

**Role of Crime and Criminal Tracking Network System (CCTNS) in  
Crime Control: A Study of Haryana State**

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**ABSTRACT**

The dawn of Information and Communication Technology (ICT) has altered the planet, therefore it had been compulsory that such technologies ought to be utilized as a catalyst to manage the changing and growing character of crimes. It had been launched with the intention to enhance policing and criminal justice system via e-governance and also to make a comprehensive and integrated platform for strengthening the efficacy and effectiveness of policing through e-governance from the nation. The present paper is an effort to reflect upon the function of CCTNS in crime management in Haryana state. It deals with all the numerous initiatives undertaken to the "Smart Policing". The paper concludes with ideas that'll be handy to protect against the crimes and enhance the policing capacities of Haryana police.

**Key Words:** Criminal Justice, E-Governance, Information and Communication Technology, Smart Policing

**INTRODUCTION**

The technology in addition to e-governance initiatives have come a way since that time. With the increase in Mobile Internet and services, the taxpayers are learning how to exploit their new ways of access to unique services in broad ranging manners. On the other hand, the idea of e-Governance has its roots in India throughout the 1970's with a concentration on growth of in-house government programs in the fields of defense and economic tracking, development and planning of IT, handle extreme data of elections, tax and census management.

In the modern world, the crime has gotten quite sophisticated as some offenders use the latest technologies. To deal with this, the police have developed both sophisticated procedures of crime prevention and detection methods in India. The marriage in addition to state governments have attracted updated variant of legislations to permit the police to collect evidence on criminal activity completed through the net. The ICT is playing a significant part to satisfy the requirements of police to provide their functions and obligations. Along with conventional social issues like crime, employee violence, civil disturbances, terrorism, insurgency, etc. new forms such as cybercrime, globally funded terrorism crossing continents, global crime syndicates, etc., are emerging. Criminals are just one step before the police in taking advantage of the most recent technology such as ICTs in employ their nefarious designs. This makes it crucial the police also need to evolve to keep up with the changing times. The police force in the world uses ICT in several regions of its performance for example documents maintenance, surveillance via the CCTV traffic and technology via the speed cameras which are generally mounted on the police cars. The usage of ICT from the police force has significantly increased service delivery to people.

## **LITERATURE REVIEW**

**Gupta, D.** (1966) in his book, "E-Governance Projects" constituted a diagnostic study of e-governance initiatives in India. He analyzed the interdependence of ICT, people, processes and systems. The author has observed that there is need to make institutional changes in India; these institutional changes will act as a catalyst to make e-governance a thriving initiative. **Maitri, V.** (2000) has identified areas of IT inputs in policing, which broadly speaking are: Criminal Recognition System, Centralized FIR System, and Cameras in PCR vehicles, Traffic Management System, Personnel Information System and Computerized System of Recording Court Cases. According to the author, the timely implementation and installation of the IT equipments will be helpful to counter the crimes. **Mishra** (2002) has defined Cyber Crime as any crime with the help of computer and telecommunication technology with the purpose of influencing the functioning of computer or computer system. According to the author, with the boom in e-commerce and e-governance, the cybercrimes are very serious threat for the information age. **Gupta, M. et. al.** (2006) have felt the key

