



KERALA POLICE

USER-GUIDE MANUAL

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1 Introduction

The Kerala Police mobile application is designed to enhance public safety and provide easy access to essential police services. It connects citizens directly with the Kerala Police, ensuring transparency, convenience, and faster responses to emergencies.

This user manual explains how to install, configure, and use the app for day-to-day needs. It is intended for the general public, police personnel, and administrative staff who may use the app for communication and service requests.

2 Installation and Setup

2.1 System Requirements

- Android version 6.0 or higher / iOS version 12.0 or higher
- Stable internet connection (Wi-Fi or mobile data)
- Minimum 200 MB of free storage

2.2 Steps to Install

1. Open Google Play Store or Apple App Store.
2. Search for “Kerala Police App”.
3. Tap **Install** and wait for the download to complete.
4. Once installed, open the app from the home screen.

2.3 First-Time Configuration

- Allow necessary permissions (location, notifications, camera).
- Register with your mobile number and verify using OTP.
- Create a user profile with name, email, and emergency contacts.

3 Usage

3.1 Getting Started

After installation, the Kerala Police app provides quick access to essential services via the home screen.

3.2 Login

- Enter your registered mobile number.
- Enter the OTP sent to your phone.
- Set up a PIN or fingerprint for faster access.

4 User Interaction and Navigation Guide

This section serves as a quick reference to the application's navigation structure, helping users locate features and services efficiently without going through the entire guide. It also details all the necessary information required to complete tasks and fill in application-related data accurately.

4.1 SOS Button

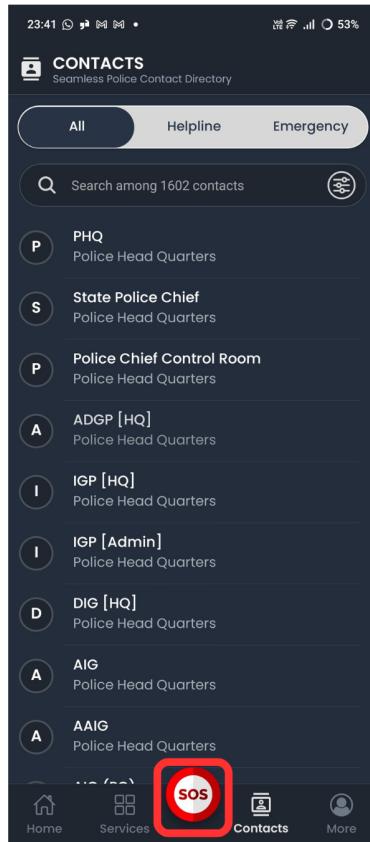
The SOS button is a critical emergency feature designed to provide immediate assistance in life-threatening or high-risk situations. By pressing the button, an alert is triggered and sent to the nearest police control room with the user's location details. This ensures that help is dispatched quickly and effectively. In addition, the app may display a confirmation alert message to prevent accidental triggers, ensuring that the SOS request is sent only when needed.

This feature is especially useful during emergencies such as personal threats, accidents, medical crises, or unsafe situations where quick intervention is required. The SOS button offers citizens peace of mind by ensuring that support is only a tap away.

Navigation

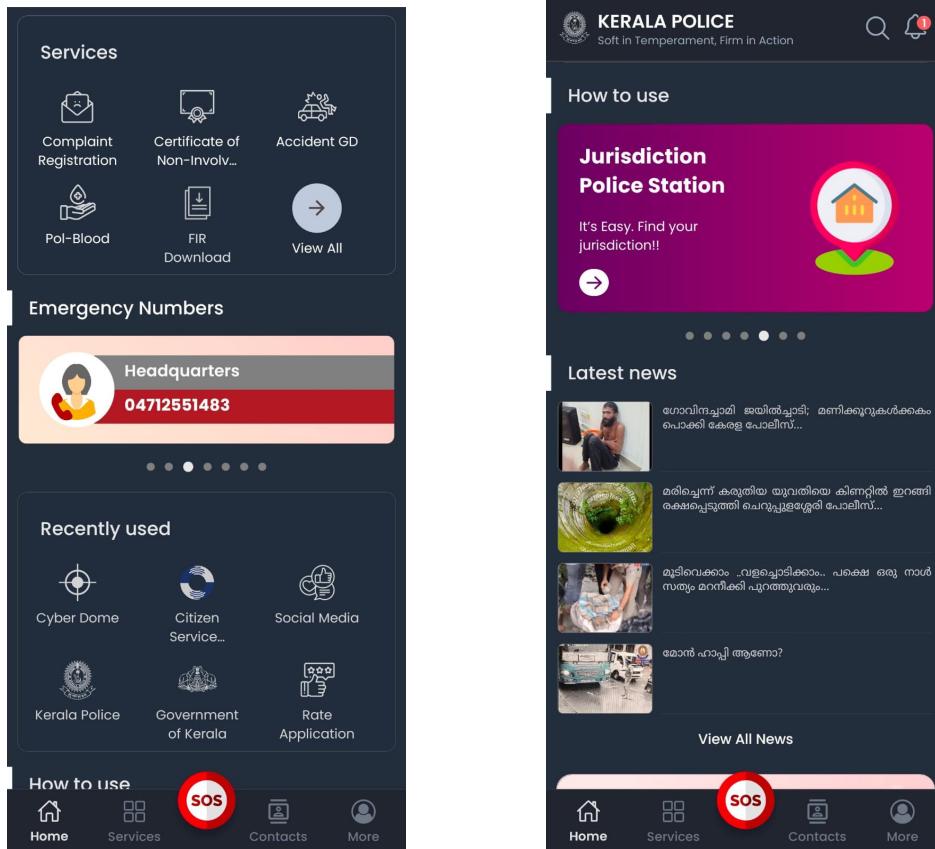
1. Open the application and go to the **Home Menu**.
2. Tap on the **SOS** button located at the bottom of the screen, next to the **Contact** option.
3. Confirm the on-screen alert message to proceed with the emergency request.
4. The system will automatically share your location and alert the nearest police unit.

Note: It is only for emergencies. If activated by mistake, cancel the alert immediately using the on-screen cancellation option to avoid unnecessary response.



4.2 Home Menu

The Home menu acts as the central dashboard of the application. It provides quick access to jurisdiction details, the latest news updates, and emergency services. Users can also navigate directly to complaint registration, certificate requests, and FIR downloads through the **Services** section. Additionally, it displays emergency contact numbers and recently used features, ensuring that critical information and frequently accessed tools are always available at a glance.



Each option is explained below in detail:

4.3 Services

The Services option brings together the most important citizen services in one place. This includes registering complaints online, applying for police certificates, downloading FIRs, and other service requests. It is designed to reduce the need to physically visit a police station for routine work, making the process faster and more convenient.

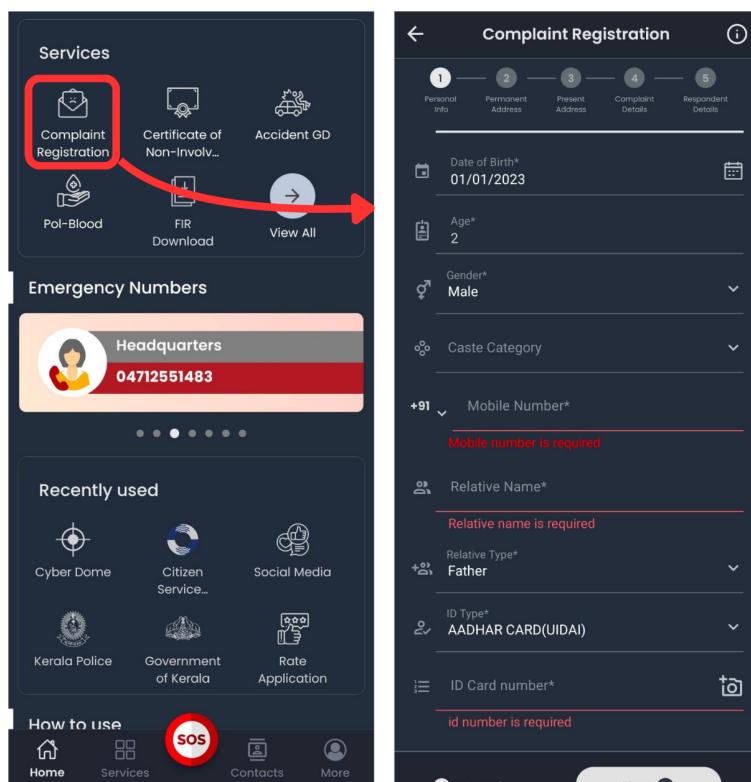
4.3.1 Complaint Registration

This service allows citizens to file complaints online without visiting the police station. It streamlines the process of reporting incidents to the Kerala Police.

Navigation

1. Open the application and go to the **Home Menu**.

2. From the Home Menu, on the **Services** option.
3. Select the option **Complaint Registration**.
4. Fill in the required details and submit the complaint.



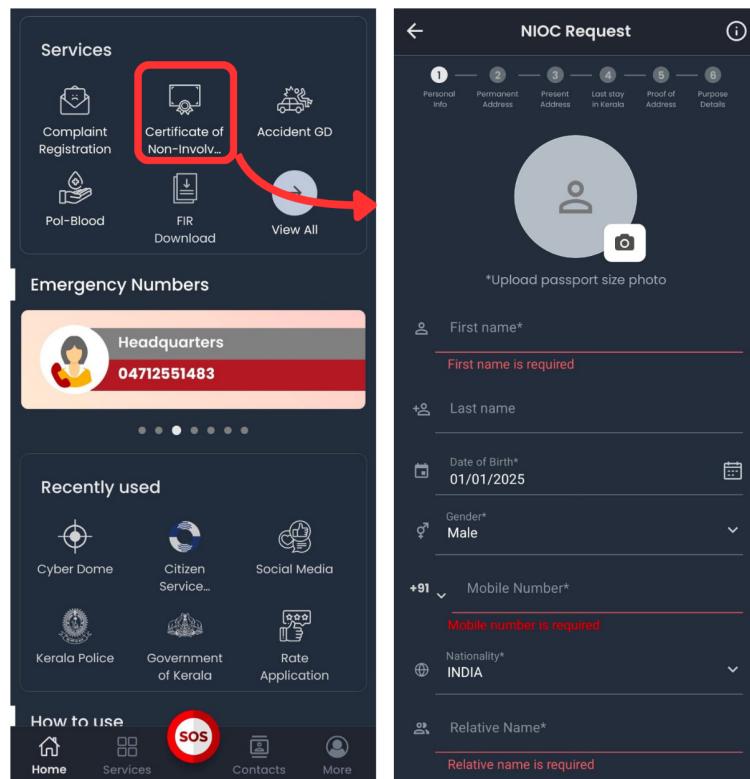
4.3.2 Certificate of Non-Involvement in Crimes(NIOC)

This feature provides an official certificate confirming that an individual is not involved in any criminal cases. It is often required for employment or official purposes.

Navigation

1. Go to the **Services** section in the Home Menu.
2. Select **Certificate of Non-Involvement in Crimes**.

3. Enter the necessary information and request the certificate.



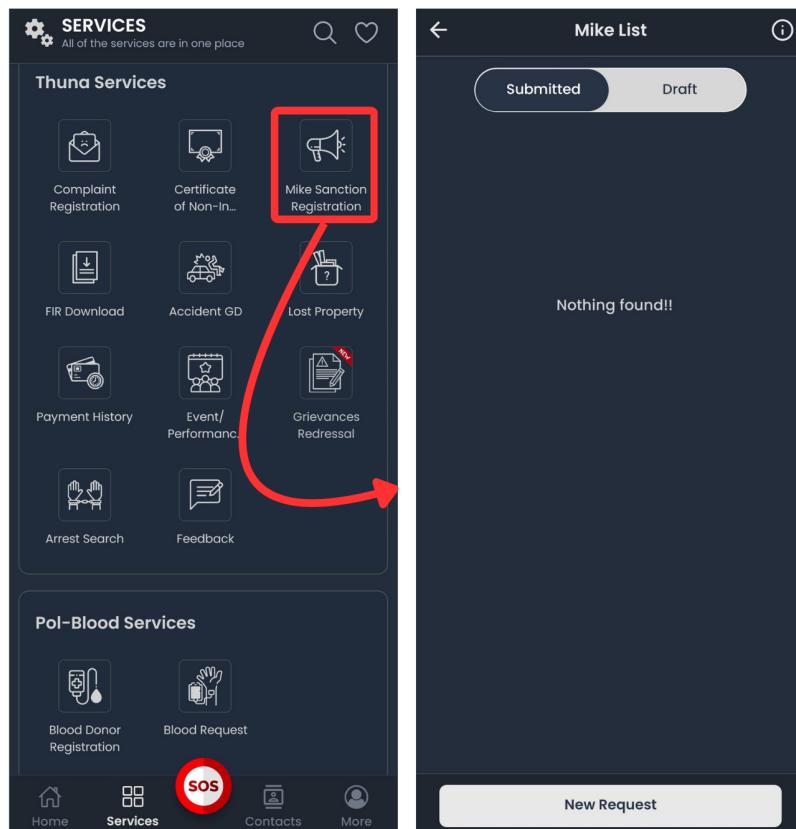
4.3.3 Mike Sanction Registration

The Mike Sanction Registration section enables users to request official approval for using a microphone or sound system in public events, functions, or gatherings. This ensures that noise regulations and public safety guidelines are followed, while also streamlining the permission process through the application. By applying digitally, users save time and avoid the need for multiple visits to the police station. It promotes transparency, faster approvals, and accountability in managing public event activities.

