

cyber volunteer and consultant portal - For Rajasthan Police

How to Work IT



Introduction

Points for discussion

The Rajasthan Police launched a Cyber Volunteer Portal on January 2, 2024, which provides a dedicated platform for users to submit cybercrime complaints.

The portal features a streamlined complaint form, allowing users to easily register their grievances.

Our presentation aims to propose an idea for improving police assistance in addressing these complaints. We will focus on enhancing transparency by providing users with real-time updates on the status of their complaints and detailing the actions taken by the police in response.

The goal is to present a comprehensive approach to empower both users and the police in combating cybercrimes effectively.

Objectives

Points for discussion

Clearly outline the primary objectives of the portal:

- Efficient reporting of cybercrimes by volunteers.
- Expert consultation for complex cases.
- Strengthening the police-community relationship.
- volunteer can be aware or complain before any cybercrime(For Example: if a volunteer is facing any phishing website they can complain or awareness police then policy will identify and take action for blocking.)

Use Of This Portal

Points for discussion

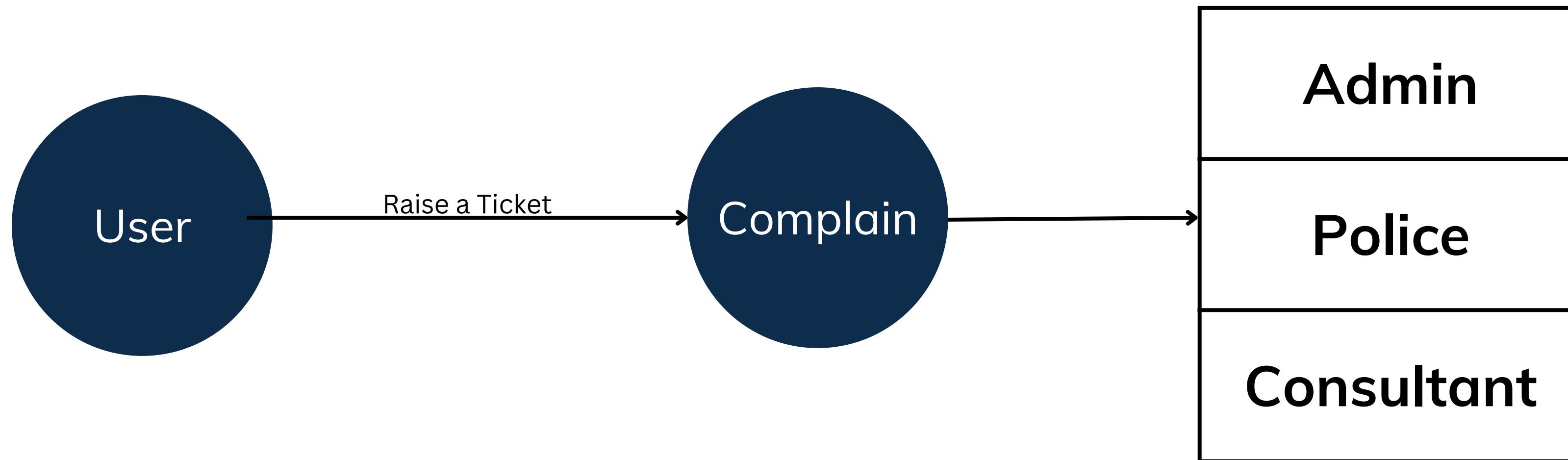
1. Efficient Complaint Handling
2. Real-Time Monitoring and Reporting
3. Transparency in Investigations
4. Enhanced Collaboration
5. Data-Driven Decision-Making
6. Improved Resource Allocation

Features of the Portal

Features of this Porta

1. User-friendly interface for volunteers.
2. Dedicated complaint submission form for volunteers.
3. Expert consultant registration for specialized support.
4. Real-time status updates on reported cases.
5. Secure communication channels for confidential information.
6. Improved Police System

How to Work It



How to worked Current Portal

- User Will Complete Register Process and fill their complain.
- User can't check their Complain status
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How Work Portal We Suggest

- User will Register Process and Fill their Complain and received a email and sms for thier support ticket No.
- User's can check their Complain Status.
- Police can Verify according to Categories.
- police(admin) can check status and solved their quries.
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The Benefits of Cyber Volunteer And Consulting Portal



Benefits for Volunteers

- Quick and easy reporting of cybercrimes.
- Real-time tracking of complaint status.
- Contributing to a safer online community.
- Recognition for active participation.

Benefits for Consultants

- Opportunities to apply expertise in solving complex cases.
- Collaborative environment for knowledge sharing.
- Recognition and appreciation from law enforcement.
- Professional development through real-world cases.

Police Collaboration

- Improved coordination between volunteers, consultants, and law enforcement.
- Examples of successful collaborations and resolved cases.
- Strengthening community-police relationships.

Future Enhancements

- Potential improvements and features based on feedback.
- Expansion of the portal to cover more cybersecurity aspects.
- Continued collaboration with the community for sustained success.

The ease of Process For CRM

STEP 1

Volunteers are register self and Register their Complain.

STEP 2

The administrator will forward all complaints to experts for resolution.

STEP 3

Experts will review submitted complaints to assess their validity.

STEP 4

If a complaint is deemed legitimate, appropriate actions will be taken accordingly.

STEP 5

The deemed authority takes action upon the request and the volunteer can check and review the complaint status.



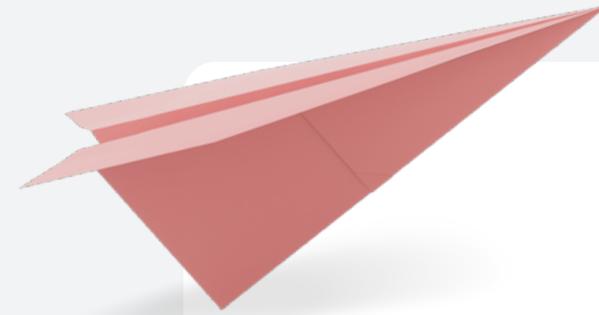
Integration with CCTNS:



Access to the API of the portal for seamless communication.

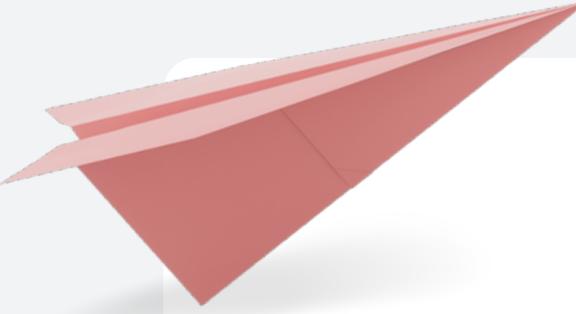


Option to push partial details (with sensitive data hidden) or complete details of cybercrime cases.



Do you have any
questions?





Thank You

