

Ranking of Police Stations 2021



सत्यमेव जयते

Government of India
Ministry of Home Affairs

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Ministry of Home Affairs

अमित शाह
AMIT SHAH



सत्यमेव जयते

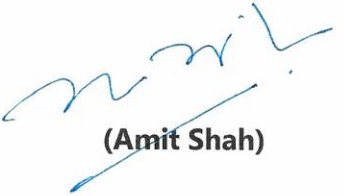
गृह और सहकारिता मंत्री
भारत सरकार
HOME AND COOPERATION MINISTER
GOVERNMENT OF INDIA

MESSAGE

India is celebrating 75th anniversary of its Independence as "Azadi ka Amrit Mahotsav". In these 75 years, India has established itself as a strong and peace loving nation upholding constitutional values while facing numerous challenges. Police administration has played an important role in establishing India as a strong nation by ensuring internal security, and thereby contributing to the nation's progress. Police administration has direct interface with the citizens and it is one of the most important tool of the Government to engender a sense of security amongst people. Police stations are the pivot of Police administration which are the first port of call for citizens in distress. Thus, sensitiveness of Police towards the interests of citizens is very important element for the healthy growth of the society.

Ministry of Home Affairs, Government of India conducts an annual exercise of ranking of best Police Stations in the country in order to encourage the good work done by Police personnel and showcase them as best practices for the others to emulate. During this annual exercise of ranking, citizen's feedback provides an independent view on the Police administration.

It is a matter of joy and encouragement to know that the Ministry of Home Affairs has completed the annual exercise of survey of Police stations in all States during the challenging times of COVID pandemic. In this regard, I heartily appreciate co-operation of State Governments. The exercise of ranking of Police Stations during the year 2021 is an honest attempt to depict the functioning of Police which would encourage Policemen to further improve their performance. I congratulate Policemen of best Police Stations selected at National and State level for their dedication towards their duties. I am confident that these Policemen shall continue to perform with the same zeal in the future and would inspire their colleagues to serve the nation with their best capabilities.


(Amit Shah)

नित्यानन्द राय
NITYANAND RAI



गृह राज्य मंत्री
भारत सरकार
नार्थ ब्लॉक, नई दिल्ली – 110001
MINISTER OF STATE FOR
HOME AFFAIRS
GOVERNMENT OF INDIA
NORTH BLOCK,
NEW DELHI - 110001

MESSAGE

Police Stations are the most visible organization of the Government to maintain law and order. It is the foundation of our Governance providing services from verification of a person to upholding fundamental rights enshrined in the constitution. The performance of a police station is performance of its police system and largely of Government. A responsible and accountable police force is integral part of any Government and it is judged by performance of a police station at grassroot level.

Annual exercise of ranking best police station by Ministry of home affairs is an attempt to bring more efficiency in our police stations. The functioning of best police stations is the best practice and may be adopted by other police stations as per their prevailing circumstances.

The feedback of citizens, Infrastructure at police stations, crime prevention etc. are evaluated under the exercise. It provides a direct response to the functioning of concerned police station and encourages other police station to evaluate themselves on these points.

I would like to congratulate and thank the officials of top-ranked police stations for discharging their duties with utmost sincerity and becoming a source of inspiration for thousands of police stations across the country.

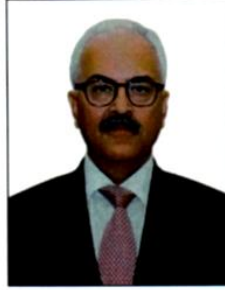
(Nityanand Rai)

New Delhi.
11th November, 2021

अजय भल्ला, भा.प्र.से.
AJAY BHALLA, IAS



गृह सचिव
Home Secretary
भारत सरकार
Government of India
नॉर्थ ब्लॉक/North Block
नई दिल्ली/New Delhi



MESSAGE

Our police system has evolved with times as per the need of circumstances. The reforms in police system have been a prominent topic in public debate and priority of our Government. Government wish to modernize police with appropriate infrastructure and reforms to enable police to fulfill lawful expectations of a modern and aware civil society of our country. The exercise to identify the best-performing police stations in the country is undertaken annually by the Ministry with the objective of institutionalizing spirit of efficient, accountable and transparent police system at the level of police station. It motivates police personnel for continuous improvement and foster healthy peer competition.

2. The criteria for identifying the best Police Stations in the country in 2021 is primarily based on their performance in crime prevention, investigation and disposal of cases, crime detection, community policing and maintenance of law and order. Perception of public approaching the police stations, residents of the local area were also part of the survey.

3. Apart from identifying top police stations at the national level, the report also names State toppers. The final ranking presented in this report is a matter of appreciation for those being recognized as well as a source of inspiration for those who aspire to perform.

4. I thank the State Governments and UT Administrations for their co-operation to the Ministry and place my heartfelt congratulations and best wishes to the officials of top-ranked police stations. I can firmly say that these police stations are bringing positive changes to police system and expectations of citizens towards police.


(Ajay Bhalla)

Place : New Delhi
Dated : 10.11.2021



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1. INTRODUCTION

A police force is one of the essential parts of governance and society. In the socio-economic development of the country, the role of the police in maintaining peace and tranquillity must be recognized. Whether it is to uphold and enforce the law impartially, to protect life, liberty, property, human rights, or to protect internal security, the police forces across the country have played a crucial role. The police force is the first responder in crises for citizens and ensures timely action. The police force imparts a feeling of protection and security among the citizens and locality. A well trained, alert, responsible and accountable police force is required in every state and Union Territories of the country to guarantee preserving of fundamental rights to our citizens.

Rankings of public institutions have assumed considerable importance in the governance of society. Modern Police organizations across the world use metrics and continuous improvement frameworks to measure and improve the performance of the forces' operations and effectiveness. This exercise to reward the best-performing police stations is undertaken annually by the Ministry of Home Affairs, Government of India to highlight the devotion and hard work of our police personnel and to encourage others to emulate them.

Based on the directions of the Hon'ble Prime Minister while addressing the Director Generals and Inspector Generals of Police (DGPs / IGPs) during the 2015 Conference in Kutch, a scheme was formulated with the approval of the Hon'ble Home Minister to identify and recognize the ten best Police Stations of the country. The criteria for identifying the best Police Stations in the country is primarily based on their performance in crime prevention, investigation and disposal of cases, crime detection, community policing and maintenance of law and order. The infrastructure of the Police Stations, perception of the public approaching the police stations, residents of the area and shopkeepers/ businessmen also find due importance in the ranking of police stations.

The exercise of ranking the best police station across the country is conducted under the supervision of the Police Modernization Division of the Ministry of Home Affairs and it also facilitates shortlisting of police stations from all over the country, followed by a survey of shortlisted police stations. The police stations are then ranked based on their performance on the basis of selected criteria. The Police Modernization Division of the Ministry of Home Affairs entrusted TransRural Agri Consulting Services Pvt. Ltd. (TRUAGRICO) as per due procedure with the responsibility of shortlisting and conducting the evaluation of top police stations in the country for the year 2021.



“The first requirement in the country was external and internal security. You cannot have any plan unless there is security”

Sardar Patel



2. SHORTLISTING & EVALUATION

Shortlisting Process

According to the Bureau of Police Research and Development (BPR&D), as of 01-Jan-2020, there are 16,955 sanctioned police stations across the country. Tamil Nadu has the highest number of Police Stations in the country (1990), whereas the lowest, i.e., 6 Police Stations, are in the UT of Dadra & Nagar Haveli and Daman & Diu. Since the assignment was aimed at ranking the top-performing police stations, instead of sampling, the process of shortlisting was preferred. Accordingly, shortlisting of police stations using the crime data available with National Crime Record Bureau (NCRB) for all Police Stations was conducted. All Police Stations were ranked State-wise based on their performance on the parameters and weightage as indicated below:

Shortlisting Parameters	Maximum Marks	Weightage	
Crimes against Women	10	A-70%	B-30%
Crime Against Weaker Section	10	A-60%	B-40%
Property Offences	10	A-70%	B-30%
Missing Persons Cases	10	C-100%	
Unidentified Found Persons Cases	10	C-100%	
Unidentified Dead Bodies Cases	10	C-100%	

A- Percentage of FIR Charge sheeted out of Total FIRs Registered

B- Percentage of FIR for which charge sheet generated within 60 days

C- Percentage of Photos Uploaded out of Total Cases.

Considering the number of Police Stations in each state/ UTs, from a minimum of one to a maximum of three police stations were shortlisted on the below-mentioned criteria-

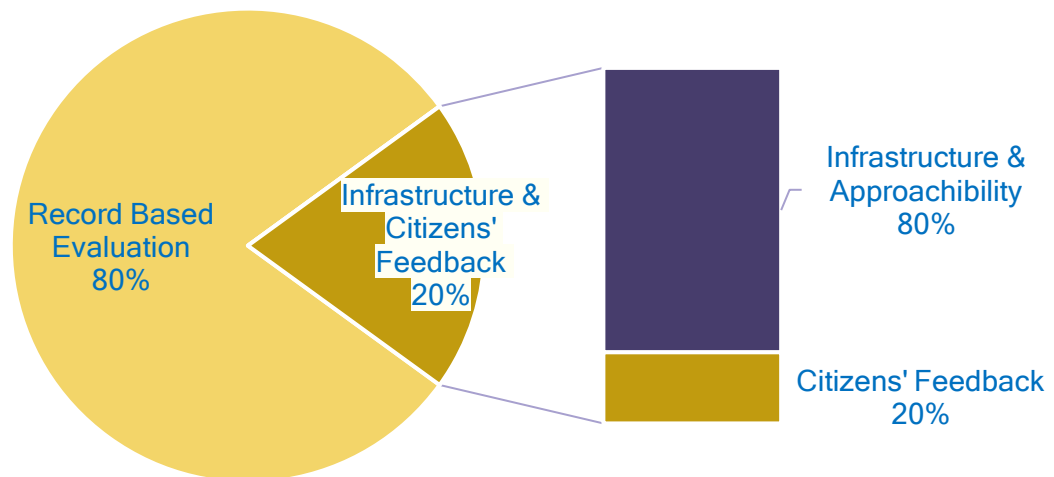
- State with more than 750 police stations: 3 Police Stations shortlisted
- States and NCT Delhi with less than 750 Police Stations: 2 Police Stations shortlisted
- Union Territories: 1 Police Station shortlisted for each UT

Evaluation Process

The entire evaluation process has been covered in two parts.

