

Central Industrial Security Force (CISF)

Harnessing ICT Advancements to Attain Newer Horizons



Known as tech-savvy, CISF is a force with modern gadgetry, keeping pace with the time and achieving success not only through its security services, but also through its quality ICT services. **Shri O.P. Singh, IPS**, Director General of CISF writes on achievements in ICT made by the Force

After its formation in the year 1969, CISF has evolved into a specialized and premier Central Armed Police Force of the Union of India. With a specially trained and highly motivated 1,48,000 personnel on its roll, CISF has now become synonymous with critical installation security of the nation, be it at space installations, nuclear power corporation facilities or all major Maharatna companies' plants. CISF had been entrusted with the most critical and challenging task of providing security to all major airports in India. Besides, the Union government has directed CISF to take Delhi Metro in its security blanket from its inception.

Known as the Tech-Savvy Force, CISF has been using modern gadgetry keeping pace with time and achieving success not only through its security services, but also through its quality ICT services. CISF has developed an array of applications for making life of its personnel smooth and hassle-free so that they can fully devote themselves to the service of the nation. Developed mostly in-house, the Applications cater the needs of its personnel on one hand like M-power and to public on other hand like Lost & Found web application for Airport & Metro Commuters.

CISF'S MAJOR ICT INITIATIVES

M-POWER

CISF provides security to over 380 installations of critical importance spread all over the country. To undertake the challenge of providing CISF personnel with one touch access to individual's pay,

addressing grievance and monitoring its status, personnel information, details of kit items due/ issued to the individual, to more than 1.48 Lakh personnel, CISF introduced M-Power, a mobile app for this purpose.

Being first of its kind from the stable of any Central Armed Police Force, this Android based mobile App has been designed and developed in-house at CISF. More than 121,000 personnel access their data through this App, which provides one touch access to information of location and contact details of all CISF units spread across the country. To ensure that the same facility with equivalent look and feel is available on the internet to be browsed using a PC/ Laptop/ Tablet/ Phone, an Employee Corner has been created as a link on the CISF website. This App has also seen the concurrent surge in personnel in assessing Employee Corner.

Irrespective of the geographical location and access to desktop, CISF personnel can view their transfer particulars, personnel profile, pay slips, kit items issued or due, register and track the status of their grievance. It facilitates quick grievance redressal, Besides being safe, secure and certified, it is flexible and expandable. The Unit Commanders are provided with a Dashboard for real time access to the Unit related information on their mobile devices.

M-Power has facilitated quick dissemination and collation of information thus bringing about a smooth transition from e-governance to m-governance.

Follow-up Initiatives

In due course, the following facilities shall



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be extended through the mobile App:

- Accommodation Allotment
- Application tracking

Accolade

M-Power has won DG NCRB Running Trophy in the year 2016 for empowering Police with Information Technology.

CISF LOST AND FOUND WEB APPLICATION

This is a user friendly web application which helps the travellers through Airports or Metro Rail to find their lost/ misplaced belongings or inform about found items in the premises of Airports/ Metro Rail. The



M-Power Mobile App

concept has been successfully tested using a working prototype developed by the CISF.

Every year, articles worth several crores are restored to their rightful owners using this web application. Contact details of Airport staff to whom the items can be handed over are provided through this application.

The role of CISF is facilitation and the Airport staff bears the responsibility of returning the items deposited by CISF at their store. Travellers can browse through the 'Lost and Found' tab in the CISF

website (<http://www.cisf.gov.in>) and can check the location and date-wise summary of all items.

The Application has a well designed graphical user interface which makes the it easy to use and the proper categorization of articles makes it quite search friendly.

Accolade

- Won FICCI Smart Policing Award 2016

OTHER ICT INITIATIVES IMPLEMENTED

E-KIT

A web application developed for online individual kit records, e-Kit maintain records of about 1,20,000 personnel in force. It facilitates issue of items and record generation automatically. Convenience of decision making is available for both administrator and the user. It is a platform for generation of annual demand and planning of procurement.

TECHNICAL INVENTORY MANAGEMENT SYSTEM (TIMS)

TIMS is a software to provide a comprehensive and convenient record of inventory available with various units/ formations of CISF. Some of the highlights of TIMS are:

- E-solution for inventory management.
- Mapping of all security gadgetry installed in CISF units across the country.
- Monitoring of procurement/ condemnation from time to time.
- Facilitates fast and judicious decision making.