concerns upon how to enhance investigative effectiveness of the police. According to them, there is a need to reengineer the conventional system used by Indian Police based on ICT. **Mitra, R. & Gupta, M.** (2007) in their paper, reported the proliferation of e-government in a critical domain of civil administration, namely police in India. However, according to the study, majority of the respondents in the study are overwhelmingly supports that a state level IT strategy for the police department is needed for the effective working of the police administration in the country. **Shastri, R. et. al.** (2008) in their study have found that the present procedure to file a FIR is very much complicated process. However, the empirical studies from different states like Maharashtra, Uttar Pradesh, Andhra Pradesh and Delhi have shown remarkable performance in police administrative affairs using the ICT. It has shown remarkable and positive consequences in the police reforms in these states. **Bhatnagar** (2009) analyzed the impact of dozens of projects from India and case studies from many developing countries to investigate the e-Governance from varied perspectives. On the process reengineering, he realized the urgent need to change the culture, mindset and training skills. **Gupta, P. et. al.** (2011) have underscored the role of forensic science in the crime investigation. To them, digital investigation and crime regularly cross international and language borders in the contemporary era. According to the authors, Forensics is just beginning to get looked at, but the problems are cost and government is slow to adopt new technology in the definite time frame. **Mahajan, N.** (2015) has conducted the study on “E-governance: its role, importance and challenges”. The author in the study has established that poor governance in the developing world undermines the service delivery and developmental initiatives. But the dawn of ICT has constrained these countries to adopt the e-governance as a mechanism to engender chance in their governance mechanism. The adoption of ICT mechanism was helpful for achieving the developmental goals and to ensure the better service delivery to its citizens. **Chawla, K.** (2016) in his study has presented the detailed account of need of cyber security in the country. The author used the empirical method to get an insight into the issues that endanger the safety, security of the police administration. He stressed the need for awareness among the staff controlling the ICT infrastructure and there is the need to circulate the guidelines in all police establishments which will be helpful to secure the facilities. **Badruddin & Ahmad, A.** (2017) in their study have held that the cyberspace has revolutionized the globalized world like never before. The government has invested hugely to set up the ICT infrastructure in the country to get more number of citizens online and benefit

them from the online services. However, they believe that with the dawn of cyberspace, the cyber security challenges also took birth. So the authors have suggested that establishment of cybercrime police cell, ICT enabled forensic labs will be advantageous in dealing with the cyber security threats in the country. **The pioneer** (01-june-2017) in their news article has mentioned the launch of Crime and Criminal Tracking Network and System (CCTNS) by the Haryana Government. According to the article, CCTNS aims to formulate an exhaustive and effective mechanism to ensure the efficacy of policing through e-governance. It has mentioned that CCTNS covers all the crime and criminal related functions and databases.

### **ROLE OF CRIME AND CRIMINAL TRACKING NETWORK SYSTEM (CCTNS)**

CCTNS is a Mission Mode Project under National e-Governance plan of Government of India. It had been launched in 2009 with the intention to enhance policing and criminal justice system during e-governance. It was designed to connect each of police stations under shared application software with the objective of policy making, analysis, data analytics and study. It was also supposed to bring several taxpayer friendly solutions online and readily accessible to taxpayers of state.

The Haryana police launched CCTNS at June 2017 for successful policing through e-governance. It covers all of the crime and criminal- related databases and functions. Additionally, it covers major functions of the Department such as general verification, arms licensing, human resource management, inventory and procurement management, and training and e-learning. However, the CCTNS initiative has been implemented in phased manner:

- i. First phase: The Core Application Software (CAS) covering the core police functions at police stations and district level, and Citizen Portal (HarSamay24X7) were launched in the first phase on January 1, 2015.
- ii. Second phase: During this period eight e-services like tenant verification, personality certification, domestic help confirmation and worker affirmation were launched.

iii. Third phase: This final phase will increase the entire amount of e-services into 31. It enables citizens to avail the majority of the police services sitting in their property.

Thus, it was called that, together with the launching of CCTNS, inner police working will be transparent and efficient. It is going to significantly lessen the repetitive and routine work of police employees there by letting them concentrate their energy and time on core policing. The state government together with central government from time to time have made bold efforts to deliver the initiatives under CCTNS which will fortify the policing capacities of state police to cope with changing character of crimes.

The Government of Haryana had launched the following initiatives individually and in cooperation with Central government to manage the rising crime events in the country under the banner CCTNS.