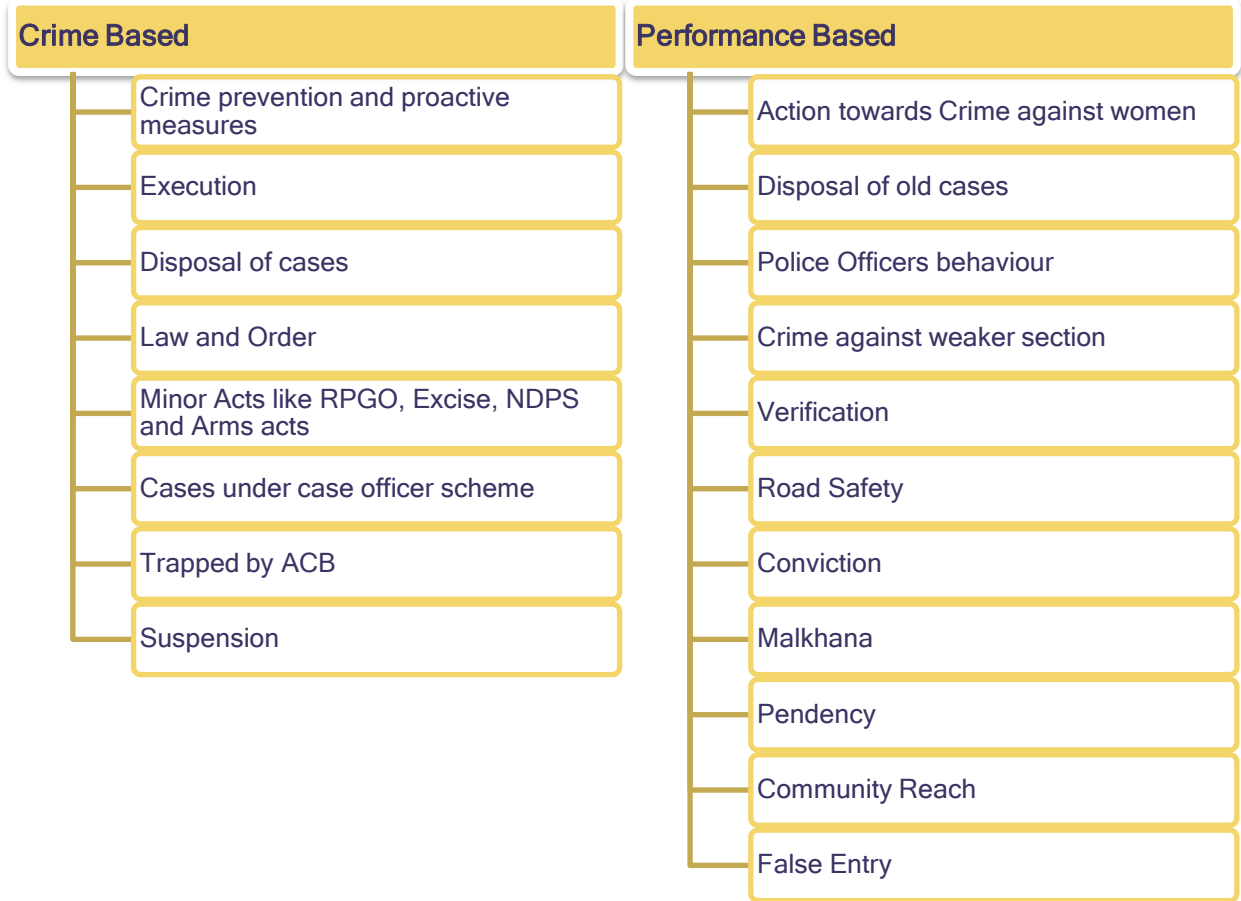
A. Part-1 comprises records based evaluation and carried a weightage of 80 percent in the overall score.

B. Part-2 comprises survey-based assessments and carried an overall weightage of 20 percent. Further, from the 20 percent assigned weightage to Part-2, the maximum weightage (80 percent) has been assigned to Infrastructure and Approachability of the Police Stations, followed by 20 percent weightage to Citizens' Feedback.



Part-1: Record Based Evaluation

During this stage, shortlisted Police Stations were evaluated based on the “Performance Measurement System” adopted by the BPR&D. A scoring matrix has been created by BPR&D with positive marks for specific performance and negative marks for under-performance in certain parameters. The Performance Measurement System of BPR&D has listed out 19 major heads for evaluation. These 19 heads can be categorized into two groups viz. ‘crime based (1 to 8)’ and ‘performance based (9 to 19)’.



Score of Headers 1-8: (S₁): For every Police Station, the total marks were calculated by the addition of values against each head obtained by multiplying the number of cases under each sub-head with the points (as per the format of BPRD). Each head was transformed linearly on the range as mentioned below:-

Crime Based Heads	Score Range
Minor Acts	0 to 20
Preventive Actions	0 to 20
Execution	0 to 10
Disposal of Old Cases	-10 to 20
Cases under Case Officer Scheme	-10 to 20
Law & Order	-20 to 0
Trap by ACB	-50 to 0
Suspension	-10 to 0

Score of Headers 9 -19 (S₂): For each Police Station total marks was calculated by giving points under headers 9 -19 (as per the format of BPRD) depending on the cases under each sub-head.

Part-2: Survey Based Assessment

The survey was designed for this stage to assess the Infrastructure of the Police Station, the approachability of the personnel and Citizen's Feedback.

a) Infrastructure of the Police Station & approachability of the personnel- This parameter is comprised of physical infrastructures like Police Station's building, rooms, amenities, furniture and their overall upkeep and maintenance, the discipline of the Police personnel and their approachability for the public.

The Police Station building is a public place, where people visit for various public services and urgency. It is therefore imperative that infrastructure at the police station should be sufficient enough to attend to all the visitors and should maintain adequate cleanliness. The Police Station building is also the place where the Police personnel spend a significant amount of time and therefore proper facilities of clean office space, mess & barracks are essential for the personnel to endure long hours of work. To ensure a thorough evaluation, the Police Stations were assessed on the following parameters:

- a) The infrastructure of the Police Station Building
- b) Discipline and Approachability of the Personnel
- c) Storage of Manual Records
- d) The infrastructure of Mess and Barracks
- e) SHO Declaration on the procurement and budgetary process

b) Citizen Feedback - Citizens expect a transparent, accessible, and responsive Police service to ensure their security and solution to issues. Evaluating Police performance and service delivery begins with understanding citizens' needs and priorities. Combining citizen feedback information with operational data availed through visits helped evaluate the overall performance of the Police Stations. The citizen feedback was divided into three categories -

People leaving the Police Station (Complainants- 10 nos.) - Feedback of the complainants were recorded to evaluate their overall experience at the Police Station and level of satisfaction with the services of the Police in their area.

Market Place (Shopkeepers in the market- 25 nos.) - Shopkeepers in the marketplace are the primary source of information about the service of the Police in that area. They are witness to situations like brawls and snatching in the marketplace and how the Police personnel tackle such situations. They are also a constant witness to Police patrolling in the market area.

Pedestrians (Pedestrians in a residential area -25 nos.) - Pedestrian feedback was recorded to evaluate the language, tone and behaviour of Police personnel with citizens while interacting with them and whether proper safety measures are taken by the Police in their area like patrolling at night.

Execution of the Survey

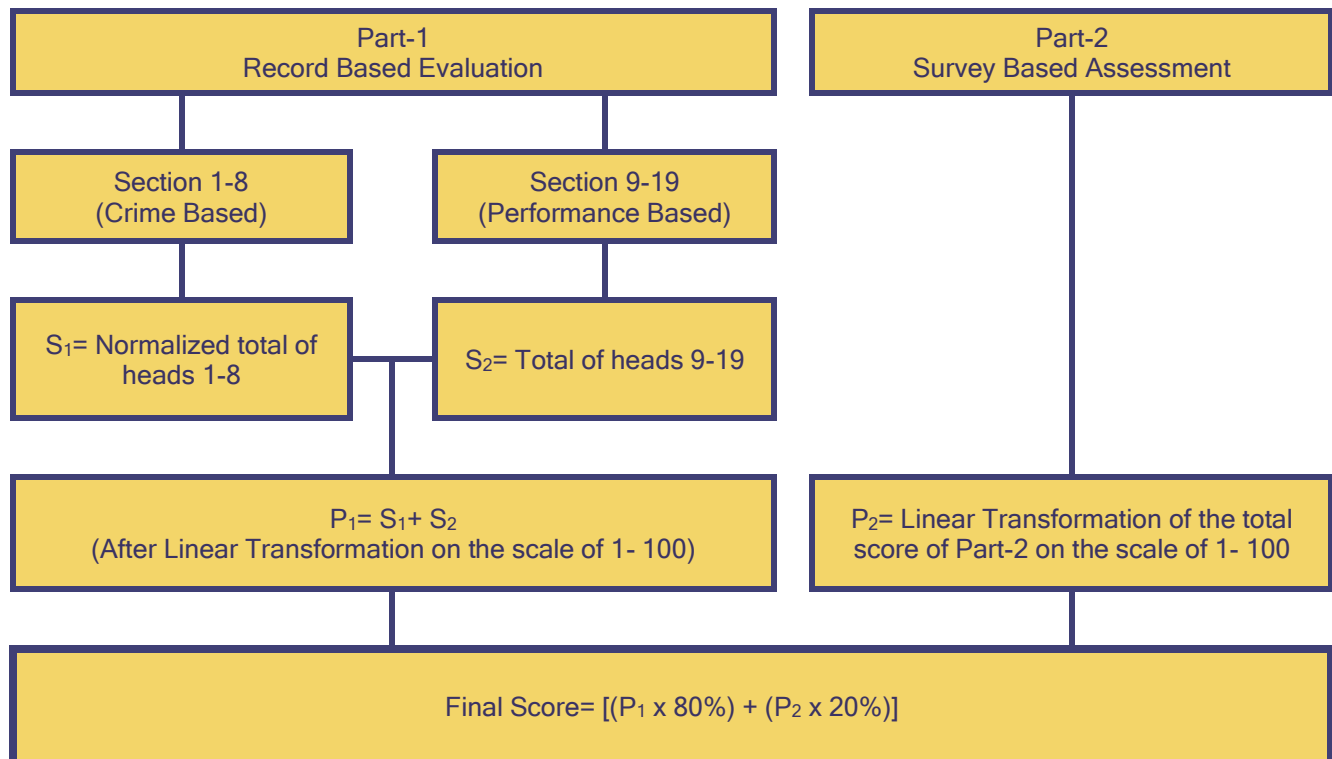
The standard questionnaire was used for a pilot survey to assess the need for revision. A Pilot Survey was conducted in Rajasthan and Gujarat. It was found that the questionnaire is appropriately suitable for the survey. The data collection process started with the training of enumerators/ assessors. The assessors were trained for the field survey through a two-day training program. In total, during the training program, around 60 assessors were trained on the concepts of the project, the questionnaire, the survey methodology, the tech application and mannerisms to approach the officials as well as the general public. Upon completion of the training program, the assessors were immediately deployed for the field survey.

