# Ranking of Police Stations
# 2022

Azadi Ka Amrit Mahotsav

सत्यमेव जयते

## Government of India
## Ministry of Home Affairs

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## Ministry of Home Affairs

अमित शाह
AMIT SHAH

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

## MESSAGE

In "Azadi ka Amrit Mahotsav" period, it is evident that India has established itself as a strong democratic nation keeping in view the aim of "Ek Bharat, Shrestha Bharat." An efficient police system plays a vital role to maintain internal security and protect citizen's lawful rights. This is contingent upon the fact that the Police Force is equipped with the state-of-the-art equipment, their intelligence skills is enhanced, and training is imparted in such a manner so as to inculcate in them the citizen-centric approach. The Government is striving for making "Atmanirbhar Bharat" under Make in India. The focus is on to equip the police force with the state-of-the-art equipment and to make them tech savy, so as to tackle the present day challenges.

The Police Stations are one of the first points of contact for citizens and therefore, a police station should be citizen friendly. In order to bring healthy competition amongst the police stations, annual ranking exercise is conducted by the Ministry of Home Affairs. It is noticed that most of the top-ranked police stations are located in small town and rural areas. This clearly indicates that apart from importance of availability of resources, the dedication and sincerity of our police personnel is also more important to prevent and control the crime and serve the society.

I acknowledge the co-operation of State Governments for smooth conduct of the Survey. I express my heartiest congratulations on completion of this exercise and to each officer and staff of the selected police stations for their hard work and dedication. I believe that these policemen shall continue to discharge their duties with the same spirit and become the shining example to all the members of the police forces.

**(Amit Shah)**

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नित्यानन्द राय
**NITYANAND RAI**

सत्यमेव जयते

आज़ादी का अमृत महोत्सव

गृह राज्य मंत्री
भारत सरकार
नार्थ ब्लाक, नई दिल्ली – 110001

**MINISTER OF STATE FOR HOME AFFAIRS
GOVERNMENT OF INDIA
NORTH BLOCK,
NEW DELHI - 110001**

## Message

India has a well-established police-system, however, it is also true that there is always a scope for improvement. There is continuous endeavor to bring reforms in the functioning of police. As India is celebrating 75th years of its independence, the role of police has become one of the most important interfaces of the Government.

The annual exercise of ranking of Police Stations is aimed at to bring healthy competition among police stations and to inspire them to bring more efficiency in the working of police stations and improve their performance. The infrastructure at police stations, crime prevention, feedback of citizen etc. is taken into account for ranking the police stations. This also brings police force to become citizen-centric. The ranking exercise also helps in building responsible and accountable police force, which is the integral part of good governance. Such ranking also provides a picture of the state of physical infrastructure, resources and deficiencies at the level of police stations. Their responses shall form important inputs in policy formulation at the national/state level.

I congratulate all the officials of the top-ranked police stations and hope all police stations of our country will emulate their example and contribute in serving the nation with utmost sincerity and devotion.

**(Nityanand Rai)**

New Delhi.
October, 2022

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

सत्यमेव जयते

आज़ादी का अमृत महोत्सव

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

## MESSAGE

Police system in India has undergone various reforms in the fast moving world. Modernisation of police forces in infrastructure and approach has been the priority of the Government. The annual evaluation of police stations across the country recognizes not only the hard work of our police personnel but also provides a feedback on many aspects of policing.

2. The exercise of annual survey has been conducted by the extensive use of the CCTNS database and ground survey conducted by the third party agency. The police stations have been shortlisted based on parameters of crime against women, weaker sections, property offences and cases of missing persons. The assessment done on certain crime and performance based parameters also include infrastructure of the police stations and citizen feedback. Keeping in view the 'Swachh Bharat Abhiyan', the cleanliness drive in police stations was also one of the key parameters of the survey. Besides, IT facilities, forensic infrastructure, police radio communication, digitization of the records etc. were the other parameters for assessment. The survey on citizen's interface has also been revamped to better reflect the concern of the citizenry. All the States/UTs have enthusiastically participated in this year's survey.

3. I thank the State Governments/UT Administrations for their cooperation in the smooth conduct of the survey which will be valuable for all the stakeholders.

4. I take this opportunity to convey my best wishes to the officials of the top-ranked Police Stations. I also believe that these police stations are setting the example to improve the image of police towards citizens and fulfilling their lawful expectations.

**(Ajay Bhalla)**

Place : New Delhi
Dated : 26.10.2022

INDIA

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# 1. INTRODUCTION

The policemen are entrusted with powers which has a great impact on the prevailed standing of the society. The policemen are responsible to maintain law and order and protect the life, liberty and property of citizens. The duties and responsibilities of policemen have evolved over the period of time. The work environment can be physically demanding, potentially challenging and extensive. However, it is also highly satisfying as it gives a chance to make a visible difference in the society. Among others, few responsibilities of the police which make their task challenging are:

- ✓ Uphold and enforce law impartially
- ✓ Protect life, liberty, private and public properties, human rights and dignity of the citizens
- ✓ Protect internal security
- ✓ Detection, prevention, control and investigation of crimes.
- ✓ To create a feeling of security in the society.

In the recent context, “Ek Bharat, Shrestha Bharat” the clarion call given by the Hon’ble Prime Minister envisages to enhance interaction and promote mutual understanding between people of different States/UTs through the concept of State/UT cooperation. A strong case exists for Police Personnel to emerge as a flag-bearer of the spirit of ‘Nation first, Always First’ to unite citizens of India across its length and breadth by building harmony and trust.

Considering this background, it only makes sense to take up measures to continuously improve and strengthen the effectiveness of the policing system. One such measure is ranking of public institutions which has rightfully earned 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. In this connection, Ministry of Home Affairs, Government of India has taken up annual ranking survey to reward the best-performing police stations which intends to recognise

the devotion and hard work of our police personnel and to instil a sense of competitiveness in the police force. Furthermore, it also provides a picture of the state of physical infrastructure, resources, and deficiencies at the level 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 Ministry of Home Affairs, which 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 based on selected criteria. The Police Modernization Division of the Ministry of Home Affairs entrusted TransRural Agri Consulting 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 2022.

Azadi Ka Amrit Mahotsav

# Ranking of Police Stations 2022

# 2. SHORTLISTING AND EVALUATION

## Shortlisting Process

There are 17,379 sanctioned police stations across the country[1]. Out of this, 9,378 Police Stations are located in rural areas, whereas 4,929 Police Stations are located in urban areas, and the remaining 3,072 are the Special Purpose Police Stations. Tamil Nadu has the highest number of Police Stations in the country (2272), 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.

Every State/UT finds a spot in the annual shortlisting of Police stations from the country. As the number of police stations in each State/UT varies significantly, a representative number of police stations is selected for evaluation.

[1] As on 01-01-2021, as per Bureau of Police Research and Development (BPR&D)

Ranging from 1 to 3, police stations are shortlisted as per criteria given below:

- 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

For assessment and evaluation for the year 2022, the number of sanctioned police stations vis-a-vis the number of shortlisted and evaluated police stations is given in the table below:

| Sl. | State/ UT | Sanctioned PS | Nos. of Shortlisted PS |
|---|---|---|---|
| 1 | Tamil Nadu | 2272 | 3 |
| 2 | Uttar Pradesh | 1656 | 3 |
| 3 | Maharashtra | 1165 | 3 |
| 4 | Madhya Pradesh | 1117 | 3 |
| 5 | Bihar | 1096 | 3 |
| 6 | Karnataka | 1054 | 3 |
| 7 | Andhra Pradesh | 1021 | 3 |
| 8 | Rajasthan | 894 | 3 |
| 9 | Telangana | 841 | 3 |
| 10 | Gujarat | 741 | 2 |
| 11 | West Bengal | 634 | 2 |
| 12 | Odisha | 627 | 2 |
| 13 | Jharkhand | 564 | 2 |
| 14 | Kerala | 564 | 2 |
| 15 | Chhattisgarh | 467 | 2 |
| 16 | Punjab | 430 | 2 |
| 17 | Haryana | 392 | 2 |
| 18 | Assam | 344 | 2 |
| 19 | Delhi | 209 | 2 |
| 20 | Uttarakhand | 159 | 2 |
| 21 | Himachal Pradesh | 148 | 2 |
| 22 | Arunachal Pradesh | 140 | 2 |
| 23 | Manipur | 113 | 2 |
| 24 | Nagaland | 86 | 2 |
| 25 | Tripura | 84 | 2 |
| 26 | Meghalaya | 75 | 2 |
| 27 | Mizoram | 44 | 2 |
| 28 | Goa | 43 | 2 |
| 29 | Sikkim | 30 | 2 |
| 30 | Jammu & Kashmir | 241 | 1 |
| 31 | Puducherry | 55 | 1 |
| 32 | Andaman and Nicobar Islands | 24 | 1 |
| 33 | Chandigarh | 18 | 1 |
| 34 | Lakshadweep | 16 | 1 |
| 35 | Dadra & Nagar Haveli and Daman & Diu | 8 | 1 |
| 36 | Ladakh | 7 | 1 |
| | Total | 17379 | 74 |

