

## **PRESS RELEASE**



The Citizen Portal under Crime and Criminal Tracking Network and Systems (CCTNS) project was launched on 15/9/2016 in Meghalaya. The portal was officially inaugurated by Dr. Mukul Sangma, Hon'ble Chief Minister of Meghalaya in the presence of Shri HDR Lyngdoh, Home Minister, Shri Radhakrishan Kini IPS, DG, NCRB, Shri S.K.Jain IPS, DGP, Meghalaya, senior officers of Meghalaya Police, Dr K.Nongrum who represented the citizens and other invitees at the police headquarters here.

The Citizen Portal will enable the citizens to register their complaints or send information over the internet and they will also be able to modify or view the registered complaints and track its status online. The portal will further be expanded to include domestic help and tenant verification, passport verification services, general service requests such as permission for processions/rallies etc.

The role of responsible citizens in a democratic society is very important to assist Police in prevention and detection of crime. The Citizen Portal under Crime and Criminal Tracking Network and Systems (CCTNS) project shall enable Citizens to send information/complaints to Police online through citizen service portal (over internet) and track status. The Citizen Portal will further be upgraded through Citizens' request for services which will include servant and tenant verification, passport verification services, general service requests such as permission for processions/rallies etc. in due course this Portal is expected to become effective vehicle of public delivery of various Police Services through ICTs.

URL for Meghalaya Citizen Portal – <http://citizenportal.meghpol.nic.in/>

## **Complaint Registration in Citizen Portal**

Citizens will be able to register their complaints directly over internet in case they choose not to visit the concerned police station initially. Citizens will also be able to modify/view the registered complaint and track its status online.

On registering a complaint in Citizen Portal, registration number will automatically be generated and acknowledged on the screen. Simultaneously, the Officer-in-Charge of the concerned Police Station is alerted by the system to initiate action on the information/complaint. Thereafter, Police will enquire into the matter and contact the complainant, if necessary.

**Status Search :-** One can search the current status of any complaint as filed online by him/her.

The services available in Citizen Portal will further be expanded and the following services are under consideration for inclusion in due course.

- Domestic Help Verification Request
- Tenant/Paying Guest (PG) Verification Request
- Employee Verification
- Event/Performance Request
- Protest/Strike/Rally etc. Registration Request

Sd/-  
(D.N. Jyrwa)  
Superintendent of Police,  
State Crime Records Bureau,  
Meghalaya, Shillong