

Name: Department of Women and Child Development, West Bengal

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Teaching Notes

Track Child -Online Tracking System for Missing Children

1. OVERVIEW

The pilot programme of National Tracking System for Missing Children was launched in West Bengal way back in 2007-08. After successful implementation over next few years, the system was rolled out nationally in 2012-13. The DWCD (Department of Women and Child Development), West Bengal with active technical support from NIC-WBSC pioneered this initiative. The system also paves the way to effectively implement Anti Human Trafficking initiatives of Department of WCD and Police by tracking and monitoring women and child trafficking syndicates.

Key objectives of the project are to create a systematic and centralized mechanism for tracking large number of women and children who are missing for various reasons and set up a framework for participating organizations involved in the process. The project then ensures ultimate repatriation and rehabilitation of the missing women and children. The DMs and SPs receive monthly SMS alerts regarding missing/found children. The initiative also focuses to set up a Web-enabled Child Protection Management Information System (MIS) for various ICPS (Integrated Child Protection Scheme) bodies.

Initiative provides online resource directory of child protection service providers like Police, Child Care Institutions, Child Welfare Committees, Juvenile Justice Boards, ICPS Bodies etc. and online data repository of all CCI (Child Care Institutions) children. The project covers almost the entire country which includes around 650 districts. The major beneficiaries of the project are missing children, vulnerable children residing at shelter homes, platforms, bus stands, roads, religious places etc. and agencies involved in child protection. As on August 2015, the portal has registered 2,06,830 missing children cases and 1,06,476 found children cases.

2. TEACHING OBJECTIVES

➤ Objectives of the Project

- To create a systematic and centralized mechanism for tracking of missing children.
- To ensure restoration and rehabilitation of the missing and vulnerable children.
- To build real time monitoring mechanisms in order to ensure proper care and development of the children residing at the Child Care Institutions.
- To set up a framework for participating organizations involved in the process of child protection.
- To set up a Web-enabled Child Protection Management Information System (MIS) for various ICPS bodies.

- **Issues/ challenges as faced by the project owner/ protagonist**
 - Earlier, there was no data / information readily available on “Missing Children”. The complaints of “Missing Children” lodged at Police Stations were hardly compiled and shared with other Police Stations, let alone with other child protection service providers.
 - India being a country of diversity in terms of vast geographical terrains, culture, languages and the problem of “Missing Children” has taken a different dimension. The “human trafficking” aspects have also made the issue more complex.
- **Possible ways of resolving / overcoming the challenges or improving the situation**
 - Awareness related materials have been developed and being circulated.
 - It is planned that the "TrackChild" system will be made a part of training curriculum of Panchayats.
 - Schools, Govt. offices at District / Sub- division / Block level and Police Stations are given materials for generating awareness amongst common citizens.

3. SUGGESTED QUESTIONS AND ANALYSIS

a. What are the services being delivered by the Track Child Agency?

- **G2C(Government to Citizen)**
 - Online complaints for a missing and sighted child
 - Photograph gallery of missing and found children
 - Advance searching facility
 - Online recovery status checking of a missing child any time through the portal
 - SMS based alert for a missing and found case
 - Multi-lingual home page for better understanding of usefulness of the portal.
 - Searching details of various law enforcement agencies like Police Station, Anti Human Trafficking unit and ICPS bodies like CCIs, CWCs and JJBs etc.
- **G2G(Government to Government)**
 - Centralized Database of all missing and found children of the country.
 - Virtual work space for nearly 16,800 Police stations and other law enforcement agencies like CID, CBI etc.
 - Virtual work space for around 5,400 CCIs and others ICPS bodies like CWCs, JJBs, and DCPUs etc.
 - Advanced searching mechanism.
 - Multi-lingual forms (Form-M and Form-R).
 - Automated Matching system.
 - Automated SMS alert system at various levels.
 - Online MIS reports generation for better monitoring.
 - Online Technical Issue Tracking System.
 - Technical Support to 22,000 CCIs, ICPS Bodies and other stakeholders through National Help Desk.

b. How was the performance in Citizen centric delivery on different parameters before and after the initiative?

