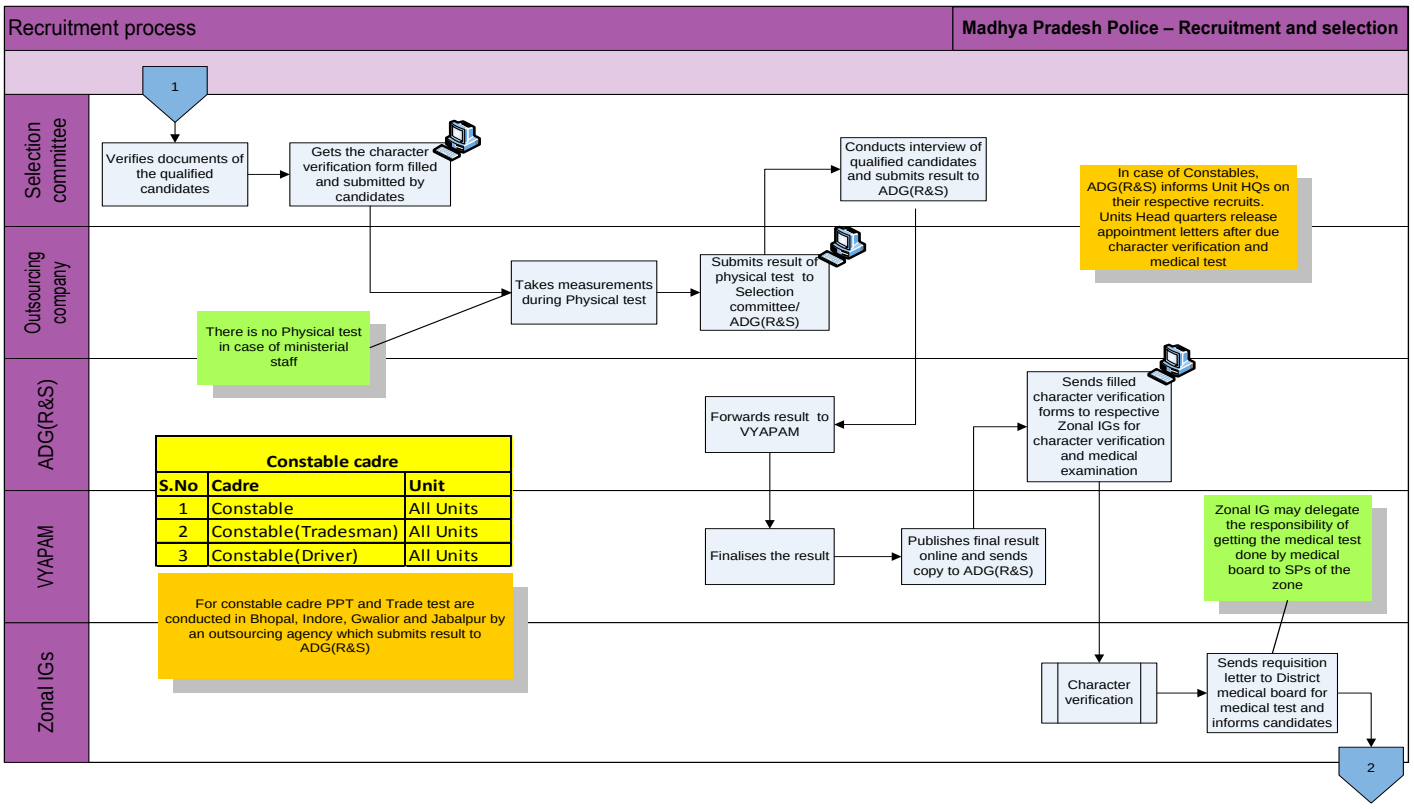
C. Process Map



SI Cadre		
S.No	Designation	Unit
1	SI, Subebar	Personnel section(PHQ)
2	Platoon commander	SAF HQ
3	SI(Radio)	Radio HQ
4	SI(SB)	Special Branch
5	SI(QD), SI(Photo)	CID
6	SI(Finger printing)	SCRB HQ
7	SI(Cyber crime)	Cyber crime cell



Constable cadre		
S.No	Cadre	Unit
1	Constable	All Units
2	Constable(Tradesman)	All Units
3	Constable(Driver)	All Units

For constable cadre PPT and Trade test are conducted in Bhopal, Indore, Gwalior and Jabalpur by an outsourcing agency which submits result to ADG(R&S)

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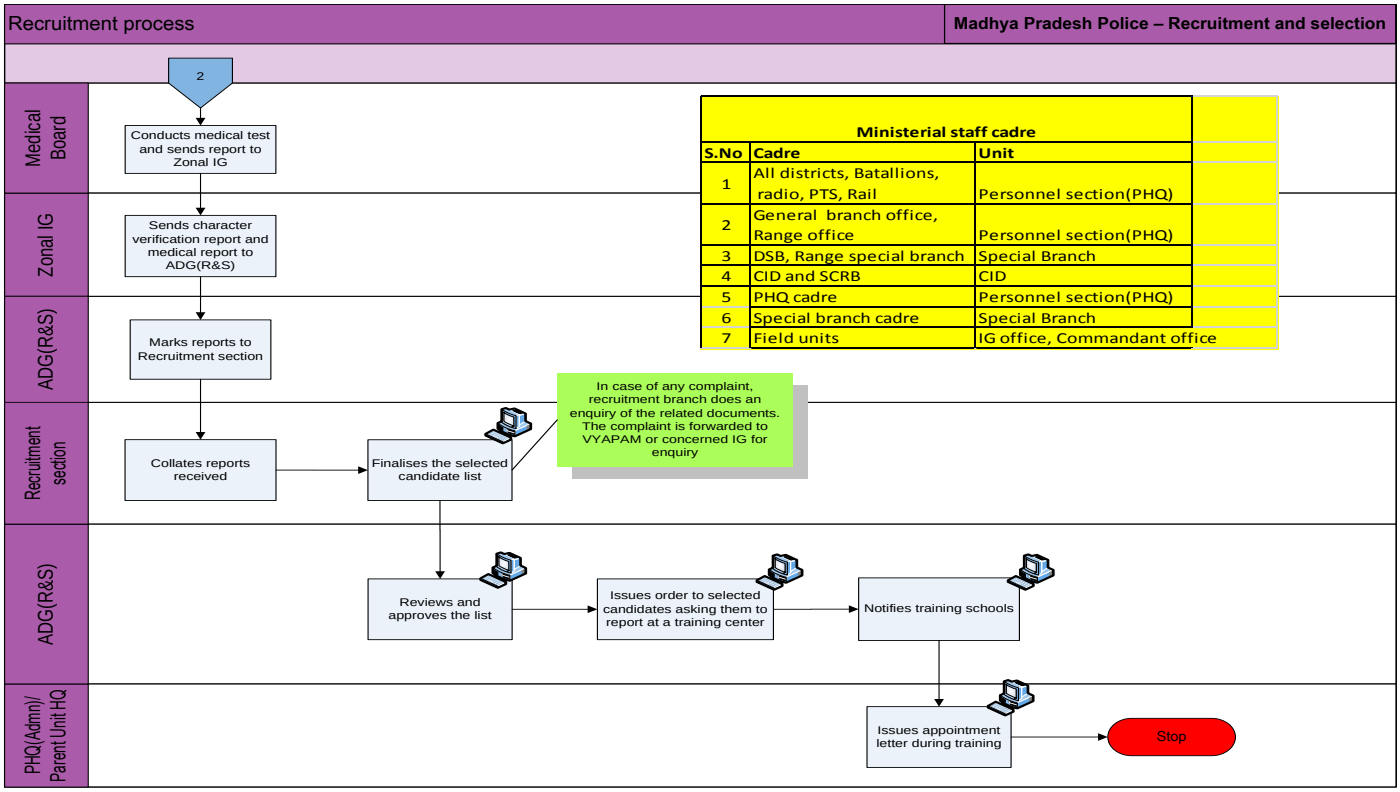

Ministerial staff cadre		
S.No	Cadre	Unit
1	All districts, Batallions, radio, PTS, Rail	Personnel section(PHQ)
2	General branch office, Range office	Personnel section(PHQ)
3	DSB, Range special branch	Special Branch
4	CID and SCRB	CID
5	PHQ cadre	Personnel section(PHQ)
6	Special branch cadre	Special Branch
7	Field units	IG office, Commandant office

D. Process Description

Process Name:	**Recruitment & Selection**	**Branch/ Sub-Branch**	**Recruitment Section Branch**
Process Predecessor:	Sanction order of Post	**Process successor :**	Salary disbursement, Service record maintenance, Provisioing of email account, Training

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 Branch consolidates vacancy list received from various units.
iv) Based on the consolidated list Recruitment and Selection Branch prepares rule book and defines selection criterion in the system. With the introduction of ERP there may be no need to call vacancy position from Units as Planning Branch will supply the “sanctioned post” status and Human Resource/ Finance module shal give the Available strength automatically.
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

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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 SsP 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.
xviii) ADG(R&S) receives report and shares with Recruitment section.
xix) 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.
xx) ADG(R&S) receives, scrutinizes 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.
xxi) Appointment letters are issued by ADG(R&S) during training.
xxii) In case of any complaint, recruitment branch does an enquiry of the related documents. The complaint is forwarded to VYAPAM or concerned IG for enquiry
xxiii) In case of Constables, ADG(R&S) informs Unit HQs on their respective recruits. Units Headquarters release call letter to recruited personnel, get their character verification and medical test done and issue appointment letters if CVR and medical reports are found satisfactory. Constable level personnel report directly at Units for joining.
xxiv) Once appointment letters are issued, Establishment section would receive a notification for creation for Login ids for IT application, Email id etc. In addition, as soon as his first salary is drawn, an official email id and Closed User Group needs to be issued to him/ her withour any manual intervention.
xxv) Along with the personal email id, personal mobile number is to be added to the database.
xxvi) Adhaar number and PAN card details should also be included into the database. Unique number provided by Treasury may be taken as employee id and the same should reflect in various documents including gradation list. This unique number/ employee id shall avoid duplication
xxvii) The sanctioned strength is as per reservation instructions of the Government**. The selection criteria also differs for various categories with benefit of age, qualifation, academic qualification, physical fitness, number of attempts allowed etc. The sanctioned strength of each police unit**

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is fixed by PHQ. Vacancies are to be filled by: (a) Promotion (b) Direct Recruitment (c) Deputation xxviii) **Recruitment through sources other than by competitive examination can in below three ways:** a) **Compassionate Appointment** b) **Appointment as per Police Regulation #52 by permission of DGP** c) **Appointment to ward of dacoit victims, informers, communal violence victims etc.**	
Policy Requirement	MP Police Rules and Regulations, GOPs and Circulars, Govt of M.P instructions/ circulars on eligibility conditions, weightages etc.
Applicable ERP Modules	Human Resource Management

5.3 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

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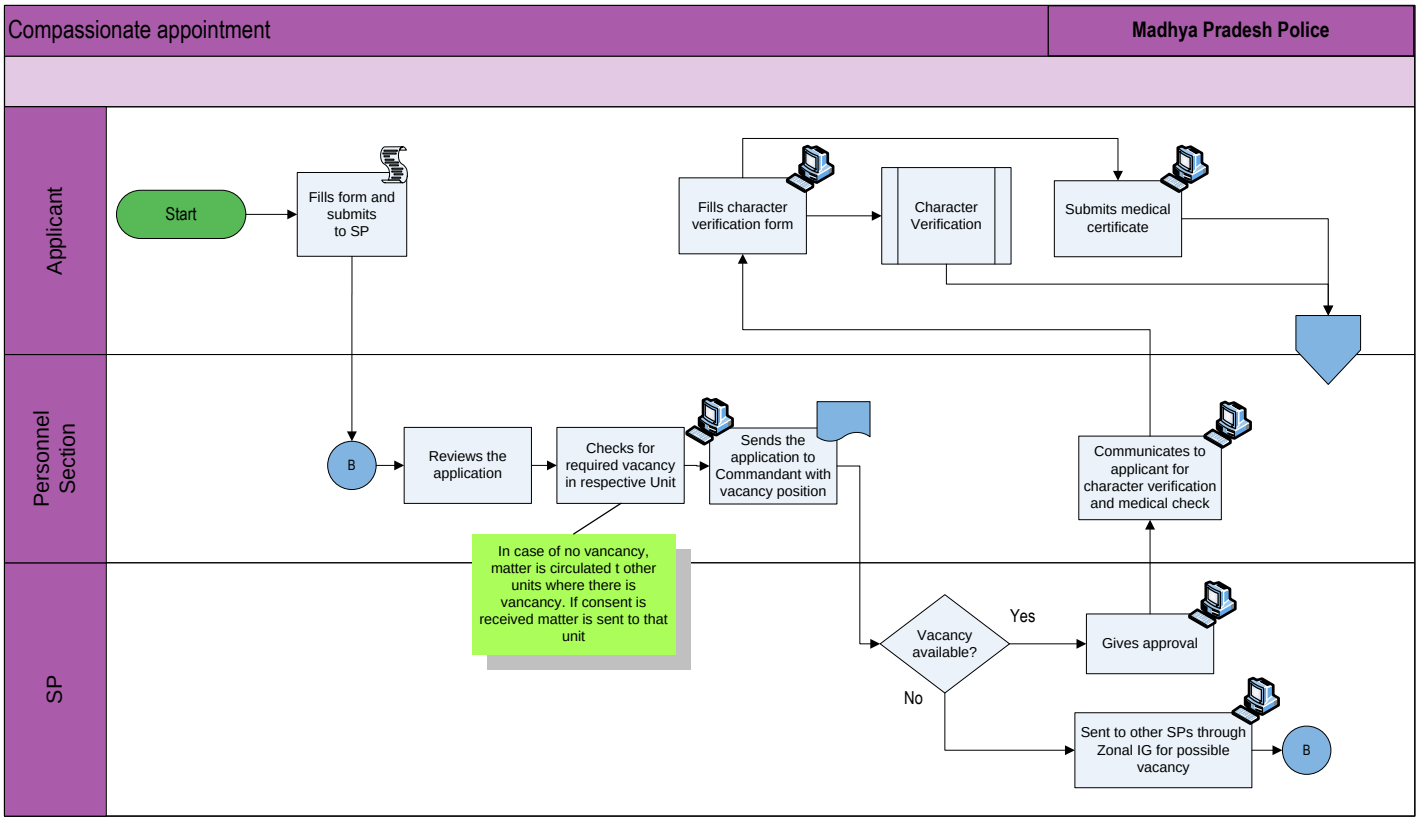
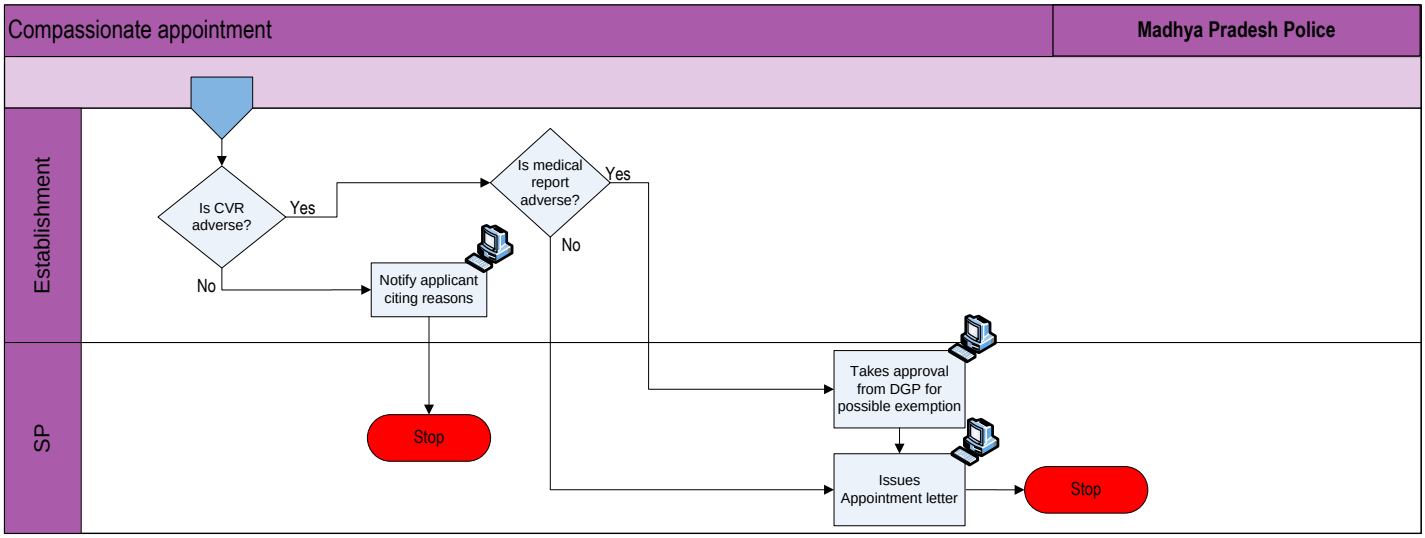
C. Process Map





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D. Process Description

Process Name:	**Compassionate Appointment**	**Branch/ Sub-Branch**	**All units** **Example of SP Office**
Process Predecessor:	None	**Process successor :**	Transfer/ Posting/ Salary Disbursement

Process

i) **The applicant fills up the form submits to SP.**
ii) **The personnel section scrutinizes the application and creates an application in the workflow module and assigns a file number and checks for required vacancy in respective Unit.**
iii) **The personnel section sends the application to SP 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 SsP 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.**

x) **The Compassionate appointment takes place under the provisions of GoMP (GAD) circular. Police Regulation Para 60 provides for appointment of Boy Orderlies. Although it is not specifically mentioned, but "ward" of deceased police personnel, if selected below the age of 18 years at the time of appointment, is first appointed at "Boy Orderly" and later on attainment of age, due character verification, medical test and passing of class 10, is reappointed at "Constable".**

xi) **Recruitment through sources other than by competitive examination can in below three ways:**

a) **Compassionate Appointment**
b) **Appointment as per Police Regulation #52 by permission of DGP**
c) **Appointment to ward of dacoit victims, informers, communal violence victims etc.**

xii) **The process of compassionate appointment covers appointment to the rank of constable, ministerial rank and Boy Constable/ orderlies as per the qualification possessed by the applicant and his age at the time of making application. The process of compassionate**

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appointment may involve two stages, first as bor constable and the as full constable on attaining age of recruitment as constable and fulfilling other eligibility conditions.	
Policy Requirement	Madhya Pradesh Police Regulations, GoMP Circulars, GoPs, Govt of MP instructions (general/ special)
Applicable ERP Modules	Workflow Management, Human Resource Management

5.4 Post Selection verification/ Appointment

A. Process Summary

This is the To Be process of verification of the personnel recruited for MP Police. An ERP based file shall be moved until Medical and Character verification is done. The process is to beperformed at every unit. Medical test and character verification of Distt/ Unit cadres is done at Unit level, while those of State cadre like SI, ASI(M), Steno is done at state level by Personnel section of Administration branch. After that new “users” will have to be created by Establishment for newly selected personnel.

B. SIPOC

Supplier	Input	Process	Output	Customer
R&S Branch	List of recruited personnel issued to various Units	As shown below	Appointment letter	Recruited personnel

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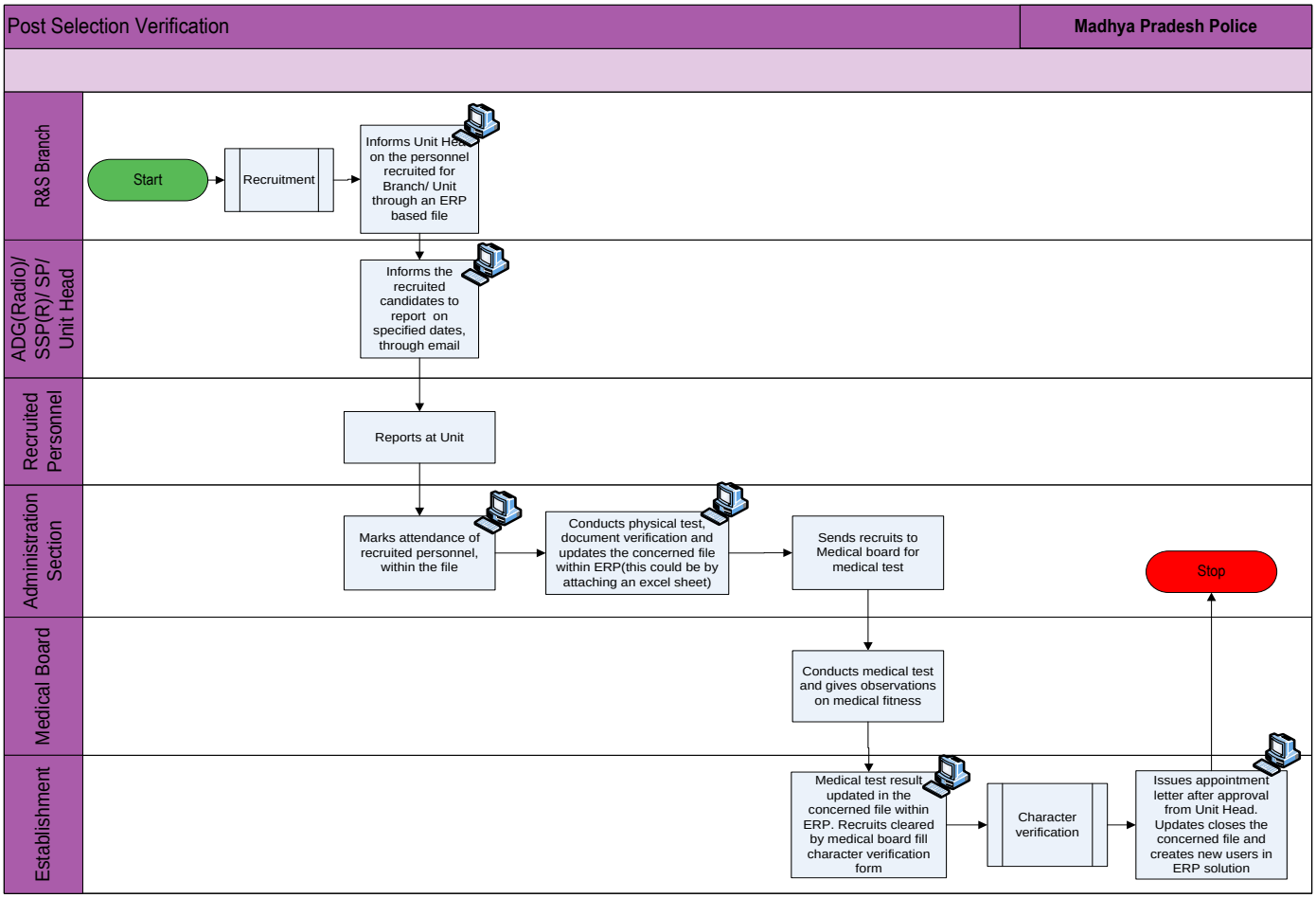
C. Process Map



D. Process Description

Process Name:	**Post Selection Verification/ Appointment**	**Branch/ Sub-Branch**	**All Units** **Example of Radio Branch**
Process Predecessor:	Recruitment	**Process successor :**	Posting/ Salary Disbursement/ Kit clothing/ Service record
Process			
i) ADG(R&S) informs Unit headon the personnel recruited for Radio Branch through an ERP based file.			

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ii) Unit head informs the recruited personnel to report on specified day through email (and other modes of communication) and also sends the list to Administration section and Establishment section for further action by forwarding the concerned file. iii) Selected personnel report at Unit and give their attendance at Administration section iv) Administration Section gets physical examination for selected personnel and undertakes 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 examination. v) Medical board conducts medical test and gives observations on medical fitness vi) The establishment section of the Unit gets Medical test result updated in the concerned file within ERP and gets Recruits cleared by medical board to fill up character/ antecedents verification form vii) Once the medical test and character verification **are done to satisfaction, Establishment Section Issues appointment letter to the persons with satisfactory antecendents/ character verification report after approval from Unit Head. Establishment also updates, closes the concerned file and creates new users in ERP solution for newly recruited personnel.** viii) **Once the personnel joins at the Unit, service record section matches the record and person physically present for enlistment with the record of Section Branch, original application form, mark sheet etc. Joining letter is issued upon satisfaction.** ix) **In case of Sub inspectors, ASI(M) and stenographers appointment orders are issued by Administration Branch but their Service records is prepared at the Police Unit of their first posting.**	
Policy Requirement	GOP - Government Gazette Notification, Madhya Pradesh Police Regulations, Circulars, GoMP instructions on eligibility conditions, relaxations, weightages etc.
Applicable ERP Modules	Workflow Management, Human Resource Management, Finance Management

5.5 Service Record Maintenance

A. Process Summary

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

B. SIPOC

Supplier	Input	Process	Output	Customer
Establishment Section of the Unit	All supporting documents	As shown below	Service Record Book	Applicant/ Service Record section

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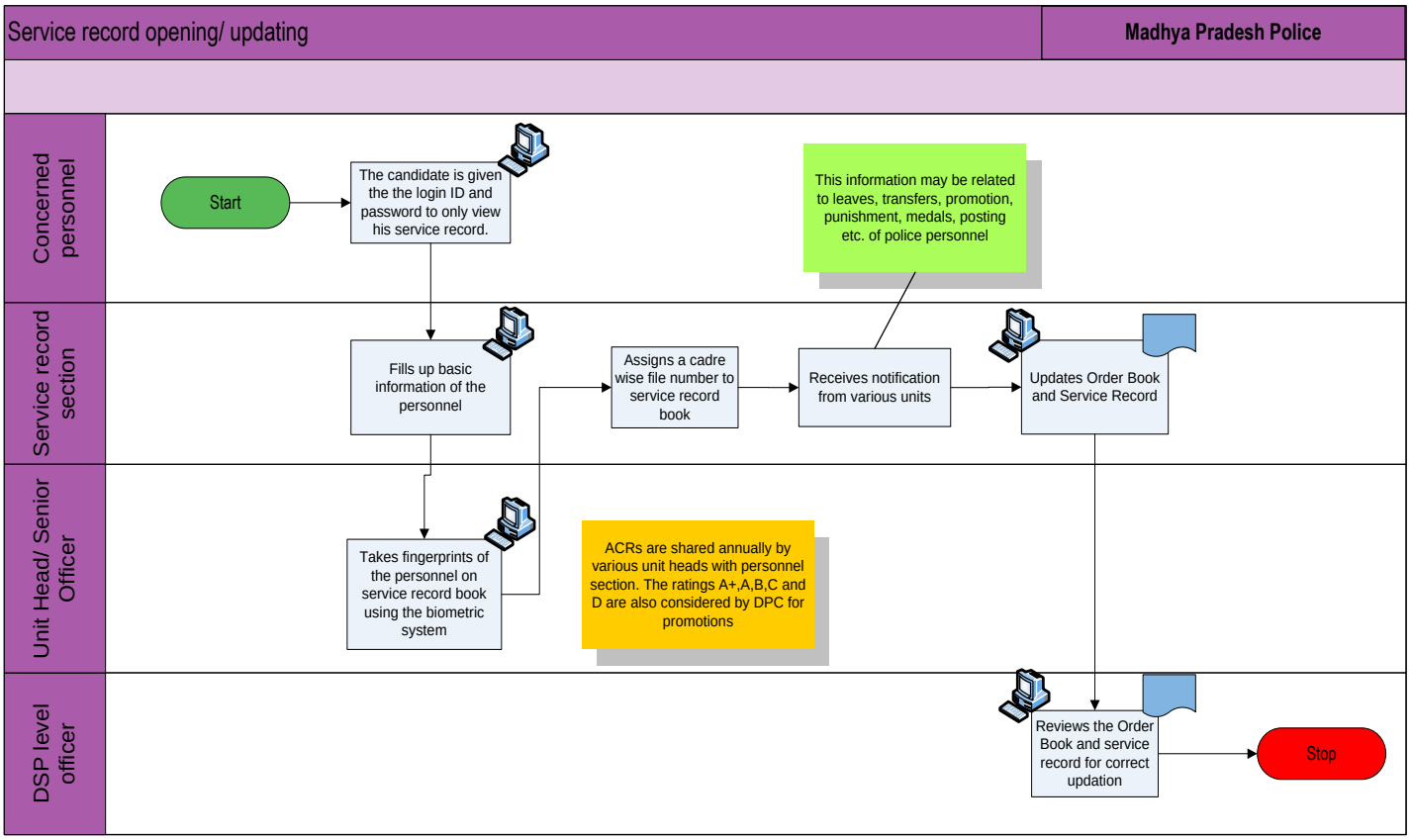
C. Process Map



D. Process Description

Process Name:	**Service Record Opening/Up gradation**	**Branch/ Sub-Branch**	**Service record section**
Process Predecessor:	Recruitment and Selection/ Appointment/ Compassioante Appointment	**Process successor :**	Salary Disbursement
Process			
i) The employee 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) Senior Officer of the unit for e.g. RI, Quarter master of the Unit 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.			

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v) The section receives automated notification from various units. The information may be related to leaves, date of increment, nomination, sanction of uniform grant, transfers, promotions, punishment, medals, posting etc. of police personnel. vi) **The module would have to be integrated with other processes also so that the information related to leaves, transfers, promotions, punishment, medals, Rewards, service verification, personal information, nomination forms, posting etc. gets updated in the service record through the system.** vii) **DSP level officer/ Adjutant scrutinizes the Order Book and service Record for correct updating.** viii) **Service Record is to also keep record of:** a) **Dependents: This is to be used for Leave Travel Concession, Medical Reimbursement, Education Fund, Allowance** b) **Home town details: This is to be used while doing Transfer/ Posting and LTC** c) **Physical Measurements: To be ueed for Kit Clothing**	
Policy Requirement	Madhya Pradesh Police rules and regulation, Circulars and GOPs
Applicable ERP Modules	Human Resource Management, Workflow Management

5.6 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 Office Department

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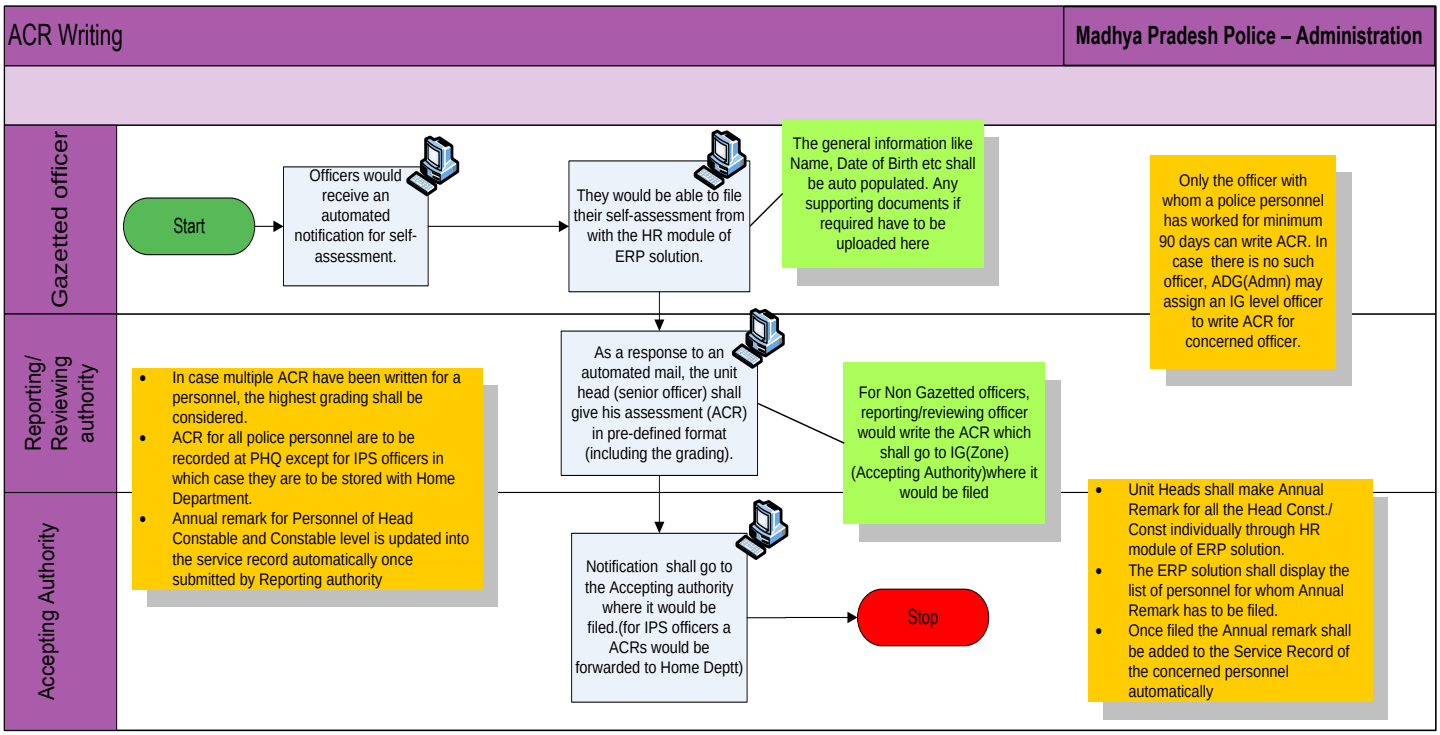
C. Process Map



D. Process Description

Process Name:	**ACR Writing**	**Branch/ Sub-Branch**	**Administration**
Process Predecessor:	Joining in Units/ Salary Disbursement	**Process successor :**	None
Process			

i) **Self-assessment is only required for gazetted officials. IPS officers are required to submit "goals and objectives" every April and same are reviewed in October in mid-year review.**

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) **Where an officer to be reported upon has not worked for 90 days or more under the super vision of the "officer reporting" and the "reviewing officer" a " non-initiation report" is issied by the office of "Reporting officer". In case of IPS officer,it is issued by DGP office. In case of DSP and ASP it is issued by IG (Administration)**

iv) Where an officer has worked for 90 days or more separately under more than one "reporting officer", each such "reporting officers" will initiate the ACR. So in certain cases for one year there may be more than one ACR for "part periods".

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v) In case multiple ACR have been written for a personnel, the highest grading shall be considered.

vi) Annual remark for Personnel of Head Constable and Constable level is updated into the service record and ACR is maintained

vii) 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.

viii) An automated mail is to be sent to all the officials required for ACR writing.

ix) 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 the next senior officer in the organization hierarchy till it reaches accepting officer where the ACR shall be file and will not be accessible to anyone(except by DPC)

x) For gazetted officer:

(a) They would receive an automated notification for self-assessment.

(b) They would be able to file their self-assessment from with 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 who records his remarks. There after the ACR is disclousure to the concerned personnel. Such a file shall not be accessible to anyone (except DPC).

xi) **For Head Constables/ Constables:**

(a) **The ERP system shall notify reporting officer to file Annual Remark**

(b) **Unit Heads shall record 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.**

(e) **In the ERP solution, ACR process would be required to be initegrated with various functions discharged by the officers through the Quantitative performance of the " Officer Reported upon"**

(f) **In such scenario, Job description and performance parameters of each rank/ post, weekly diaries, fortnightly diaries, business intelligence from CCTNS on the performance of officers reported upon would be required to be integrated**

(g) **Certain information in ACR format like Personal information, posting details, reqard and punishments in to be filed manually at present. After ERP implementation this informationshould get noted on ACR form automatically.**

xii) **ACR sharing by the units with personnel section need to be clarified as the system of ACR is not applicable to over 70% of M.P. Police personnel falling in the category of constables and Head Constables. It has to be mentioned that in lieu of ACR what is recorded which is used to assess their suitability for promotion by DPC.**

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xiii) The ACR is recommend to be disclosed to the concerned personnel. The personnel should be able to give representation against the ACR remarks given by Reportting/ Reviewing/ Accepting officer. Timelines and other modalities within the ERP solution need to be worked on. xiv) Additionaly, police personnel having superannuated during the year, discharged/ dismissed from service are required to complete their ACR process before receiving pensionary benefits.	
Policy Requirement	GOP, Circulars, Police Rules and Regulations, Govt of MP instructions (general/ special) on the subject
Applicable ERP	Human Resource Management

5.1 Order Book Writing

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
Unit In charge	Service related order	As shown below	Order Book/ service roll updating/ authentication of service related events	Service Roll section,

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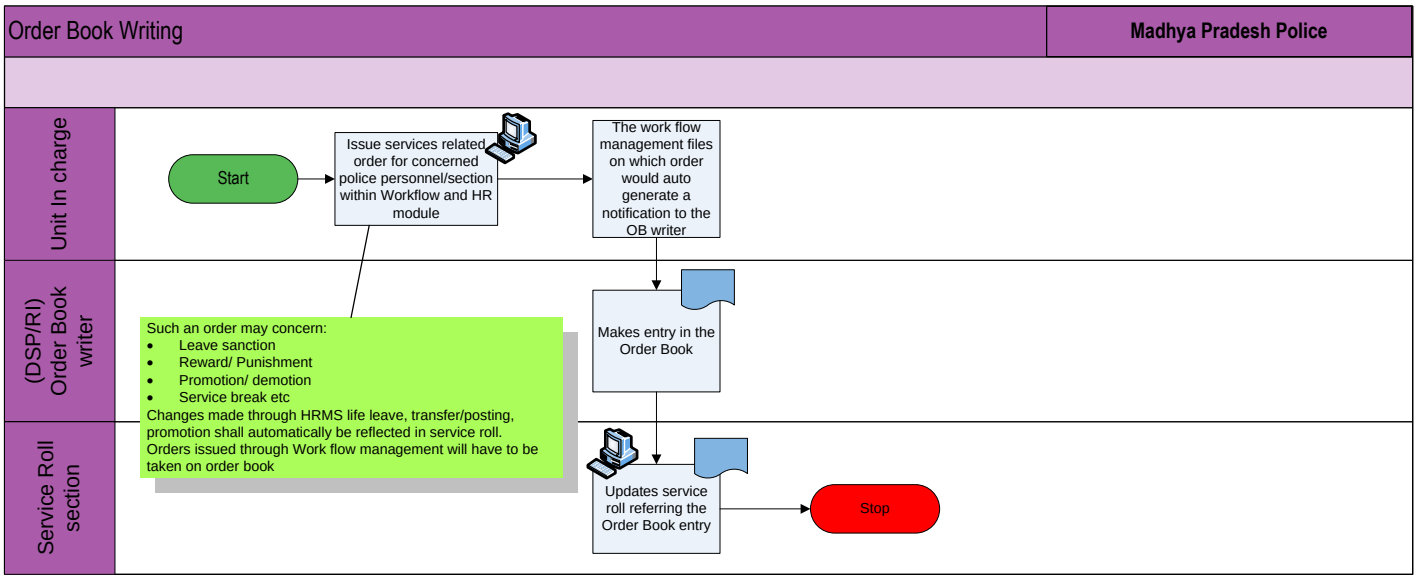
C. Process Map



D. Process Description

Process Name:	**Order Book Writing**	**Branch/ Sub-Branch**	**All Units**
Process Predecessor:	None	**Process successor :**	None

Process

i) Unit In charge issues service related order for concerned police personnel/section with a copy to OB writer.

ii) Such an order may concern:
- Leave sanction
- Reward/ Punishment
- Promotion/ demotion
- Service break etc.

iii) Changes made through HRMS life leave, transfer/posting, promotion shall automatically reflect in the service roll of the concerned personnel.

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/ Assistant Commandant level/ designated officer.

vii) Service Roll section updates service roll referring the Order Book entry.

viii) Such orders may include:
   a. Reward/ Punishment
   b. Orders on appeal against punishment
   c. Termination of punishment (like witholding of increment)
   d. Department enquiry related orders

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All the orders which are to be entered into the “order book” would just be required to be indicated as “OB Entry Order”, so that system automatically generates “OB” number in chronological and serial number order. “OB” will just be a output report only. This “OB” number will be addition to usual “dispatch” number. Once any order is marked as “OB entry Order” system will then ask the category of the order like pay, Service record, establishment etc and accourding the copy of the order would be available to SRC for “effective” automatc entry into SR, to pay clerk to make “effect” into salary calculation/ drawal etc.	
Policy Requirement	GaOP - Government Gazette Notification, Madhya Pradesh Police Regulations, Circulars
Applicable ERP Modules	Workflow Management, Human Resource Management

5.2 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

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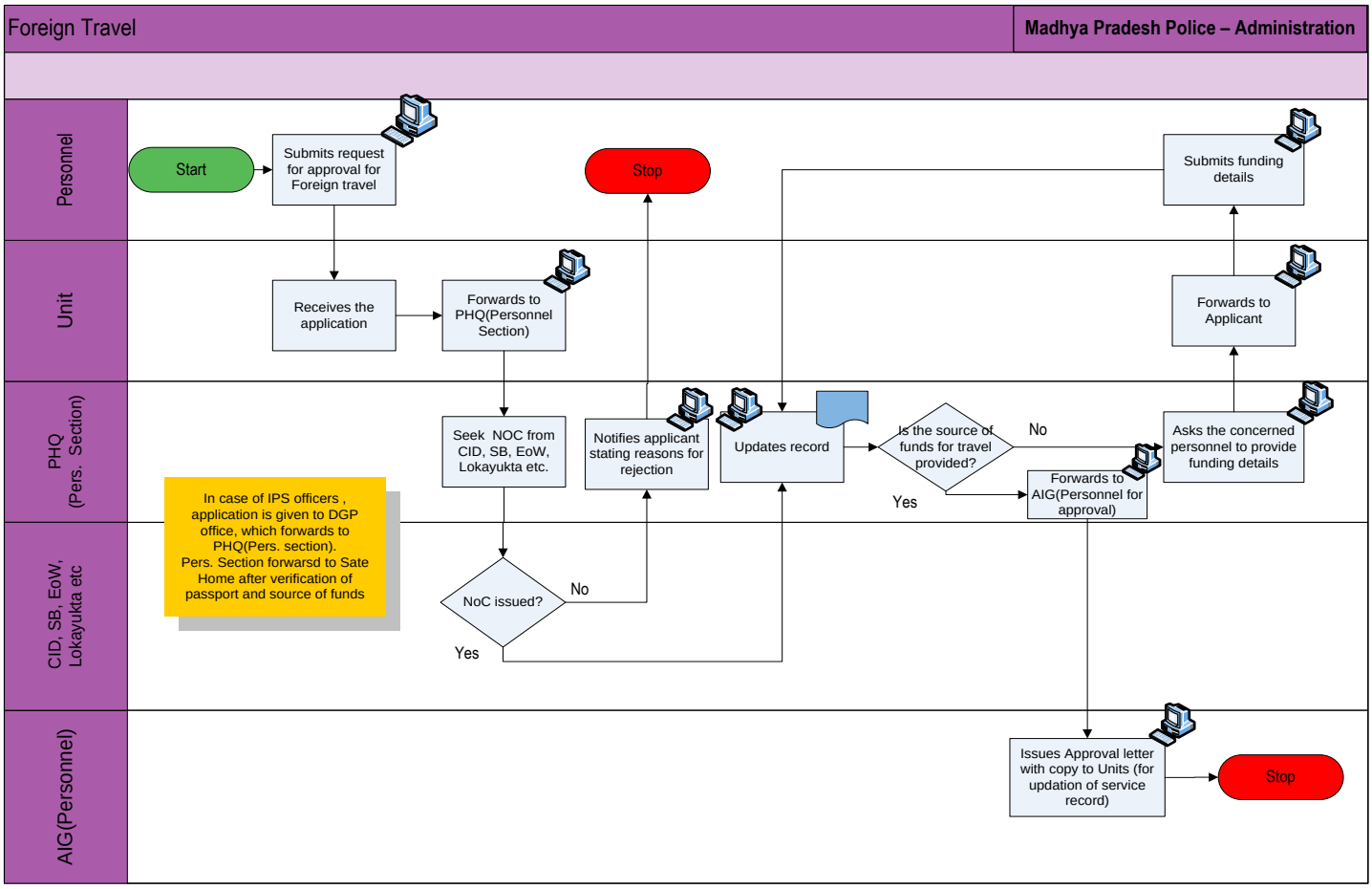
C. Process Map



D. Process Description

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

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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 and parallelly 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).** **If it is not provided, then PHQ asks the concerned personnel to provide fund details. An automated notification is sent to the unit and to the applicant about the same** ix) **The personnel then submits the funding details.** x) **PHQ then updates the records and take the approval again from State Govt.** xi) **Similar process is to be followed for "NOC" for issuance of passport to Govt employees.** xii) **Permission to travel abroad is granted by the State Govt for (a) Private visits (b) Official visits The submission of an application in the prescribed proforma is generally preceeded by an application for NOC to apply for the issue of passport. In both the applications, applicant is obliged to furnish the details respecting purpose of visit; funds to meet the travel, boarding and lodging expenses; hospitality from a foreign entity (individual/ organisation).** xiii) **The unit head forwards the application to PHQ through proper channel with the unit level administrative clearance. Once approval from Home Department is received the same is conveyed to the applicant through SMS/ email through the concerned unit head.** xiv) **In certain cases, especially involving acceptance of foreign funding or hospitality political clearance is also required to be obtained by the state home department from Ministry of External Affairs (GoI).**	
Policy Requirement	Madhya Pradesh Police Regulations, Circulars, GoI/ GoMP instructions , orders of court if applicable in any individual case
Applicable ERP Modules	Human Resource Management

5.3 Leave

A. Process Summary

This is the To-Be process of sanctioning of leave to the MP Police personnel. Leaves are applied and sanctioned into various types- Casual leave, Study leave, Medical leave, Earned leave, Special Leave, Leave Not Due, Extraordinary Leave, Half Pay Leave, Special Leave for sportsmen, Commuted Leave in lieu of Half pay leave and Leave without pay. Leaves are applied and sanctioned through the HR module.

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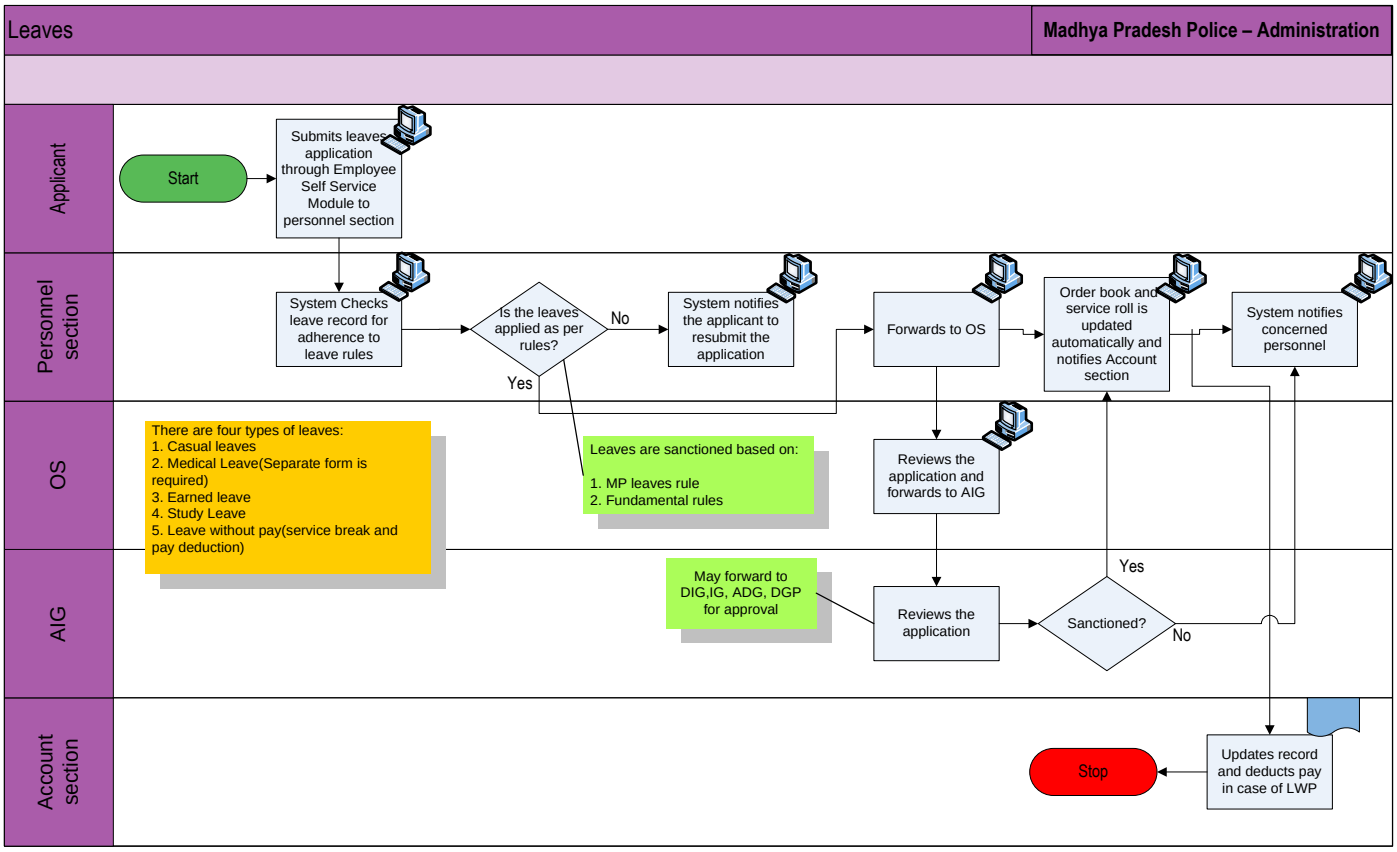
B. SIPOC

Supplier	Input	Process	Output	Customer
Applicant	Leave application Standard/ customised form	As shown below	Sanctioned/ rejected leave	Applicant

C. Process Map



D. Process Description

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

i) The applicant shall be able to submit leave application both proceeding on leave and after a **availaing the** leaves. In the later case he/ she shall submit documents supporting the reason for not applying before going for leave

ii) The applicant will submit leave application through login into the HR module.

iii) Leave record will be automatically checked for adherence to leave rules and Leave is sanctioned based on MP leaves rule and fundamental rules.

iv) If the leave applied is per the leave rule, then the application is forwarded to OS automatically by the system.

v) 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.

vi) The process is to be integrated with Absence from duty, sick and overstayal from leave.

vii) 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 scrutinizes the application against extant rules 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.

viii) Sometimes leave is sanctioned not on application of the applicant but to regularise his/ her absence from duty due to being medically unfit to attend duties.

ix) For Overstayed Leave, Sick, Absent, leave is not always granted. Even when no leave is granted it is called “leave under Rule 16” or leave under Fundamental Rule 16 or Leave under Fundamental Rules 73 i.e. Break in service. All these have impact on pay, promotion, special pay and allowance/ deductions etc.

x) The ERP solution shall incorporate various aspects of leaves like rank/ cadre wise leave entitilement during the year, limits of accumulation, carrying forward to next year, lapsing of leave in **excess of accumulation limit, leavoe encashment, leave duration admissible under different categories, special category leave (materity, child care, family welfare leave) etc**

xi) **Types of leaves:**

1. Casual leaves

2. Medical Leave(Separate form is required)

3. Earned leave

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4. Study Leave **5. Leave without pay(service break and pay deduction)** **6. Special Leave** **7. Leave Not Due** **8. Extraordinary Leave** **9. Half Pay Leave** **10. Commuted Leave**	
Policy Requirement	MP Rule Book, Policy Rule Book, GoPs, Leave rules, Leave withold orders issued from time to time to keep force for emergency duties
Applicable ERP Module	HR Module, Finance and Accounts Management System/Accounts Module

Medical Leave: No Government servant who has been granted leave on medical certificate or for reasons of health may return to duty without producing a medical certificate of fitness.(Fundamental rule 71).
This rule does not apply in case of Head Constable, Constable where a certificate from a medical officer under supplementary rule (fundamental rule 74) will be sufficient for grant of leave on medical certificate.
Earned Leave: Leave is earned by duty only. It is earned under the ordinary leave rules at the rate 1/11th of the period spent on duty.

a) The maximum amount of leave on average pay which may be granted at one time is four months without medical certificate and eight months on medical certificate (Fundamental Rules 81(b)(ii)).

b) The maximum period of continuous absence from duty on leave otherwise than a medical certificate is 28 months. (Fundamental Rules 81(d))

c) Leave not due may be granted on half average pay (Fundamental Rules 81(c) and (b))

d) In special circumstances, when no other kind of leave is by rule admissible, extraordinary leave without allowances may be granted to an officer(Fundamental Rules 85)

5.4 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 (Welfare) and House Allotment Committee.

B. SIPOC

Supplier	Input	Process	Output	Customer

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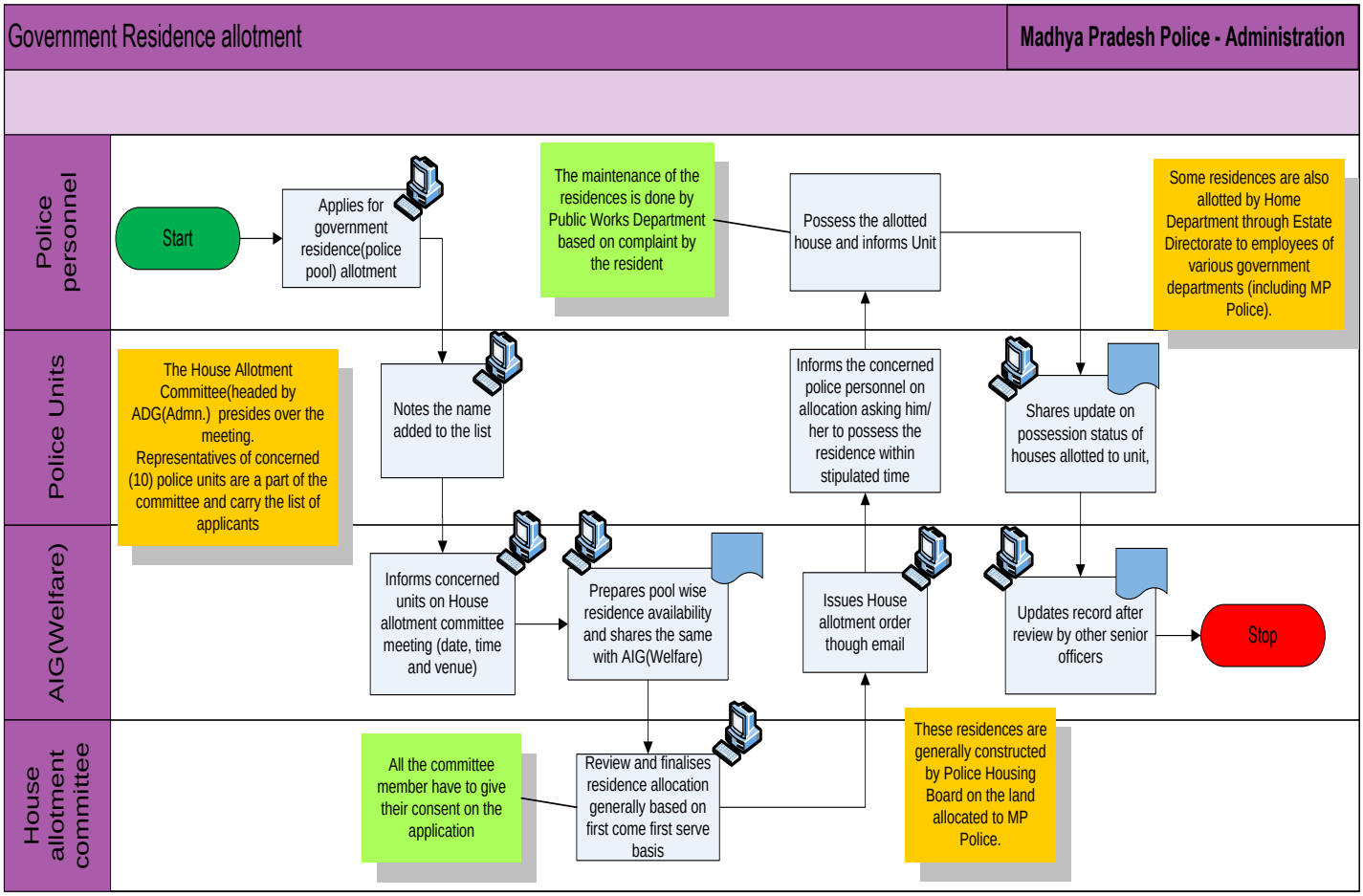
Police Personnel	Application for residence allotment	As shown below	House allotment	Police personnel, Police Units

C. Process Map



D. Process Description

Process Name:	Allotment of Governmental residence	**Branch/ Sub-Branch**	Administration
Process Predecessor:	Transfer/ Posting, Appointement	**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.			

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iii) AIG (Welfare) informs concerned units on House allotment committee meeting (date, time and venue). iv) These residences are generally constructed by Police Housing Corporation 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 scrutinizes 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 take possession of the allotted residence. xi) Police Personnel takes possession of the allotted house and informs Unit. xii) The maintenance of the residential units/ houses is done by Public Works Department based on complaint by the allottee 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) Allotte residents may xvi) Some residences are also allotted by Home Department through Estate Directorate to employees of various government departments (including MP Police). This is done by a committee appointed by District Collector (at district level) and Directorate of State Estate home at Bhopal. xvii) A separate queue may be created with specified percentage quota for police personnel applicantion for change of house already in occupation on various grounds like change in locality or change in floor or change in type etc.	
Policy Requirement	GOP - Government Gazette Notification, Madhya Pradesh Police Regulations, Circulars, GOP, Circulars on allotment of police houses, GoMP instructions/ guidelines for allotment of govt houses, eligibility, reservation, relaxation etc.
Applicable ERP Modules	Human Resource Management, Inventory Management

One ERP implementation, the process of committee meetings, calling of information on vancant houses and applicants etc may be done away with. The units responsible for upkeep of records of houses are to enter into the ERP solution the status of “house”. This also needs to be integrated with Transfer/Posting, retirement, death etc of the employee.

Once the employee joins on the postings, he may be asked to submit willingness to obtain Govt house immediately on the system. Once willingness is expressed, its name must come in waiting list of House (category entitlement wise) immediately without any manual intervention.

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Once the status of any house in indicated as “vacant” on the system. The system should automatically pick up the name from waiting list unless competent authority (ADG(Admn)/ Unit Head) decides otherwise.

The status of house occupancy/ vacation is also required to be linked with “Pension” function as gratuity payment is done only after Govt house is vacated.
For house, a certain amount is deducted as license fee, which is dependent upon station, category of the house, allotte having own house at same station etc. After transfer, retirement etc if house is not vacated within four months, the deductible amount is increased as “Penal Rent” and “Market Rate Rent.
In even the house is not vacated, “vacation” proceedings are started by the department. Govt’s estate officer or some other Deputy Collector rank officer is competent authority to issue this order. On every vacation, a No Objection Certificate is required to be taken from the “Estate” section of the Unit, electricity and water supply department. Only on submission of NOC, Last pay certificate is issued to other units or Gratuity Payment order is issued.

5.5 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.)

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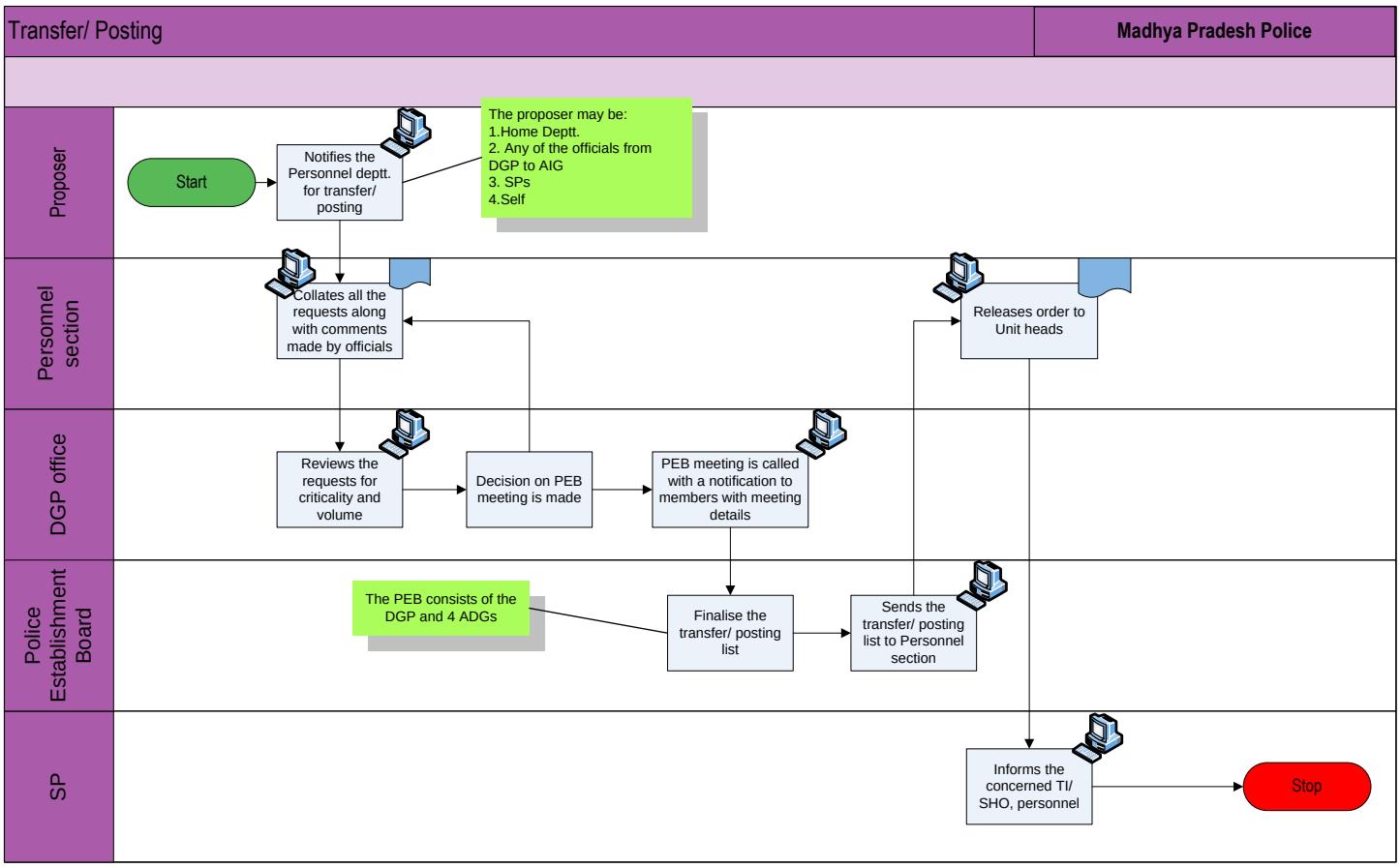
C. Process Map



D. Process Description

Process Name:	**Transfer/Posting**	**Branch/ Sub-Branch**	**All Units** **Exmaple of Personnel Branch**
Process Predecessor:	None	**Process successor :**	None
Process			

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i) The proposer forwards the request for transfer/posting to the personnel section 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 scrutinizes 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. Lists are sent to Government for approval.
vi) The Police Establishment board consists of DGP and 4 ADGs. The PEB shall also have the details of preovios record of postings, recommendations, attachments etc.
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.
x) Transfers recommended in deviation from the transfer policy guidelines/ transfers are required to be approved by State Home Department. The transfer of Gazaetted Officers (Dy SP and above) are carried out by State Home Dept.
xi) **Transfers** are also carried out at IG/ DIG/ SP/ Commandant/ Unit head level for Constable/ Head Constable or as specified in Transfer policy issued by State General Administration Department (GAD). The process remains similar to as specified in this process.
xii) Transfers related decision may also be taken as per the judgement of judicial court.The concerned workflow file No. shall be mentioned while applying such judgements with ERP system.h
xiii) According to supreme court direction in WP(c) J10/ 1996 in Sept. 2006 (Prakash Singh vs Union of India), field level officers, across all ranks, are required to be given a tenure of not less than two years in any posting barring in cases justified on specified grounds like indiscipline, promotion, health etc.
xiv) This function takes place in every unit and involves calculation of vacancy position which needs to be automated. Performacen record and previous posting record, DE/ punishment record is to be integrated with " Transfer" function.
xv) Supreme court directions of minimum tenure needs to be adhered to for certain posts.
xvi) On transfer order issuance, certain authorities are to monitor relieving from the current office, availability fo joining at new place of posting.
xvii) Last Pay Certificate (LPC) **is issued from on relieving by the current DDO. Before issuance of LPC, DDO is to be presented by the concnered officers, various NOC from Offices/ sub-offices etc. Hence this LPC preparation should be a part of ERP solution. The ERP solution should contain list of NOC/ No dues to be presented, as may be applicable on case to case basis.**
xviii) **SP Office manages Transfer/ Posting of personnel of rank Constable to Assistant Sub-Inspector. In case of inter district transfers, consent is taken from the concerned SP. In case of inter district transfers, service record of Const., Head Const and ASI is sent to concerned SP office**

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Policy Requirement	Madhya Pradesh Police Regulations, State Transfer Policy, Transfer related GoPs, service book details, Cadre rules, Guidelines/ directions of Court
Applicable ERP Module	Human Resaource managment Module, Inventory Management Module

5.6 Gradation List Preparation/ Seniority Fixations

A. Process Summary

In this the To-Be process for preparation of Gradation List, a document which lists personnel at present on the roll based on their seniority of appointment in present rank. Departmental Promotion Committee (DPC) uses the list as a starting point for preparation of Fit List. It is prepared for all ranks. If the concerned rank/ cadre is of state level, it is prepared for all the ranks for that cadre. If it is of Zonal or District/ Unit level, it is prepared Zone/ Range/ District unit wise. Gradation list is document listing the names of all the employees in the same rank in the order of their seniority. It is the basis for consideration of employess/ personnel for their fitness for promotion from the existing rank to the next rank by DPC. This will be prepared with the help of Human Resource module.

