

Report on the video conference held on 19th Feb' 2016

Venue: NIC, Guwahati, Dispur

1. Review of the implementation of "Track Child Portal" in Assam by the Police Stakeholders (District Crime Records Bureau) & Social Welfare Stake Holders (District Child Protection Units)/Child Care Institutions (CCI) of Assam.
2. Sharing of technical problem faced by district stakeholders with regard to the use of the portal.

Hosted by: 27 district NICs & State NIC

Attended by:

1. Ms. Indrani Baruah, IPS, S.P CID
2. Gitanjali Doley, APS,Dy. S.P., CID, Assam
3. Ms. Hiramoni Goswami, Technical Director, NIC, Assam
4. Mr. Pranab Chakravarty, SSA, NIC, Assam
5. D. Savio Lakra, Programme Manager, SCPS, Assam
6. Ms. Neelakshi Sarma, State Coordinator, MIS Cell, SCPS, Assam

The first review meeting after the Regional Trainings on Track Child Portal in 5 districts of Assam during the period April-May 2015 on implementation of the portal was held on 19th Feb 2016 in the conference hall of State NIC. In districts the VC was attended by S.P/Addl.S.P, concerned personnel of DCRB who was trained during the Regional Training, D.C.P.Os & DEOs from District Child Protection Units & in some districts DIOs of NIC were present.

At the outset, Ms. Hiramoni Goswami gave a brief overview of the purpose of holding the conference and importance of implementing the same in a full-fledged manner for fast tracking of missing children and their rehabilitation.

After the briefing, S.P, CID talked with district police stake holders and took the stock of implementation of the portal in districts by police. She also raised the issue of data updation by DCRBs which does not match with the state level record maintained by CID. She told her district counterparts to update police station profiles in the portal so that users can have an access to the police resource directory.

She also mentioned the name of districts like Dibrugarh & Sivsagar for showing good performance & encouraged other district to perform well and keep record up-to-date in the portal. She show caused districts whose databases were not updated regularly & came to know some of the major problems being faced by them which were recorded so that these problems can be addressed by the concerned department. She emphasised the importance of the portal in the meeting in fulfilling the objective of the Operation Muskan & Operation Smile by Police.

She also shared the names of Police districts like Guwahati(city) & Nagaon who have not logged in to the portal for more than 200 days and also showed her concern over the performance of those districts where maximum number of children reported missing every year.

After the review by CID, Ms. Neelakshi Sarma & D. Savio Lakra from State Child Protection Society, Assam talked with the ICPS stake holders present in the conference regarding different technical problem faced by them. They also mentioned the name of the districts performing well.

Ms. Neelakshi had mentioned to all concerned from Specialised Adoption Agencies about the mandatory criteria of New Adoption regulation (rule32) for Agencies to enter data in Track Child portal.

Issues taken up/discussed

Police

1. Police finds it difficult to fill up the "R Form" as in many cases of children recovered, the GD No., Case Ref No, IPC sec, are not mention , information which are mandatory to fill-up the form R & this is one of the reason police isn't able to keep data base up-to-date. The issue of poor record maintenance has come to light.
2. Absence of a point in the form "R"- handover to other P.S- in case of transfer of the case.
3. Poor internet network in some districts like Karbi-Anglong, Baksa,Dhemaji, Lakhimpur etc
4. Non-use of the portal by GRP- training required
5. Training required on Track Child in rest of the police districts like Hamreng, Vishwanath Chariali, Majuli & Hojai.
6. Problem of non information of recovery of a child whose missing case was reported to police station due to which higher numbers of "children to be recovered" shows in the portal.

District Child Protection Unit (DCPU) & Children's Home

1. Karimganj JJB: Data missing from the data base
2. Nagaon JJB: Though police data base shows the Police district –Hojai, but it could not be seen in the drop down list of police stations by JJBs.
3. Website is slow. Districts like Karimganj, Lakhimpur, Chirang & Dhemaji requires a day to upload details of a single case due to poor signal that prevents stake holders to upload data on time.
4. Sishu Greha (ICCW): In the form J, the mobile number of fit person is mandatorily required, without which the form cannot be submitted. In the form J, instead of making these fields compulsory, another option like "Not available" can be made available.
5. Karbi-Anglong JJB: 4 Police stations named Hambrang, Baithalangshu, Kheroni are missing in the list of Police stations. This may be due to Hamreng & Karbi-Anglong being 2 separate Police districts of Assam.
6. Kamrup JJB: Many cases that are neither registered in the JJB nor transferred are shown in the data base of the JJB.
7. Observation Home(Boko): Discharge option of a juvenile is not available for Observation Home unlike Children's Home.
8. Dhubri JJB & Jorhat JJB: Form J could not be submitted in the final time- comment "wrong data found" comes after the trial

9. Goalpara JJB & CWC:
 - i. Login problem. After resetting password also comment like "invalid password" comes.
 - ii. River Police station is missing in the dropdown list of P.S of Goalpara district.
10. Nalbari CWC: while entering form J, information of a child below the age of 8 months could not be filled up
11. Darrang JJB:
 - i. Kharupetia P.S is missing in the dropdown list of police stations of Darrang district.
 - ii. Provision of searching details of a child by his profile ID has to be there.
12. Dhemaji JJB, Sivasagar JJB:
 - i. Problem of disposing a case.
 - ii. Session gets expired within 10minutes
13. Requirement of broad band and more computer systems in districts for better performance.
14. Softseed Children's Home: Problem in filling up of forms in case of a missing child who is deaf and dumb or went missing at an early age, who naturally is not able to give his/er details.
15. Matri Mandir (SAA): Details of an abandoned child admitted in a Specialised Adoption Agency are difficult to be filled up.

Different technical problems shared by the Police & Social Welfare stake holders will be shared through Assam NIC with NIC, Kolkata seeking their early intervention for the hassle free Track Child implementation in Assam for early tracking of missing children & reunion with their families.

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