Parameter	Before Initiative	After Initiative
Online services	No Online Service	<ul style="list-style-type: none"> ➤ Online Child details entry ➤ Search ➤ Automated Matching ➤ Citizen Reporting ➤ MIS reports generation for better monitoring. ➤ Technical Issue Tracking System
Impact on citizen centricity and relevance (time invested, feedback mechanism, audit trails, etc.)	<ul style="list-style-type: none"> ➤ It has been observed that due to unavailability of data of missing child in right time, many children or persons were trafficked or not reintegrated with their family in reasonable time. The process of reintegration becomes lengthy. ➤ Many citizens were unable to contact with various child protection authorities for a missing and sighted case. ➤ Monitoring of a child was complex for the child protection authorities. 	<ul style="list-style-type: none"> ➤ By developing the online facility following issues have been resolved- <ul style="list-style-type: none"> ▪ Recovery percentage increasing day by day ▪ Reintegration process became easier ▪ Trafficking percentages decreasing ▪ Proper monitoring of child ➤ Online feedback mechanism available for the citizen
User Convenience (accessibility, service charges/cost/travel cost, ease of transaction)	Earlier, when no online system was available, actual spot verification was needed entailing huge expenditure of time, money and manpower.	<ul style="list-style-type: none"> ➤ The portal can be accessed by anyone having an internet connection ➤ Mobile app for citizens ➤ User friendly platform for citizens to report missing/suspicious sightings
Problem Resolution and query handling (availability of helpdesk, interactive)	Not available	<ul style="list-style-type: none"> ➤ Technical Helpdesk available through Mail and Phone ➤ Online technical support system integrated for users

interface etc.)		
Privacy and Security Policy(security tech, digitalsignature, encryption etc.)	Not applicable	<ul style="list-style-type: none"> ➤ Portal has been designed based on provisions of JJ Act & Rules. "Child Privacy & Rights" related policy guidelines are wellimplemented. ➤ All the security measure as described in OWASP and many more have been carefully handled through the system. ➤ Injection flaws, such as SQL, OS and LDAP injectionA2-Broken Authentication and Session Management ➤ Cross-Site Scripting (XSS) ➤ OTP based login ➤ Encrypted Password ➤ Used security code to prevent robotic attack ➤ The Application has inbuilt Access Control System coupled with a very strict User Management Mechanism so that every user has to pass throughthe stringent authorization process to gain access tothe system. ➤ The Application is hosted in National data center thus has in-build security features. ➤ Application software has been audited for ensuring proper security through National Cyber Security Division, New Delhi. ➤ All photographs of missing and recovered children are stored in database and water marked with "TrackChild". ➤ Captcha for all forms
Local Language Interface		English, Hindi & Bengali (for Citizens). Online Forms are available for Police, JJ Home

		Officials in several languages like Hindi, Gujarati, Tamil, Bengali etc. other than English
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c. What are the issues that have emerged from the new service delivery practices? What are the possible ways to overcome these issues?

Awareness generation is required. Also, proper usage of the system by all the stakeholders is necessary for the overall success of the initiative. Hence,

- Awareness related materials should be developed and be circulated.
- It should be planned that the "TrackChild" system will be made a part of training curriculum of Panchayats.
- Schools, Govt. offices at District / Sub- division / Block level & Police Stations should be given materials for generating awareness amongst common citizens.

d. What are the distinctive features or accomplishments of the project?

- Integrated Workflow including Dynamic Matching facility
- Child Protection Resource Directory for citizens and stakeholders
- e-Alerts through SMS and Emails
- Advanced Searching facility of missing & found database
- Customized searching agent
- Suggestive search facility (Automatically done by system)
- Customized MIS for Monitoring & Decision making
- Photograph Matching System for missing & found Children (Beta)
- As on 30th June 2016, the portal has registered 2,52,266 missing children cases, 1,46,447 found children cases and 3,81,743 CCI children cases. 1,23,153 successful cases of matching of missing and found children have also been registered.

4. CLASSROOM MANAGEMENT

➤ **Group Discussion (15-20 minutes)**

Divide the participants in groups of 5-6 and discuss the case on following aspects. Each group should take one aspect:

- Discuss User convenience and Communication as some of the key factors to project success.
- Challenges, issues and risks if the project is to be rolled out across other neighboring countries.
- What is next for the project? Please have an open brainstorming session regarding how this project can be evolved to ultimately become the single most important delivery medium - possible themes include greater use of mobile and web based services, tying up with private agencies to expand delivery channel, including varied types of B2C and G2C services, single authentication framework etc.

Each group should present their findings in a short 5 minutes presentation afterwards.

➤ **Group Activity (30 -40 minutes)**

Make two groups of participants. One group to act as Citizens and other to act as Government. The task of the citizens' group is to come up with novel and different (but realistic) service requirements that they want from a project like Track Child. They shall prepare a list which the second group shall use. The task of the Government group is to see how they can provide such services within shortest possible time. The citizens group shall also create the time frame that they feel is justifiable and shall compare it with the eventual service delivery time frame offered by the second group.

The objective of this exercise is to highlight expectations of citizens and the readiness of Government in meeting them. It is a role play type of exercise which offers plenty of flexibility in the way Track Child services can be further augmented.

➤ **Summary- Key lessons learnt (10 minutes)**

Each participant shall write down a summary in no more than 500 words highlighting key learnings from the case.