B. SIPOC

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

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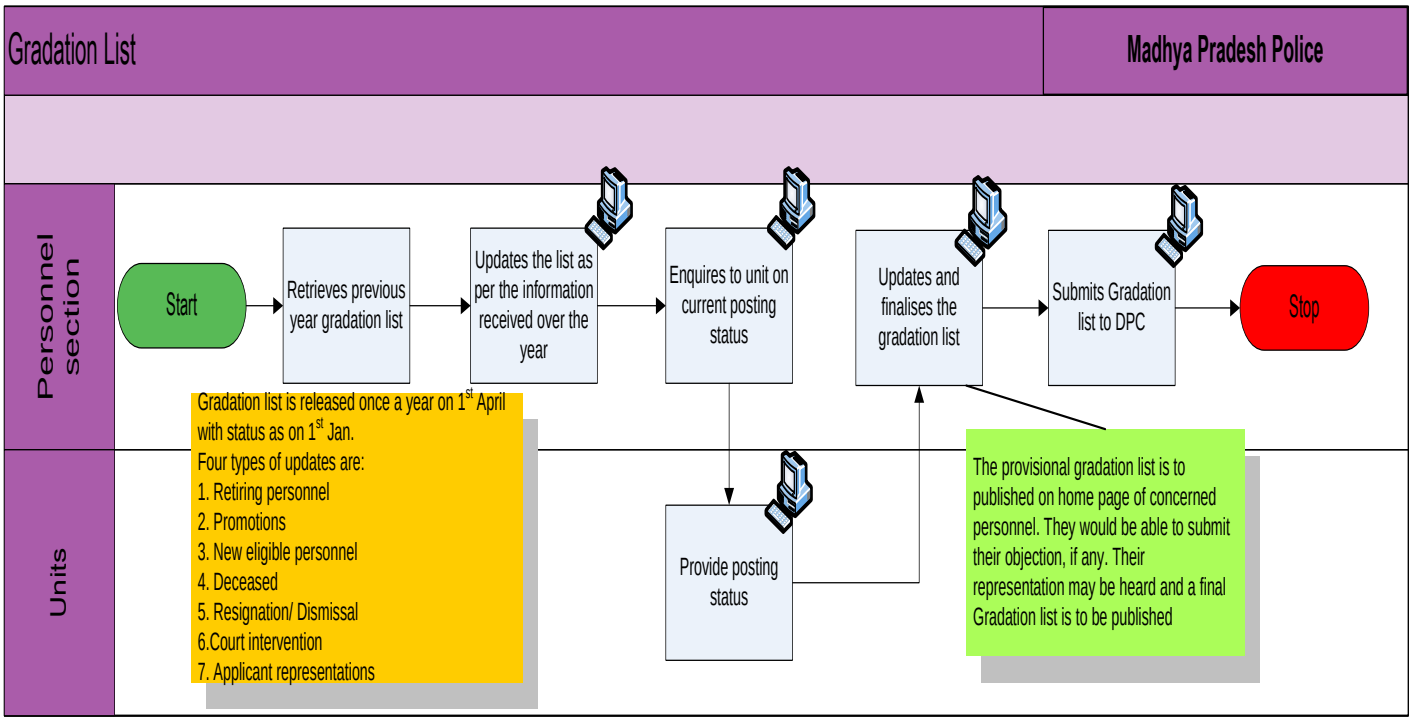
C. Process Map



D. Process Description

Process Name:	**Preparation of Gradation List**	**Branch/ Sub-Branch**	**All Units** **Example of Administration Branch**
Process Predecessor:	None	**Process successor :**	Promotion
Process			
i) Gradation lists are to be prepared cadre wise and rank wise within each cadre like M.T., Armourer, Radio etc. ii) Personnel section retrieves the previous year gradation list. iii) Personnel section updates the list in the HR module as per the information received over the year. iv) An automated notification is sent through the system to units to know the current posting status. v) Units provide the posting status through the system. vi) Personnel **section updates and prepares provisional** vii) **The provisional gradation list is to published on home page of concerned personnel. They would be able to submit their objection, if any. Their representation may be heard and a final**			

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Gradation list is to be published. Represenatation/ objections raised by police personnel are to be examined in light of extant rules by competent authority. viii) **Personnel section submits Gradation list to DPC through the system**. ix) With ERP implmentatiom, there will be not need to seek posting details like retirement, death, resignation, promotion status/ updates from units. Similarly, there will be not need to eek updates on ewn recruits to the service as selection list from R&S Branch, Appoointment order from Administration Branch/ Unit Head's Office and Joining Order Book entry from Unit will always be available in the database x) In fact there will be not need to prepare any "Gradation List" as ERP System will automatically generate "Gradation List" which will one a report in Management Information System. xi) Grdation list is to be used for Promotion, slection of certain awards like Medals, posting for some specified jobs requiring specific academic/ technical qualifications/ experience, selection of training courses requiring certain qualification, age profile, work experience etc. xii) Since gradation list is in order of seniority, so seniority fixation order function need to be integrated into the ERP. Such seniority is fixed on basis of: a) Select List of recruitment/ appointment b) Select list of promotion c) Seniority order on the representation of employee d) Seniorty order issued on the basis of the Judicial order	
Policy Requirement	GOP - 104/2002, 62/1994 etc.Service rules, Court orders Government Circulars, MP Police Manual/ Regulation, Government instructions, directions of Court
Applicable ERP Modules	Human Resource Management System, Workflow Management System

5.7 Promotion

A. Process Summary

This is the To- Be process for preparation of rankwise/ cadrewise 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 Vacancy List	As shown below	Fit List Promotion order	Units/ Branch, Personnel

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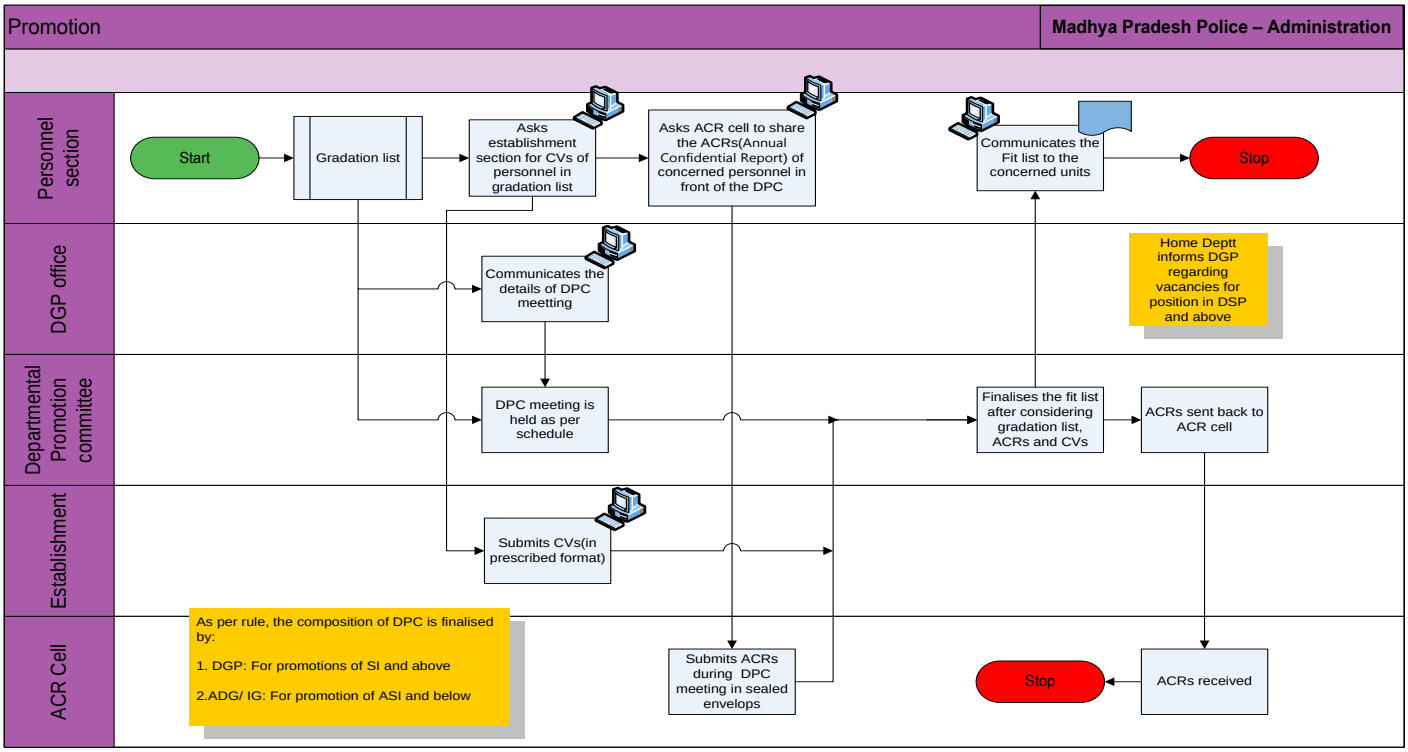
C. Process Map



D. Process Description

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

i) 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.

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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 : State Govt: Promotions from Inspector to DSP and above DGP: For promotions upto inspector ADG/IG: For promotions of ASI and below • For promotions from Inspector to DSP rank, fit list is finalised by Police Service Commision and forwarded to State Home Deptt for approval of competent authority. ii) The departmental promotion committee then finalizes the fit list after considering the gradation list, ACRs and CVs and; iii) The ACRs are sent back to ACR cell from departmental promotion committee and the ACR cell receives the ACR. iv) 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. v) Promotion of non-attached staff is handled by Parent unit	
Policy Requirement	Madhya Pradesh Police Regulation and Gazette notification, IPS(Promotion) rules, IPS cadre rules
Applicable ERP Module	Human Resource Management System, Workflow Management System

5.8 Medals/ Rewards/ *Sammans*

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

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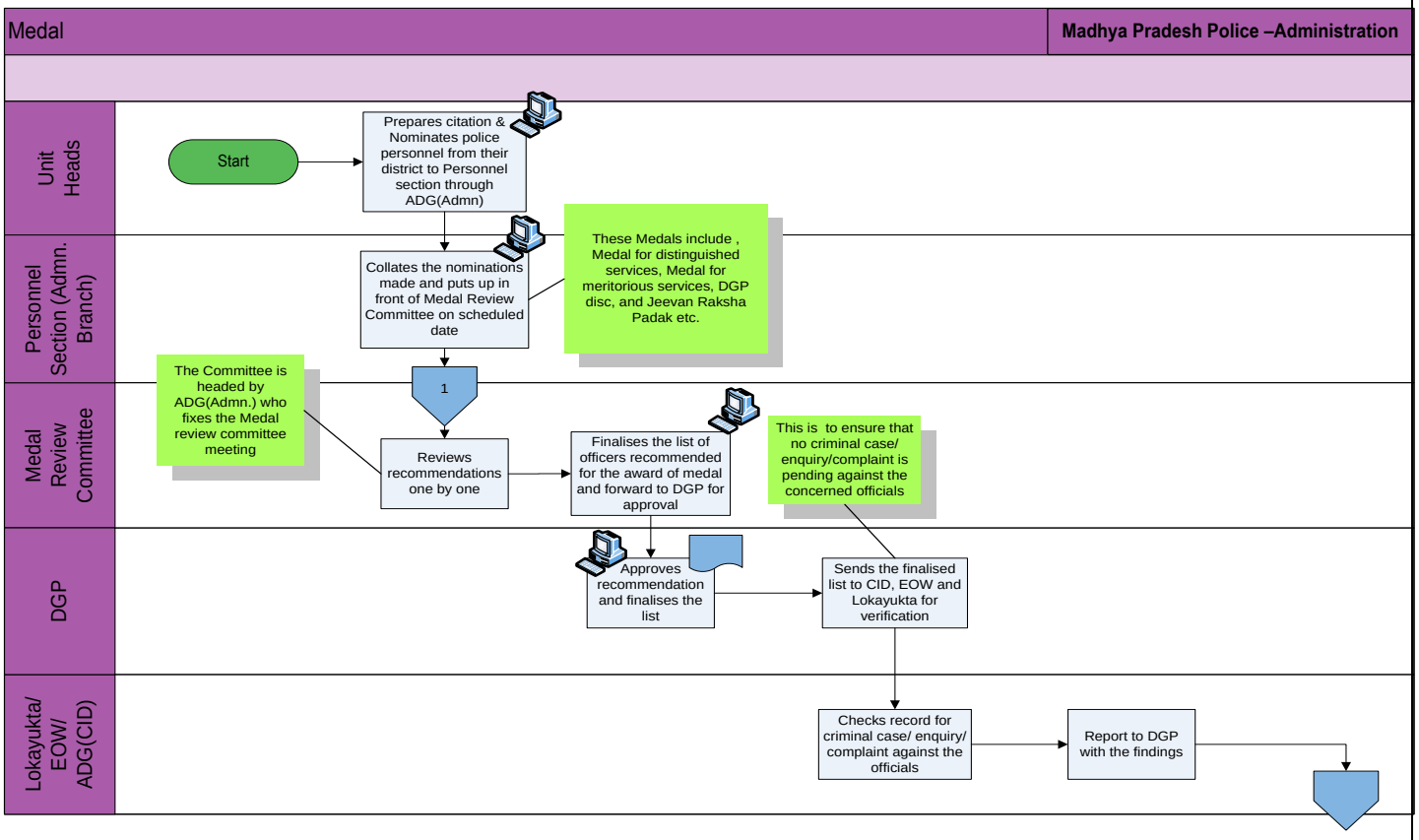
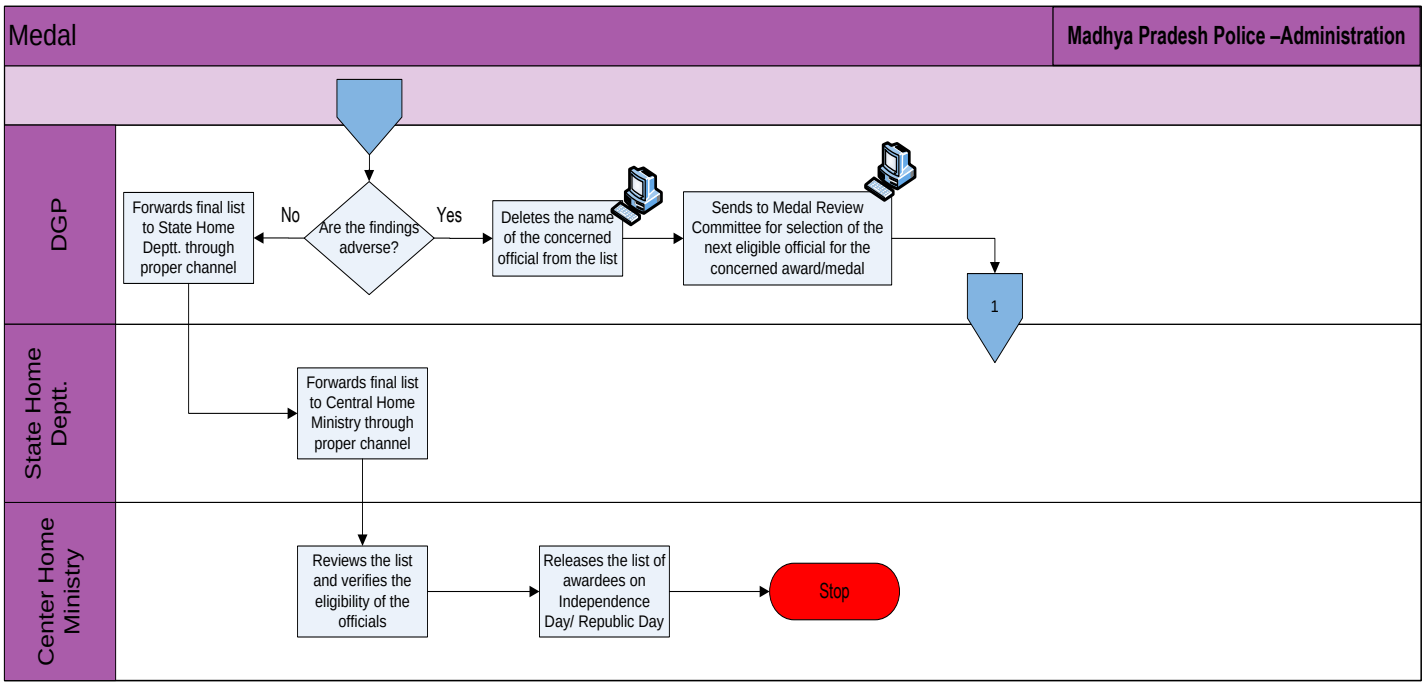
C. Process Map





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D. Process Description

Process Name:	Medals	**Branch/ Sub-Branch**	Administration
Process Predecessor:	None	**Process successor :**	None
Process			
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 scrutinizes 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 scrutinizes the list and verifies the eligibility of the officials and releases the list of awardees on Independence Day/ Republic Day. xii) Pay section is notified with allowance order which is applicable in some cases. xiii) Procedures may be required to be refined depending on various medals. For example all medals are not awarded by Ministry of Home Affairs (MHA)			
Policy Requirement	GOP - Government Gazette Notification, Madhya Pradesh Police Regulations, Circulars, GoI notification		
Applicable ERP Modules	Workflow Management System		

There are various categories of medals:

- Event based gallantry medal
    - Police Medal for Gallantry (PMG)

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- President's Police Medal for Gallantry(PPMG)

- Service length based medals (subject to nomination by Unit In-charge and recommendation for competent committee)
  - Indian Police Medal (IPM)
  - President's Police Medal (PPM)
  - D.G. Disc.
  - CM Awards
- Posting based medals (Completion of fixed term of two years in designated area are eligible)
  - Durgam Sewa Medal
  - Internal Security Medal
- Enlistment based medals (All who are on Roll on a particular date are eligible)
  - Golden Jubilee of independence Medal
  - Singhastha Medal

Medals in PHQ are handled by various Branch as tabulated below:

S. No.	Nodal Branch/ Unit	Awards
1	Administration	IPM, PPM, Singhastha, Golden Jubilee, DG Disc, CM Awards
2	SAF	Durgam Sewa, Golden Jubilee
3	CID	Gallantry (PMG, PPMG)
4	AJK	SC/ ST related awards
5	SB	Internal Security Medal
6	Range IG Balaghat	Durgam Sewa Medal

5.9 Departmental Enquiry

A. Process Summary

This is the To-Be process of enquiry of any complaint filed against a police personnel. Departmental Enquiry(DE) is an important tool for maintaining discipline in the MP Police organization. DE is conducted under M.P.C.S (CCA) Rules and M.P. Police Regulations (MPPR) in those cases of indiscipline which are required to be dealt with major punishment as against minor punishment for which a summary method of issue of show cause notice is prescribed under Rule 14 of MPPR. The HR module would be used for this process.

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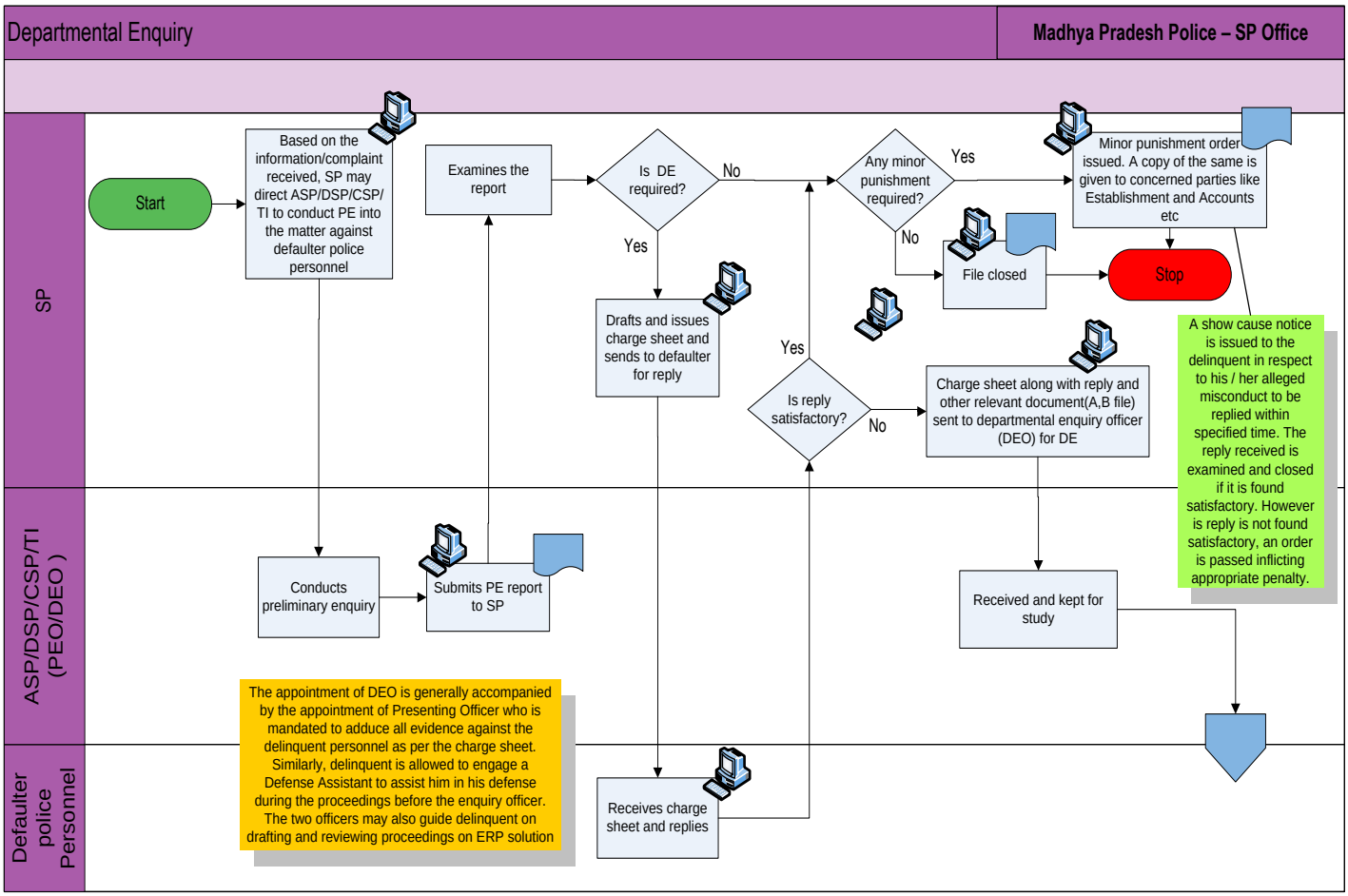
B. SIPOC

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

C. Process Map



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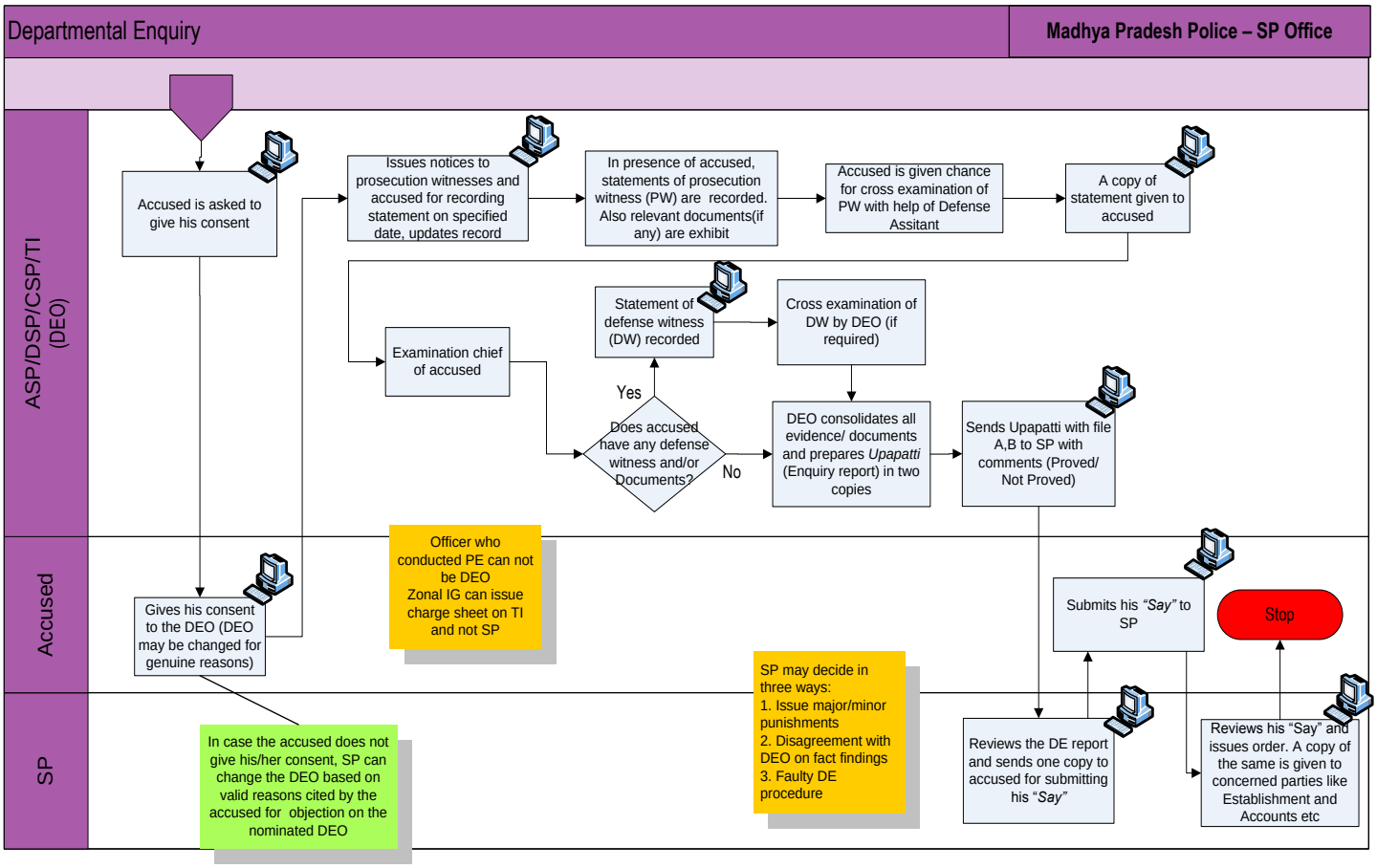

D. Process Description

Process Name:	**Departmental Enquiry**	**Branch/ Sub-Branch**	**All Units (Example of SP Office)**
Process Predecessor:	None	**Process successor :**	Post DE action
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 of Police issues 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 scrutinizes 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			

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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 found satisfactory, and no minor punishment required then the file is closed but if reply is not found 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 exhibited. 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 Enquiry Report ***Upapatti*** along with file A, B to SP SP scrutinizes the DE report and sends one copy to accused for submitting his “Representation” on the Enquiry Report. x. Accused submits his “Representation” to SP. SP scrutinizes his “Representation” 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.agree wih any of the findings of the DEO he records his disagreement before sending a copy of the Enquiry Report to te accused personnel.He may also send the Enquiry Back to DEO with directions to address certain additional points. The revised Enquiry Report submitted by DEO is dealt by SP as fresh enquiry report. xi. Where SP does not xii. SP may decide in three ways: 1. Issue major/minor punishments 2.Files the matter 3. Issues order for further enquiry or re-enquiry	
Policy Requirement	MP Police Rules and Regulations, GOPs and Circulars, Govt Order, Court Order
Applicable ERP Modules	Workflow Management, Human Resource Management

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5.10 Post DE Action

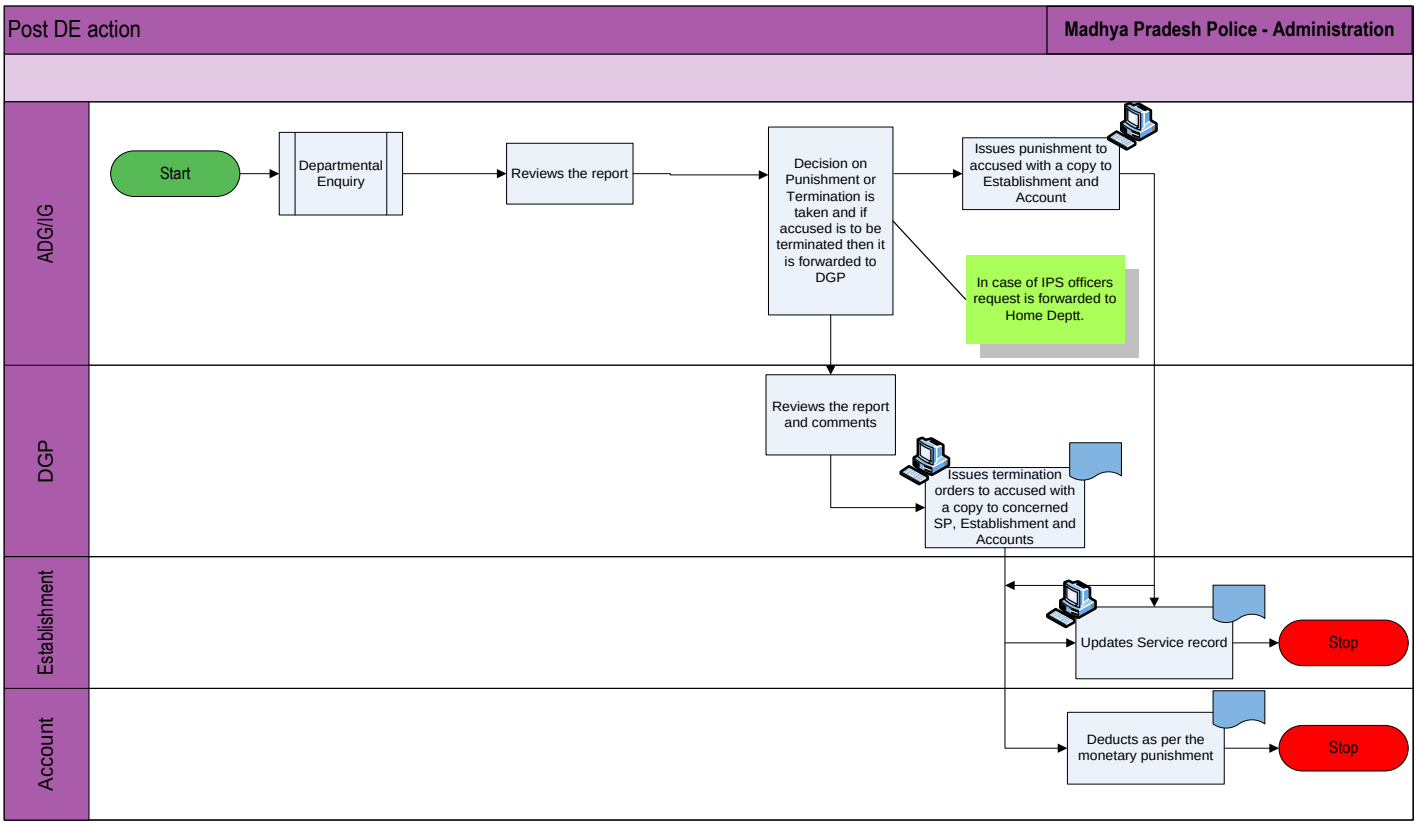
A. Process Summary

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 Officer	DE Report	As shown below	Punishment Order	Delinquent

C. Process Map



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D. Process Description

Process Name:	**Post DE Action**	**Branch/ Sub-Branch**	**All Units** **Example of Administration Branch**
Process Predecessor:	Departmental enquiry	**Process successor :**	None

Process

i) IG/ Disciplinary Officer asks for departmental enquiry and scrutinizes the report.

ii) Disciplinary Officer for different ranks is as follows:

Rank	Disciplinary Officer	Reviewing officer
Others	Home Dept.	
DSP (Junior)	DGP	Home Dept.
Inspector	IG/SP	IG/DIG
S.I.	DIG/SP	IG/DIG
ASI	DIG/SP	IG/DIG
HC/Constable	SP	IG/DIG

iii) IG asks for departmental enquiry and scrutinizes the report and takes decision on punishment or termination of the accused if the accused is found guilty.

If the accused is proposed to be terminated, IG forwards the case to DGP. (In case of IPS officers request is forwarded to Home Department)

- DGP scrutinizes the report and comments.
- DGP decides whether the accused is to be terminated or not.

  If the accused is to be terminated

  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.

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

xiv) In both the cases establishment section updates the service record in the HR module and account section deducts as per the monetary punishment.

xv) Gazetted Officers (DSP and Above) are issued chargesheet by the State Home Department

xvi) The award of punishment to a gazetted officer requires consultation with State Public Service Commision

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xvii) Punishment to IPS officers is awarded by Govt of India with consultation with State Govt, Union Public Service Commision and Central Vigilance Commission xviii) It is very important that all the requirement of rules/ statuate are fulfilled not only during the conduct of the proceedings but also while processing Departmental enquiy reports for the award of punishment or otherwise.	
Policy Requirement	Madhya Pradesh Police Regulations, Govt of MP Rules, instructions, circulars; Court Order, MP Civil Service (Classification and Appeal) Rules, IPS (Discipline) Rules, Directions of GoI, Constitutional Courts' directions
Applicable ERP Module	Human Resource Management, Finance Management

5.11 Deputation

A. Process Summary

This is a To-Be process of Deputation for transferring and posting of Police Personnel on deputation for a specific period from the Parent Police Unit to Borrowing Unit under ht e State Gvernement or Central Governemnt. This may be outside the MP Police department or within MP Police Department (outside cadre deputation). When Constables to Inspectors are posted outside their Branch/ Cadre, even within M.P. Police, they are treated as deputation. Primarily, 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	Request letter seeking officers on Deputation basis	As shown below	Deputation Order	Personnel Unit inviting deputation

C. Process Map

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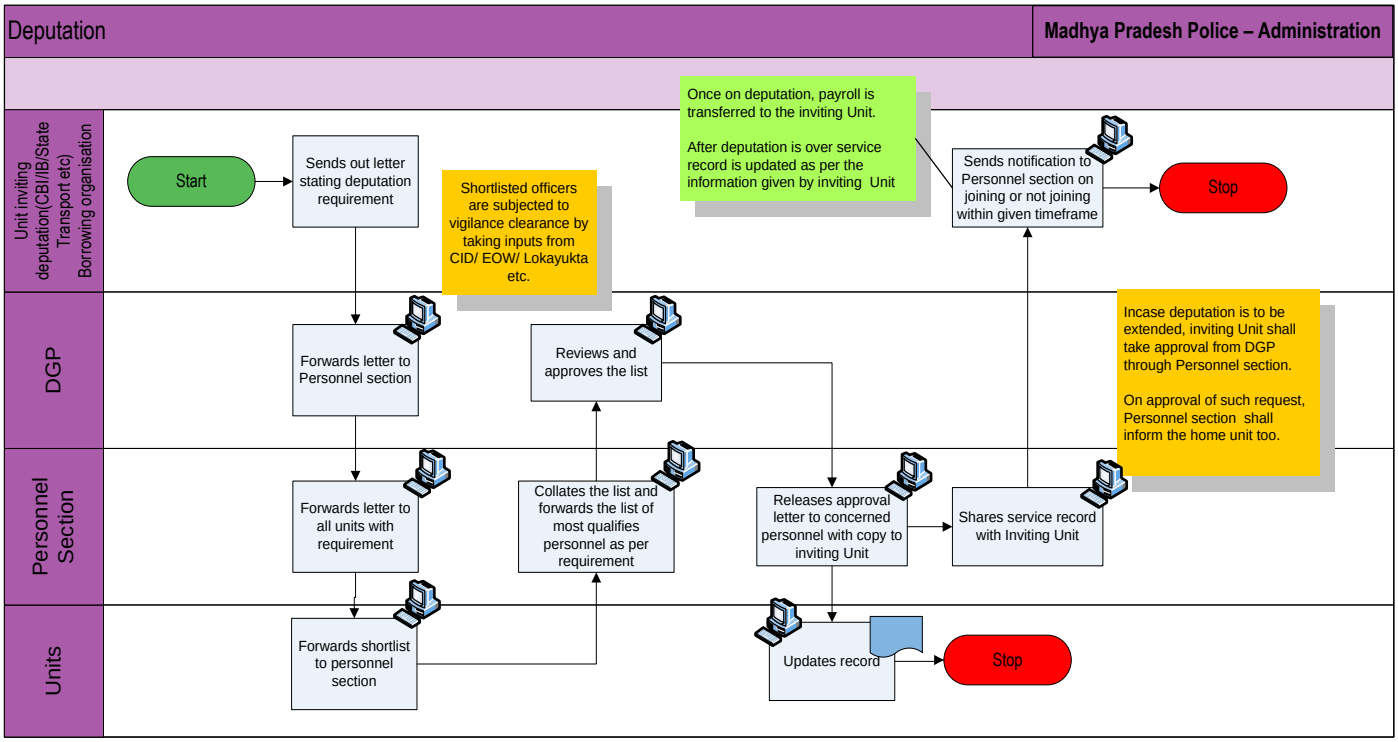

D. Process Description

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

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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 scrutinizes 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. Parent unit is to issue Last Paycertificate 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. xii) **If deputation is within MP Police inter cadre/ inter branch, concerned ADGs decide amount themselves for up to Inspector level. Correspondence is to be routed through DGP only if deputation is outside MP Police.** xiii) **Gazetted officers are sponsored by PHQ invariably through State Home Department** xiv) **In respect of IPS officers the cadre strength of the state IPS officers also has a component of Central Deputation Reserve and State Deputation Reserve. IPS officers are required to be sponsored on deputation against Central Deputation Reserve (CDR) as per the requisition received from GoI (MHA) through State Home Dept. The** processing of the deputation of IPS officers on deputation to the central Govt or some other borrowing state is done in state home department. It also requires approval of Chief Minister of state before sponsoring if an IPS officer on deputation.	
Policy Requirement	MP Police Regulations, Circulars and GOPs
Applicable ERP Modules	Human Resource Management

5.12 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.

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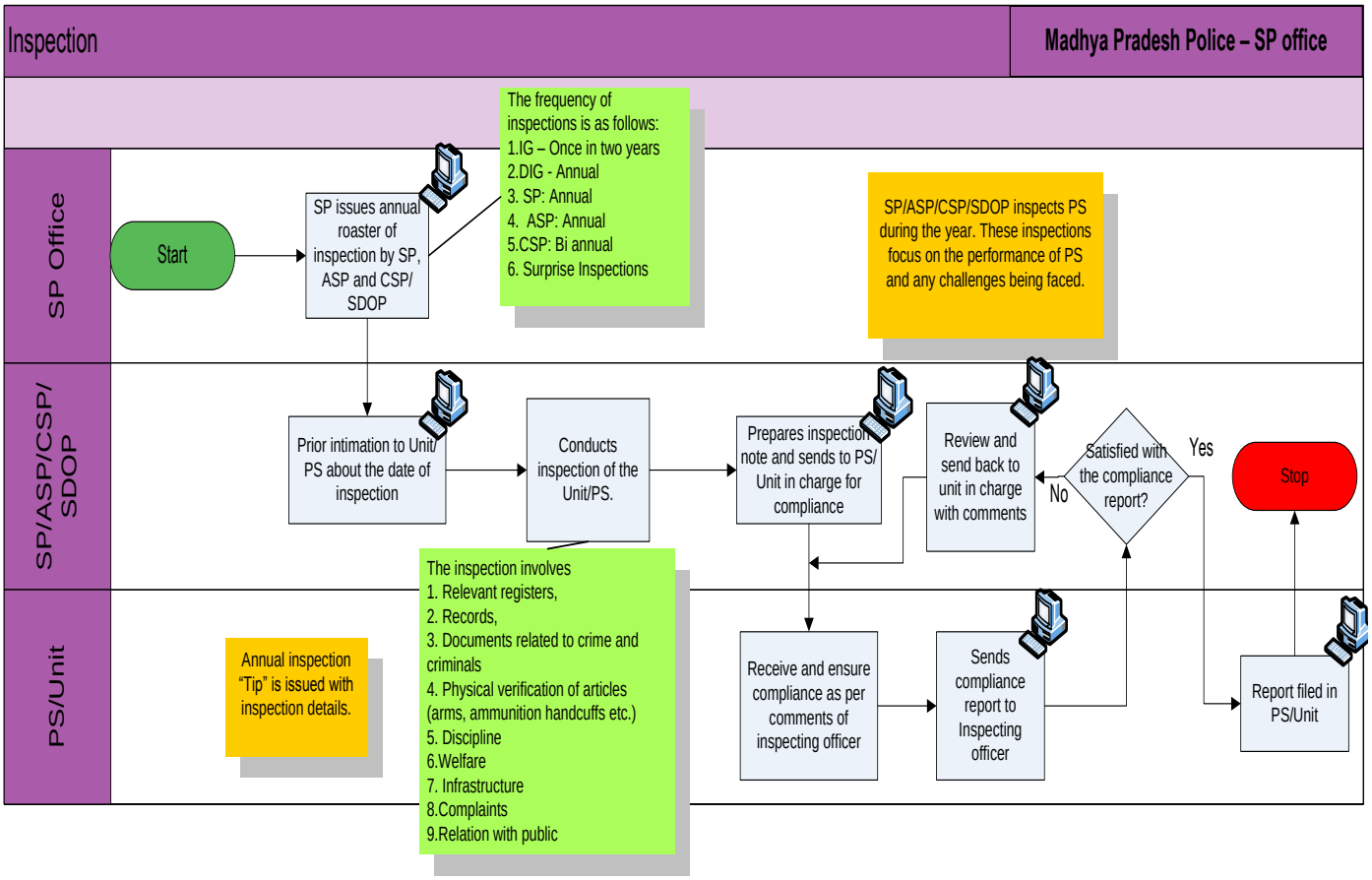
B. SIPOC

Supplier	Input	Process	Output	Customer
SP Office (Inspecting officer)	Inspection roaster	As shown below	Inspection conducted	SP Office (Inspectimg officer) I/C of unit inspected

C. Process Map



D. Process Description

Process Name:	Inspection	Branch/ Sub-Branch	All Units Example of SP Office

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Process Predecessor:	None	**Process successor :**	None
Process			

i Inspections are to be carried out at district level by the IG/DIG/SSP/ SP/ASP/SDOP/CSP/RI as per the inspection schedule.

ii Inspections are also carried out by specialized/ functional Branches for their Units like Special Branch, CID, AJK, Radio etc.The contenst of Inspection note vary between District and function units.

iii Inspections also aim to boast the morale and professionalism of the police funtionaries by attending to their welfare/ training/ infrastructural needs

iv IG/ DIG/ PHQ officer/ SP Office issues annual roaster of inspection by PHQ Officer/ IG/DIG/ SP/ ASP and CSP/ SDOP. The details of the same is updated in the system using the HR module.

v SP/ ASP and CSP/ SDOP issues notification/ intimation to the Police Station/ unit through the system about date of inspection.

vi SP/ ASP and CSP/ SDOP conducts inspection as per schedule 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.

vii 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.

viii In case SP/ ASP and CSP/ SDOP is satisfied with compliance report , the report is filed in the system in PS/unit

ix 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.

x The ERP Solution is expected to create, update and maintain a repository of issues/ points on **which inspection is to be made. Certain reivews/ scrutinies/ inspection can be made on the basis of information already availbale in the system**

xi **In case compliance note is not satisfactory, corrective steps are taken including disciplicany action.**

xii **CCTNS reports would** have to be integrated with the ERP solution for “Inspection” process.

xiii **The** system must keep a repository of matters/ issues/ points/ alerts to be taken note of during inspection.

xiv The ERP system may have a standard format also to be filled by SP Office/ Police Station etc with the help of system (or system may itself send a standard format and dispatch the same to the office of inspecting officer).

xv Inspecting officer may send his/ her comments in advance and only important points may be discussed during physical inspection.

xvi Below details are expected to be captured as a result of inspection:

(a) Improvement in working efficiency

(b) Timely detection of deviation from rule based working and corrective actions

(c) Boasting of morale of field unit

(d) Capturing inputs for future planning

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Policy Requirement	GOP, Circulars, Police rules and regulations, MP Police Regulation 873, 874
Applicable ERP Modules	Human Resource Management, Workflow Management

5.13 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 requiring financial support for medical reason. There are multiple non public/ public funds from which grant/ advance is to be made. The process for these are similar with some deviations based on applicable rules. 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

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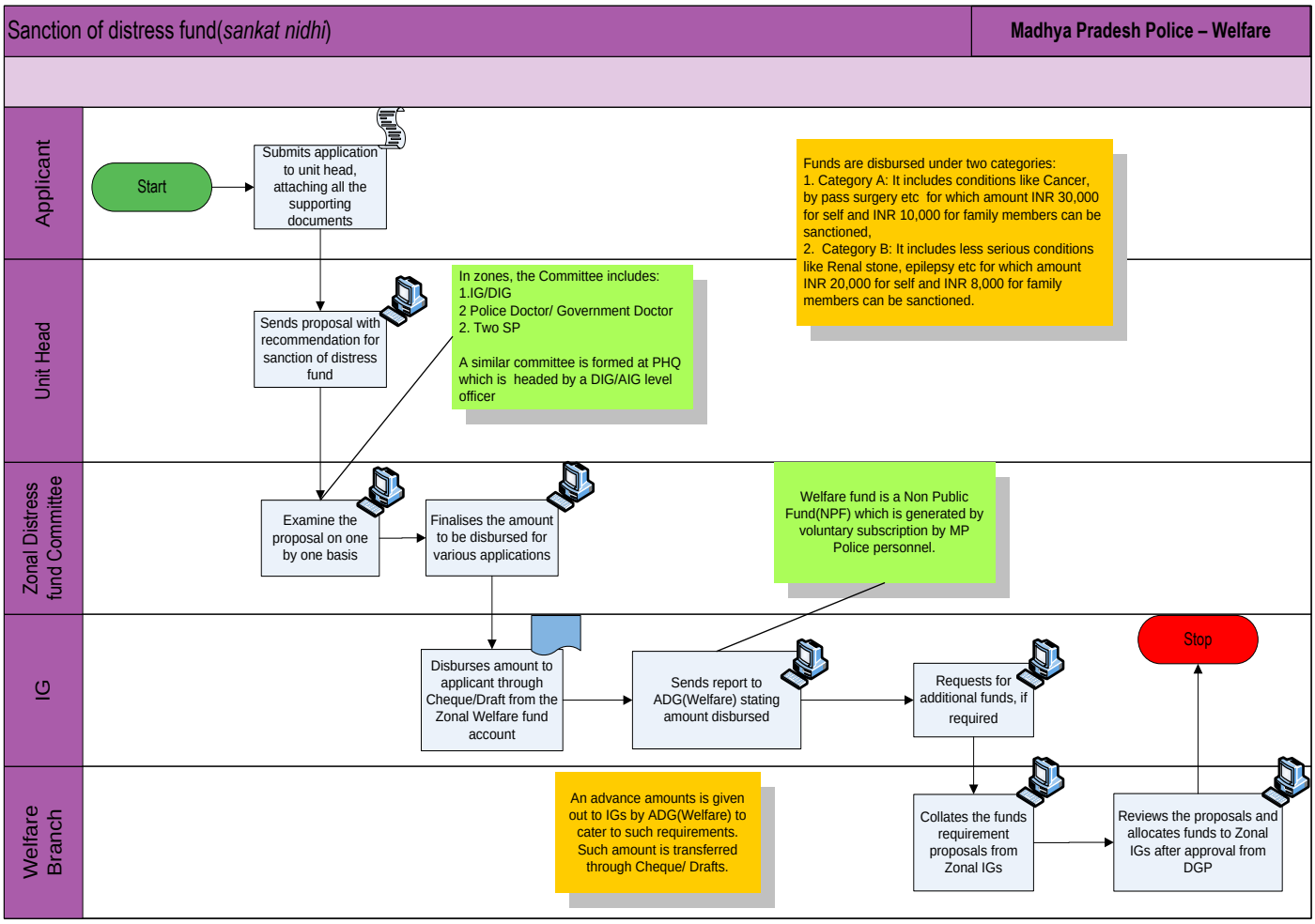
C. Process Map



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: 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.			

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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 disbursal of distress fund to Zonal Distress Fund Committee. iv) Zonal Distress Fund Committee scrutinizes the proposal on case by case 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 amounts is given out to IsG 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 IsG. x) ADG (Welfare) scrutinizes the proposals and allocates funds to Zonal IsG after approval from DGP. The same is updated in the system. xi) Distres fund is one of the Non Public Fund operated by the Police Department as per applicants as per the generation of the corpus and sanctions to the applicant as per the laid down eligibility conditions. Amount sanctioned from the fund is non refundable.	
Policy Requirement	GOP - Government Gazette Notification, Madhya Pradesh Police Regulations, Circulars, Rules framed for the administration of Distress fund
Applicable ERP Modules	Human Resource Management, Workflow Management, Finance Management

5.14 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 Disbursal and repayment	Applicant, Welfare Branch

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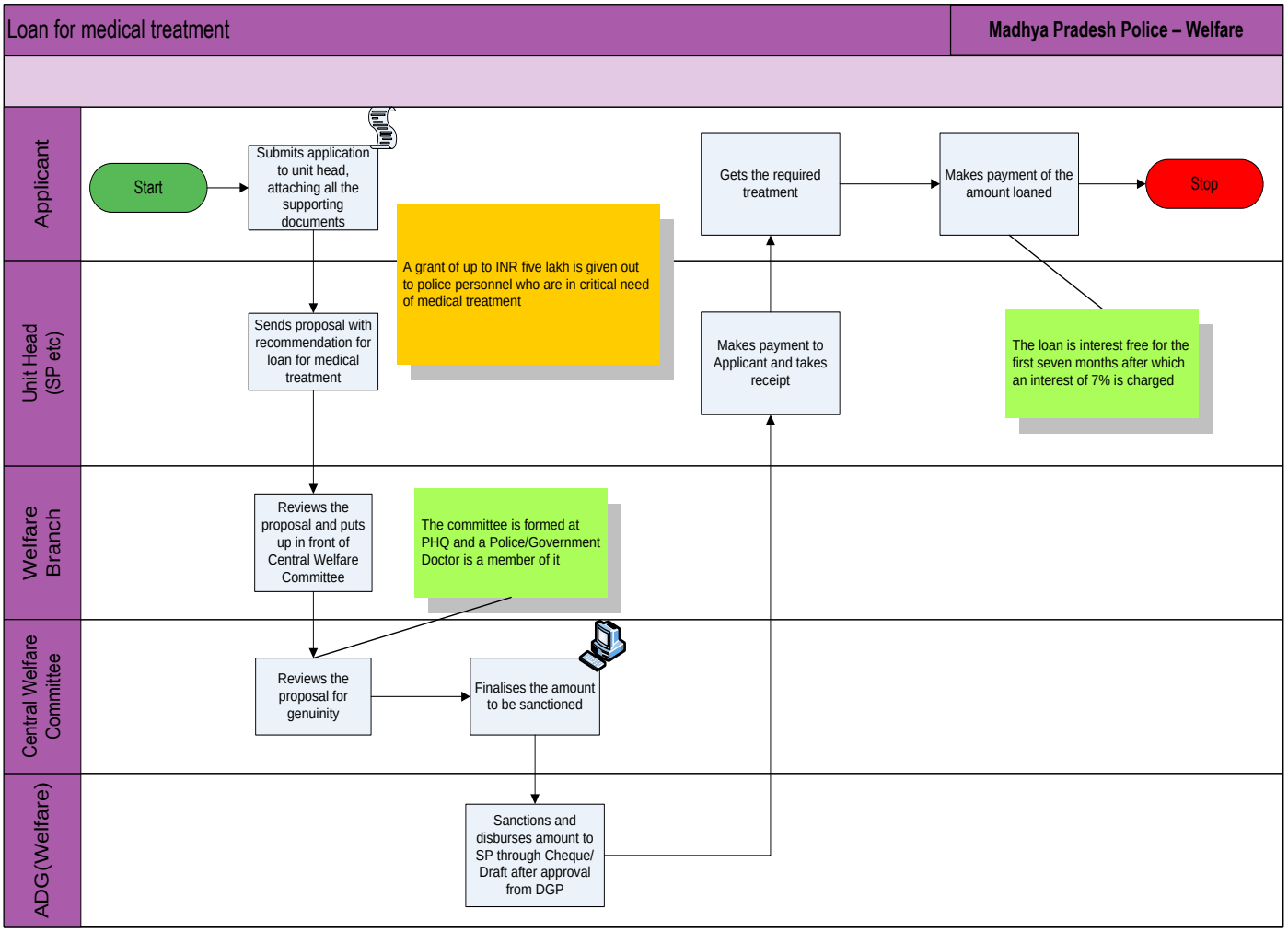
C. Process Map



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 Scrutinizes the proposal and puts up in front of Central Welfare Committee			

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iv) The Committee scrutinizes 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. ix) Loan for medical treatment can be taken from both Public and non Public fund. This process depicts loan from Non Public fund. For loan from Public fund, proposal is to be sent to Home department for approval. Once sanctioned, cheque is issued to the Unit Head who in turn issues a cheque to concerned personnel. The amount is to be gradually deducted from salary or as the sanction may be. x) In 2013 MP Police department has initiated MP Police Health Protection Scheme for a period of three year. The duration may be extended based on scheme performance. The scheme enables cashless treatment to police personnel at approved hospitals. The scheme is not applicable for IPS officers.More details on the scheme may be accessed on **http://phps.mppolice.gov.in/**	
Policy Requirement	GOP - Government Gazette Notification, Madhya Pradesh Police Regulations, Circulars, Rules framed to administer the fund
Applicable ERP Modules	Human Resource Management, Workflow Management, Finance Management

5.15 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 sanction of scholarship to the needy/ meriotious children of Police personnel upto the rank of Inspector. The scheme aims aThe 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

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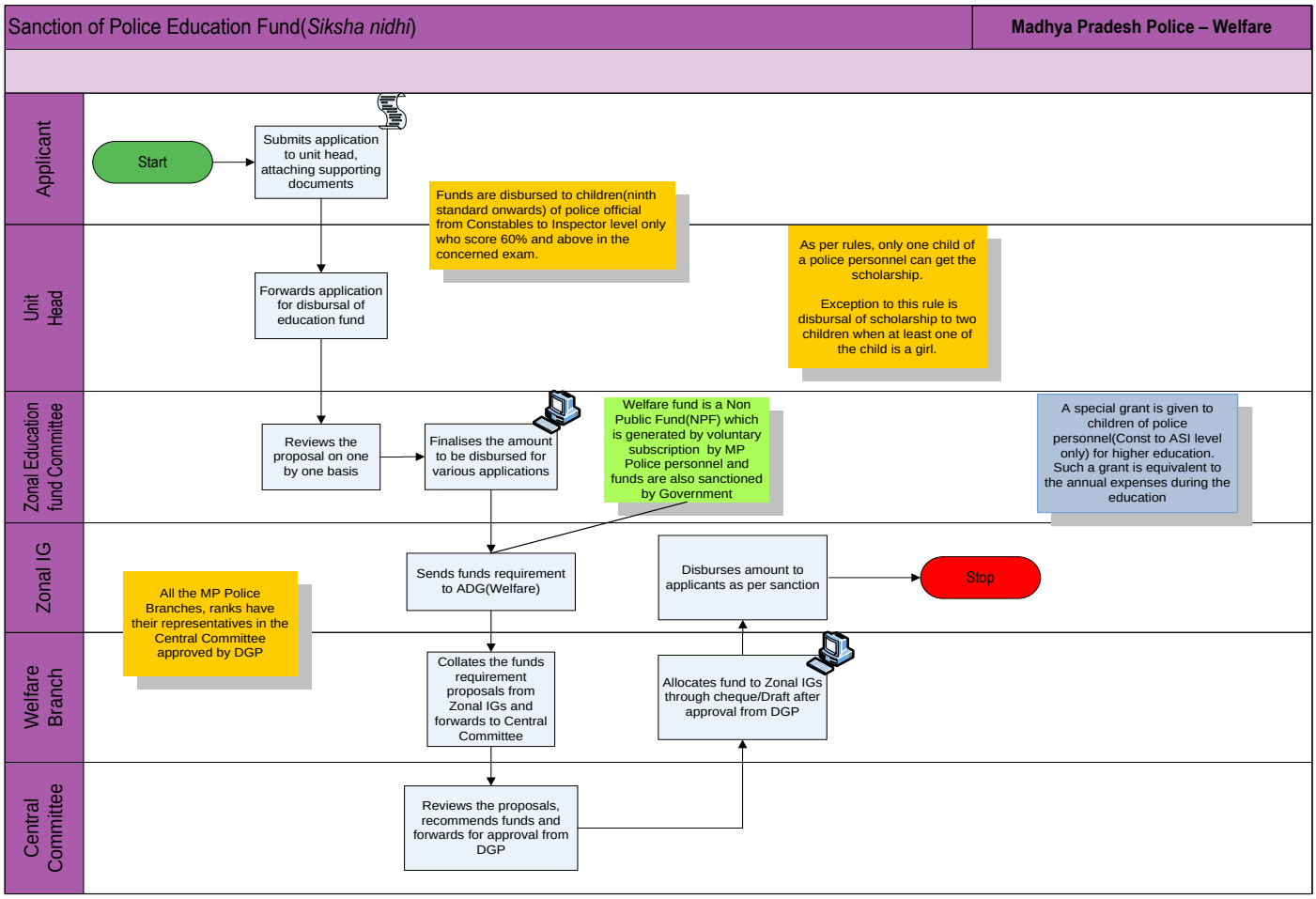
C. Process Map



D. Process Description

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

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i) The police personnel submits application through HR Module to unit head, attaching all the supporting documents as per prescribed check list. ii) Unit head forwards application to Zonal Education Fund Committee for disbursal of education fund. iii) Zonal Education Fund Committee scrutinizes the proposal on case by case basis and decides 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 IsG and forwards to Central Committee. All ranks in MP Police are represented in the Central Committee of the fund. vi) Central Committee scrutinizes the requirements, recommends funds for individual applicant and forwards for approval from DGP. vii) ADG (Welfare) allocates fund to Zonal IsG 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. x) All applications to be processed expeditiously will need to be complying with all the eligibility conditions. Therefore a checklist will be prepared in respect of each process for sanction/ approval/ permission etc as the case may be and shall be available on the first page of the performa to be filled up by the applicant. The application shall be accepted by the system only when it is complete in all respect as per the checklist. This shall be applicable for all self service forms for Police personnel	
Policy Requirement	GOP - Government Gazette Notification, Madhya Pradesh Police Regulations, Circulars
Applicable ERP Modules	Human Resource Management, Workflow Management, Finance Management

5.16 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.