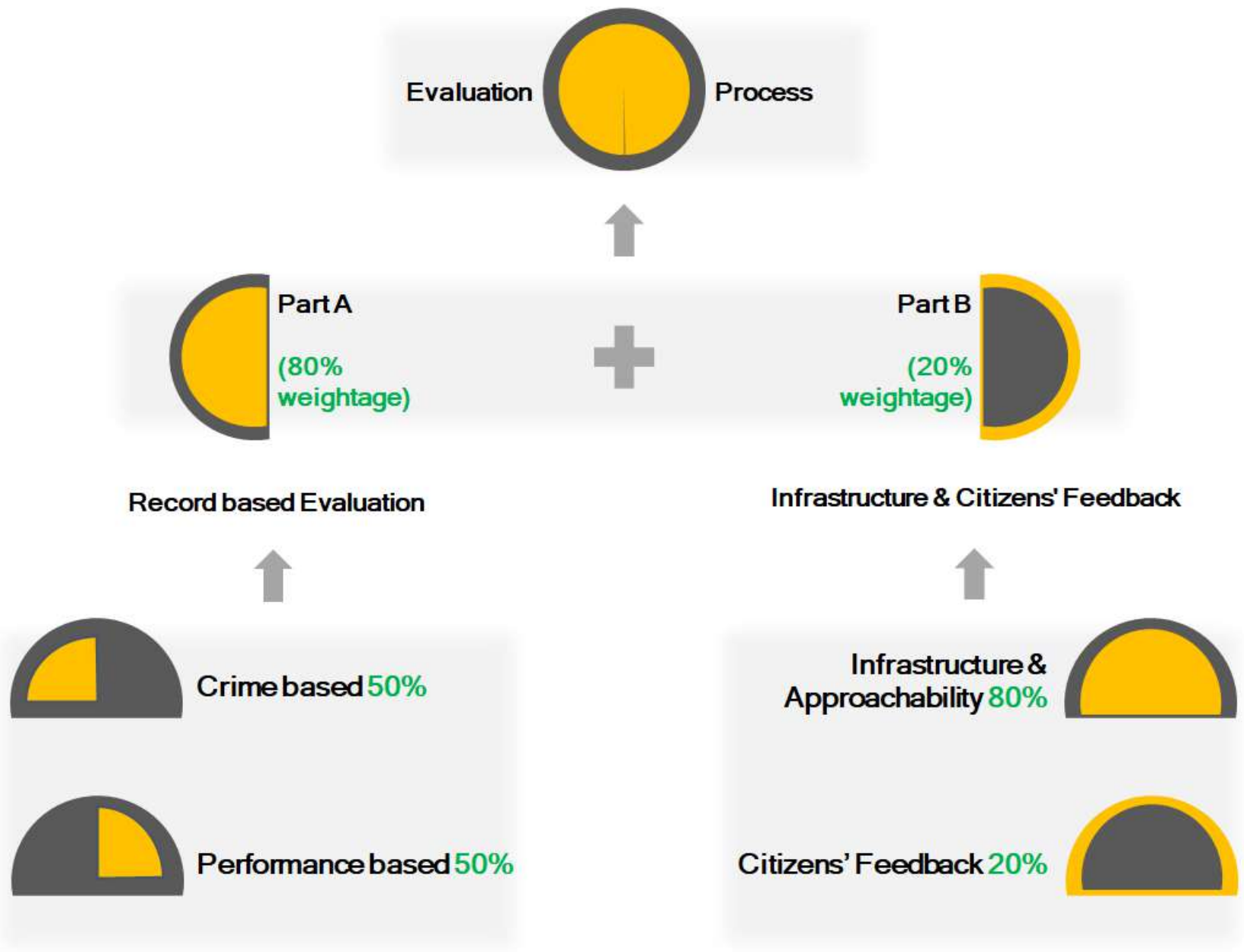
As depicted, out of 17379 Police stations, 74 stations were selected for evaluation.

## Evaluation Process

The entire evaluation process has been covered in two parts.

A. Part-1 comprises of evaluation based on record and this carries a weightage of 80 percent in the overall score.

B. Part-2 comprises of survey-based assessments and carries 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)'.

| Crime Based | Performance Based |
|---|---|
| • Crime prevention and proactive measures<br>• Execution<br>• Disposal of cases<br>• Law and Order<br>• Minor Acts like RPGO, Excise, NDPS and Arms acts<br>• Cases under case officer scheme<br>• Trapped by ACB<br>• Suspension | • Action towards Crime against women<br>• Disposal of old cases<br>• Police Officers behaviour<br>• Crime against weaker section<br>• Verification<br>• Road Safety<br>• Conviction<br>• Malkhana<br>• Pendency<br>• Community Reach<br>• False Entry |

**Score of Headers 1-8: ($S_1$):** 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 ($S_2$):** 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 and 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 and 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

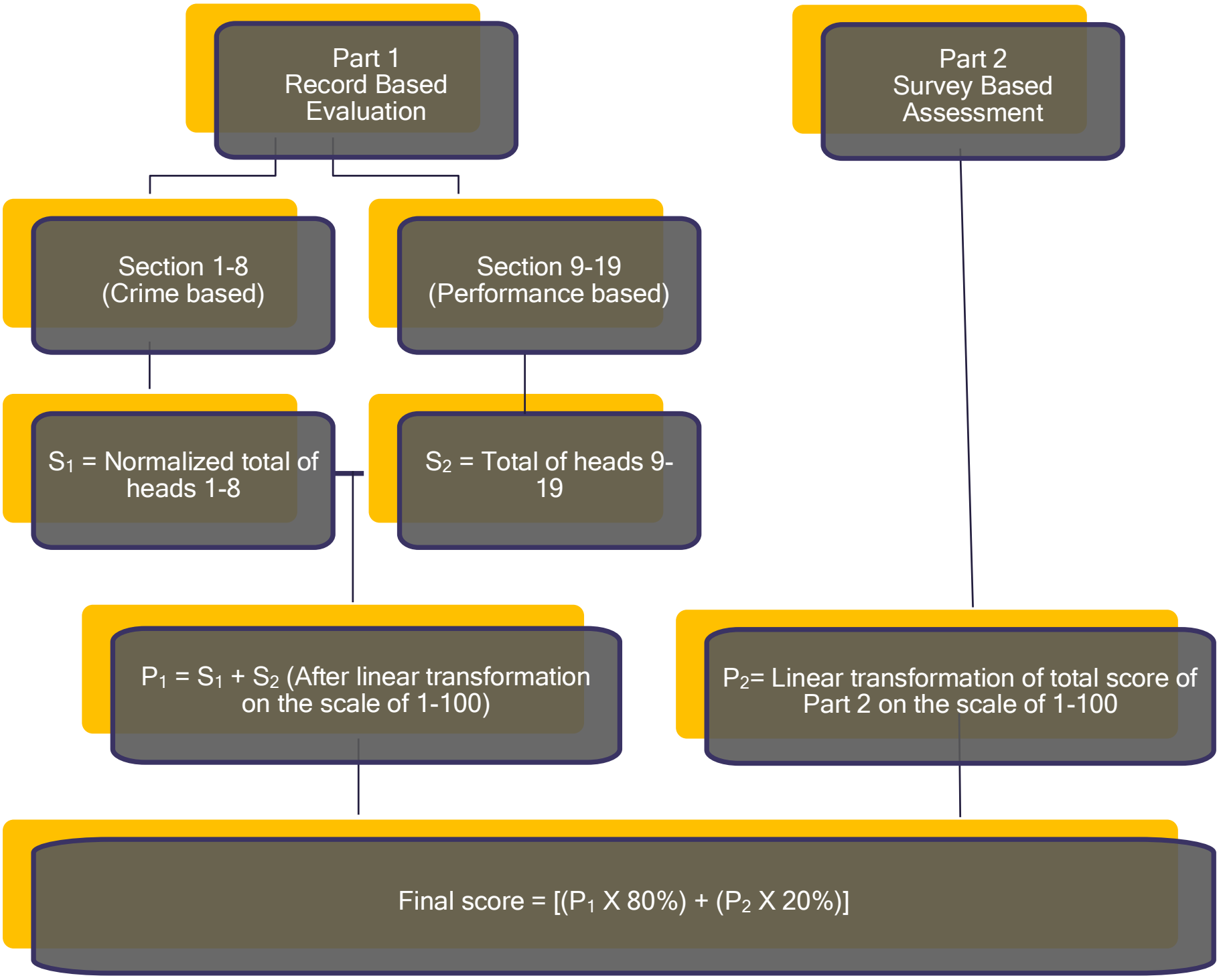
The data collection process started with the training of enumerators/ assessors. The assessors were trained for the field survey through a two-day training programme. In total, during the training programme, around 60 assessors were trained on the concepts of the project, the questionnaire, the survey methodology, the tech application and mannerisms to approach the officials as well as the general public. Upon completion of the training programme, the assessors were immediately deployed for the field survey.