Assessors were appointed mostly from the same state (in the cases of South Indian and North-eastern States) as they had a linguistic advantage while interacting with local citizens. However, in the cases of Hindi speaking states, a team of assessor were assigned multiple state/ UTs. For example, the team of assessors visiting Gujarat also covered Dadra & Nagar Haveli and Daman & Diu. Similarly, the team visiting PSs in Delhi also visited PSs in Punjab and Haryana.

The final on-ground survey was conducted as per the scheduled time.

Final Score Calculation

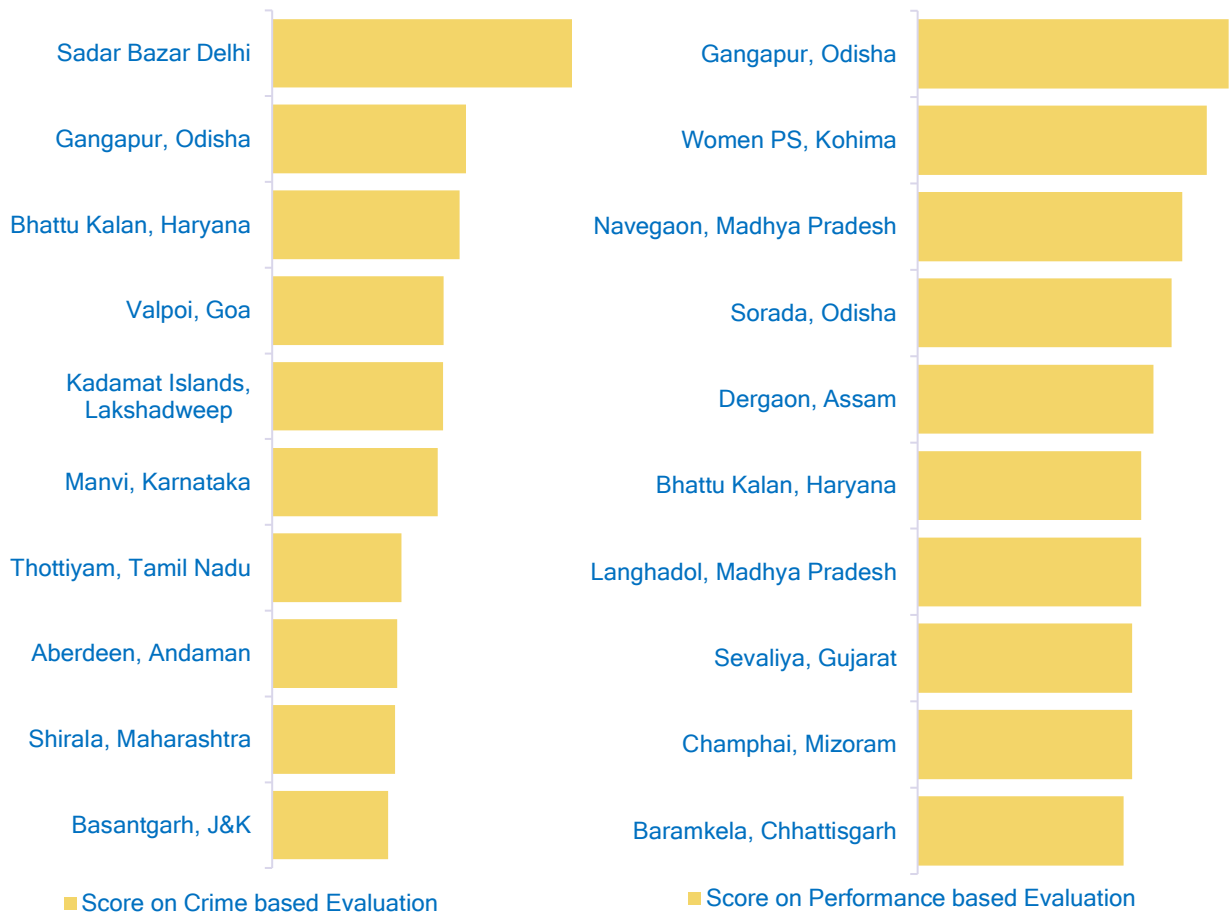
In the case of assessment of score for 'crime based' heads, the technique of Linear Transformation was applied. The final score of 'crime based' heads was termed as S_1 and the score of 'performance based' heads was termed as S_2 . The sum of S_1 and S_2 was termed as P_1 (Part-1 Point). In the case of Part-2 evaluation also, the technique of Linear Transformation was applied. The linearly transformed score of Part-2 was termed as P_2 . The final score was calculated by giving a weightage of 80 percent to P_1 and 20 percent to P_2 .



3. KEY OBSERVATIONS

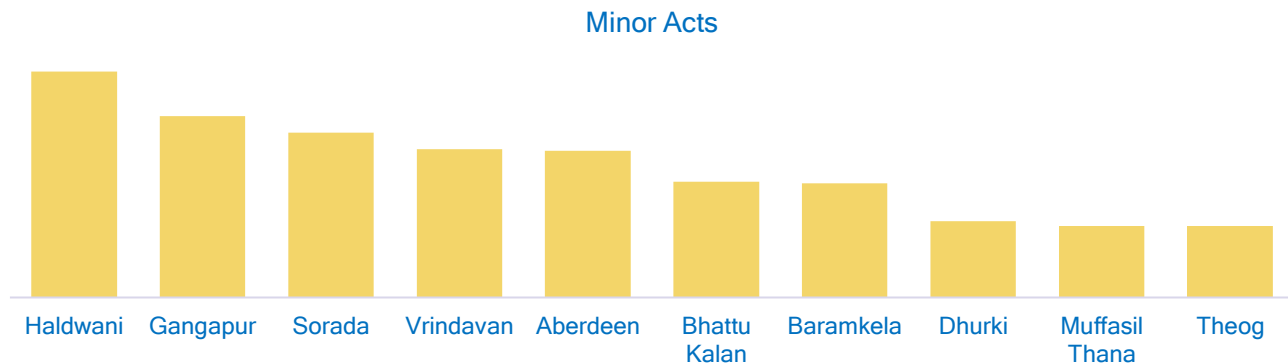
Part-1: Record Based Evaluation

A format was prepared and circulated to all the shortlisted police stations from across the country. The Station House Officer (SHO) of respective police stations were tasked with submission of filled in format to the assessor appointed by TRUAGRICO. Based on the information submitted by SHO, the record-based evaluation was carried out. The results of the record-based evaluation have been presented under two major heads i.e., Crime Based Evaluation and Performance-Based Evaluation.



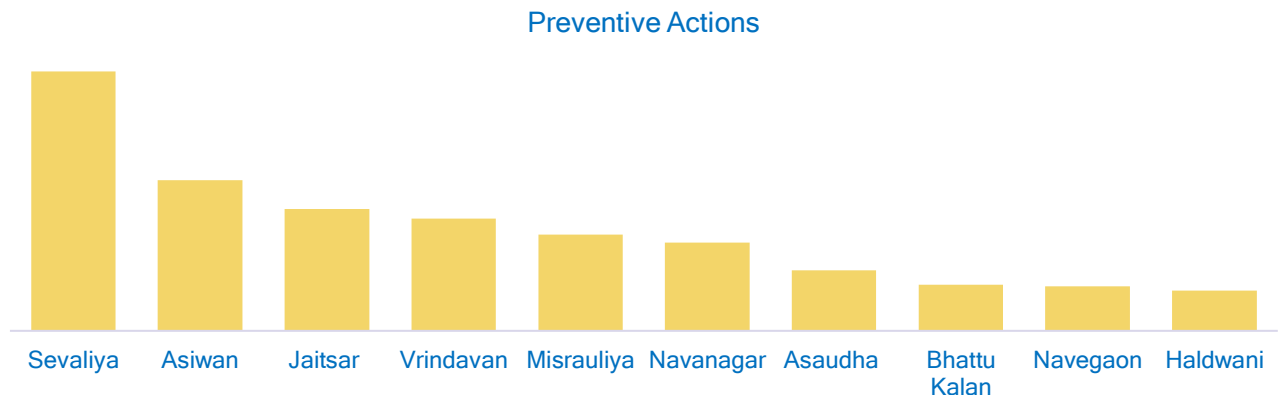
Head-1: Minor Acts

Under this head, the performance of Police Stations was assessed by awarding positive points based on their active involvement in detecting, seizures and arrest in the cases of gambling, illegal liquors, drugs, violation of arms act, violation of explosives act and other similar acts in which sentence is above 3 years. It is found that on average, around 70 cases per Police Station was recorded under this head during the year 2020. The relative position obtained by the top ten police stations under this head is depicted below.



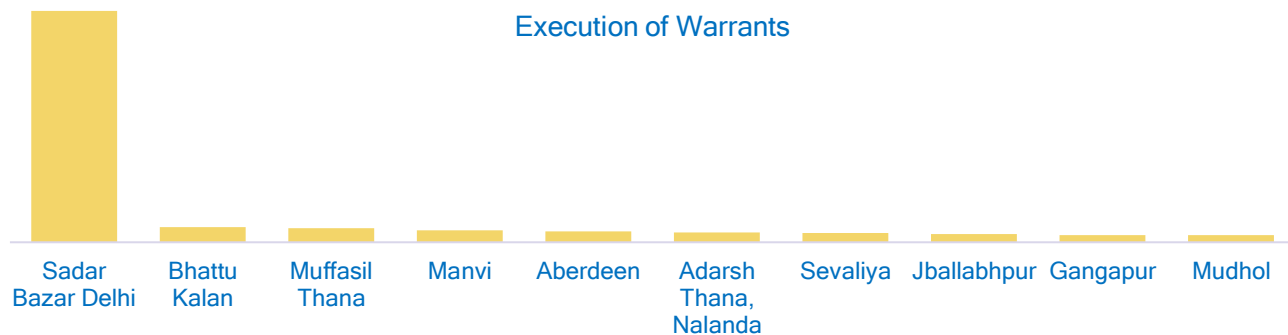
Head-2: Preventive Actions

The assessment under this head is mostly concerned with preventive actions. The marks are awarded to the police stations for the execution of orders under Sections 110, 122 and 151 of the Code of Criminal Procedure, 1973. Also, preventive actions under the National Security Act, Prevention of Anti-Social Activities, Goonda Act, Motor Vehicle Act, 60 Police Act are awarded positive marks. On average, around 167 cases per police station was prevalent under this head.



Head-3: Execution of Warrants

The marks under this head were awarded based on the execution of warrants of the various kind such as standing warrants, arrest warrants, proclaimed offenders etc. In each of these cases, extra marks were awarded if the person arrested was wanted in another police station. The average number of orders executed under this head was around 91 per police station.