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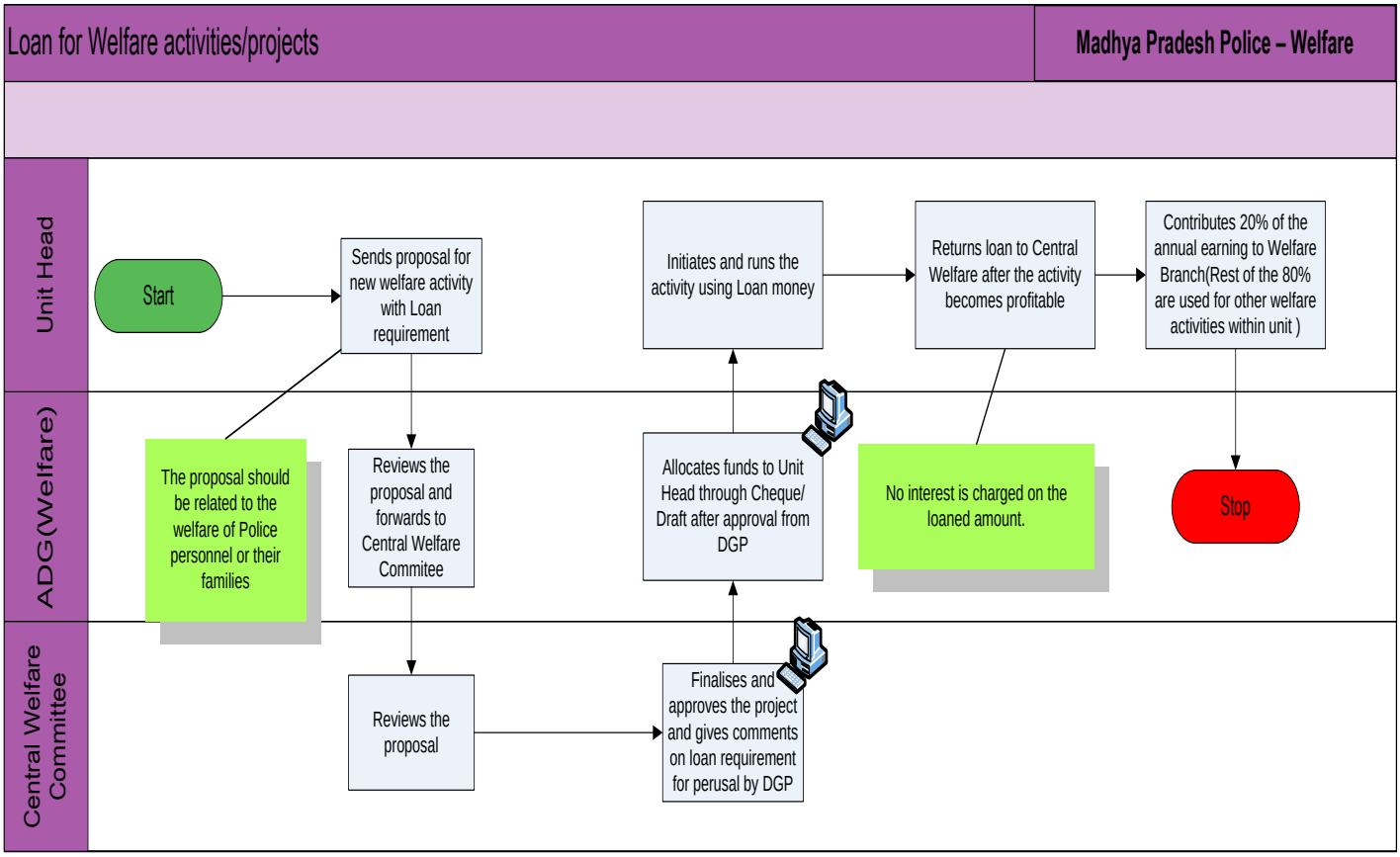
B. SIPOC

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

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Process	
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. ii) ADG (Welfare) scrutinizes the proposal and forwards to Central Welfare Committee. iii) Central Welfare Committee scrutinizes 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, Rules framed for the administration of Welfare fund
Applicable ERP Modules	Workflow Management, Finance Management

5.17 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)

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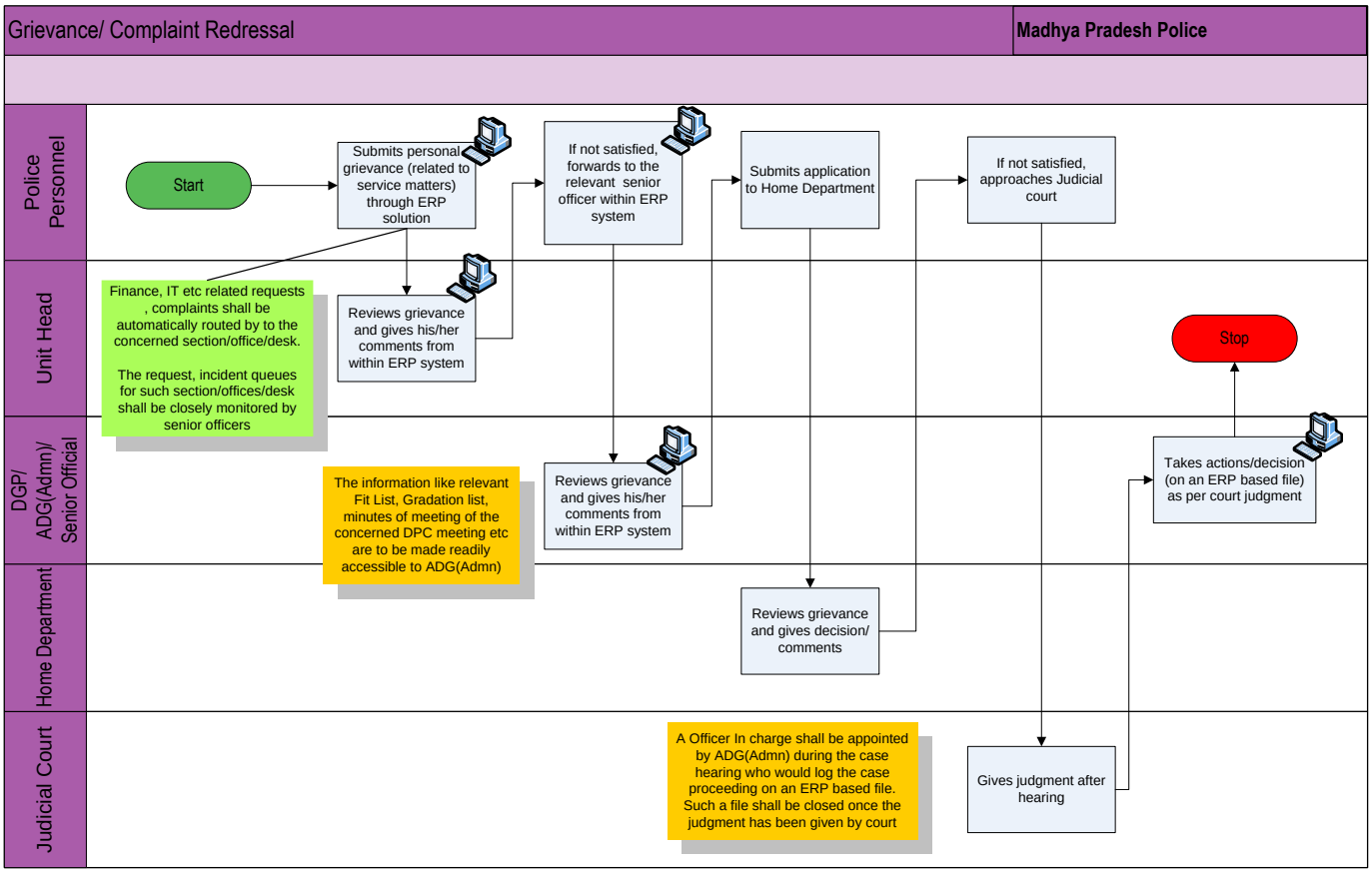
C. Process Map



D. Process Description

Process Name:	**Grievance/ Complaint Redressal**	**Branch/ Sub-Branch**	**All Units** **Example of Administration Branch**
Process Predecessor:	None	**Process successor :**	None

Process

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

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iv) Personnel grievances are to be routed to Unit Heads, who scrutinizes 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 Scrutinizes 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**.**

xii) **The** ERP solution is required to gather all the information necessary for expeditious disposal of the grievance.

xiii) All grievances need not to DGP/ ADG level. Some of the grievances may be disposed off at unit level as per the extant rules. In such cases, the grievance shall go to a senior officer if:

(a) The concnerned personnel is not satisfied with the unit level decision.

(b) The unit **head requests inputs from senior officer.**

xiv) **In case Judicial Court has given out orders in favour of the applicant, the applicant may approach senior officer for grievance for implementation of such order. Such type of grievances shall be required to be decided in consulation with State Home Department (which earlier did not agree to applicant's request) through proper channel.**

xv) **Key agencies for various judicial cases are as below:**

a) **Criminal matter: CID**

b) **Service related matter: AIG(Law) – Administration Branch**

c) **Civil Matters concerning govt/ Police land – Planning Branch**

Policy Requirement	GOP, Circulars, MP Police Rules and Regulations, MPPR 274, Court Directions
Applicable ERP Modules	Human Resource Management, Finance Management, Workflow Management,

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5.18 Setting up of Training Calendar

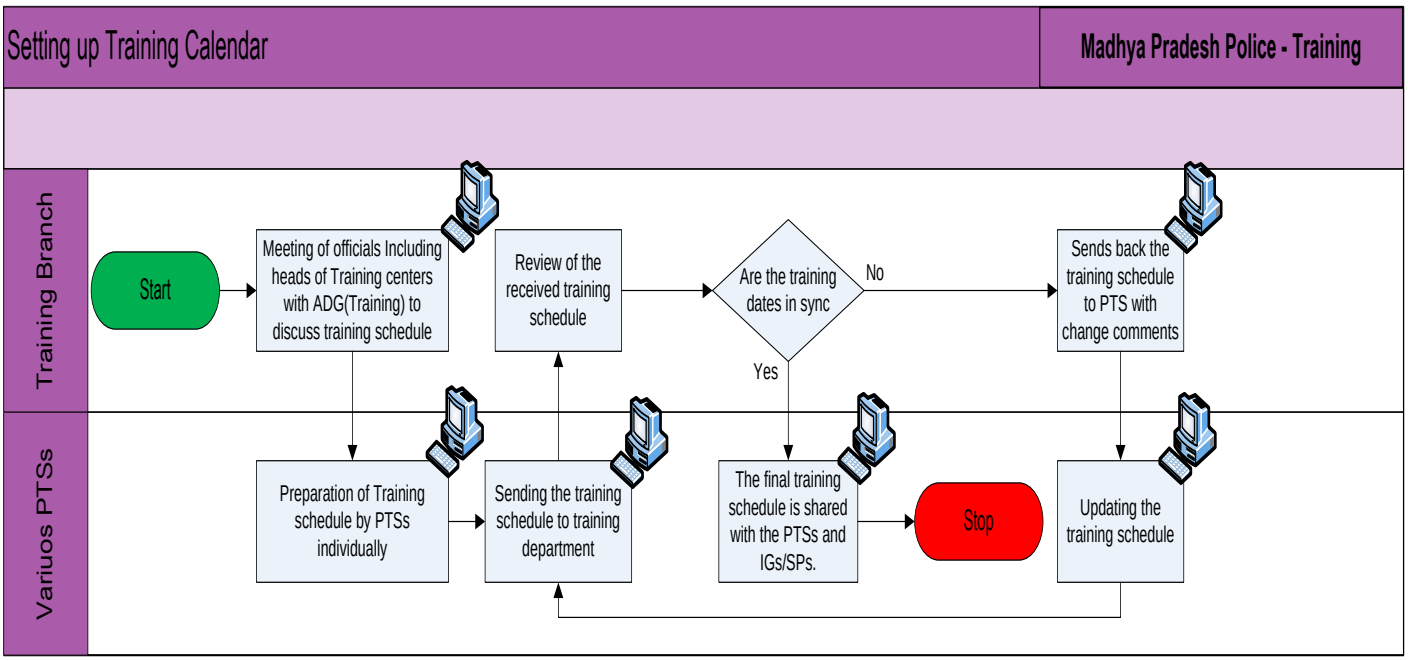
A. Process Summary

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, PTSs, Units

C. Process Map



D. Process Description

Process Name:	Setting up the training calendar	Branch/ Sub-Branch	Training

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Process Predecessor:	None	**Process successor :**	None
Process			

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 scrutinizes 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, IsG/SsP/Commandants through the system by the training branch about the same.**

vii) **Training Branch Handles:**

a) **All training of IPS and SPS officers**

b) **In service training organised Ex – state**

c) **Basic Training of DEF constables, SI**

d) **Inservice courses run by DEF Training institutes**

viii) **SAF handles Training of SAF constables, Platoon Commanders, Dog Squad, Mounted Troops, Police Band, Motor Transport (MT), Trades**

ix) **Special Branch (SB) handles training of SB Cadre Staff**

x) **Almost every branch handles training of its cadre e.g. Telecom, SCRB, CID, FSL and inservice training of its own functions on its own as well as other Branches Staff.**

xi) **The ERP solution shall be able to provide below information from Training Need analysis point of view:**

(a) **Total number of officers requiring Basic/ Induction Training**

(b) **Total number of officers requiring Refresher training**

(c) **Total number of officers requiring training in some specialised trade/ skills**

(d) **Total number of officer required to undergo Pre promotion training**

(e) **Total number of seats available in the Police Training Institutes (Schools**/ Colleges/ Academy)

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(f) Total number of trainers available with state police institutes	
Policy Requirement	GOP, Circulars, Police rules and regulations, MP Police regulation (Chapter 3,4,5 PR 86 to 161), Training Policy of MP Police, Bureau of Police Research and Development (BPR&D) instrutructions/ guidelines
Applicable ERP Modules	Human Resource Management

5.19 Setting up of course syllabus

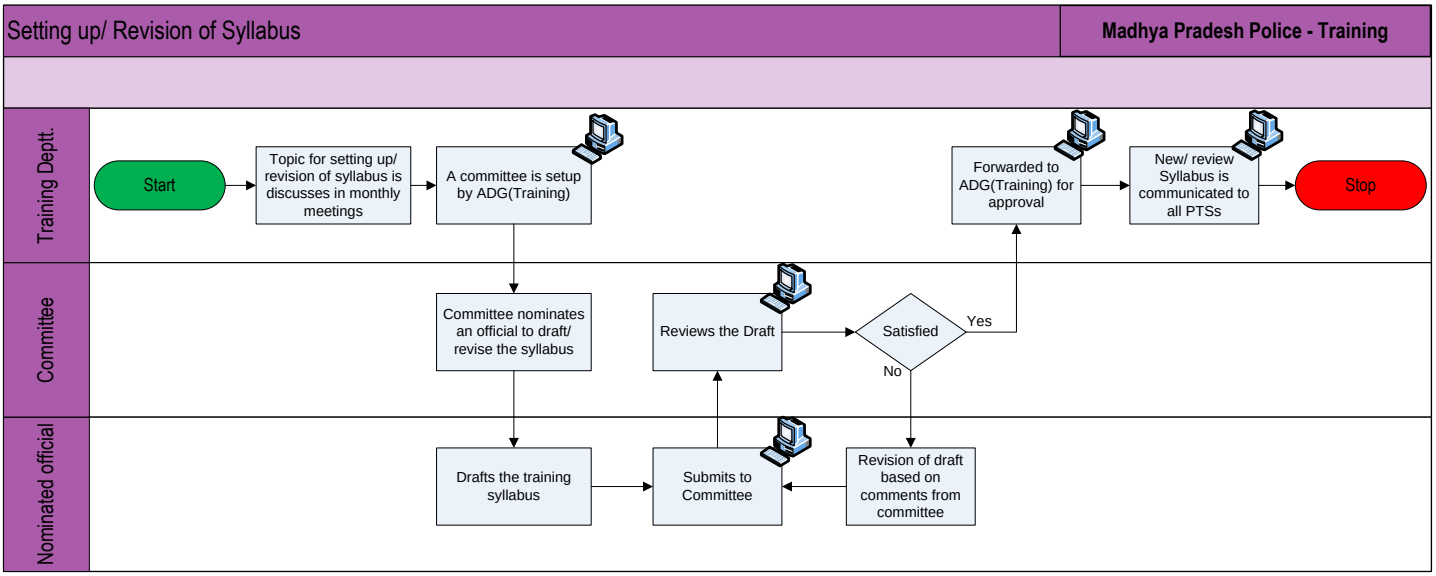
A. Process Summary

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



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D. Process Description

Process Name:	**Setting up syllabus**	**Branch/ Sub-Branch**	Training
Process Predecessor:	None	**Process successor :**	None
Process			
i) Training department discusses the topic for setting up/revision of the syllabus in monthly meetings. 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. iii) The committee nominates the person to draft/revise the syllabus of individual subject from within the system. An automated notification is sent to nominated official to draft/revise the syllabus. iv) The nominated official drafts/revises the syllabus and submits to committee for review. v) The committee scrutinizes 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. 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. vii) The new/revised syllabus is communicated to all PTSs by training department by sending notifications through the system.			
Policy Requirement	GOP, Circulars, Police rules and regulations		
Applicable ERP Modules	Human Resource Management		

5.20 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 IsG, SsP, senior officials, DGP office, and training body.

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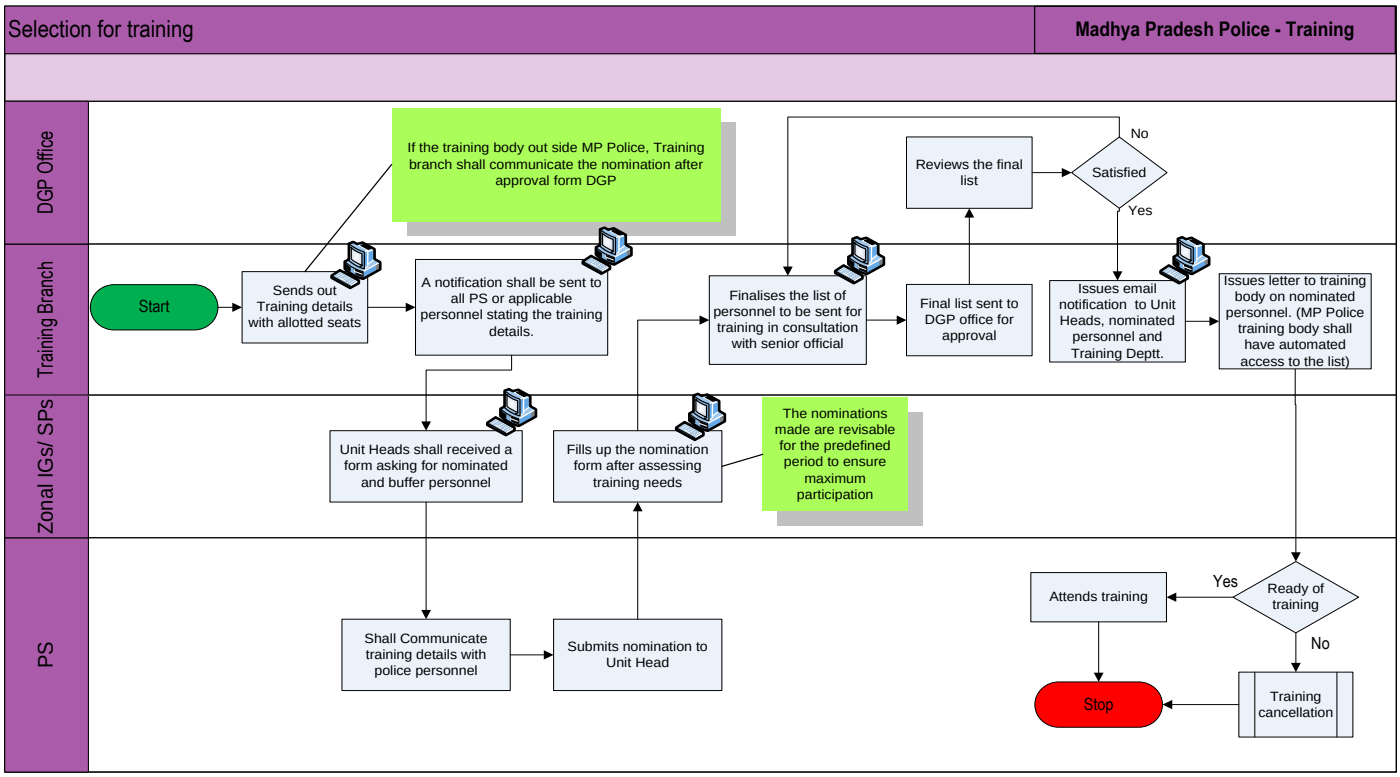
B. SIPOC

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 (optional)
Process			
i) For a training body outside of MP Police department, Training branch shall communicate the nomination after approval form DGP			

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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. Seats may be allocated to different Units accordingly. iv) In case of basic training, names can be selected by ERP system as per the defined criteria like seniority. Seats may be allotted on the basis of All MP Seniority and availability of training capacity in training Units. v) PS shall communicate training details with police personnel and submit nomination to Unit Head. vi) Unit Head fills up the nomination form after assessing training needs. The nominations made are revisable for the predefined period to ensure maximum participation. vii) Training Branch finalises the list of personnel to be sent for training in consultation with senior official and forwards to DGP viii) 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) ix) A police personnel nominated for training if not able to attend the training due to unavoidable reasons may cancel his/her nomination. x) The ERP solution is expected to capture below details: a. Unit wise induction of fresh recruit b. Selection of officers through a process Departmental Selection Committee etc. c. Seat availability in training institues d. Newly recruited personnel are shortlisted for training on seniority basis. e. Unit heads of the new recruits who have already reported/ joinined shall be asked to nominate personnel for training with joining instructions f. For new recruits who are yet to joined are to directed to report to a particular training institute during specified dates with joining instructions. g. For pre promotion courses (PPC), the nominations are to be sent to the Unit heads by seniority in accordance to seats allotted to each unit.	
Policy Requirement	GOP, Circulars, Police rules and regulations
Applicable ERP Module	Workflow Management, Human Resource Management

5.21 Trainee induction

A. Process Summary

This is the To-Be process of induction of police personnel for training at MPPTA, Bhauri. Similar process is followed in all training institues/ colleges/ schools.Primarily, HR module would be used for induction of police personnel.

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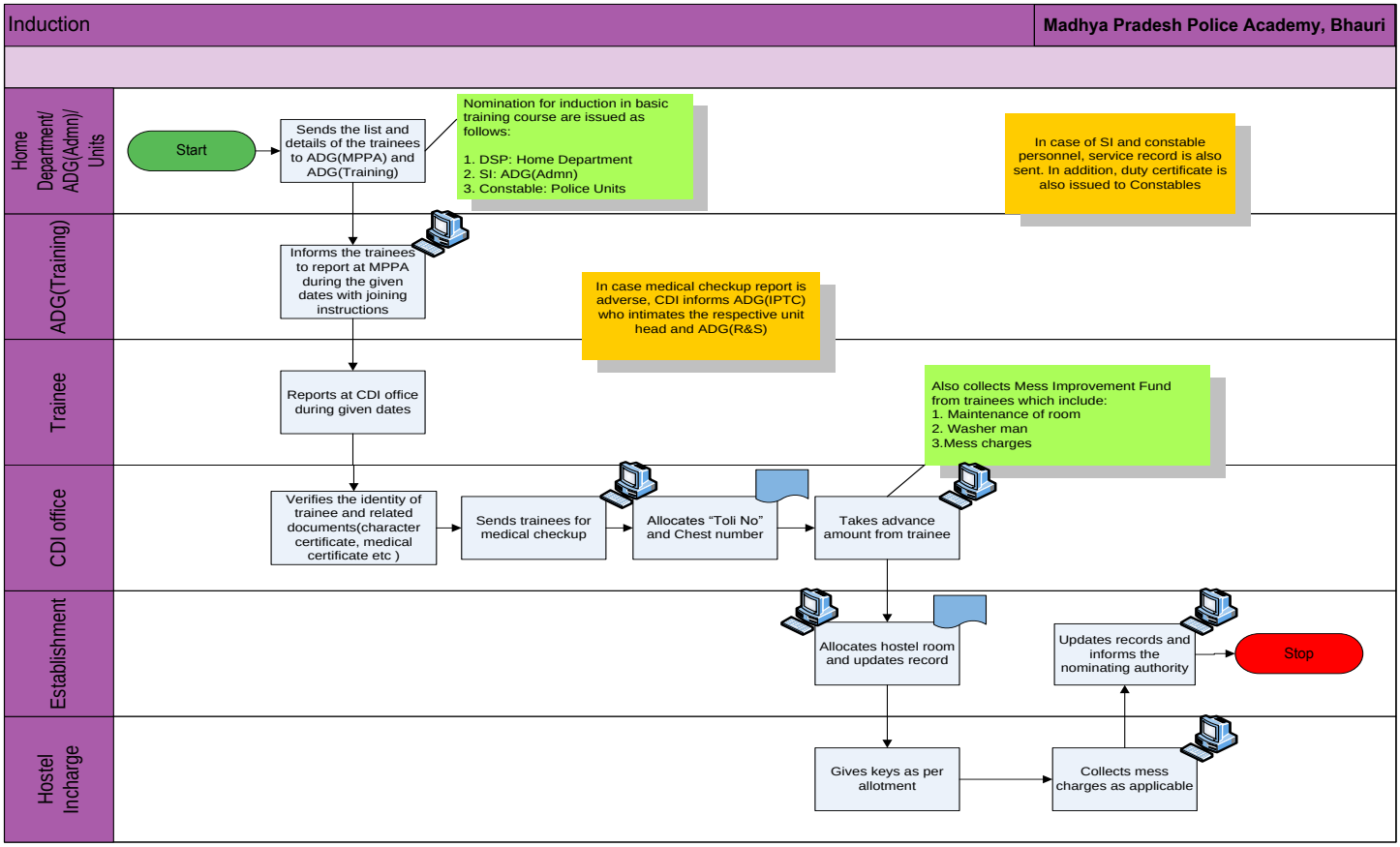
B. SIPOC

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/ Basic Training	Branch/ Sub-Branch	All training institues Example of Madhya Pradesh Police Academy, Bhauri
Process Predecessor:	Selection for training	**Process successor :**	Trainee evaluation

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Process	
i) Home Department (in case of Newly recruited DSPs)/ ADG (Admin)/ Police Units sends the list and details of the trainees to ADG (MPPA) and ADG (Training). The trainee are to be notified through email with joining instructions. 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 charges The 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.** viii) **The trainee officer fulfils similar formalities like enrollment to mess, library, classroom, preparation of photo id, uniform, kit items, give acknowledgement for inventory items received etc.**	
Policy Requirement	GOP, Circulars, Police rules and regulations
Applicable ERP Modules	Human Resource Management, Finance Management

5.22 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.

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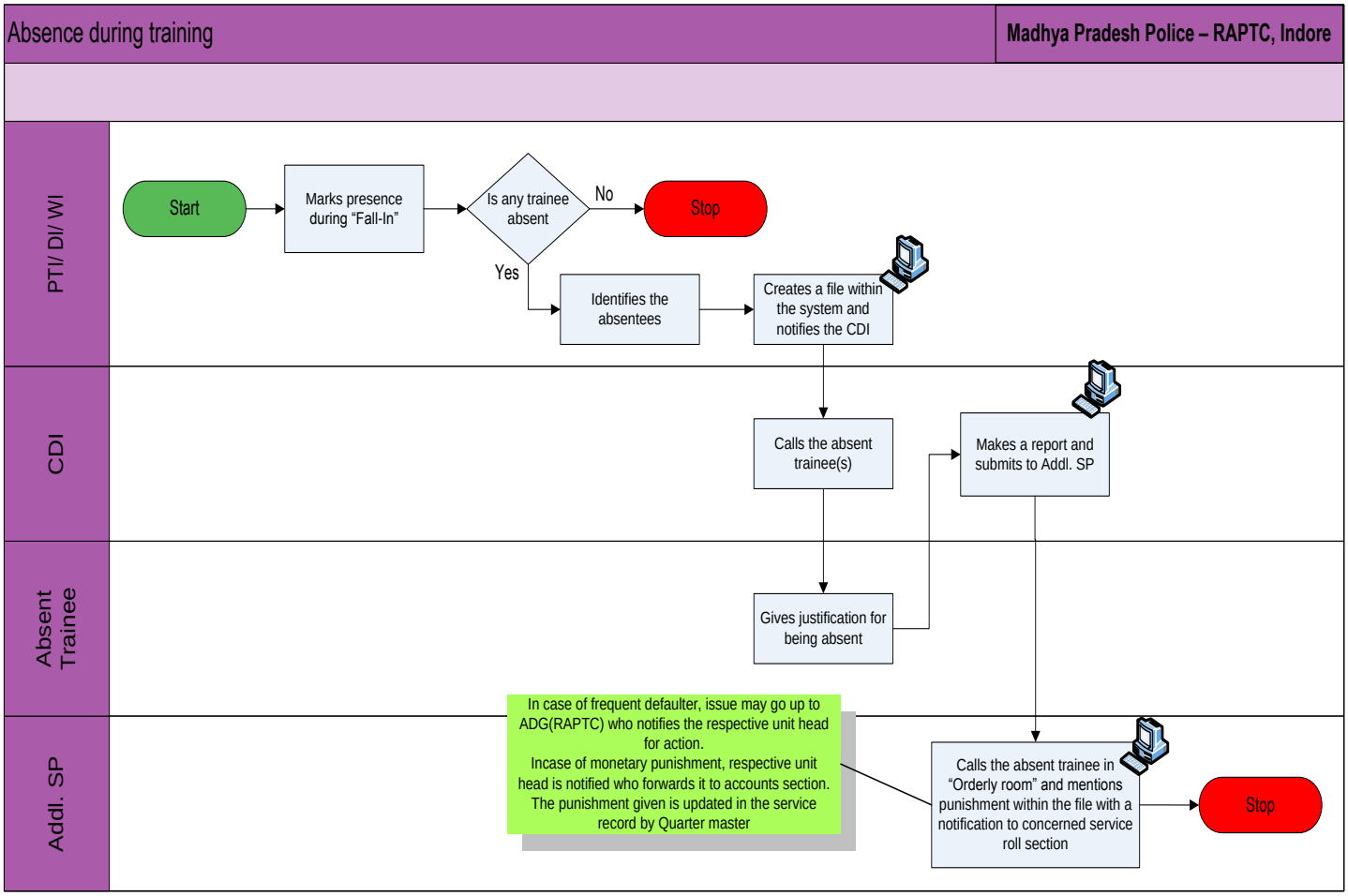
B. SIPOC

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:	Absence during training	Branch/ Sub-Branch	All Training Units Example of RAPTC
Process Predecessor:	None	**Process successor :**	None
Process			

i) PTI/ DI/ WI marks the presence of trainees during "Fall-in". If any trainee is absent then it identifies the absentees and notifies the CDI.
ii) CDI meets the absent trainee.

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iii) Absent trainee gives justification for being absent. iv) CDI makes a report with the file created in the ERP system and submits to Addl. SP. v) 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. vi) In case of frequent defaulter, issue may go to ADG (RAPTC) who notifies the respective unit head for action. vii) 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. viii) Biometric devices may be used for attendance monitoring at Training Units and other Police Units on need basis. The input may be used with Human Resource Management module.	
Policy Requirement	GOP, Circulars, Police rules and regulations
Applicable ERP Modules	Workflow Management, Human Resource Management, Finance Management

5.23 Training cancellation request by trainee

A. Process Summary

This is the To-be process of request for 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,

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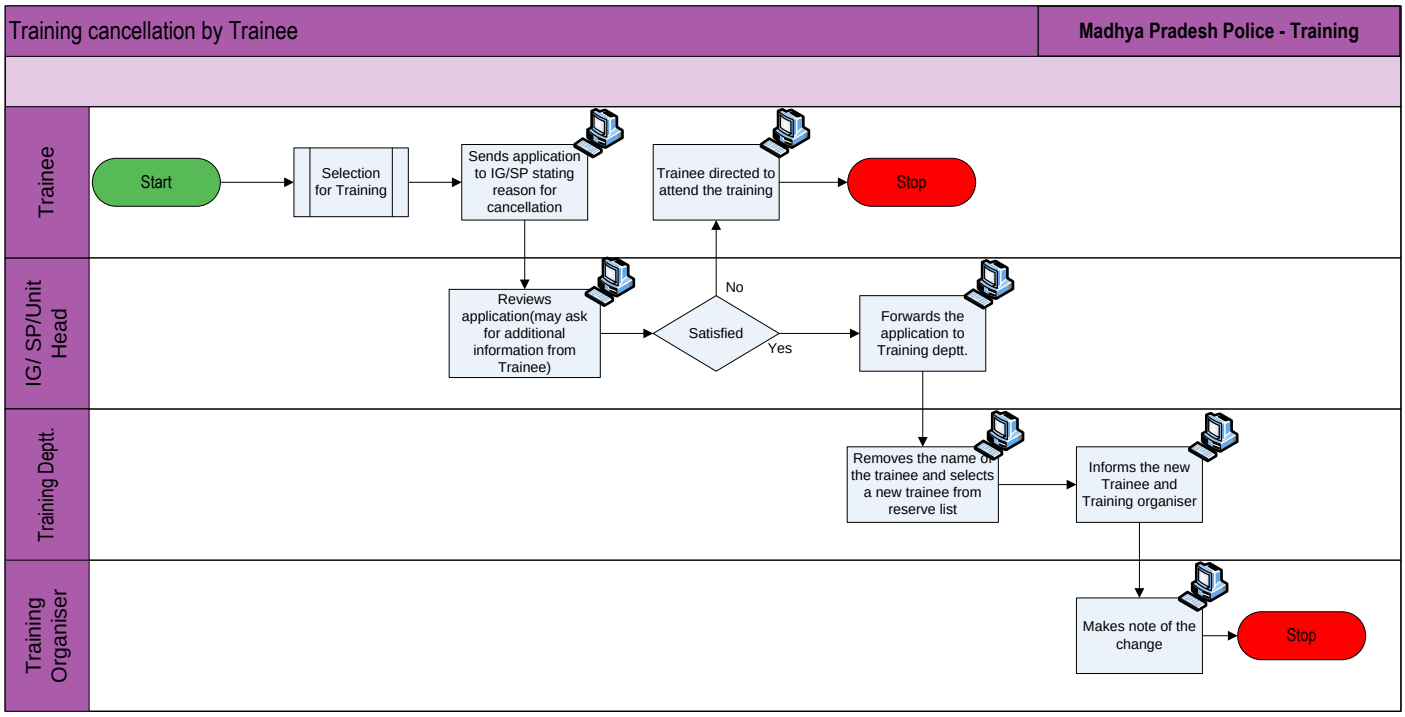
C. Process Map



D. Process Description

Process Name:	**Training cancellation request by the trainee**	**Branch/ Sub-Branch**	Training
Process Predecessor:	Selection for Training	**Process successor :**	None
Process			
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 scrutinizes 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 branch through the system about the same.			

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vi) Training Branch 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

5.24 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,

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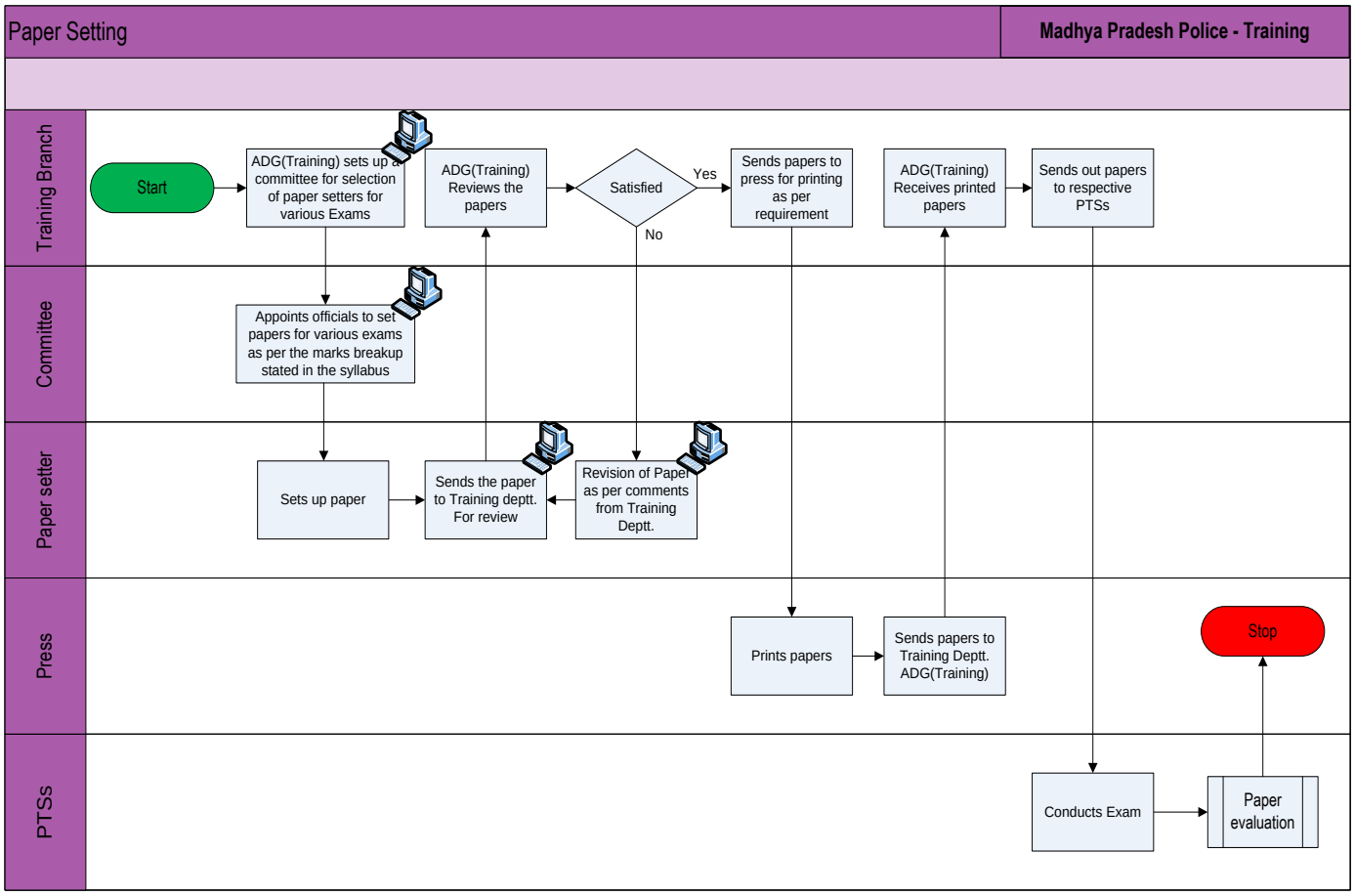
C. Process Map



D. Process Description

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

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i) ADG (Training) sets up a committee with approval from DGP 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) scrutinizes 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 AIG (Training) scrutinizes 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 AIG (Training). viii) ADG (Training) scrutinizes the printed papers then training department sends the papers to respective PTSs. ix) The documentation and communication related to this process has to be kept secured with access restricted to limited people. x) It is recommended that question papers are made in multiple choice format, where possible. The model answer key may to published on departmental home page after examination so that examinees are able to check their score against the model key. Question papers with narrative answer options will not be amenable to this IT invention and hence should be rules out for such intervention.	
Policy Requirement	GOP, Circulars, Police rules and regulations
Applicable ERP Modules	HR Module

5.25 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.

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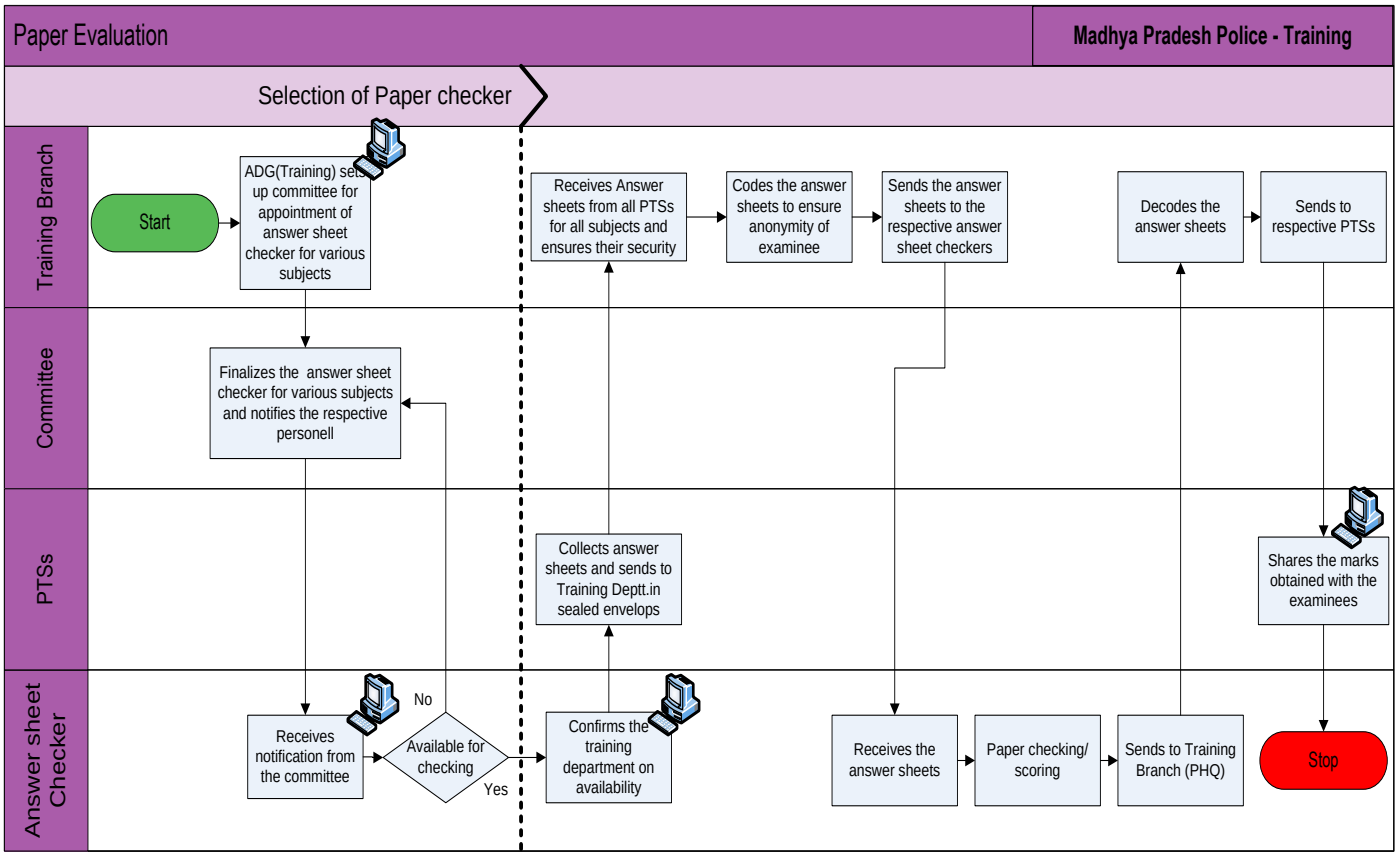
B. SIPOC

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			

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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 collects the answer sheets and sends to training department in sealed envelopes. vi) Training department receives answer sheet from all PTSs for all subjects and ensures their security. vii) Training department codes the answer sheets to ensure the anonymity of the examinee. Then it sends the answer sheets to the respective answer sheet checkers. viii) The answer sheet checker receives, evaluates and provides the score to answer sheets and send it to training department. ix) The training department decodes the answer sheets and sends it to respective PTSs. x) PTSs updates 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. xi) This process is, largely, not amenable to automation with the application of ICT intervention on ground of ensuring higher degree of confidentiality and integrity of the system. Therefore, the system of answer sheet evaluation especially for those subjects not having multiple choice answers should be decided by the training branch in such a manner as shall limit the access to need based limited persons and shall also ensure maintenance of expected confidentiality.	
Policy Requirement	GOP, Circulars, M.P. Police Regulations
Applicable ERP Modules	HR Management, Workflow Management

5.26 Evaluation: Outdoor training

A. Process Summary

This is the To Be process of evaluation of outdoor training of police personnel. Th e process is done by Police Trainings Schools/ RAPTC/ JNPA and other training institues charged with the responsibility of imparting training to Police Officers in different ranks with a component of Outdoor training besides indoor or trade skills training. Outdoor training is arranged during training program by assistant director/ ASP/ DSP/

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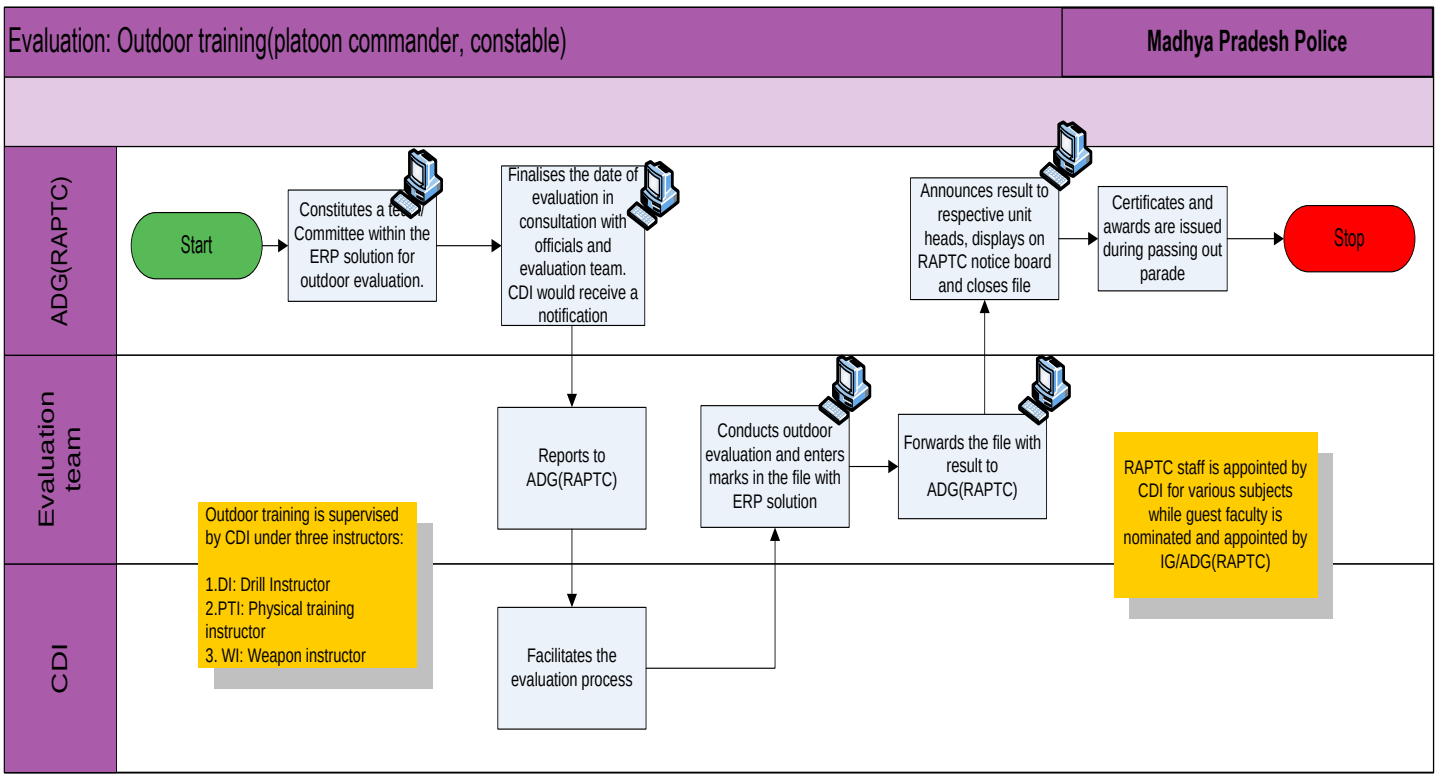
Inspector (Outdoor) etc. The key actors of the process are CDI office, Trainees, evaluation team and ADG (RAPTC).

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	All Training Unit Exmaple of RAPTC
Process Predecessor:	None	Process successor :	None
Process			
i) The trainees are evaluated on: a. Drills;			

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b. Physical Fitness; c. Weapon training ii) ADG (RAPTC) constitutes a team/committee for outdoor evaluation within ERP solution. iii) Assitant Director Outdoor training and his staff assists the examiners. iv) 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 v) Outdoor training is supervised by CDI under three instructors: 1. DI: Drill Instructor 2.PTI: Physical training instructor 3. WI: Weapon instructor vi) Evaluation Team reports to ADG (RAPTC) on the day of evaluation. vii) CDI facilitates the evaluation process. viii) Evaluation team conducts outdoor evaluation, enters the marks in the file in the ERP solution and shares the results with ADG (RAPTC). ix) 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. x) RAPTC staff is appointed by CDI for various subjects while guest faculty is nominated and appointed by IG/ADG (RAPTC). xi) The process is very critical and the ERP solution is expected to maintain of confidentiality of information. xii) The marks of Outdoor training are compiled in examination cell of the training institution alongwith the marks received under other heads of training like Indoor training, Extra curricular activities, etc to prepare final result. The same is uploaded on department's website for information of all trainees. xiii) The trainees with first to third rank in individual Outdoor training item and overall outdoor training are honoured with prize in the passing out parade ceremony/ function.	
Policy Requirement	GOP, Circulars, Police rules and regulations, PHQ circular and syllabus/ curriculaum for various items of Outdoor training
Applicable ERP Modules	Workflow Management, Human Resource Management

5.27 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. Similar process is to be followed for creation of new company. The HR Module would be used for creation of new battalion through this process.

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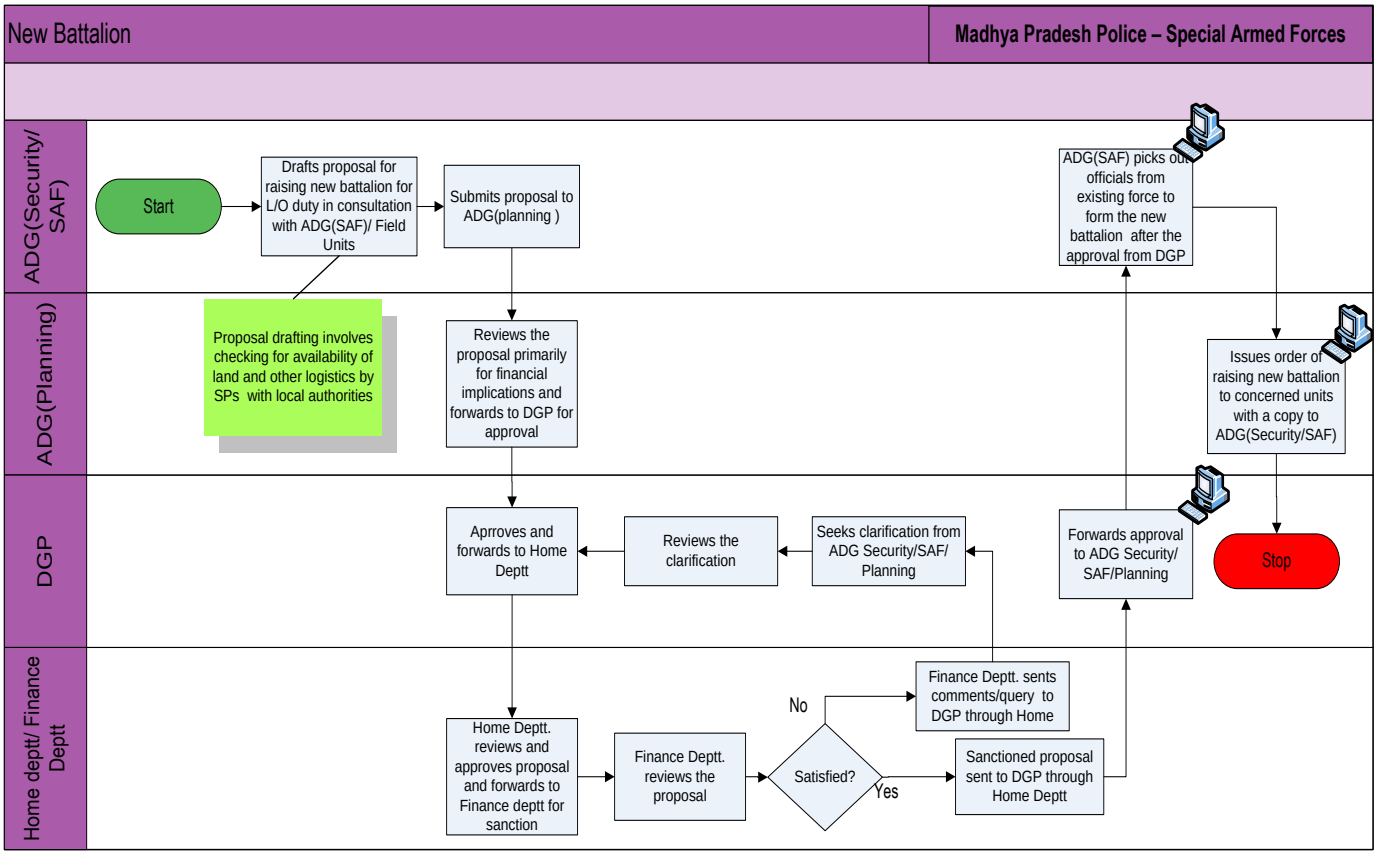
B. SIPOC

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			

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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. The proposal is based on justification to add more battalions and availability of land therefor. Justification may include additional responsibilities placed on state police for security of personnel, buildings, new establlishments of State/ Central Govt., the need for which cannot be catered from the existing resources. The pressing and unavailable parameters of justification are also required to be brought up as setting up any new Police battalion shall involve recurring financial liability on the Governemtn for a long time. The proposal is prepared by ADG(Security) in consultation with ADG(Planning) and ADG(SAF) with all supporting data and documents.

iii. ADG (Planning) scrutinizes the proposal primarily for its financial implications and forwards the same to DGP for approval.

iv. DGP approves and forwards to home department for their perusal.

v. Home Department scrutinizes and approves proposal and sends to Finance Department for approval.The proposal is appoved by the cabinet.

vi. 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).
   6. ADG(SAF) arranges for construction of office building and acquisition of vehicles/ equipment with help of ADG(Planning), ADG(Provisioning) and Range IG/ District SP in whose territorial jurisdiction the new battalion is proposed to be located.
   7. The new battalion is incorporated in the MP Police Oragnisational Chart with various sanctioned post for various ranks and other details.

vii. 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 & scrutinizes 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, Central/ Govt Instructions and guidelines
Applicable ERP Module	Human Resource Management, Workflow Management

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5.28 SAF Company movement

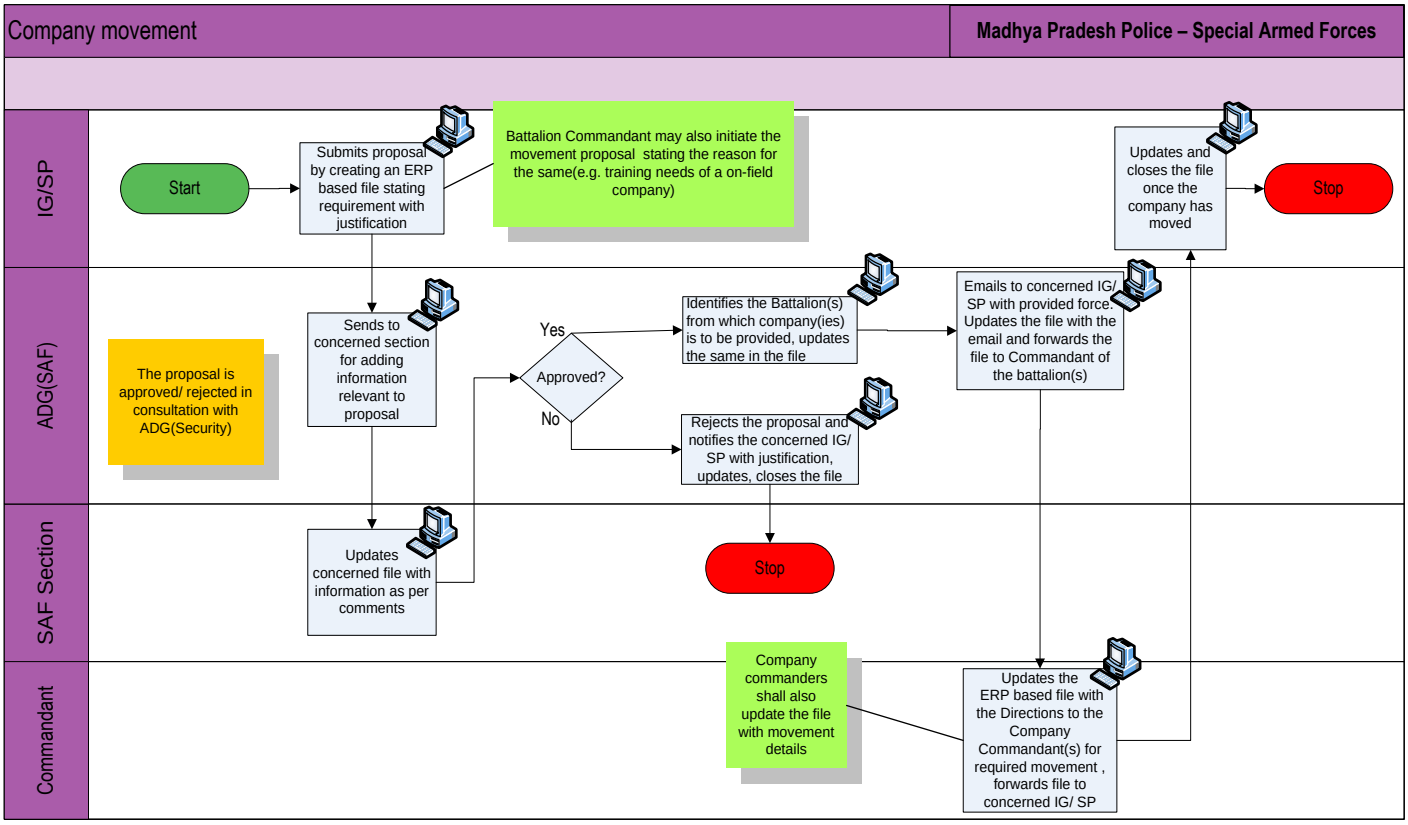
A. Process Summary

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



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D. Process Description

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

Process

i) SAF battalions are allocated to different Units for utilization in their jurisdiction for static security and L&O duty etc

ii) 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. Range DIG/ IG has some reserve force at their disposal. Proposal is sent to ADG(SAF) when Range level force is inadequate.

iii) Upon receipt ADG (SAF) forwards the same to concerned SAF section for adding information relevant to proposal.

iv) SAF section Updates concerned file with information as per comments and reverts with inputs/. Suggestion to ADG (SAF).

v) The proposal is approved/ rejected in close consultation with ADG(Security)

vi) 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

vii) In case of Rejection ADG (SAF) declines the proposal and shares justification with IG/SP.

viii) In rare occasions when force is not available, ADG(Security) in consultation with DGP decides to take extra force from GoI through State Home Department. In communally effective areas force may be obtained from Rapid Action Force through State Home Department.

ix) The ERP system should also keep record of trained personnel having expert skills in management of various fairs and festivals.

x) Similar process is to be followed for deployment of additional force for short term from PTS and Homeguard. Also at times, not whole company but few selected officers are deputed to VIP/ Law & Order duty.

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

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5.29 Orderly Room

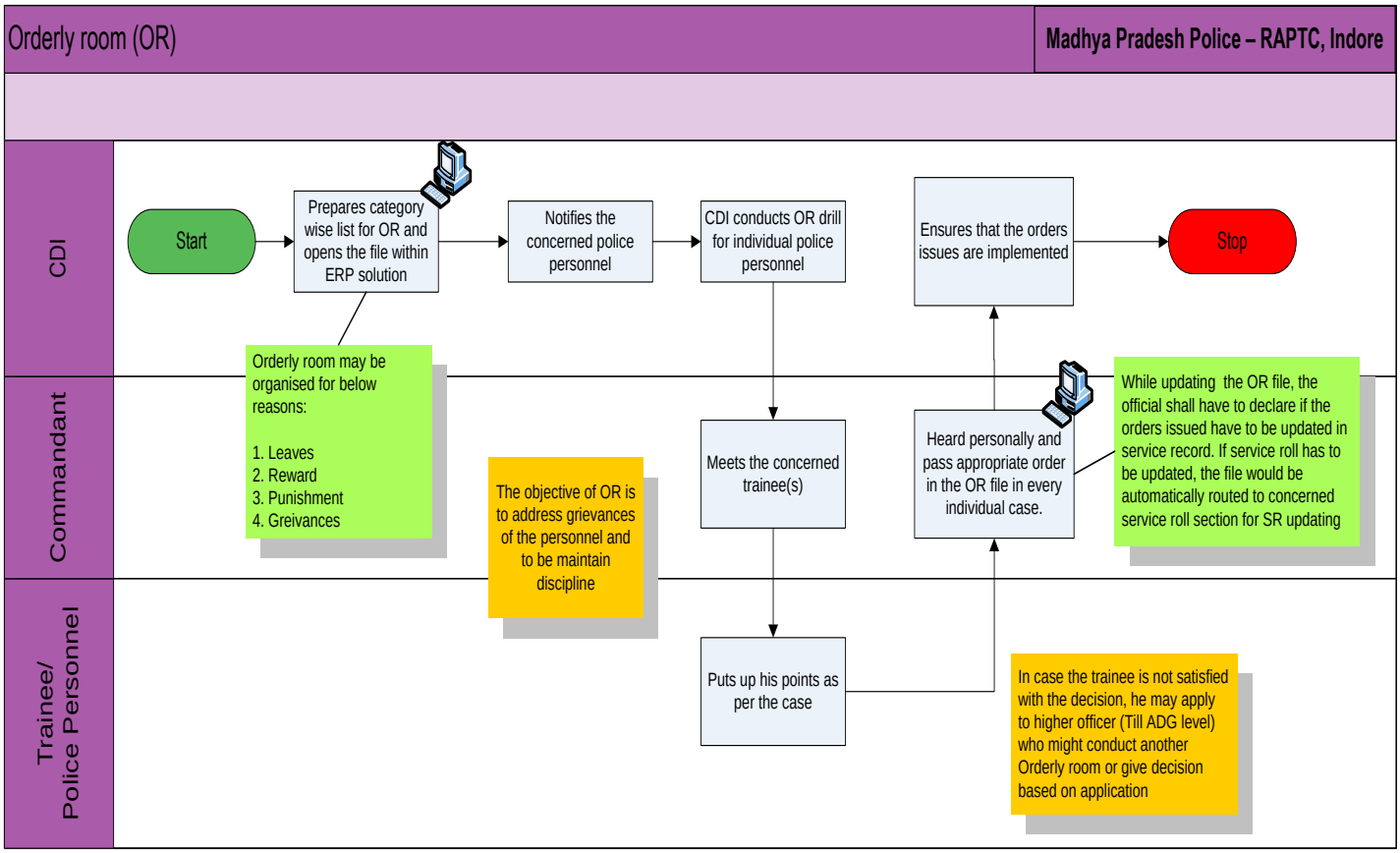
A. Process Summary

This is the process of "Orderly Room" for police personnel. Police personnel are heard personally by Gazetted Officer for redressal of any grievance, disposal of any act of indiscipline, awarding commenderation, punishment etc. The orders issued in OR may have to be updated in the service roll of the concerned personnel. This process is followed in multiple units having different hierarchical structure.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



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D. Process Description

Process Name:	**Orderly Room**	**Branch/ Sub-Branch**	**All Units** **Example of RAPTC**
Process Predecessor:	None	**Process successor :**	None

Process

i) **The objective of OR is to address grievances of the personnel and to be maintain discipline** and address grievances. It is generally applied to the police personnel upto Head Constable level. Although, it can be used in respect to all non-gazetted officers. OR of an Inspector level officer is recommended to be taken by officer of SP and above rank.
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.
x) OR is conducted by Reserve Inspector (RI) in district police lines.
xi) Senior officer like SP/ Commadent may also conduct OR.
xii) This activity is primarily conducted in Training Units, Police Units, SAF Battalions and SP Offices. As this activity greatly expedites the decisions pertaining to discipline and grievances, it is recommended for all Police units after ERP implementation.

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

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5.30 Mounted Troops games participation

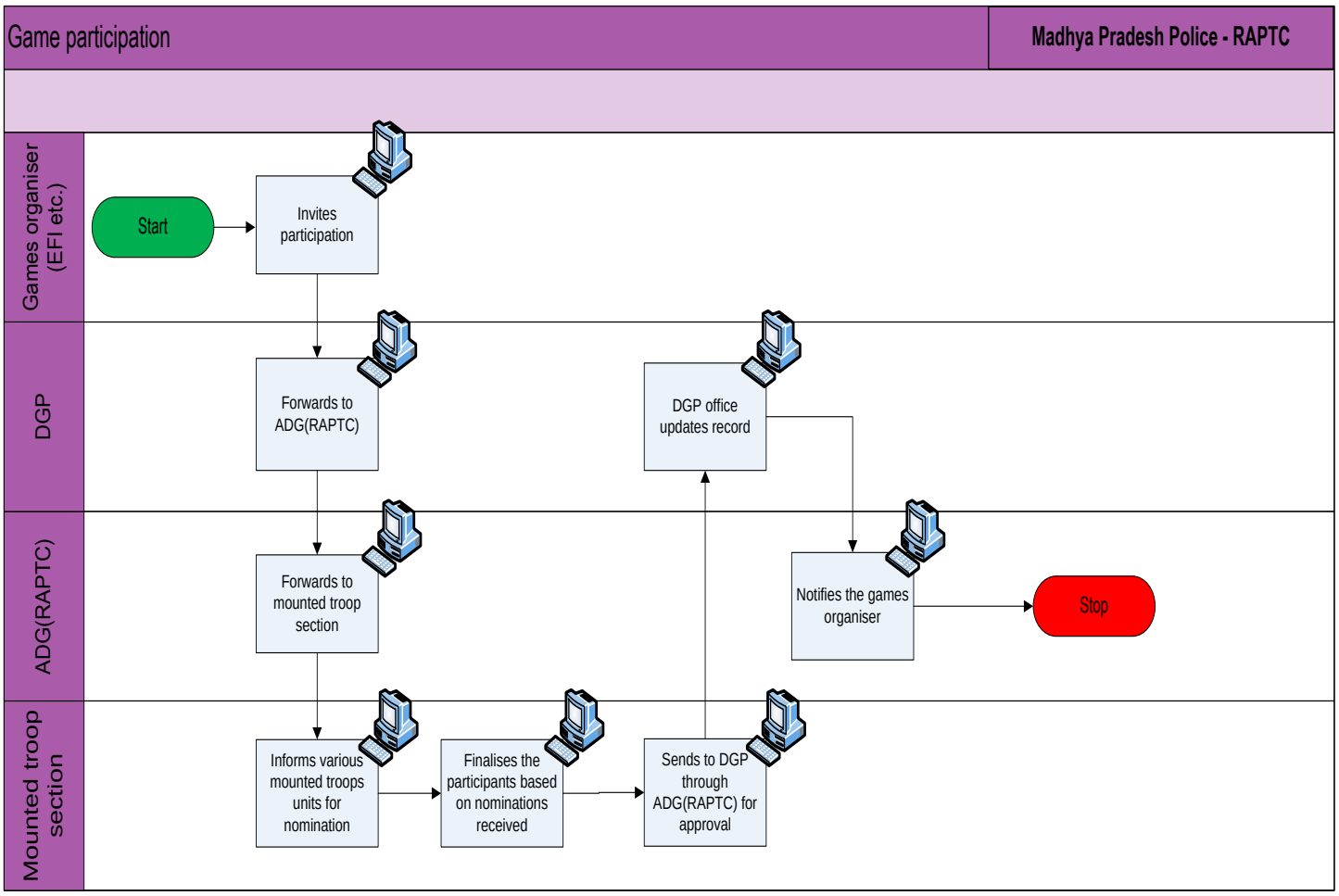
A. Process Summary

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 Game organisers

C. Process Map



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D. Process Description

Process Name:	**Police Mounted Troops Games Participation**	**Branch/ Sub-Branch**	**RAPTC**
Process Predecessor:	None	**Process successor :**	None
Process			
i) Games organizer (Equestrian Federation India 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) endoreses 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 section Incharge sends 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		

5.31 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.

