



Online services launched for Citizens:

- *Tenant Verification*
- *Domestic Help Verification*
- *Employee Verification*
- *Character Certificate*
- *Protest or Strike Request*
- *Procession Request*
- *Event Performance Request*

Other Features:

- Availability of citizen helpline no.(0361-2460303) and “citizensupport@assampolice.assam.gov.in” email service
- Availability for online progress tracking of the request submitted
- Availability of online information like - Missing Person, Unidentified person & Dead bodies.
- Citizen may provide tip off, feedback, information to Assam Police for better services.
- Visual Demo for first time user, citizen charter, email and contact list of Assam Police available in Portal

The screenshot displays the Assam Police Citizen Portal interface. At the top, there is a navigation bar with links for 'About Assam Police', 'Citizen's Charter', 'FAQs', 'User Manual', 'Contact Us', and 'Visual Demo'. Below this is a 'Disclaimer' section stating that e-services were launched for a pilot study on January 1st, 2016, for tenant verification. The main content area includes an 'About Citizen Portal' section with a description of the CCTNS project and its purpose. There is also a 'Latest Information' section featuring a photo of Shri Mukesh Sahay, IPS, Director General of Police, Assam, and a 'Mission Statement' section. On the right side, there are login options for existing users and a 'Create citizen login' button. Below the login options, there are sections for 'Missing Person Details' and 'Wanted Person Details', each with a photo and some identifying information.

- One of the leading Pilot state across the Country to implement the CCTNS Project
- Assam Police had digitized more than 9 Lakh GD & 2.4 Lakh FIRs online.
- Dedicated & secured email service for Assam police with 21 Lakhs email transacted.
- 312 Police Stations and 154 Higher Offices are operational.
- 94% FIR digitization achieved in 2015.
- Transparent and time bound services to citizen without visiting the Police Stations.
- SMS/email acknowledgement available for the request submitted by citizens.
- Availability of link in Govt. of Assam website(www.assam.gov.in) as well as in Kiosk/CSC centers



Digital Policing by Assam Police



❖ About CCTNS:

Crime & Criminal Tracking Network and Systems (CCTNS) project of Assam is an IT enabled system created at State level as part of Govt. of India initiative for crime and criminal investigation, tracking and building digital database of police records for sharing with other states/central investigating agencies across the country. In Assam 312 Police Stations and 154 Higher Offices are operational and generation of digital FIR is being done since 2014. The primary objective is to provide a transparent and time bound services to citizens through online Police Portal where citizen can avail various services from home without visiting the Police Stations. Assam Police has achieved 94% FIR digitization using CCTNS system in 2015 which is a remarkable achievement for Assam Police. Assam is one of the leading CCTNS state in the country and was selected by PMO for Prime Minister's interaction with PS personnel over Video Conference on 26th Aug 2015 and was motivational.

❖ Services launched for Citizen through CCTNS:

1. The Citizen Portal can be accessed over internet through URL:
www.assampolice.assam.gov.in
2. Currently the following services are launched for citizens and are requested to use these services and share their feedback to citizensupport@assampolice.assam.gov.in
 - a) Tenant Verification
 - b) Domestic Help Verification
 - c) Employee Verification
 - d) Character Certificate
 - e) Protest or Strike Request
 - f) Procession Request
 - g) Event Performance Request
3. Citizen Helpline No. 0361-2460303 launch for suggestion/feedback.
4. Citizen can verify the authenticity of a vehicle online for second hand purchase.
5. Citizen should create a login credential to avail the services.
6. SMS/email acknowledgement available for the request submitted by citizens.
7. Online progress tracking of the services is available for citizen.
8. Availability of online information like - Missing Person, Unidentified person & Dead bodies.
9. Citizen may provide tip off, feedback, information to Assam Police for better services.

❖ **Way-Ahead:**

1. Online registration of complaint will be available soon.
2. Integration of CCTNS system with other judicial department like Prison, Prosecution, FSL, Court is under progress, which will enable Police to deliver better services in future.