Head-4: Disposal of Old Cases

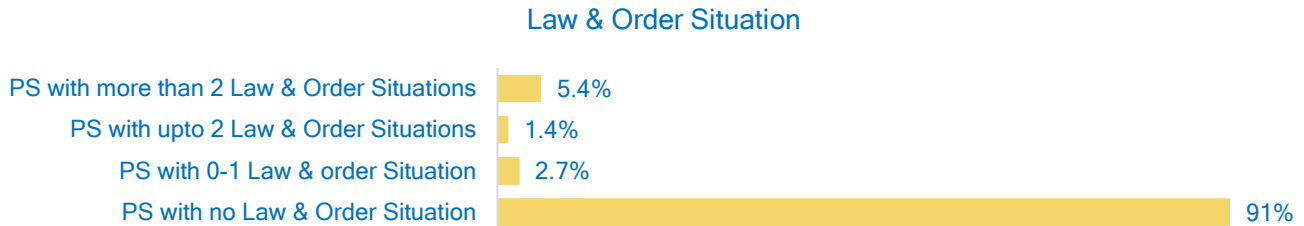
Under this section, positive marks were awarded for disposing each case under section 173 (8) and Section 299 of the Code of Criminal Procedure, 1973. However, the addition of any new case/ individual charge-sheeted under this head fetched negative marks as well. It is observed that on average, 2 cases were disposed of per police station and at the same time, only 1 new case was added. In case of arrest of charge-sheeted persons under this head, it was around 0.3 person per police station and addition of new charge-sheeted person was almost nil.

Head-5: Cases under Case Officer Scheme- Conviction

The marks were awarded to police stations for convictions based on the years of conviction. The higher the years of conviction, higher the allotted marks, was followed. While conviction fetched positive marks, negative marks were allotted for each acquittal. The average number of convictions was around 4.4 cases and 5.1 persons per police station. In the case of acquittal, it was averaged around 4 cases and 6 persons per police station.

Head-6: Law & Order Situation

In the cases of Law & Order situations where higher rank officers had to attend to the incidences, the police station fetched negative marks. It is observed that the Law & Order situation arose only at 9 percent of the police stations. In the majority of the police stations (91%), there was no Law & Order situation during the year.

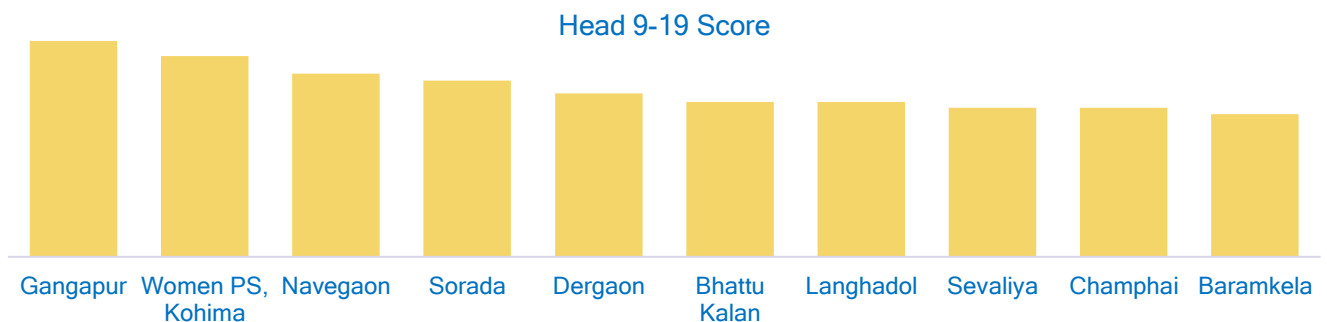


Head 7 & 8: ACB Trap and Suspensions

Under these heads also, there was provision for negative marking. For each case of trapped personnel and each case of suspension, there were negative marks. In the case of Trap by ACB, zero cases were found in all the 74 police stations. However, in the case of Suspension, it was found that a total of 5 personnel from 4 police stations were suspended.

Head 9-19: Performance-Based Evaluation

Under these heads, marks were allotted for disposing of old cases, speedy charge-sheeting of cases related to rape and crime against weaker section, recovery of stolen goods, detection of property offences, speedy verifications (for passport, arms, service, etc.), rate of accidents (in comparison to the previous year), rate of disposal of malkhana related case, case pendency rate, Community Liaison Group (CLG) meeting and false entries. The top police stations scoring better marks on these criteria are depicted below in their relative order of performances.

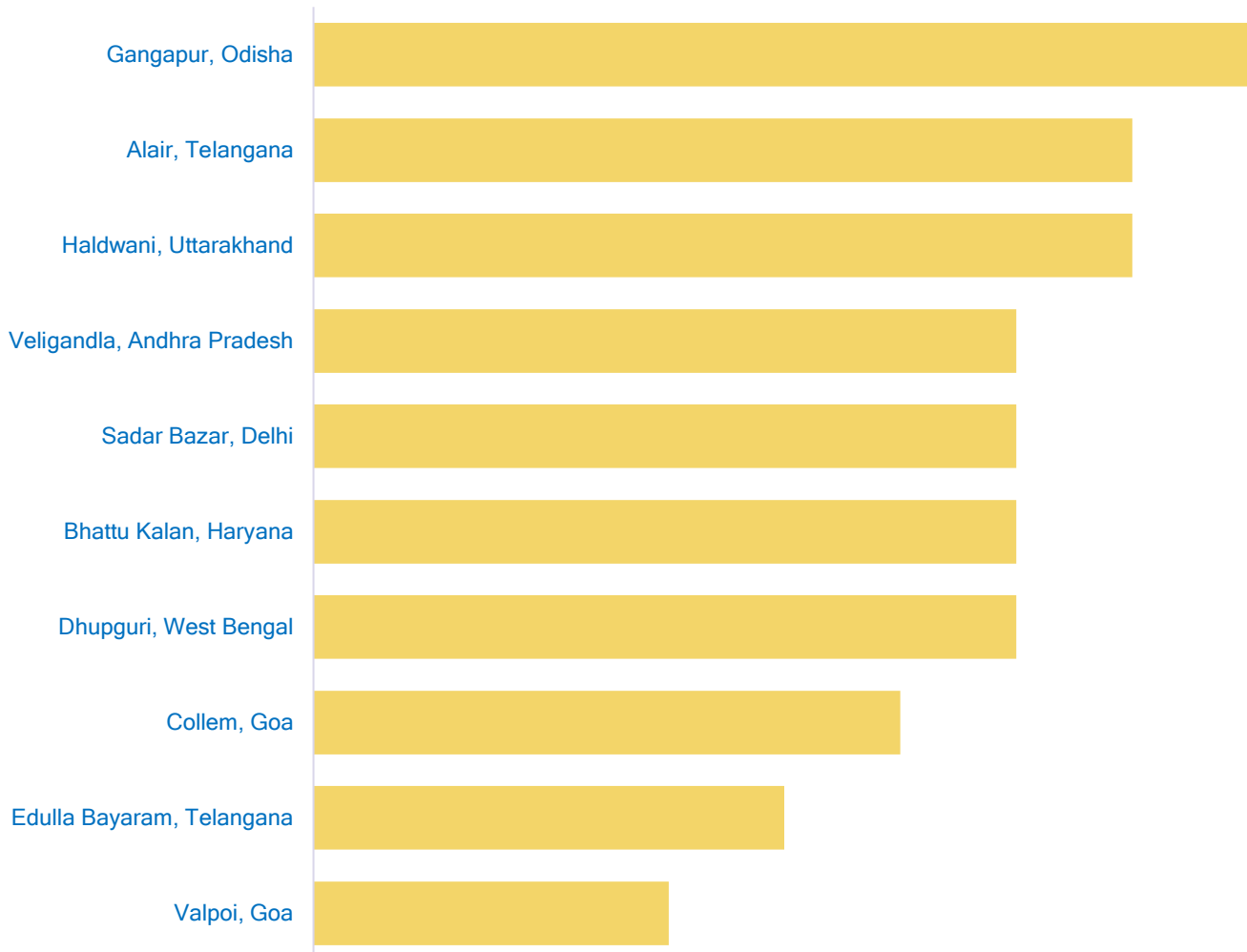


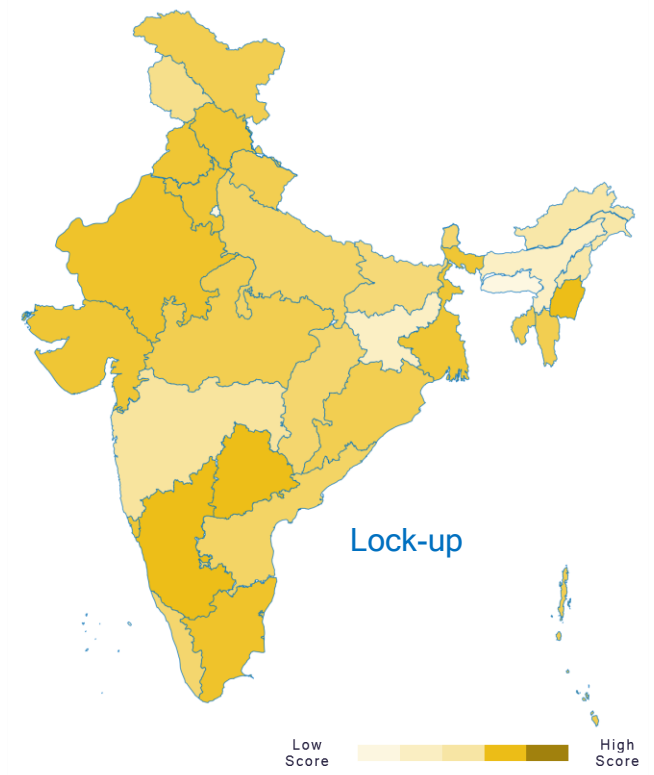
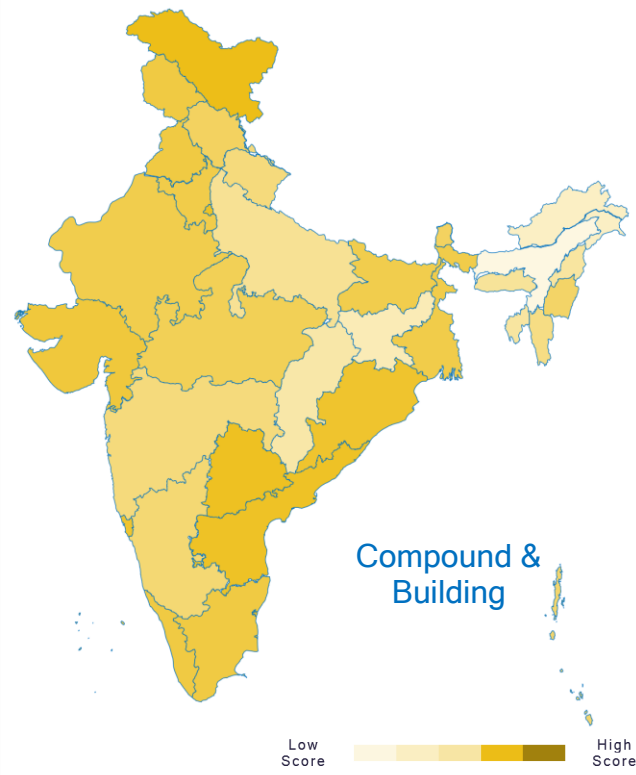
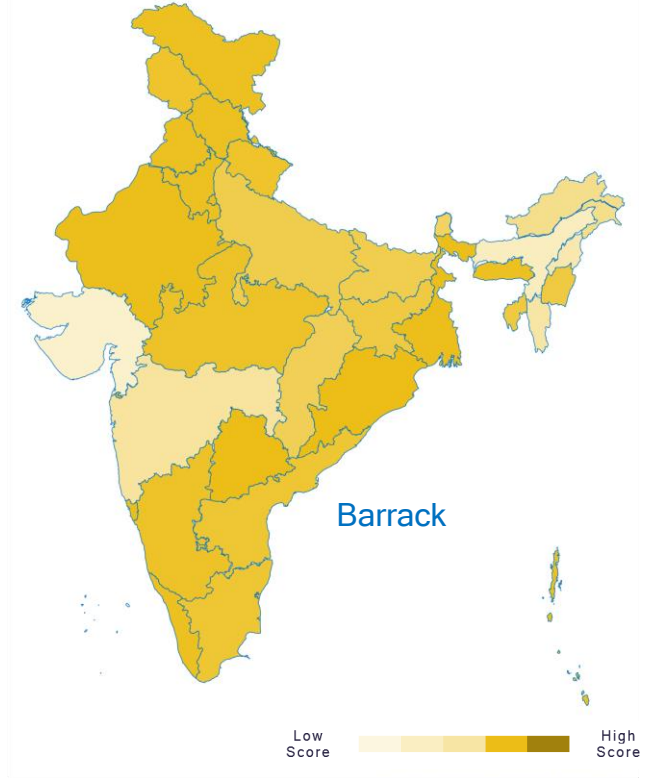
Part-2: Survey Based Assessment