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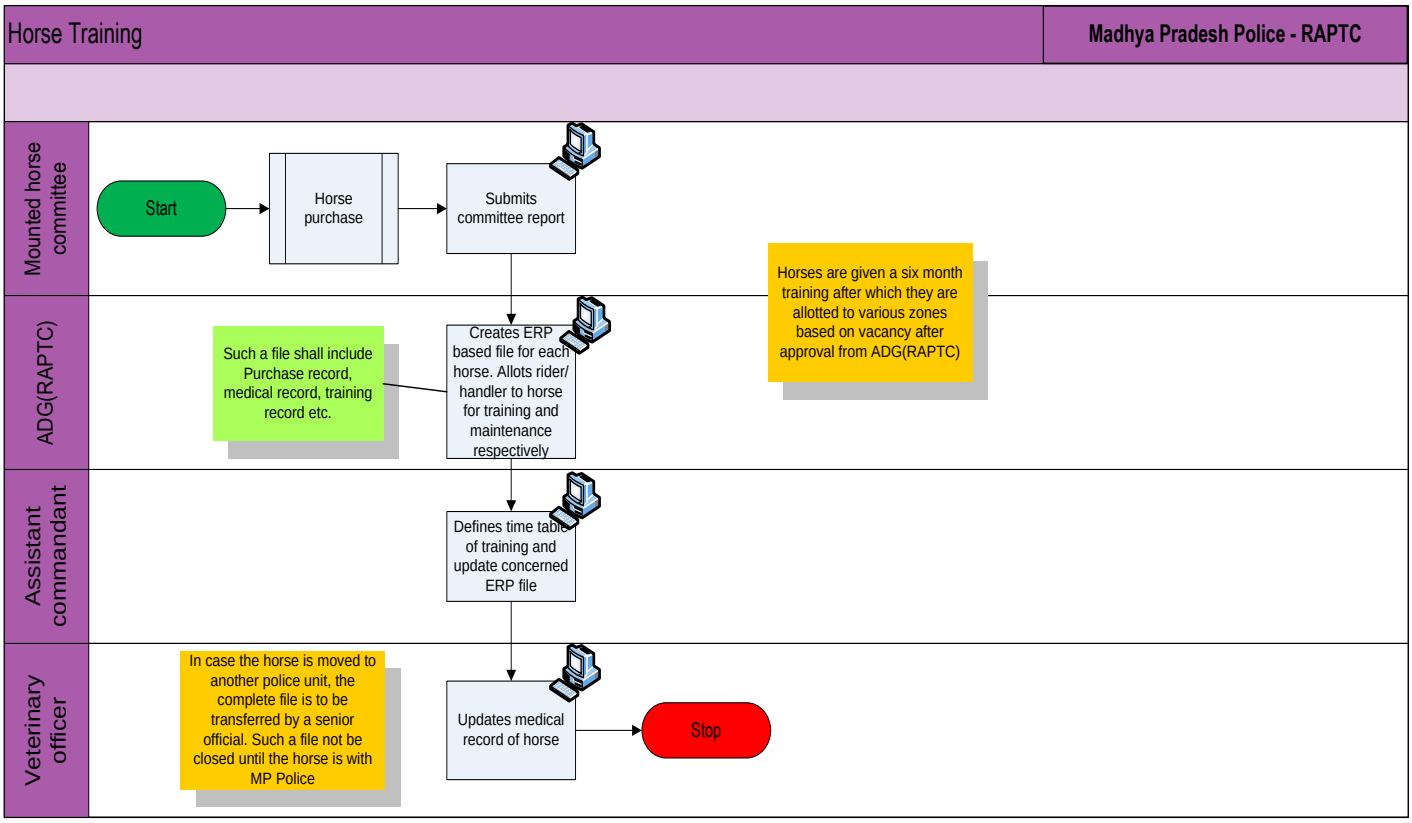
B. SIPOC

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

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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) The new horse purchased is allotted to individual Horse Rider/ Mounted police man who is responsible for the training and proper upkeep of the assigned horse. The training includes sword practice while mounted and on foot, moving in file and line formation, saddling and branding, anti riot drill etc. v) Assistant commandant defines time table of training and update concerned ERP file. vi) Veterinary officer Updates medical record of horse on daily basis. vii) Horses are given a six month training after which they are allotted to various zones based on vacancy after approval from ADG (RAPTC). Training is completed with a propeor test/ examination by a qualified examiner viii) 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 ix) Similar process is to followed for Dog Squad training	
Policy Requirement	GOP, Circulars, Police rules and regulations, Veterinary Care rules
Applicable ERP Modules	Workflow Management, Human Resource Management

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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 requirement worked out ased on the demand of Police Units, minimum reserve expected to be maintained and shelf life od equipment sought to be procured by various police units. The process is applicable to all units. Workflow management and Inventory Management Module would be used for purchase of equipment.

B. SIPOC

Supplier	Input	Process	Output	Customer
Units	Requirement worked out based on the demands of the units and relevant factors	As shown below	Procurement of equipment	Purchase Section, Units, Store, Provisioning Section

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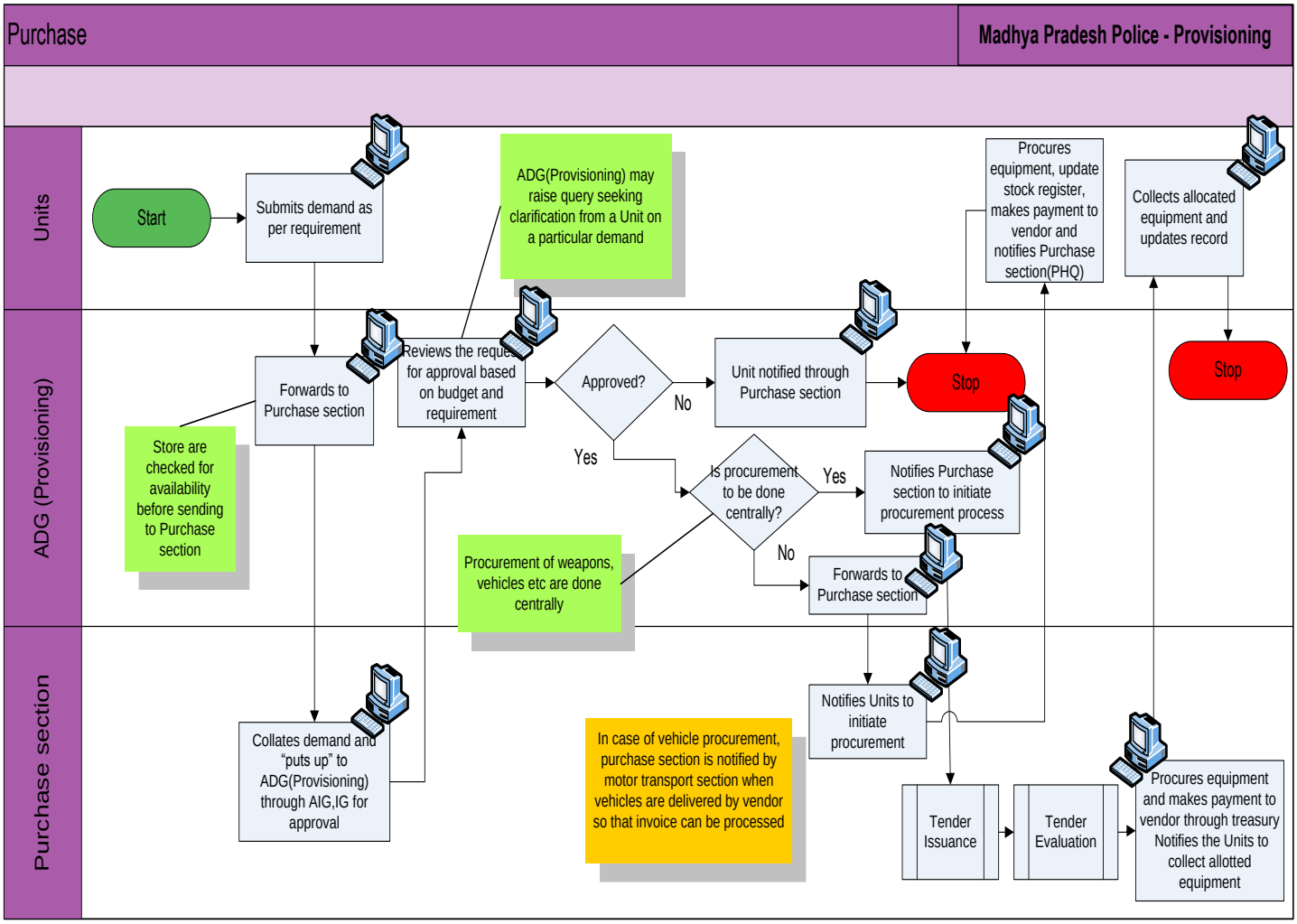
C. Process Map



D. Process Description

Process Name:	**Purchase**	**Branch/ Sub-Branch**	All Units Example of Provisioning Branch
Process Predecessor:	None	**Process successor :**	None
Process			

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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 (Provisioning). ii) ADG (Provisioning) forwards the same to purchase section through the system. iii) The Purchase Section collates, scrutinizes the demand and updates the same in the system. A notification about the same is automatically sent to AIG/IG. AIG/IG forwards the same to ADG (Provisioning) for sanction through the system. iv) ADG (Provisioning) receives an automated notification about the same. He scrutinizes the request for approval based on available budget and requirement. v) ADG (Provisioning) 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 (Provisioning) 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 (Provisioning) 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. It is recommended that technical and financial evaluation are done by different committees. Administrative approval is to be taken from State Home Department. 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 from a centrallised store 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 Provisioning Branch (PHQ) after satisfaction is recorded by the acceptance committee. x) If the procurement is not required to be done centrally then ADG (Provisioning) 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. xi) The total sum required to effect the proposed procured is in excess of the delegated financial powers of the DGP, a self contained proposal is prepared and sent to State Home Department for their approval in consultation with Finance Deptt. xii) Purchase of stationery is done from Administrative central press Bhopal, State Cooperative Consumer Federation, Madhya Pradesh Laghu Udyog Nigam, Local designated organization of Manufacturing firm or local market. xiii) For purchase of stationery items of value more than Rs 1,000 quotations are taken from three organisations. The supplier is selected on L1 basis. xiv) Quotation process is not required in case of purchase from Administrative central press Bhopal, State Cooperative Consumer Federation, Madhya Pradesh Laghu Udyog Nigam xv) Non tendering purchase is made from MP LUN, MP Agro, DGS&D, Kendriya Bhandar, Arms Ordinance Depot/ BEML, Import through STC/MMTC/GoI, Items proprietary nature, local purchase of small value. xvi) In case of proprietary items the issue of tender will have to follow separate procedure laid down by the state Govt	
Policy Requirement	GOP, Circulars, Police Rules and Regulations, GOP 126/2007
Applicable ERP Module	Inventory Management Module, Workflow Management, Finance Management

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Provisioning Branch processes files relating to purchases of other Branches requiring sanctions / approval from DGP. It also monitors utilization of certain funds - funds received under Police Modernisation Scheme. For the same proposals are to invited and received for Branches. Collated/ compiled, final proposal is to be drafted in compliance to GoI instructions applicable for the year, approval of DGP, forwarding to GoI after approval of Home and Finance Department, making presentation before High powered committee of Ministry of Home Affairs; receive the budget and contributory commitment from State Govt; getting budget provisions made in the Budget, seeking various permissions from Govt, allotting money to various Branches and then monitoring the progress on procurement

Sometimes, Branches require changes in items to be procured. These are approved by State level Empowered committee headed by Chief Secretary. Provisioning Branch facilitates and co-ordinates the same.At times, allotted budget is required to be deposited in Personal Deposit (PD) account of MPLUN or PTRI which is done after prior approval of State Govt.

Provisioning Branch also administers the GOP 126/2007 (departmental instructions on purchase procedure). It also handles Delegation of Financial Powers Vol II (Deptt wise financial powers delegation below Head of Department level not specifically included in Vol I)

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 members would be able to give their inputs on the same.

B. SIPOC

Supplier	Input	Process	Output	Customer
Police Units	Demand	As shown below	Vehicle Purchase	CPMT, Provisioning Branch, Special Branch, SAF special units, Police Units

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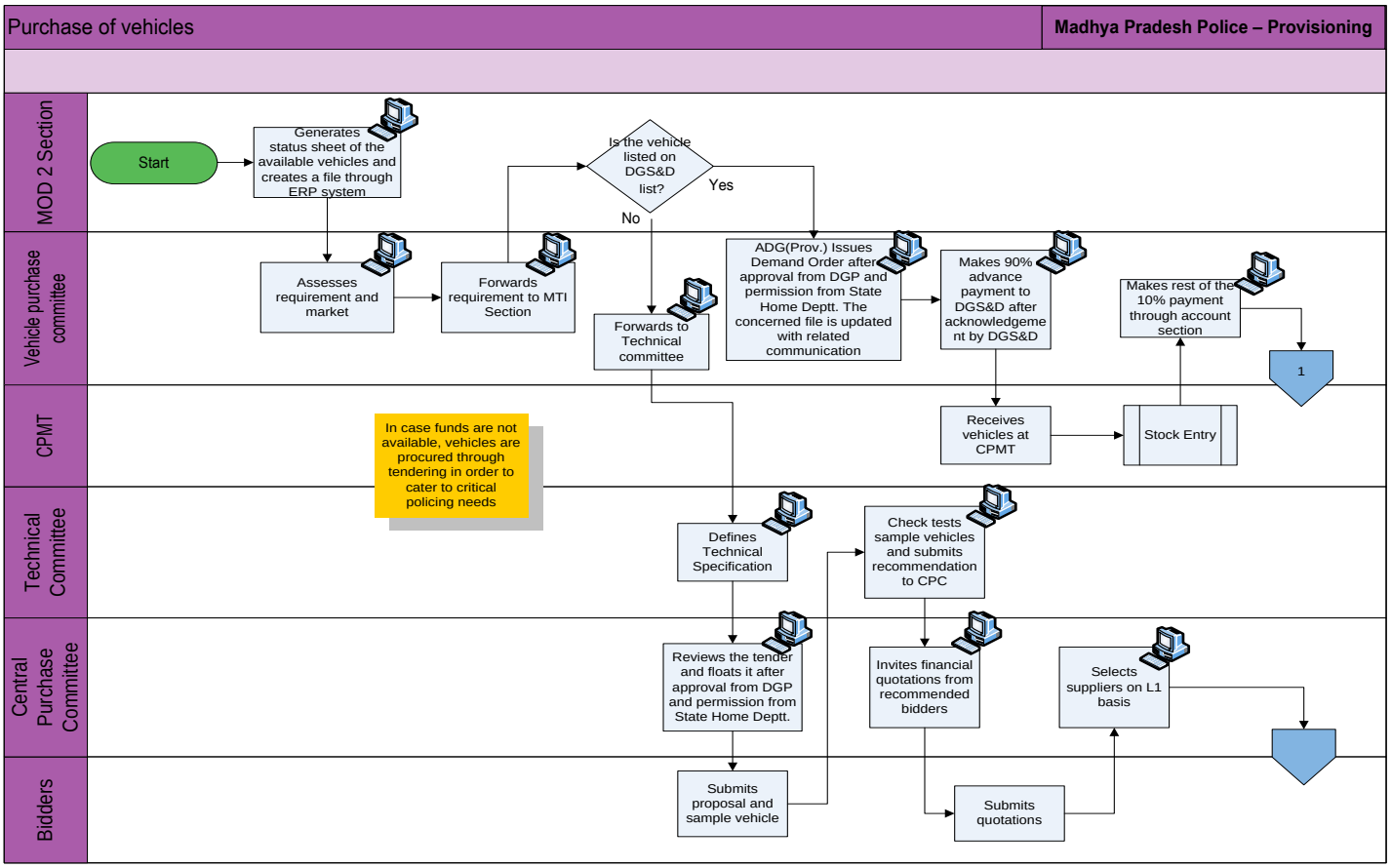
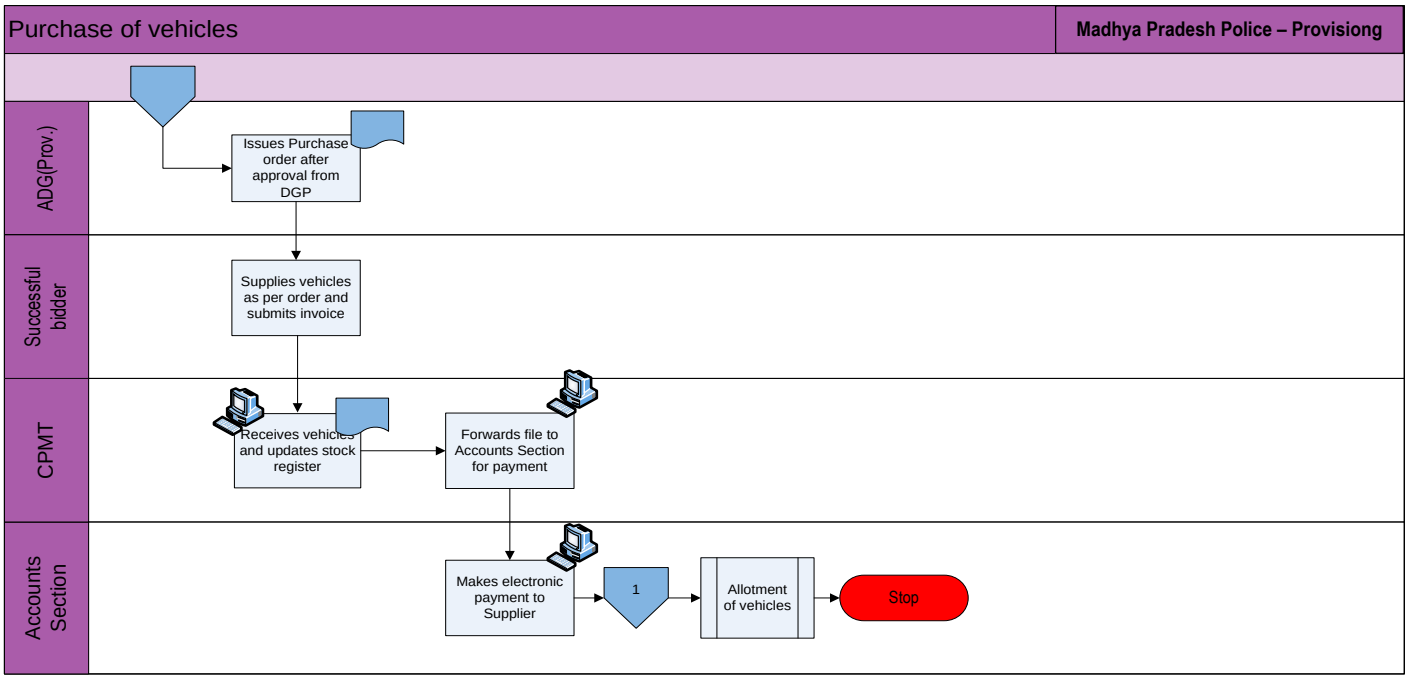
C. Process Map





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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) scrutinizes the tender and floats it after approval from DGP and permission from State Home Deptt.**
ix) **It is recommended that MP Police department uses https://www.mpeproc.gov.in/ portal for e-tendering process. In such case bidders shall submit the Bid on the portal and pay the document fees online. In such case,the Earnest Money Deposit (EMD) and sample equipment are to be submitted to purchase section in sealed document.**
x) **The bidders submit proposal and sample vehicle.**
xi) **The technical committee Check tests sample vehicles against** specified parameters and submits recommendation to CPC by updating the concerned file
xii) CPC invites financial quotations from recommended bidders.
xiii) Bidders submits quotations which are evaluated by CPC and a supplier is selected on L1 basis (lowest quotation).
xiv) ADG (Prov.) issues Purchase order to successful bidder after approval from DGP.
xv) The successful bidder supplies vehicles as per order and submits invoice
xvi) CPMT receives vehicles, Acceptance committee examines the vehicles vis a vis the specification.
xvii) Once accecptance committee is satisfied, CPMT updates inventory management system and forwards to Accounts Section for payment

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xviii) Account section makes electronic payment to Supplier. xix) In case of security/VIP security vehicles, approval of SB is taken.	
Policy Requirement	GOP, Circulars, Police rules and regulations, Govt. instructions
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

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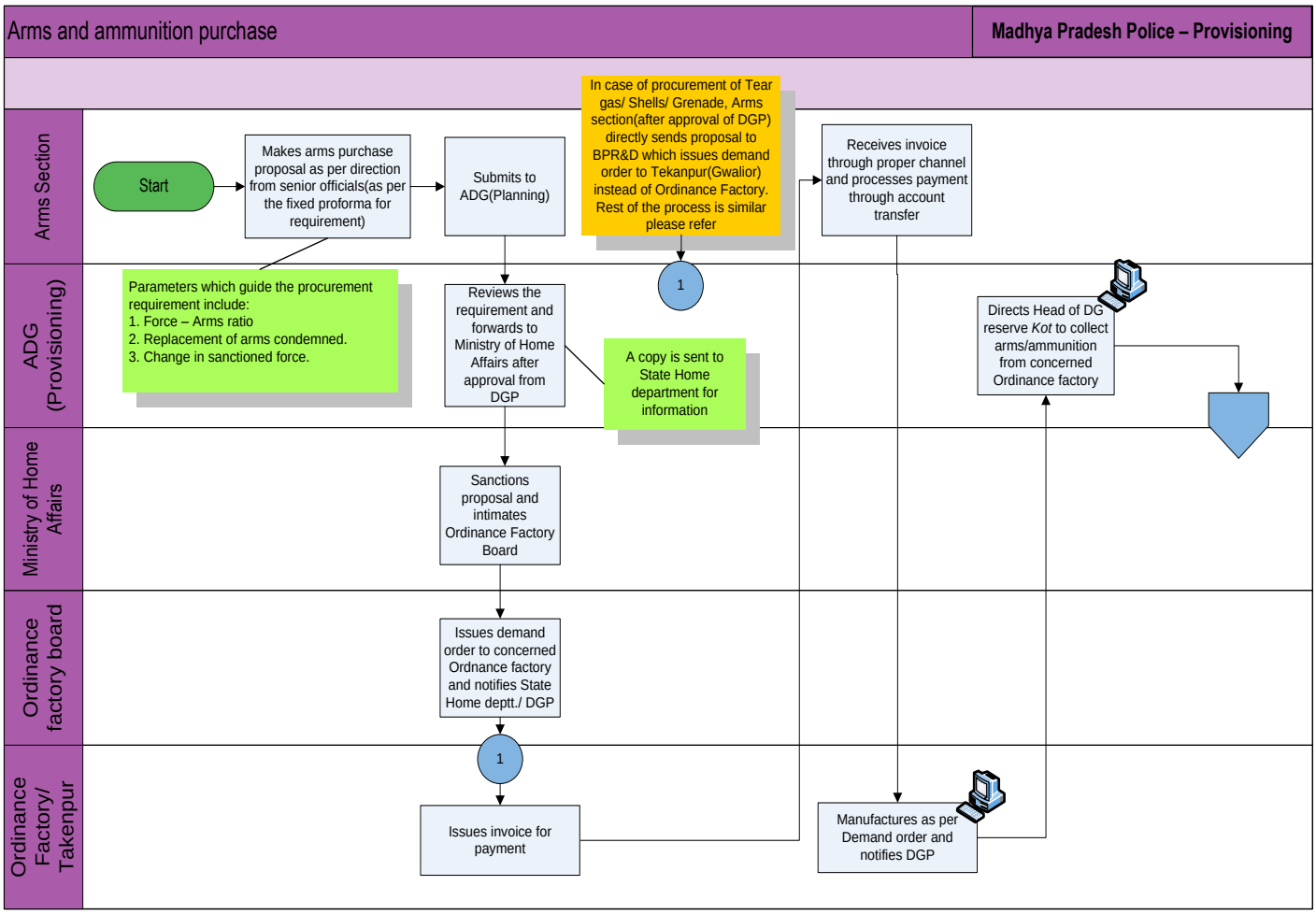
C. Process Map



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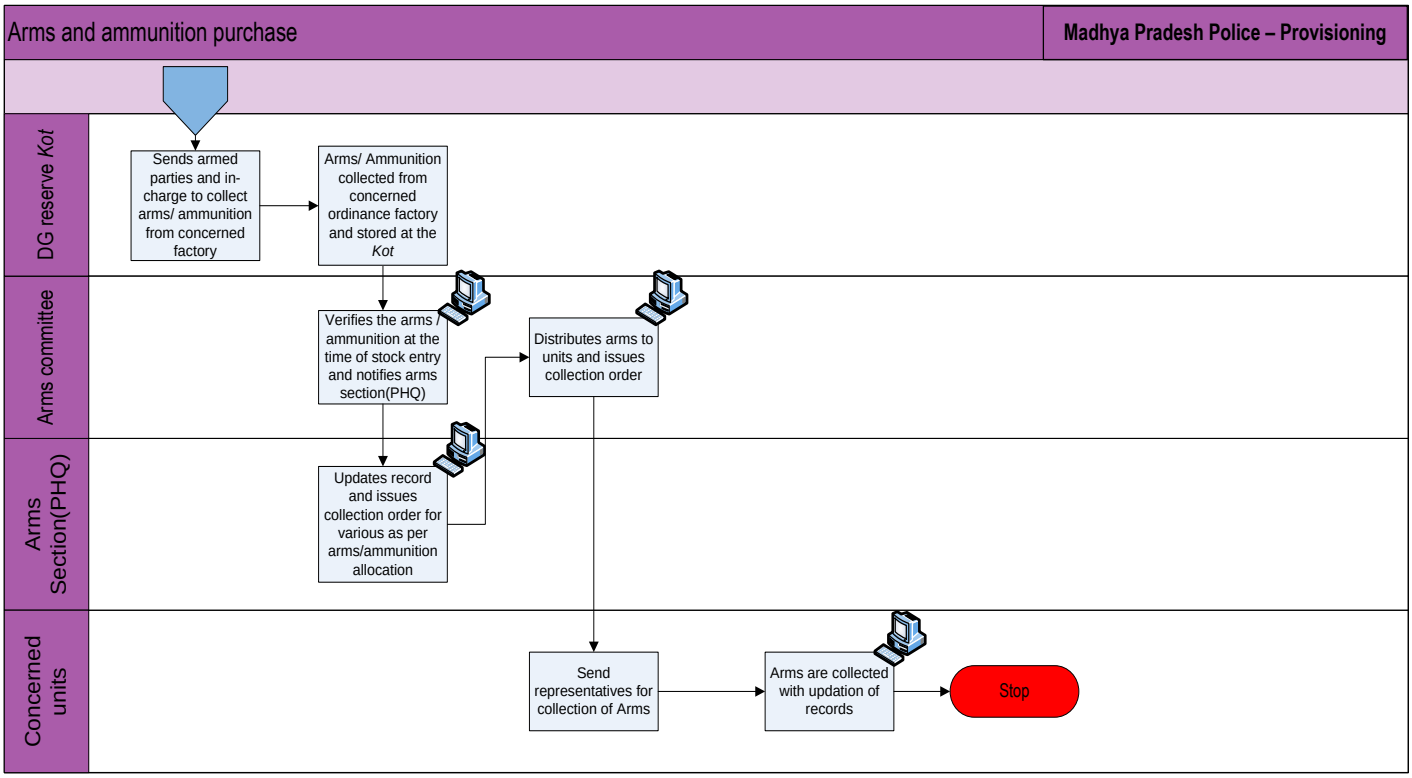

D. Process Description

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 Ordinance Factory Board.

v) Ordinance Factory Board issues demand order to concerned Ordnance factory and notifies State Home deptt. / DGP. Ordinance 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) Ordinance Factory manufactures as per Demand order and notifies DGP.

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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 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)

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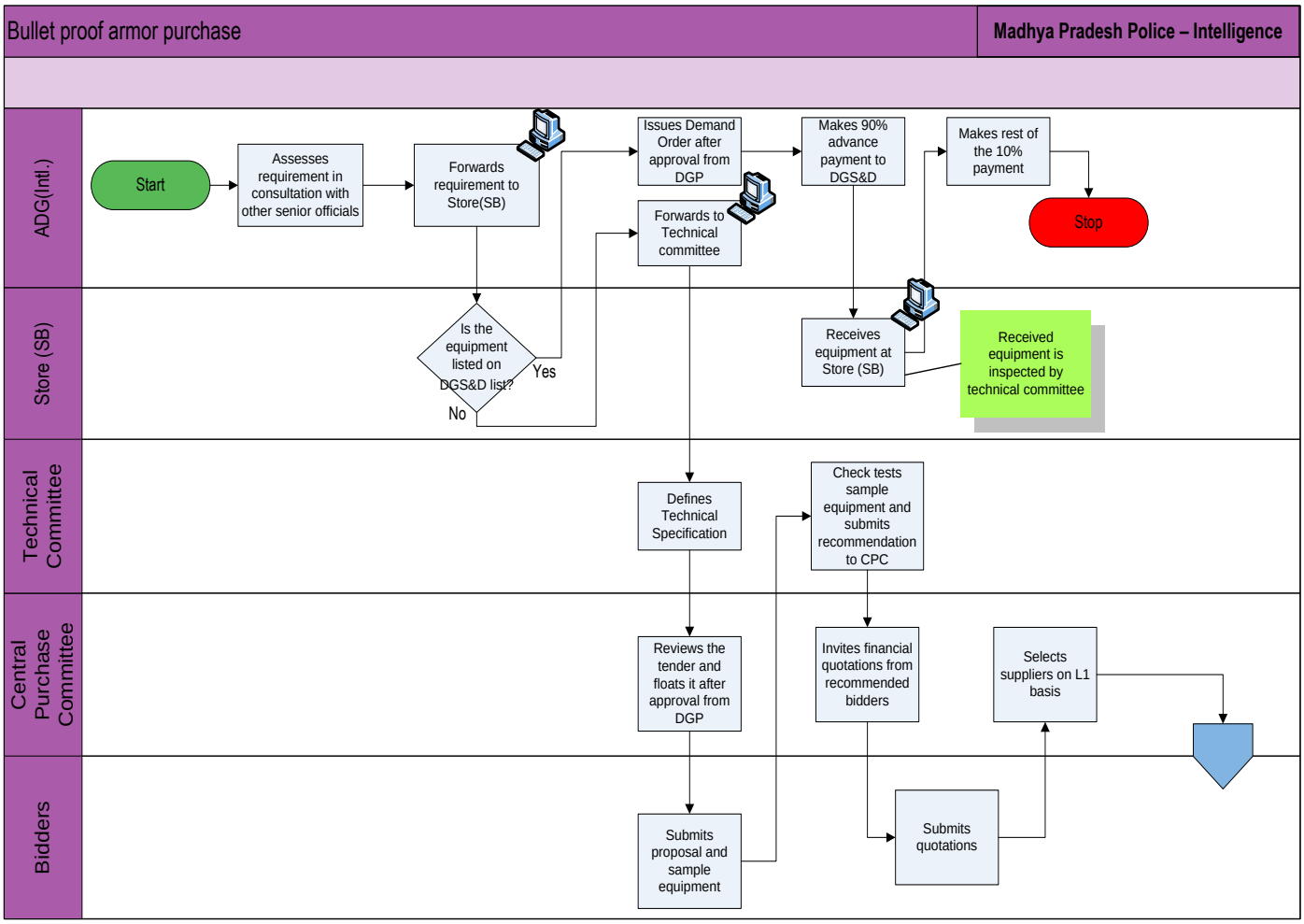
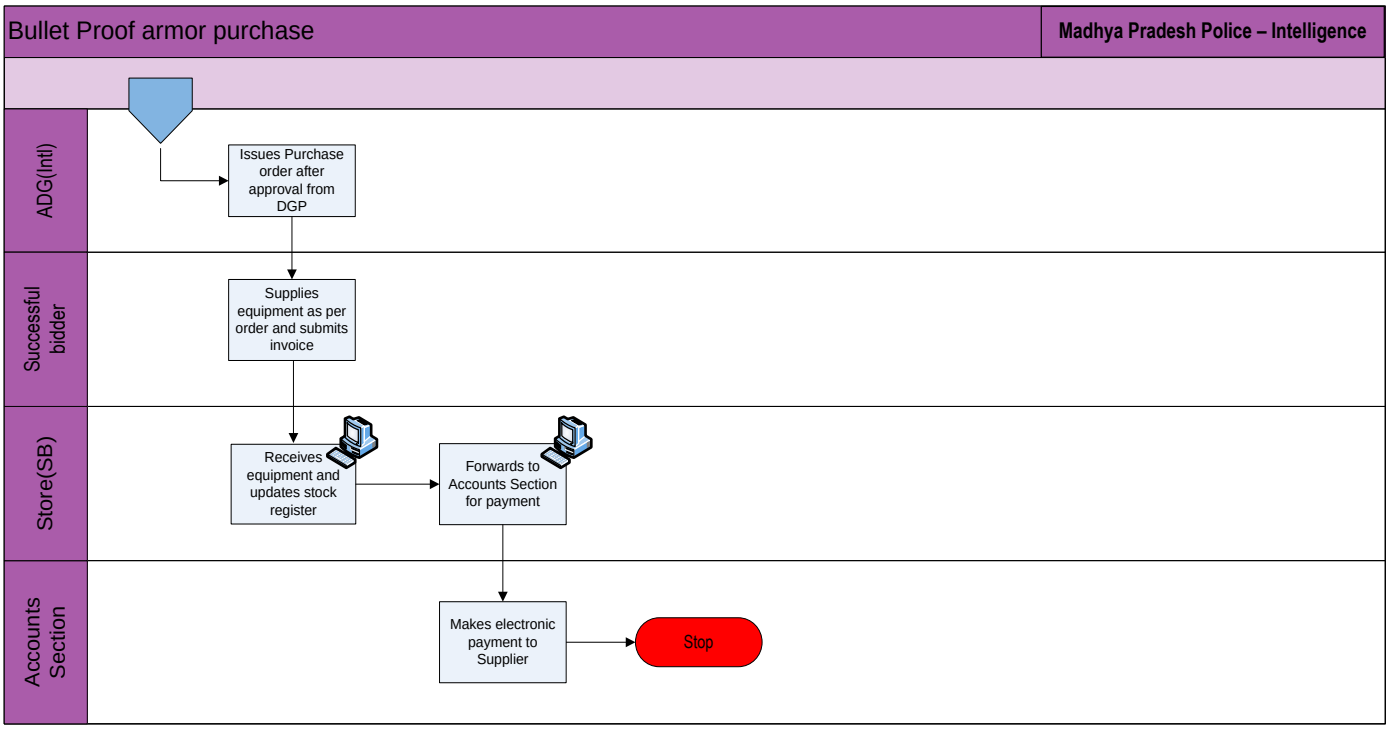
C. Process Map





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D. Process Description

Process Name:	**Bullet proof armor purchase**	**Branch/ Sub-Branch**	Intelligence
Process Predecessor:	None	**Process successor :**	None

Process

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.
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.
v) DGS&D supplies required equipment to Store (SB) which updates its stock register in the system after verification by technical committee.
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%.
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.
viii) CPC scrutinizes the tender 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 in the system and a notification about the same is sent to Accounts Section through the system for payment.
xv) Account section makes electronic payment to Supplier.

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

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6.5 Horse Purchase

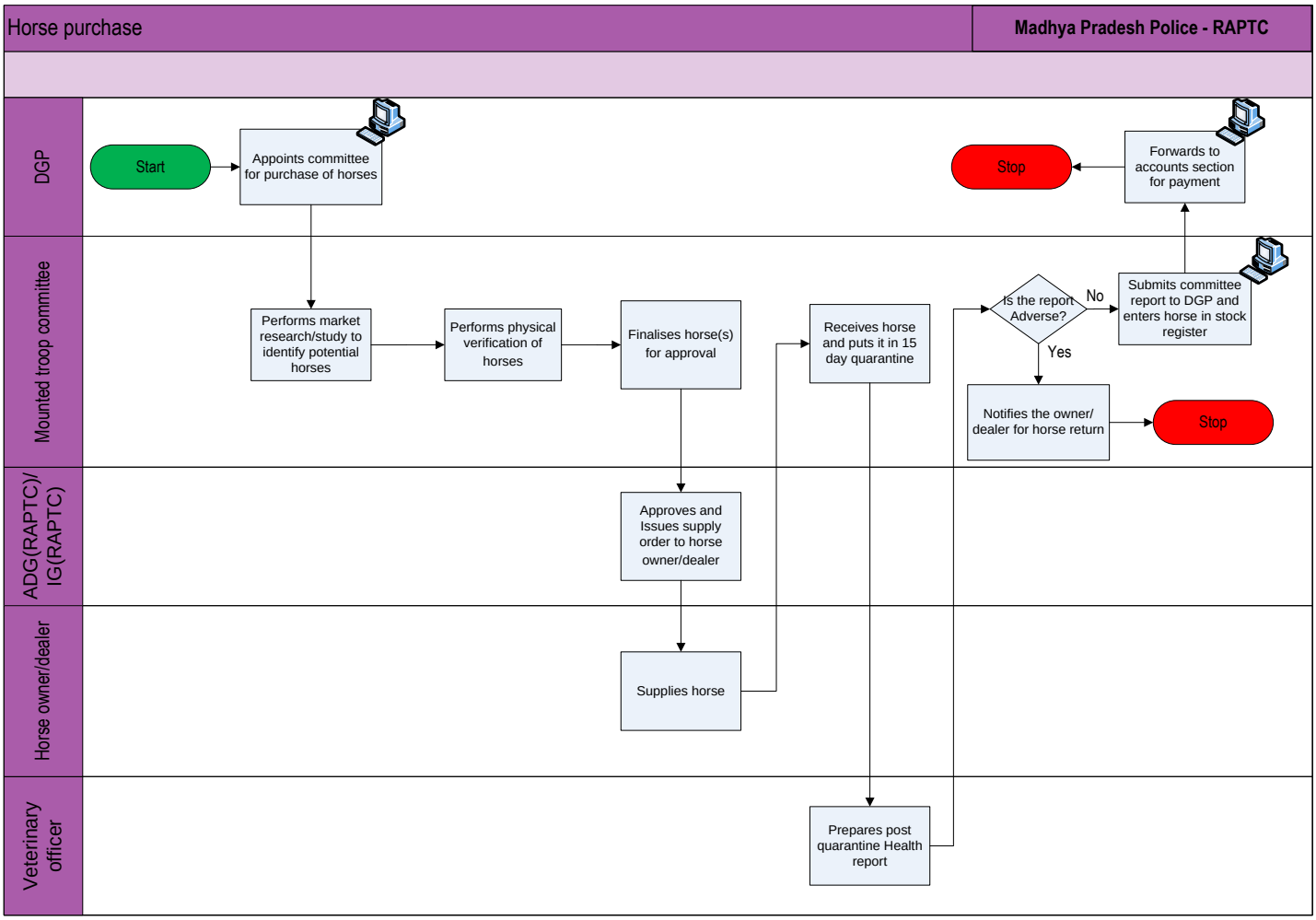
A. Process Summary

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

B. SIPOC

Supplier	Input	Process	Output	Customer
IG (RAPTC)/ Other units maintaining mounted squad/SAF HQ	Supply order for purchase of horses	As shown below	Purchase of horses	Horse owner /dealer, IG (RAPTC)/units maintaining mounted squad

C. Process Map



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D. Process Description

Process Name:	**Horse Purchase**	**Branch/ Sub-Branch**	**RAPTC, Other units, SAF HQ**
Process Predecessor:	None	**Process successor :**	None
Process			
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) The requirement of additional horses is worked out by a committee against specified parameters like death, incapacity, new sanctions etc. iii) New horse positions are sanctioned by state home department through proposal prepared by ADG(RAPTC) and processed in PHQ for approval from DGP. iv) 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. v) IG (RAPTC) issues supply order to horse owner/dealer. vi) Horse owner/dealer supplies horse vii) Mounted troop committee receives horse and puts it in 15 day quarantine and updates the details in the system. viii) Veterinary officer prepares post quarantine health report and updates the same in the system. ix) 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. x) DGP forwards it to accounts section through the system for payment xi) Similar process is adopted for purchase of dogs/pups.			
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 refering the concerned ERP based purchase file number in the Inventory management system.

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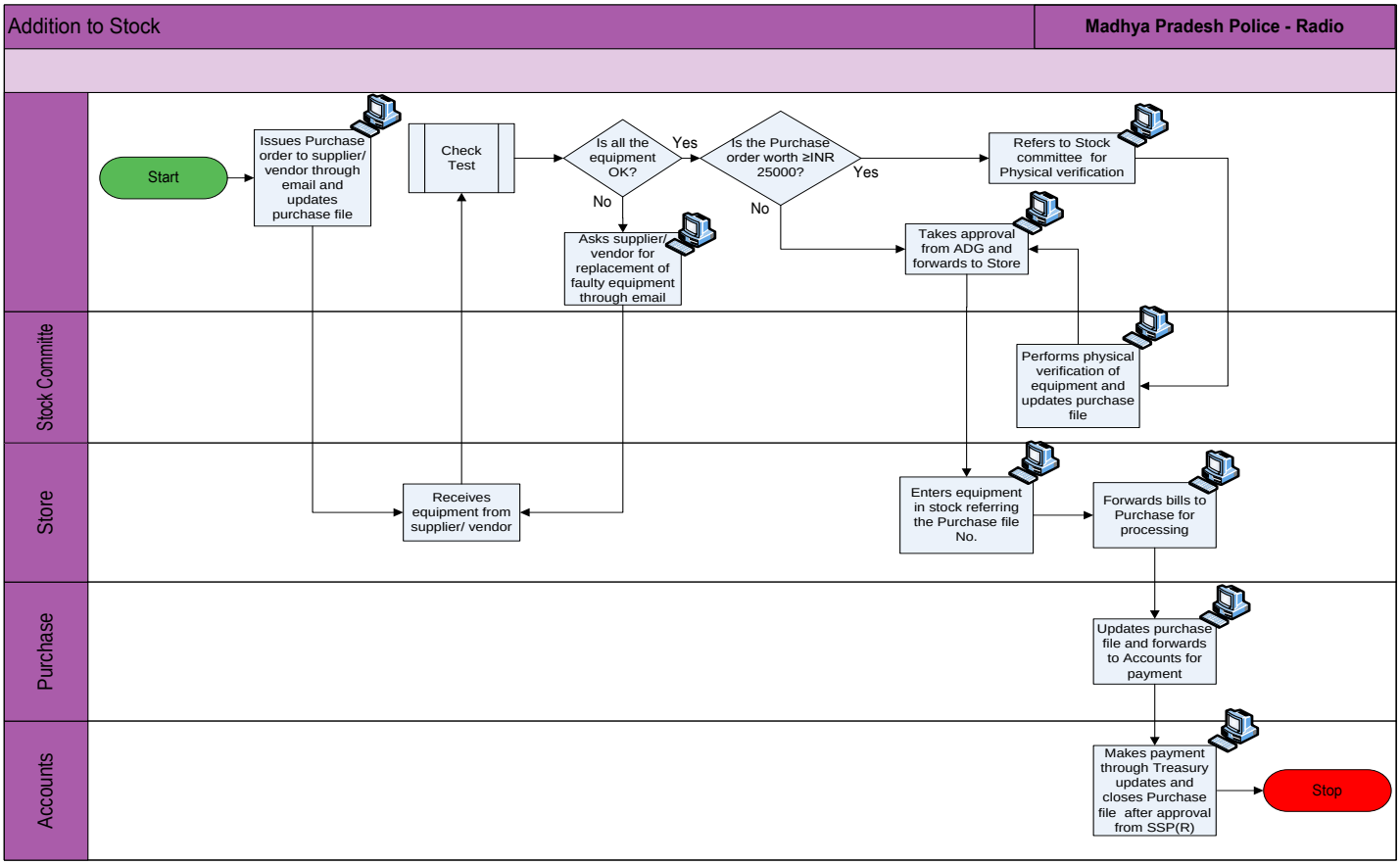
B. SIPOC

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**	All units e.g. Radio branch
Process Predecessor:	Check Test	**Process successor :**	None
Process			
i) SSP(R)/Unit incharge/competent authority issues Purchase order to supplier/ vendor and store receives the equipment supplied by vendor/ supplier.			

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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 ≥INR 25000, approval from ADG (Radio)/Competent authority is only taken after physical verification of equipment by stock committee. v) After approval from ADG (Radio)/Competent Authority, 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)/Competent authority	
Policy Requirement	GOP - Government Gazette Notification, Madhya Pradesh Police Regulations, Circulars, Govt. orders/instructions, G.F.R.
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

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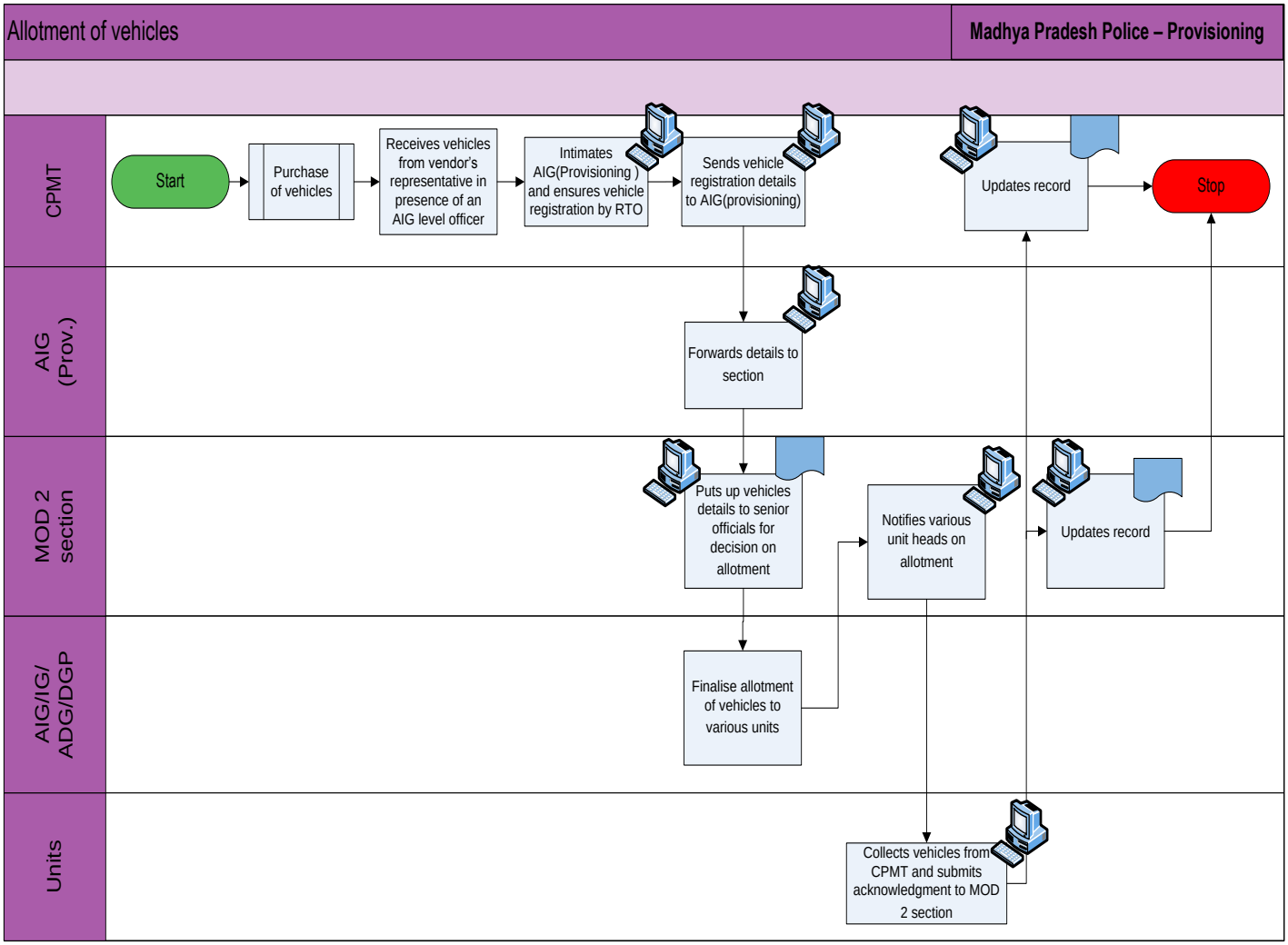
C. Process Map



D. Process Description

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

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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

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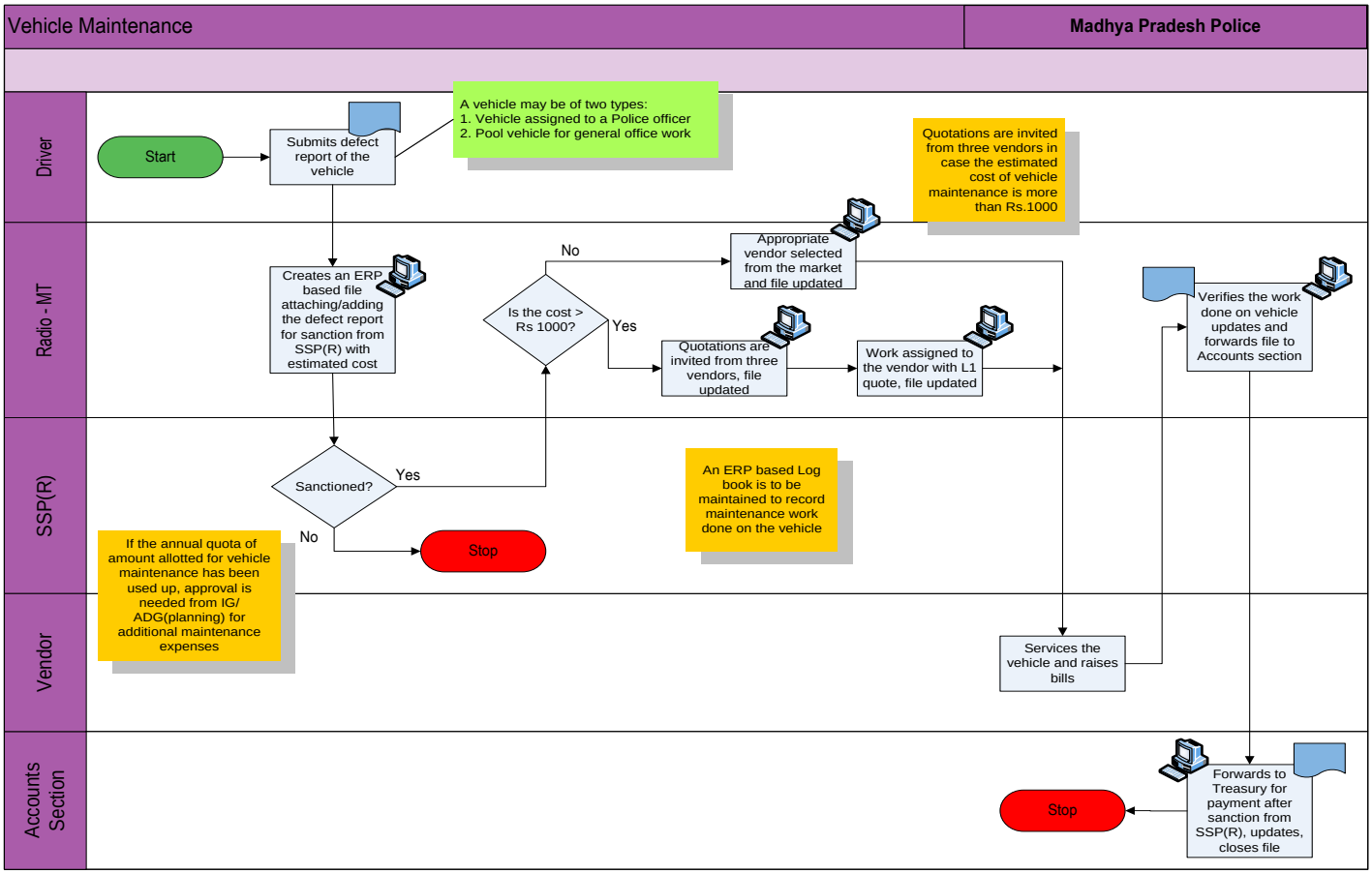
C. Process Map



D. Process Description

Process Name:	**Vehicle Maintenance**	**Branch/ Sub-Branch**	**Multiple units e.g. Radio – MT Section**
Process Predecessor:	None	**Process successor :**	None

Process

i) Vehicle assigned at Radio HQ/units may be of two types:
   - 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)/Competent Authority 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

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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/Allotted police officer/Driver/SHO	Information about the accident	As shown below	Recovery of expenses/ Recoupment from other party/Writing-off the amount	Vehicle driver/other party/SP

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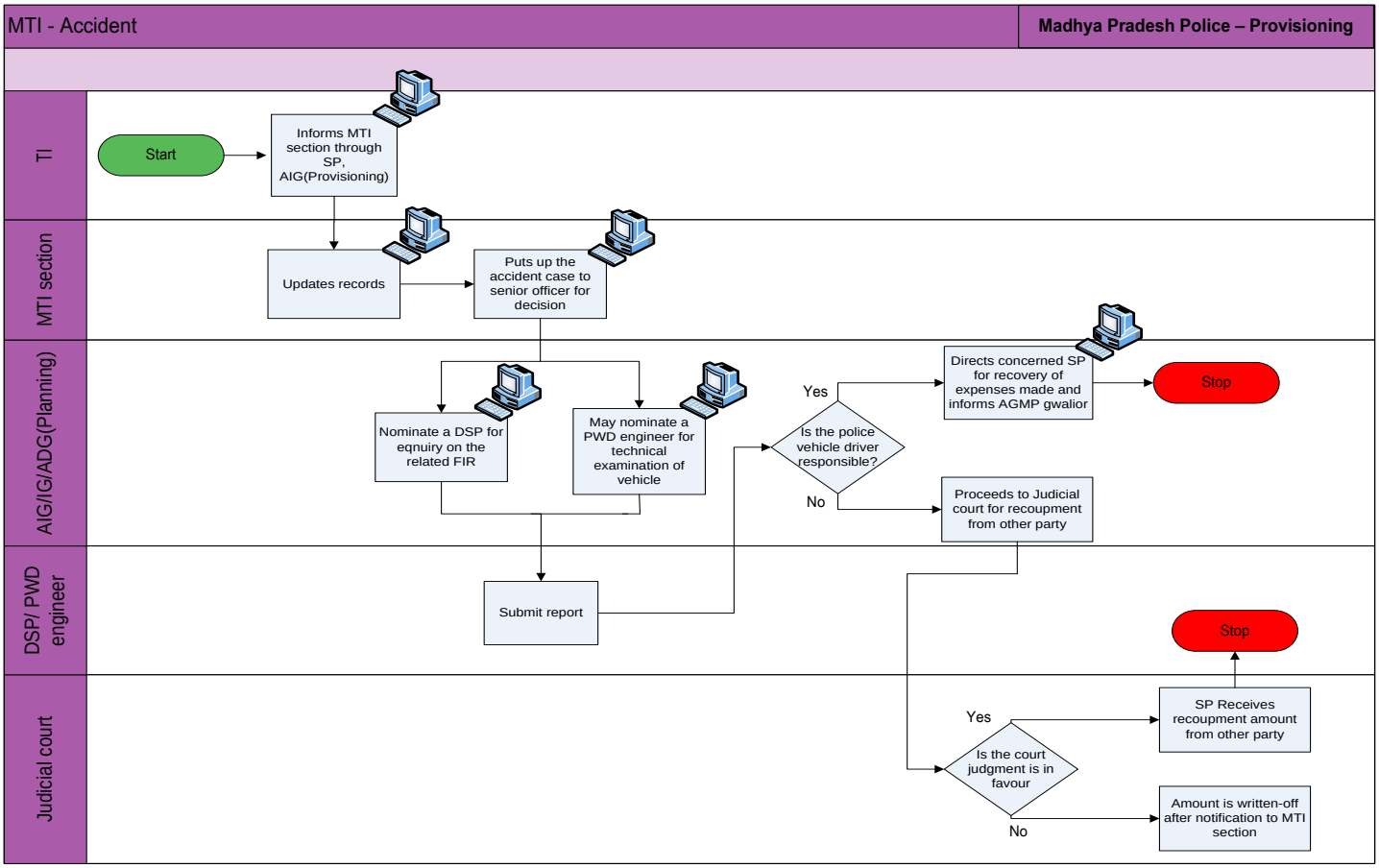
C. Process Map



D. Process Description

Process Name:	**MTI - Accident**	**Branch/ Sub-Branch**	**Provisioning**
Process Predecessor:	Vehicle allotment	**Process successor :**	Condemnation (Optional)
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 (Provisioning) 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.			

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iv) DSP/ PWD engineer submits the report. v) If the police vehicle driver is responsible then AIG/IG/ADG (Provisioning) 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 of vehicles or vehicle parts

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

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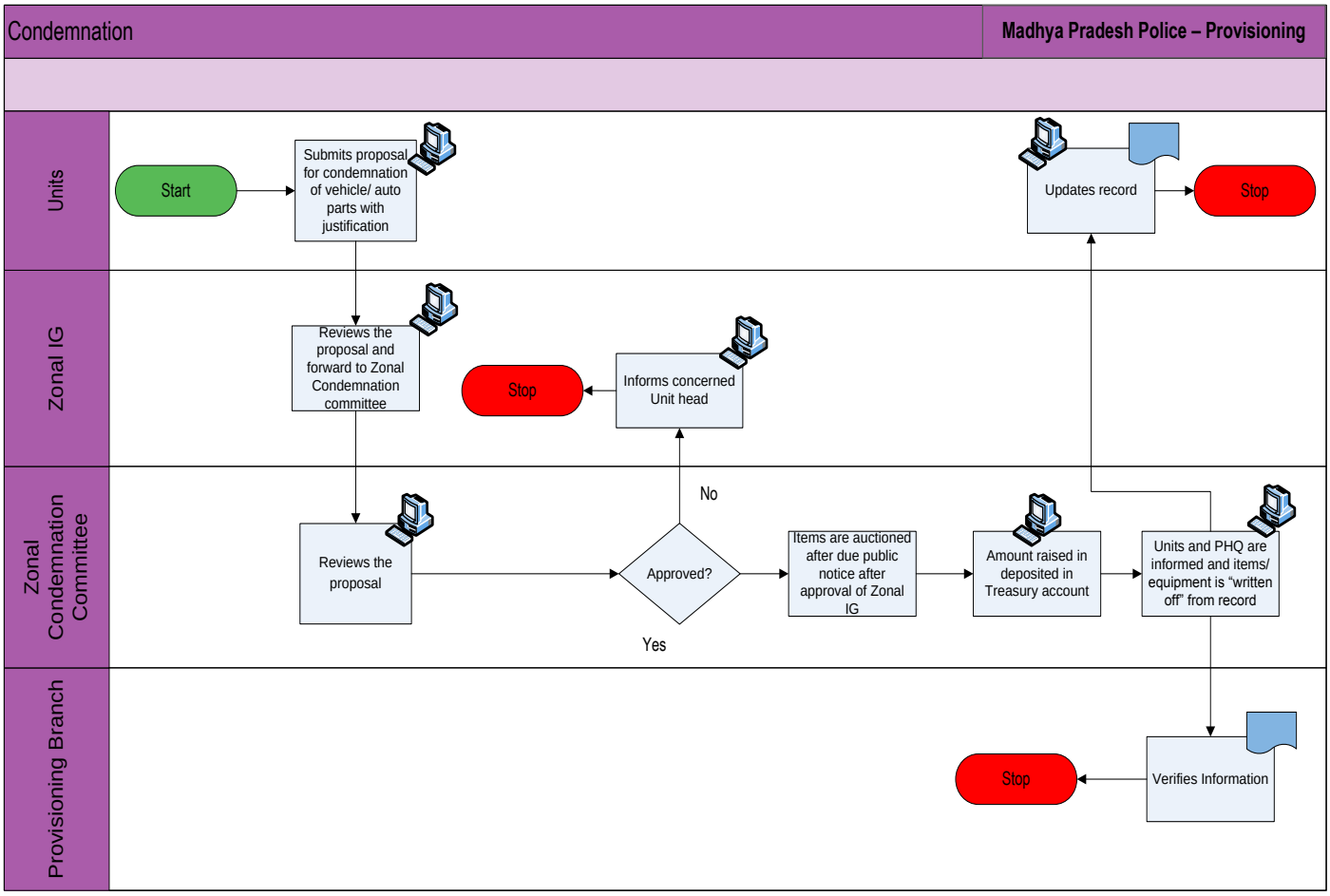
C. Process Map



D. Process Description

Process Name:	**Condemnation**	**Branch/ Sub-Branch**	**All Units** **Exmaple of 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 Zonal Condemnation committee for approval.
iv) Committee scrutinizes 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

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v) Once proposal is approved, senior officials, MTI section and concerned unit shall receive an automated notification. vi) Items are auctioned after due public notice after approval of Zonal IG. MTI section validates the updated records and closes the file after directions from senior officials. vii) Units and PHQ are informed and items/ equipment is "written off" from record. viii) The similar type of process is followed for condemnation of all other general items. Different branch/section/units deals with different kind of equipment/items. However some items are not auctioned but destroyed (like arms, wireless equipments)	
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 equipment at Radio Head Quarters/unit/branch/stores &workshop. The Inventory Management Module would be used for this process.

B. SIPOC

Supplier	Input	Process	Output	Customer
Zonal SsP/unit incharge	Repairing request	As shown below	Repaired Equipment	Zonal SsP, Workshop/unit

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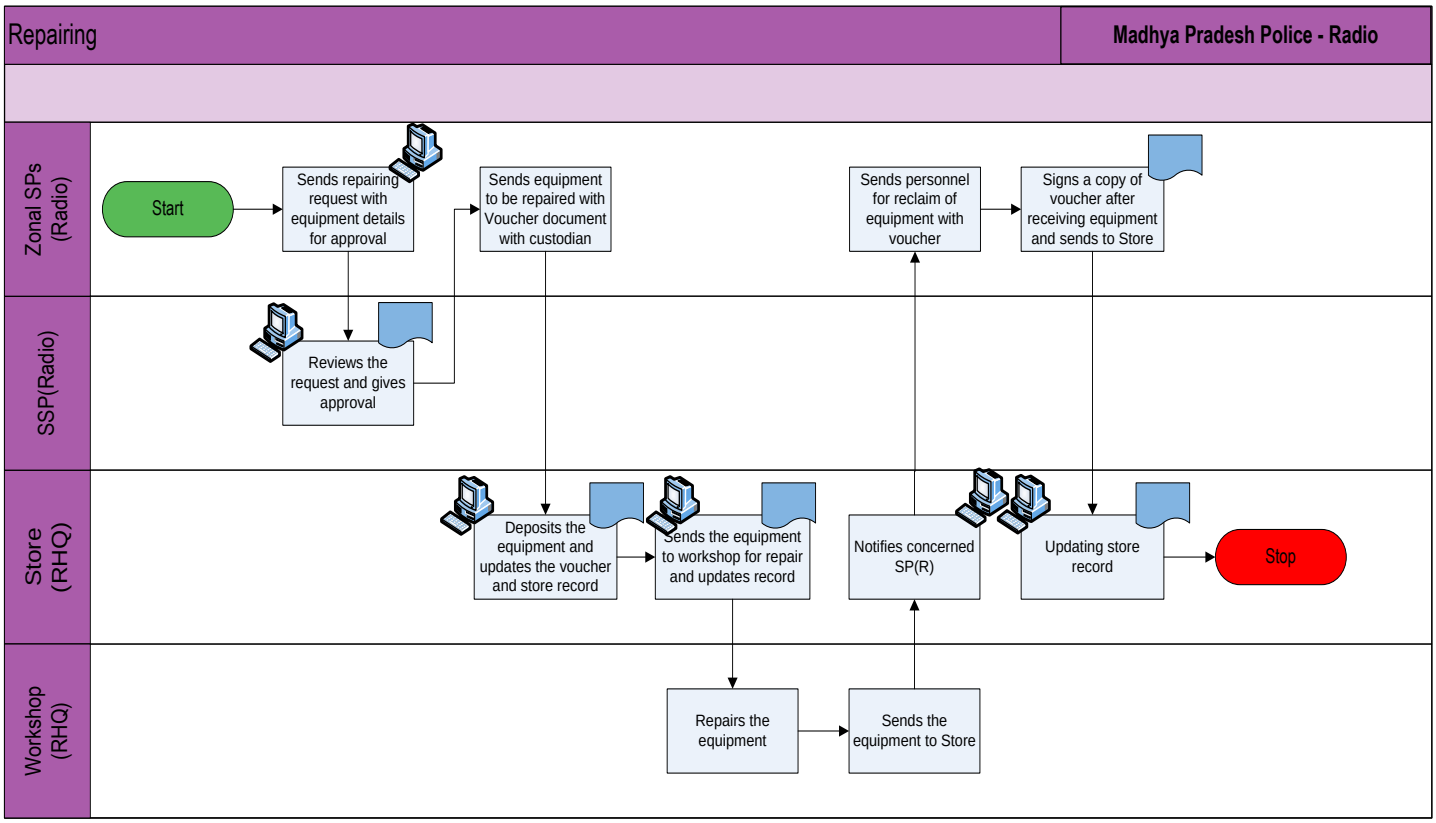
C. Process Map



D. Process Description

Process Name:	**Equipment Maintenance**	**Branch/ Sub-Branch**	Multiple units/branches/stores &workshops e.g. 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 SsP get a notification about the same through the system. Then Zonal SsP 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.			