Assessors were appointed mostly from the same State (in the case 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 Police Stations in Delhi also visited Police Stations in Uttar Pradesh and Haryana.

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

## Final Score Calculation

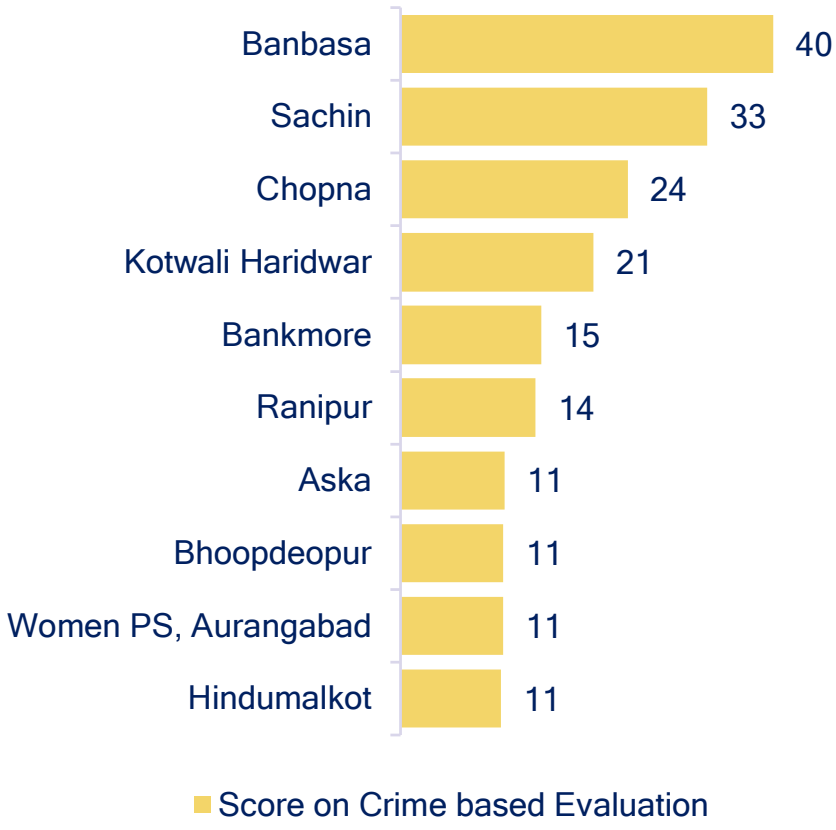
In the case of assessment of score for 'crime based' heads, the technique of Linear Transformation was applied. The final score of 'crime based' heads was termed as $S_1$ and the score of 'performance based' heads was termed as $S_2$. The sum of $S_1$ and $S_2$ was termed as $P_1$ (Part-1 Point). In 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 $P_2$.