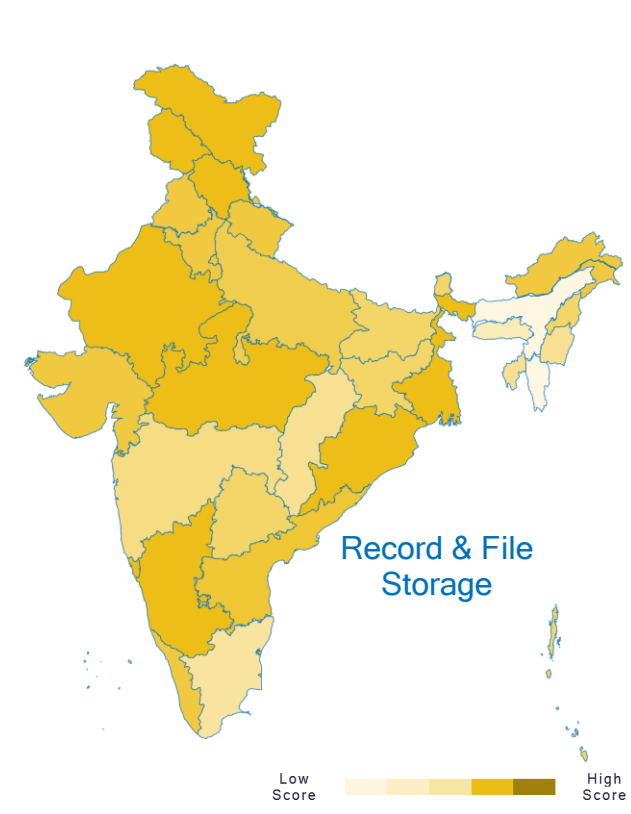
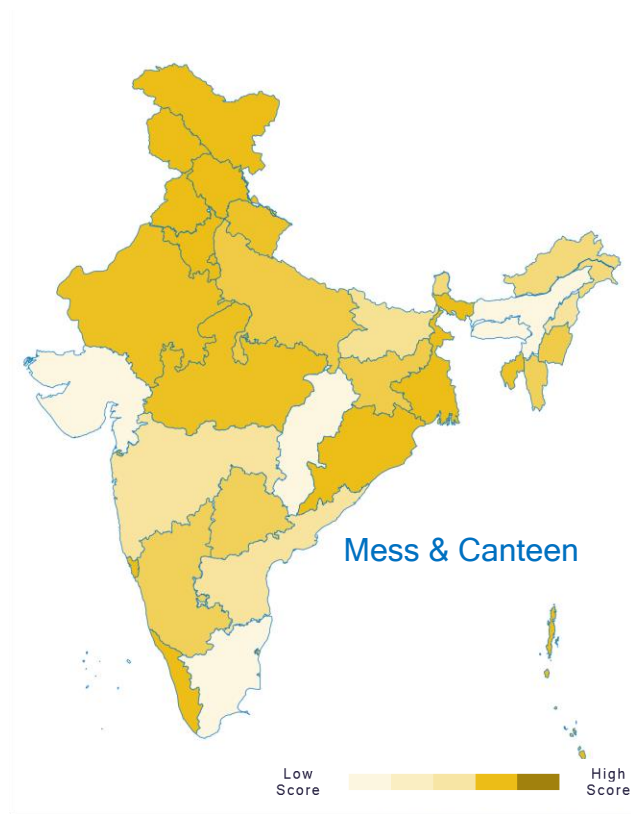
Infrastructure of the Police Station & approachability

While assessing the infrastructure of the police station and approachability, the major consideration was given to basic amenities for the visitors as well as personnel of the police station. The assessment was done for the infrastructure such as Barrack, Police Station Compound & Building, Lock-up, Mess & Canteen, Record & File Storage, Safety & Security of Police Station and Toilets & Cleaning Staffs etc.