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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 disbursal on sanction has been envisaged. Certain items are kept in stock and are issued time to time for particular event.

B. SIPOC

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

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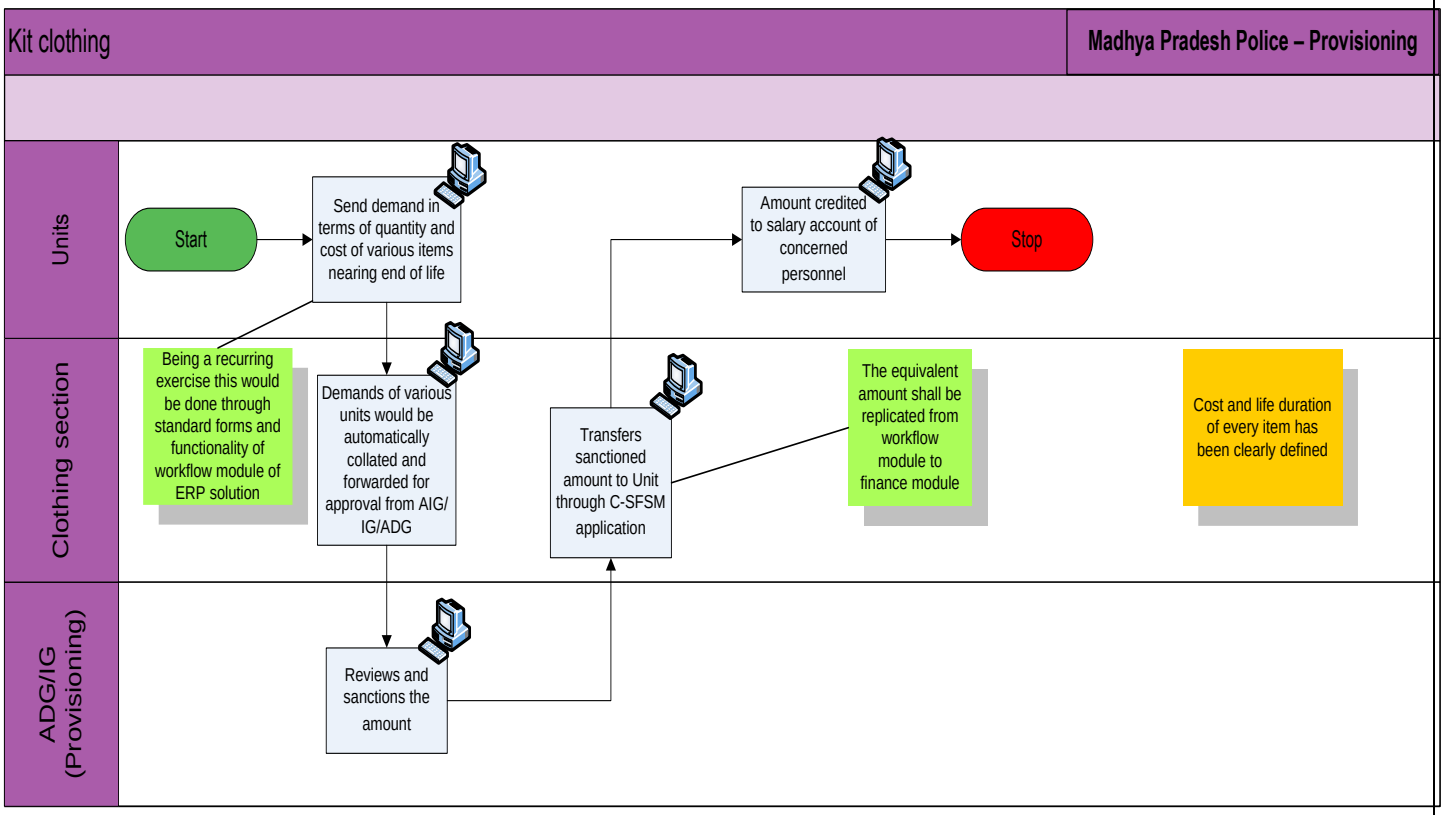
C. Process Map



D. Process Description

Process Name:	**Kit clothing**	**Branch/ Sub-Branch**	**Provisioning**
Process Predecessor:	None	**Process successor :**	None
Process			
i) **The system should automatically forcast the 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) **The module is to be integrated with Establishment Module (HR Module). The personal record of each personnel would have record of entitlements and personal measurements. This module would have record of all the items their life and record of last issue. The system is to calculate the "next due" date.**			

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iii) **Certain items may be procured on demand basis while a certain percentage say 2% may be procured extra as precautionary measure.** iv) **Demands of various units would be automatically collated and forwarded for approval from AIG/IG/ADG ADG/AIG (Provisioning) review the proposal after verification.** v) **Once ADG (Prov.) sanctions the amount, clothing Section transfers sanctioned amount to Unit through C-SFMS application. The equivalent amount shall be replicated from workflow module to finance module** vi) **Sanctioned amount is credited to salary account of concerned personnel.** vii) **Cost and life duration of every item has been clearly defined.** viii) **Uniform allowance is sanctioned at every 7/3 years on promotion from HC to ASI or monthly/ annual/ periodic basis. This allowance is in lieu of the uniform.**	
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

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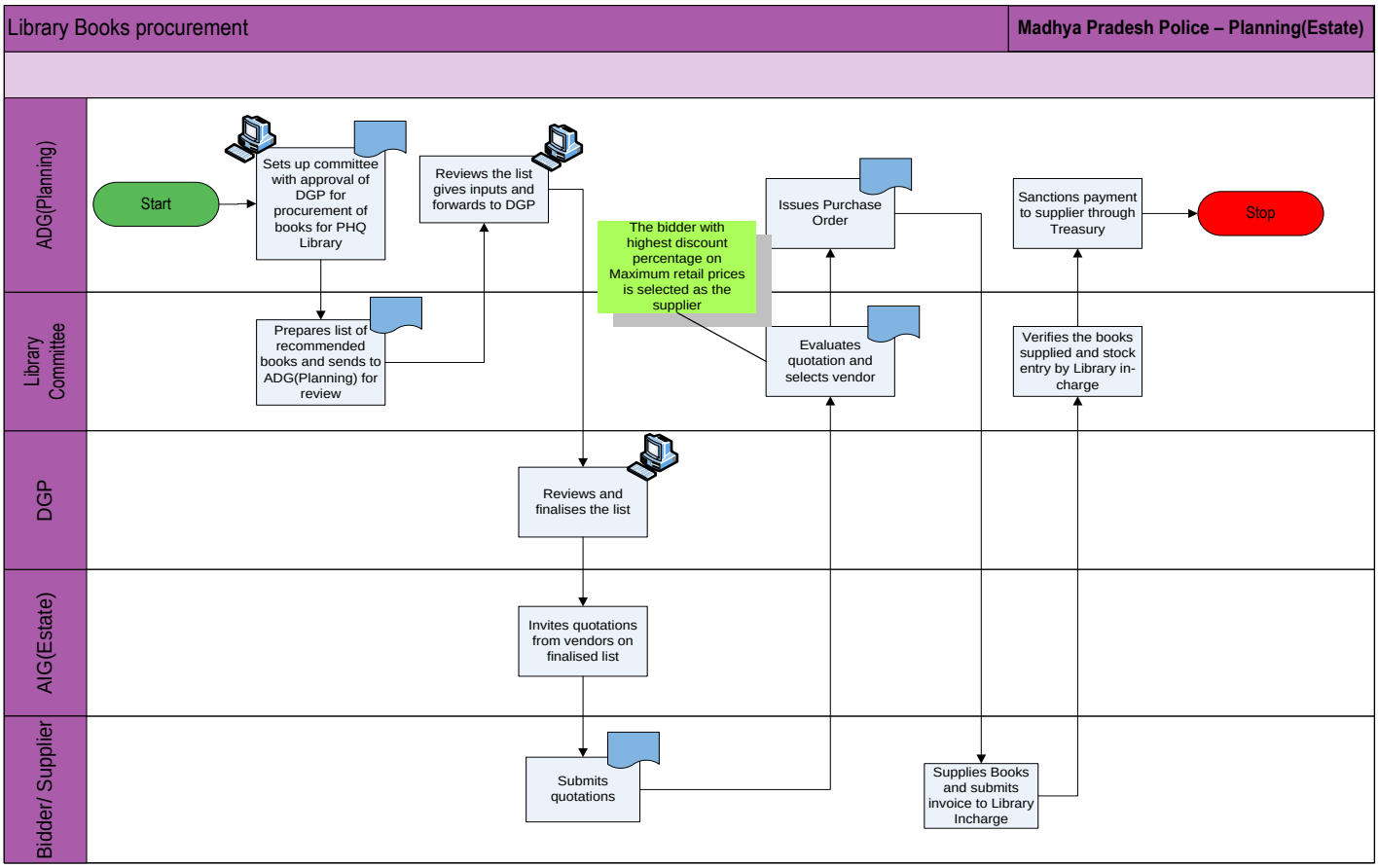
C. Process Map



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) scrutinizes the list, gives inputs and forwards to DGP for perusal through the system.
iv) DGP scrutinizes 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.

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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. xi) Books and periodicals are also purchased in all units also particularly in P.T.S. There unit incharge is competent.	
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

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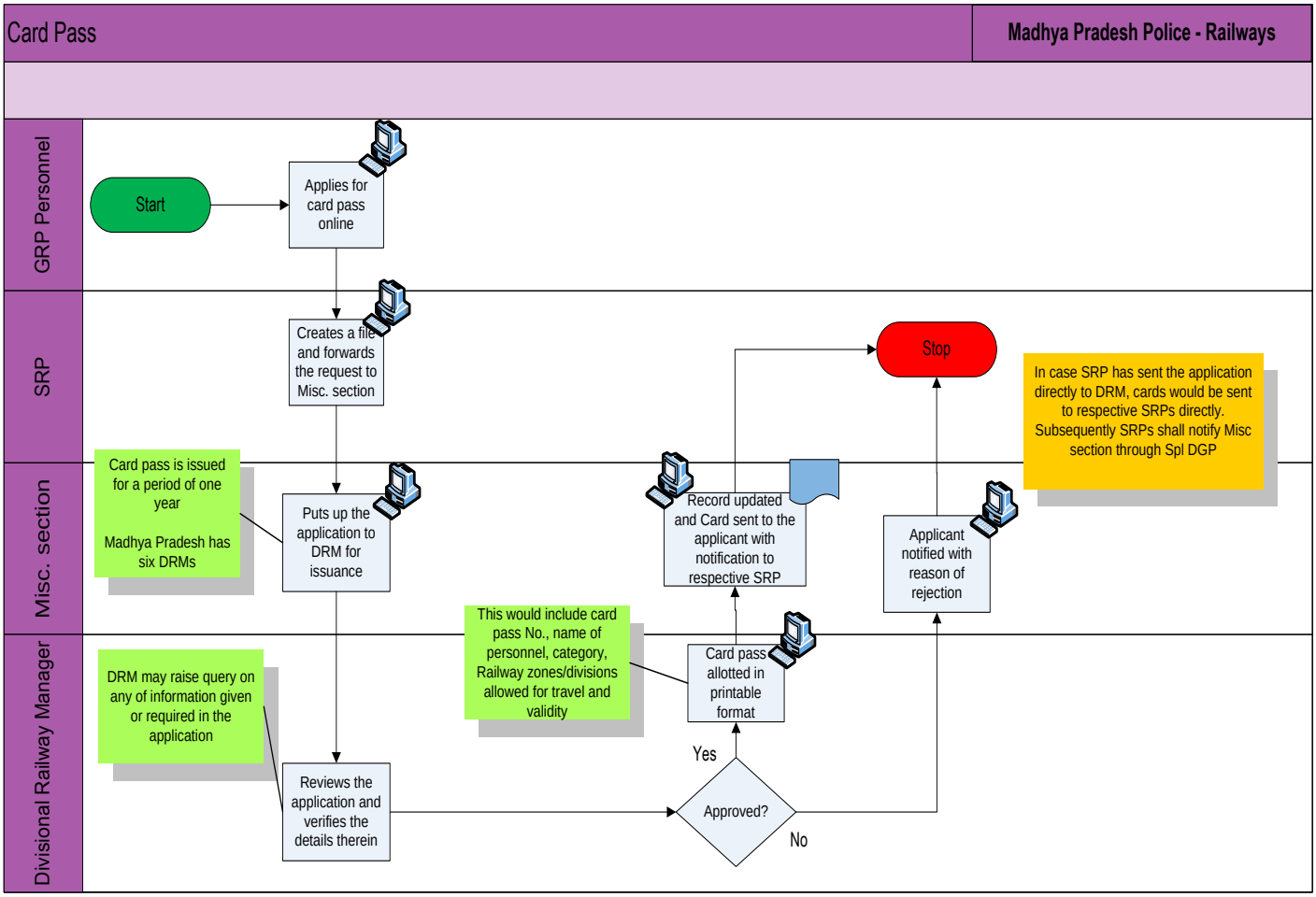
C. Process Map



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 scrutinizes the application and verifies the details therein.

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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 Issuance of Railway/ Motor warrant

A. Process Summary

This is the To Be process of issuance of Railway/ Motor warrant to GRP Personnel. Primarily, Workflow Management and Finance Management modules would be used for this process

B. SIPOC

Supplier	Input	Process	Output	Customer
Unit Head	Orders for travel for official purpose	As shown below	Payment	Railways/ Roadways travel agency

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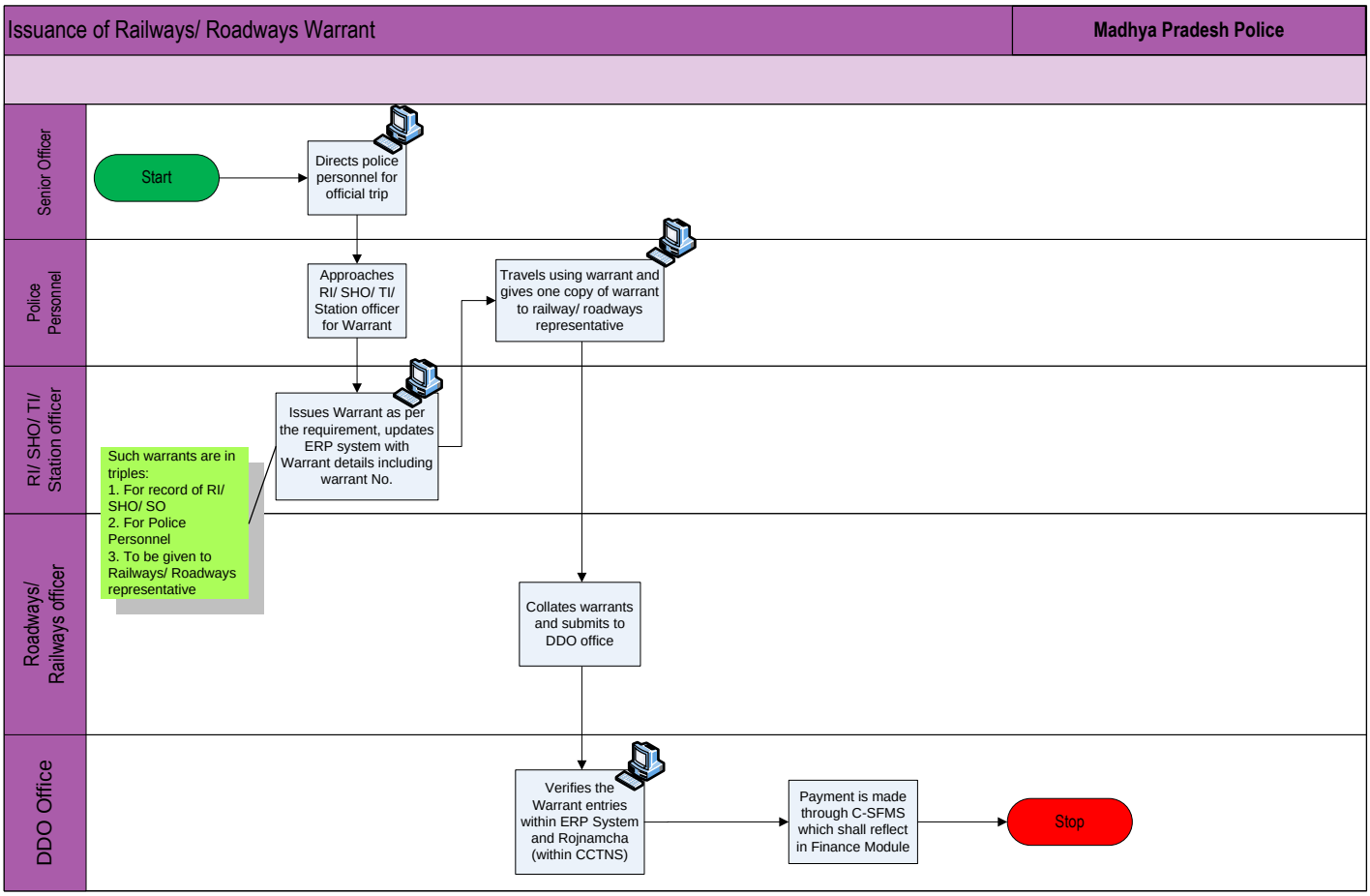
C. Process Map



D. Process Description

Process Name:	**Issuance of Railways/ Roadways**	**Branch/ Sub-Branch**	**Multiple Units**
Process Predecessor:	None	**Process Successor :**	None
Process			
i) **Such warrants are in triples:** **1. For record of RI/SHO/ SO** **2. For Police Personnel** **3. To be given to Railways/ Roadways representative** ii) **Senior officer Directs police personnel for official trip.**			

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iii) **Police Personnel approaches RI/ SHO/ TI/ Station officer for Warrant who Issues Warrant as per the requirement, updates ERP system with Warrant details including warrant No., name , travel details** iv) **Police Personnel travels using warrant and gives one copy of warrant to railway/ roadways representative.** v) **Railways/ Roadways officer Collates warrants and submits to DDO office.** vi) **Account Section at DDO office verifies the Warrant entries within ERP System and Rojnamcha (within CCTNS)** vii) **Payment is made through C-SFMS which shall reflect in Finance Module.**	
Policy Requirement	GOP, Circulars, Police Rules and Regulations
Applicable ERP module	Human Resource Management, Workflow Management

6.16 Arms issuance for training

A. Process Summary

This is the To Be process which describes the process of issuance of arms to the trainees for practicing firing under supervision. 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

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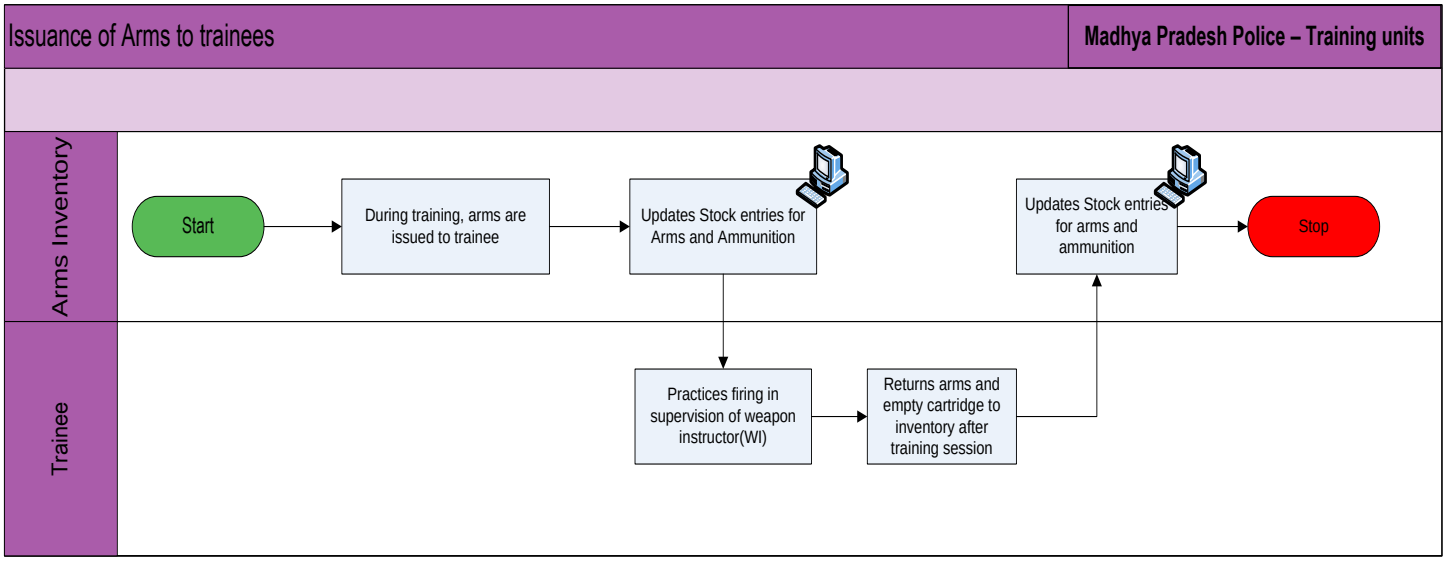
C. Process Map



D. Process Description

Process Name:	**Arms Record**	**Branch/ Sub-Branch**	**Training units**
Process Predecessor:	None	**Process successor :**	None
Process			
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 iv) Return arms and empty cartridges to the Incharge Armoury to be accounted for in the inventory management system after training session. v) Arms and ammunition are issued only on the day of actual training period/ class or practice firing session and entries are made in the inventory register corresponding to the issue vi) The issue of ammunition is done in such a way so as to ensure issue of ammunition beginning with the oldest make to the make of subsequent years. This helps to keep the armoury equipped/ stored with the ammunition of latest make as possible.			
Policy Requirement	GOP, Circulars, Police rules and regulations, Musketary regulation 1957 as ammemded from time to time		
Applicable ERP Modules	Inventory Management		

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6.17 Issuance of other items

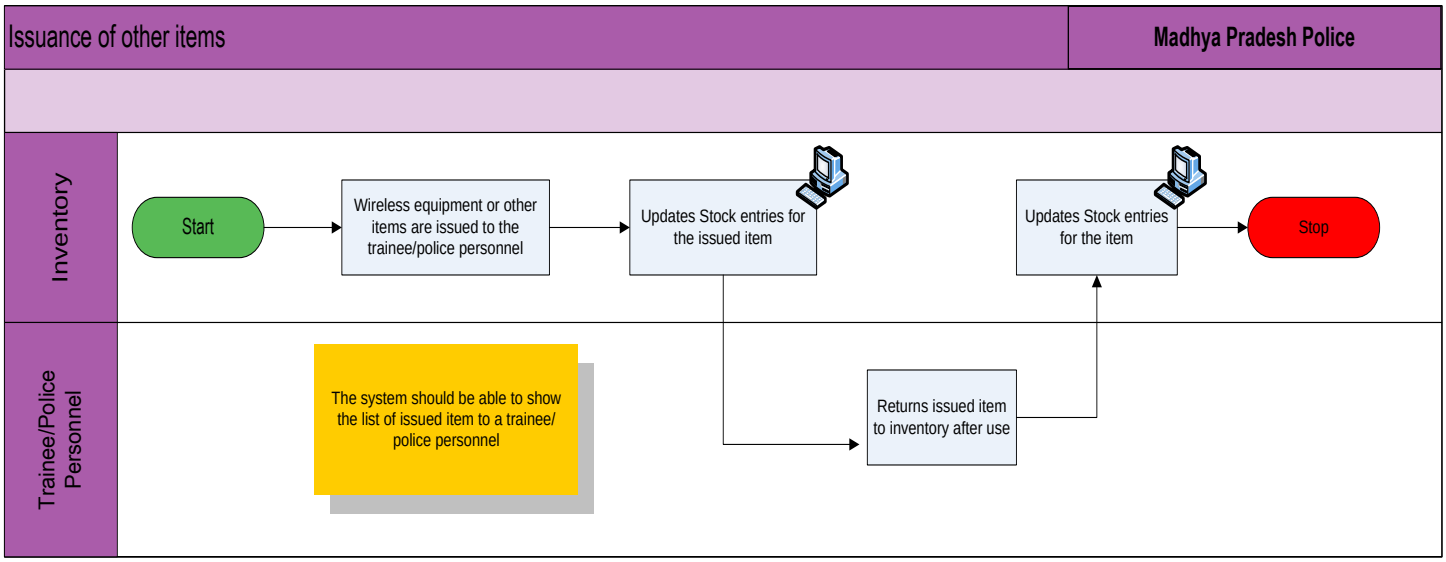
A. Process Summary

This is the To Be process describes the process of issuance of other items like wireless etc. Inventory Management module shall be used for this process.

B. SIPOC

Supplier	Input	Process	Output	Customer
Inventory	Wireless etc.	As shown below	Issuance of other items from inventory	Trainee/Police personnel

C. Process Map



D. Process Description

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Process Name:	**Issuance of item**	**Branch/ Sub-Branch**	**All units**
Process Predecessor:	None	**Process successor :**	None
Process			
i) The wireless equipment or other items are issued to the trainee/police personnel. Inventory updates stock entries for the issued item. ii) Trainee/police personnel returns the issued item to inventory after use. iii) Inventory updates Stock entries for the item. iv) The system should also be able to show the list of issued item to a trainee/police personnel.			
Policy Requirement	GOP, Circulars, Police rules and regulations		
Applicable ERP Modules	Inventory Management		

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7.Workflow 'To Be' Processes

7.1 Tender issuance

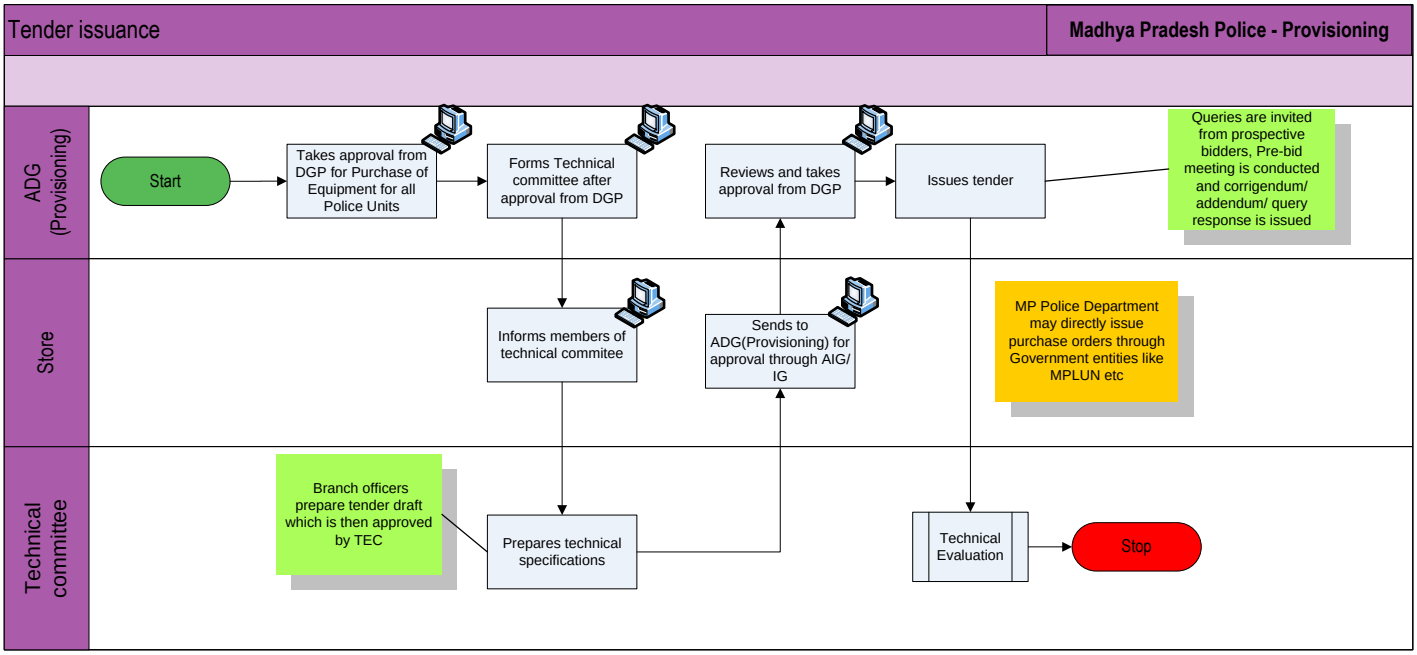
A. Process Summary

This is the To-Be process of issuance of tender for the purchase of equipment. The Workflow 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



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D. Process Description

Process Name:	**Tender issuance**	**Branch/ Sub-Branch**	**Provisioning/Radio/ SB/ PTRI/SCRB/CID/STF / Units**
Process Predecessor:	None	**Process successor :**	Technical Evaluation
Process			

i) ADG (Provisioning/Any branch) or unit incharge 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.

ii) The store compiles and budget the demand and updates it in the system. A notification about the same is sent to ADG (Provisioning/Any branch) or unit incharge through the system.

iii) ADG (Provisioning) sends a **request to form a technical committee to the DGP through the system. DGP gets an automated notification about the same.**

iv) **DGP approves the request and a notification is sent to ADG (Provisioning) through the system and then ADG (Provisioning) forms a technical committee through the system. An automated notification is sent to all the committee members about the same.**

v) **The technical committee prepares technical specifications for non standard item. Standard items are those items for which specifications have already been laid down. A record of items and their specification shall be maintained within ERP system.**

vi) **The store sends the technical specifications to AIG, IG through the system and then it is sent to AIG (Provisioning) for approval through the system. The tender could be two-stage (Technical & Financial) or three stage (Pre-qualification, Technical and Financial Evaluation)**

vii) **ADG (Provisioning) scrutinizes 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 (Provisioning) through the system about the same, finally he issues the tender.**

viii) **Department of Information Technology, Govt. of Madhya Pradesh has adopted the e-tendering System using online platform in 2006. The Project being a BOT Project implemented as "No Cost to GoMP" commenced through MP Government Order No. F3-3/2004/56 dated 07th Sept 2006.**

ix) **After a transparent tender route, Madhya Pradesh State Electronics Deveopment Corporation (MPSEDC) has selected M/s Tata Consultancy Services (TCS) with Antares Systems Ltd as the new Implementation Agency for end-to-end e-Procurement solutions which would be much more comprehensive than e-tendering. The agreement with TCS &**

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Antares has signed on 31.01.2013. The New Service Provider would undertake the Customisation, Integration, Implementation and Maintenance of Single, Unitary, Web Based e-Procurement Software (Portal) with all the specified modules that includes:

a) **Centralized Supplier Management System**

b) **Indenting Management**

c) **E-Tendering**

d) **E-Auction**

e) **Contract Management**

f) **Catalogue Management**

g) **E-Payments**

h) **SMS Gateway**

i) **Management Information System (MIS) & Accounting.**

x) **The system of e-Procurement is implemented on a Private-Public-Partnership (PPP) mode. The selected Service Provider would undertake the activities of Data migration from the existing e-tendering application to the new system. Further, the entire activities like e-procurement solution, necessary hardware, maintenance, operations, payment gateway integration, ongoing training to user departments & bidders would be undertaken by the Service Provider along with Helpdesk services on a 8AM to 10PM on all days to assist Government users and contractors in using the e-Procurement system.**

xi) **The e-Procurement solution can be utilized by all GoMP departments including, local bodies, Agencies, PSU's, Corporations, Universities and municipal corporations along with their vendors. Co-operative sectors, World Bank funded projects, centrally sponsored schemes, and other authorities can also use this solution.**

xii) **It is recommended that MP Police department uses this portal for e-tendering process.**

xiii) **Once tender is issued and concerns are raised by bidder(s) on Pre-Qualification and Technical Criteria in pre-bid queries/meeting/ interaction, the competent authority may decide to make amendments in the same by issuing a corrigendum/ addendum.**

xiv) **The amendment prepared by the Technical Committee is to be approved by ADG(Provisioning) and DGP before being floated.**

xv) **Central Vigilance Commission instructions mandate that government departments/ office needing stores on recurring or non recurring basis should endeavour to have Standard item category for which specifications have been laid down and approved by the competent authority.**

xvi) **Some of the key aspects of the tender are:**

- **Pre-Qualification Criteria**
- **Technical and Financial Evaluation criteria**
- **Delivery period**

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• **Payment terms** • **Purpose/ equipment specific terms** • **Standard terms and conditions**	
Policy Requirement	GOP, Circulars, Police rules and regulations, MP Store Purchase Rules, M.P. Financial/ Supplementary Rules etc
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)

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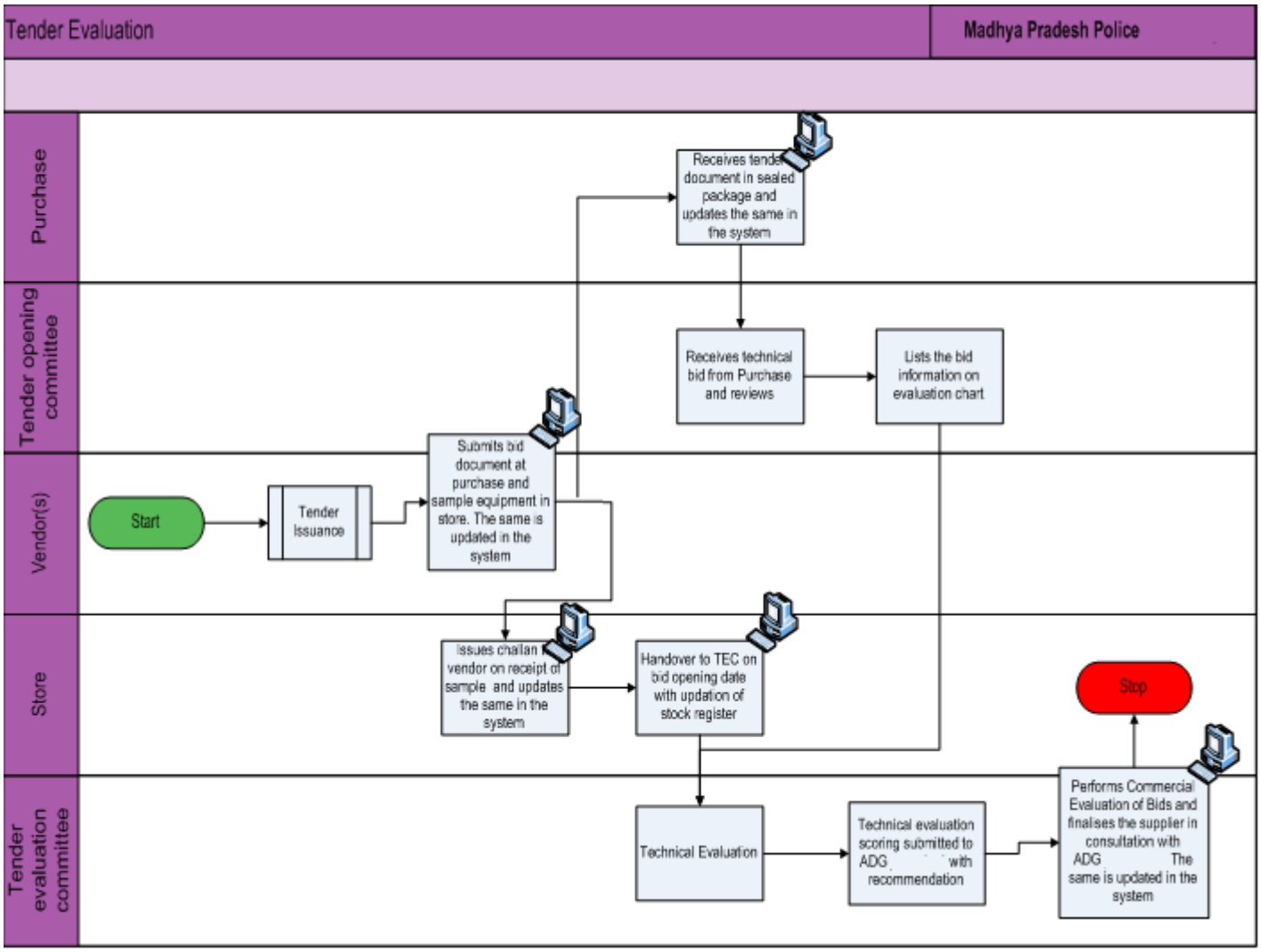
C. Process Map



D. Process Description

Process Name:	**Tender Evaluation**	**Branch/ Sub-Branch**	All branches/units
Process Predecessor:	Tender Issuance	**Process successor :**	None
Process			

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i) It is recommended that MP Police department uses **https://www.mpeproc.gov.in/** portal for e-tendering process. In such case bidders shall submit the Bid on the portal and pay the document fees online. In such case,the Earnest Money Deposit (EMD) and sample equipment are to be submitted to purchase section in sealed document. ii) Vendor submits the bid document in sealed package to the purchase section and bidder's name 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. iii) 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. iv) The tender opening committee receives the technical specifications from the purchase section and scrutinizes it. The information is listed on the evaluation chart. v) The technical evaluation committee performs the technical evaluation and submits the technical evaluation score to ADG(Provisioning) with recommendation. vi) The financial evaluation committee ranks the bids according to their financial quotation and arrange them from Lowest (L1) to the highest Bid value. The committee also recommends acceptance of the financial bid adjudged as L1. The L1 bidder has also to be recommended by Central Purchase Committee. vii) The recommendation of Financial bid evaluation are to be submitted to ADG(Provisioning) through ERP system. The same is to approved by DGP in consulation with ADF. Bids may also be submitted to Home department for approval if the amount is beyond the financial powers of DGP.	
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.)	Demand for armor purchase	As shown below	Procurement of armor	Police unit, Store(SB)

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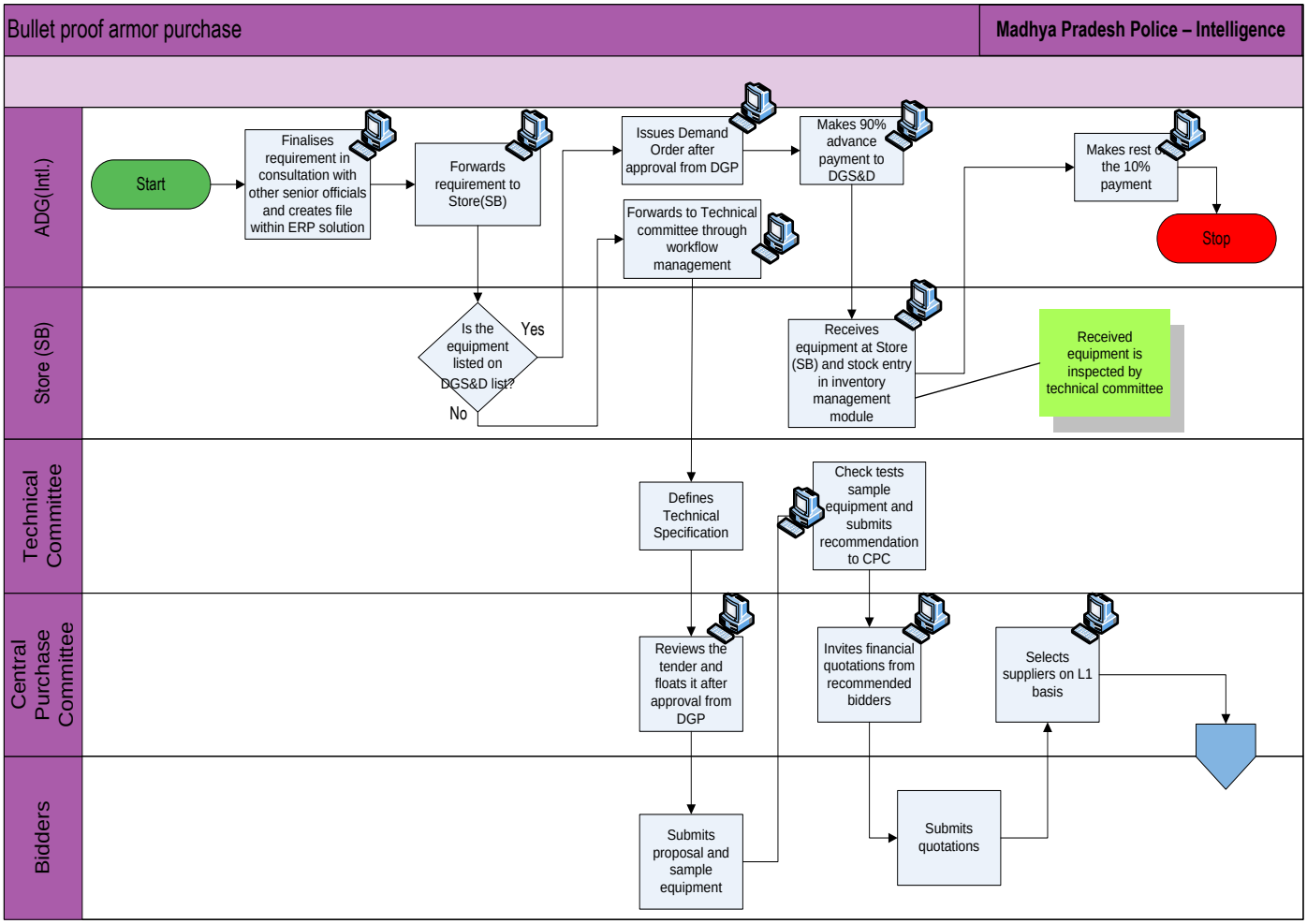
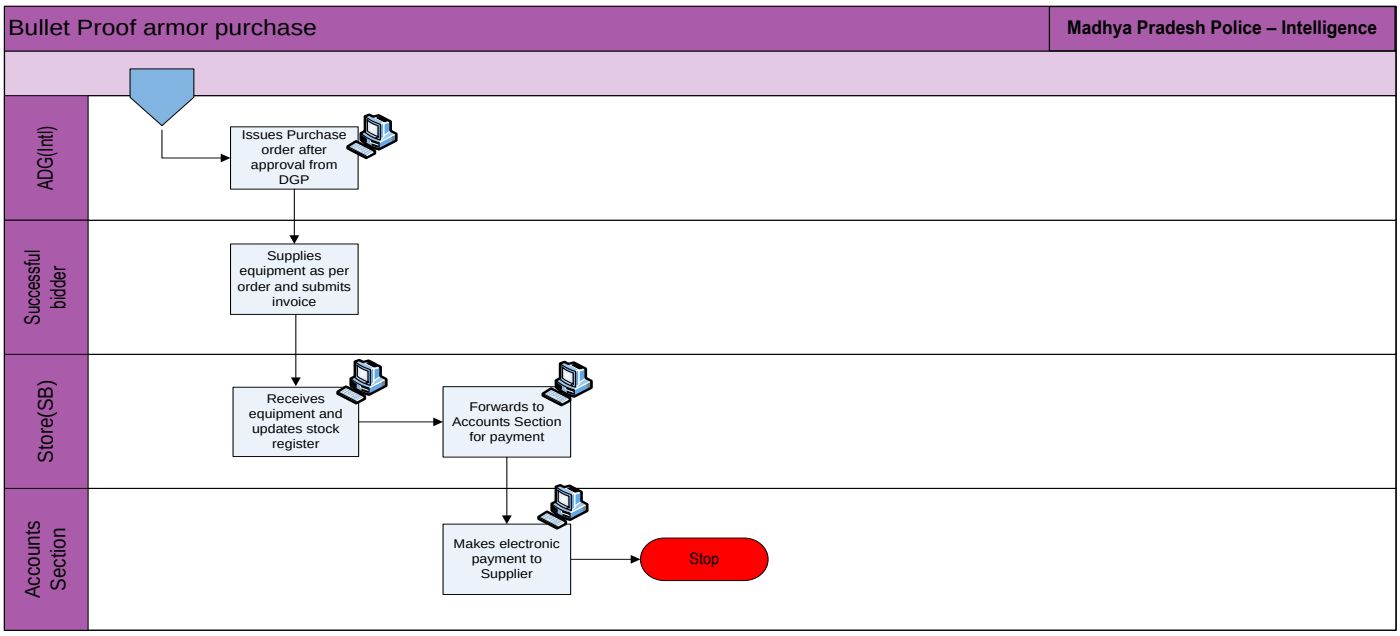
C. Process Map





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D. Process Description

Process Name:	**Bullet proof armor purchase**	**Branch/ Sub-Branch**	**Intelligence**
Process Predecessor:	None	**Process successor :**	None
Process			

i) Special Police Units like ATS, STF, Anti Naxalites operation units etc require such Bullet proof armour in their operational duties. The demand raised by these units is submitted to ADG(Int)
ii) 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. The demand and specification are to be supported with credible intelligence available with PHQ in respect of lethal fire arms being used by the terrorists/ insurgents/ dreaded criminal etc.
iii) Store (SB) checks DGS&D website for availability of required equipment.
iv) If equipment is provided by DGS&D, ADG (Intl.) issues Demand order after approval from DGP (in consultation of ADF).
v) After DO is acknowledged by DGS&D, ADG (intl.) 90% advance payment to DGS&D by Account.
vi) DGS&D supplies required equipment to Store (SB) which updates its stocks in inventory management module after verification by technical committee.
vii) 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.
viii) 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.
ix) The file is transferred within the ERP system to CPC which scrutinizes the tender and approves it and floats it after approval from DGP (in consultation of ADF)
x) Bidders submits proposal and sample equipment.
xi) Technical Committee Check tests sample equipment and submits recommendation to CPC.
xii) CPC invites financial quotations from recommended bidders and subsequently Selects suppliers on L1 basis

viii) ADG (Intl) issues Purchase order to successful bidder after approval from DGP(in consulation with ADF).The recommendation of Financial bid evaluation are to be submitted to ADG(Provisioning) through ERP system. The same is to approved by DGP in consulation with ADF. Bids may also be submitted to Home department for approval if the amount is beyond the financial powers of 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. Store in-charge makes appropriate entries in inventory management system after Acceptance committee gives a positive report. The concerned workflow management file has to be referred while making the stock entries
xv) Account section makes electronic payment to Supplier. The transaction id of the payment made has to show up in the concerned file.

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xvi) **It is recommended that MP Police department uses https://www.mpeproc.gov.in/ portal for e-tendering process. In such case bidders shall submit the Bid on the portal and pay the document fees online. In such case,the Earnest Money Deposit (EMD) and sample equipment are to be submitted to purchase section in sealed document.**	
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

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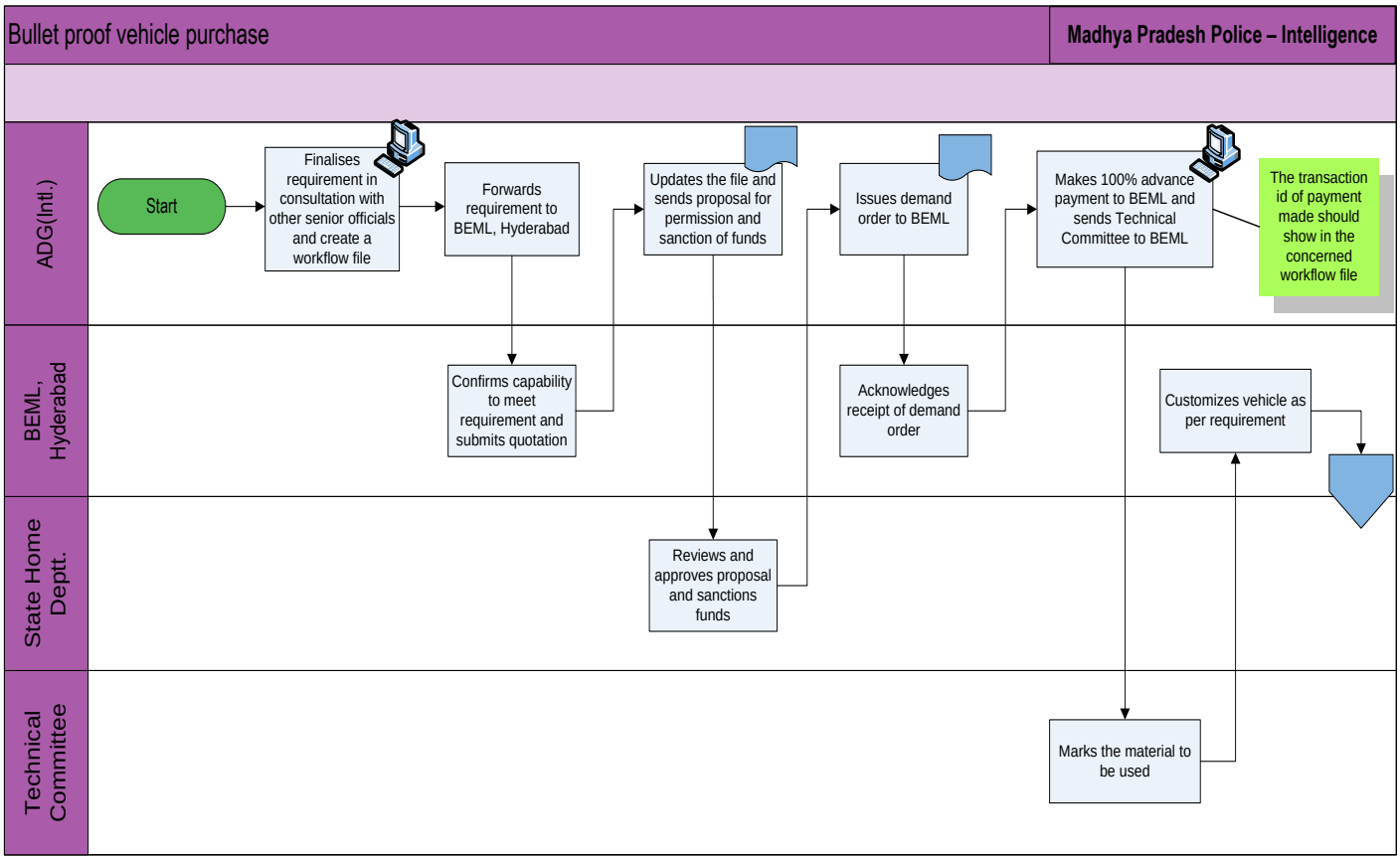
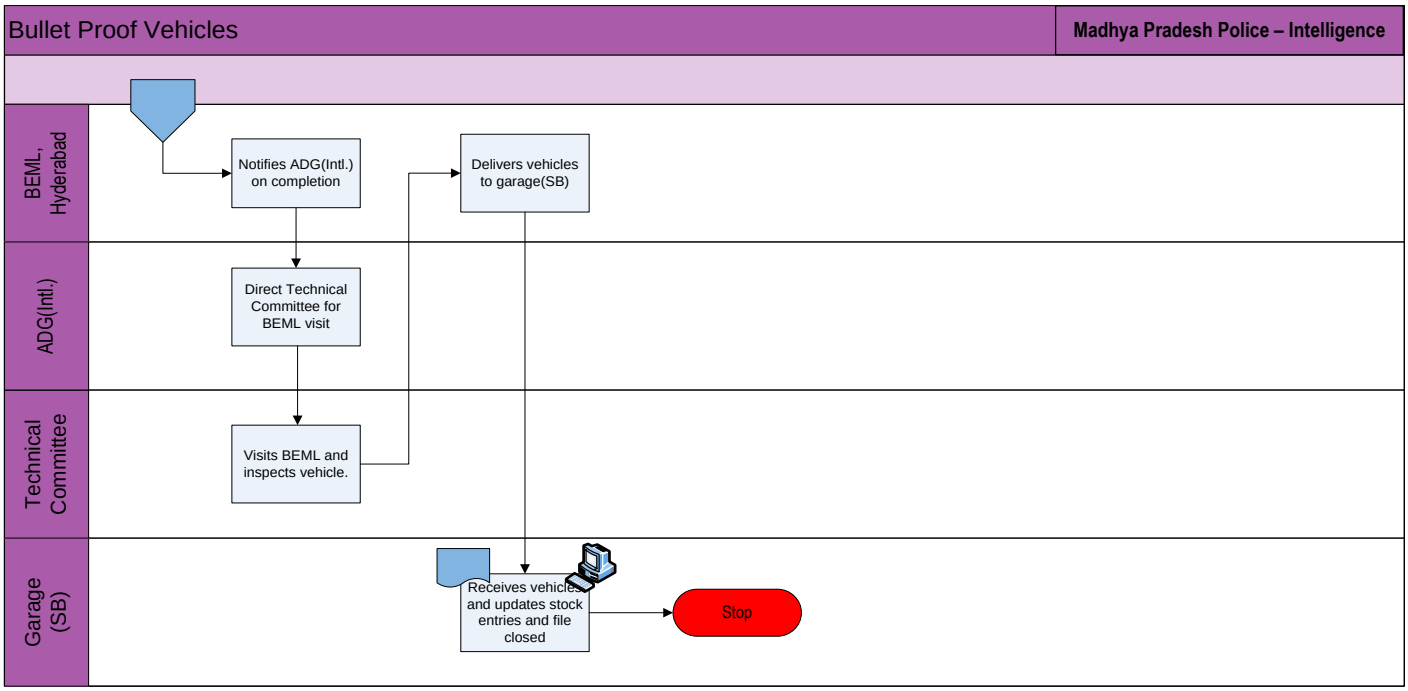
C. Process Map





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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. POL comprises of Petrol, Oil and Lubricants consumed by a vehicle for smooth and efficient running under ambient conditions. The Workflow Management Module would be used for this purpose.

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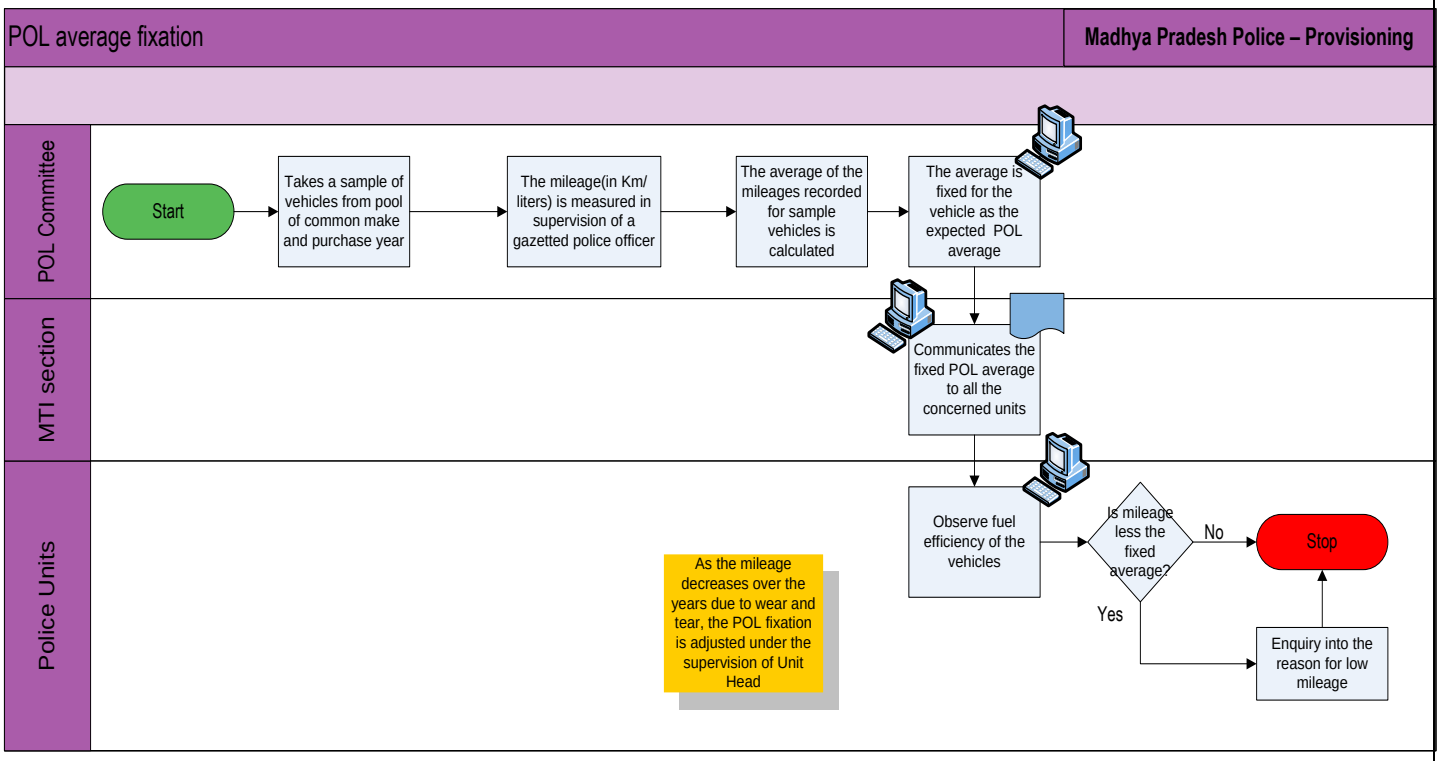
B. SIPOC

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			
i) The manufacturing automobile companies fix mileage average (Distance in kms covered per litre) and show the same in their brochure. The vehicles are purchased by PHQ by keeping in view of the operational requirement of efficient police mobility and fuel efficiency range offered by different manufacturers. It is one of the important factors in decision for purchase of vehicle as it has serious			

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financial implications on recurring basis after procurement and introduction of shortlisted vehicles in Police Department. ii) POL Committee takes a sample of vehicles from pool of common make and purchase year.The fixation of mileage is decided by taking into consideration the claims entered by the company in their brochure and variation in the ground conditions vis a vis the ambient conditions on which the company bases its claim of mileage/ fuel efficiency. If committee notices poor fuel efficiency of vehicle as against the claim made by the company. In such situation the committee shall submit the report to ADG(Provisioning) recommending the company representatives to test the actual mileage and take remedial action at their cost. iii) The mileage (in Km/ liters) is measured in supervision of a gazetted police officer. iv) The average of the mileages recorded for sample vehicles is calculated. v) The average is fixed, by the POL Committee, for the vehicle as the expected POL average and the same is updated in the system. vi) MTI Section Communicates the fixed POL average to all the concerned units through the system. vii) Police Units observe fuel efficiency of the vehicles using the information in the system. viii) If the mileage goes below the POL average fixed, unit enquires into the reason for same. ix) 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 Management Module

7.6 Fuel Expenses

A. Process Summary

This is the To Be process of accounting of fuel expenses on vehicles in M.P. Police Radio Branch vehicles.Similar process is followed in all other police units.

B. SIPOC

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

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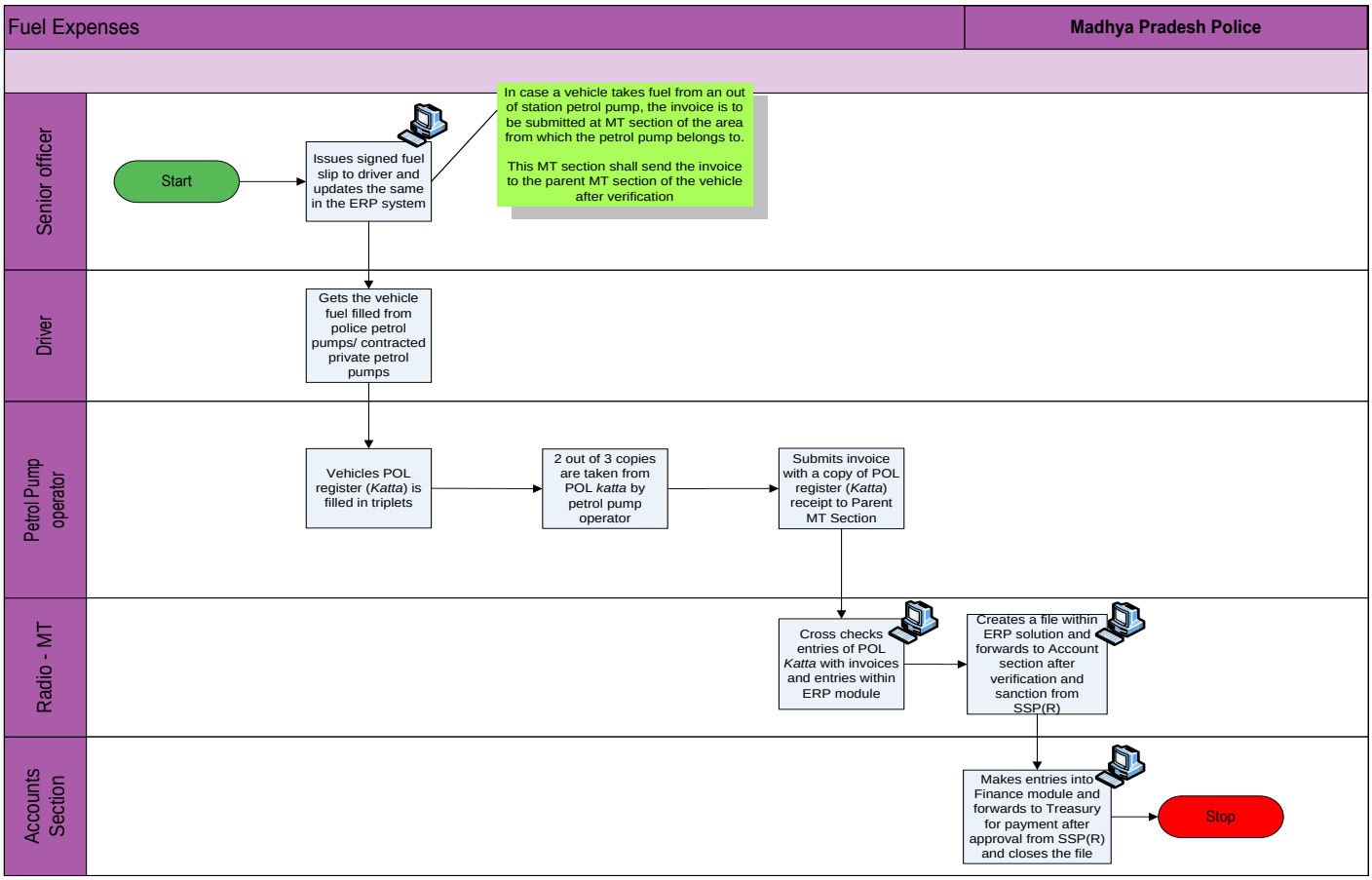
C. Process Map



D. Process Description

Process Name:	**Fuel Expenses**	**Branch/ Sub-Branch**	**All Units** **Example of Radio – MT Section**
Process Predecessor:	None	**Process successor :**	None
Process			
i) Driver and indenting officer would counter sign the receipt of POL within the ERP solution. ii) 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 iii) Petrol pump operator fills vehicles POL Slip book in triplets. He takes 2 out of the 3 copies from POL *Slip book*.			