Navigation

1. Open the application and click on the **Services** button at the bottom side.
2. Scroll down and tap on the **Mike Sanction Registration** option.

3. Fill in the required details such as applicant name, event details, venue, date, and time.
4. Submit the application for review and approval.

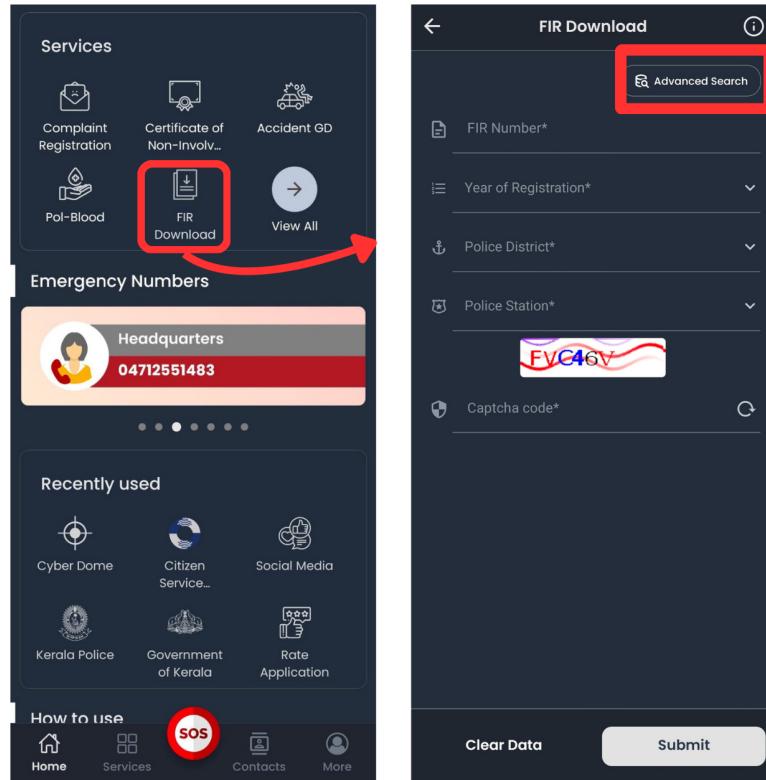


4.3.4 FIR Download

This service allows citizens to download copies of their registered FIRs (First Information Reports) for legal or personal reference.

Navigation

1. Open the **Services** menu.
2. Choose **FIR Download** under it.
3. Enter FIR details or search criteria to download.

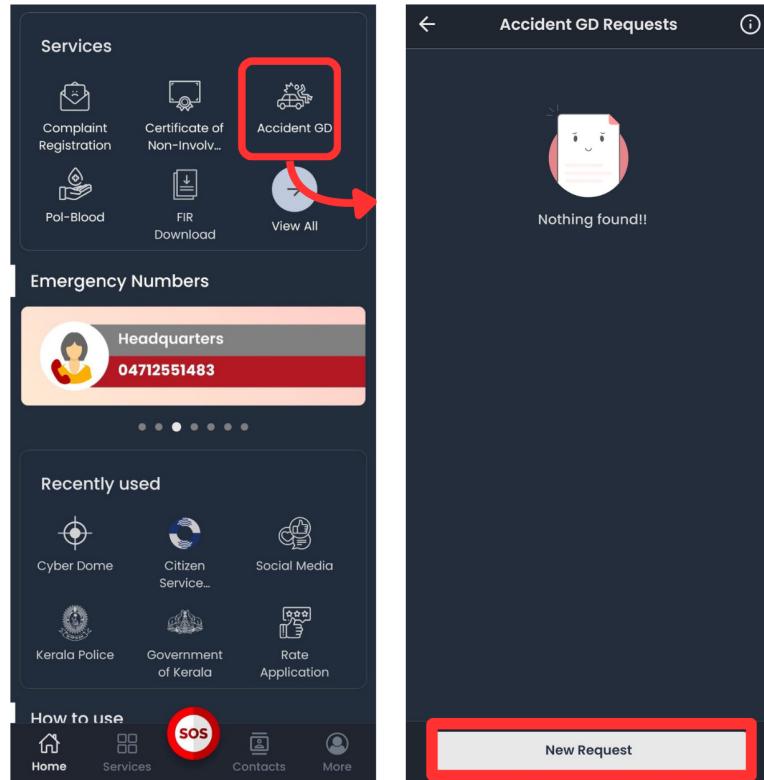


4.3.5 Accident GD

The Accident GD (General Diary) service lets citizens register accident details online, which can later be referred to for insurance or legal claims.

Navigation

1. From the Home Menu, open **Services**.
2. Click on **Accident GD**.
3. Provide the incident details and submit.

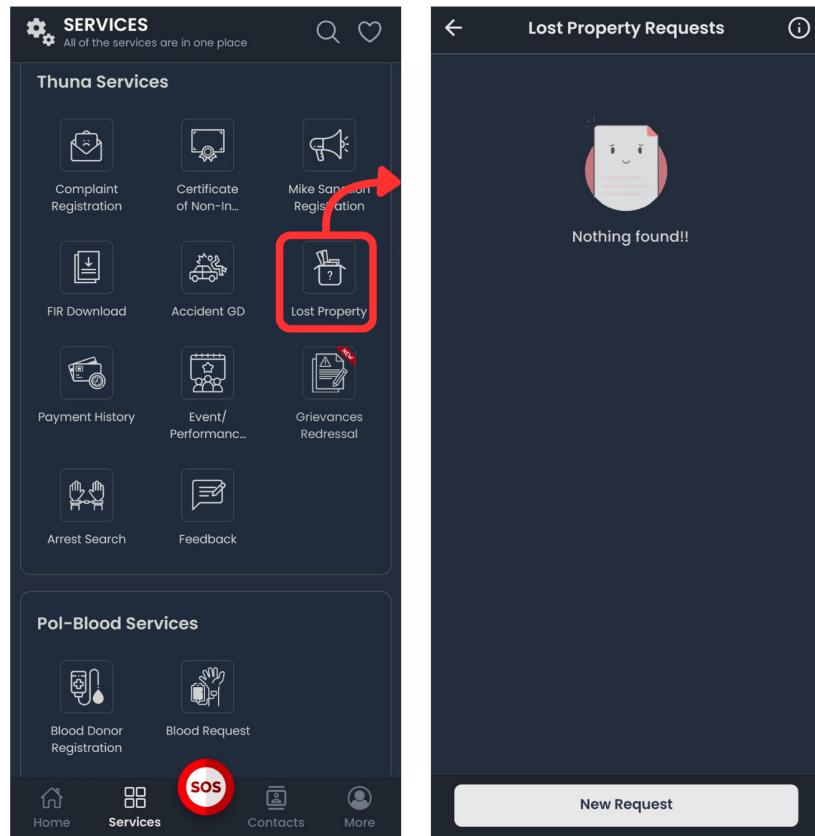


4.3.6 Lost Property

The Lost Property service enables citizens to report lost items and check whether their property has been found and registered with the police.

Navigation

1. Access the **Services** tab in the application.
2. Select **Lost Property** under the section.
3. Submit the lost item details or search existing records.

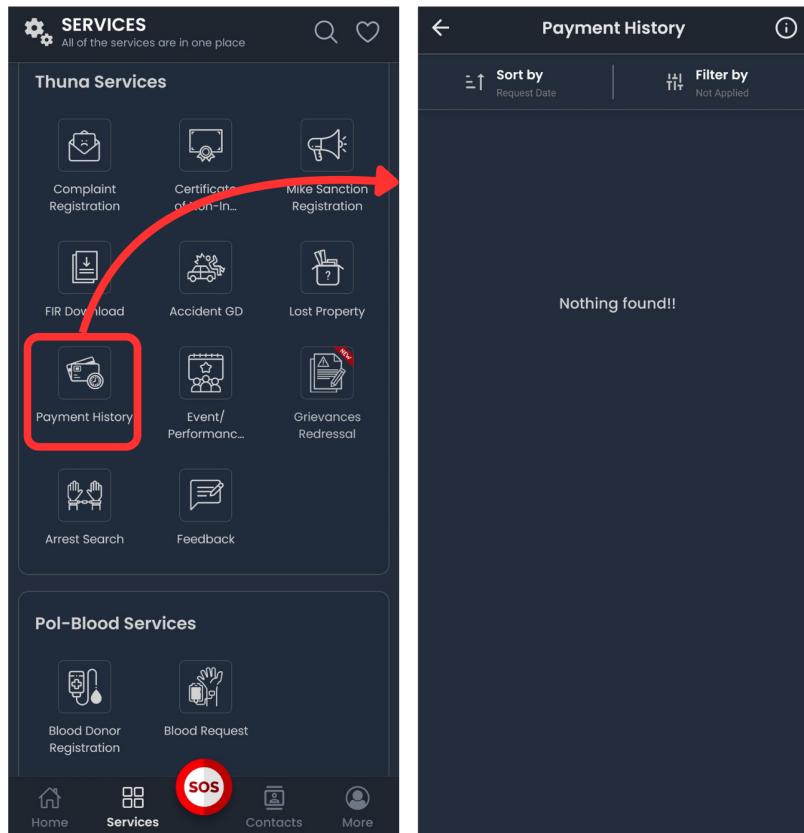


4.3.7 Payment History

This feature helps users track and view past payments made through the application for various services such as challans and certificates.

Navigation

1. Open Services.
2. Click on **Payment History** under the section.
3. Review your previous transactions.

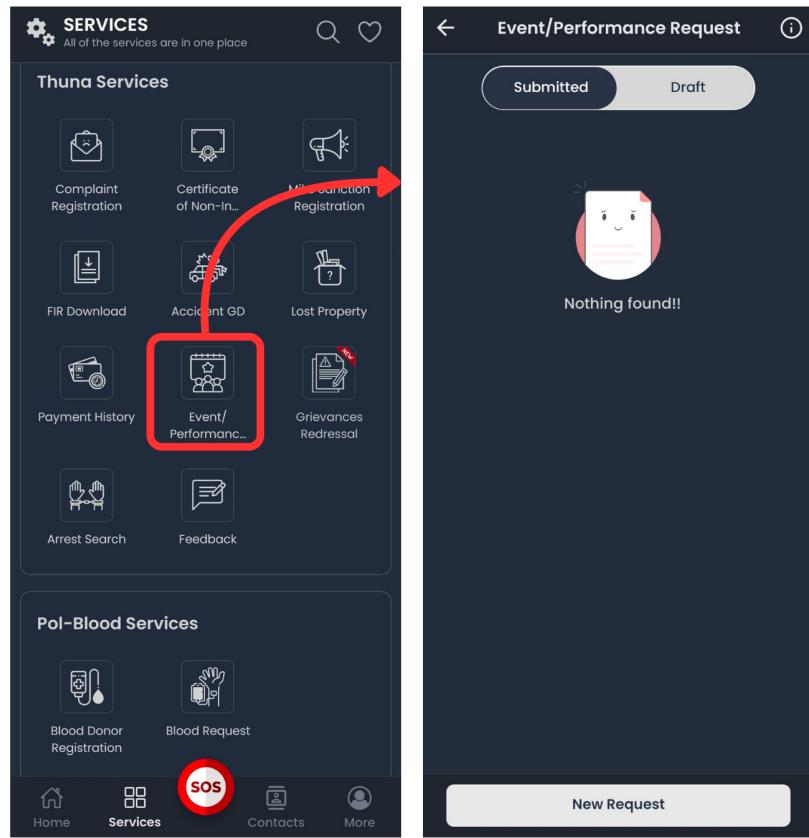


4.3.8 Event/Performance

This service shares details of events, performances, and public programs organized by the Kerala Police for community awareness and engagement.