Infrastructure & Approachability

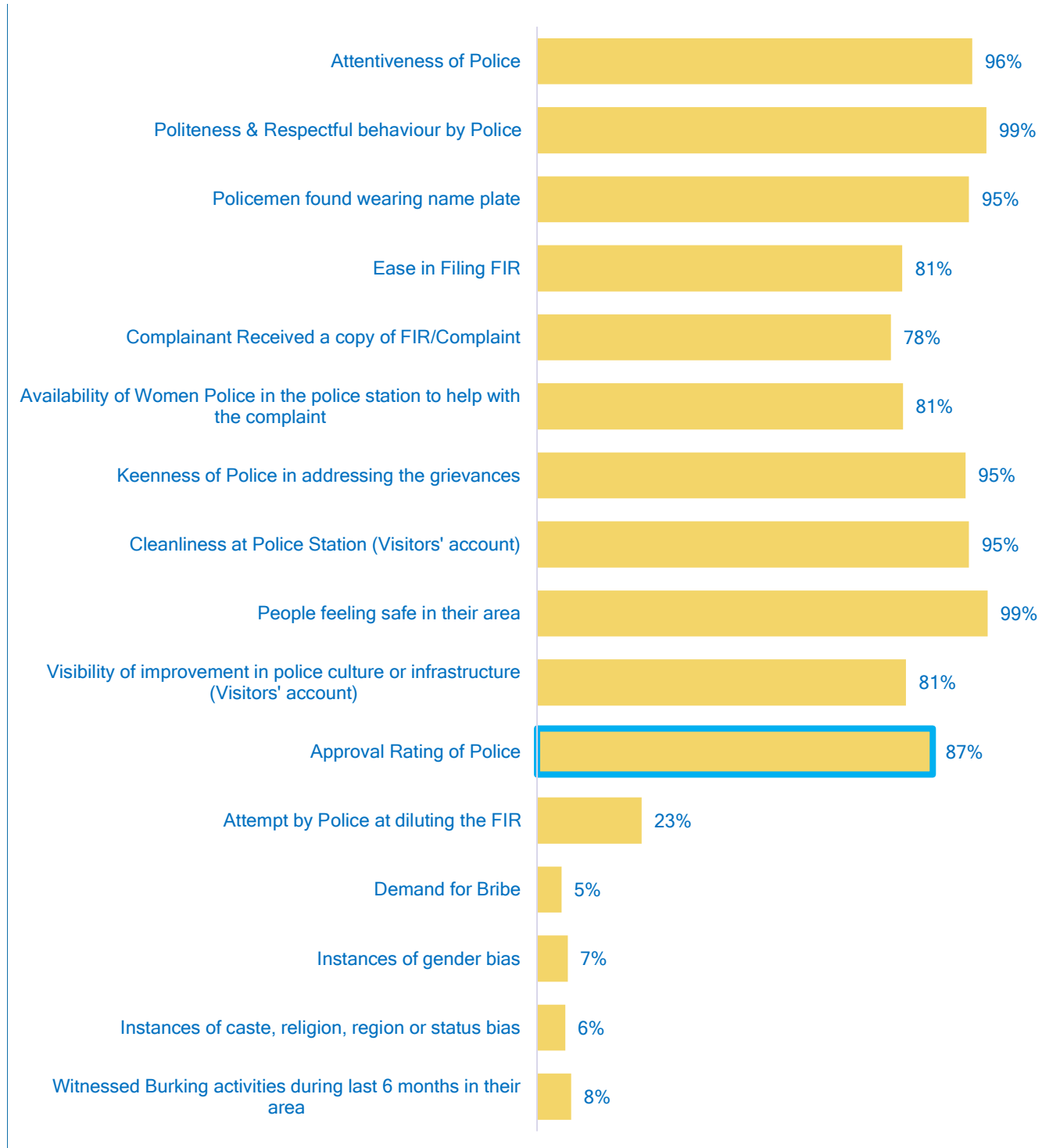




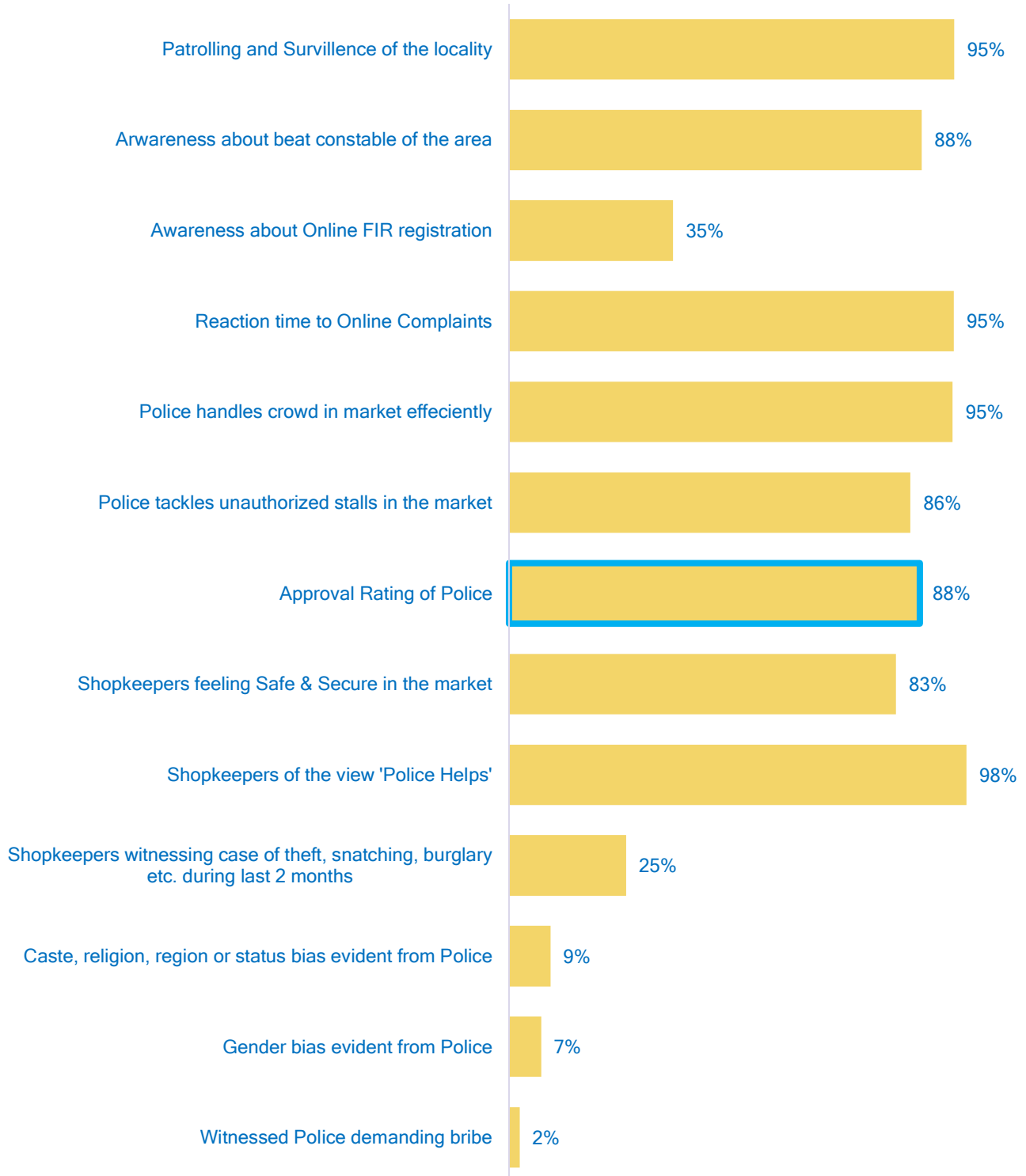


Citizens' Feedback

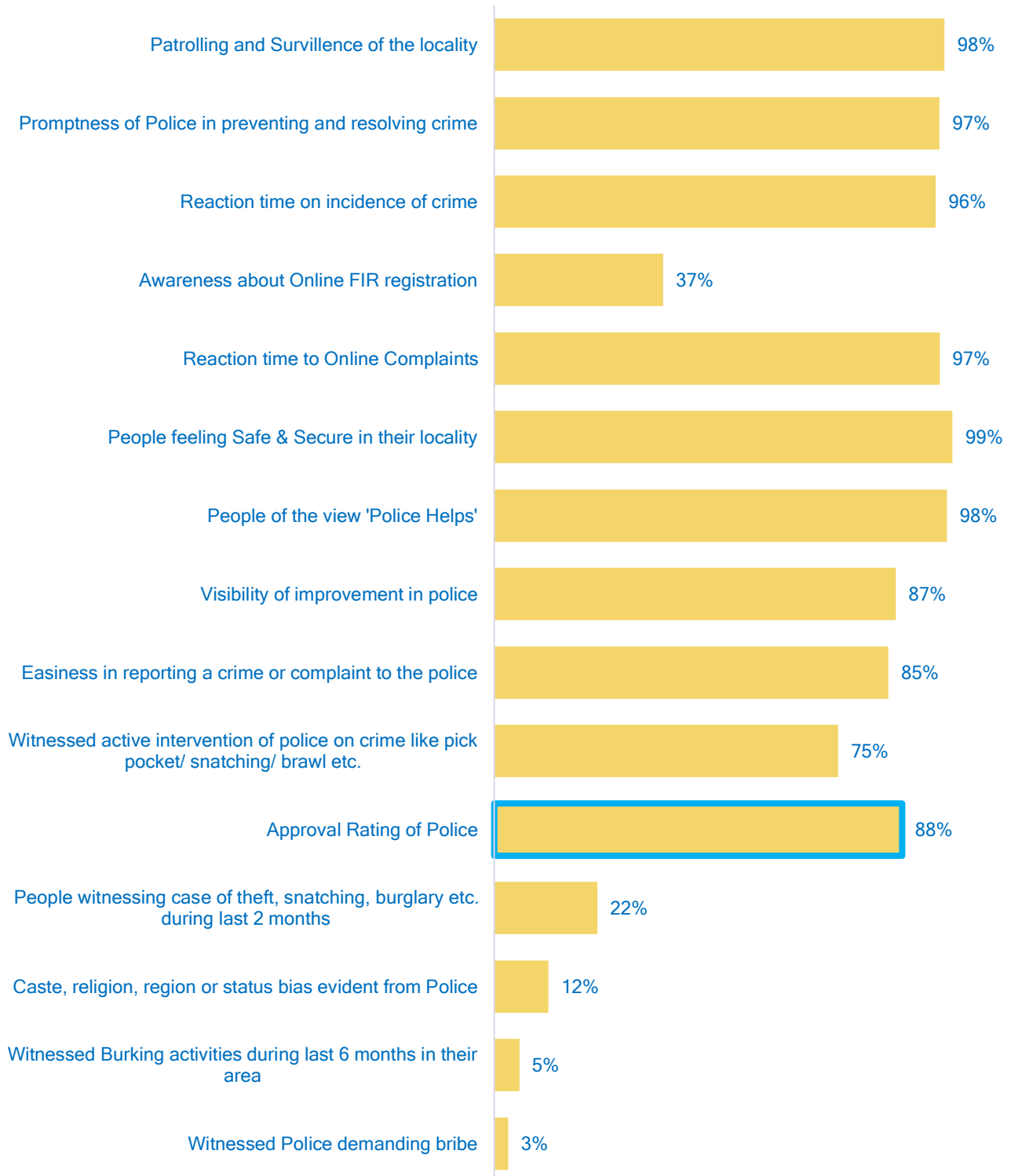
People leaving the Police Station



Shopkeepers in nearby market



People in a nearby residential area





Citizens Expressing Views about Police in their area



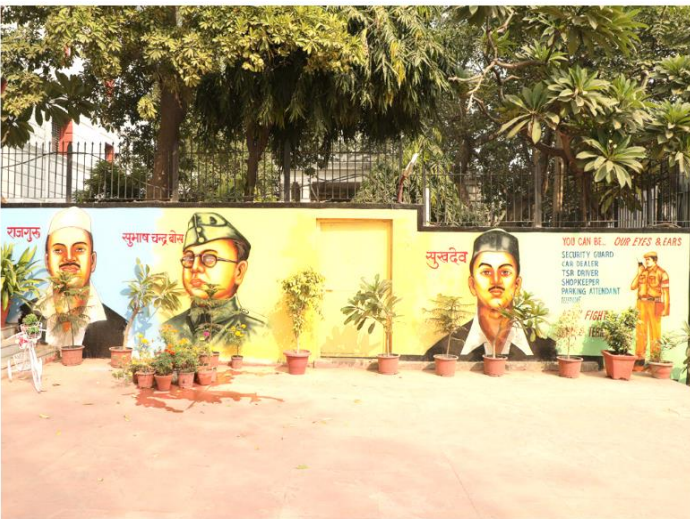
4. THE RANK HOLDERS

- 1** Sadar Bazar PS, North District, Delhi
- 2** Gangapur PS, Ganjam, Odisha
- 3** Bhattu Kalan PS, Fatehabad, Haryana
- 4** Valpoi PS, North Goa, Goa
- 5** Manvi PS, Raichur, Karnataka
- 6** Kadmat Island PS, Lakshadweep
- 7** Shirala PS, Sangli, Maharashtra
- 8** Thottiyam PS, Tiruchirappalli, Tamil Nadu
- 9** Basantgarh PS, Udhampur, Jammu & Kashmir
- 10** Rampur Chauram PS, Arwal, Bihar