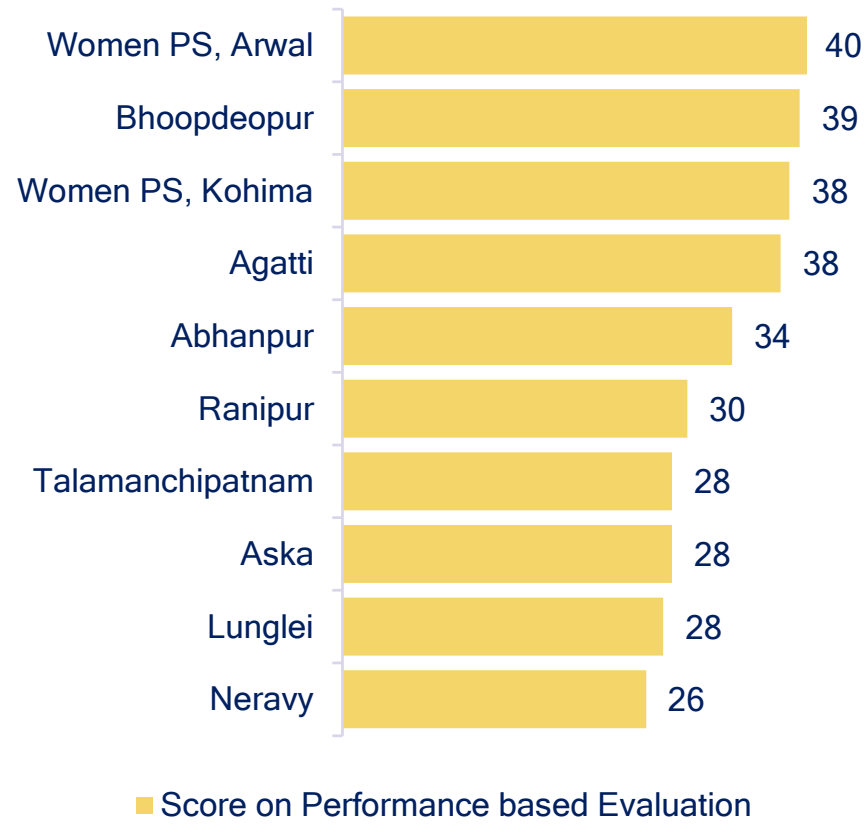


# 3. KEY OBSERVATIONS

## Part-1: Record Based Evaluation

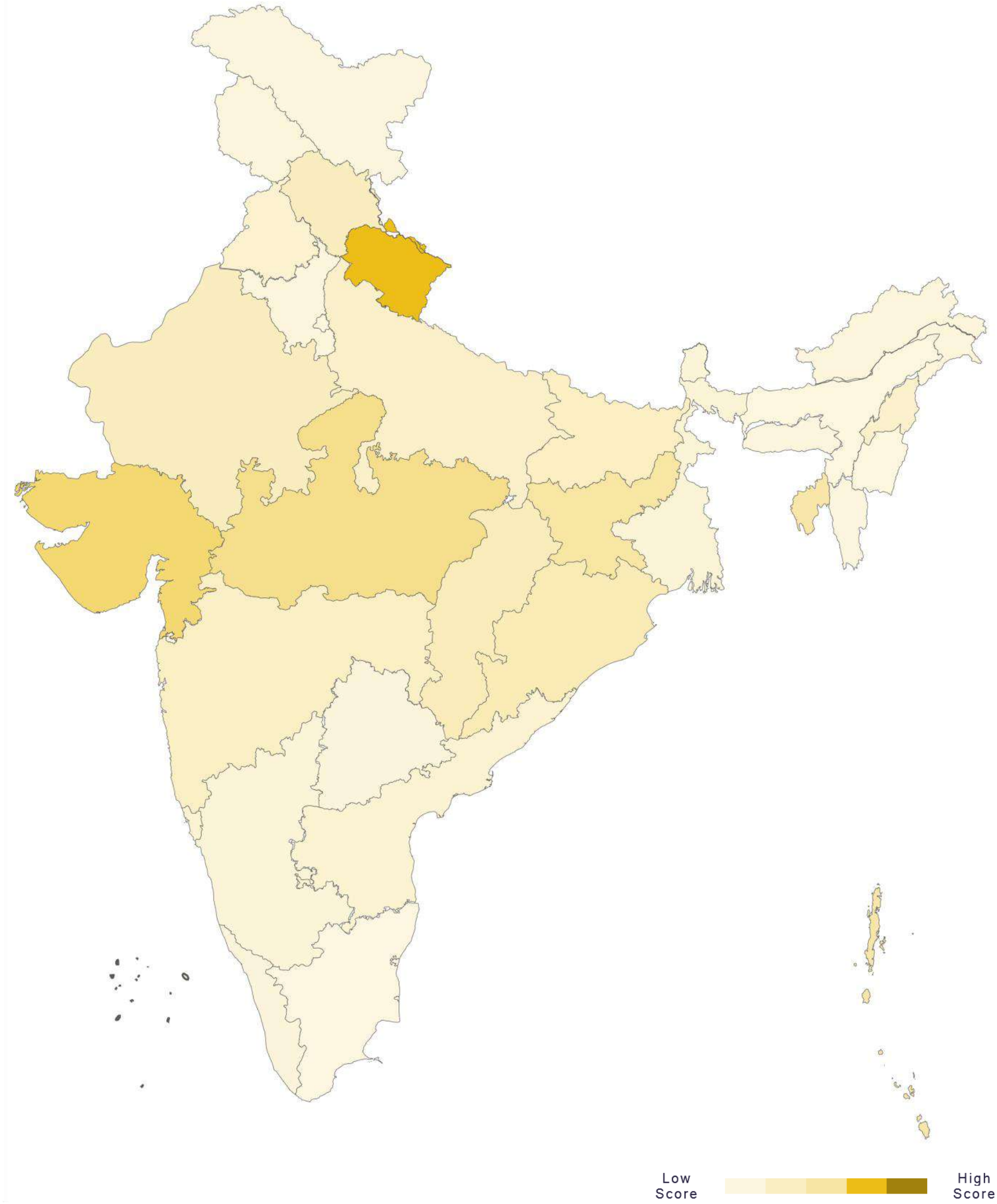
A format was prepared and circulated to all the shortlisted police stations from across the country. The Station House Officer (SHO) of respective police stations were tasked with submission of filled in format to the assessor appointed by TRUAGRICO. Based on the information submitted by SHO, the record-based 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.



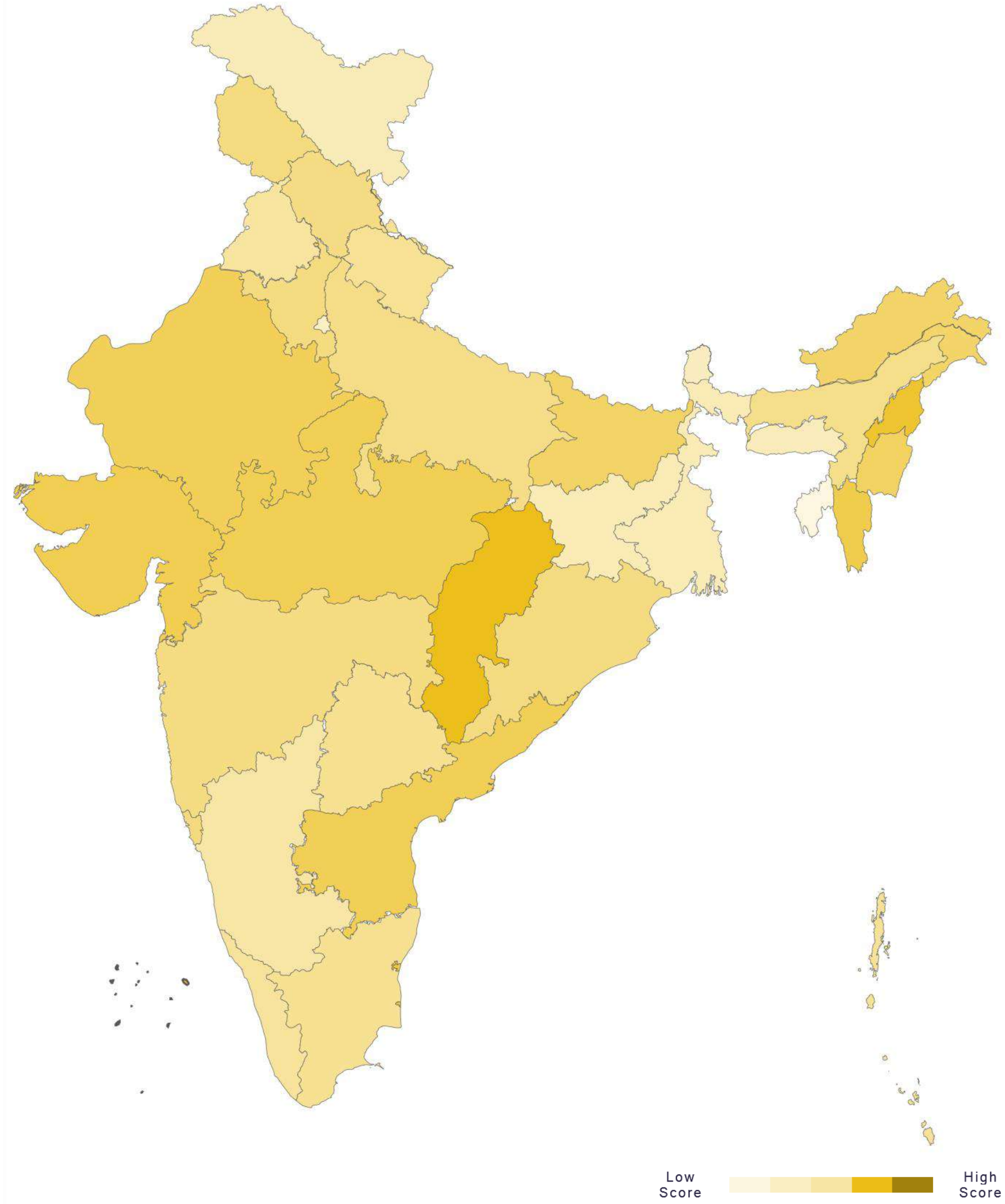




Banbasa PS, Uttarakhand scored a highest of 40 points for being the best among shortlisted police stations in terms of promptness of action against crimes. It was followed by Sachin PS, Gujarat (scoring 33 out of 40) and Chopna PS, Madhya Pradesh (scoring 24 out of 40). In the case of performance-based scoring, Women PS from Arwal district of Bihar scored the highest of 40 points followed by Bhoopdeopur PS from Raigarh district of Chhattisgarh (39 out of 40) and Women PS from Kohima district of Nagaland (38 out of 40).