Navigation

1. Go to the **Home Menu**.
2. Tap on **Event/Performance** under the service section.
3. View upcoming and past events.

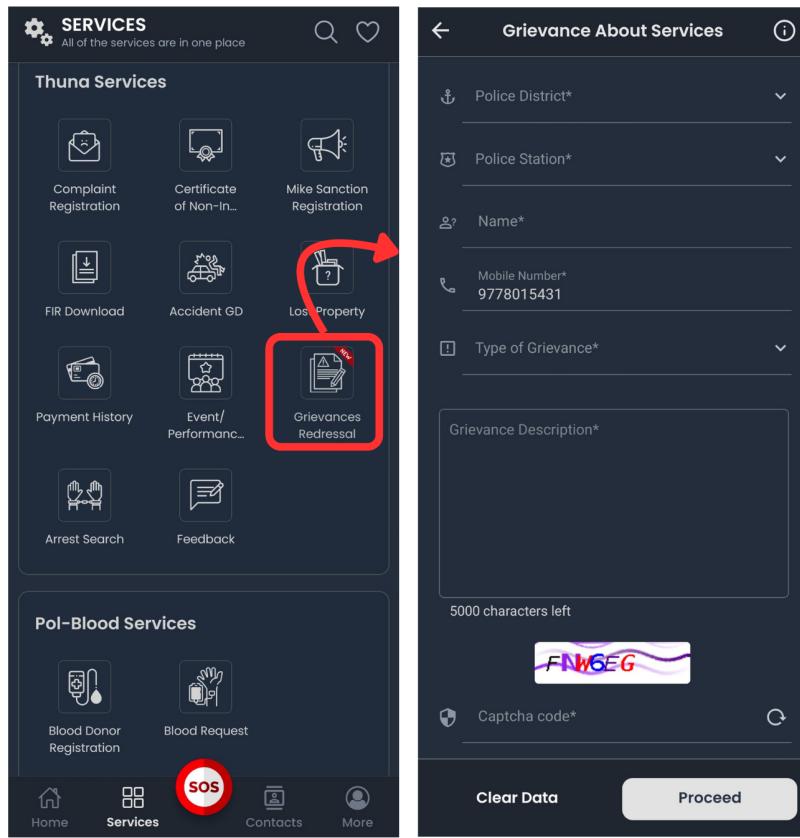


4.3.9 Grievance Redressal

Citizens can raise grievances related to policing or services and track their resolution status through this feature.

Navigation

1. From the Home Menu, open **Services**.
2. Select **Grievance Redressal** under the option.
3. Enter your grievance details and submit.

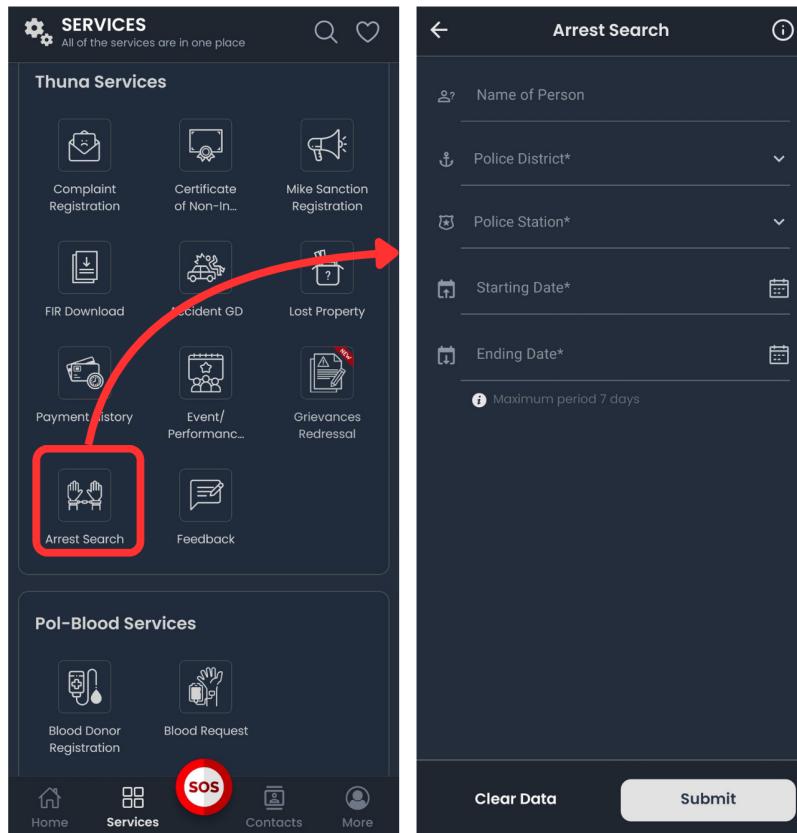


4.3.10 Arrest Search

This service allows the public to search for information about arrests made by Kerala Police. It promotes transparency and access to records.

Navigation

1. Go to Services.
2. Select Arrest Search.
3. Enter the required details to check records.

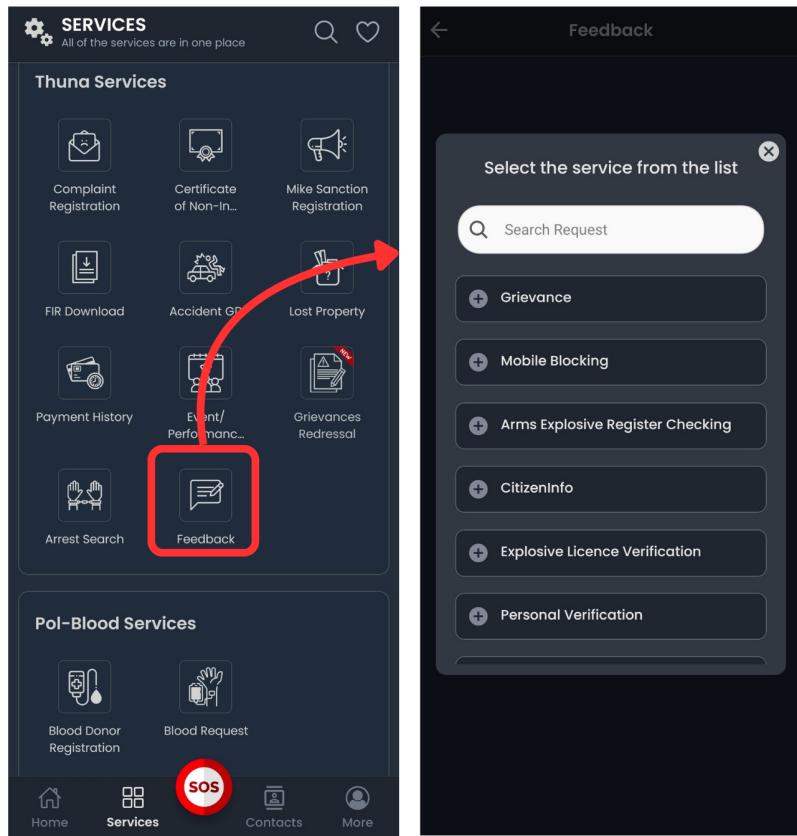


4.3.11 Feedback

The Feedback section enables citizens to share their experience and suggestions for improving police services.

Navigation

1. Navigate to the Services menu.
2. Select Feedback.
3. Fill in the feedback form and submit.

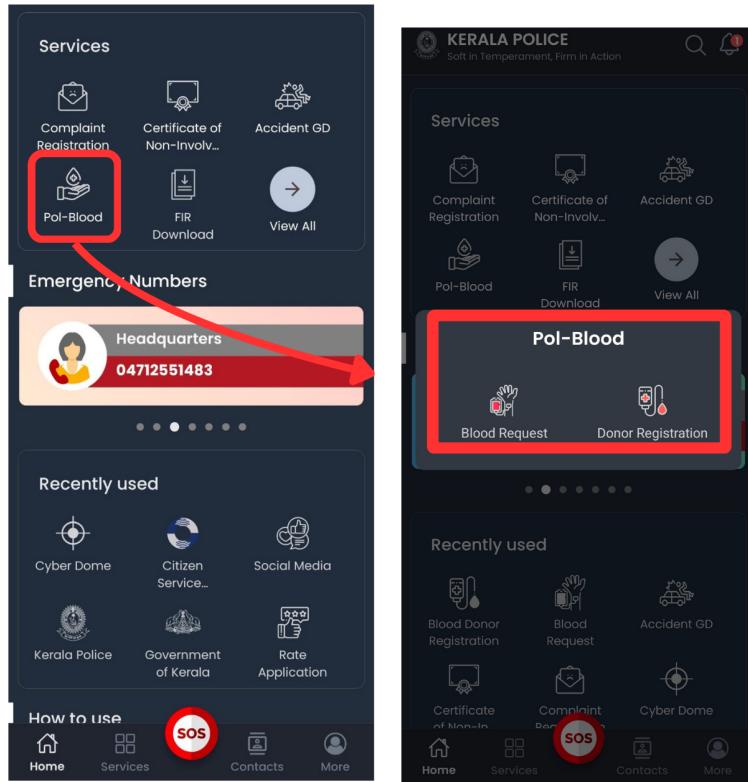


4.3.12 Pol-Blood

Pol-Blood connects users with available police blood donors in emergency situations. It acts as a life-saving support system during medical needs.

Navigation

1. Navigate to **Services** in the application.
2. Select **Pol-Blood** under the section.
3. Browse donor availability and contact as required.



4.4 Personal Service

The **Personal Service** section under the **Service Menu** provides citizens with direct and structured access to services that involve personalized interaction with police authorities. By scrolling down to this section, users can schedule appointments with the Station House Officer (SHO) and search for police stations in their vicinity. These features are designed to improve administrative efficiency, reduce waiting times, and ensure that citizens can access necessary services in a timely and organized manner. By leveraging these tools, users can address personal, legal, or community-related concerns without unnecessary delays or confusion.

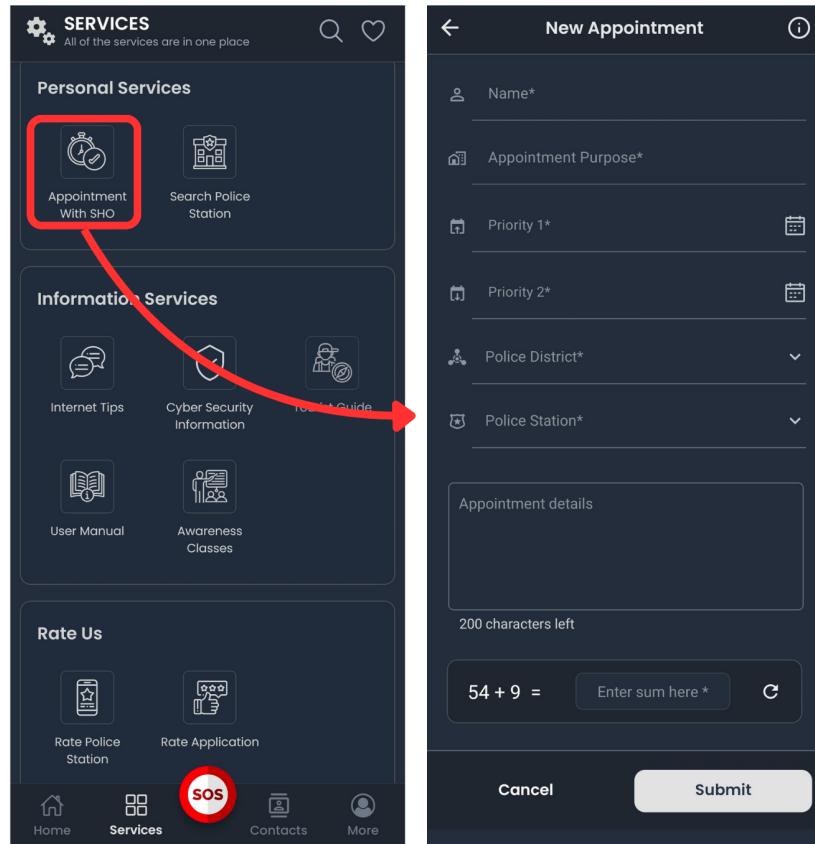
4.4.1 Appointment with SHO

The **Appointment with SHO** feature enables users to book a formal meeting with the Station House Officer at their local police station. This appointment can be

used to report complex or sensitive issues, seek advice on legal matters, or address specific community concerns. Users can select a preferred date and time from the available slots, describe the purpose of the appointment in detail, and receive a confirmation through the application. This structured approach ensures that citizens' concerns are addressed promptly and efficiently, reducing overcrowding at the police station and streamlining communication between citizens and law enforcement.

Navigation

1. Open the application and go to the **Service Menu**.
2. Scroll down to the **Personal Service** section.
3. Tap on **Appointment with SHO**.
4. Choose a convenient date and time from the available slots.
5. Provide a brief description of the purpose of the meeting.
6. Submit the request and wait for confirmation from the police station.