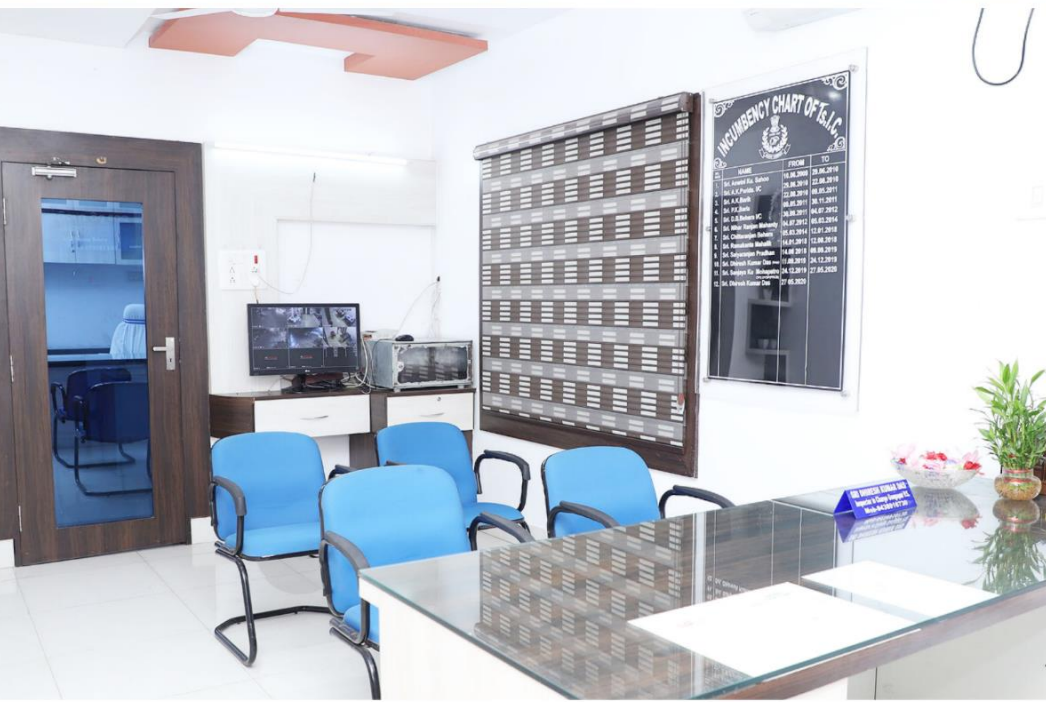


#1 Sadar Bazar, Delhi



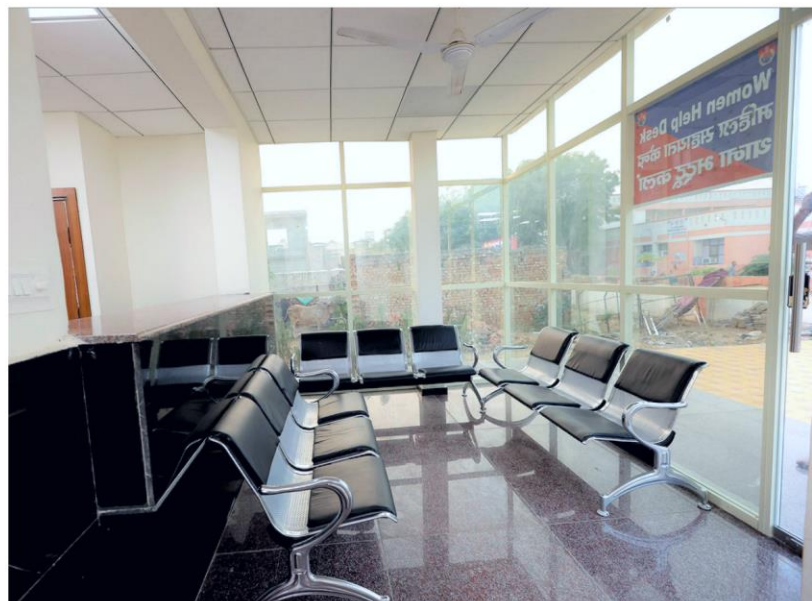
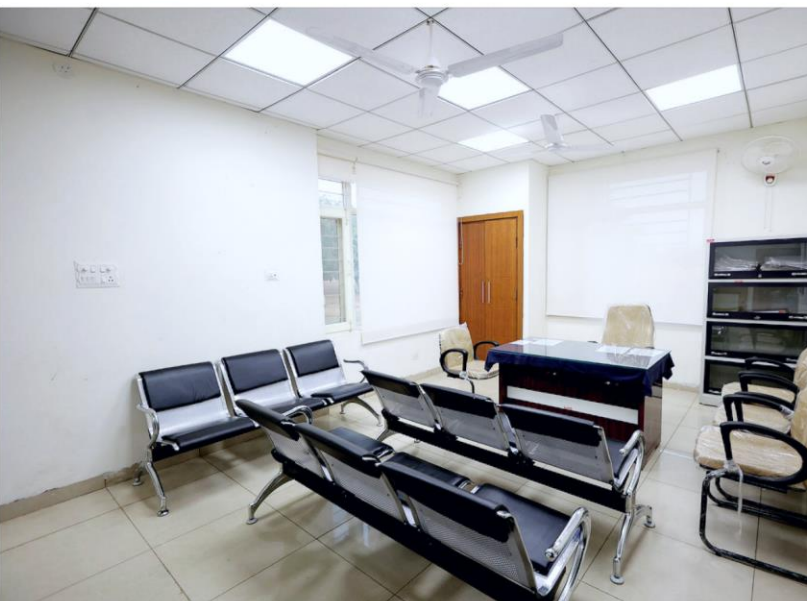


#2 Gangapur, Odisha





#3 Bhattu Kalan, Haryana





State Toppers

Sl.	Name of the PS	District	State/UT
1	Aberdeen PS	South Andaman	Andaman and Nicobar Islands
2	Chundi (V.V Palem)	Prakasam	Andhra Pradesh
3	Kharsang PS	Changlang	Arunachal Pradesh
4	Dergaon PS	Golaghat	Assam
5	Rampur Chauram PS	Arwal	Bihar
6	East Sector 26 PS	Chandigarh	Chandigarh
7	Baramkela PS	Raigarh	Chhattisgarh
8	Sadar Bazar PS	North District	Delhi
9	Nani Daman PS	Daman District	Dadra & Nagar Haveli and Daman & Diu
10	Valpoi PS	North Goa	Goa
11	Sevaliya	Kheda	Gujarat
12	Bhattu Kalan	Fatehabad	Haryana
13	Dhalli	Shimla	Himachal Pradesh
14	Basant Garh	Udhampur	Jammu & Kashmir
15	Kairo	Lohardaga	Jharkhand
16	Manvi	Raichur	Karnataka
17	Ottappalam	Palakkad	Kerala
18	Leh	Leh	Ladakh
19	Kadamat Island	Lakshadweep	Lakshadweep
20	Langhadol	Singrauli	Madhya Pradesh
21	Shirala	Sangli	Maharashtra
22	Nambol	Bishnupur	Manipur
23	Diengpasoh PS	Khasi Hills East	Meghalaya
24	Lungeli PS	Lunglei	Mizoram
25	Women PS Kohima	Kohima	Nagaland
26	Gangapur	Ganjam	Odisha
27	Karaikal Town PS	Karaikal	Puducherry
28	Chhajali	Sangrur	Punjab
29	Jaitsar	Ganga Nagar	Rajasthan
30	Temi	South District	Sikkim
31	Thottiyam	Tiruchirappalli	Tamil Nadu
32	Alair	Rachakonda	Telangana
33	Chailengta PS	Dhalai	Tripura
34	Mishraulia	Siddharth Nagar	Uttar Pradesh
35	Haldwani	Nainital	Uttarakhand
36	Jagatballavpur	Howrah Rural	West Bengal

ANNEXURES

Annexure-1: List of Shortlisted Police Stations

Sl. Name of the PS	District	State/UT
1 Aberdeen	South Andaman	Andaman and Nicobar Islands
2 Chundi (V.V Palem)	Prakasam	Andhra Pradesh
3 K. Kotapada	Vishakhapatnam Rural	Andhra Pradesh
4 Veligandal	Prakasam	Andhra Pradesh
5 Kharsang	Changlang	Arunachal Pradesh
6 Taliha	Subansiri Upper	Arunachal Pradesh
7 Barbaruah	Dibrugarh	Assam
8 Dergaon	Golaghat	Assam
9 Deep Nagar	Nalanda	Bihar
10 Muffasil PS	Begusarai	Bihar
11 Rampur Chauram	Arwal	Bihar
12 East Sector 26	Chandigarh	Chandigarh
13 Baramkela	Raigarh	Chhattisgarh
14 Gidhpuri	Baloda Bazar	Chhattisgarh
15 Mansarovar Park	Shahdara	Delhi
16 Sadar Bazar	North District	Delhi
17 Nani Daman	Daman District	Dadra & Nagar Haveli and Daman & Diu
18 Collem	South Goa	Goa
19 Valpoi	North Goa	Goa
20 Bilkha	Junagadh	Gujarat
21 Sevaliya	Kheda	Gujarat
22 Asauda	Jhajjar	Haryana
23 Bhattu Kalan	Fatehabad	Haryana
24 Dhalli	Shimla	Himachal Pradesh
25 Theog	Shimla	Himachal Pradesh
26 Basant Garh	Udhampur	Jammu & Kashmir
27 Dhurki	Garhwa	Jharkhand
28 Kairo	Lohardaga	Jharkhand
29 Dandeli Rural	Uttara Kannada	Karnataka
30 Manvi	Raichur	Karnataka
31 Mudhol	Kalburgi	Karnataka
32 Ottappalam	Palakkad	Kerala
33 Palaghat Town North	Palakkad	Kerala
34 Leh	Leh	Ladakh
35 Kadamat Island	Lakshadweep	Lakshadweep
36 Langhadol	Singrauli	Madhya Pradesh
37 Navanagar	Singrauli	Madhya Pradesh

Sl.	Name of the PS	District	State/UT
38	Nawegaon	Chhindwara	Madhya Pradesh
39	Dhule City	Dhule	Maharashtra
40	Padoli PS	Chandrapur	Maharashtra
41	Shirala	Sangli	Maharashtra
42	Nambol	Bishnupur	Manipur
43	Nongpok Sekmai	Thoubal	Manipur
44	Diengpasoh PS	Khasi Hills East	Meghalaya
45	Mawali	Khasi Hills East	Meghalaya
46	Champhai	Champhai	Mizoram
47	Lunglei	Lunglei	Mizoram
48	Mokochung PS-1	Mokokchung	Nagaland
49	Women PS Kohima	Kohima	Nagaland
50	Gangapur	Ganjam	Odisha
51	Sorada	Ganjam	Odisha
52	Karaikal Town PS	Karaikal	Puducherry
53	Chhajali	Sangrur	Punjab
54	Kharar	SAS Nagar	Punjab
55	Jaitsar	Ganga Nagar	Rajasthan
56	Kishangarh	Ajmer	Rajasthan
57	Rajiv Gandhi Nagar	Jodhpur	Rajasthan
58	Jorethang	South District	Sikkim
59	Temi	South District	Sikkim
60	Maruthur	Cuddalore	Tamil Nadu
61	Mulanur	Tirupur	Tamil Nadu
62	Thottiyam	Tiruchirappalli	Tamil Nadu
63	Alair	Rachakonda	Telangana
64	Edulla Bayyaram	Kothagudem	Telangana
65	Sanathnagar	Cyberabad	Telangana
66	Chailengta PS	Dhalai	Tripura
67	Karbook PS	Gomati	Tripura
68	Asiwan	Unnao	Uttar Pradesh
69	Mishraulia	Siddharth Nagar	Uttar Pradesh
70	Vrindavan	Mathura	Uttar Pradesh
71	Ghansali	Tehri Garhwal	Uttarakhand
72	Haldwani	Nainital	Uttarakhand
73	Dhupguri	Jalpaiguri	West Bengal
74	Jagatballavpur	Howrah Rural	West Bengal

Annexure-2: Questionnaire for Infrastructure & approachability

Section	Sub-section	Questions
Additional Facilities	Facilities	Disabled Friendly Facilities- Is there any ramp available for persons with disabilities
		Power Backup- Does the police station have a power backup system?
	Fitness	Does the police station have any separate facility for recreational activities/playground/gym?
	Pantry	Drinking Water facilities- Is drinking water available for staff and visitors?
		Drinking Water facilities- Is the drinking water cooling facility/ RO/ Dispenser maintained and functional?
		Tea/coffee facilities- Are there tea/coffee facilities/pantry services available?
Approachability and behaviour of Police staff		Are all the policemen wearing a complete uniform as per the dress code?
		Are the policemen attentive towards the public?
		Are the policemen courteous and polite with the complainants?
Barracks	Barracks Cleanliness & Facilities	Are barracks available with the police station?
		Are the beds in the barracks clean and well made?
		Are the rooms available with proper lighting?
		Are the rooms properly ventilated?
		Are the walls and ceiling clean, maintained and free of dampness?
		Are there toilets available for barracks?
		Is a cooling facility like cooler/AC available in the rooms?
		Is the floor clean and maintained?
		Is the mosquito repellent available and functional in the rooms?
		Is the overall look of barrack good?
	Barracks Toilet Cleanliness	Are the urinals clean i.e. no stains, litter or other waste?
		Are the walls & ceiling clean, maintained and free of dampness?
		Is the toilet seat area clean i.e. no stains, litter or other waste?
		Is there any foul smell in the toilets?
		Is running water available in the toilet?
		Is the toilet ventilated?
		Is the toilet well lit?
		Is there a flush in the washroom and is it functional?
		Is there any washbasin area present?
		Is there soap/hand wash?