I. Awareness effort was launched in 2018 via SMS and societal networking platforms to alert and alert individuals contrary to the cybercrime and internet frauds.

ii. "Know your Reputation" Scheme was launched in 2016 with the intention to deliver accountability and transparency in the police working.

iii. The Centre has been commissioned the following duties: The Digital Investigating Centre, consisting of a Cyber Forensic Lab armed with tools that were high-end, would offer training in advanced digital investigations to police employees from Haryana. The theory behind the facility was supposed to boost digital investigations.

iv. The most important aim of this app was supposed to guarantee the security and safety of women and women in the nation.

v. The Haryana Government has launched the toll free helpline number (1800-180- 1234) to report the cybercrimes.

vi. This intends to give a front line data innovation instrument to join acknowledged law authorization organizations with assigned information provider in order to improve India's counter fear based oppression limit.

vii. Emergency Response Support System (ERSS) activity was propelled by Central Home Ministry in 2018. The target of ERSS is to dispatch a container India single crisis reaction number '112' to address different sorts of misery calls, for example, police, fire and rescue

vehicle and so forth.

viii. E-Saathi' Program: The program was launched by Centre. This program was aimed to assist public, such as senior citizens, to Stay in contact police and give suggestions to ease participative community policing

ix. The Centre has been created on contemporary lines and being outfitted with highly sophisticated applications and applications. Under the initiative, after three wings were made to Take Care of the anxious regions: Social Media Tracking cell, Cyber laboratory and Coaching Laboratory:

x. The e-learning portal site HaryanaISMO.gov.in launched by Haryana Government in 2019 has been aimed at providing advice about the ways of protecting oneself from cyber threats and keeping kids safe. On the other hand, the data was made accessible to each citizen. As kids use mobile telephones and internet, they have to get educated about how to keep themselves protected from cyber threats.