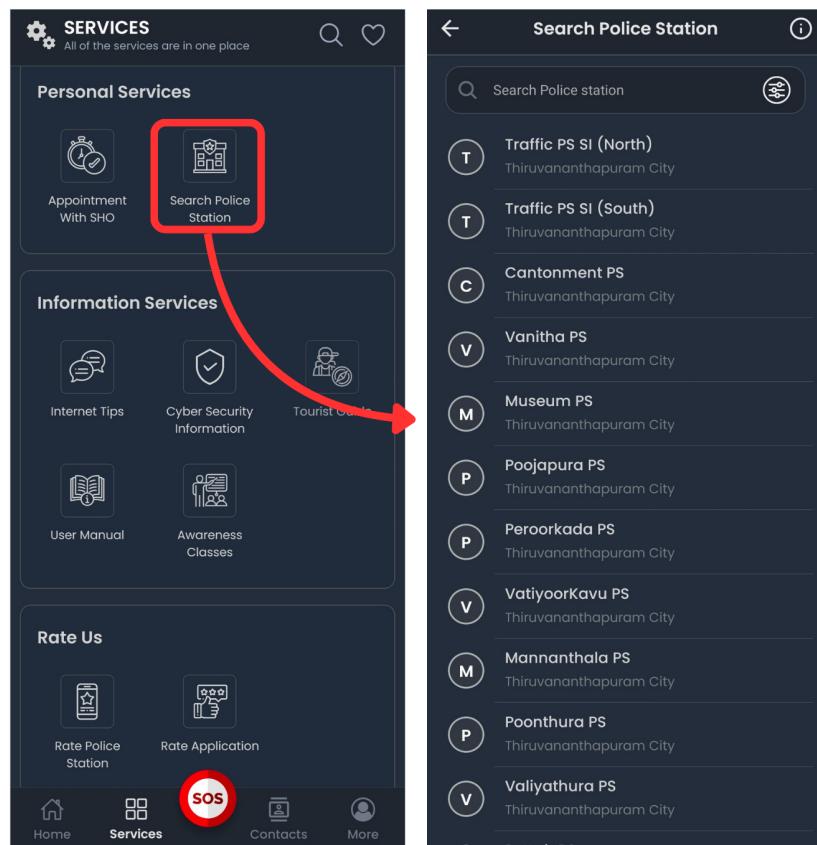
4.4.2 Search Police Station

The **Search Police Station** feature allows users to quickly locate police stations in their area using multiple search parameters such as area name, pin code, or station name. The search results provide comprehensive information including addresses, contact numbers, operational hours, and the types of services offered. This feature is particularly useful in emergencies, for filing in-person reports, or when citizens require guidance on the appropriate station for their specific needs. By enabling quick access to nearby police stations, this feature ensures that citizens can connect with law enforcement efficiently and effectively.

Navigation

1. Open the application and go to the **Service Menu**.
2. Scroll down to the **Personal Service** section.

3. Tap on **Search Police Station**.
4. Enter the area, pin code, or station name to generate a list of nearby police stations.
5. Select a station to view detailed information such as address, contact details, operational hours, and services provided.

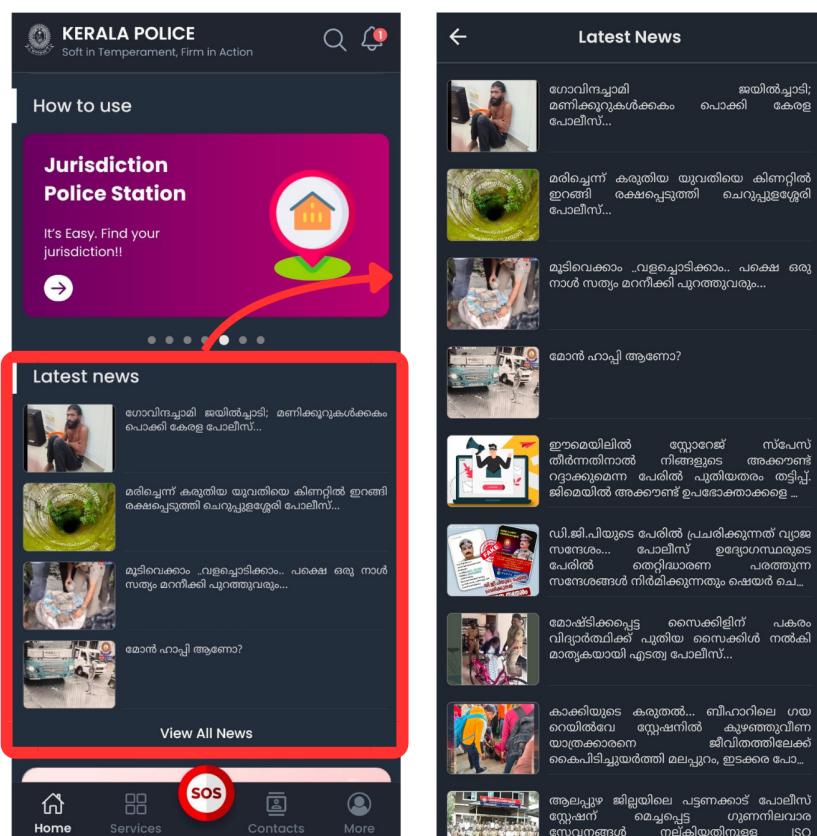


4.5 News Updates

The news updates section shares official announcements from Kerala Police. It includes awareness campaigns, safety tips, crime alerts, and important public notices. By checking this section, users can stay informed about current issues and prevent themselves from falling for false or unofficial information.

Navigation

1. Open the application to access the **Home Menu**.
2. Browse down through the visible options to reach News Updates.
3. Click on **View All News** to view more news Features.



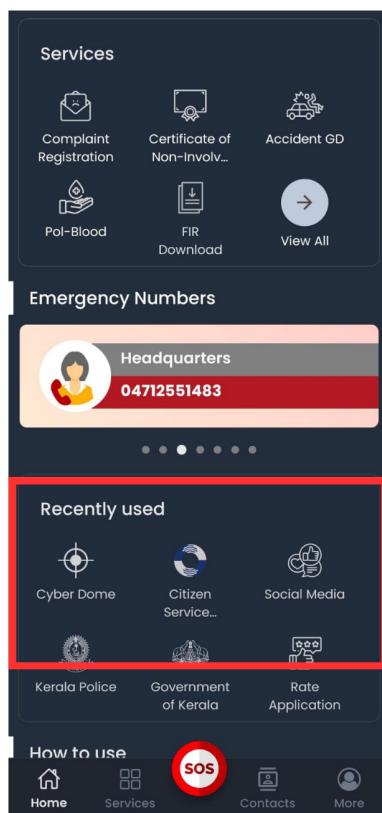
4.6 Recent Features

This section shows the features or services that the user accessed recently. For example, if someone just checked their FIR or registered a complaint, it will appear here for quick access. This saves time and helps users continue their previous task without going through the full menu again.

Navigation

1. Open the application and go to the **Home Menu**.

2. Scroll to find and select **Recently Used** option.
3. All recently accessed features are conveniently displayed here, allowing users to quickly resume or reuse them without navigating through the full menu.



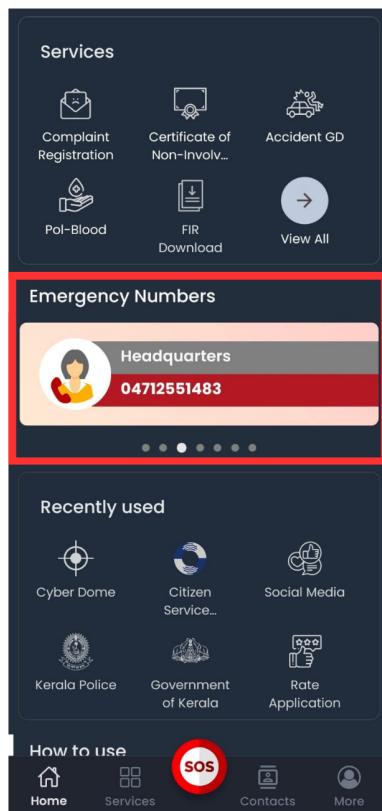
4.7 Emergency Services

This option provides instant access to emergency help such as Police, Fire, and Ambulance. Instead of searching for numbers during a crisis, users can directly tap here to connect. It ensures that help is always available at the right time with just one click.

Navigation

1. Open the application and go to the **Home Menu**.

2. Scroll to find and select **Emergency Numbers**.
3. Choose the required emergency service (e.g., Police, Fire, Ambulance).
4. Tap on the number to directly place a call.



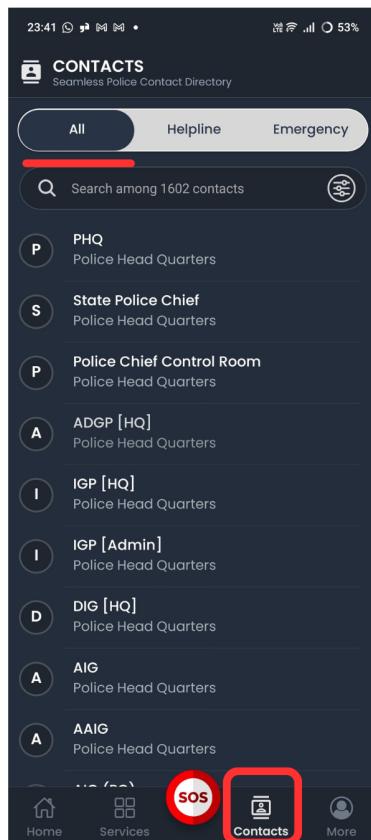
4.8 Contact Numbers

The Contact Numbers section provides a consolidated list of important helpline numbers that citizens may need in different situations. It includes Police emergency services, Women's helpline, Cybercrime helpline, Child helpline, and other essential contacts. This feature ensures that even when internet services are unavailable, users can directly access the numbers and call for assistance.

Navigation

1. Open the application and go to the **Home Menu**.

2. Tap on the **Contact** button located at the bottom of the screen, next to the **SOS** option.
3. Browse through the available helpline numbers.
4. Tap on a number to directly place a call to the respective service.



4.9 Citizen Safety Services

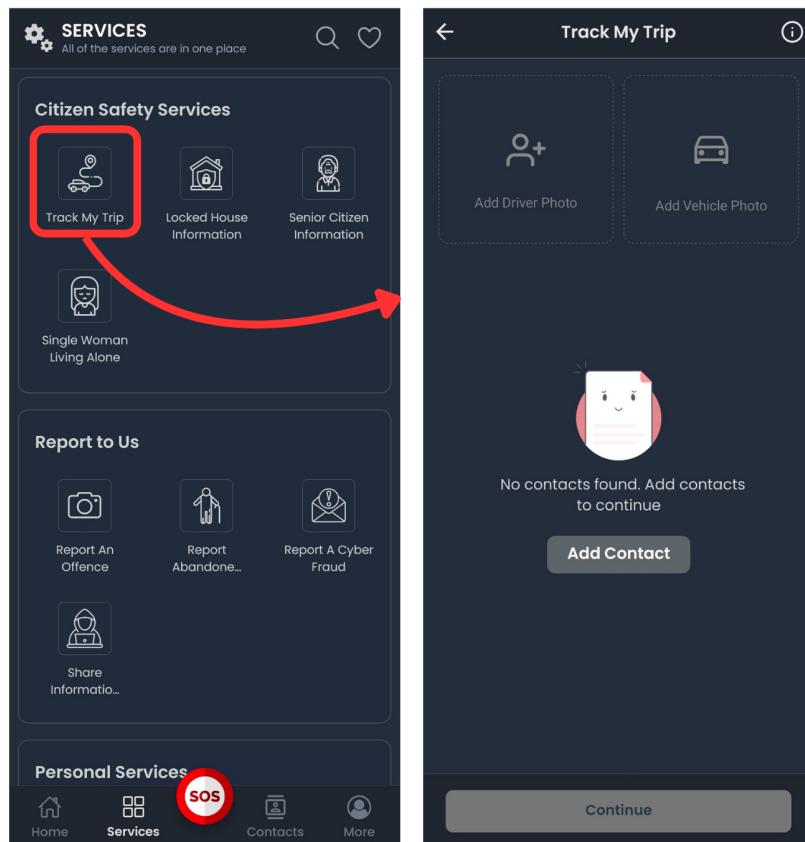
The **Citizen Safety Services** section is a part of the **Service** menu, dedicated to enhancing the safety and security of residents. By scrolling down to this section, users can access a set of specialized tools designed to protect themselves, their families, and their property. This section focuses on real-time monitoring, preventive safety measures, and priority assistance for vulnerable groups. The features include trip tracking, home security management, senior citizen support, and assistance for single women living alone.

4.9.1 Track My Trip

The **Track My Trip** feature allows users to share their travel plans, route, and live location with trusted contacts. This ensures that family members or designated authorities can monitor the user's journey and provide timely assistance if any unusual events occur during the trip. It is especially useful for solo travelers or late-night commutes.

Navigation

1. Open the application and go to the **Service Menu**.
2. Scroll down to the **Citizen Safety Services** section.
3. Tap on **Track My Trip** to enter your travel details and select trusted contacts for sharing your live location.