- Facilitates projection of demand and future needs.

VEHICLE MANAGEMENT SYSTEM

Developed for better management of vehicle inventory, this web based system can be used in lieu of existing Register/ Ledger-based vehicle management which is cumbersome. Some of the facilitations are:

- Separate login provided for all the CISF formations.
- Central monitoring of details of vehicles held by various field units by Provisioning branch becomes easier.
- Performance and efficiency of various vehicles held by field units can be monitored electronically.
- Maintenance of daily log which helps in monitoring vehicle performance at later stage.

GEOGRAPHICAL INFORMATION SYSTEM (GIS)

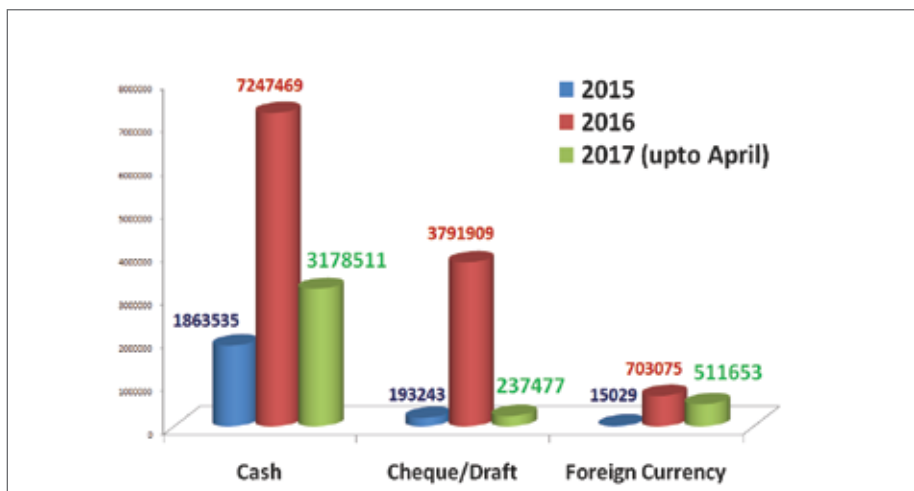
Designed to view and analyse the spatial distribution of CISF units spread across India, GIS fetches information regarding the nearby units within the specified radius. Some of the highlights are:

- Extremely useful at the time of contingency as all the information regarding the unit including the contact numbers of officials in the nearby locality can be accessed on a single click
- Performance of the selected unit in various online packages in CISF can also be analysed
- The system features e-mail module which can be used to send mails to unit commander
- Normal, sensitive and hypersensitive units can be distinguished and grouped on a single click