Section	Sub-section	Questions
Infrastructure and Cleanliness of the Compound Area	Compound Area Cleanliness	Are the dustbins placed in the compound area?
		Are the dustbins overflowing?
		Are separate dustbins available for wet waste and dry waste?
		Are the emergency contact numbers displayed at the entrance?
		Condition of Security of Boundary wall
		Is the compound area clean?
		Is the name of the police station visible from outside
		Liquid waste- Can stagnate water be spotted in the compound area?
		Odour- Is there any foul smell present around?
		Open Drains- Are there any open drains in the compound area?
		Parking for Visitors- What is the condition of parking at the Police station
Infrastructure of the Police station (Inside)	Police Station (Inside) Cleanliness	Cleanliness- Is there litter around in the police station like wastepaper, Cigarette bud, Wrappers, Dust etc.?
		Cleanliness-Could you notice stains of Paan spitting, gutka or bird dropping on the floor, pillars or walls?
		Dustbins-Are there any dustbins placed in the area?
		How is the overall ambience of the police station?
		Odor-Could you notice a foul smell?
		Swachh Bharat Abhiyan Activities-Are there Swachh Bharat hoarding with warning of anti-littering and open urination / open defecation?
		Walls- Were the walls of the building clean and painted well?
	Police Station (Inside) Facilities	Are there chair/desk available for the police staff?
		Are there separate rooms available for Investigating Officers?
		Does the police station have additional features like child room, Graffiti on walls, special initiatives like a public library, public Gymnasium etc
		Does the police station have a separate conference room?
		Does the police station have a separate suspect/witness examination room?
		Does the police station have separate wireless and communication room?
		Does the room have storage cabinets for files and case files?
		Is enough cooling/heating facility available in the room?
		Is malkhana / armoury available and locked?
		Is the furniture in good condition?
		Is the seat arrangement available in the waiting room?
		Is there a proper cooling/ heating arrangement in the police station?
		Presence of Waiting Room- Is there a designated waiting room available for the common public?
Women help desk- Does the Police station have a separate Women Help Desk?		

Section	Sub-section	Questions
Lockup		Condition of Walls-Are the walls well plastered and painted?
		Dampness-Are the walls and ceiling without any seepage or dampness?
		Does the CCTV cover the lock-up area?
		Floor Details-Is the floor well maintained and plastered?
		Is there a separate lockup available for males and females?
		Toilets: Are there toilets available for the accused in the lockup?
		Toilets-Are the toilets clean?
		Unwanted Objects-Are the lockups being used for storage of waste material like non-functional fans, broken chairs etc.
Maintenance of records		Are records stored in a sealed cabinet?
		Are the old records maintained online?
		Are the registers hard bonded?
		Are the registers labelled?
		How are the complaints taken?
		Is the internet facility available
Mess and Canteen area		Is the canteen/ mess area available?
		Are the walls and ceiling clean, maintained and free of dampness?
		Does the room have proper ventilation?
		Does the room have proper lighting?
		Is the floor of the mess clean and maintained?
		Is the mess provided with a proper cooling facility?
Safety of the police station	CCTV	Are the cameras in working condition?
		Are the total number of cameras present in the police station enough to cover the entire area?
		Does the compound area of the police station have CCTV cameras?
		Does the police station have CCTV cameras?
		Does the reception area of the police station have CCTV cameras?
		For how long data backup is maintained?
		Where is the backup kept?
	Fire Safety	Are all the wires and switchboards properly covered, secured (concealed conduit or on batten)
		Are the extinguishers tested timely and working?
		Does the police station have fire alarms?
		Does the police station have fire safety infrastructure (sand buckets, hose pipes, etc.)?
		Does the police station have fire extinguishers?
		Is there any assembly area available in the police station and being displayed well

Section	Sub-section	Questions
SHO Questionnaire	Expenses	Expenses- After how many months of placing an order, do you receive the stationery items from the SP office?
		Expenses- Is there any provision to request extra stationery by the police station?
		Expenses-Do you get the list of the items as ordered in total?
	Financial Autonomy	Financial Autonomy- Does the police station have an imprest account system?
	Fuel	Do you get fuel requirements received in total as ordered?
		For how many days do station vehicles remain idle in want to fuel?
		Fuel- In how many days of placing an order do you receive fuel confirmation/coupons/budget from the SP office?
	HR	HR- How many personnel are trained in basic CCTNS and basic daily reports online?
		HR- How many personnel are trained in basic computer operations?
		HR- How many personnel are trained in laws related to crime against women training?
		HR- Number of female staff posted for the police station
		HR-How many personnel are trained in juvenile justice (Care & protection of children) training?
		HR-Number of female staff sanctioned for the police station
		IEC/ Community Outreach/ PR activities- Number of events done for the citizens' awareness
		Number of male staff posted in the police station
		Number of male staff sanctioned for the police station
		Infrastructure
	Mess and Barracks- Who cooks the food in the mess?	
	Mess and barracks- Who provides the facilities for trunks, beds, beddings etc.?	
	Who pays for the tea coffee facility and ingredients?	
	Last year declaration	Has anyone died during custody last year?
		Is there any case of escape from police custody during last year?
		Is there any case registered against any police officer during the previous year?
		Number of custody deaths
		Number of police personal charged under PC act during last year
		Number of runaway prisoners from police custody

Section	Sub-section	Questions
SHO Questionnaire	Vehicle	Number of 4 wheelers sanctioned
		Number of 4 wheelers functional
		Number of two-wheelers Sanctioned
		Number of two-wheelers functional
		How many vehicles are GPS tagged?
		Are the GPS tags functioning?
		How many vehicles are RFID tagged?
		Are the RFID tags functioning?
	Law & Order Situation	Number of law & order situations in the last one month
		Is there a Board displaying no. of arrests in the last 24 hours?
		Is on-call complaint system existing and working in your stations?
		How many complaints were registered through the call centre?
		What kind of actions has been taken for complaints on call?
		Is there a record maintained for history sheeters?
Toilets and Cleaning Staff	Housekeeping and Personnel Hygiene	Is housekeeping staff available?
		Is the attendance of the housekeeping staff maintained?
		Is housekeeping staff wearing a uniform?
		Does housekeeping staff use protective gear i.e. gloves, masks, shoes?
		Does the staff have appropriate cleaning equipment's i.e. (broom, dust baskets, mop, mop, and bucket)?
		Is there a housekeeping staff appointed for the toilet?
		Is there a daily cleaning checklist available?
		Is janitor space available?
		Are the walls and ceiling clean i.e. no cobweb, stains, etc.?
		Are there cockroaches or rats in the toilet?
		Are toilets available in the Police Station?
		Does the police station have separate toilets for males and females?
		Is running water available in the toilet?
		Toilets and Cleaning Staff
Is the flush in the washroom functional?		
Is the toilet seat area clean without stains, litter or other waste?		
Is the toilet ventilated?		
Is the toilet well-lit?		
Is there any foul smell in the toilets?		
Is there a wash basin area present?		
What is the condition of the toilet floor		
What is the condition of the washbasin?		

Annexure-3: Questionnaire for Shopkeepers, Residents & Complainants

Respondent Category	Key Questions
People in Residential Areas	Does the police keep your area under physical surveillance?
	Are the police active in resolving crimes in your area?
	What is the reaction time for the police to arrive in your area after the reporting of a crime?
	Has a bribe ever been demanded from you in your area? (Amount & regularity/periodicity)
	Have you ever tried to register a complaint?
	Is an online platform available for the registration of FIR?
	How much time police takes for reverting to online complaints?
	What is the easiest way to approach the police?
	Do you feel safe in your area?
	Do you feel the police helps?
	Was there any caste, religion, region (local/non-local) or status bias evident during the interaction?
	In the last year do you feel that the police have become more effective in your area?
	How forthcoming and confident do you feel to report a crime or complaint to the police?
	In the past 2 months have you noticed any case of theft, snatching, burglary etc. in the nearby area?
	In the past 6 months have you contacted police for any mishappening
	Does the police actively intervene wherever crime like pickpocket/ snatching/ brawl happens?
	Have you seen burking activities in your area? If yes, when did you see it?
	Did you find the overall cleanliness at the police station good?
	As per your last visit have you seen any improvement in police culture or infrastructure? Explain your overall experience with the Police and the suggestions you would like to share

Respondent Category	Key Questions
Shopkeepers in a Marketplace	Do you find police patrols taking place regularly in your area?
	Are you aware of the beat constables in your area and do they interact with you?
	Have you ever tried to register a complaint with the Police?
	Is an online platform available for the registration of FIR?
	How much time police takes for reverting to online complaints?
	What is the easiest way to approach the police?
	Has a bribe ever been demanded from you in your area? (Amount & regularity/ periodicity)
	How safe do you feel in your area?
	Do you feel the police helps?
	Was there any caste, religion, region (local/non-local) or status bias evident during the interaction?
	Was there any gender bias shown towards you as a woman/girl?
	In the past 6 months have you noticed any case of theft, snatching, burglary etc. in the market area?
	In hatt, does the police handle the crowd effectively?
	Does the police take any necessary action in case there are any unauthorized stalls in the market?

Respondent Category	Key Questions
Public feedback-People leaving Police Station	Did you come for Complaint/FIR registration
	Could you file your FIR/complaint?
	How easy or difficult was the process?
	Before coming did you try to complain through the online medium?
	Was any action taken on the online complaint?
	How much time was taken to revert on the online complaint?
	Have you received confirmation on mobile/phone/through any other on the FIR/ complaint?
	Was there any attempt at watering down/diluting/compromising the FIR/ complaint?
	Was a copy of the complaint given to you?
	Was the policeman wearing a name plate on himself?
	Was there any demand for a bribe by the police?
	In the case of a female complainant, was there a policewoman in the police station to help with the complaint?
	Was there any gender bias shown towards you as a woman/girl?
	Was there any caste, religion, region (local/outsider) or status bias evident during the interaction?
	Were the police attentive in listening to your complaint?
	Was the staff polite and respectful?
	Have the police personnel addressed your grievances and provided a solution?
	Did you find the overall cleanliness at the police station good?
	Do you feel safe in your area?
	Have you seen burking activities in your area? If yes, when did you see it?
As per your last visit have you seen any improvement in police culture or infrastructure?	



सत्यमेव जयते

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Ministry of Home Affairs