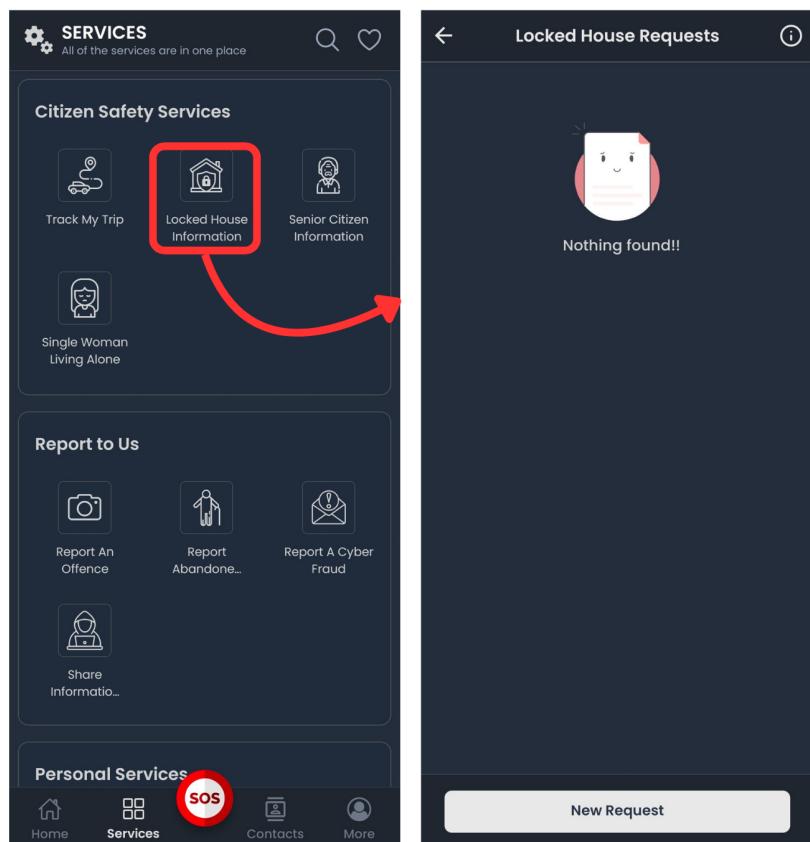


4.9.2 Locked House Information

The **Locked House Information** feature allows users to notify authorities or designated contacts when their home is unoccupied. Users can register their house details and expected absence duration. This enables authorities to keep an eye on unusual activity around the property and respond promptly to potential threats, ensuring home security even during long trips.

Navigation

1. Open the application and go to the **Service Menu**.
2. Scroll down to the **Citizen Safety Services** section.
3. Select **Locked House Information** and register your home details along with the period of absence.

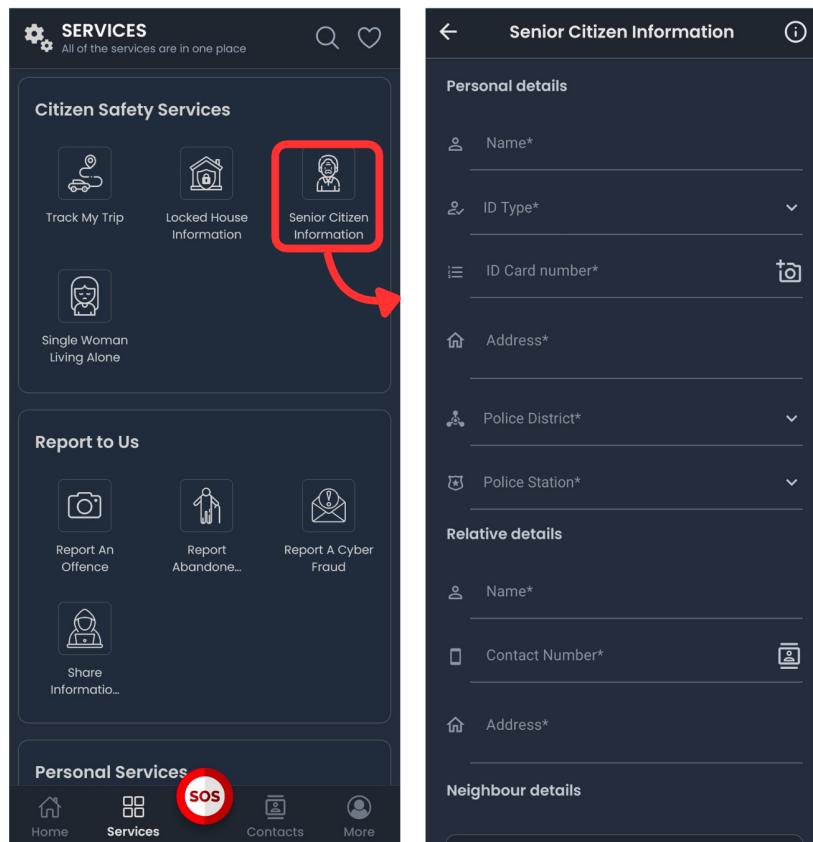


4.9.3 Senior Citizen Information

The **Senior Citizen Information** feature helps in providing priority assistance to elderly residents. Users can register senior citizens in their family or community, including health conditions, emergency contacts, and living arrangements. Authorities can then offer timely medical help, security alerts, or welfare support tailored for senior citizens.

Navigation

1. Open the application and go to the **Service Menu**.
2. Scroll down to the **Citizen Safety Services** section.
3. Tap on **Senior Citizen Information** and enter the required details such as name, age, health conditions, and emergency contacts.

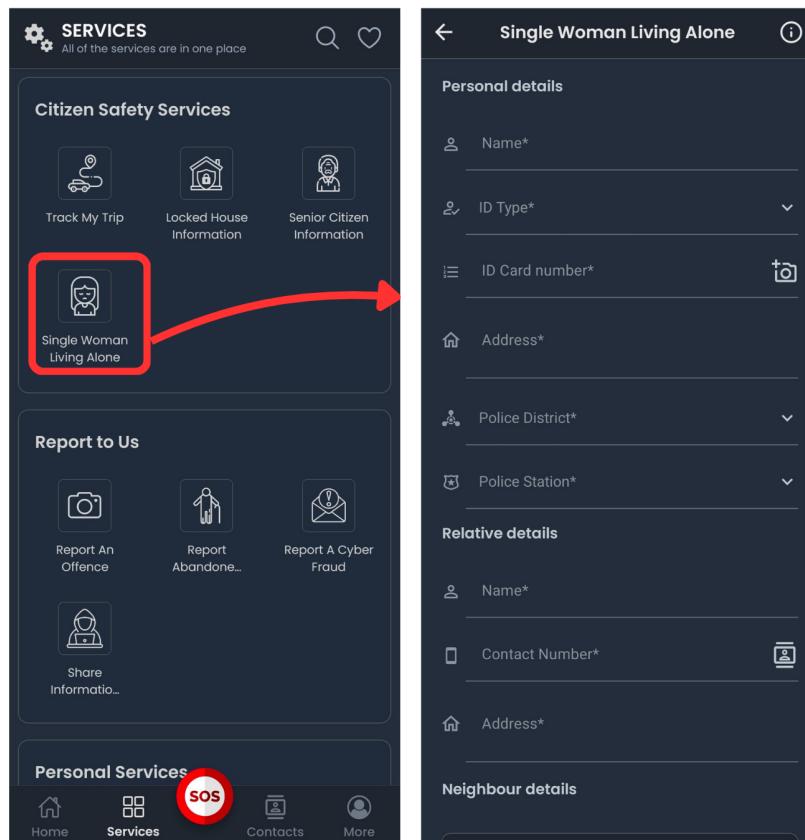


4.9.4 Single Woman Living Alone

The **Single Woman Living Alone** feature is designed to enhance the safety of women living independently. Users can register their details, home address, and emergency contacts. This allows authorities to provide priority response in case of emergencies, conduct regular safety checks, and ensure quick assistance whenever required.

Navigation

1. Open the application and go to the **Service Menu**.
2. Scroll down to the **Citizen Safety Services** section.
3. Select **Single Woman Living Alone** and register personal and home information to receive alerts and priority assistance.



4.10 Report to Us

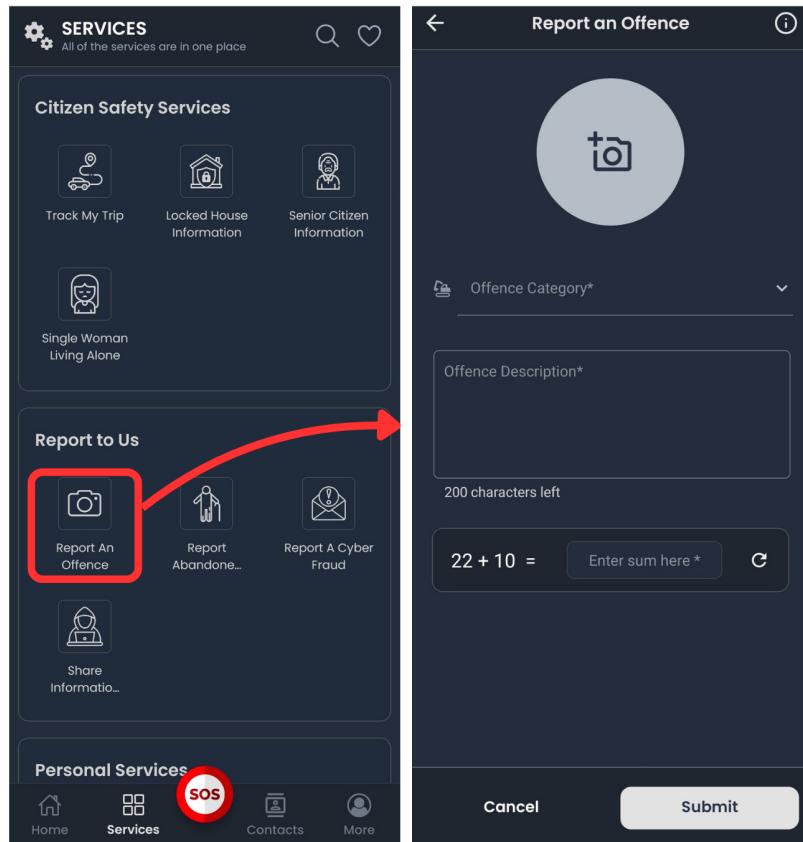
The **Report to Us** section in the **Service Menu** provides citizens with a direct channel to communicate important safety, security, and civic concerns to the authorities. By scrolling down to this section, users can report offenses, cases of abandonment, cyber fraud, or provide critical information anonymously. This feature empowers citizens to actively participate in community safety, ensures rapid intervention by relevant authorities, and helps maintain law and order. Each option within this section is designed to simplify reporting while ensuring that the information reaches the responsible department efficiently.

4.10.1 Report an Offense

The **Report an Offense** feature enables users to report criminal activity, suspicious behavior, or violations of law observed in their neighborhood. Users can submit comprehensive details about the incident, including location, time, description of the individuals involved, and supporting media such as photos or videos. This ensures that authorities have sufficient context to assess the severity of the incident and respond promptly. The feature is particularly useful for immediate reporting of thefts, assaults, public disturbances, or any situation that threatens community safety.

Navigation

1. Open the application and go to the **Service Menu**.
2. Scroll down to the **Report to Us** section.
3. Tap on **Report an Offense**.
4. Fill in the required fields with detailed information and attach any relevant evidence.
5. Submit the report to notify the authorities.



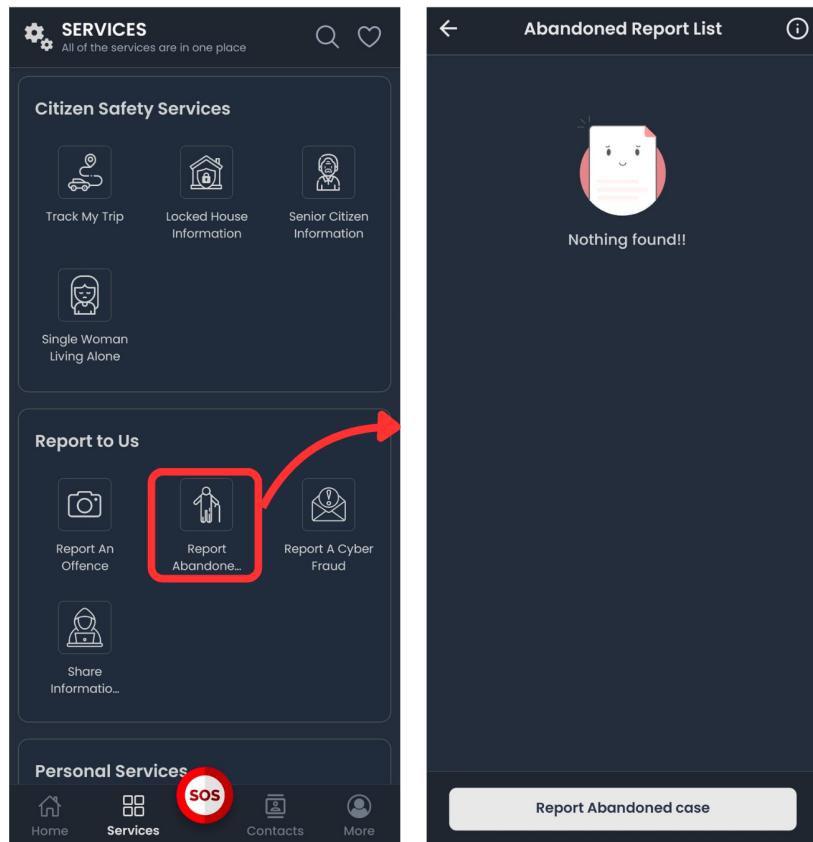
4.10.2 Report Abandonment

The **Report Abandonment** feature allows users to notify authorities about abandoned properties, vehicles, or objects that may pose safety hazards or be misused for illegal activities. Users can provide the location, type of abandonment, condition, and any associated risks. Authorities can then inspect, monitor, or remove the abandoned item, preventing accidents, criminal misuse, or urban clutter. This feature is particularly valuable in maintaining public safety and civic cleanliness.