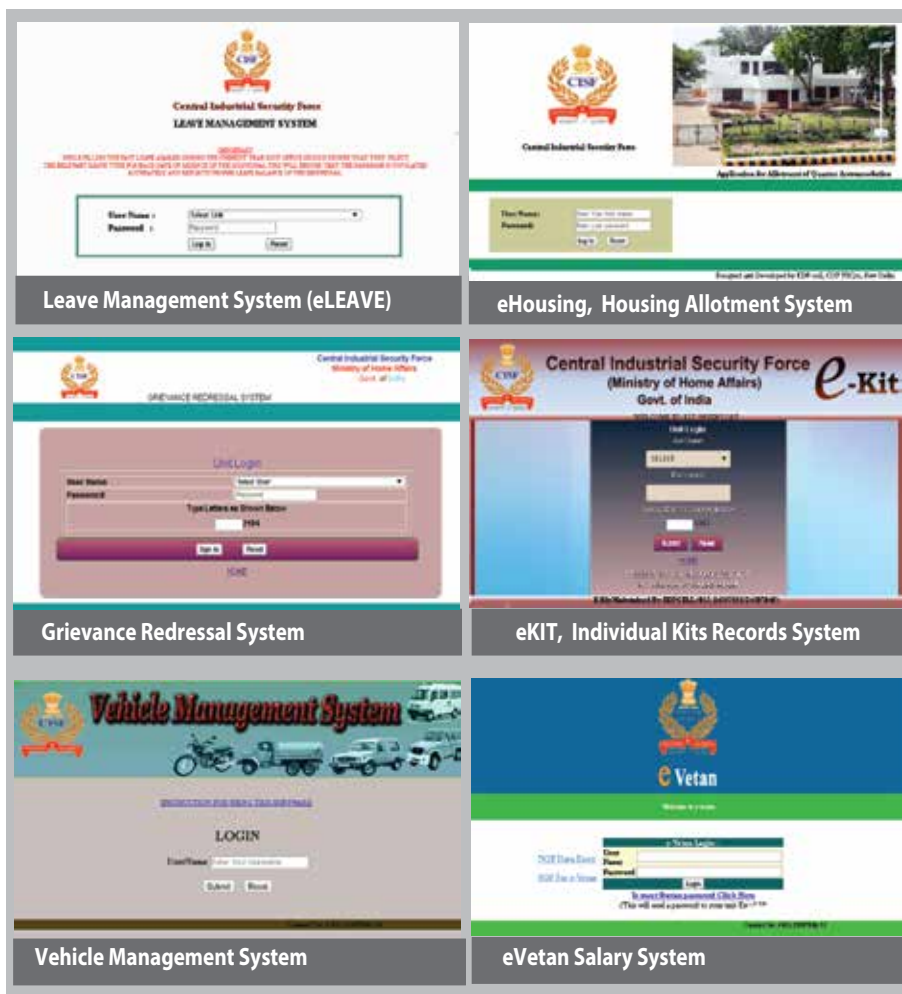
LEAVE MANAGEMENT SYSTEM (E-LEAVE)

This system makes the leave management of the organisation simpler and faster. Granting or denying of leave is just a click away and it brings transparency to the organization's leave policy. System highlights are:

- Provides accurate information about



Data showing the Cash, Cheque/ Draft and Foreign Currency handed over to Station Controller during the year 2015, 2016 and 2017 till April



leave balance which is helpful for the force personnel to plan their leave accordingly

- Apply/ cancel/ sanction/ forward/ reject leave on a single click
- Eliminates paperwork completely in leave management process
- Leave can be modified by the individual during leave period
- About 4,60,000 online leaves applied by personnel so far

GRIEVANCE REDRESSAL SYSTEM

This online Application is an efficient system designed by CISF to address the grievance of force personnel and is a transparent platform for them to lodge grievance through proper channel.

Grievance Redressal Application works at the following five levels:

- Individual (every force member)

- Unit (each Unit Head)
- Zone (each Zone Head)
- Sector (each Sector Head)
- FHQRs (each branch of the FHQ)

E-HOUSING

eHousing is an online system for automation of government quarter/ house allotment which facilitates transparent and ease in allotment for different CISF units.

eHousing has been launched on pilot basis for 05 Delhi based Units after its working prototype tested successfully. Quarter allotment is carried out for CISF Unit IPGCL Delhi.

Some of the highlights of eHousing are:

- All quarters/ houses entry are maintained systematically in a centralized database.
- Quarter allotment meeting time is

saved, as house allotment is done by the system on a single click.

- Special cases like allotment on medical ground or on approval of competent authority is considered.

E-VETAN

Launched in February 2014, eVetan is one of the most successfully deployed packages that is used by all units of CISF. Some of the highlights are:

- Generates Salary bills
 - Generates Monthly Pay Slip
 - GPF schedule, advance schedules, income tax schedules.
 - Income Tax Calculation facility
 - Form 16 can be generated
 - E-Samarth file can be uploaded
 - Last Pay certificate & LPC Salary Various bill/ schedules
 - Various other reports which are used by the units for claiming salary bill
 - Promotion/ suspension salary can be generated
 - Bank File is generated and is directly sent to PAO
 - Generates files for Bhavishya portal
- Advances/ Over payments of previous financial years are shown in GAR-13 (Bill outer) as per Government of India prescribed Performa.

SUMMARY

Extending Hon'ble Prime Minister's initiative of Digital India in CISF, all activities of Force personnel, right from their recruitment to their retirement are available online. Force personnel are given online tools to continuously enhance their skills.

Establishing a working environment for all CISF personnel with seamless access to the ICT resources at every Unit enhances their knowledge base and make their life smooth and hassle-free so that they would be able to fully devote themselves to the service of the nation.

For further information, please contact:

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