Circular. 13/2022/PHQ

Sub : Instructions and Guidelines - Implementation of Citizen Services through iCoPS, New Thuna Portal and Pol-App -reg.

Revamped Citizen Portal, THUNA (https://thuna.keralapolice.gov.in) has been the new initiative of Kerala Police for extending services and information to citizens through a web portal. Citizens can register a complaint and service request (PCC/Accident GD/Mike Sanction etc,) to Police Stations/Higher Offices through this portal. Citizens can also utilize the services of CSCs (Common Service Centers) such as Akshaya for submitting service requests. In addition to this, citizens can avail citizen services through the official mobile app of Kerala Police "Pol-App", both in Android and iOS platforms.

Though online services for the public such as Thuna and Pol-App are available, public will approach Police Stations/offices, in person for Complaint/service-request submission. Facility has been included in iCOPS (integrated Core Policing System) for processing such requests directly received at Police Stations/Higher Offices, through the Citizen Services module of iCoPS. Citizen Service module in iCoPS is the counterpart (police part) of Citizen Portal THUNA (public part). Processing of complaints/service requests received through THUNA/Pol-App and directly at Police Stations/Offices is described below:

w.r.t complaints/service requests submitted through THUNA/Pol-App

- All complaints/service requests submitted in the THUNA/Pol-App will be automatically transferred to the Citizen Services module of iCoPS in respective Police Stations/Higher Offices for further processing of the application.
- The concerned officer receiving the requests at Police Stations/ Higher Offices can process the application through iCoPS and necessary action taken can be recorded in iCoPS.
- The user will receive the results of the action taken/certificates through THUNA/Pol-App.
- The applicant/citizen need not physically approach any Police Stations/ Offices at any stage.

w.r.t complaints/service requests directly received at Police Stations/Higher Offices

- Public can physically come to Police Station/other offices for submitting the application and to receive the certificate.
- As per the new work flow, the Citizen Services Module can be utilized as a single window for complaint/request submission. Any police office can register the complaint/request pertaining to any other PS/higher office across the State. On submission, the complaint/ Service request will be automatically registered in the concerned Police Station/Office.

   For e.g., If a person approaches Kasaragod PS for of registering a complaint for an incident which had happened at Parassala PS, the Kasaragod PS can register a complaint on behalf of that person and can submit the same to Parassala PS. At once, the same will be listed in the pending list of Parassala PS for further action.

- As soon as a petition or service request is received from the public, authorized staff of Police Stations/higher Offices should enter the Complaint/Service request details received at Police Stations/Higher Offices, in the Citizen Services Module of iCoPS.
- The Police Station/Office can process the application and actions taken can be recorded in the iCoPS.
- Public can receive the results of the action taken/certificates directly from the PS/higher office.

Delegation

Based on the request from Districts, a facility of delegation for District Police Chiefs has also been provided in the new system. Through this, if situation demands, DPCs can delegate the powers to process any particular service request, to any of the district level officers under his/her jurisdiction. Delegation is possible for each service and is a one-time process. Once the delegation is made, all the requests belong to that particular service will be automatically redirected to the delegated office. There is provision to revoke the delegated powers as and when required. All the district level offices viz., DCP (L&O), DCP (Admin), Addl.SP, ACP/DySP (SB), ACP/DySP (Narcotic Cell) etc., are available in iCoPS.

Complaint registration & Citizen Services in THUNA/Pol-APP

a. Complaint/Petition registration

- Any member of the public can submit a complaint/petition from Police Headquarters to Police Station level through THUNA / Pol-APP.
- All the complaints/petitions received at Police Stations/Higher offices should be entered in iCoPS and processed only through the iCoPS.
- Higher Police Offices can forward a C
- complaint received in that office to any Police Office under its hierarchy.
- Four types of forwarding options are available and according to the nature of the forwarding type the complaint will be processed automatically.

Sl No	Forwarding type	Process flow
1.	For Necessary Action	Petition will be forwarded to the concerned unit—Enquiry report will not be sent to the higher office.
2.	For Enquiry and report	Petition will be forwarded to the concerned unit—One copy of the petition will be sent to the other offices in the hierarchy - Enquiry report will be returned to the higher office through the hierarchy only.
3.	For Personal enquiry and report	Petition will be forwarded to the concerned unit—Enquiry report will be directly returned to the higher office (originator).
4.	Register a Case	Petition will be forwarded to the concerned unit—Enquiry report will not returned to the higher office.

b. Accident GD copy

- Public can apply for a certified copy of the General Diary with respect to the Accident/Incident occurred within the jurisdiction of a Police Station for Insurance claims.
- Applicant can submit their request either through the Citizen Portal or through any Police office (Citizen Services Module).
- Respective Police Station can issue a copy of Accident GD after verification.