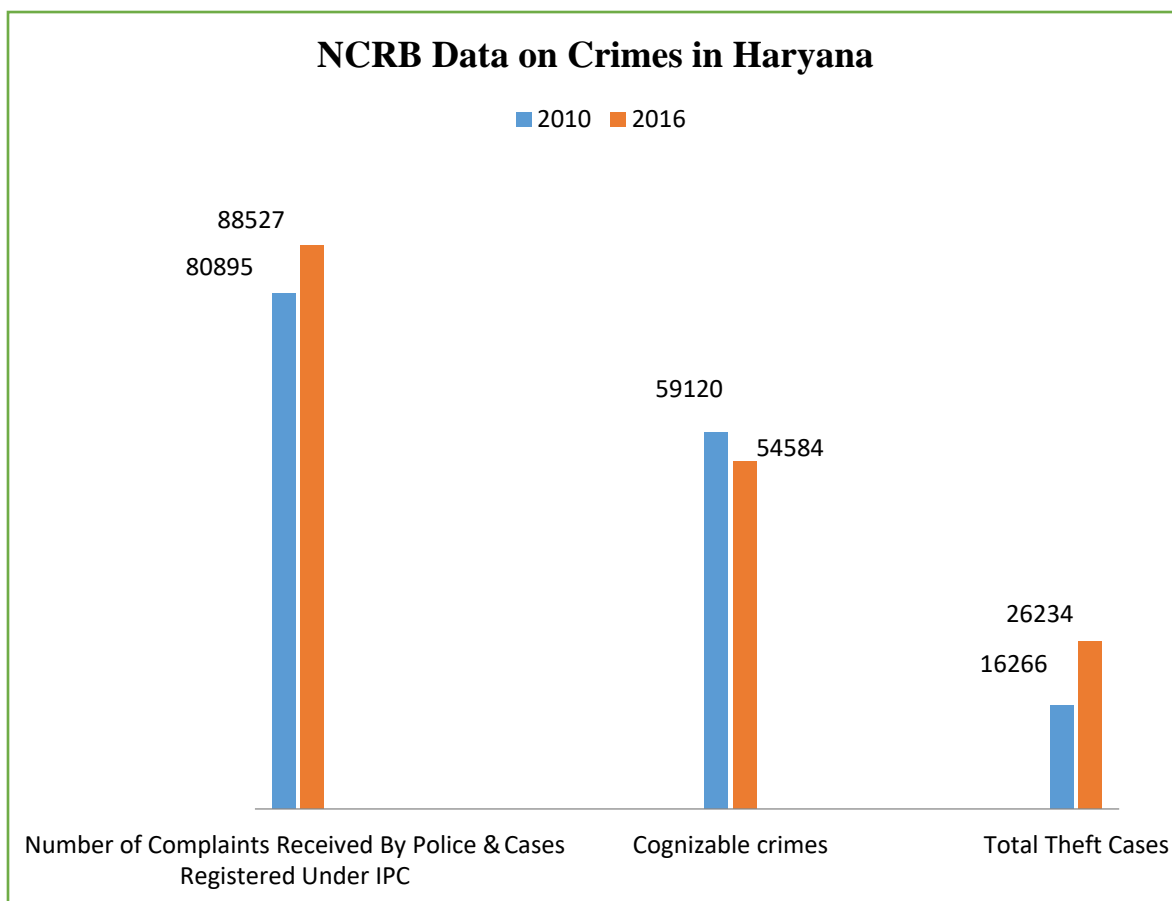
#### **DATA ON CRIME IN HARYANA**

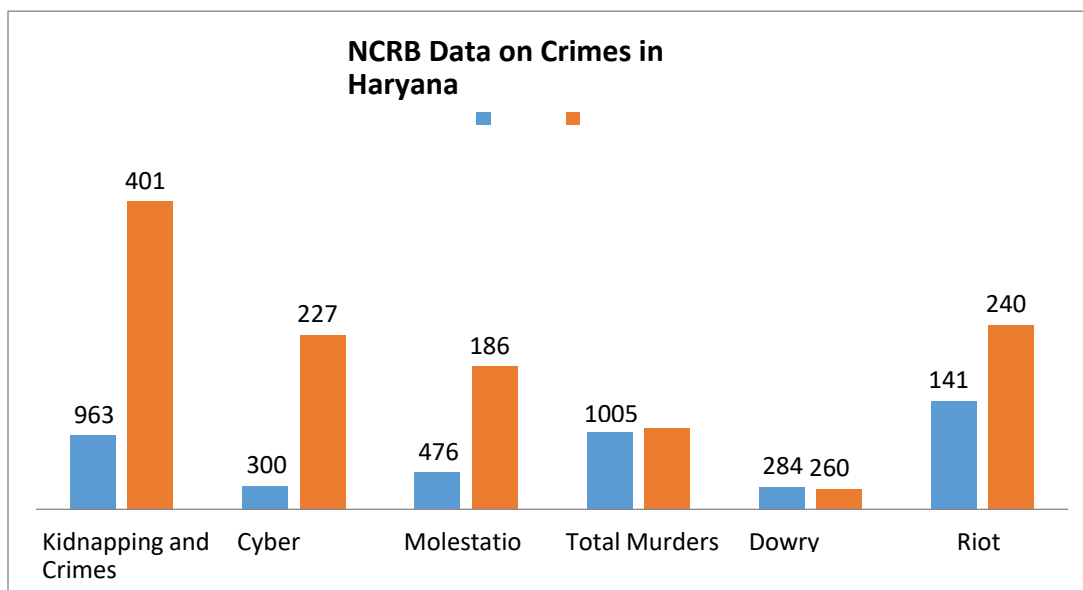
The data for analysis had been taken from National Crime Record Bureau (NCRB) 2010 and 2016 reports. The launch of CCTNS took place in 2015, so it was mandatory to take the data of two years: pre-launch and post launch of CCTNS. The comparative method is aiming to gauge the performance of CCTNS in the state.