Categorization of States/UTs on **'Crime Based Heads ($S_1$)'** Evaluation

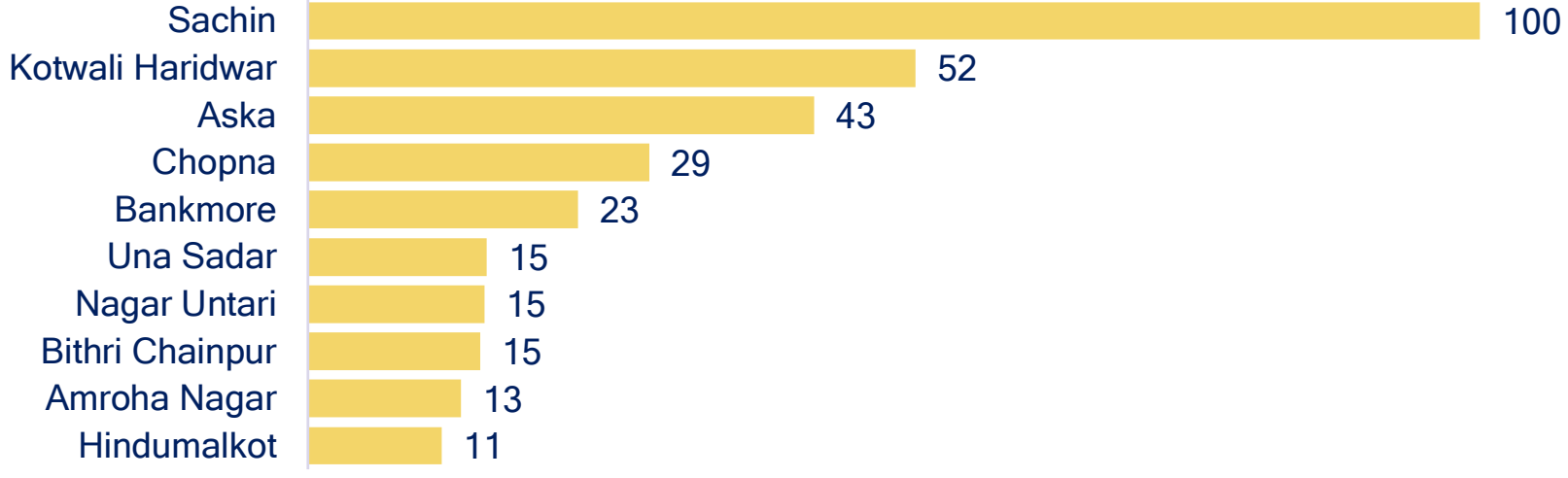


Categorization of States/UTs on **'Performance Based Heads ($S_2$)'** Evaluation



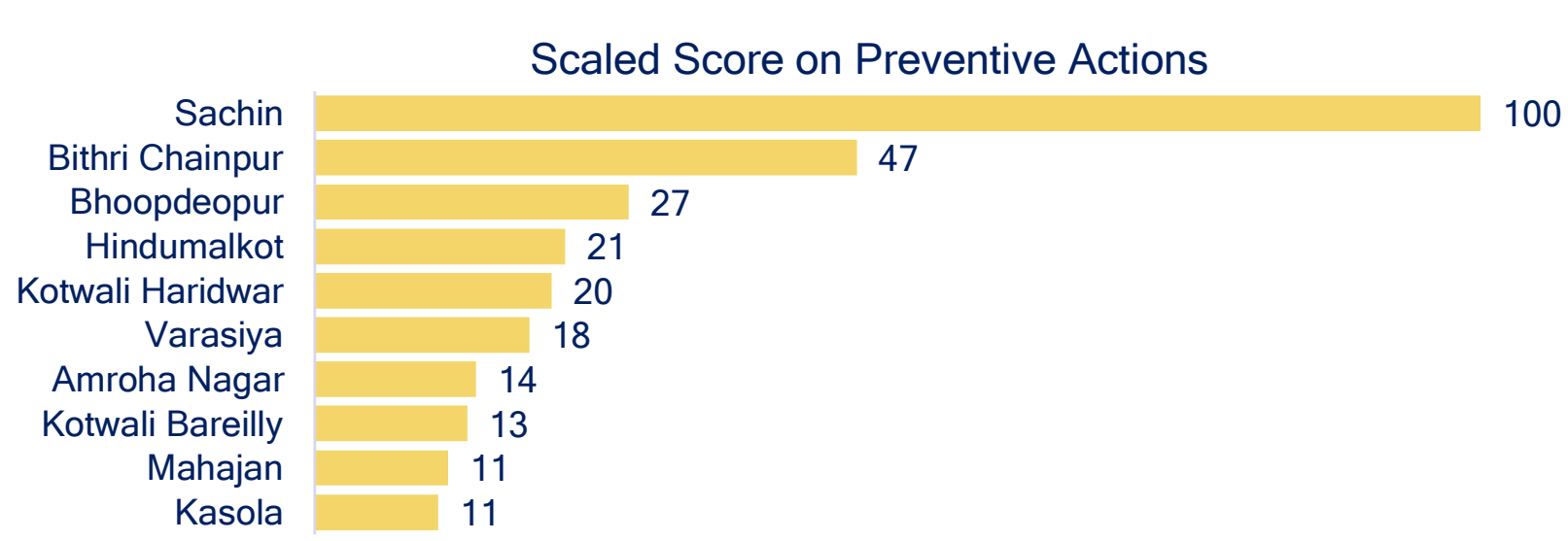
## Head-1: Minor Acts

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 125 cases per Police Station was recorded under this head during the year 2021. The relative position obtained by the top ten police stations under this head is depicted below.



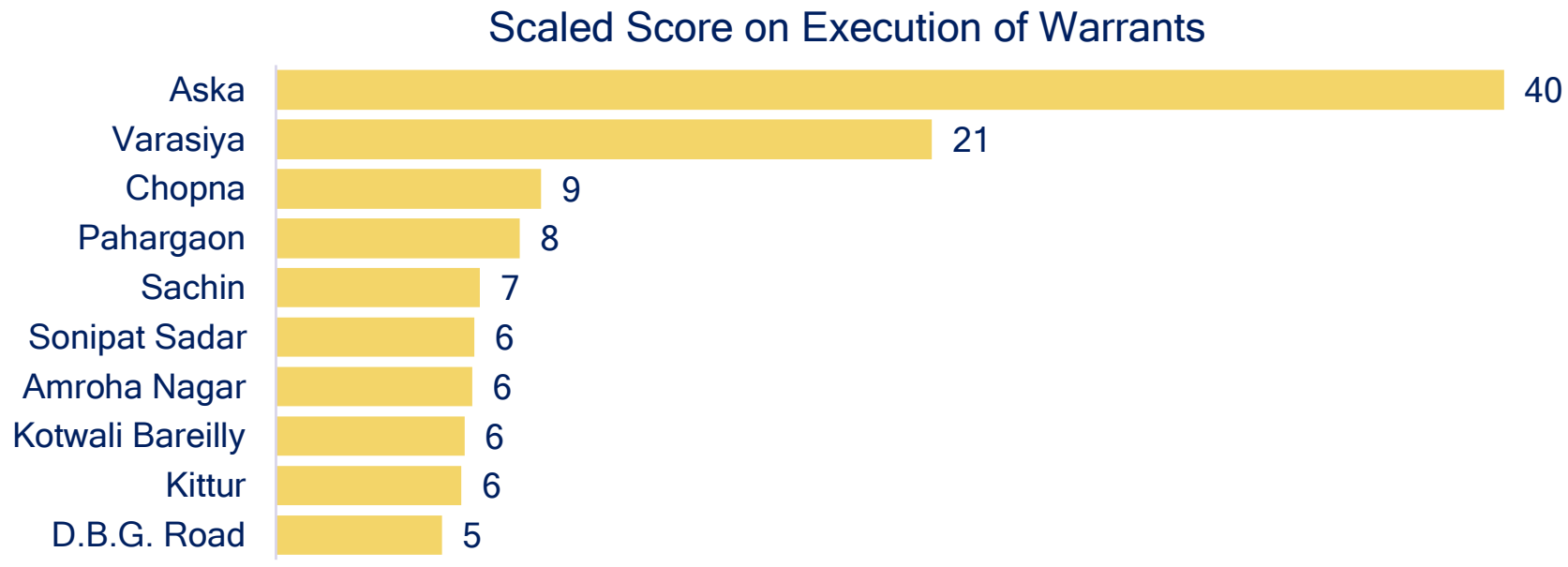

## Head-2: Preventive Actions

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 are awarded positive marks. On average, around 240 cases per police station was prevalent under this head.



