

Noise Free Nagpur — Employee Manual

Complete operations manual for every officer role

1. Introduction

This staff manual covers the daily operation of the Noise Free Nagpur system. It applies to every officer — PI, ACP, DCP, Additional CP, Police Control Room, senior administration (Municipal Commissioner, Divisional Commissioner, Collector, Commissioner of Police) and Admin.

2. Login and access

- 1 Open the portal URL in your browser and click **Login**.
- 2 Enter your official email and the initial password provided by Admin.
- 3 Change your password after the first login (raise a request with Admin).

Note: Never share your password. Always sign out from a shared computer.

3. Role-wise workflow

Police Inspector (PI) — 30 min SLA

Page: Station Complaints (/pi)

View: All active complaints assigned to your police station.

Open a complaint: Review the citizen's location on the map, decibel reading, evidence (photo/audio/video). Use Open in Google Maps for directions.

When you reach the site, click On-site action:

- **1.1 Complaint Attended** — pauses SLA. **At least one on-site photo is mandatory.** Write a short remark.
- **1.2 Fake Complaint** — closes the case as fake with your remark. No escalation.

Final resolution: After the actual action (warning / fine / seizure / equipment shut down), select Update Status → Resolved and upload proof (JPG / PNG / JPEG / PDF).

ACP — 30 min SLA

Page: Escalated to ACP (/acp)

Complaints where the PI did not act / mark Attended in 30 minutes auto-escalate here. Review the case, then update status to In Progress or Resolved (with proof).

DCP — 30 min SLA · Final level

Page: Escalated to DCP (/dcp) + **Dashboard** and **Reports**

Cases that ACPs could not resolve in time land here. This is the final escalation. The Dashboard shows a **Live Zone Heatmap** — complaint load and escalation ratio per station in your zone.

Additional CP

Page: All escalations (/additional-cp)

Consolidated audit view of every complaint that was escalated at least once. Ideal for senior monitoring of underperforming stations / ACPs.

Police Control Room

Page: Control Room (/control-room)

- **Register:** Click Register new complaint to file on behalf of a citizen who has called in.
- **Reassign:** If a complaint was routed to the wrong station, use the Reassign button to move it to the correct one.
- Full city-wide list and dashboard access.

Senior administration dashboard

Municipal Commissioner, Divisional Commissioner, Collector and Commissioner of Police have read-only access to the **Dashboard** and **Reports** — KPIs, zone-wise complaints, status distribution, 7-day trend, top noise sources, average resolution time, the **Live Zone Heatmap**, and CSV export.

Admin

- Register new officers (PI / ACP / DCP / Additional CP / Control Room / Viewers / Admin) with the correct zone / ACP / police station attached.
- See a list of all users.
- Download the **Confidential Credentials PDF** — every seeded login grouped by Zone → ACP → Police Station.

4. SLA matrix

Level	Officer	SLA	Escalation
PS	PI	30 minutes	Auto-escalated to ACP unless PI marks Attended
ACP	ACP	30 minutes	Auto-escalated to DCP
DCP	DCP	30 minutes	Final level

Important: Leaving a complaint untouched at PS auto-escalates it to ACP within 30 minutes. Act promptly — either Attend on-site or Resolve.

5. Do's and don'ts

Do

- When marking Attended, physically visit the site and take a **clear, well-lit photo**.
- Attach detailed proof in the resolution — fine receipt, seizure list, warning photo.
- Write a clear description of the action in the remark box.

Don't

- Never mark Fake without visiting the site — consequences are serious.
- Never try to close a case as Resolved without proof (the system will reject it).
- Never share your password.

6. Troubleshooting

Problem	Solution
Cannot log in	Check the email spelling; ask Admin to reset the password.
Cannot see a complaint	Your view is filtered by role. Set the Status filter to "All".
Photo upload fails	Keep files under 10 MB; videos must be under 2 MB.
Map is empty	The citizen did not capture GPS. Use the address to reach the site.

7. Contact

For technical issues contact your Admin. For confidentiality concerns contact the Additional Commissioner of Police office.