



Contents

1	Information and Revision History.....	2
2	Handholding Staff Job Description.....	3
3	Scope of Handholding.....	3
4	Code of Conduct.....	3
5	Roles and Responsibilities.....	4
5.1	First Day Responsibility.....	4
5.2	Daily Responsibilities.....	4
6	Report Formats.....	6
6.1	Register at Thana.....	6
6.1.1	Attendance Format.....	6
6.1.2	Daily Log Register.....	6
6.1.3	Issue Log Register.....	6
6.2	Online Handholding Application.....	7
6.2.1	Attendance Format.....	7
6.2.2	Daily Log Register.....	7
6.2.3	Issue Log Register.....	8
7	Checklist.....	9



1 Information and Revision History

File Name	UP CCTNS Roles and Responsibilities for Handholding
Original Authors	Rahul Jaggi

Version	Date	Revision Author	Revision Notes	Approving Authority-name and signature
1.0	9 th June 2013			



HANDHOLDING PERSONNEL

2 Handholding Staff Job Description

The handholding person is the most critical and important part of CCTNS. The handholding person will provide the assistance to Police personnel in areas related to day-to-day functioning, IT related help and in operating CAS. Their primary job responsibilities include identifying, analyzing, mitigating, and ensuring smooth operation of CCTNS at the police station. The duration of a handholding person's stay will be 9 months and is assigned to two police stations.

3 Scope of Handholding

- ↓ Ensure that computers and other peripherals are in working condition ✓
- ↓ Trouble shoot any local issues related to application, computers, peripherals, LAN, and Connectivity
- ↓ Provide assistance to Police Staff on basic computer usage and MS office
- ↓ Provide assistance to Police Staff on any CAS (State) Application functional and usage Issues
- ↓ Escalate any issues to helpdesk or Point of contacts given if issue is not resolved within a stipulated time

4 Code of Conduct

- ↓ The Handholding personnel shall work for 6 days a week from Monday to Saturday
- ↓ Work Hours 9:30 AM to 6:30 PM
- ↓ Sunday, Public and local holidays will be considered as OFF
- ↓ They are eligible for 1 day leave in a month for emergencies