c. Mike Sanction:-

- Public or a representative of an organization can apply for Mike sanction for conducting a personal or public function.
- A citizen can apply directly through the Citizen Portal and also can submit his application to any police office.
- Online payment facility is available in THUNA. If an application is directly submitted to Police Stations/Higher Offices, the applicant has to remit the fees at the Treasury or through TR 5 at PS and the details can be entered into iCoPS application.
- Mike sanction request can be placed only up to the district level. Depending upon the jurisdiction of the place where the Mike sanction is requested, it will be issued as follows:

Sl No	Jurisdiction of event	Application receiving and Processing office
1	Within the limits of a Police station	Sub Division Office
2	Within the limits of two or more Police stations of same sub division	Sub Division office
3	Within the limits of different Police stations of different sub division of same district	District Police Office

d. Police Clearance Certificate:-

Public can apply for the character certificate (Police Clearance Certificate) for submitting before any organisation inside India and or abroad depending upon their demand and other purposes.

- PCC can be issued from the District Police Office or a Police Station, depending upon the nature of purpose.
- Online payment is possible through all the advanced payment modes like UPI, Net banking, debit card, credit card etc. If the application is being directly submitted to a PS/higher office, the applicant has to remit the fees at the Treasury or through TR5 at PS/office.

In certain cases, user may apply through a prescribed format issued from any organization in which the PCC has to be issued. To maintain the accountability and streamlining, these applications are to be processed through iCoPS.

- When these applications are being submitted through THUNA/Pol-APP, the applicant should scan and attach the duly filled proforma during the time of submission of the application.
- If the application is directly submitted to PS/Office, the receiving office while entering the details in iCopS, should scan the duly filled proforma and attach the same with the application.
- In both the cases, the application should be processed as in the normal process flow.
- Once the PCC application is processed and the PCC is issued, the user can approach the PS/office from where he/she received the PCC and can demand for the signature in the proforma.

e. Organization User:

A user in Citizen portal, who has a valid license to run an organization can create an Organizational account in THUNA Portal. Common Service Centres (CSC) such as Akshaya, Hospitals, Insurance Companies etc., can utilize this facility.

- A normal user (who is running an organization) has to submit the application for registering as an Organization account in the Citizen Portal via THUNA.

- The request will be forwarded to the jurisdictional Police Station.
- The verifying/approving officers have to verify the authenticity and registration details of the application. No certificates will be issued to the applicant.
- After the verification and approval from the concerned Police Station, the user will get the privilege of the organizational user.
- After approval, the user can add multiple users (employees of the organization) for the functioning of the Organization account.

In the new application all the certificates being issued by police, either through THUNA/Pol-APP or from the Police Station/office will be imprinted with QR code. Any person or organization can verify the authenticity of the certificate via a QR code scanning app which is readily available in internet or App Store. Hence, the chances of using forged police certificate are going to be eliminated.

It has been observed that, different police districts are following localized mechanisms for handling the complaints/citizen service requests. It is high time that we streamline the activities under a common process flow. In this regard, the following directions are to be complied with, to redress of complaints/service requests submitted by citizens.

1. No manual processing of complaints/citizen services henceforth.
2. All the complaints/service requests received directly at Police Station/higher office should be entered through iCoPS.
3. Only iCoPS generated output should be given to public.
4. Prompt action is needed in all such complaints/service requests, so that the public will progressively use the online services more and the visits to PSs/Other Police offices reduced substantially reduced over a period of time.
5. **All the procedures w.r.t citizen services request received through THUNA and Pol-App should be completed within 48 hours.**
6. For person verification the search facilities like ICJS, digital police portal, elastic search in iCoPS etc., should be utilized. Also search facility in ICJS has been provided to all the PSs/SDPO offices/other units in districts.
7. It has been observed that there is a practice of entrusting all computer related works to District Computer Cell. The new system is designed as a fully role based one. Subsequently, role based access in iCoPS has been provided to all the offices viz, Narcotic Cell, District C Branch, District Special Branch, DCP L&O/Admin, Addl. SP in a district. Hence, DPCs may direct concerned wings to perform their assigned activity through iCoPS using their own user credentials.
8. District Police Chiefs should take all measures to popularize the use of THUNA/Pol-App so that the work load at Police Stations can be decreased. For this awareness among public and training to CSCs should be conducted at district level.
9. Continuous training in iCoPS application should be conducted for police personnel at district level. User Manual w.r.t each service and features that have been issued to districts may be used for reference and training.

Note:

In the circumstances in which an user approaches any Police Station/office with the grievance that the payment transaction for a service is not shown as completed, but the user had received the Treasury Chalan and money has been transferred from bank account to Treasury. In such circumstances, Police Stations/offices are directed to complete the service request processing after verifying the Chalan through Treasury portal.

All officers are instructed to bestow their personal attention and direct the officers working under their jurisdiction to implement the same without fail.

Anil Kant IPS
State Police Chief

To   : All Officers in List 'B'
            All section in PHQ

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