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iv) The Petrol pump operator submits invoice with a copy of POL register (Katta) receipt to Parent MT Section v) 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 vi) MT Section cross checks entries of POL *Katta* and fuel details in ERP solution with invoices. vii) MT Section creates a file within ERP solution and forwards to Account section after verification and sanction from SSP(R) viii) Accounts section forwards to Treasury for payment after approval from SSP(R) and closes the concerned file. ix) There should be proper cross referencing of file No, Order no, transaction No, wherever applicable. x) These expenses are regulated by instructions as to monthly quota of POL fixed for different purpose police vehicles. Officers allotted a vehicle are expected to restrict their POL consumption within that quota limit and in case of excess drawl to have approved from Competant Authority. xi) POL expenses are also expected to be monitored/ examined with reference to the mileage/ average fixed for the individual vehicle. Significant deviation from the fixed mileage is required to be looked into for timely remedial action.	
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

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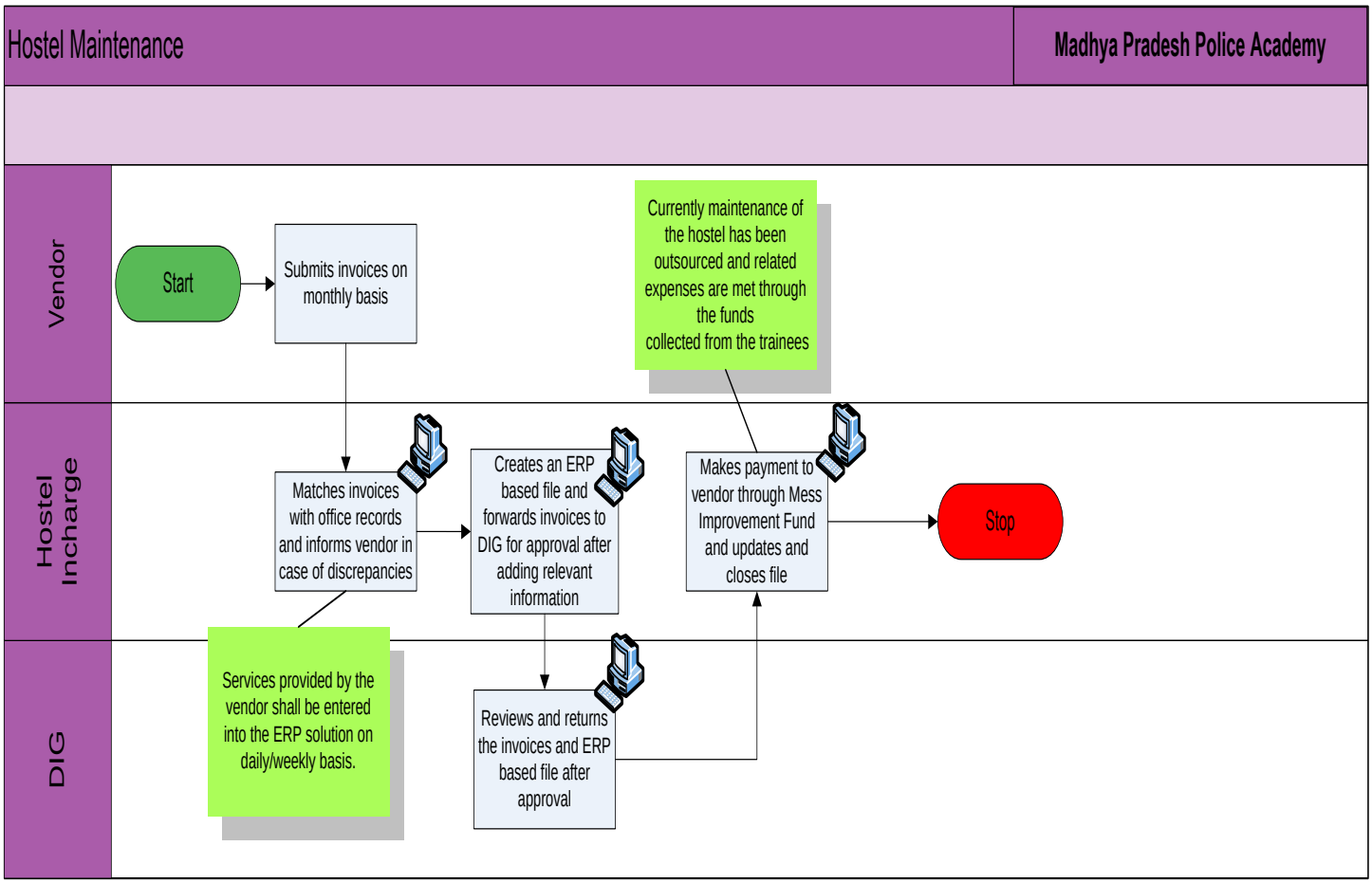
C. Process Map



D. Process Description

Process Name:	**Hostel Maintenance**	**Branch/ Sub-Branch**	**Training Units** **Example of MPPA, Bhauri**
Process Predecessor:	None	**Process successor :**	None
Process			
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 In charge matches invoices with office records.			

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iv) Creates an ERP based file and forwards invoices to DIG for approval after adding relevant information v) DIG Scrutinizes 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. viii) Similar process is followed for Mess maintenance	
Policy Requirement	GOP, Circulars, Police rules and regulations
Applicable ERP Modules	Finance Management, Workflow Management

7.8 Preparation of L & O events calendar

A. Process Summary

This is the To-Be process of preparation of annual important events calendar by Communal section of Special Branch. It is prepared to formulate a timely strategy and to prepare a well thought of action plan describing the steps taken by field police units heads to ensure peace. It also enable Field unit heads to assess their requirement of additional resources required on these events. The Workflow Management Module would be used for preparation of calendar of important events.

B. SIPOC

Supplier	Input	Process	Output	Customer
SB/DSB	Draft Calendar	As shown below	Final/Approved L &O Calendar issued	All zonal IsG, range DIsG, SsP and commandants

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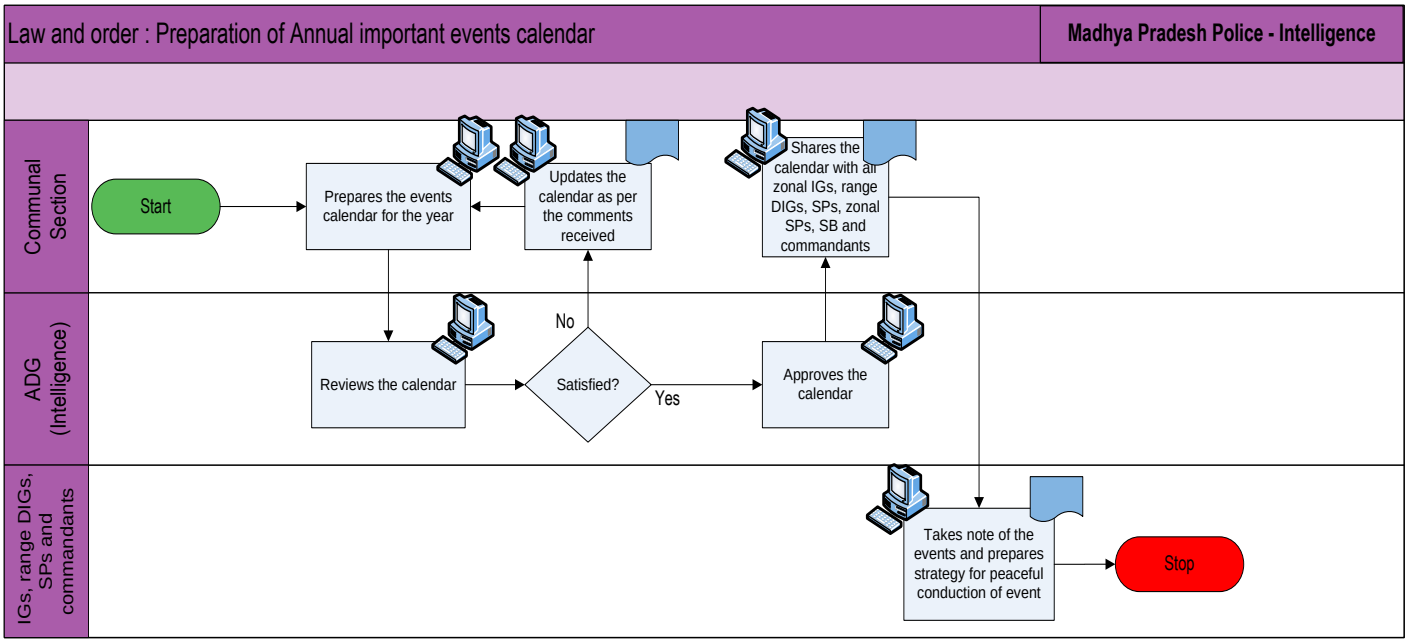
C. Process Map



D. Process Description

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

i) The SB/ DSB prepares the events calendar for the year and updates the same in the system. A notification about the same is sent to ADG (Intelligence)/unit incharge about the same through the system.

ii) ADG (Intelligence) scrutinizes 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 IsG, range DIsG, SsP, zonal SsP, SB and commandants through the system. Also the same is updated in the system.

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vi) **IsG, range DIsG, SsP and commandants receive notification and advance reminders of the events and prepares strategy for peaceful conduction of event.** vii) **While preparing the calendar following need to be taken care:** 1. **Hindi (Vikram Samvat's) Calendar** 2. **English (Gregorian) Calendar** 3. **Events happened in the past on the same day/date likely to be celebrated, denounced or some other fall out** 4. **Standard nation wide/state wide/ local fairs, festivals, river bath, temple visits** 5. **Events/festivals taking place on same day or date or in quick sucession** 6. **Anniversarries, Birthdays, Death Aniversarries of celebrated persons, martyrs of defence services** 7. **Election, Re-election, Byelection dates.** 8. **National/International/local events having impact on L&O duties** 9. **Facility to edit at local level as well** 10. **Reminder facility in the calendar** 11. **Calendar is to be integrated with leave module and force movement module (HR Module).**	
Policy Requirement	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

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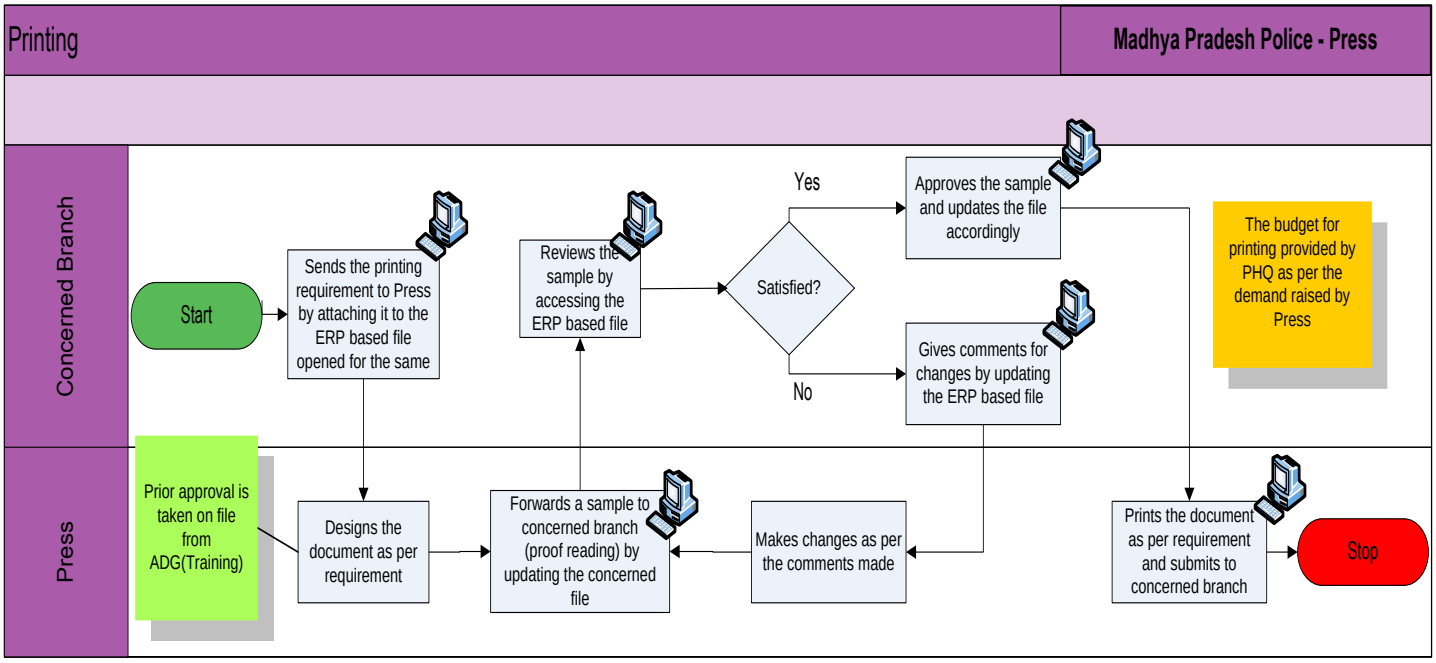
C. Process Map



D. Process Description

Process Name:	**Printing**	**Branch/ Sub-Branch**	**Press/Training**
Process Predecessor:	None	**Process successor :**	None

Process

i) The printing press in PHQ functions under administrative control of ADG(Training). All jobs required to be executed by the Press need prior approval from ADG(Training).

ii) The concerned branch Sends the printing requirement to Press by attaching it to the ERP based file opened for the same

iii) Then Press designs the document as per requirement, gets it approved by ADG (Training) within the ERP based file.

iv) The Police press then forwards a sample to concerned branch (proof reading) by updating the concerned file.

v) 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.

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vi) 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. vii) The budget for printing is provided by PHQ as per the demand raised by Press. viii) If the Press incharge finds that the job can not be execeuted within the capacity of press or pendency of other job which can not be neglected to accommodate new jobs referred to it. In that case its ascertain the feasibility of revised timelines from the concerned branchand if the branch has limitation of timelines not in synchronization with the process the job is declined with NOC being issued to the get the printing job done out of PHQ press. ix) In such case, concerned branch may ascertain with the State Govt Press to have job executed as per the specification and given timelines. On their inability to accept the job, the Branch is free to avail services of any other Press included in the approved panel of Publication Department.	
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

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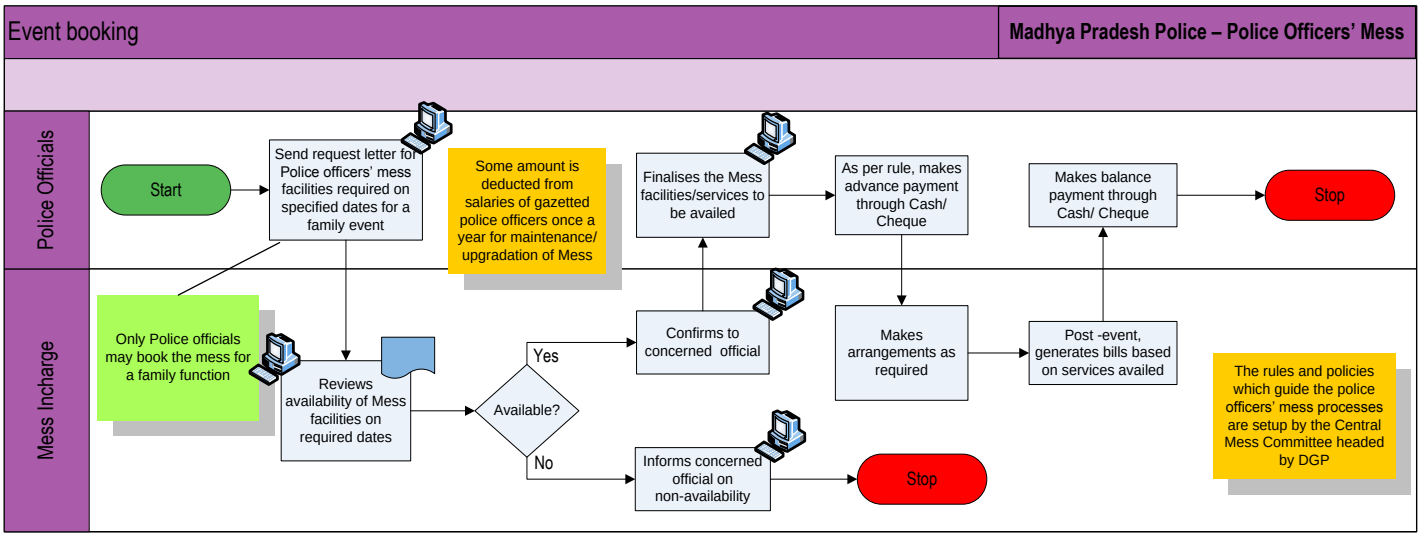
C. Process Map



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). Only for retired personnel and police personnel from other state bookings may be made in writing and uploaded on ERP system.

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.**

viii) **Similar process is to be followed for /Other grounds/Guest houses/Welfare Centeres/Training and seminar halls**

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ix) Police officers' mess fall in two categories of Gazetted Police Officers' Mess and Non Gazetted Police Officers' Mess. A Gazetted officer may book in a Non Gazetted Police Officers' Mess depending on availability. x) These Mess have been setup at all Range HQ and some districts. Rooms are allocated to police officers, retired police officers and their guests visting the station where the Mess is located	
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/Telephonic Information/Fax/ Notesheet from office	As shown below	Room booked	Concerned police officer

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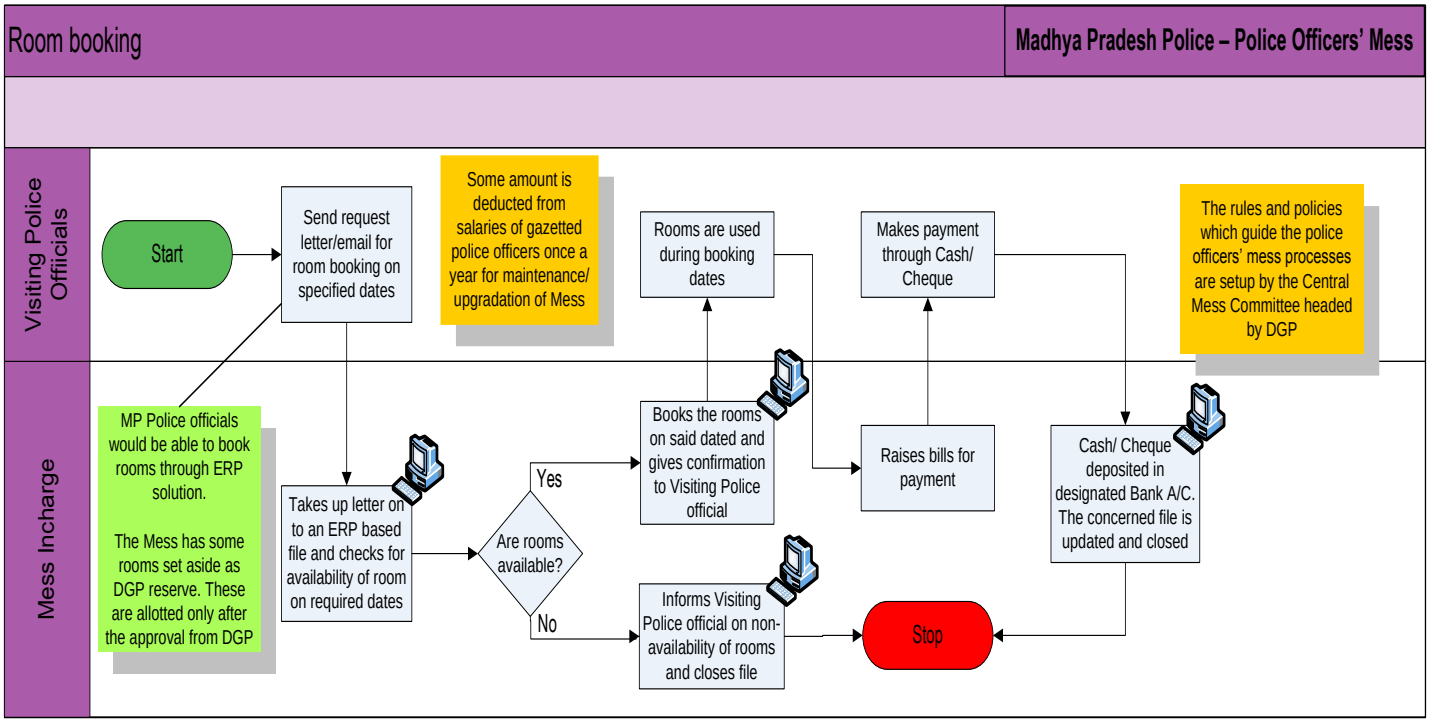
C. Process Map



D. Process Description

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

Process

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. Bookings for retired personnel or police official from other state may be made in writing and updated in the ERP solution.

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, scrutinizes availability of room on required dates.

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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, Mess Rules approved by Central Mess Committee
Applicable ERP Module	Workflow Management System, Finance and Accounts 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

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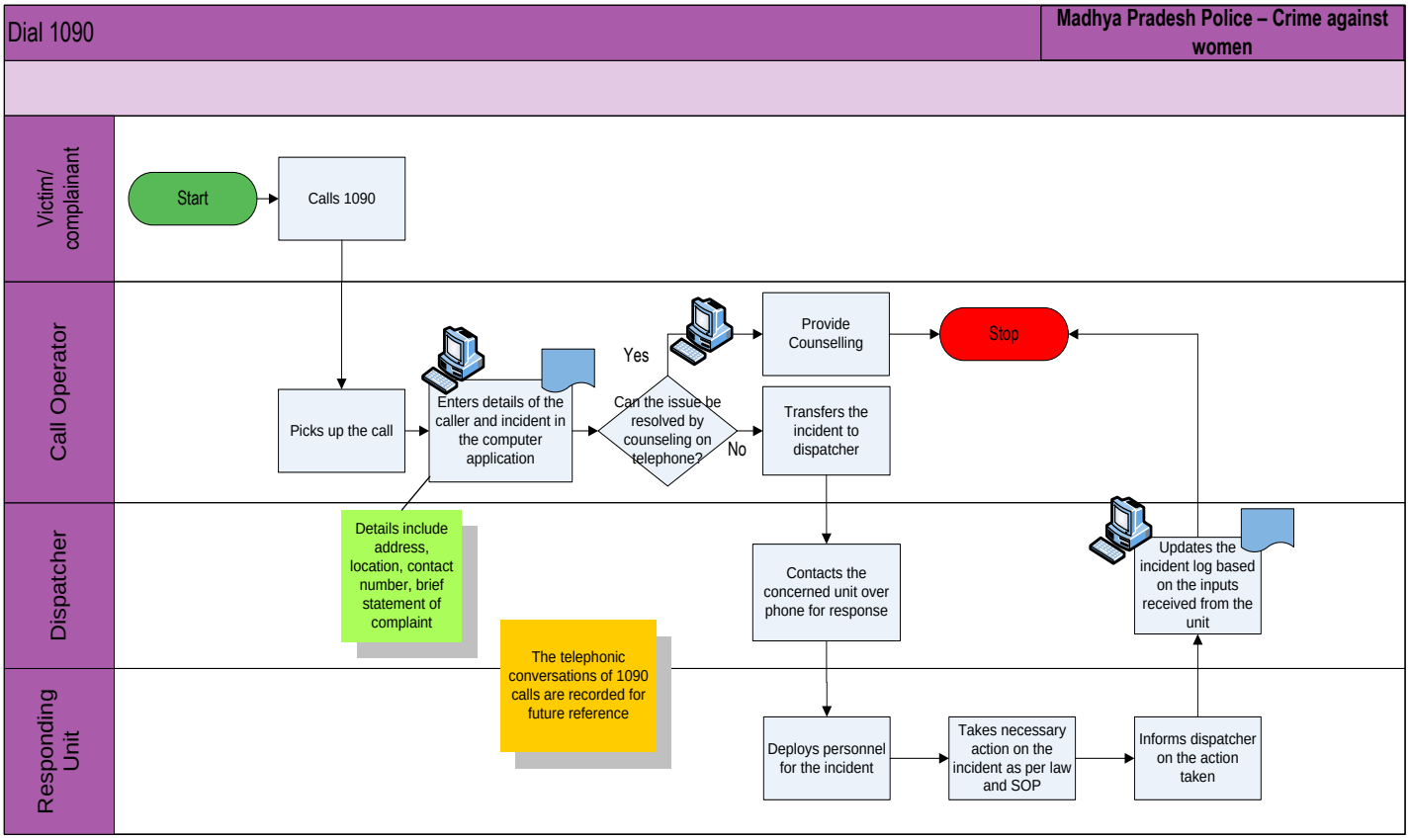
C. Process Map



D. Process Description

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

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 Workflow Management Module of ERP Solution.
iii) If the issue can be resolved by counselling, 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 as per law and Standard Operating Procedure (SOP)
vi) Responding unit informs dispatcher on the action taken

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vii) Dispatcher updates the incident log based on the inputs received from the unit. The system shall be able to generate various reports through workflow management module based on the information/incident logs. viii) The telephonic conversations of 1090 calls are recorded for future reference ix) MP Police is about to launch a Centralised Dial 100 call center in Bhopal. It is recommended that the Dial 1090 is merged with upcoming Dial 100 for better operational efficiency.	
Policy Requirement	GOP - Government Gazette Notification, Madhya Pradesh Police Regulations, Circulars, Standard Operating Procedure (SOP)
Applicable ERP Module	Workflow 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 Workflow 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 National Crime Record Bureau

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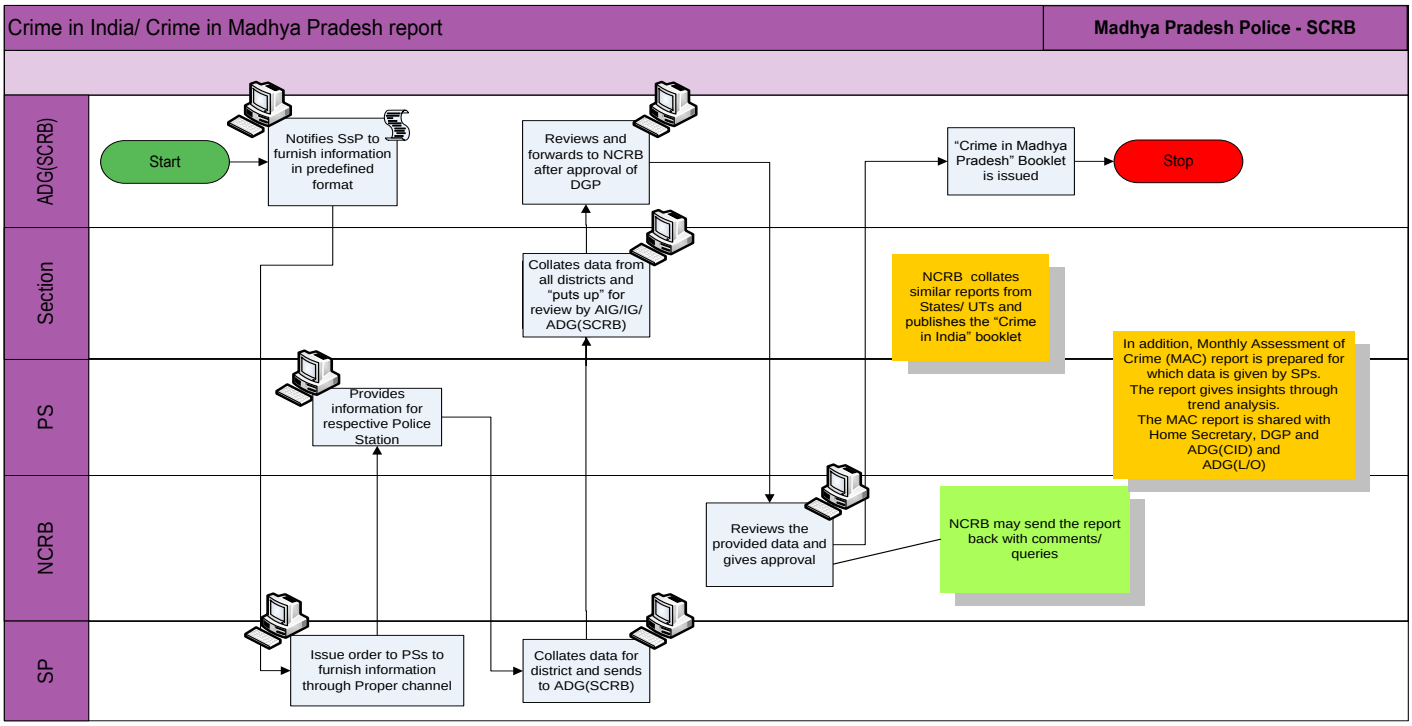
C. Process Map



D. Process Description

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

i) ADG (SCRB) issues notification to SsP to furnish information in predefined format through the system.
ii) SsP 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 (SCRB) 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 (SCRB) through the system.
v) ADG (SCRB) scrutinizes provides comments, if any in the system and forwards to NCRB through the system after approval of DGP. (The request for approval to DGP can be raised separately in the system).
vi) NCRB scrutinizes the provided data and gives approval in the system after which "Crime in Madhya Pradesh" booklet is published.
vii) NCRB 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 SsP.

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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). x) "Crime in India" is a part of CCTNS project and has to be kept in mind while integrating CCTNS with ERP. "Crime in India" report is envisaged to be done through ERP. xi) Other periodical reports (as given below) relating to crime shall be generated through integration with CCTNS: xii) Annual Report- Accidental and Suicidal death in india xiii) Annual Report- Crime against women xiv) Fortnightly Report- Criminal intelligence Gazzette xv) Daily Report- Daily Situation Report xvi) Fortnightly Diary – CID xvii) Monthly analysis of crime- SCRB **Adhoc statistical information collection/generation shall be possible through the system**	
Policy Requirement	GOP - Government Gazette Notification, Madhya Pradesh Police Regulations, Circulars
Applicable ERP Module	Workflow Management Module

7.14 PC&R project

A. Process Summary

This is the To- Be process related to Petty Construction and Repair (PC&R) 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

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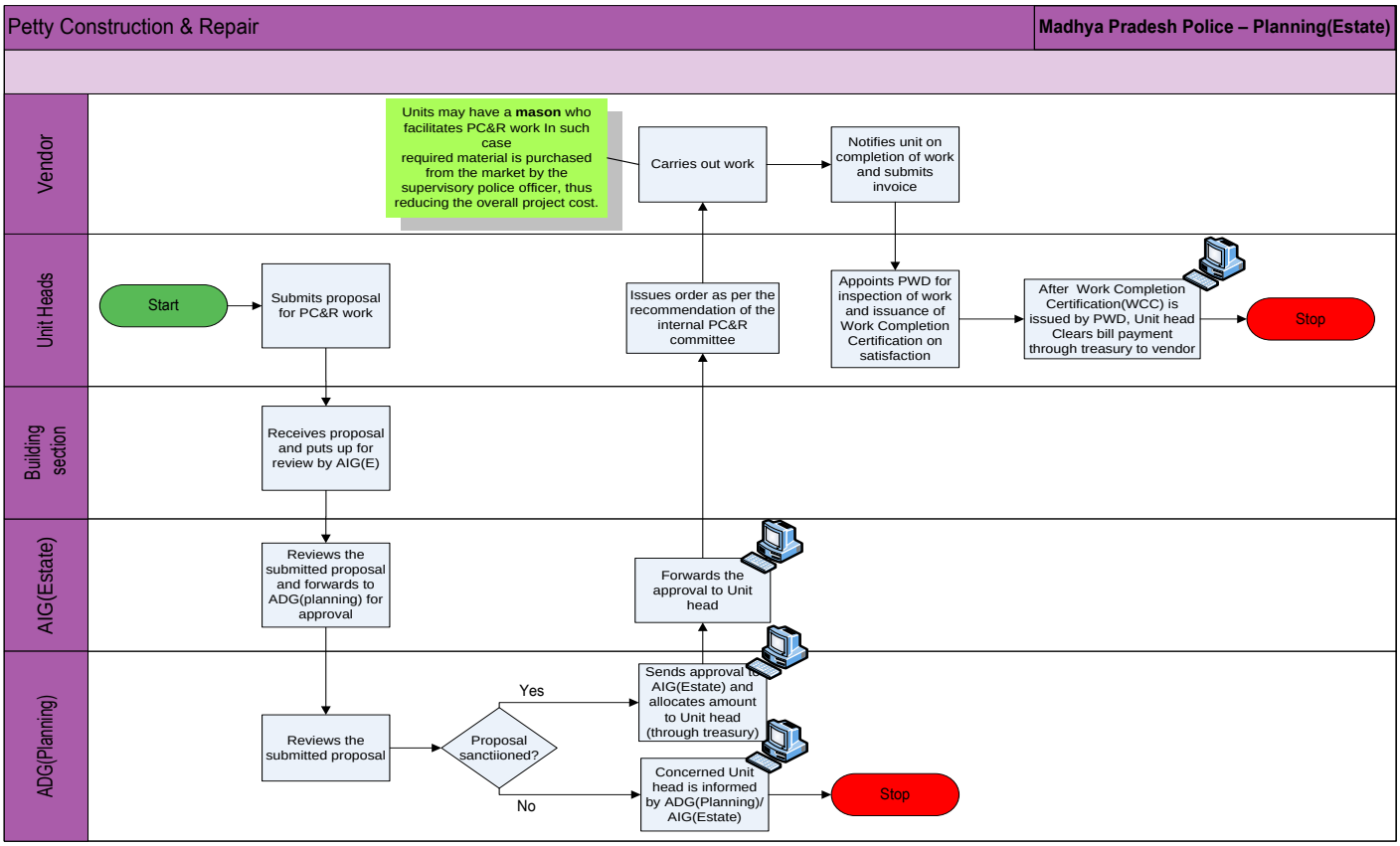
C. Process Map



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) scrutinizes 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.

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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 Management Module, Finance Management

7.15 MOW Project

A. Process Summary

This is the To Be process related to civil work undertaken by MP Police units under the Minor Original Works (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

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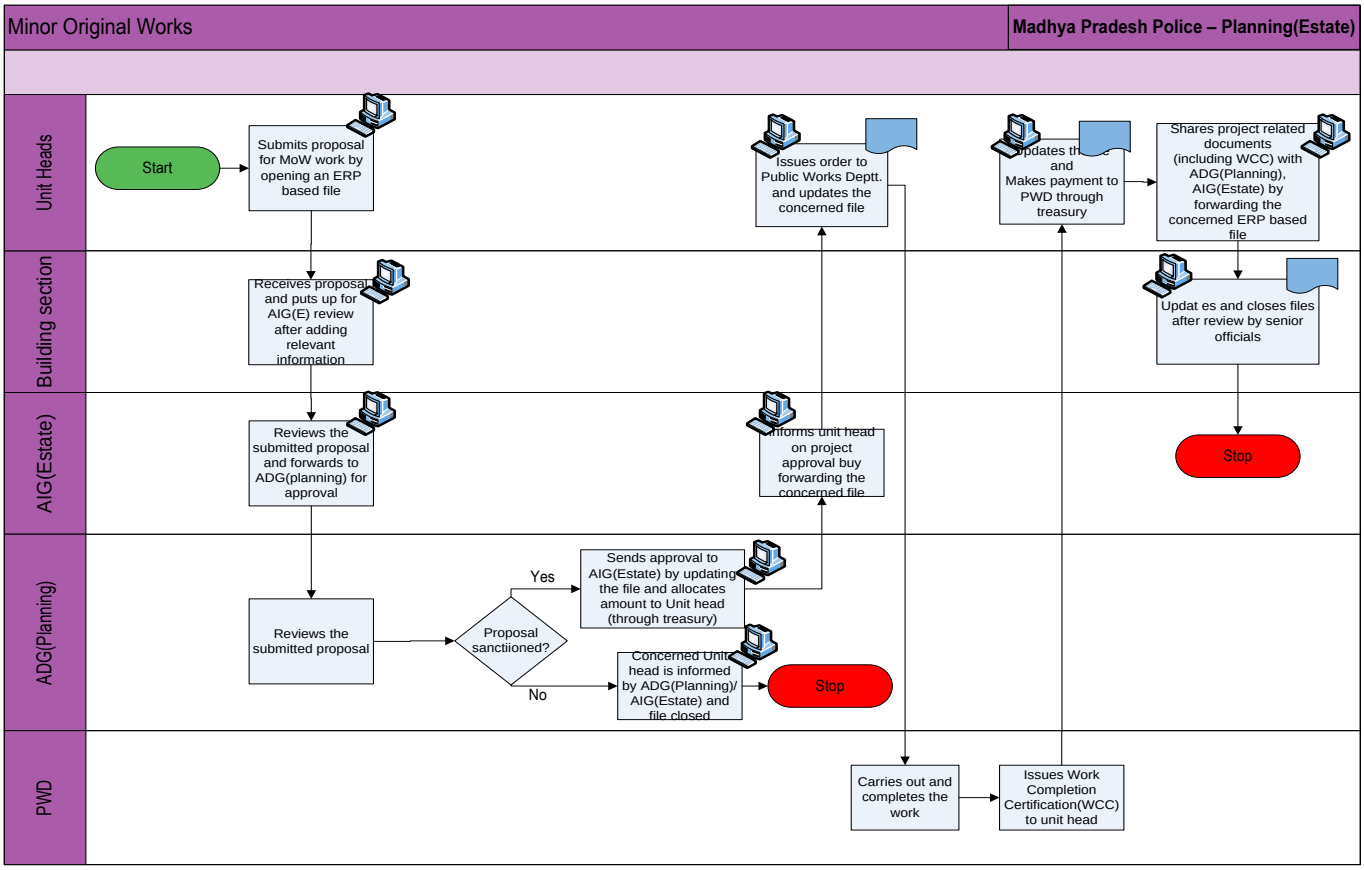
C. Process Map



D. Process Description

Process Name:	**MOW**	**Branch/ Sub-Branch**	**Planning – Estate**
Process Predecessor:	None	**Process successor :**	None
Process			
i) These construction works are of minor value which will meet a felt need or enable the existing building to accommodate enhanced requirement for space, electrification, water supply, sewage extension etc. State police is allocated a fixed sun in the police budget such requirement of field police units ii) Unit heads submit Submits proposal for MOW work by creating an ERP based file. The proposal forwarded to Building section which added relevant information. iii) AIG (E) scrutinizes the proposal and upon satisfaction forwards the ERP based file to ADG (Planning) for approval.			

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iv) In case the proposal not sanctioned by ADG (Planning), the concerned unit head is informed accordingly and file is closed. DGP/ ADG(Planning) may setup a committee to scrutinize various proposal. Decision is taken by DGP/ ADG (Planning) as per the recommendations of the committee. v) 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. vi) AIG (E) forwards the ERP based file to the concerned unit head on proposal approval. vii) Concerned Unit head issues work order to Public Works Department (PWD) and updates the file accordingly. viii) PWD carries out work as per the work order and issues Work Completion Certificate (WCC) to Head of the concerned MP Police Unit. ix) 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, Madhya Pradesh Police Regulation 307 to 320, Public Works Department Manual
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)

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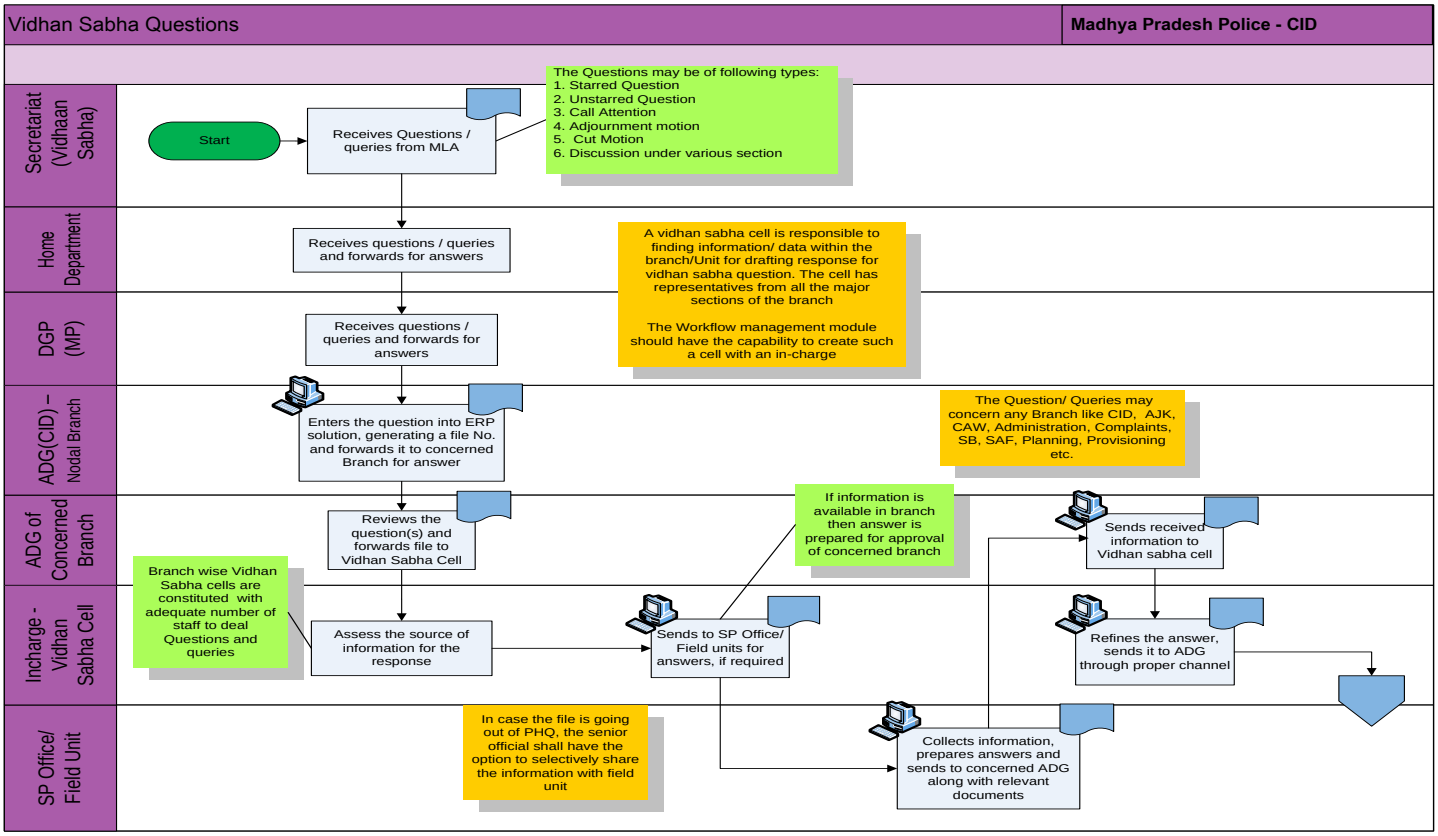
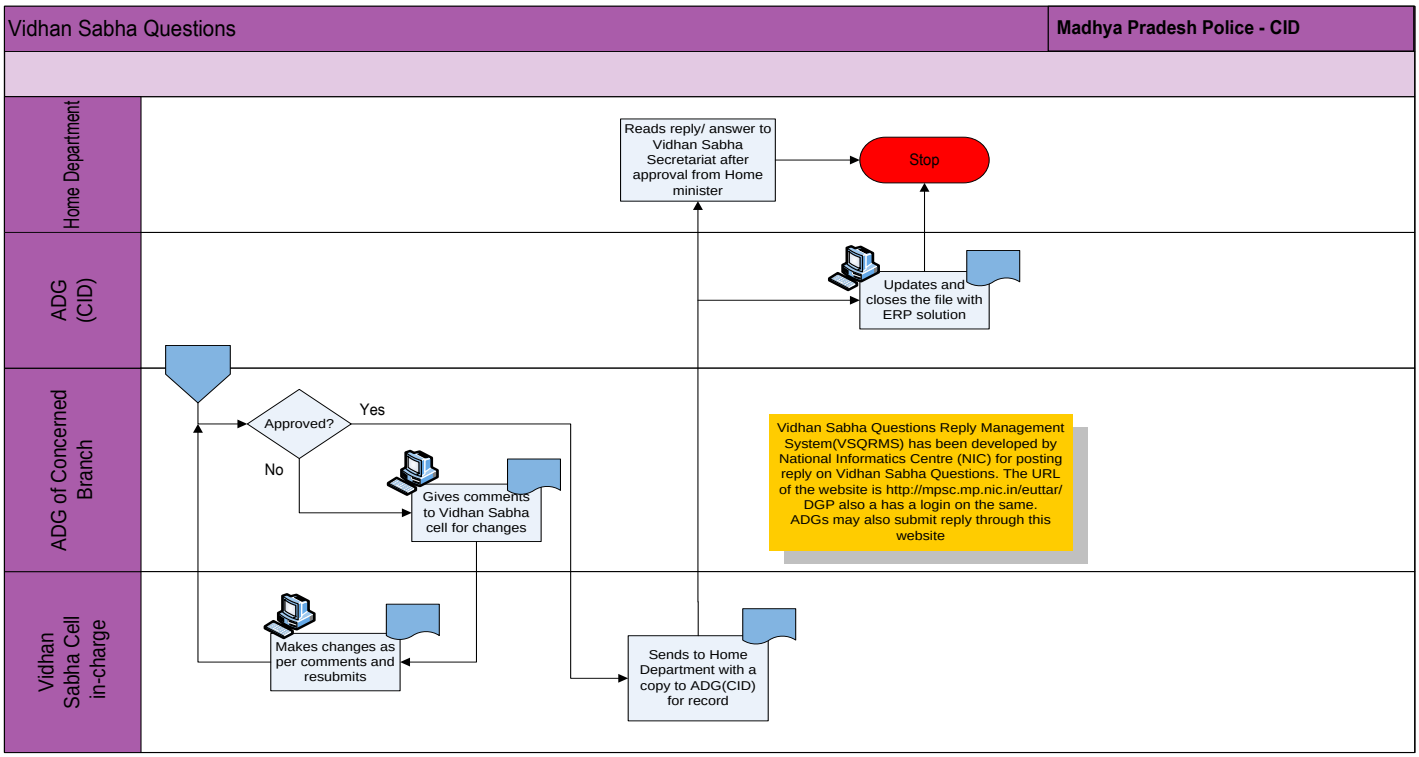
C. Process Map





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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
   7. Governor's address
   8. Reply on cut motion

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) Questions will be received on system from Vidhan sabha/Home department into ERP solution, generating a file No. and forwards it to concerned Branch for answer

v) ADG of the concerned branch scrutinizes 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 scrutinizes 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

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xiv) Home Deptt. reads reply/ answer to Vidhan Sabha Secretariat after approval from Home minister. In appropriate cases approval of DGP is also taken on the draft reply. xv) In certain cases interim replies are sent. xvi) In certain other cases Govt. is requested to request vidhan sabha modify or even drop the question. xvii) Reference of previous vidhan sabha replies are often referred to. Sometimes MLAs also refer to their previous questions and answers submitted to them on previous occasion. xviii) Pending questions are monitored for interim replies, final replies are submitted. xix) On minister's replies sometimes an "assurance" for some action/further action gets generated. In such cases action on "Assurance" and an "Action taken" report is also prepared. All these things **are also required to be monitored through the system.** xx) **Vidhan Sabha Questions Reply Management System(VSQRMS) has been developed by National Informatics Centre (NIC) for posting reply on Vidhan Sabha Questions. The URL of the website is http://mpsc.mp.nic.in/euttar/** . DGP also a has a login on the same. ADGs may also submit reply through this website. Integration the website with ERP is recommended for better operational efficiency.	
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

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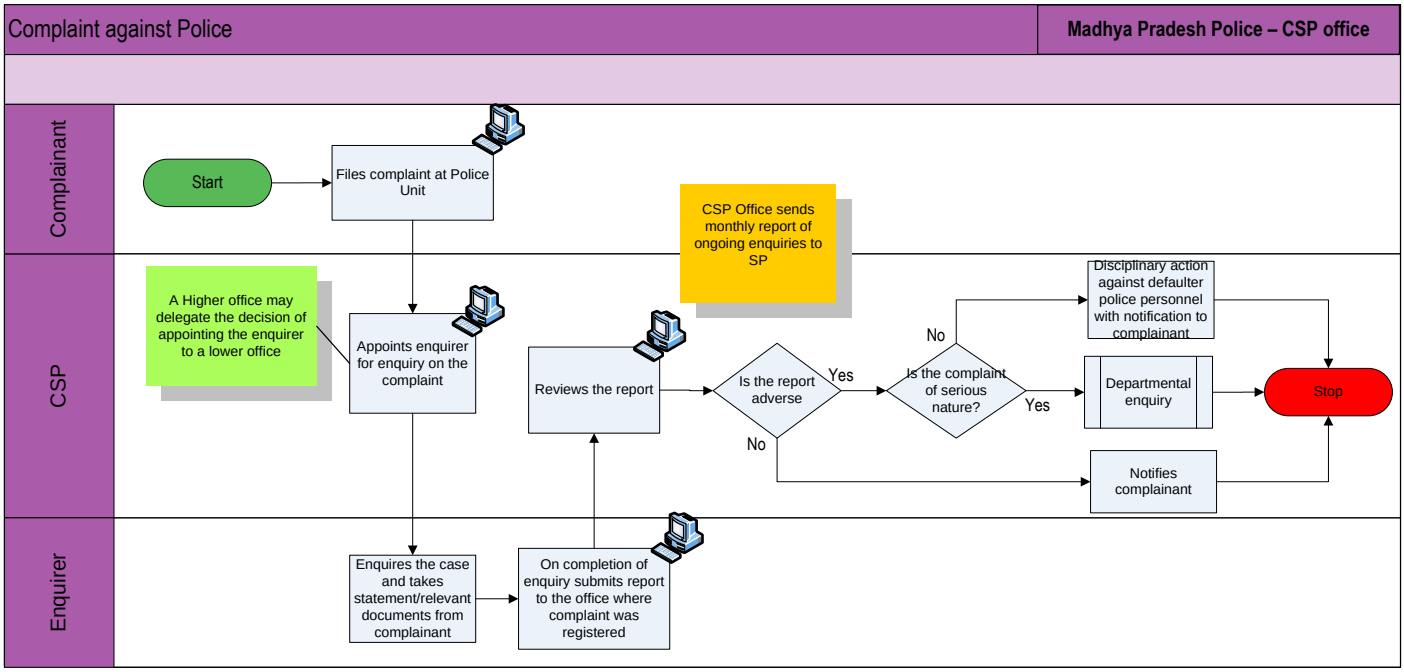
C. Process Map



D. Process Description

Process Name:	**Complaint- Public against police**	**Branch/ Sub-Branch**	All Units Example of CSP Office
Process Predecessor:	None	**Process successor :**	Departmental Enquiry (optional)/Preliminary Enquiry
Process			

i) The complainant files the complaint at the police unit against the police personnel the same is updated in the system. Complaints may be submitted on MP Police website **http://mppolice.gov.in/Complaints/NewComplaints.aspx** **and same** is to be integrated with ERP**.** **Manual complaints** received are to be enter into Workflow Managment System after checking for duplication. Such compaints may also be received from (a) State Human Commision (b) State Governement (c) Representatives of Public like Sarpanch, MLA & MP etc.

ii) Anonymous, pseudonymous and unsigned complaints are to be filled unless the same discloses some serious and verificable allegation.

iii) IG/ SPCommandant/ 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.

iv) The enquirer enquires the case and takes statement/relevant documents from complainant, non-complainant and witnesses. This is a fact finding enquiry.

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v) On completion of the enquiry, the enquirer submits the report to the office where complaint was registered. vi) The IG/ SP/ Commandant/ ASP/CSP/TI scrutinizes 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. FIR may be lodged against the police officer for investigation to be carried to its logical conclusion on the basis of evidence coming on record leading to prosecution or closure of the case. vii) Action may be taken u/s 311 (termination) depending on the seriousness of the complaint. viii) 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. ix) 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. x) The related software need to be very robust, scalable and based on structured as well as unstructured text based queries/search. xi) There may be same complaints from more than one source or by more than one complainant. The system must have capability to identify and collate all such complaint in one file/category. xii) The decision to enquire and initiate disciplinary proceeding against Gazetted officers and IPS officers shall require concurrence of the state government and Memo of charge its self is required to be issued by State Government in consulation with State Public Service Commision etc.	
Policy Requirement	GOP, Circulars, Police rules and regulations, MPCS (conduct) rules, MPCS (CCA) rules, Madhay Pradesh Police Regulation 213 to 233, National/ State Human Resource Commission
Applicable ERP Module	Workflow 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.

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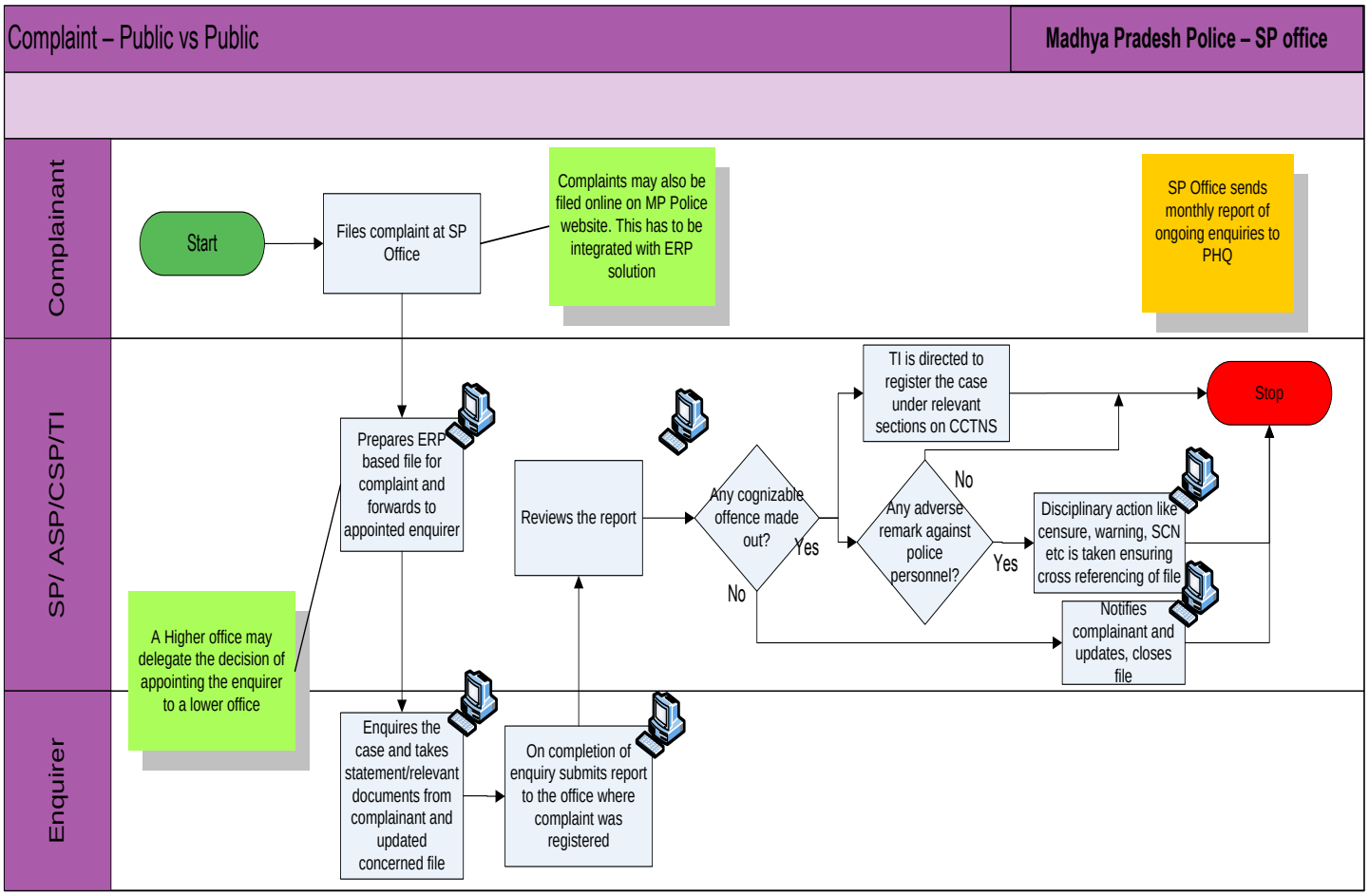
B. SIPOC

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

C. Process Map



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D. Process Description

Process Name:	**Complaint- Public Vs. Public**	**Branch/ Sub-Branch**	**All Units** **Exmaple of SP Office**
Process Predecessor:	None	**Process successor :**	None
Process			
i The complainant files the complaint at the police unit against the police personnel the same is updated in the system. Complaints may be submitted on MP Police website http://mppolice.gov.in/Complaints/NewComplaints.aspx and same is to be integrated with ERP. Manual complaints received are to be enter into Workflow Managment System after checking for duplication. ii A complainant visits Police unit and files a complaint at SP Office. iii SP prepares ERP based file for complaint and forwards to appointed enquirer. iv The enquirer enquires the case and takes statement/relevant documents from complainant and updated concerned file. v The enquirer on completion of enquiry submits report to the office where complaint was registered vi SP scrutinizes report vii In case any cognizable offence is made out viii TI is directed to register the case under relevant sections through CCTNS ix It is also checked if any remarks against police personnel are made. Disciplinary action like Censure, warning, etc. is taken ensuring cross referencing of files x In case no Cognizable offence is made out: xi The complainant is notified, ERP based file is updated and closed. xii			
Policy Requirement	GOP, Circulars, Police rules and regulations, Provisions of CrPC and orders passed by the constitutional courts from time to time		
Applicable ERP Modules	Workflow Management		

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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 *daak*	Received *Daak*	As shown below	Receipt put up on *Note-sheet* for further action	Senior Police official

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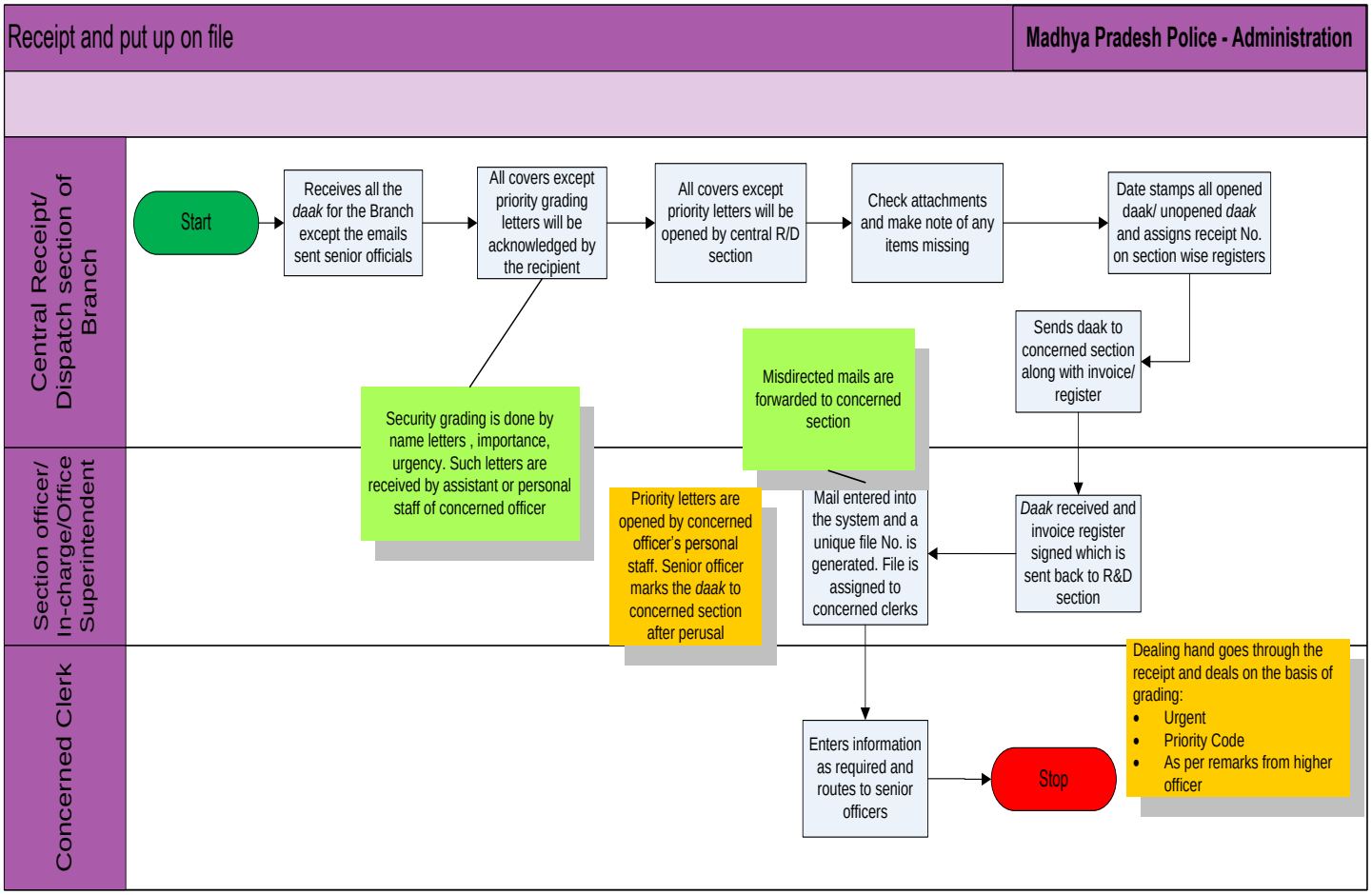
C. Process Map



D. Process Description

Process Name:	**File Put Up**	**Branch/ Sub-Branch**	**Administration**
Process Predecessor:	None	**Process successor :**	None
Process			
i) Central Receipt/ Dispatch section of Branch receives all the *daak* for the Branch except the emails received directly by officers ii) Security grading is done for by-name letters, importance and urgency. Such letters are received by assistant or personal staff of concerned officer iii) All covers except priority letters will be acknowledged by the recipient iv) All covers except priority letters will be opened by central R/D section			

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v) Central R/D Section check attachments and make note of any items missing and date stamps all opened *daak*/ unopened *daak* and assigns receipt No. on section wise registers. vi) Central R&D Section sends *daak* to concerned section along with invoice/register. Misdirected mails are forwarded to concerned section vii) The OS receives *daak* and invoice register signed which is sent back to R&D section and enters the *daak* into the system and generates a file number (original receipt) or attach the file to the concerned existing file (existing recipt) as the case may be. viii) The mail directly received by the senior officer may too be entered in to the ERP system generating a file number. ix) OS shall then assign the file to a handling clerk. x) Dealing hand goes through the receipt and deals on the basis of grading: • Urgent • Priority Code • As per remarks from higher officer xi) Priority *Daak* is opened by concerned officer's personal staff. Senior officer marks the *daak* to concerned section after perusal. xii) Dealing hand shall provide information relevant to the issue at hand and forward to senior officer through proper channel. xiii) Senior official can reroute the file back to section in case any additional information is required. xiv) Senior officials shall be able to monitor the files pending with staff (ministerial/ non ministerial) under them.	
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	*Note-sheet*	As shown below	Decision on issue	Dealing officer

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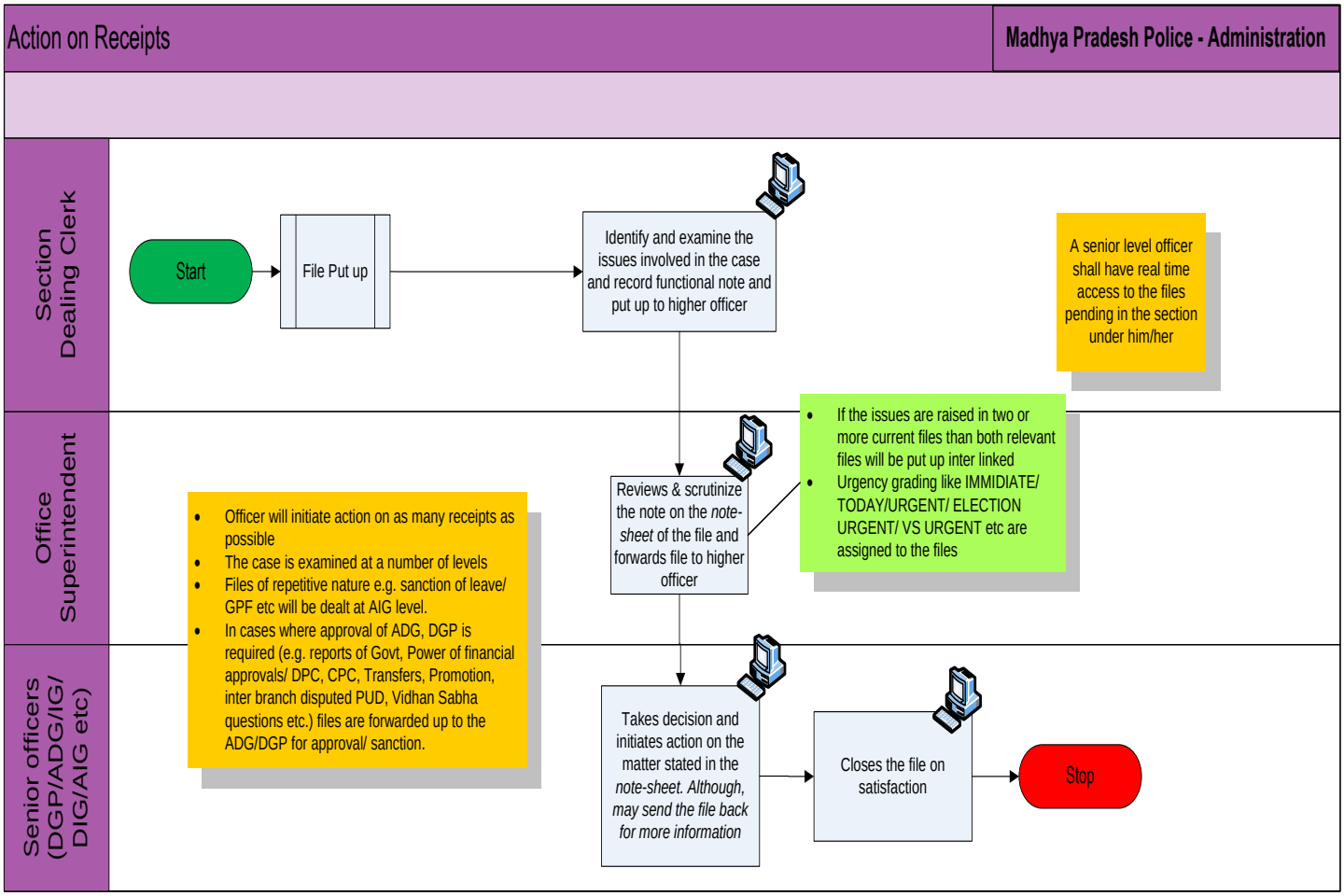
C. Process Map



D. Process Description

Process Name:	**Action on Receipts**	**Branch/ Sub-Branch**	**Administration**
Process Predecessor:	None	**Process successor :**	None

Process

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).