<b>Data</b>	<b>2010 Report</b>	<b>2016 Report</b>
Number of Complaints Received By Police & Cases Registered Under IPC	80,895	88,527
Cognizable crimes	59120	54,584
Kidnapping & Abduction	963	4019
Total Theft Cases	16266	26234
Riots	1414	2408
Dowry Deaths	284	260
Total murder cases	1005	1057
Molestation	476	1860
Cybercrime cases	=300	2270

**DATA ANALYSIS**

The data has shown that the Number of complaints received by police & cases registered under IPC in 2010 was 80895; while as the same in 2016 were 88,527. The Cognizable crimes registered in 2010 were 59120; while as same number of cases registered in 2016 were 54584. A total of 96 Kidnapping & Abduction cases were registered in 2010; while as the number in 2016 was 4019. 16266 Total Theft Cases were reported in 2010; while as the number was 26234 in 2016. 141 riot cases were reported in 2010; while as the same was reported as 2408 in 2016. The total dowry cases in 2010 were 284; while as the number in 2016 was 260. The number of murder cases in 2010 was 1005; while as the number was 1057 in 2016. A total of 476 molestation cases were reported in 2010; while as 1860 cases were reported in 2016. 2270 cybercrime cases were reported in 2016.





**RESULTS**

The amount of complaints received by police & instances filed under IPC has seen an increase of roughly 10 percent from 80895 from 2010 to 88,527 in 2016. It's been observed the usage of ICT and also "Smart Policing" initiatives permit the taxpayers to register the FIR on line and also the instances that earlier went undetected came into the forefront. On the other hand, the reverse tendency has been examined from the cognizable crimes.

The kidnapping situation has seen the 317% increase in 2010 to 2016. While because the theft has seen 61 percent increase in precisely the exact same period of time. It's been discovered that the offenders are also employing the ICT enabled devices to perpetrate such crimes and these devices also allow them to stay undetectable.

On the other hand, the riots instances have observed an increase of 71 percent from 2010 to 2016-time period. In the current times, it's been observed that flow of fake news with the social networking programs are responsible for its rising share of these episodes.

The amount of murders seen the increase of 4.5percent from 2010-2016 time intervals. For that reason, it clearly says that regular observation and clever policing initiatives supported by bold laws would be the vital variables for the avoidance of these crimes.

The molestation instances have observed an increase of 290 percent from 2010-2016 period intervals.

Reporting and filing of FIR's have observed the increase in the faster speed. These initiatives were useful to offer the platform for everybody to benefit from those services. The cyber instances observed the 500% increase in 2010-2016.

## **SUGGESTIONS**

The countries around the globe have started to make a change from customary policing to the contemporary bearing of policing. Along these lines, to bring down the speed of wrongdoing, to build the speed of response and to upgrade the examination, states far and wide have started moving towards the appropriation of electronic advances: for instance, ICT empowered projects, Mobile workforce, information grouping, information assessment and numerous connection channels for citizens. Thus, these proposals have been intended to invigorate the policing of Haryana police:

- i. Adoption of Facial Recognition Technology and Patternize Software of New York Police Department (NYPD)
- ii. Access to Aadhaar information on sensitive crime Difficulties
- iii. Establishment of "Digital military" on the traces of Uttar Pradesh Police
- iv. Separate reforms for police to upload FIRs within 48 hours to bring in more transparency to the system.
- v. Ecological policing reforms
- vi. Separation of investigation from law and order and Specialized wings for Social and Cyber Crimes
- vii. Coordination between the Centre and states in the best interest of the criminal justice system
- viii. Fast tracking the Crime and Criminal Tracking Network and System (CCTNS)
- ix. Collaboration with ISRO (Indian Space Research Organization) for mapping crimes and predictive policingX. Police officials ought to be armed with Personal Digital Assistant (PAD) Devices that will be very helpful to put away crime related information for simple access.
- x. Police officials should be equipped with Personal Digital Assistant (PAD) Devices which will be helpful to store crime related data for easy access.

## **CONCLUSION**

The technological progress of the contemporary world has revolutionized the world. This will be of assistance to create the confidence of the people who the police force is successful and will serve the community economically. It helps bring more offences to justice via a contemporary and effective procedure. This is not only going to improve police effectiveness and efficacy in controlling crime, it's also going to be of aid to improve their professional

standing and organizational validity. Nonetheless, in the Indian context there's also the requirement to embrace the finest worldwide policing methods to equip the police force to take care of the emerging crime situations.

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