Navigation

1. Open the application and go to the **Service Menu**.
2. Scroll down to the **Report to Us** section.
3. Tap on **Report Abandonment**.

4. Provide the details of the abandoned property or item, including location and condition.
5. Attach supporting images if available and submit the report.

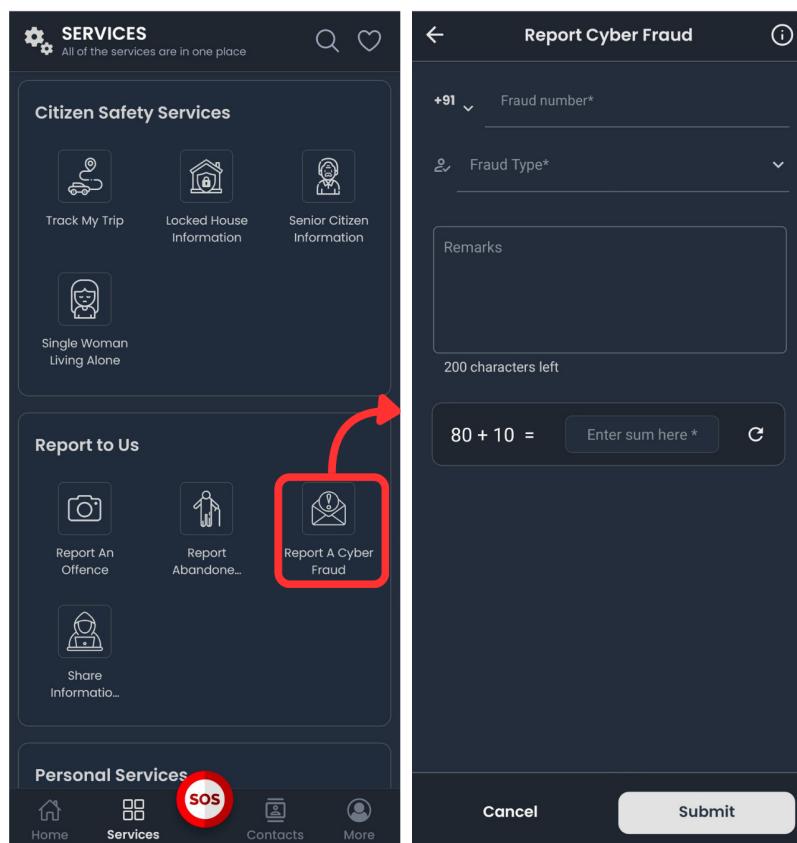


4.10.3 Report a Cyber Fraud

The **Report a Cyber Fraud** feature provides a secure channel for users to report online scams, phishing attempts, fraudulent transactions, or other cybercrime activities. Users can submit details such as suspicious emails, malicious links, fraudulent websites, or financial transaction data. By providing this information, authorities can investigate, block, and prevent further cyber fraud incidents. This feature is essential for digital safety and protecting citizens from online financial and identity threats.

Navigation

1. Open the application and go to the **Service Menu**.
2. Scroll down to the **Report to Us** section.
3. Tap on **Report a Cyber Fraud**.
4. Enter detailed information about the fraud incident, including screenshots or links.
5. Submit the report to alert the cybercrime authorities for prompt action.



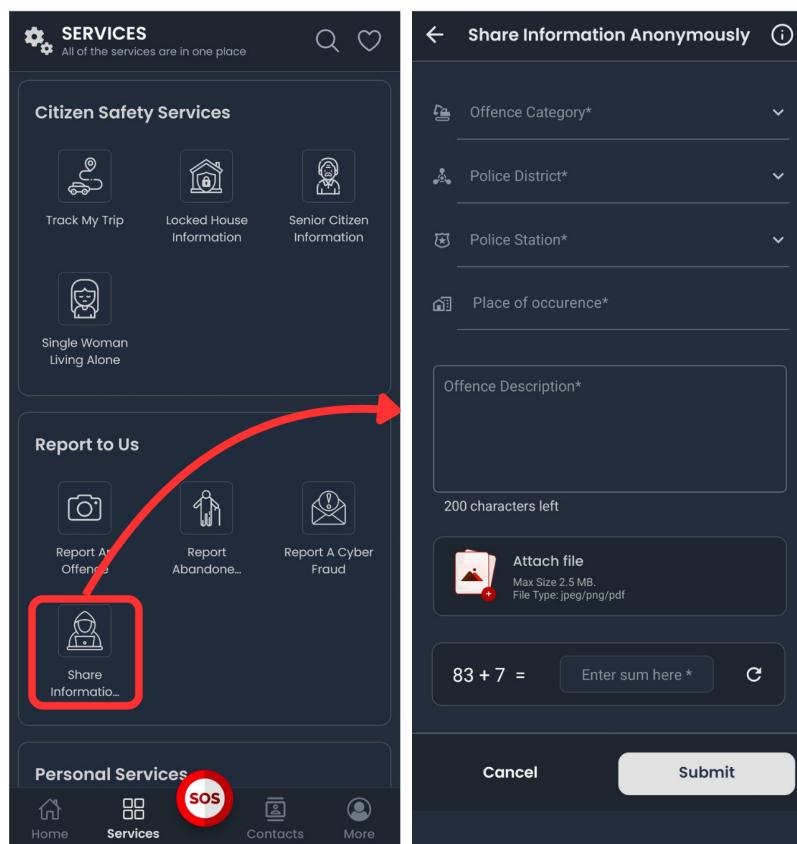
4.10.4 Share Information Anonymously

The **Share Information Anonymously** feature allows users to provide critical tips, sensitive information, or reports of illegal activities without revealing their identity. This encourages citizens to share information they might otherwise hesitate

to report, helping authorities detect crimes, prevent incidents, and maintain public safety. The feature ensures that anonymity is preserved while allowing actionable intelligence to reach law enforcement efficiently.

Navigation

1. Open the application and go to the **Service Menu**.
2. Scroll down to the **Report to Us** section.
3. Tap on **Share Information Anonymously**.
4. Enter your information, tips, or observations in the provided fields.
5. Submit securely without revealing your identity.



4.11 Information Service

The **Information Service** section under the **Service Menu** provides citizens with access to a comprehensive set of resources and guidance to enhance their safety, digital literacy, and general knowledge. By scrolling down to this section, users can access curated information on internet safety, cybersecurity, tourism, application usage, and awareness programs. This section is designed to empower users by providing practical knowledge, promoting responsible behavior, and ensuring that citizens are well-informed to make safer decisions in both digital and physical environments. Below are the detailed descriptions of the options available under this section:

4.11.1 Internet Tips

The **Internet Tips** feature offers practical advice to ensure safe, responsible, and efficient internet usage. Users can learn how to avoid phishing scams, secure personal information, recognize malicious websites, and maintain privacy on social media platforms. Additionally, this feature provides tips on safe online transactions, managing passwords effectively, and protecting devices from cyber threats. By following these guidelines, users can significantly reduce the risk of cybercrime and maintain a secure digital presence.

Navigation

1. Open the application and go to the **Service Menu**.
2. Scroll down to the **Information Service** section.
3. Tap on **Internet Tips** to access a curated list of guidelines, best practices, and safety tips for online activity.

4.11.2 Cyber Security Information

The **Cyber Security Information** feature provides detailed educational content on cybersecurity threats and preventive measures. Users can learn about malware, ransomware, phishing, identity theft, and secure online behavior. This section also provides instructions on recognizing suspicious emails, reporting cybercrime, and steps to recover from online fraud. It is designed to increase user awareness and equip citizens with the knowledge to protect personal and professional digital assets.

Navigation

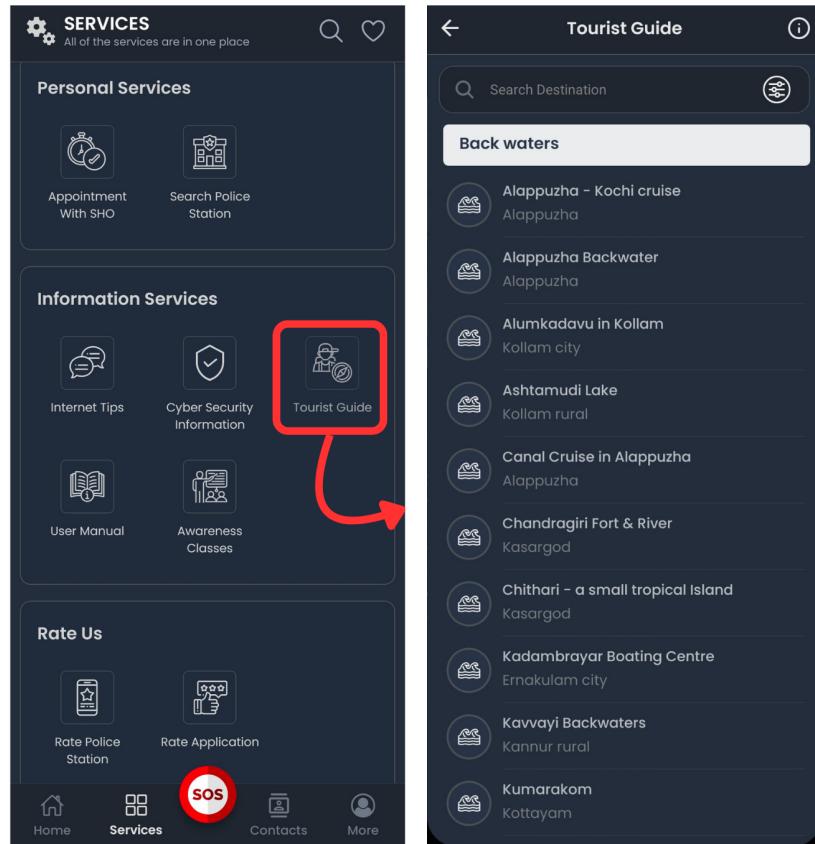
1. Open the application and go to the **Service Menu**.
2. Scroll down to the **Information Service** section.
3. Tap on **Cyber Security Information** to access educational content, safety alerts, and recommended security practices.

4.11.3 Tourist Guide

The **Tourist Guide** feature provides a complete reference for travelers, including popular destinations, local regulations, cultural guidelines, and safety instructions. It also offers information about nearby emergency services, hospitals, transport options, and accommodation recommendations. This feature ensures that both domestic and international tourists can navigate safely, avoid risks, and make informed travel decisions. It is particularly useful for first-time visitors or those traveling alone.

Navigation

1. Open the application and go to the **Service Menu**.
2. Scroll down to the **Information Service** section.
3. Tap on **Tourist Guide** to access detailed travel tips, destination guides, safety protocols, and local regulations.



4.11.4 User Manual

The **User Manual** feature provides step-by-step instructions for navigating and using the application efficiently. It includes guidance on accessing all menus, using safety features, submitting reports, and personalizing settings. This section also contains troubleshooting tips and frequently asked questions to help users quickly resolve common issues. By referring to the User Manual, citizens can maximize the utility of the application and ensure seamless interaction with its services.

Navigation

1. Open the application and go to the **Service Menu**.
2. Scroll down to the **Information Service** section.
3. Tap on **User Manual** to access detailed instructions, usage tips, and troubleshooting guides.

4.11.5 Awareness Class

The **Awareness Class** feature provides users with access to educational programs, online webinars, and interactive sessions on topics such as personal safety, cyber-security, digital literacy, and civic responsibilities. These classes aim to increase user knowledge, promote proactive safety measures, and encourage responsible digital and social behavior. Citizens can participate in these sessions to stay informed, learn preventive strategies, and actively contribute to community safety.