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v) Urgency grading like IMMIDIATE/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. xv) If inputs from multiple officers are required on the file, it would be routed accordingly through difference officers and sections as required. All the senior officers involved in the same shall be able to view the status of the concerned file. xvi) If required, senior officers at PHQ would be able to define the level of information in the File to be shared with field unit officers.	
Policy Requirement	GOP - Government Gazette Notification, Madhya Pradesh Police Regulations, Circulars, Manual on office procedure, Work distribution order among Branches.
Applicable ERP Modules	Workflow Management System

7.21 Sending file to record section

A. Process Summary

This is the process of sending files to record section 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

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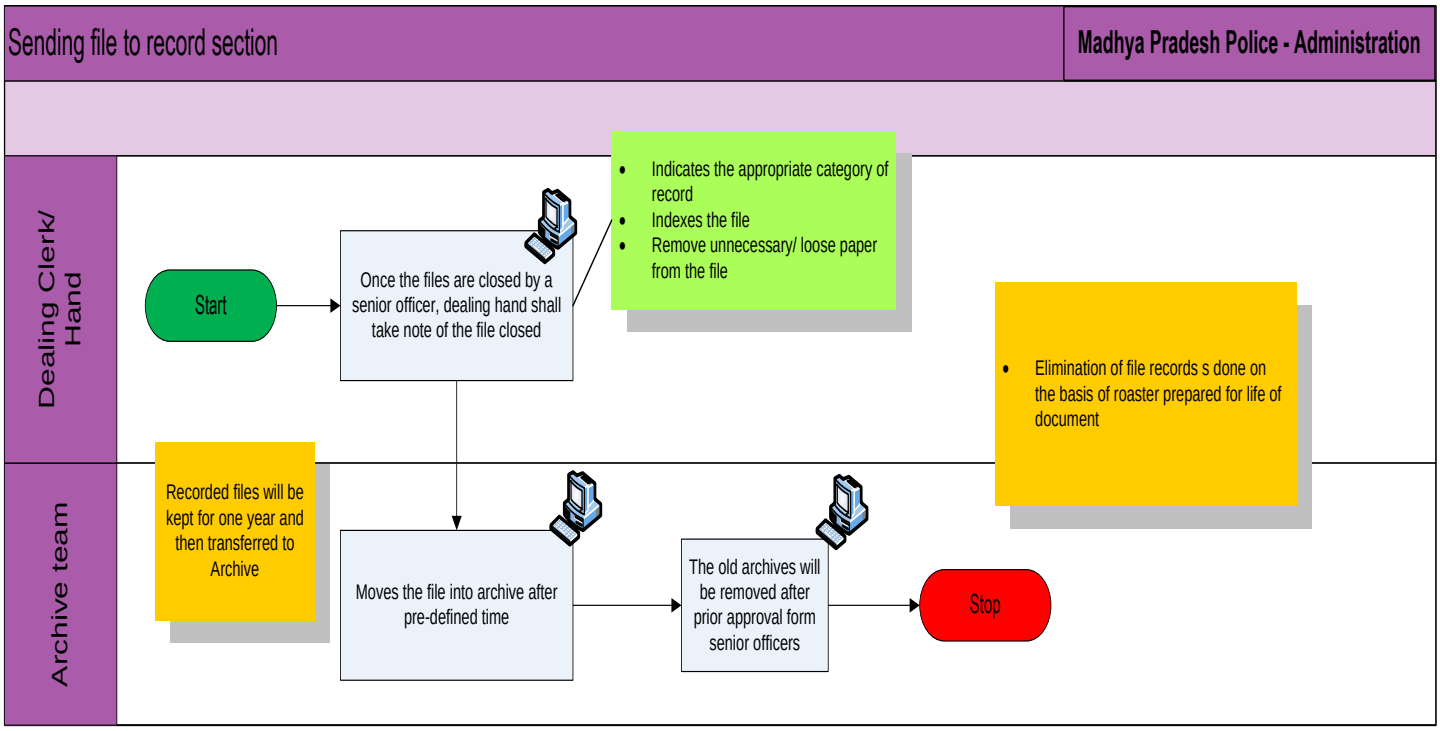
B. SIPOC

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:	Sending file to record section	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.			

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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, Manual on Office Procedure instructions
Applicable ERP Modules	Workflow Management System

7.22 Check Test (Sample check of items purchased)

A. Process Summary

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

B. SIPOC

Supplier	Input	Process	Output	Customer
Vendor	Supply on Purchase Order	As shown below	Check Test Report	Purchase section/store/workshop/ of the procuring unit/office

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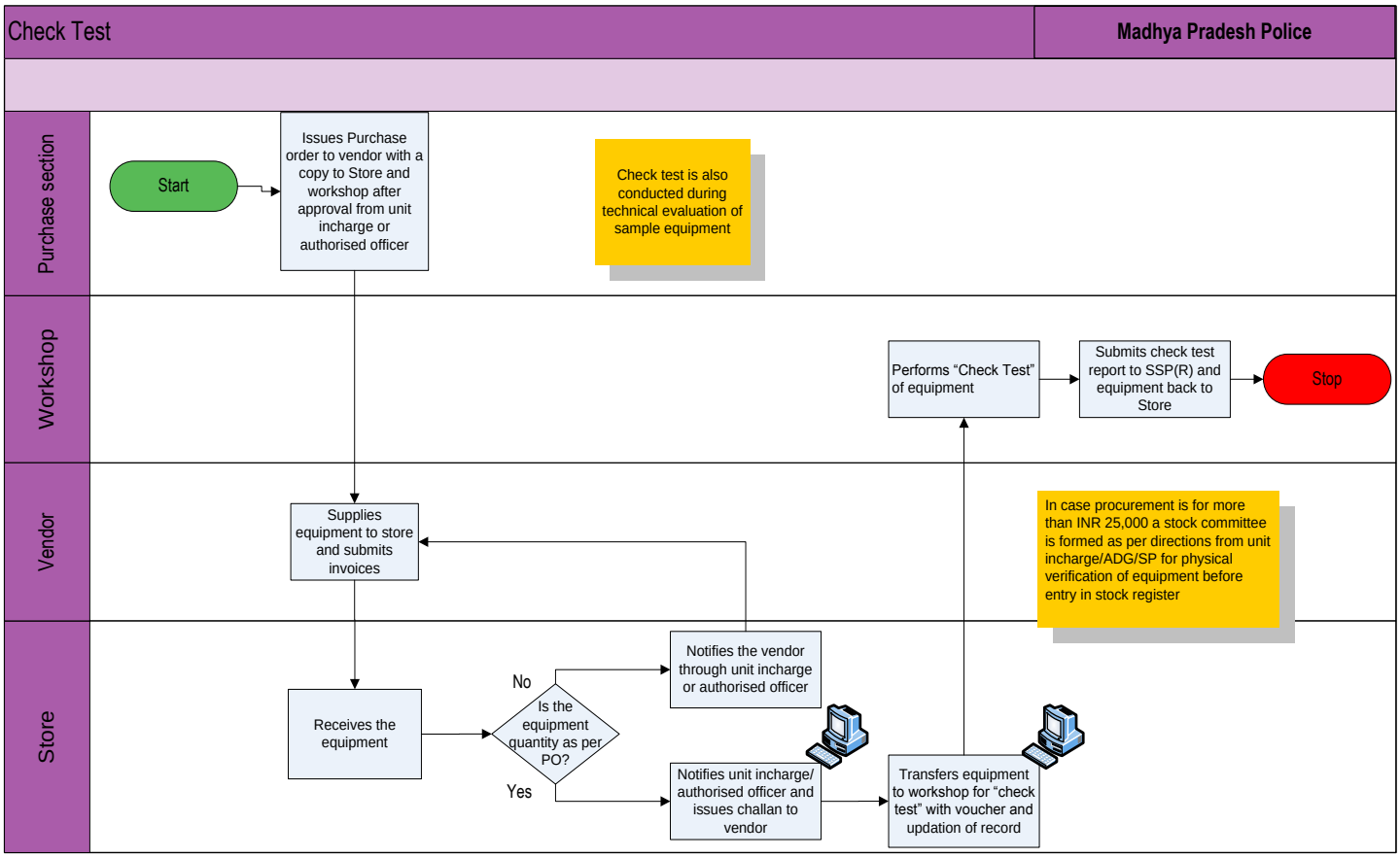
C. Process Map



D. Process Description

Process Name:	**Check Test/Sample item check**	**Branch/ Sub-Branch**	All procuring units/offices/branches Example of Radio Branch
Process Predecessor:	Purchase	**Process successor :**	None
Process			
i) Purchase section issues Purchase order to vendor with a copy to Store and workshop after approval from unit incharge or authorised officer. 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 unit incharge or authorised officer 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.			

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vi) Check test report is sent unit incharge or authorised officer 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 unit incharge/ADG/SP 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, MP stores purchase rules, Circulars
Applicable ERP Modules	Workflow 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)/District police control room (Distt. SP) for quick and adequate response, information compilation and dissemination etc .

B. SIPOC

Supplier	Input	Process	Output	Customer
Information Source/sub unit/ field offices/ subordinate offices/ internal or external person	Information	As shown below	Information compilation, Information dissemination, instructions, Green/yello/red notices	Senior MP Police Officials/unit/ sub unit/office where action is to be taken

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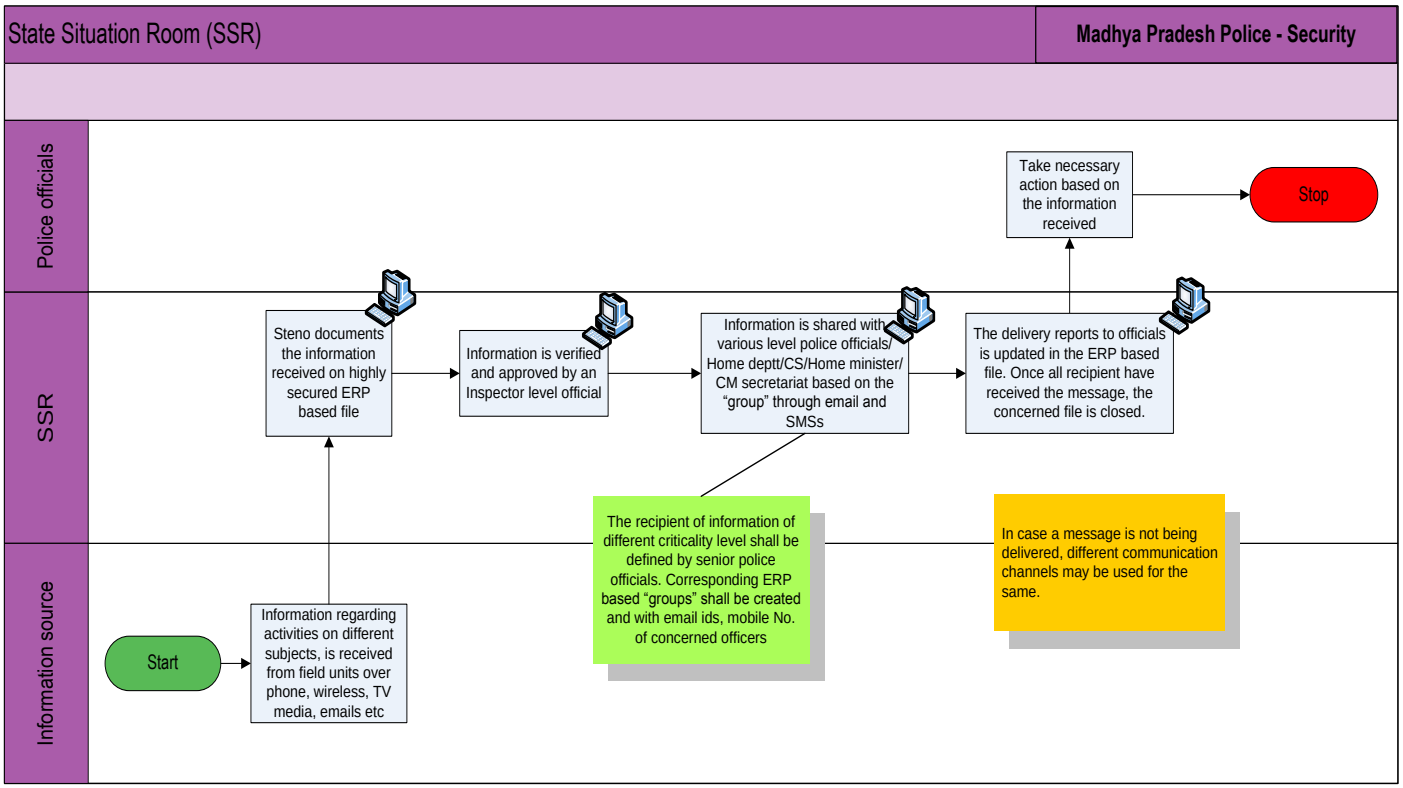
C. Process Map



D. Process Description

Process Name:	**State Situation Room**	**Branch/ Sub-Branch**	**Security**
Process Predecessor:	None	**Process successor :**	None
Process			

i. State Situation Room is operated 24 hours in shifts for information receipt, critical evaluation and action to be initiated thereon.
ii. Information from anonyms or known source is received by the SSR/PCR.
iii. Information regarding activities on different subjects, is received from field units over phone, wireless, TV media, emails etc.
iv. At SSR Steno documents the information received on highly secured ERP based file
v. Information is verified and approved by an Inspector level official
vi. Information is shared with various level police officials/Home deptt/CS/Home minister/CM secretariat based on the "group" through email and SMSs/Personal cell/Written message delivery by special messanger,

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vii. 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 viii. The delivery reports to officials is updated in the ERP based file. Once all recipient have received the message, the concerned file is closed. ix. In case a message is not being delivered, different communication channels may be used for the same. x. Upon receipt of Tip, Police officials take necessary action based on the information received. xi. Information sharing protocols and SOPs are to be designed and integrated at technical and functional level. xii. It is recommended that SSR works closely with the upcoming Dial 100 center. Any information of critical nature needs to be immediately sent to SSR for processing.	
Policy Requirement	MP Police Rules and Regulations, GOPs and Circulars, SB Manual, SB instructions
Applicable ERP Modules	Workflow Management,

7.24 VIP Security Arrangement

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/Direct communications/Sou Motu notices	VIPs travel itinerary	As shown below	VIP security arrangement	VIP IG/ADG(Security)/Distt-SP

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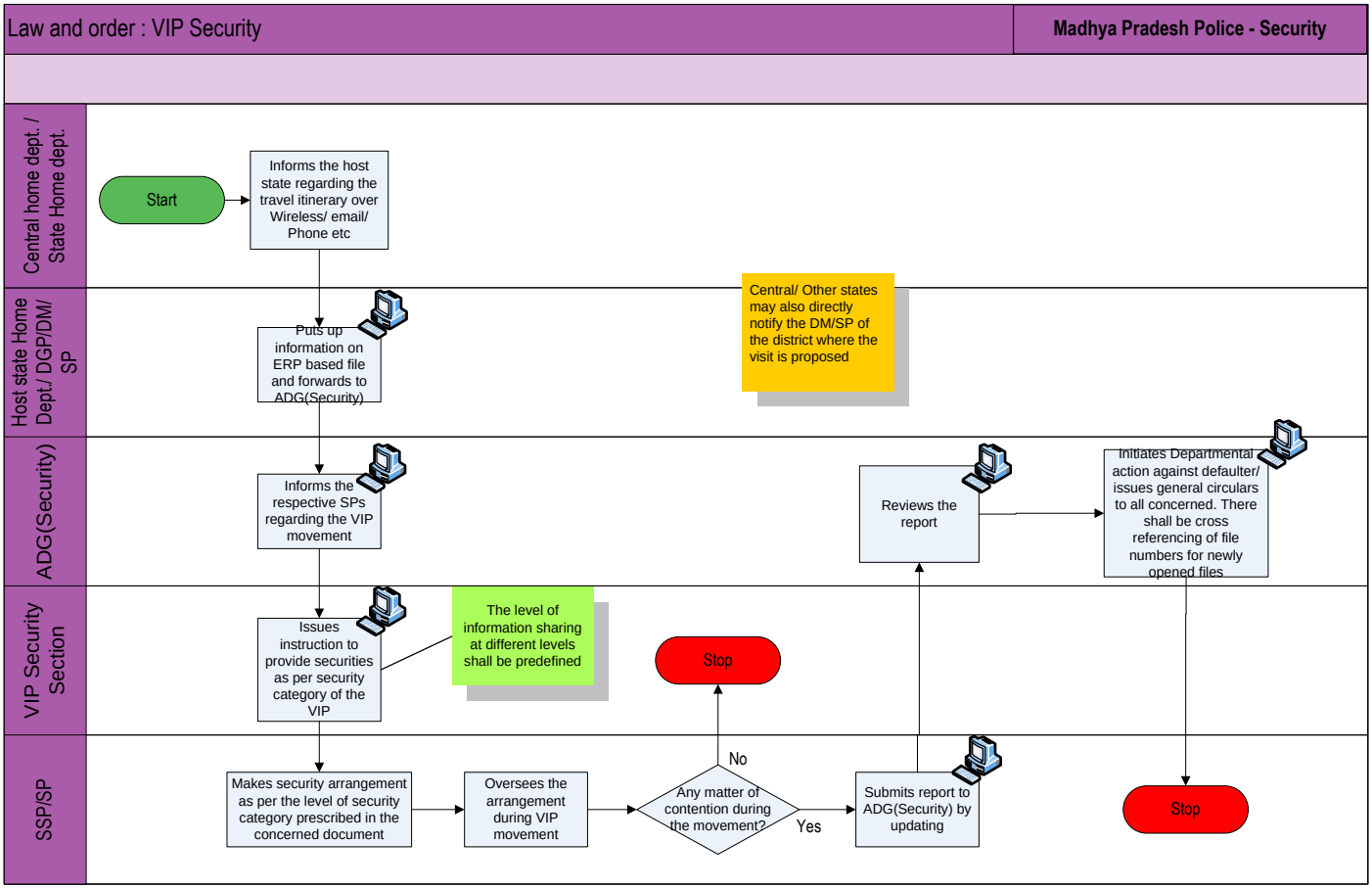
C. Process Map



D. Process Description

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

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i. Central home dept. /State Home dept./CM office informs the DGP or ADG Intelligence 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 SsP 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) scrutinizes the report and initiates departmental action to resolve the **same. Newly created files for this shall be cross referenced.** ix. **It is recommended that a state wide list of trained resources.** x. Senior officers may sends regular threat information, modus operendi of suspect organization etc to field units deployed in VIP security. Also field units may also send feedback to senior officers. xi. SB training school may be prompted to add new resources whenever required.	
Policy Requirement	MP Police Rules and Regulations, GOPs and Circulars, SOPs and instructions on VIP security blue book, standard instructions
Applicable ERP Modules	Workflow Management System

7.25 Application for Gunman/Personal Security Officer

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

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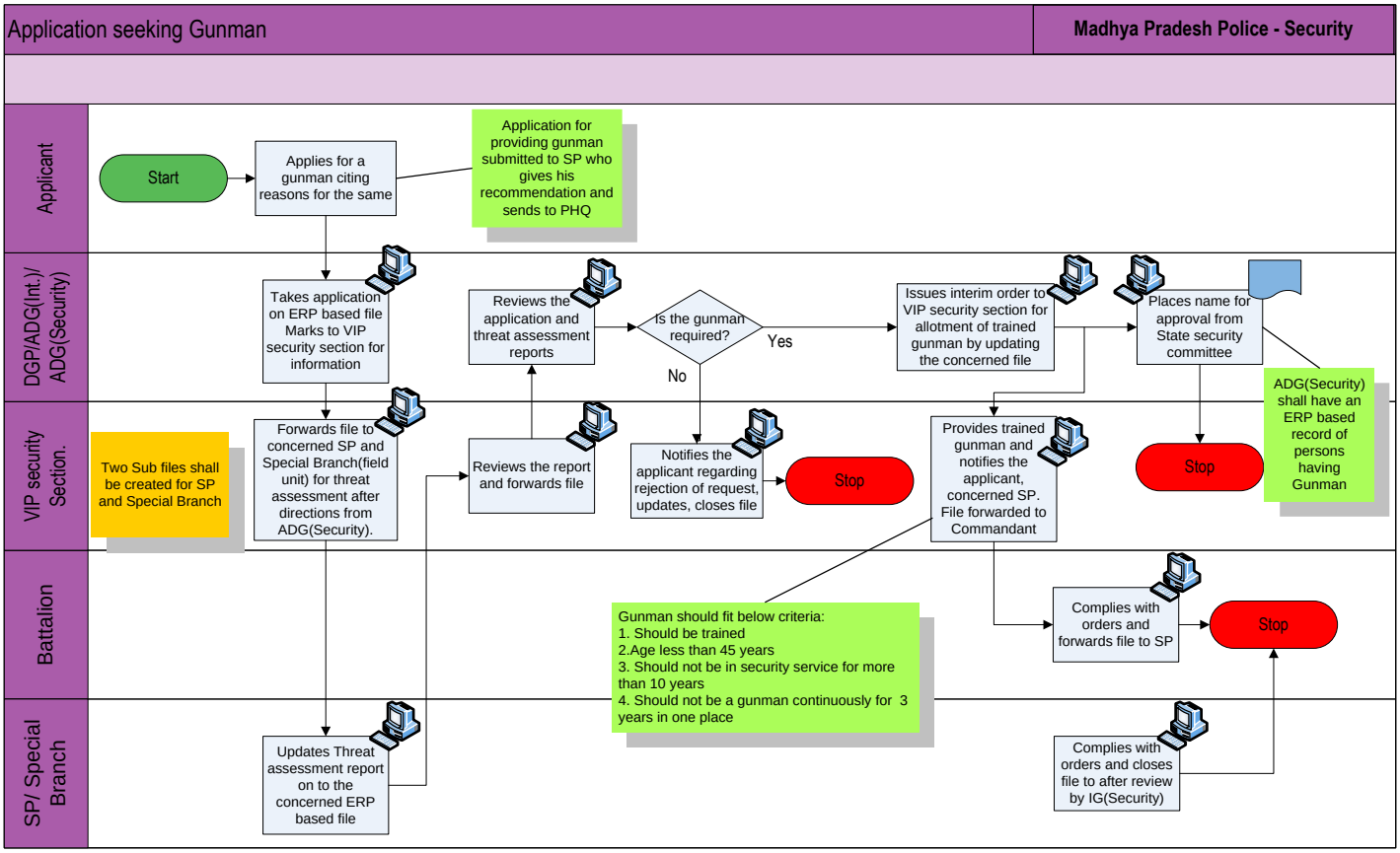
C. Process Map



D. Process Description

Process Name:	**Application for Gunman**	**Branch/ Sub-Branch**	**Security**
Process Predecessor:	None	**Process successor :**	None

Process

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

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v. The VIP section scrutinizes the threat assessment report and forwards the concerned file to DGP/ADG (Int.)/ ADG (Security), who in turn scrutinizes 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.

ix. ERP should keep record of all the existing gunman/ PSOs and also list of personnel available in units, trained to perform these jobs. SB training school is to given a alert for regular training to new persons of these skills.

x. Once deputed, a gunman/ PSO may go for training/ leave etc. Therefore during that period a replacement personnel would also be required to be deputed for short period.

xi. In some cases, senior officers may want to filter information entered in the Workflow Management file to be shared with their subordinates for official reasons. The ERP system is expected to reflect this functionality.

Policy Requirement	MP Police Rules and Regulations, GOPs and Circulars, Orders received from Supreme Court/ High Court
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.

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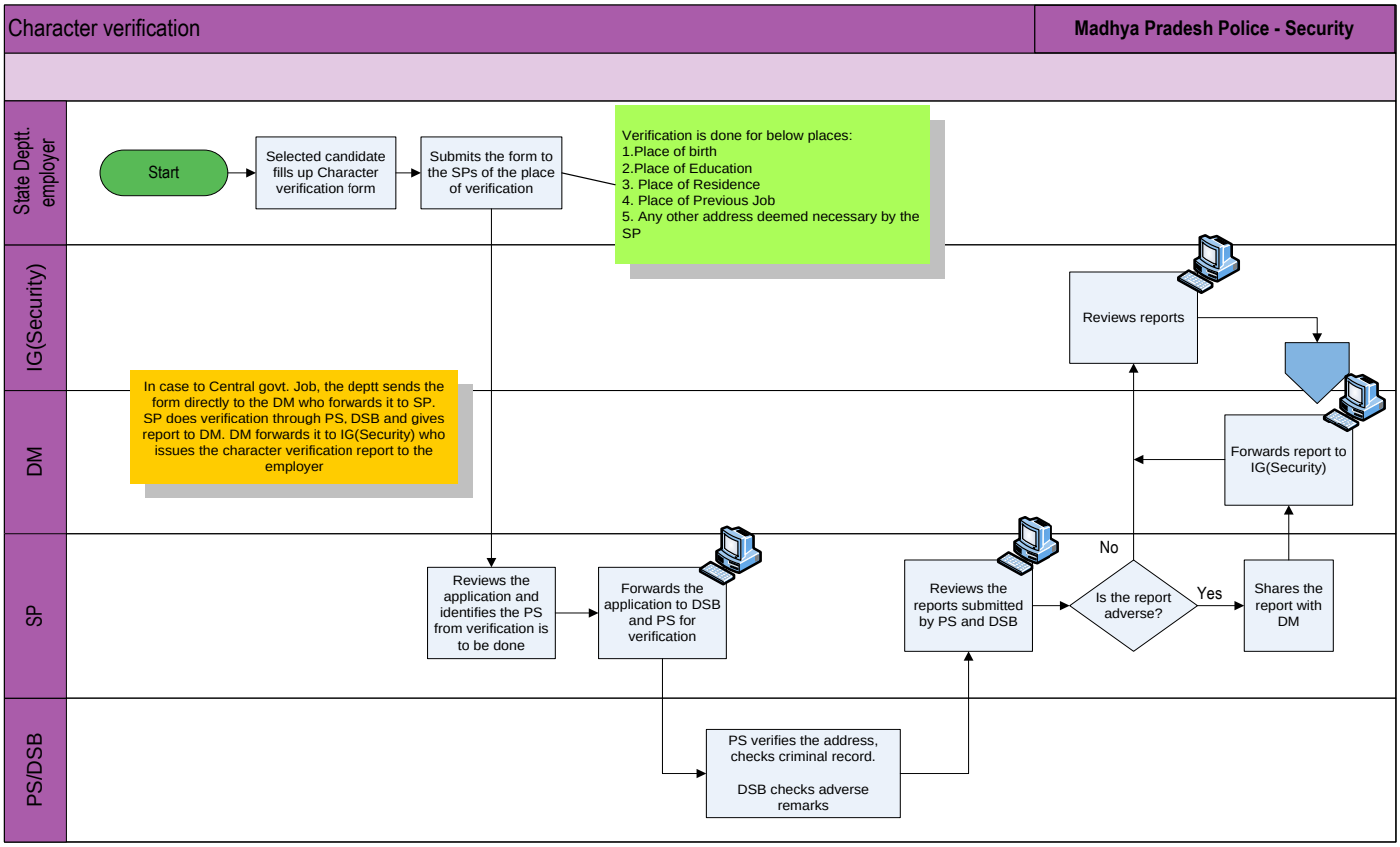
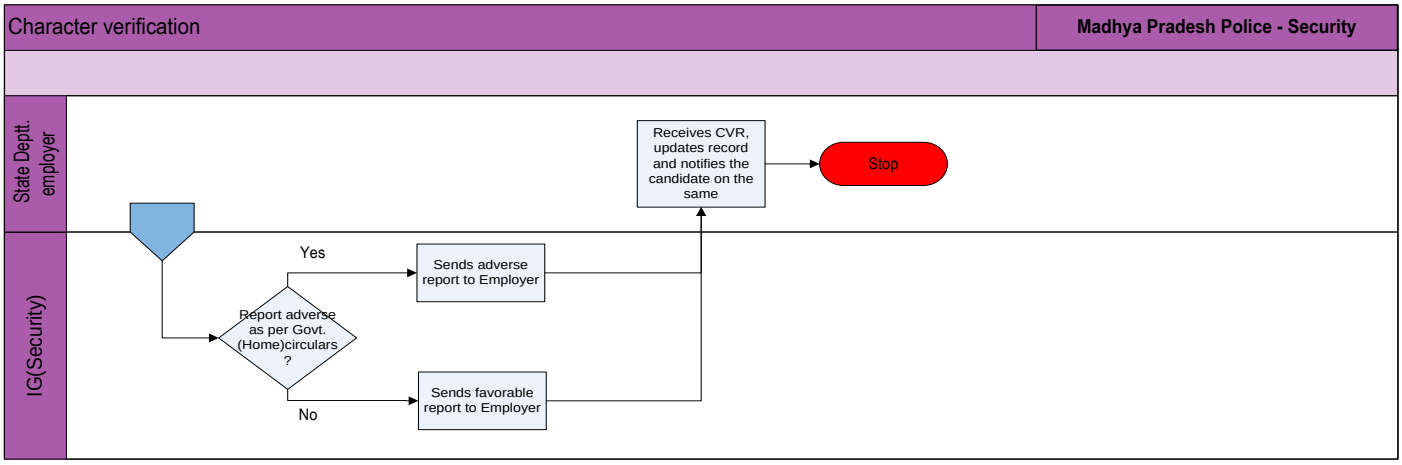
B. SIPOC

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

C. Process Map





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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. SP may also directly send a copy of the report directly to IG (Security).
viii. IG (Security) receives the report directly from concerned SP through the system in case of a favorable report. Inputs may also be taken from DSB and Prosecution office.
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.
xi. Similar Process may be used for Character Verification of tenant and private employees.
xii. With integration of CCTNS with ERP, state wide CCTNS database may be used for this process.
xiii. At times when there is a unfavourable/ negative report, concnered person appeals against the decision. This may be due to inaccurate/ incorrect/ false primary information submission by applicant, defect or deficiency in the enquiry process or material change in the status like acquittal in criminal case etc. In such cases, compeission tent authority may re-open the concerned ERP based file.
xiv. Matching with CCTNS state database and inclusion of information like Aadhar number, PAN number, Driving license etc is recommended. Provision of **fingerprints to be also included.The applicant may be communicated through email and SMS.**

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xv. Character verification is also done for considering him/ her for award of some State honour/ Decoration, Admission to some sensitive training programs, Issue of passport, Grant of arm license, citizenship application and application for arms dealership.	
Policy Requirement	MP Police Rules and Regulations, GOPs and Circulars
Applicable ERP Module	Workflow 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. The whole process at Ministry of External Affairs is computerized and is to be completed in 60 days. 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 Passport department

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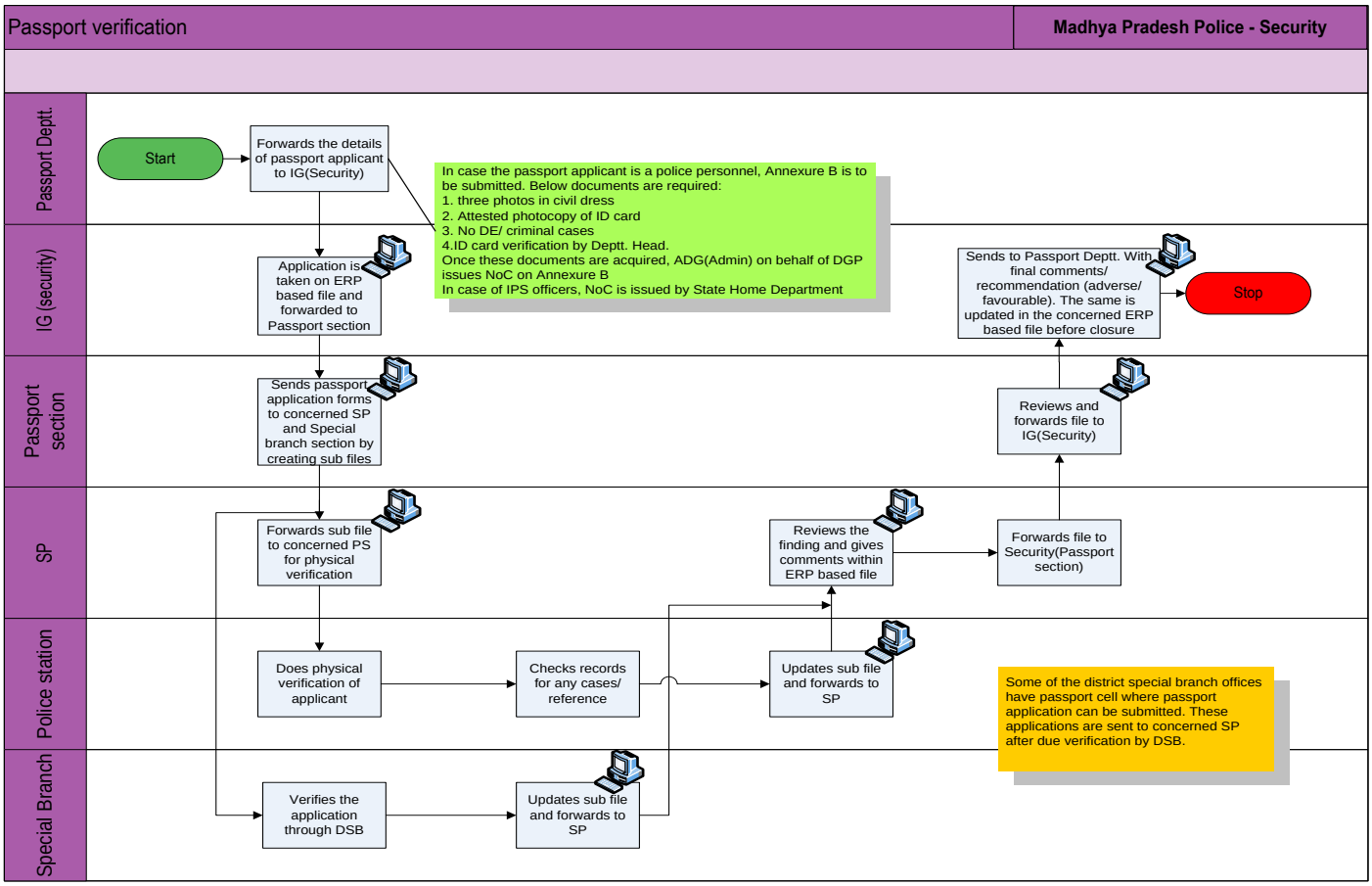
C. Process Map



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			

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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. It is essentially a residence verification and character verification. v. In case of IPS officers, NoC is issued by State Home Department. vi. Passport Number for all police personnel shall have to be updated within the HR module vii. For citizens, Passport department forwards the details of passport applicant to IG Security. viii. IG (Security) takes the received application on ERP based file and forwards to Passport section. ix. Passport section Sends passport application forms to concerned SP and Special branch section by creating sub files x. SP Office forwards sub file to concern PS for physical verification which performs physical verification and checking of criminal record. xi. PS updates sub file and forwards to SP who scrutinizes the findings submitted by PS, SB and gives comments within ERP based file. xii. 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. xiii. Security (passport section) forwards the ERP based file with comments received from SP to IG (Security). xiv. IG (Security) sends to passport department his/her final comments/ recommendations. Once the same is communicated to Passport department, the concerned file is closed xv. Based on the inputs from IG (Security), Passport department accepts/ rejects passport application. xvi. On implementation of CCTNS, the verification from statewise database of CCTNS may also be required. xvii. The system should provide option of sending SMS/ Email/ phone call to applicant. xviii. For passport verification, GoI through TCS has implemented a software at Bhopal PHQ and Special Branch is in process of setting up similar system at Distt to expedite the process which is fully online. The application shall have to be integrated with ERP solution.	
Policy Requirement	GOPs and Circulars, Governement of India Instructions, Home Department Instructions
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 various units like SP Office, CID, AJK, Narcotics, STF, Cyber Cell, Anti Terrorism Squad, Complaints and Vigilance . The workflow management module would be used for this purpose.

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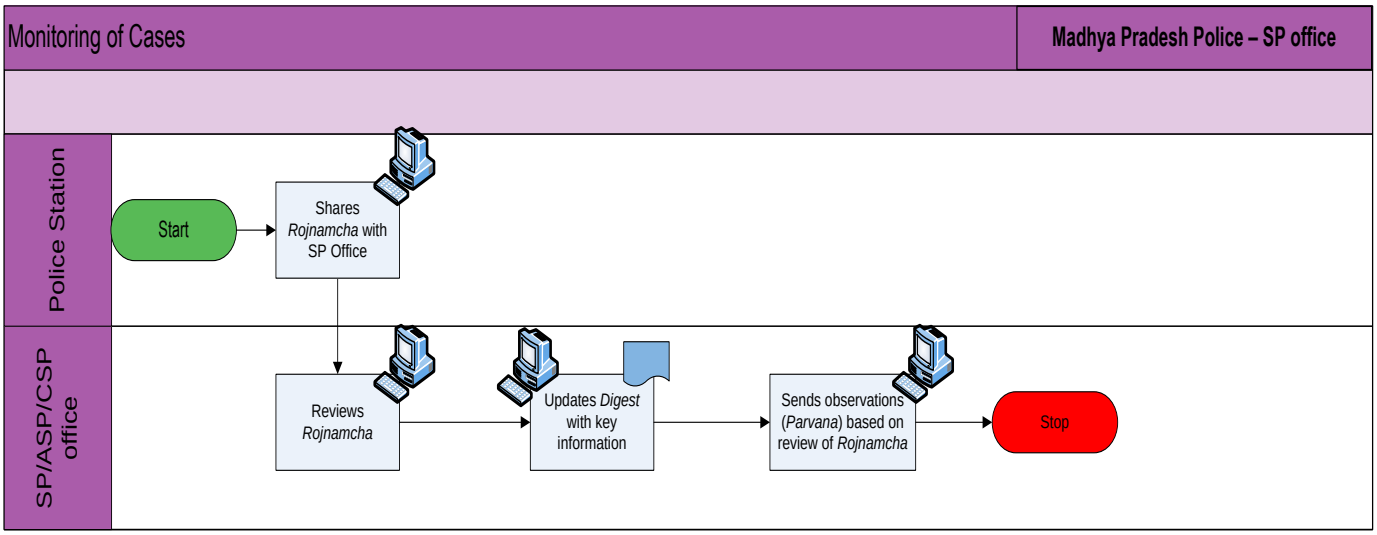
B. SIPOC

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 sends Rojnamcha to SP Office using CCTNS application in the system.
ii SP/ ASP/ CSP office receives and scrutinizes 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 Workflow Management Module of the ERP solution.
v The system shall be able to generate the various reports related to crime using the Workflow management module.

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vi Monitoring of Crime is done not just by general/ daily diary (***Rojnamcha*** maintained u/s 42 of Police Act 1861) but also through a) Daily Situation Report (DSR) b) Crime Digest c) Speical Report (SR) of heinous crime d) Progress Report (PR) of investigation e) Fortnightly dairy (FND) of SHO/ CSP/ SDOP f) Monthly Analysis of Crime (MAC) from PS/ SDOP/ CSP CCTNS is envisaged to be capable of generalting DSR, FND, MAC, SR, PR with limited manual intervention. This information is to be kept in mind while integrating CCTNS with ERP.	
Policy Requirement	GOP, Circulars, Police rules and regulations
Applicable ERP Module	Workflow 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

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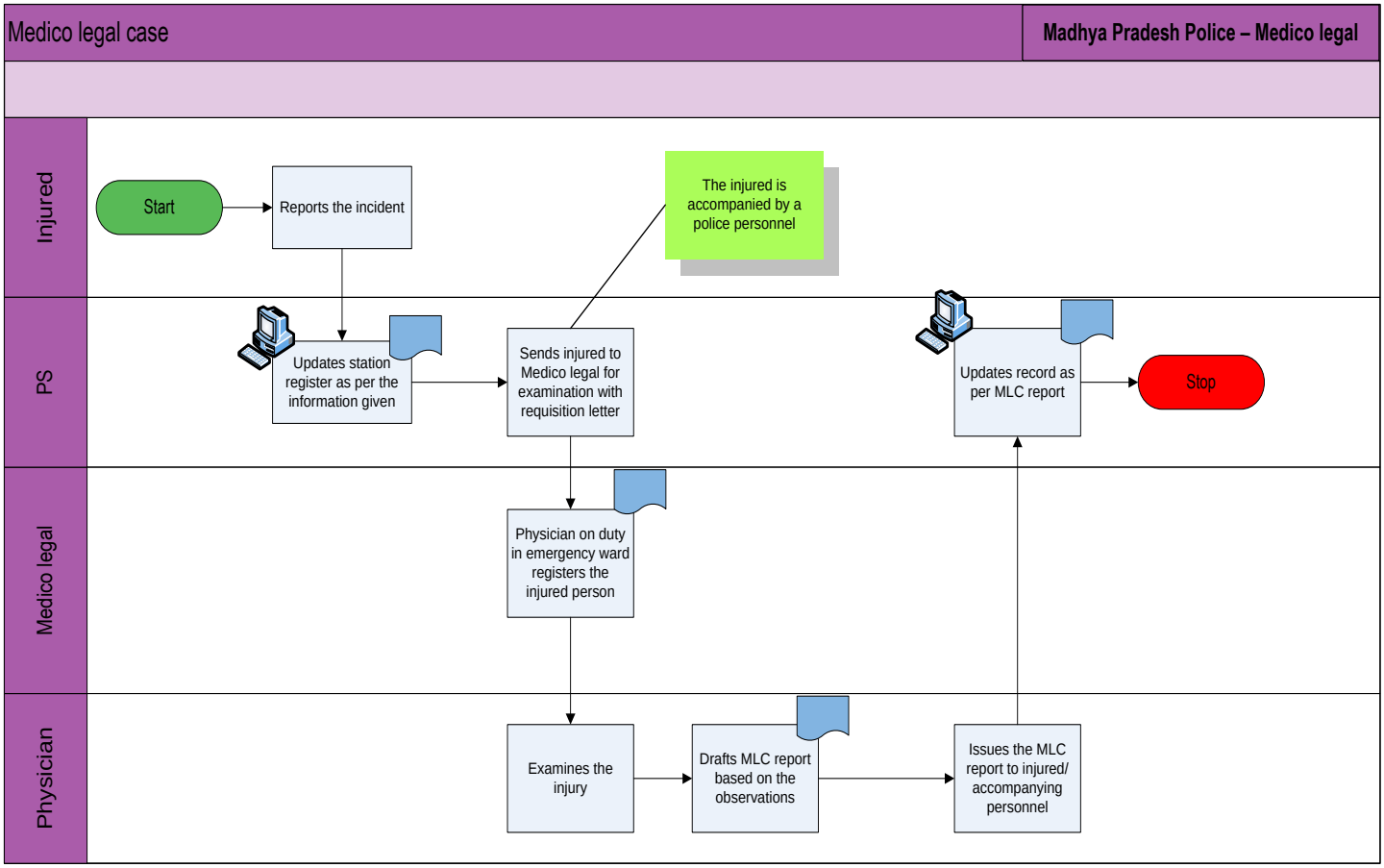
C. Process Map



D. Process Description

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

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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. viii) MLC is a part of CCTNS project and has to be kept in mind while integrating CCTNS with ERP. Issuance of Medico Legal report is envisaged to be done through ERP. ix) It is recommended that a repository of reports with unique number and downloadable. Original copy be kept safe in custody of MLI for presentation before the court at the time of evidence of expert. Same may also me applied for RFSL/ FSL.	
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

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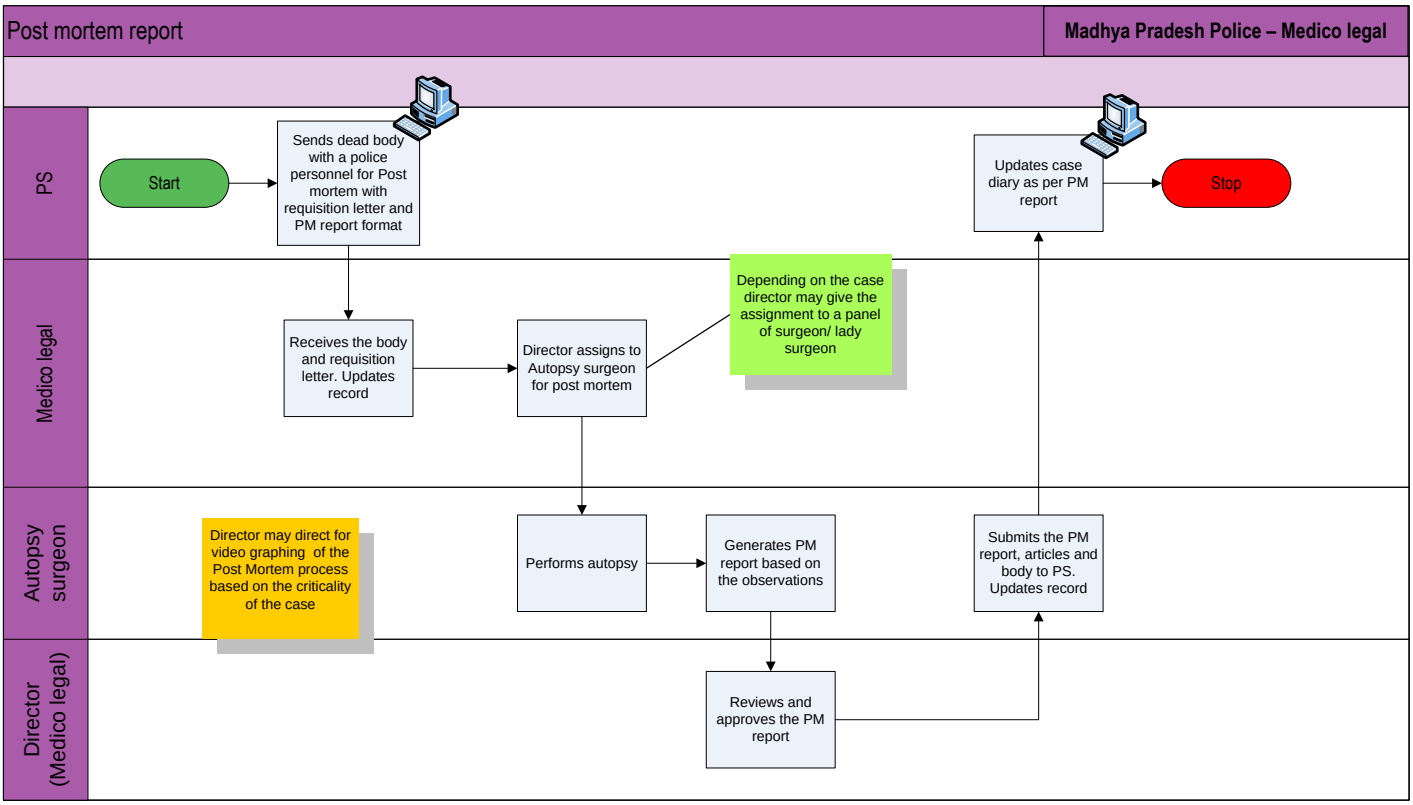
C. Process Map



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 scrutinizes 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.

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vii) PM report is a part of CCTNS project and has to be kept in mind while integrating CCTNS with ERP. Issuance of PM report is envisaged to be done through ERP.	
Policy Requirement	GOP, Circulars, Police rules and regulations
Applicable ERP Module	Workflow 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. Very little information regarding crime data (CCTNS domain) is included in Statistical Data Report. Most of the information is on organizational resources, assets etc. 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

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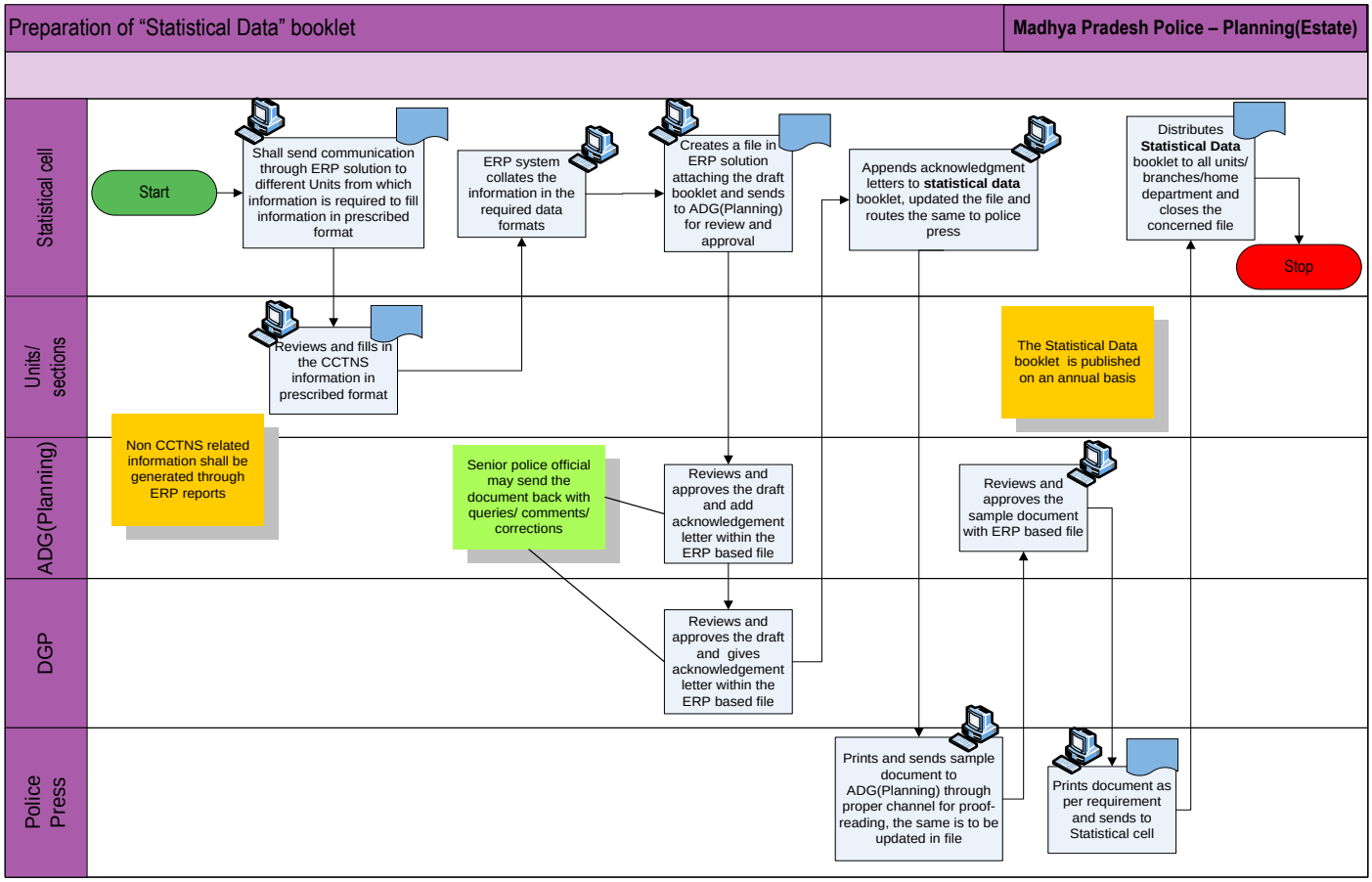
C. Process Map



D. Process Description

Process Name:	**Preparation of 'Statistical Data' booklet**	**Branch/ Sub-Branch**	**Statistical Cell – Planning**
Process Predecessor:	None	**Process successor :**	None
Process			
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 Scrutinizes and fills in the CCTNS information in prescribed format			

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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) scrutinizes and approves the draft, adds acknowledgement letter sends to DGP for review within ERP solution vi) DGP scrutinizes 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) scrutinizes 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. xiii) Alternatively, senior officer from statistical section may be given special access to collect the required information from the ERP database. This would give the most recent data and save a lot of manual work at Statistical Cell and Units.It is highly recommended that this alternative is implemented.	
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 Management Module would be used in this process.

B. SIPOC

Supplier	Input	Process	Output	Customer
SsP/ IsG/ High Court	Recommendation for case transfer to CID	As shown below	Filing of Challan/FR/ Return to Distt.	SP, Field unit

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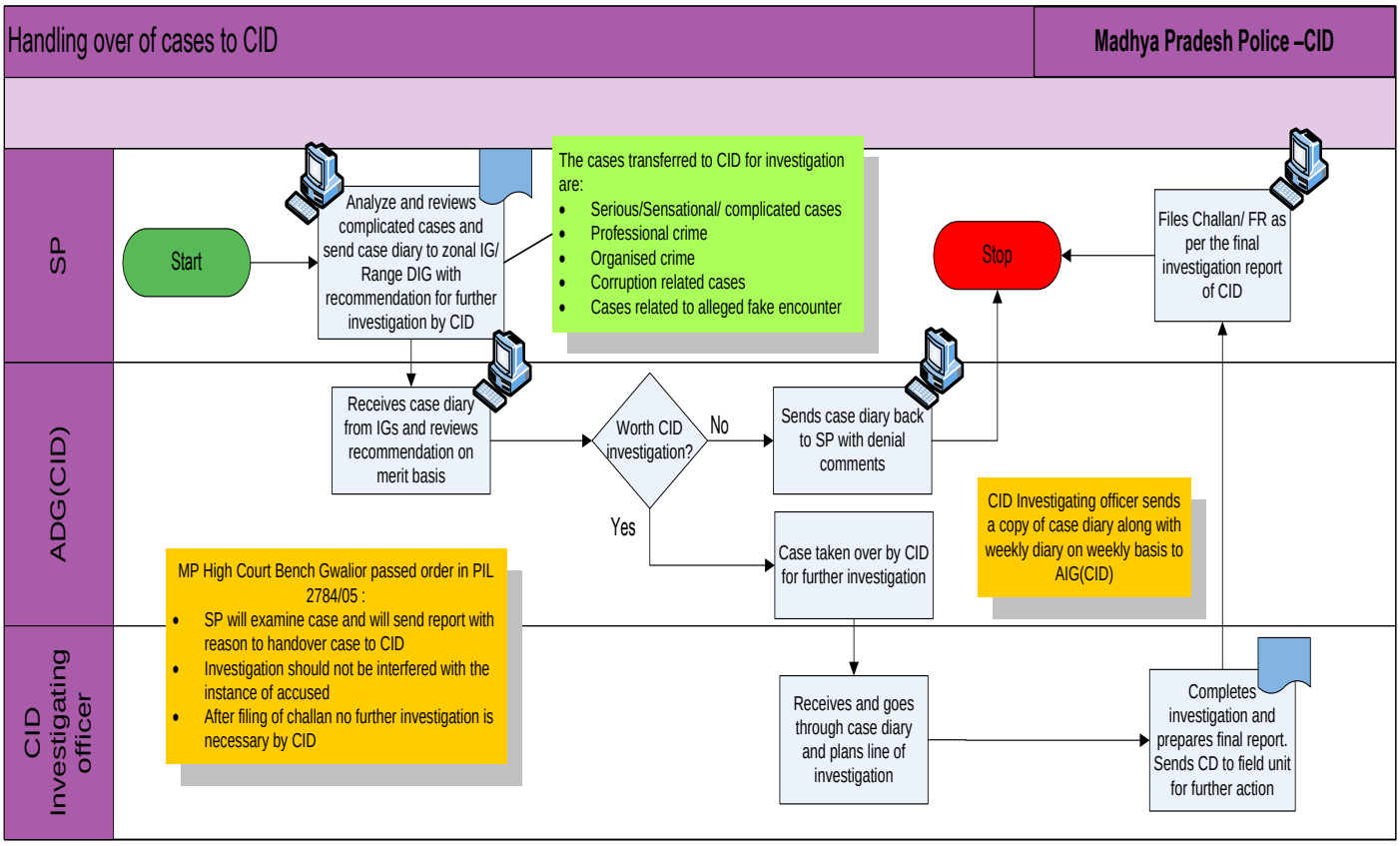
SP/ Transfer to STF

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 scrutinizes complicated cases and send case diary to zonal IG/ Range DIG with recommendation for further investigation by CID using the Workflow management module of ERP solution. This can be achieved by the integration between the Workflow management module and the CCTNS application.			

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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 IsG through the system and scrutinizes 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 x) **This process** is a part of CCTNS project and has to be kept in mind while integrating CCTNS with ERP.	
Policy Requirement	GOP - Government Gazette Notification, Madhya Pradesh Police Regulations, Circulars, CID Circular No.1/1956
Applicable ERP Modules	Workflow Management Module

7.33 SC/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

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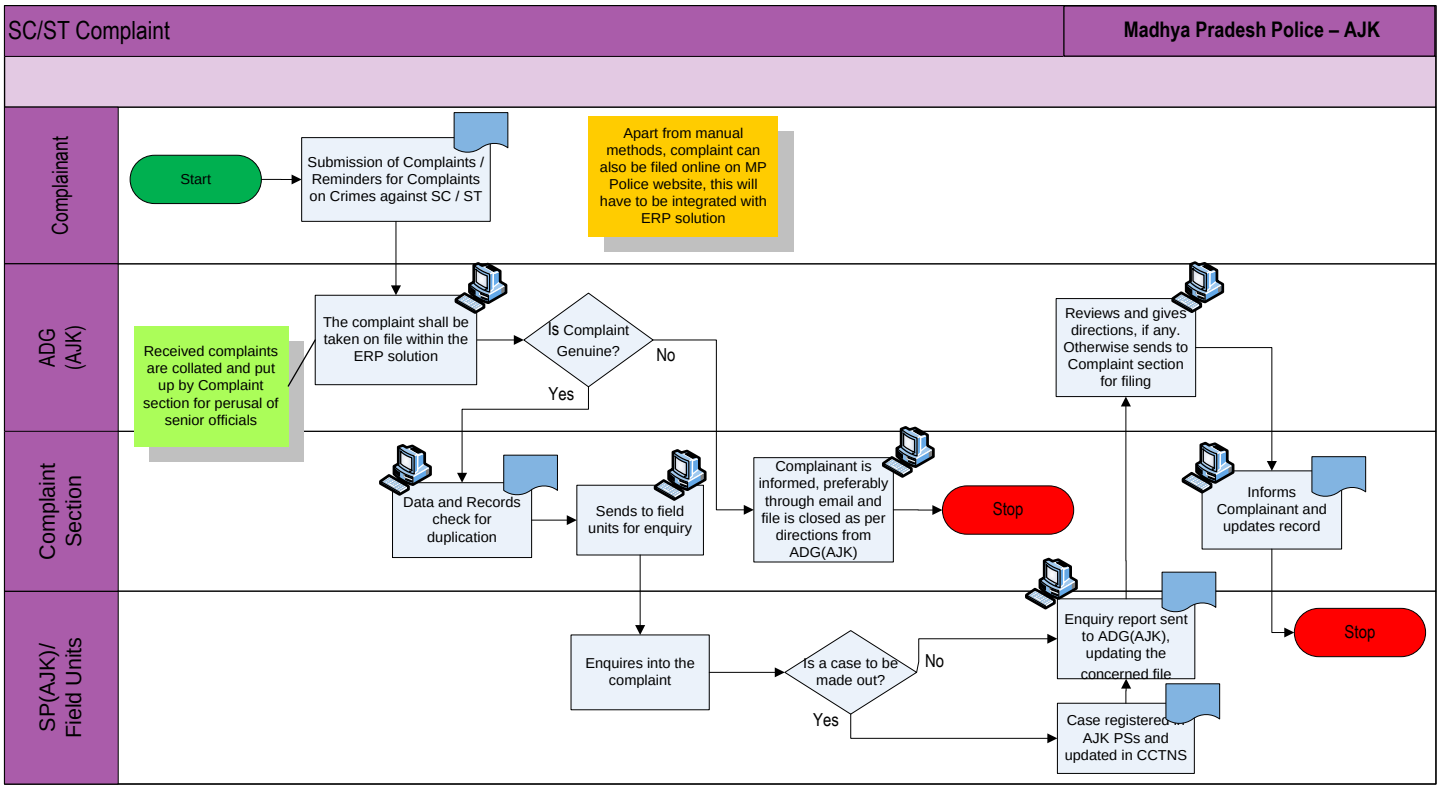
C. Process Map



D. Process Description

Process Name:	**SC/ST Complaint**	**Branch/ Sub-Branch**	**All Units** **Example of 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/ post 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. ERP system is expected to check for duplicacy of complaint based on its content.
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.