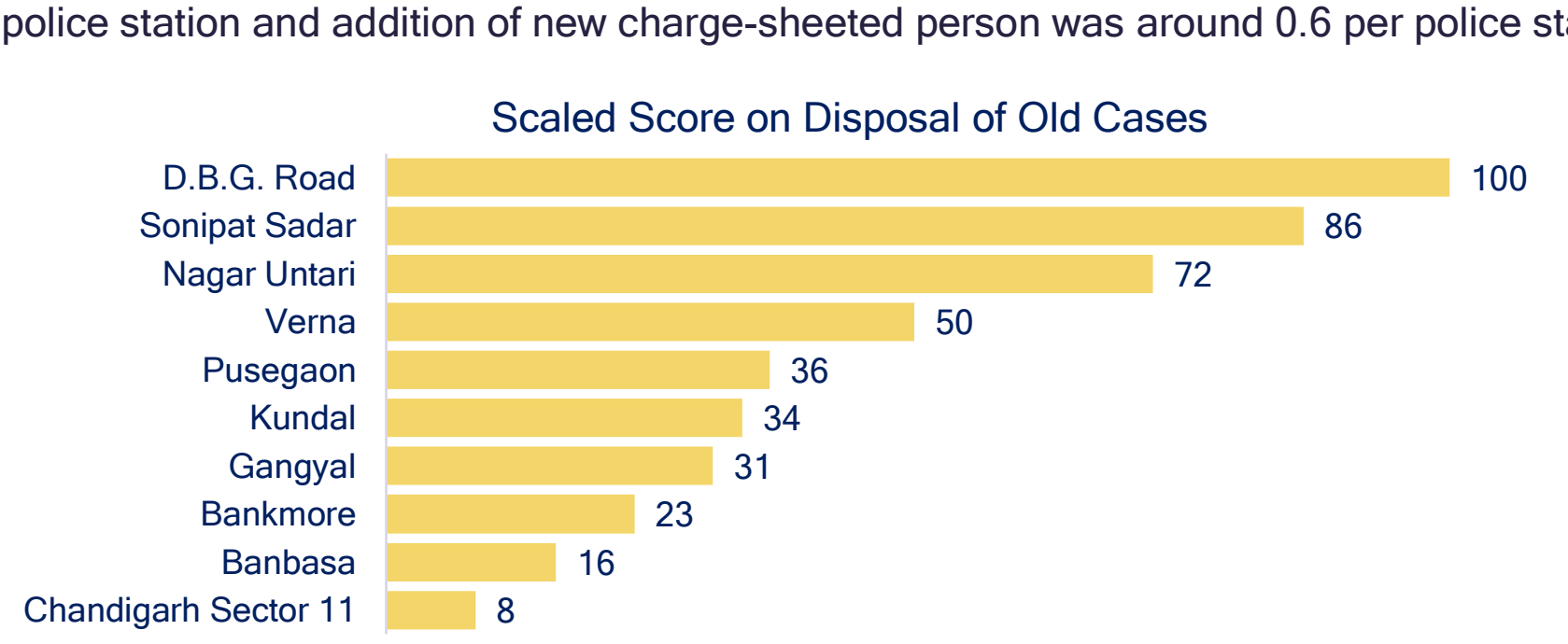
## Head-3: Execution of Warrants

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 191 per police station.



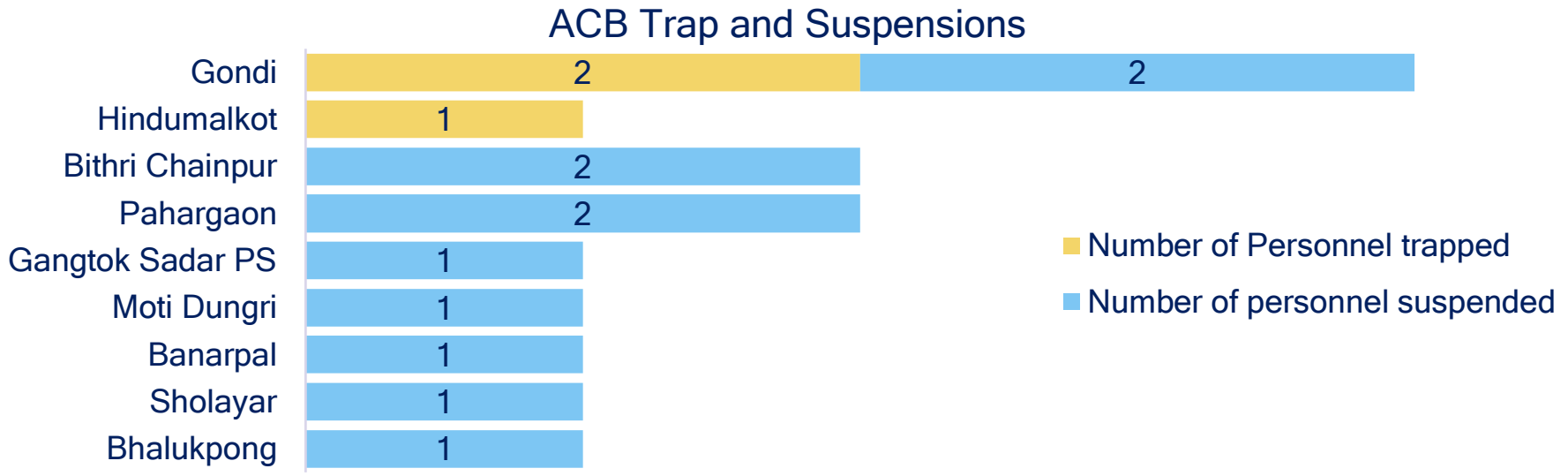

## Head-4: Disposal of Old Cases

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. It is observed that on average, 29 cases were disposed of per police station and at the same time, only 2 new cases were added. In case of arrest of charge-sheeted persons under this head, it was around 2 per police station and addition of new charge-sheeted person was around 0.6 per police station.



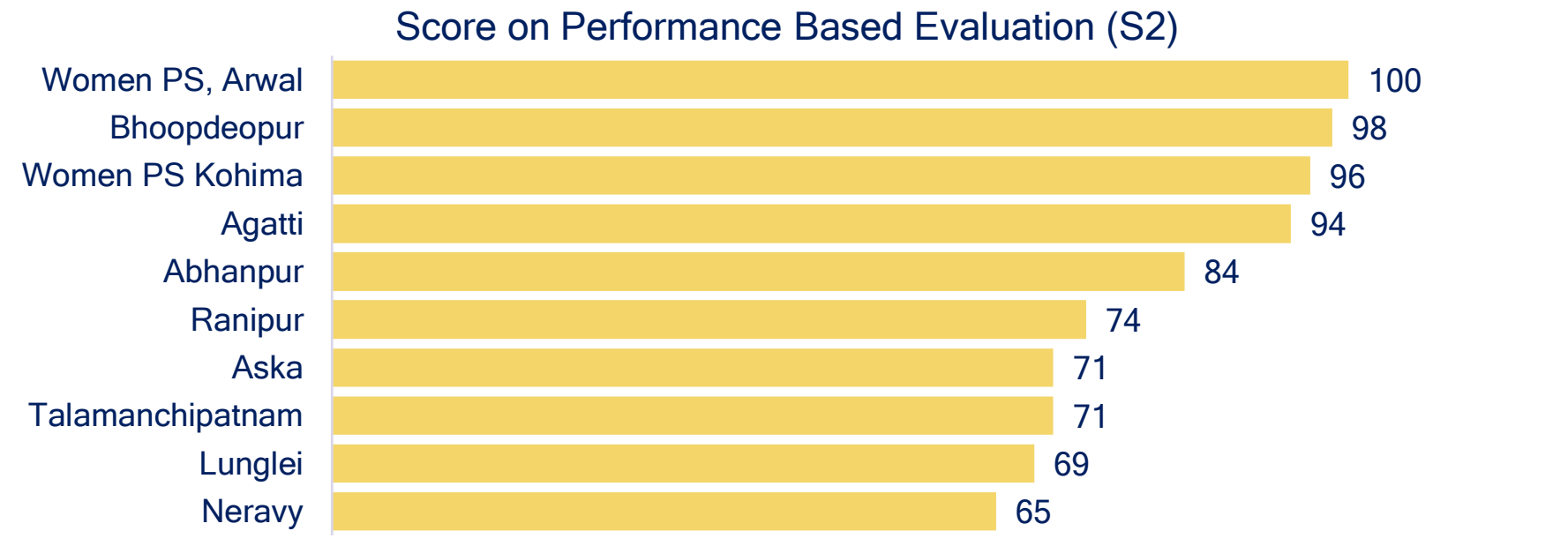
## Head 7 & 8: ACB Trap and Suspensions

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, 3 cases were found in two police stations. However, in the case of Suspension, it was found that a total of 11 personnel from 8 police stations were suspended.