Navigation

1. Open the application and go to the **Service Menu**.
2. Scroll down to the **Information Service** section.
3. Tap on **Awareness Class** to view available sessions, webinars, and educational materials.

4.12 Rate Us

The **Rate Us** section under the **Service Menu** allows citizens to provide feedback and ratings for both the local police station and the application itself. This section is designed to collect user opinions, improve service quality, and ensure continuous enhancement of the application. Users can share their experiences, suggest improvements, and help authorities understand public satisfaction levels. Below are the detailed descriptions of the options available under this section:

4.12.1 Rate Police Station

The **Rate Police Station** feature enables users to provide feedback on their interactions with their local police station. Users can rate based on service quality, responsiveness, professionalism, and overall experience. This helps authorities monitor public satisfaction, identify areas for improvement, and maintain high standards of service. Feedback submitted through this feature is reviewed by the concerned department to implement necessary improvements.

Navigation

1. Open the application and go to the **Service Menu**.
2. Scroll down to the **Rate Us** section.
3. Tap on **Rate Police Station**.

4. Select the relevant police station, provide a rating, and submit feedback.

4.12.2 Rate Application

The **Rate Application** feature allows users to share their opinion about the mobile application on the Google Play Store. Users are redirected to the Play Store where they can give a rating, leave comments, and suggest improvements. This feedback helps the developers understand user satisfaction, identify bugs, and make updates to enhance usability and performance.

Navigation

1. Open the application and go to the **Service Menu**.
2. Scroll down to the **Rate Us** section.
3. Tap on **Rate Application**.
4. You will be redirected to the Google Play Store page for the application.
5. Provide a rating, write a review, and submit your feedback.

4.13 Web Links

The **Web Links** section under the **Service Menu** provides citizens with quick and convenient access to official websites, social media platforms, and digital resources related to public safety, governance, and citizen services. This section is designed to help users stay informed, connect directly with authorities, and access verified online services efficiently. By utilizing these links, citizens can receive real-time updates, engage with community initiatives, report issues, and gain awareness about safety and security measures. Below are the detailed descriptions of the options available under this section:

4.13.1 Social Media

The **Social Media** feature allows users to access the official social media accounts of relevant authorities, including police departments and public safety organizations. These platforms are used to broadcast alerts, announcements, community initiatives, and campaigns. Users can follow these accounts to receive real-time notifications about safety alerts, crime prevention tips, events, and public advisories. This feature ensures that citizens remain connected to authorities and are updated with trustworthy information.

Navigation

1. Open the application and go to the **Service Menu**.
2. Scroll down to the **Web Links** section.
3. Tap on **Social Media** to view and access official social media platforms for updates and announcements.

4.13.2 Government of Kerala

The **Government of Kerala** link directs users to the official website of the Kerala state government. Through this portal, citizens can access information about government policies, public services, welfare schemes, tenders, notifications, and emergency alerts. It is a central hub for authentic and verified government information, allowing citizens to stay informed and engage with state initiatives conveniently.

Navigation

1. Open the application and go to the **Service Menu**.
2. Scroll down to the **Web Links** section.
3. Tap on **Government of Kerala** to visit the official website and access state government resources and services.

4.13.3 Kerala Police

The **Kerala Police** link provides direct access to the official Kerala Police website. Users can access critical resources such as crime reporting portals, traffic updates, safety advisories, press releases, and contact information for local police stations. This feature ensures citizens have accurate and reliable information for reporting incidents, seeking assistance, and staying informed about public safety initiatives.

Navigation

1. Open the application and go to the **Service Menu**.
2. Scroll down to the **Web Links** section.
3. Tap on **Kerala Police** to access the official police website, view alerts, and obtain contact details for local authorities.

4.13.4 Citizen Services (THUNA)

The **Citizen Services (THUNA)** link connects users to the THUNA portal, a centralized platform providing citizen-oriented services. Users can access a variety of services including complaint submission, safety alerts, status tracking, and information on government welfare schemes. This portal enhances transparency, simplifies interactions with authorities, and ensures citizens can avail themselves of services efficiently without needing to visit government offices in person.

Navigation

1. Open the application and go to the **Service Menu**.
2. Scroll down to the **Web Links** section.
3. Tap on **Citizen Services (THUNA)** to visit the portal and access a wide range of citizen services and safety tools.

4.13.5 Cyber Dome

The **Cyber Dome** link provides access to Kerala's Cyber Dome initiative, which focuses on cybersecurity awareness, prevention, and reporting of cybercrime. Users can access online resources, educational content, awareness campaigns, training programs, and incident reporting tools. This feature empowers citizens to protect themselves from digital threats, report cyber incidents efficiently, and increase their knowledge of safe online practices.

Navigation

1. Open the application and go to the **Service Menu**.
2. Scroll down to the **Web Links** section.
3. Tap on **Cyber Dome** to access the portal, learn about cybersecurity measures, and report cyber incidents.

4.14 More Button

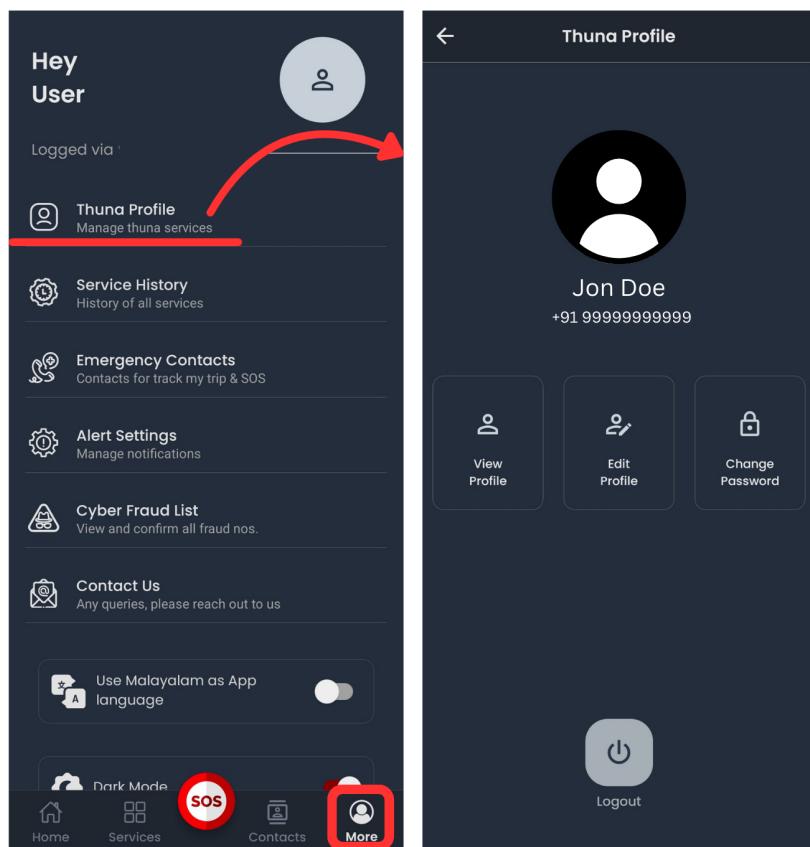
The **More** button serves as an extended menu that provides access to additional features, personalization options, and essential tools in the application. It allows users to manage their profile, review service history, configure alerts, stay informed about Cyber fraud, and customize their app experience. Below are the detailed descriptions of the options available under this section:

4.14.1 Thuna Profile

The Thuna Profile option allows users to view and update their personal information, such as name, address, and registered contact details.

Navigation

1. Open the application and go to the **Home Menu**.
2. Tap on the **More** button.
3. Select **Thuna Profile** to view or update your profile details.

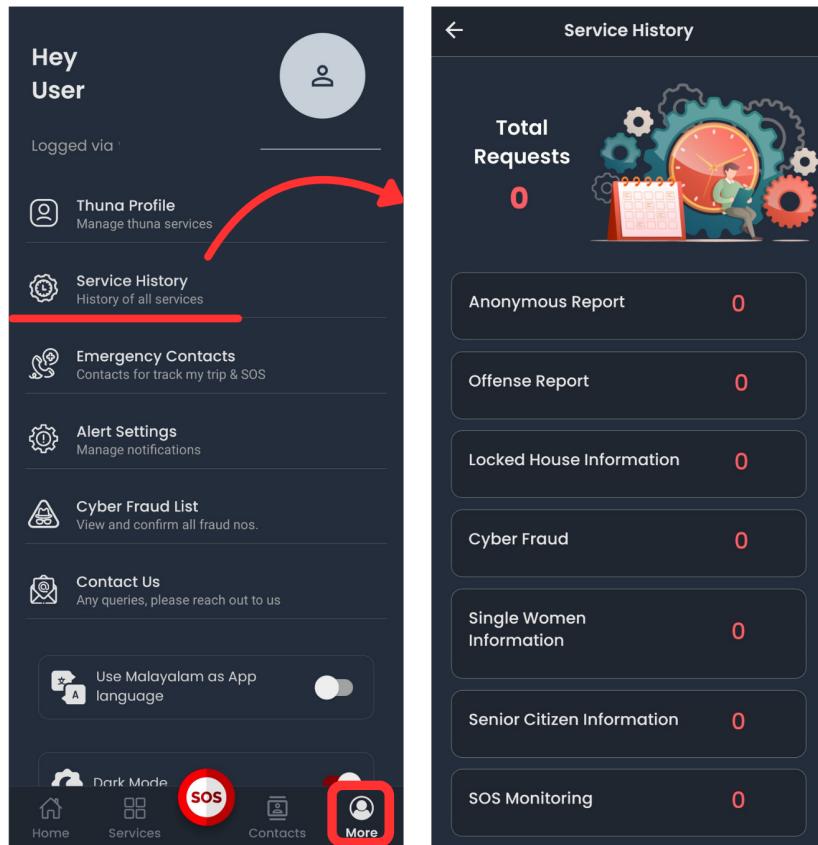


4.14.2 Service History

This section provides a record of all the services previously accessed through the application, enabling users to track requests and past activities.

Navigation

1. From the **More** menu, select **Service History**.
2. Browse the list to review your past activities or requests.

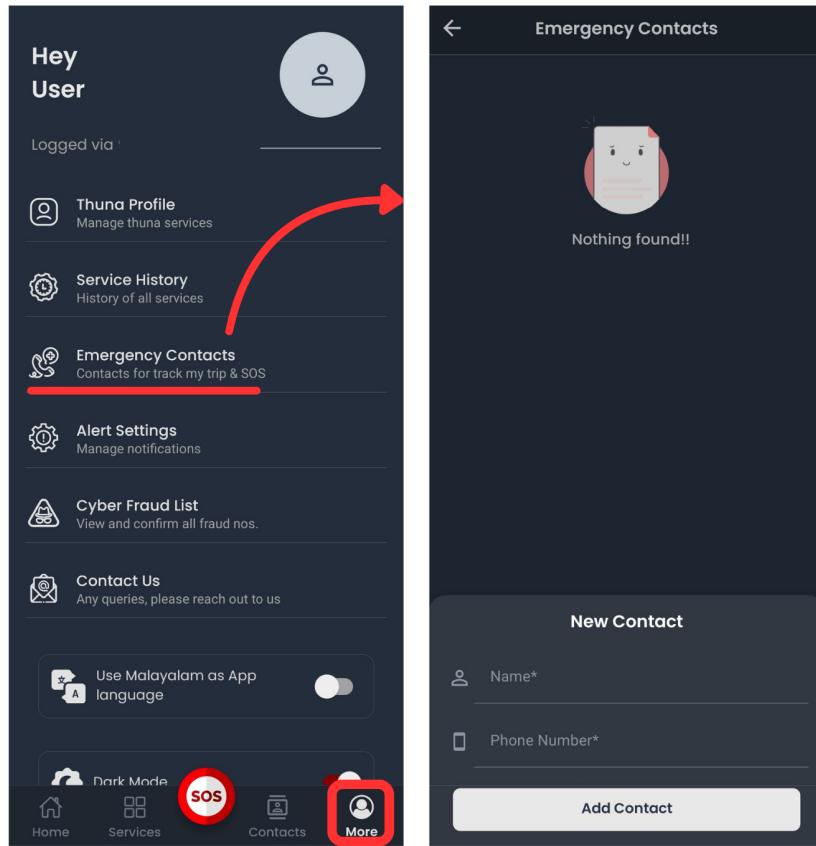


4.14.3 Emergency Contacts

Users can save trusted personal contacts under this section, so they can be quickly reached during emergencies.

Navigation

1. Go to **More** → **Emergency Contacts**.
2. Add or edit emergency contact details.
3. Use the listed contacts for quick communication in emergencies.

