

# Assam Police

## Crime and Criminal Tracking Network & Systems (CCTNS)

### [Launch of Citizen Portal E-services on 1<sup>st</sup> January 2016](#)

Assam Police is going to launch the “**Assam police E-services for Citizen**” by pilot launching the citizen portal of CCTNS project w.e.f 1<sup>st</sup> Jan 2016. The following e-services will be available online for citizen, who can access from their home using internet and get the required service without visiting the Police Station. However the manual system will also continue for the time being along with the online e-services for the convenience.

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

The portal can be accessed using the URL [www.assampolice.assam.gov.in](http://www.assampolice.assam.gov.in). The pilot launch and performance testing will be closely monitored for a period of 02 months for performance monitoring. Once the testing is successful, more online services will be opened up for the Citizen.

We have also created the following for convenience of Citizen as part of our endeavor to provide a better service:

- A support mail ID [citizensupport@assampolice.assam.gov.in](mailto:citizensupport@assampolice.assam.gov.in) for citizen to send suggestions / feedback for improvement of the services.
- A video demo in Assamese is available on the citizen portal for the first time user.
- We have also enabled OTP login for the convenient of user login.
- The SMS service is enabled to get confirmation about the request submitted and the status update.
- All district SPs mail IDs are also available on the portal.
- Most of the Police stations are well connected with e-mail services where BSNL links are available. However the online services will not be available in 97 PS due to non-availability of connectivity due to remote locations. The details of these sites are uploaded in Citizen Charter in the Citizen Portal

All Citizens are requested to participate interactively during the pilot study to make the system a full proof one for serving the citizen in a better way. For more details please visit [www.assampolice.gov.in](http://www.assampolice.gov.in) or [www.assampolice.assam.gov.in](http://www.assampolice.assam.gov.in)

In Assam the CCTNS project implementation is completed in 312 PS and 154 Higher offices as per plan to commissioned 466 sites despite many challenges and limitations.

The CCTNS Assam has provided access of **Vahan/Sarathi** web portal to all Police stations for uploading the stolen/recovered vehicle report and to verify the vehicle owner's status. It will facilitate expeditious delivery of NOC/verification report to Citizen.

Therefore we request all print and visual media to give wide publicity and create awareness among the common citizen in the urban and particularly in the rural area to get the benefit of the CCTNS system.

**State Nodal Officer (CCTNS)**