## Head 9-19: Performance-Based Evaluation

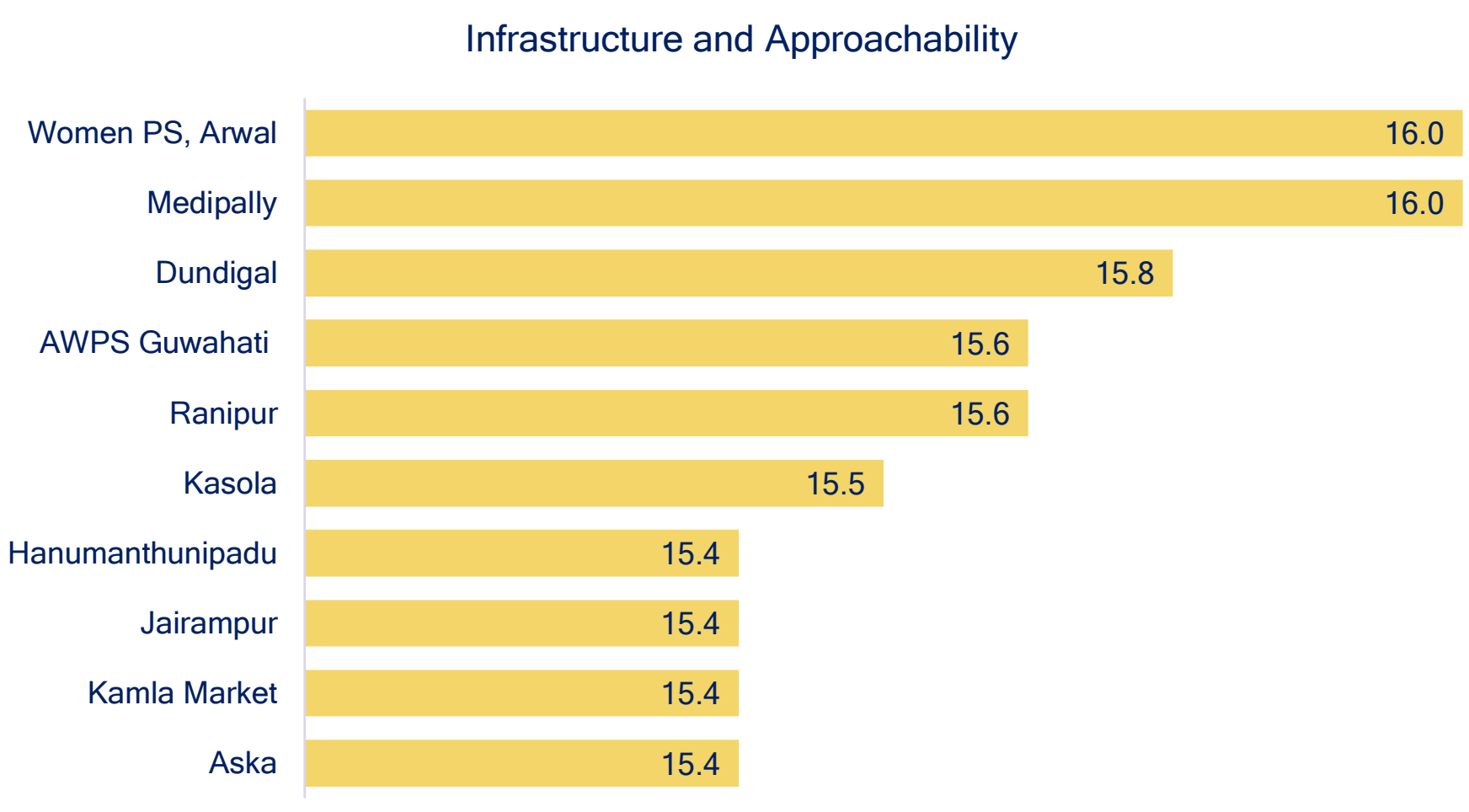
Under these heads, marks were allotted for disposing of old cases, speedy charge-sheeting of cases related to rape and crime against weaker section, recovery of stolen goods, detection of property offences, speedy verifications (for passport, arms, service, etc.), rate of accidents (in comparison to 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.