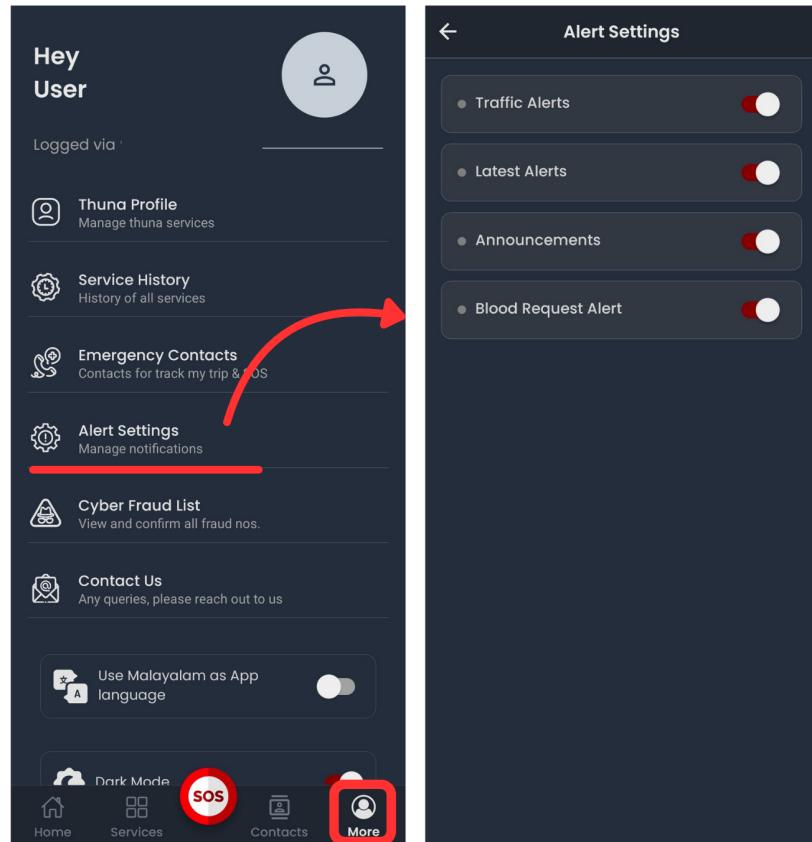


4.14.4 Alert Settings

This feature allows customization of how alerts are received — including push notifications, SMS, or in-app messages.

Navigation

1. Tap on **More** and choose **Alert Settings**.
2. Enable or disable notification preferences as required.



4.14.5 Cyber Fraud List

The Cyber Fraud List option provides users with a verified database of common and emerging online fraud schemes reported to the Kerala Police. It includes details such as fraud type, method of operation, and precautionary measures to help citizens identify suspicious activities. Examples include fake loan offers, job scams, phishing links, lottery frauds, and identity theft attempts.

By regularly checking this section, users can stay aware of the latest cyber-crime trends and protect themselves from financial or data loss. It also acts as a quick reference guide, ensuring that citizens can recognize fraudulent activities before falling victim to them.

Navigation

1. Go to More Options, on bottom right side.

2. Click on Cyber Fraud List
3. All the details on recent Fraud Occurrence will appear here.

Number	Fraud Type
7849902667	Bank Fraud
+919513176385	Smishing/Jackpot Messages
6377720440	Smishing/Jackpot Messages
8923801472	Others
+919832438017	Bank Fraud
9950851184	Smishing/Jackpot Messages
9571233368	Others
BWACCOTP	Fraudulent Job Offers
9027876512	Fraudulent Job Offers
+917849825459	Smishing/Jackpot

4.14.6 Contact Us

This option provides users with official contact details of the support team for queries, complaints, or assistance.

Navigation

1. Open More → Contact Us.
2. A mail will pop up and users can use this to contact for help.

4.14.7 Change Theme

The Change Theme feature allows users to switch between light and dark modes, improving visibility and comfort.

Navigation

1. Go to **More** and tap on **Change Theme**.
2. Select your preferred theme option of Dark or White.

4.14.8 Change Language

This section provides multi-language support to ensure accessibility for all users.

Navigation

1. Open **More** → **Change Language**.
2. Select your preferred language from English or Malayalam.

4.14.9 Log Out

This option allows users to securely log out from the application after use.

Navigation

1. Tap on the **More** menu.
2. Scroll down and select **Log Out**.
3. Confirm the action when prompted.

5 Information Requirements

The **Information Requirements** section provides an overview of the data that must be collected and submitted by users to access various services in the application. Accurate and complete information ensures timely processing of requests, enables authorities to provide appropriate assistance, and helps maintain safety, transparency, and accountability in all interactions.

Each service in the application requires specific details, depending on its purpose and functionality. The following general categories of information are collected across services:

5.1 Personal Information

- Name
- Date of Birth
- Age
- Gender
- Caste Category
- Mobile Number
- Relative's Name
- Relative Type (e.g., Father, Mother, Spouse)
- ID Type (e.g., Aadhaar Card, Voter ID, Passport)
- ID Card Number

5.2 Address Information

- Permanent Address
- Present Address

5.3 Complaint Details

- Place of Incident
- Police District
- Police Station
- Office to File Complaint
- Date of Incident (if known)
- Complaint Description
- Supporting Documents (Upload option, if required)

5.4 NIOC/NOC Details

- Applicant Name
- Date of Birth
- Address (Permanent / Present)
- Purpose of NIOC (e.g., Job, Passport, Internship, Other)
- Police District
- Police Station
- Recommendation Letter (from relevant authority/organization)
- Supporting Letter or Document (if applicable)
- Identity Proof (e.g., Aadhar Card, Voter ID, Passport)(Maximum file size: 2 MB; Accepted formats: JPEG, PNG, PDF)

5.5 Mike Sanction Details

- Applicant Name
- Organization/Institution Name
- Contact Number
- Email Address
- Purpose of Mic Sanction (e.g., Event, Public Program)
- Venue/Location of Event
- Date and Time of Event
- Police District
- Police Station
- Attach ID Card (Maximum file size: 2 MB; Accepted formats: JPEG, PNG, PDF)

5.6 FIR Download Details

- FIR Number
- Year of Registration
- Police District
- Police Station

Optional: Name of Accused

Optional: Start Date

Optional: End Date

5.7 Event/Performance Details

- Event Details (Name, Type, and Description of the Event/Performance)
- Location (Venue/Address where the event will be conducted)

5.8 Grievance Details

- Police District
- Police Station
- Type of Grievance
- Grievance Description

5.9 Arrest Search Details

- Police District
- Police Station
- Name of Accused
- Date Range (Start Date – End Date) for Search

5.10 Donor Registration Details

- Donor Name
- Age
- Gender
- Blood Group
- Contact Number
- Email Address (optional)
- Permanent Address
- Present Address
- Willingness to Donate (Blood, Plasma, Organ, etc.)

5.11 Donor Request Details

- Requester Name
- Patient Name (if applicable)
- Patient Age
- Gender
- Required Blood Group / Organ
- Contact Number
- Email Address (optional)
- Hospital/Clinic Name
- Location of Hospital
- Urgency Level (Immediate, Within 24 hrs, Flexible)

5.12 Track My Trip Details

- Driver Photo
- Vehicle Photo
- Vehicle Number
- Start Location
- Destination Location
- Trip Start Date and Time
- Add Emergency Contacts (if needed)

5.13 Locked House Information Details

- House Owner Name
- Contact Number
- Address of the House and Photo
- Duration of Lock (From Date – To Date)
- Reason for Lock (e.g., Travel, Vacation, Work)
- Neighbor's Name
- Neighbor's Contact Number

5.14 Senior Citizen Information Details

- Senior Citizen Name
- Age
- Gender
- Contact Number
- Alternate Contact Number (optional)
- Permanent Address
- Present Address (if different)

- ID Type (e.g., Aadhaar, Voter ID, Passport)
- ID Card Number
- Health Conditions / Special Needs (optional)
- Emergency Contact Person Name
- Emergency Contact Number
- Relationship with Emergency Contact

5.15 Single Women Living Alone Information Details

- Women Name
- Age
- Gender
- Contact Number
- Alternate Contact Number (optional)
- Permanent Address
- Present Address (if different)
- ID Type (e.g., Aadhaar, Voter ID, Passport)
- ID Card Number
- Health Conditions / Special Needs (optional)
- Emergency Contact Person Name
- Emergency Contact Number

5.16 Report an Offense and Cyber Fraud Details

- Type of Offense
- Description of Offense

5.17 Report Anonymously Details

- Type of Incident / Offense
- Place of Incident
- Police District
- Police Station
- Description of Incident
- Supporting Documents / Evidence (Photos, Videos, PDFs – max size 5 MB)
- Optional Contact for Follow-up (can remain anonymous)
- Additional Information / Witness Details (optional)

5.18 Appointment with SHO Details

- Applicant Name
- Appointment Purpose
- Priority 1
- Priority 2
- Police District
- Police Station
- Appointment Details

6 Features

6.1 Core Features

6.1.1 Emergency SOS

Pressing and holding the SOS button immediately sends an alert to the nearest police station, including your real-time GPS location. This feature ensures rapid response during emergencies such as theft, assault, medical emergencies, or any threatening situation. Users can also optionally notify predefined emergency contacts simultaneously.

6.1.2 Crime Reporting

This feature allows citizens to lodge complaints regarding theft, assault, cyber-crime, or other offenses. Users can upload photos, videos, or text descriptions to provide supporting evidence. Once a report is submitted, the system generates a unique tracking number, enabling the user to monitor the status of their complaint and receive timely updates from the authorities.

6.1.3 Police Station Locator

Using GPS integration, the app displays nearby police stations on an interactive map. Users can view essential details such as contact numbers, addresses, and operational hours. The feature also provides turn-by-turn directions via Google Maps for faster access during emergencies.

6.1.4 Traffic and Safety Alerts

The dashboard displays live traffic updates, roadblocks, accidents, and public safety advisories. Important alerts are pushed as notifications to ensure users are informed in real time, helping them avoid unsafe areas and plan safe travel routes.

6.1.5 Citizen Services

A suite of services designed to support daily citizen needs and safety:

- Lost-and-found reporting to assist citizens in retrieving lost items efficiently.
- Verification requests for tenants, employees, or other individuals requiring police clearance.
- Cybercrime helpdesk providing guidance and support for online fraud, phishing, and other digital threats.

6.2 Other Features

6.2.1 Anonymous Tip Submission

Users can submit tips regarding criminal activity without revealing their identity. This ensures confidentiality while enabling authorities to investigate tips promptly. Optional attachments (photos, videos, documents) can strengthen the credibility of the tip.

6.2.2 Emergency Contacts Directory

A comprehensive directory of district police control rooms, women helplines, child protection helplines, fire services, and other emergency numbers. This enables quick access to help during critical situations.

6.2.3 Push Notifications

The app sends instant notifications for law-and-order updates, public advisories, missing persons, major traffic changes, and safety alerts. Users can customize which notifications they receive based on priority and location.

6.2.4 In-App Feedback System

Users can rate services, provide feedback on complaint handling, report issues with the app, and suggest improvements. Feedback helps authorities improve responsiveness and service quality.

6.2.5 Multilingual Support

The application supports English, Malayalam, and Hindi interfaces to ensure accessibility for a wider user base. Users can switch languages at any time without affecting app functionality.

6.2.6 Profile and Settings

Users can update personal details, manage login credentials including PIN and fingerprint authentication, and configure notification preferences. This feature ensures that user information remains secure and tailored to their needs.

6.2.7 Awareness and Education

The app provides safety tips, cybercrime awareness materials, educational articles, and downloadable PDFs. These resources empower citizens with knowledge to prevent crime and respond appropriately in emergencies.

6.2.8 Security Features (Captcha / Verification)

To protect against automated submissions and ensure authentic user interaction, the app implements Captcha or simple sum verification before submitting forms and requests. This security measure helps prevent spam, fake complaints, or misuse of services, maintaining the integrity of all submissions.

7 Troubleshooting

7.1 Common Issues

- App not opening: Restart your phone and check for updates.
- OTP not received: Ensure correct mobile number and stable network.
- Location not detected: Check if GPS permissions are enabled.

7.2 Error Messages

- “Network error” – Check your internet connection.
- “Invalid OTP” – Request a new OTP and try again.
- “Permission denied” – Enable permissions in your phone settings.

8 Support

8.1 Support and Resources

If you face issues not covered in this guide, you can reach out through the following official support channels:

- **Emergency Helpline (Phone):** Dial **100** (Police) or **112** (National Emergency Response)
- **Email Support:** mobileapp.pol@kerala.gov.in
- **Official Website:** www.keralapolice.gov.in
- **Nearest Police Station:** Use the in-app locator on the Kerala Police mobile app

For official updates and public awareness campaigns, follow Kerala Police on social media:

- **Instagram:** [kerala_police](#)
- **X (Twitter):** [thekeralapolice](#)
- **Facebook:** Kerala Police
- **YouTube:** Kerala Police

- **Whatsapp:** Kerala Police

Tip: Always verify updates only from these official sources to avoid misinformation.