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viii) ADG (AJK) scrutinizes 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. xii) Complaints by members of SC/ST are handled by AJK. Complaints by women are handled by CAW and other complaints are handled by Complaints branch. xiii) After integration with CCTNS, system should check whether there is already a cognizable case registered in the context at any Police station or not. The complainant can be either informant or accused or anyone related to or concerned with either party. There may a counter case or previous case also. xiv) If there is one already, then the inquiry process will proceed in consonance with the investigation of the original criminal case.	
Policy Requirement	GOP - Government Gazette Notification, Madhya Pradesh Police Regulations, Circulars, Provisions of CrPC
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

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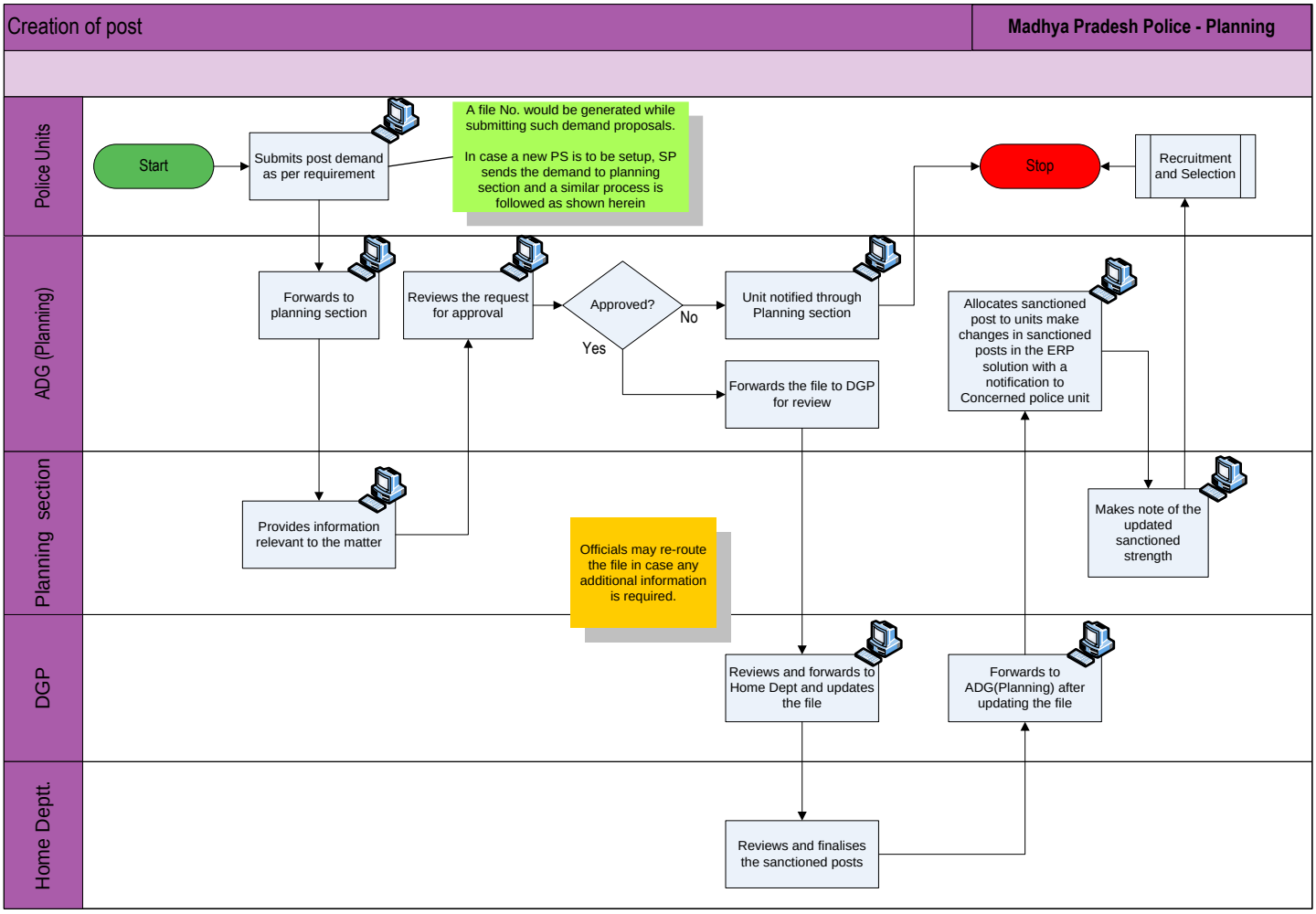
C. Process Map



D. Process Description

Process Name:	**Post Creation**	**Branch/ Sub-Branch**	Planning
Process Predecessor:	None	**Process successor :**	Recruitment
Process			
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.			

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iv) ADG (Planning) scrutinizes 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 scrutinizes the demand and finalizes the sanctioned posts in consultation with Finance Department 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 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

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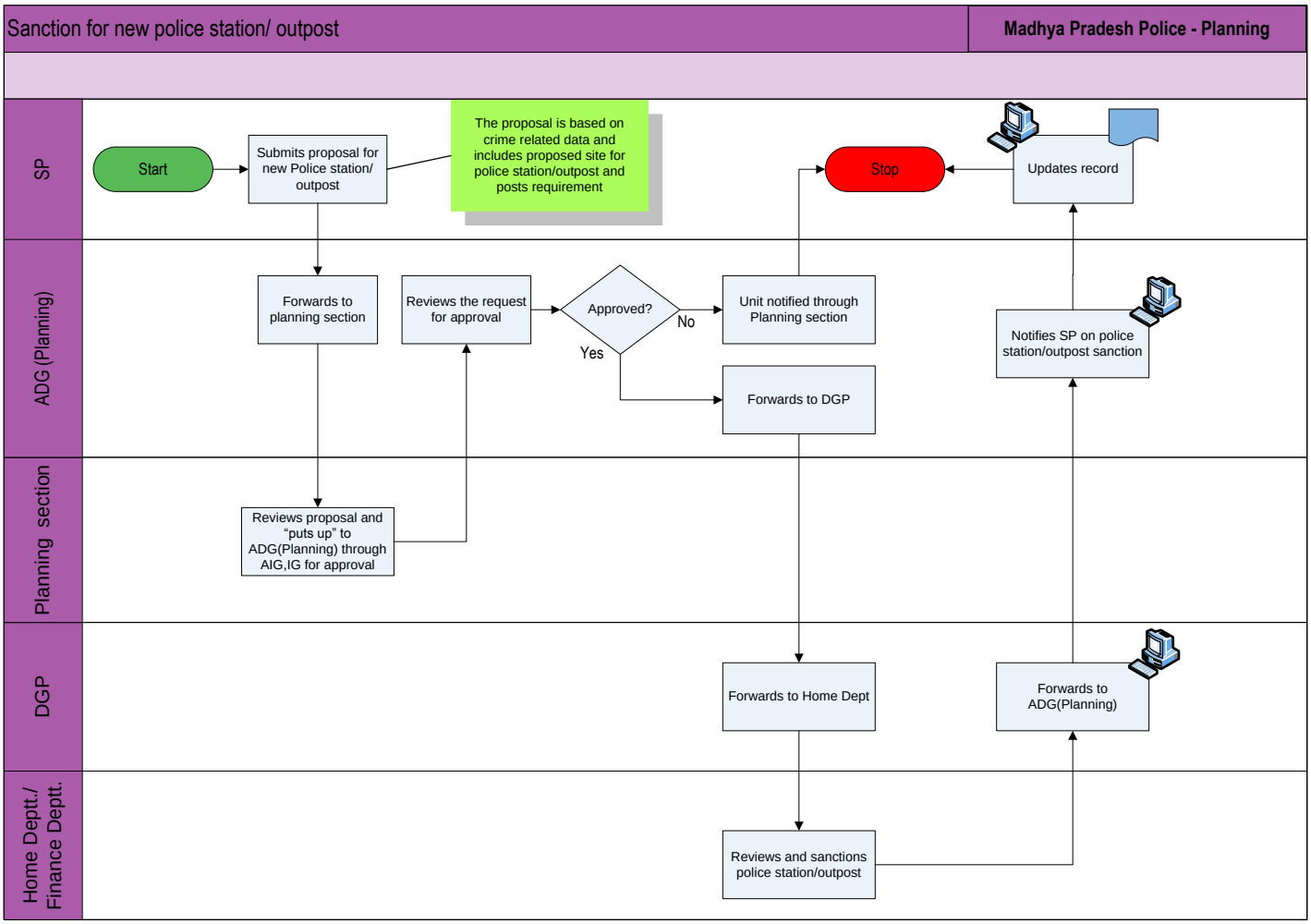
C. Process Map



D. Process Description

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

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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 scrutinizes the proposal and puts up to ADG (Planning) through AIG, IG for sanction. iv) ADG (Planning) scrutinizes 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 scrutinizes 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. xi) Usually every sanction of new PS/ outpost will accompany creation of new post for that PS. xii) Sanction of new PS would require notification by DM of the District under CrPC u/s 2(s). xiii) With Sanction, land is required to be allotted by collector and new building is required to be sanctioned by Govt. and constructed by MP Police Housing Corporation. Till then a building is required to be taken on rent or PS/OP is opened in some existing Govt. building. xiv) As soon as new PS/ OP is sanctioned and notified, it needs to be added in the list of PS in CCTNS and ERP system and should reflect under the organizational structure. So copy of notification is to be marked to all units/ sub units/ offices of state police using ERP.	
Policy Requirement	GOP, Circulars, Police Rules and Regulations
Applicable ERP Module	Workflow management Module

7.36 Communicating amendments in Act etc

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

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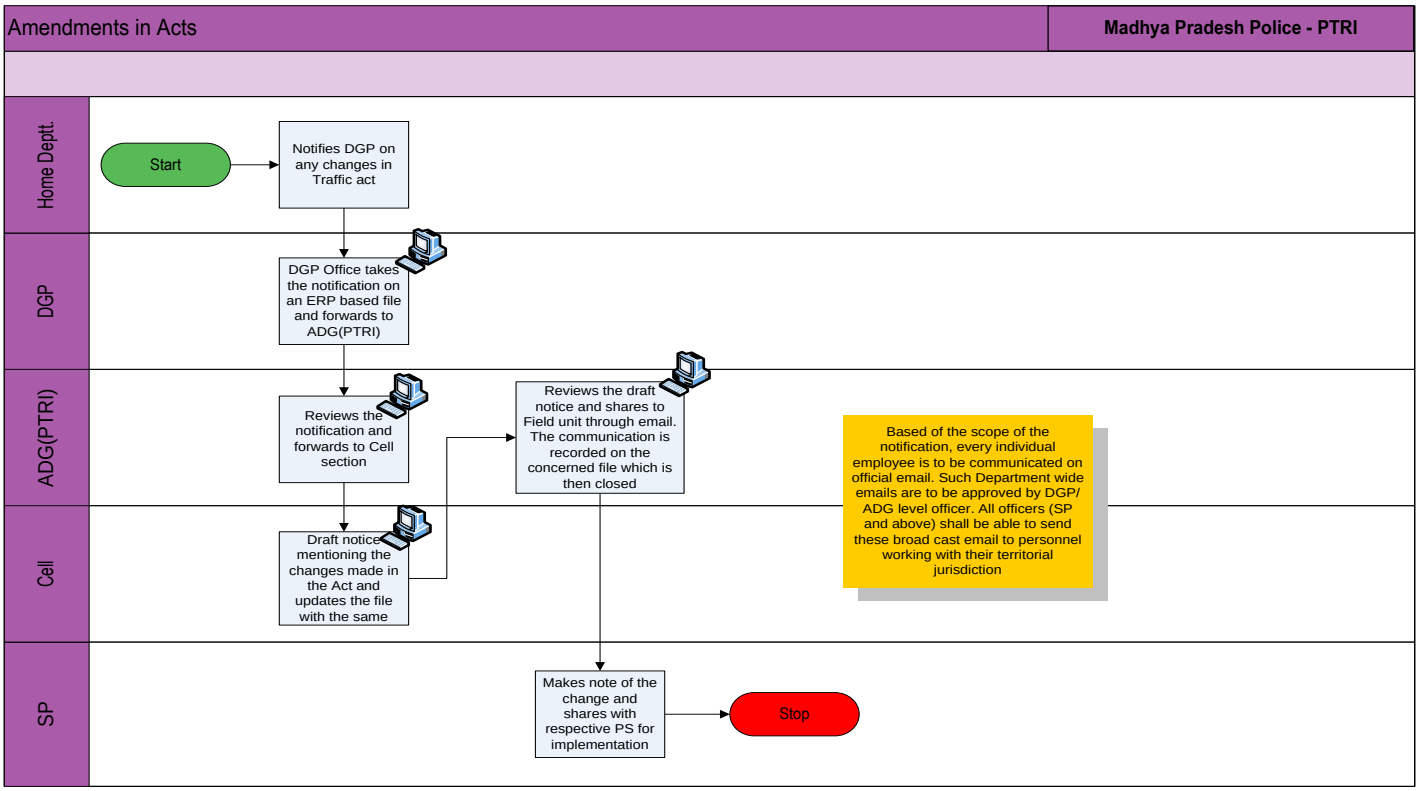
C. Process Map



D. Process Description

Process Name:	**Amendment**	**Branch/ Sub-Branch**	**All Units** **Example of 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) scrutinizes 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) scrutinizes 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.
viii) Similar process is to be followed for communicating changes in laws/ rules/ regulations. Such change may be from Supreme Court/ High Court,notification from Central/ State Govt or DGP/

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ADG(CID)/ ADG(AJK)/ ADG(CAW)/ ADG(Narotics)/ADG(Cyber Cell) orders. ADG(Admn) and ADG(R&S) issue order for service related matters. CID takes note of important judgement or issuance of notification of any law, rules, regulation. ix) In general DDP/DPO/ADPO and Librarian is required to be estrusted with the responsibility of keeping track on the legal/ statutory development. x) The library recommended to be developed as documentation center. Library is also required to function as "Record Section" for PHQ. xi) Based of the scope of the notification, every individual employee is to be communicated on official email. Such Department wide emails are to be approved by DGP/ADG level officer. All officers (SP and above) shall be able to send these broad cast email to personnel working with their territorial jurisdiction	
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. This The Workflow 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

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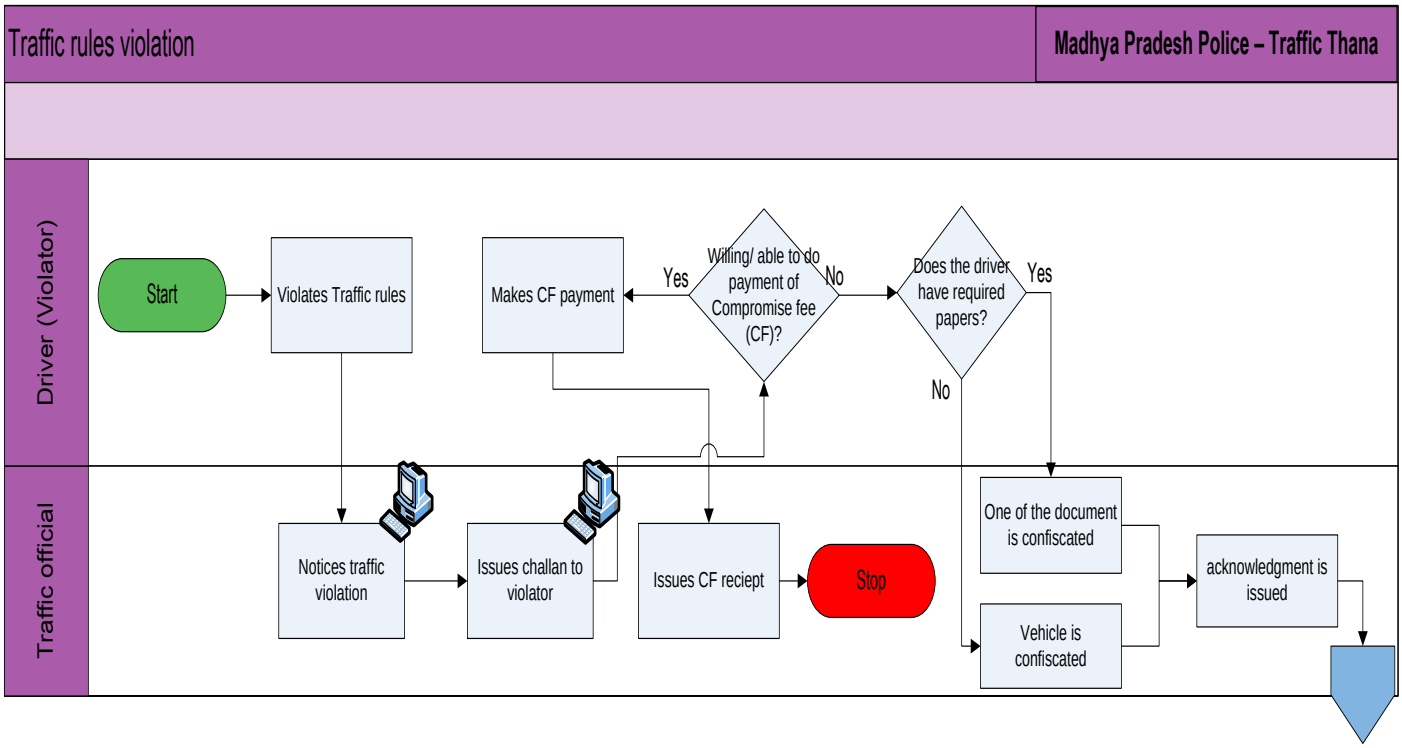
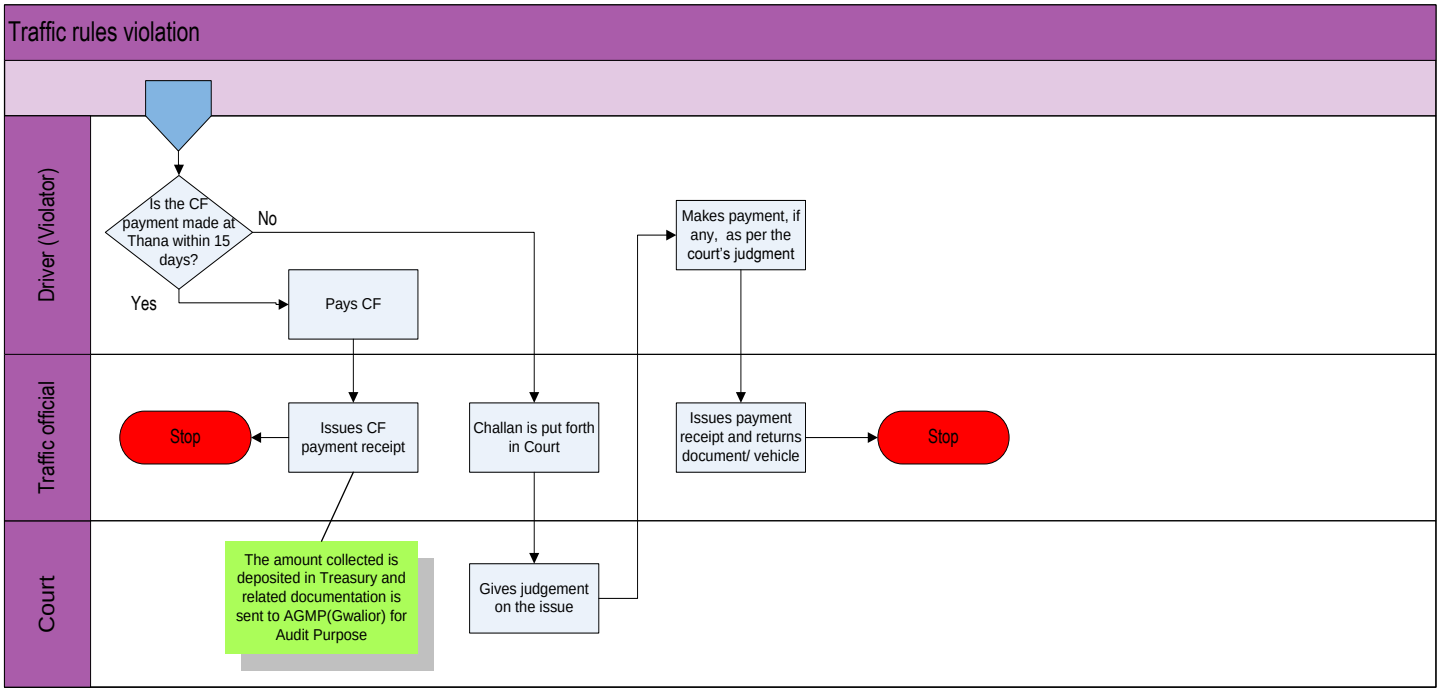
C. Process Map





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D. Process Description

Process Name:	**Traffic Rule Violation**	**Branch/ Sub-Branch**	**Traffic Thana**
Process Predecessor:	None	**Process successor :**	None
Process			
i) Challan issuance is a part of CCTNS project and has to be kept in mind while integrating CCTNS with ERP. Issuance of challan is envisaged to be done through ERP. ii) Traffic violation if spotted by Traffic police personnel iii) Traffic police personnel issues challan for violation using the echallan application. Reports of such challans should be accessible to the competent authority for monitoring iv) If the violator is willing and able to pay, the CF amount is taken and a receipt is issued. v) 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 vi) The violator is expected to make the CF payment with 15 days of violation. vii) After 15 days of violation, the challan is put forth in court for judgment. viii) Further action is taken as per the court orders. ix) The status of every challan shall be updated in the system using the echallan application. x) 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.			
Policy Requirement	GOP - Government Gazette Notification, Madhya Pradesh Police Regulations, Circulars		
Applicable ERP Module	Workflow Management Module		

7.38 Challan 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.

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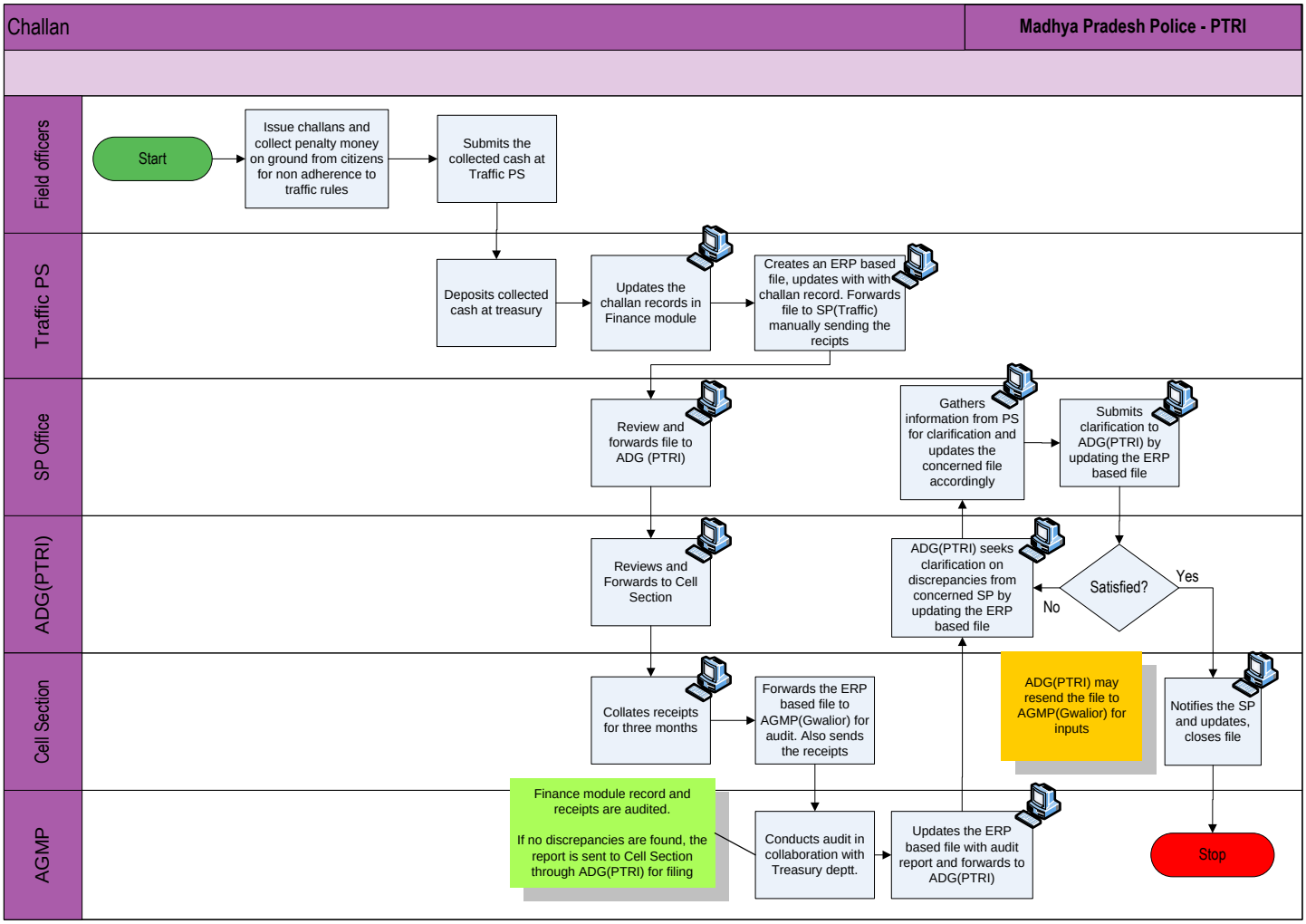
B. SIPOC

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

C. Process Map



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D. Process Description

Process Name:	**Challan**	**Branch/ Sub-Branch**	**PTRI**
Process Predecessor:	None	**Process successor :**	None
Process			
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 scrutinizes 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 Information

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 after compilation, collation, analysis and dissemination. Workflow Management module is to be used for this process wherein information sharing would be on secured files

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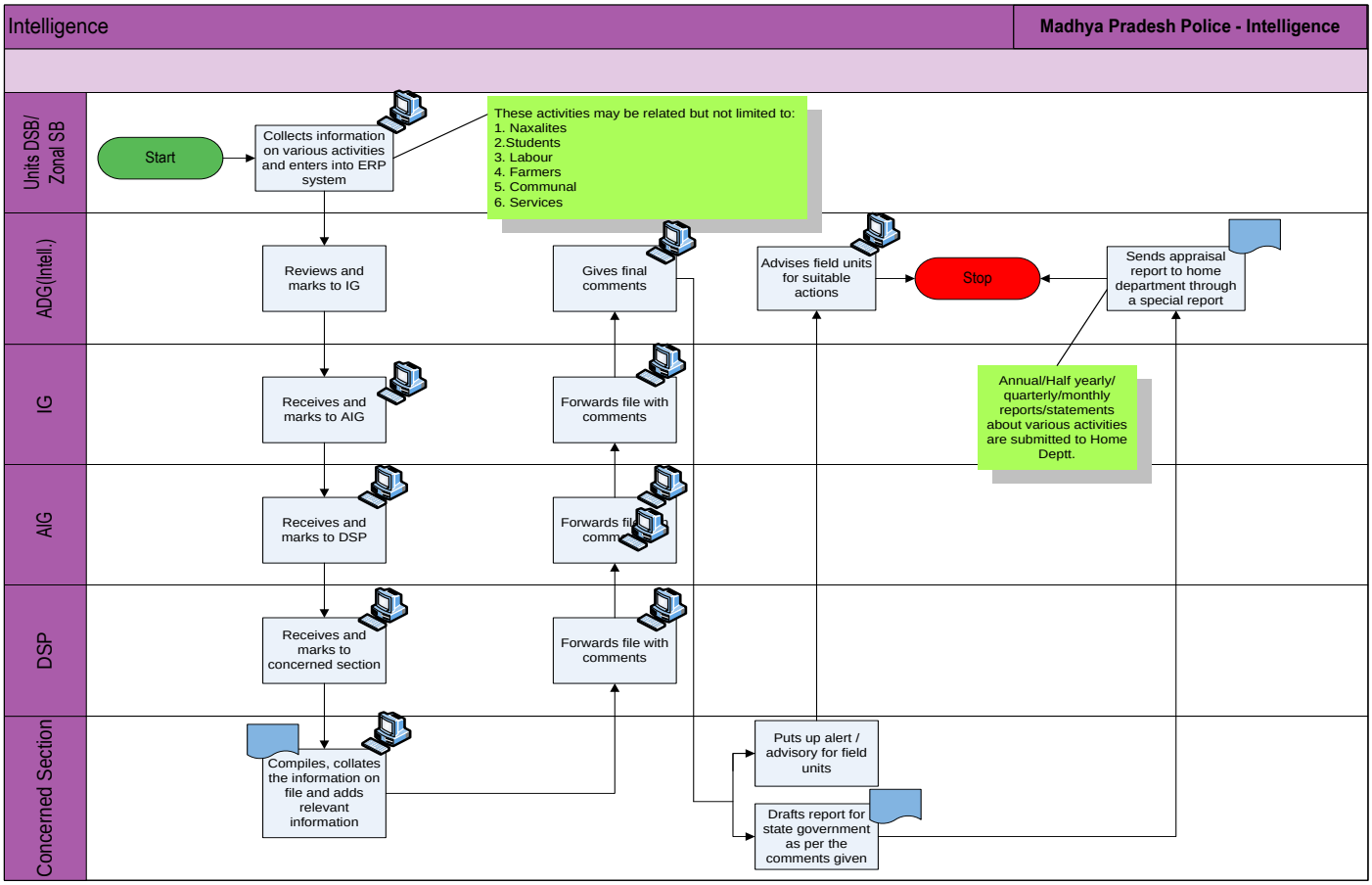
B. SIPOC

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**
Process Predecessor:	None	**Process successor :**	None

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Process	
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 Workflow Management Module and Finance and Accounts 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

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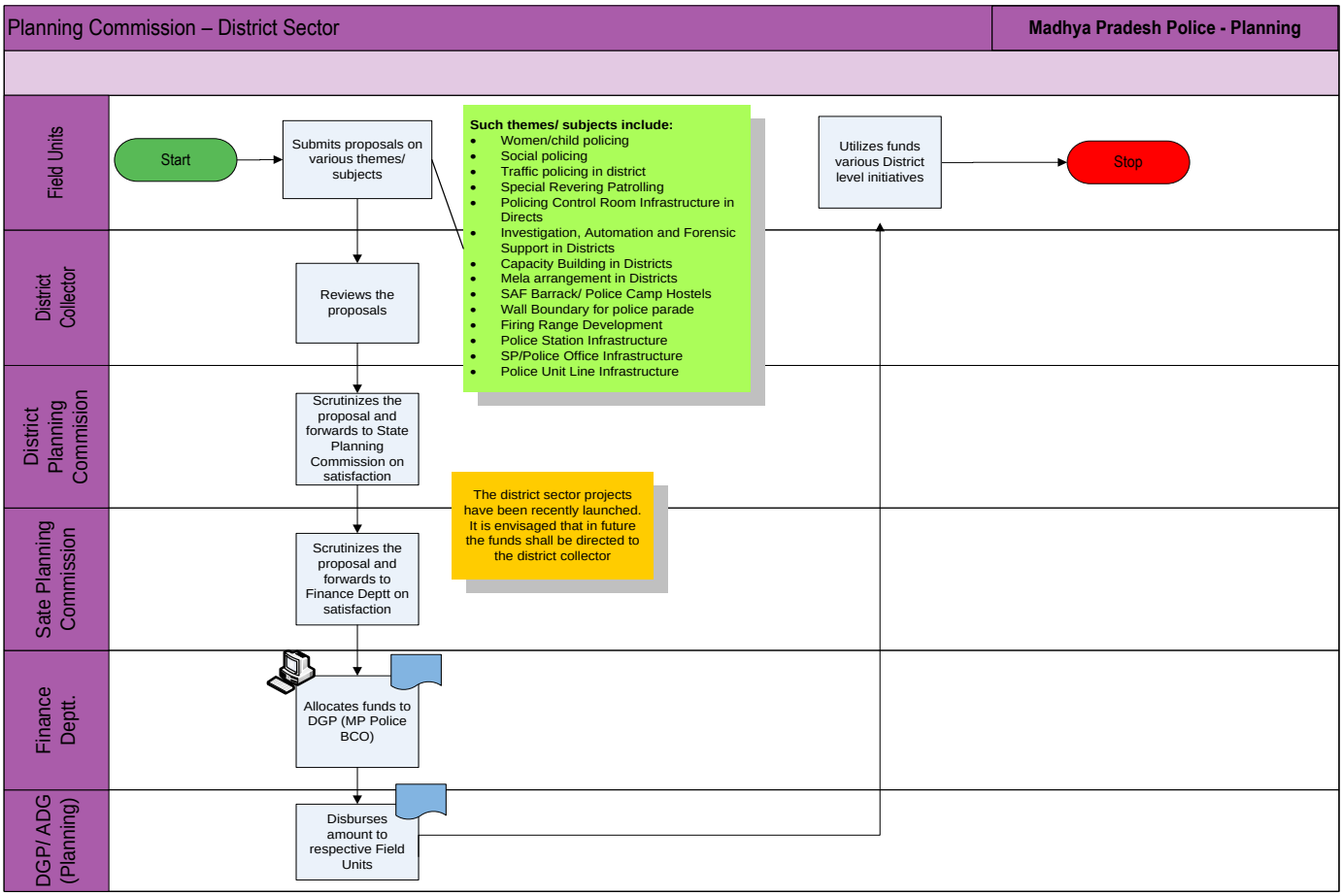
C. Process Map



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 Revering 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			

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(k) Firing Range Development (l) Police Station Infrastructure (m) SP/Police Office Infrastructure (n) Police Unit Line Infrastructure iii) District Collector scrutinizes 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	Workflow Management Module, Finance and Accounts 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 Workflow Management Module and Finance and Accounts 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

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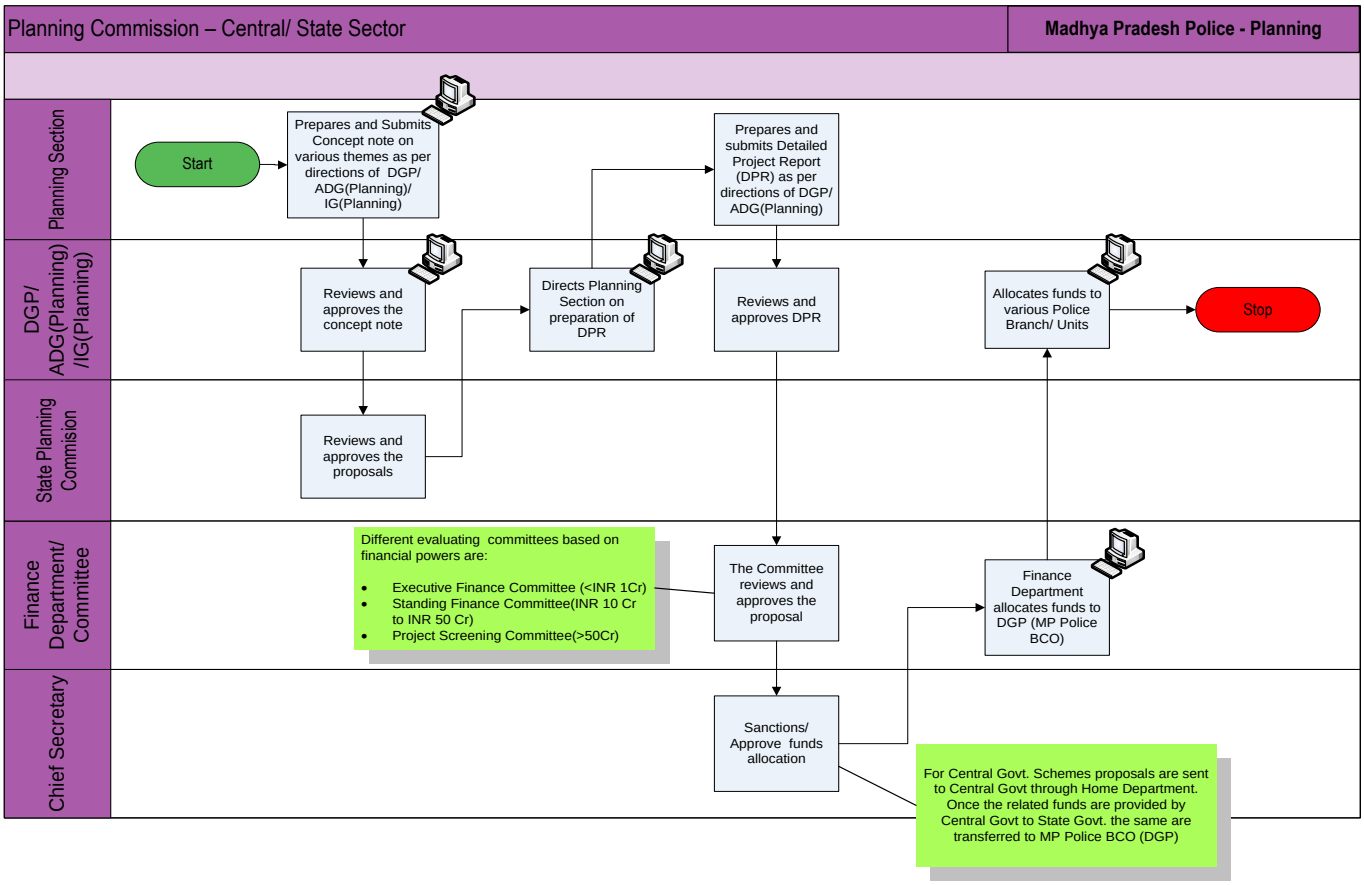
C. Process Map



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 scrutinizes 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 scrutinizes 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 scrutinizes 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)

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▪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	Workflow Management Module, Finance and Accounts 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 Workflow 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

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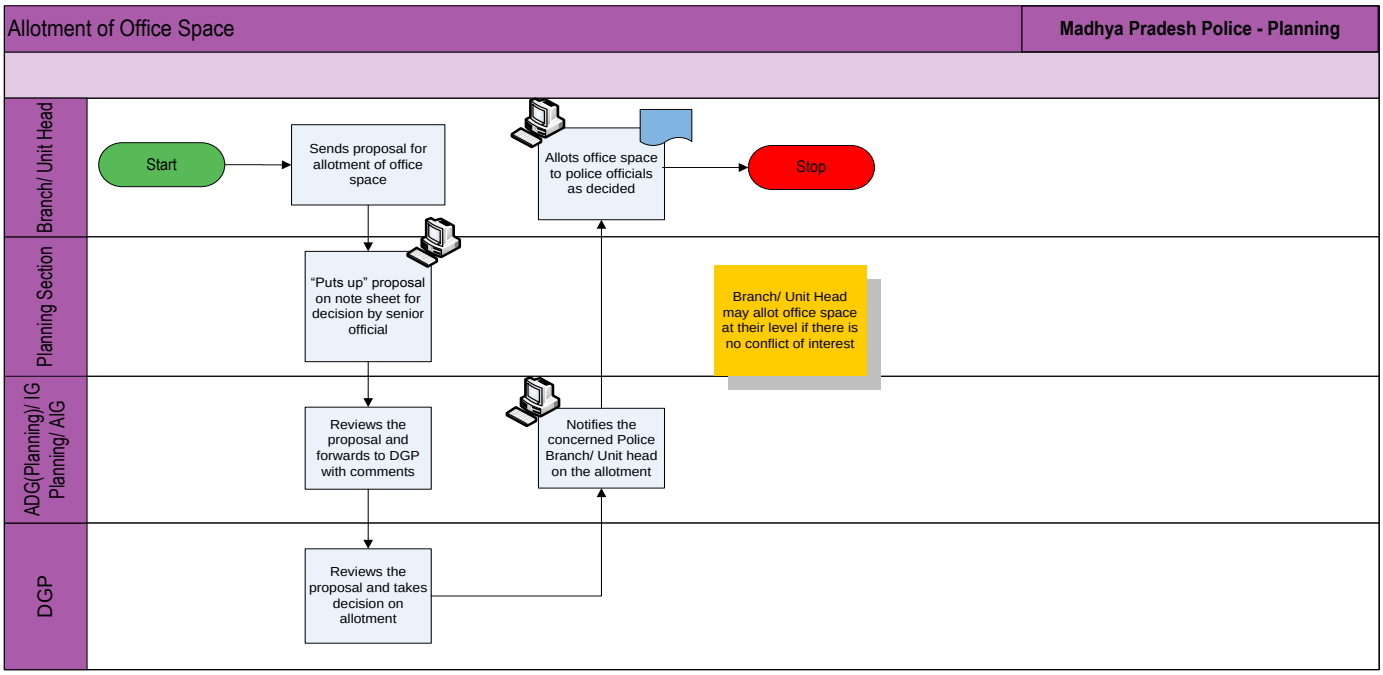
C. Process Map



D. Process Description

Process Name:	**Allotment of Office Space**	**Branch/ Sub-Branch**	Planning
Process Predecessor:	None	**Process successor :**	None
Process			
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 scrutinizes 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. vi) To implement the process, it is necessary that every office space, room/ chamber is marked and identified by some unique number. This activity was once done in Old PHQ building.			
Policy Requirement	GOP, Circulars, Police rules and regulations		
Applicable ERP Module	Workflow Management Module		

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7.43 Inspection as per technical specification

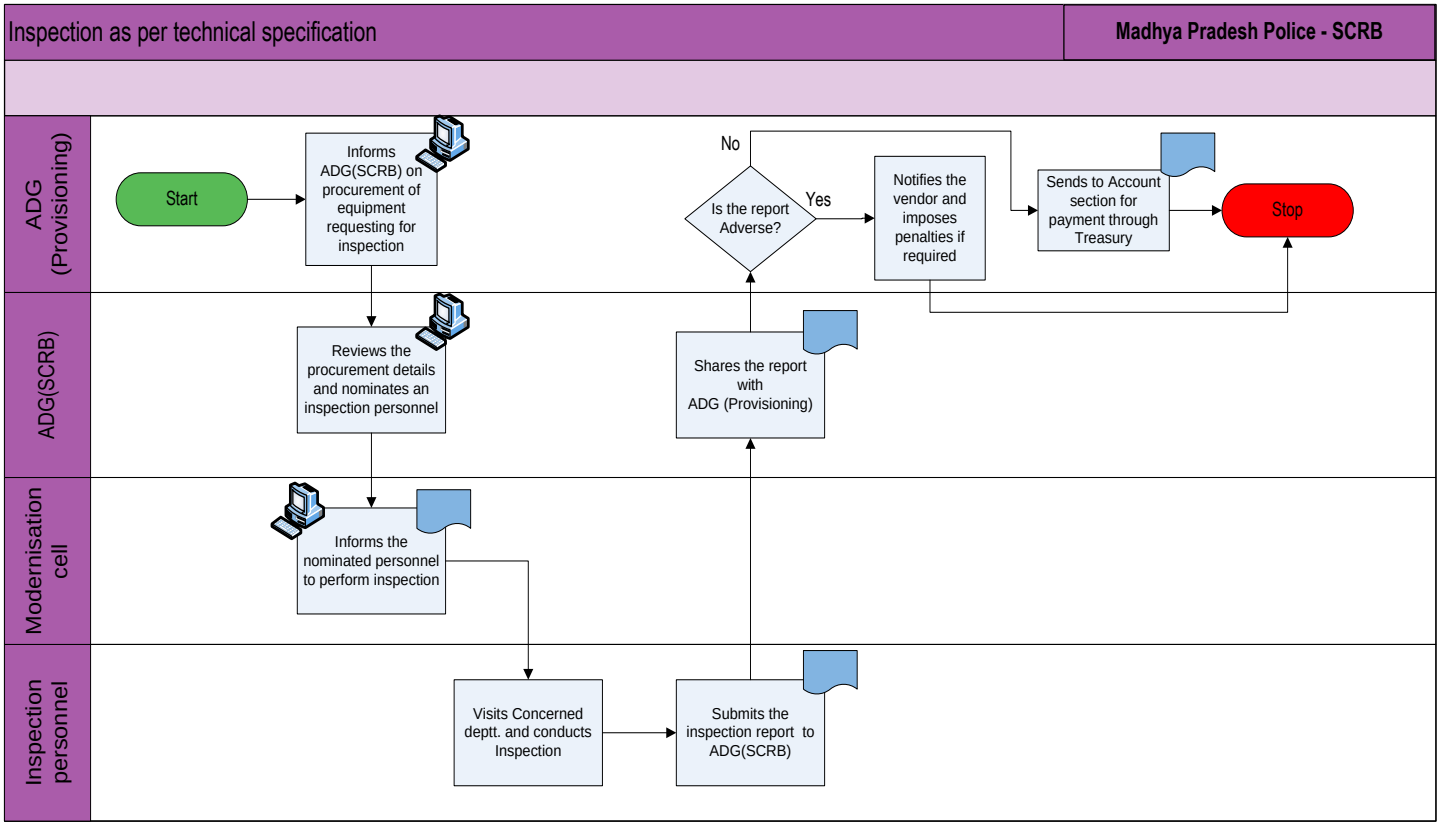
A. Process Summary

This is the To-Be process of inspection of IT equipment for adherence to technical bid. The Inventory Management Module and the Workflow 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	Multiple Units Example of SCRB

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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) Scrutinizes 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, Workflow 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 Workflow 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

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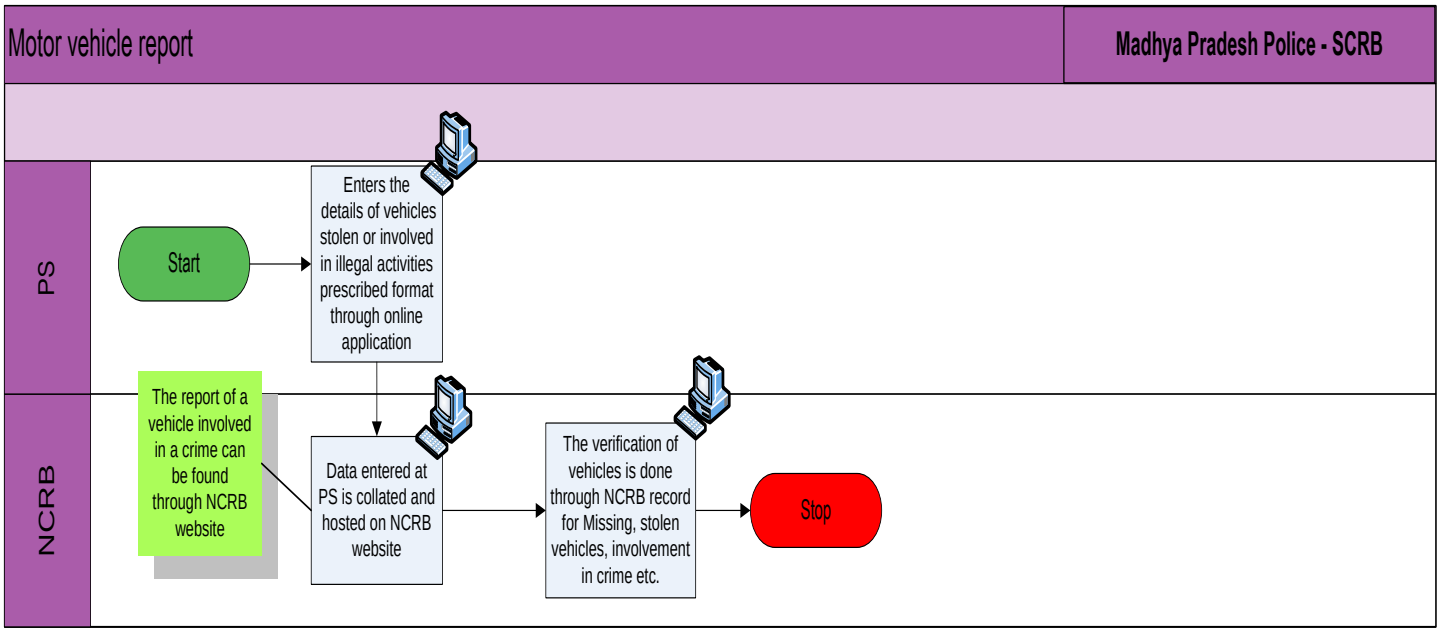
C. Process Map



D. Process Description

Process Name:	**Motor vehicle report**	**Branch/ Sub-Branch**	**SCRB**
Process Predecessor:	None	**Process Successor :**	Vehicle Verification
Process			
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 SCRB on monthly basis through the system. ii) Motor vehicle report is a part of CCTNS project and has to be kept in mind while integrating CCTNS with ERP. It is envisaged to be done through ERP. iii) Data entered at PS is collated through the system and hosted on NCRB website iv) The system should be integrated with the database of NCRB website v) The report of a vehicle involved in a crime can be found through NCRB website vi) 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 Management System		

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7.45 Fingerprint slip of convicted criminals/ accused

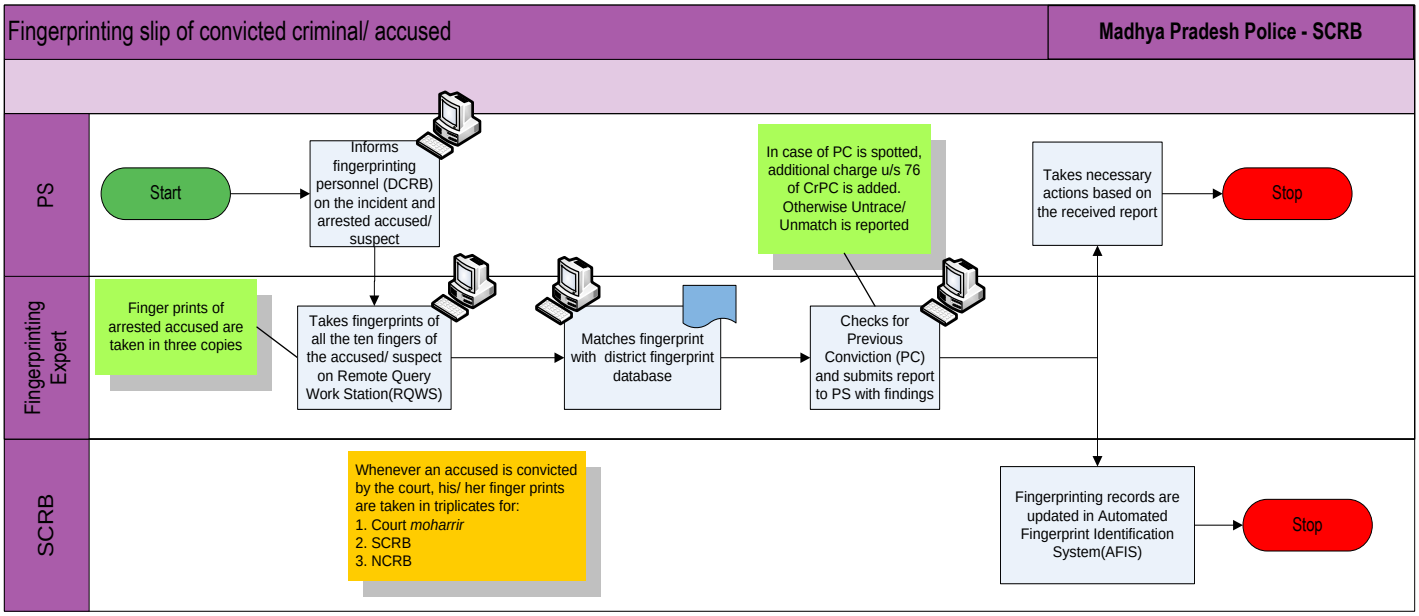
A. Process Summary

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 SCRB and NCRB. The Workflow 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	SCRB
Process Predecessor:	None	Process successor :	None
Process			

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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: 1. Court moharrir 2. SCRB 3. NCRB	
Policy Requirement	GOP - Government Gazette Notification, Madhya Pradesh Police Regulations, Circulars
Applicable ERP Module	Workflow 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 Workflow 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

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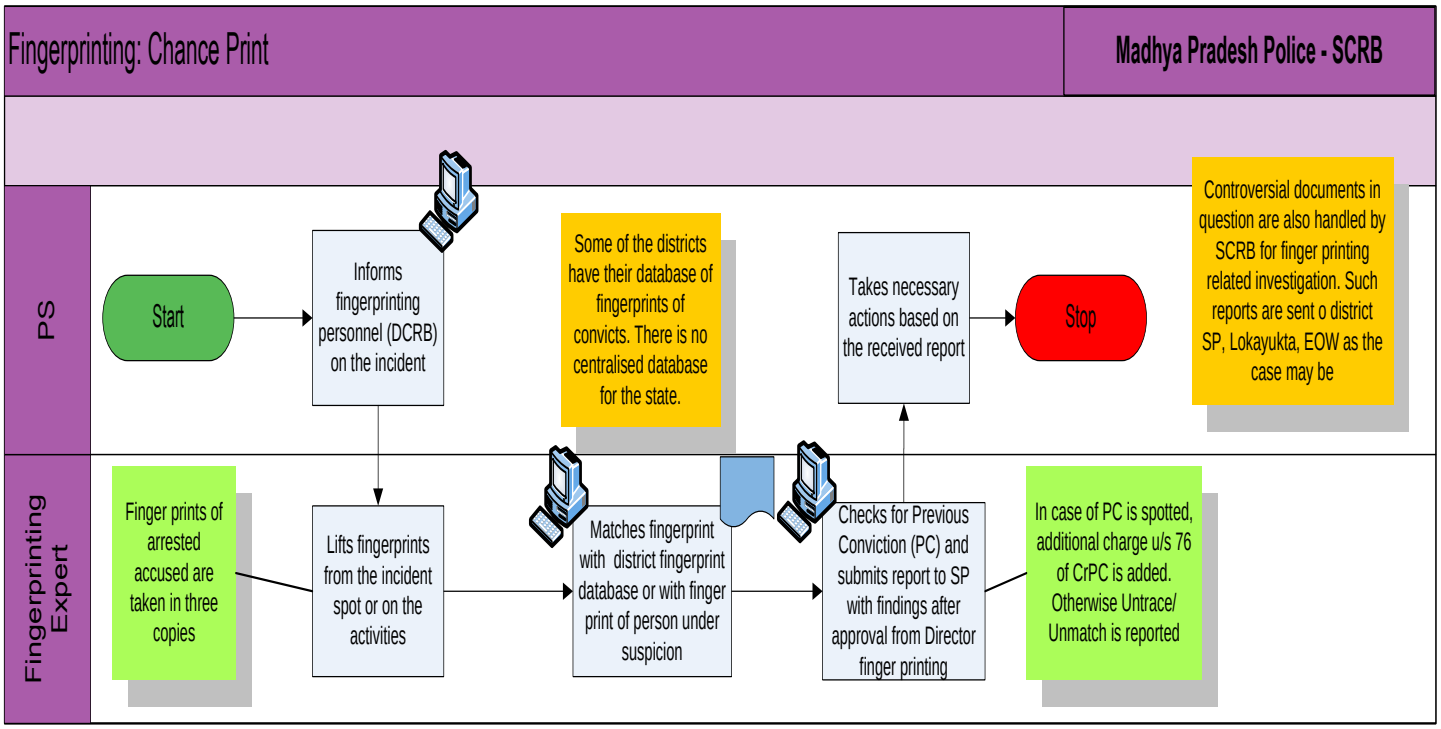
C. Process Map



D. Process Description

Process Name:	**Finger Printing : Chance print**	**Branch/ Sub-Branch**	**SCRB**
Process Predecessor:	None	**Process successor :**	None
Process			
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 Management Module		

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7.47 Provisioning of Email Account

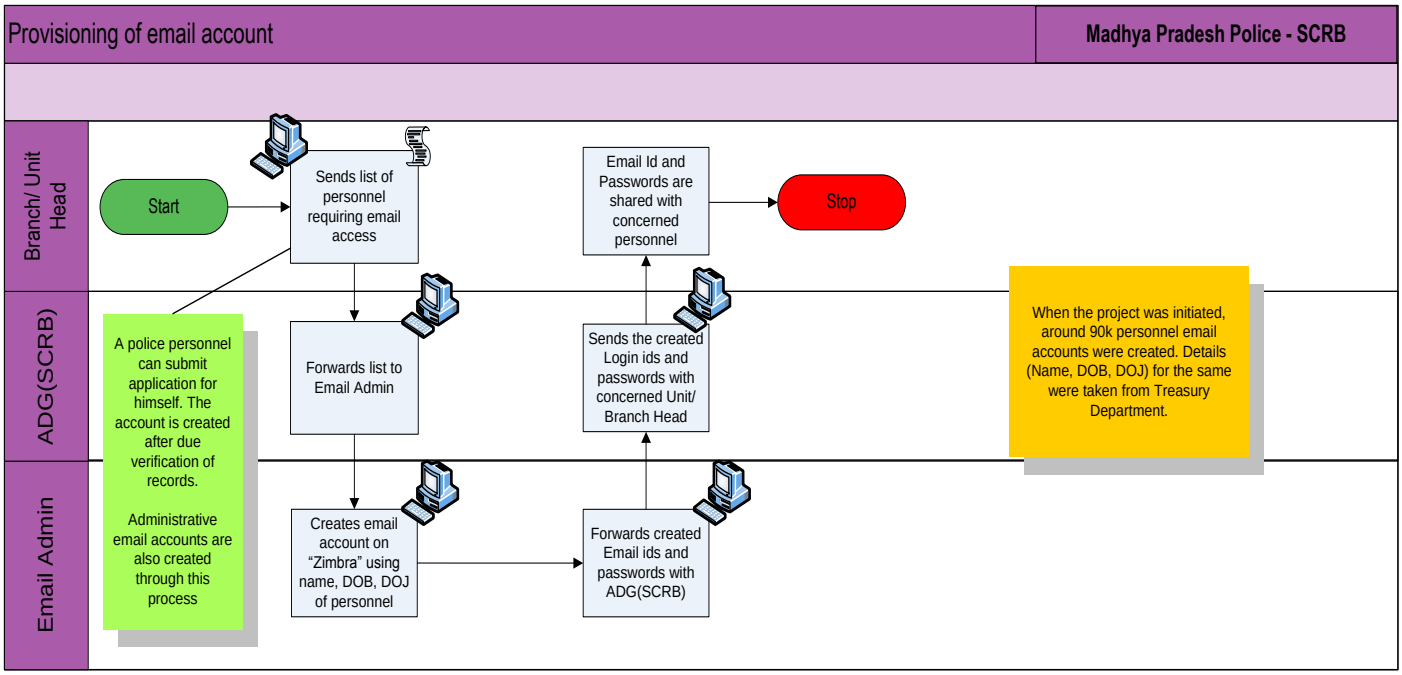
A. Process Summary

This is the To-Be process for provisioning of email access by SCRB. The HR Module and Workflow 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
Process Predecessor:	None	Process Successor :	None

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Process	
i) Branch/ Unit head sends list of personnel requiring email access through the system to ADG (SCRB). ii) ADG (SCRB) forwards list to Email Admin through the system. 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. iv) ADG (SCRB) sends the created Login ids and passwords with concerned Unit/Branch Head using the system. v) Email Id and passwords are shared with concerned personnel by respective unit/branch. 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. vii) A police personnel can submit application for himself. The account is created after due verification of records. viii) Administrative email accounts are also created through this process.Similar process may be followed for issuance of CUG sim, wireless set etc. ix) Two seprate email personal (including name) and official (designation based) may be created.	
Policy Requirement	GOP - Government Gazette Notification, Madhya Pradesh Police Regulations, Circulars
Applicable ERP Module	HR Module, Workflow Management Module

7.48 Duty Certificate

A. Process Summary

This is the To Be process of issuance of duty certificate to a police personnel from Zone who is visiting the RHQ for official work. This is to ensure that official letters are sent out by-hand and not by post, thereby saving valuable time and money. The Key actors of the process are Police personnel and administration section.

B. SIPOC

Supplier	Input	Process	Output	Customer
Visiting Police personnel	Issuance of duty certificate	As shown below	Endorsement of duty certificate Dispatch of *Daak* through special messenger	Police Personnel

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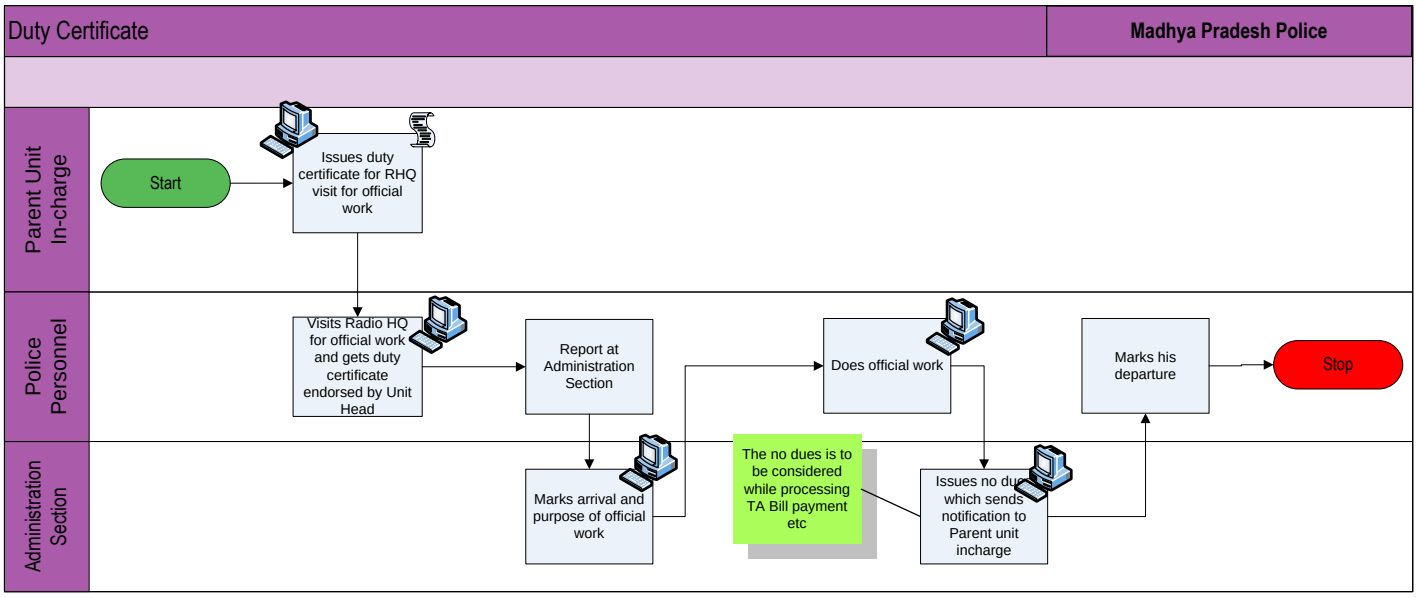
C. Process Map



D. Process Description

Process Name:	**No dues verification (*daak*)**	**Branch/ Sub-Branch**	**Radio – Administration**
Process Predecessor:	None	**Process successor :**	None
Process			

i) As per Police Act 1861/ Police Regulations, whenever constable or head constable is sent on some official work from police station/ Police Lines/ Office, he is given a duty certificate in prescribed format. The personnel is to present the duty certificate on arrival before the Officer in-charge of the office where he is sent. The office visited makes endorsement on the back of the duty certificate. This is the proof of the visit and accomplishment of job assigned.

ii) Police personnel from different zone visits RHQ for official works and gets the duty certificate countersigned/ approved by the Officer in charge within

iii) Administration marks arrival of the police personnel and his/her purpose of visit.

iv) The police personnel performs his/ her deputed work at RHQ, Bhopal after which he/she takes no dues consent from Administration Section. Issues no dues which sends notification to Parent unit incharge. This is to be The no dues is to be considered while processing TA Bill payment etc

v) On the basis of the endorsed duty certificate, the attendance of the personnel is taken on record for those days and travelling period. For the same tour T.A bills are also submitted.

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vi) If the OIC of the sending office finds hat personnel remained on tour unnecessarily for reasons not explained satisfactorily, the suspected period may be treated at "absence from duty" For such absence, not only disciplinary action can be taken but also T.A. is to be disallowed.	
Policy Requirement	GOP - Government Gazette Notification, Madhya Pradesh Police Regulations, Circulars

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8. Additional Note

Efforts have been made to improve the organisational structure by Madhya Pradesh Police Department. In 2012, a committee was constituted by Director General of Police on the Instruction of

In the year 2012, DGP MP on the instruction of Hon'ble Home Minister of Madhya Pradesh had constituted a committee to improve the organizational structure of Police Head Quarters to integrate the Branches/ to define the role and functions of the Branches to enhance the efficiency and bring homogenous roles under one branch. After going through the report we find that certain recommendations have already been adopted by the department while in phases while some others are yet to be implemented.

Below reorganization steps are recommended to be taken to maximize the effectiveness of ERP capabilities:

1. Bring all components of "Scientific Aids to Investigation" like Forensic Science Labs (FSL), Medico Legal Institute (MLI), Dog Squad, Questioned Document (QD), Finger Print etc under one separate Branch
2. Audit and Accounts Sections to be part of Planning Branch
3. Bringing all procurement functions under Provisioning Branch
4. Integration of Police Reforms, R&D and manual section
5. Development of Juvenile Aid Bureau (JAB) into Crime Against Children Branch

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