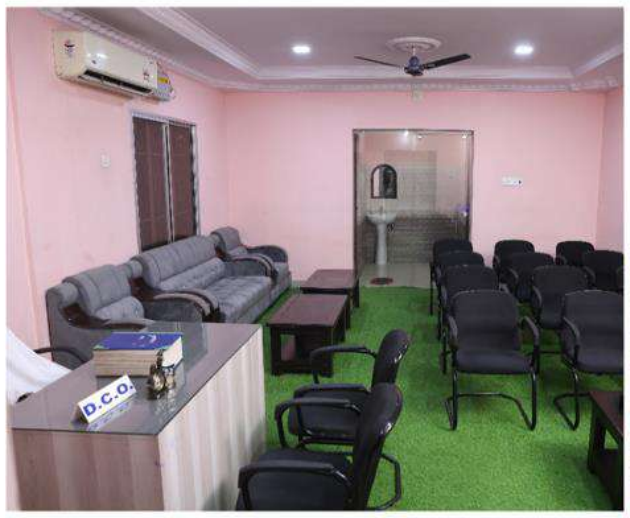


## Part-2: Survey Based Assessment

## Infrastructure of the Police Station and 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.

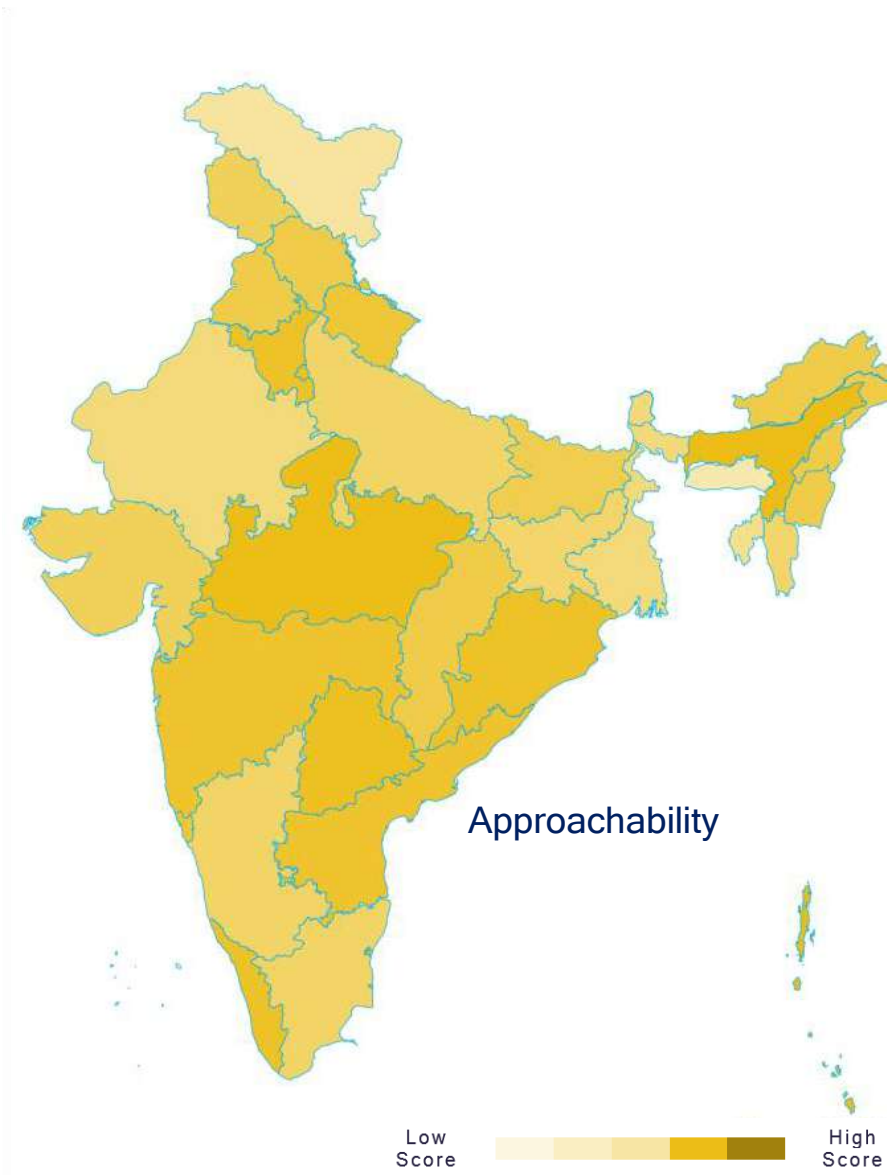


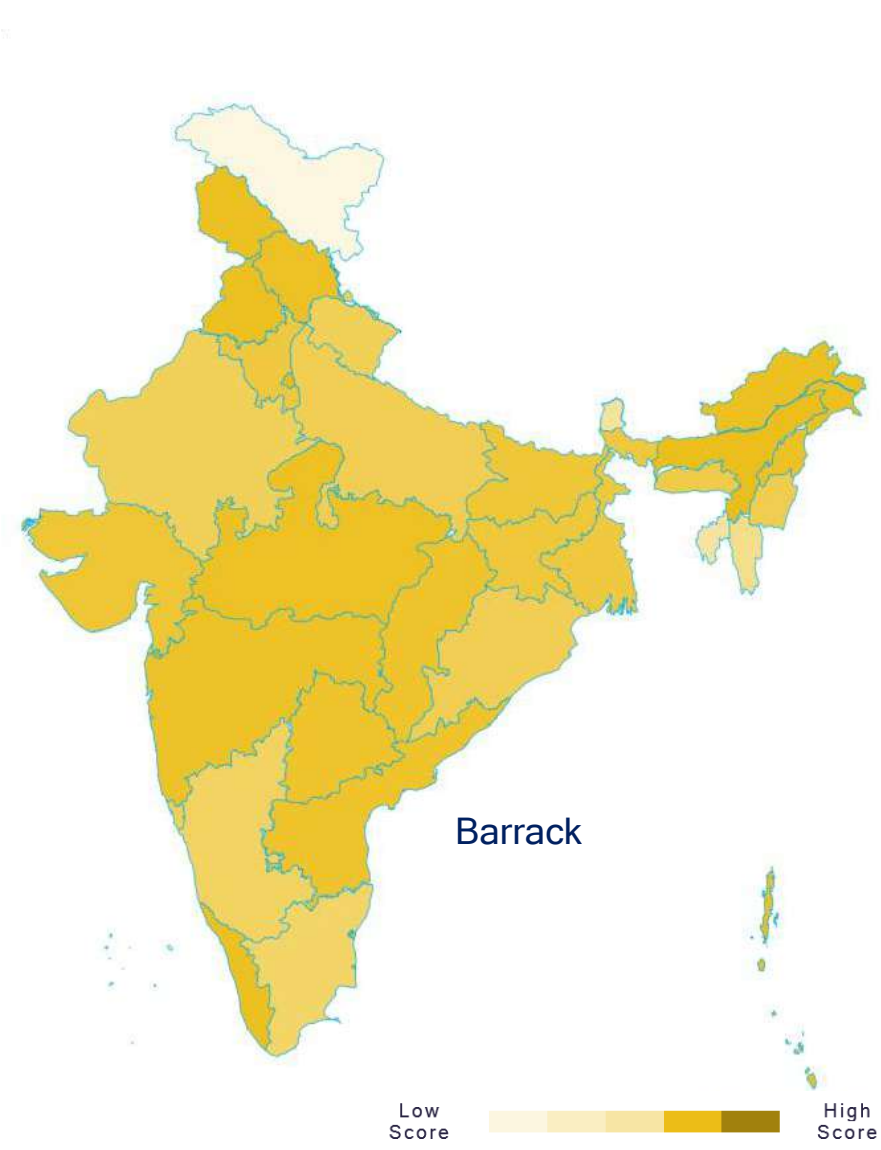


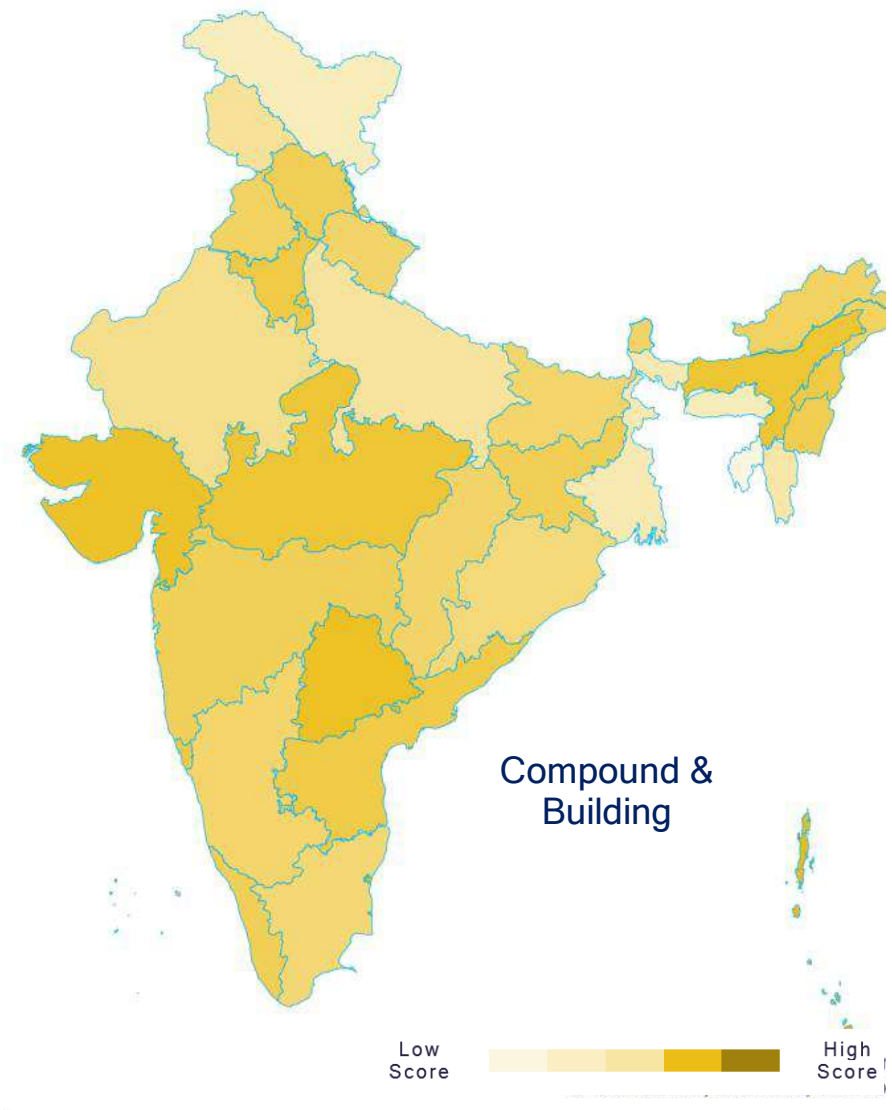
POLICE
P- Polite
O- Obedient
L- Loyal
स्वागतम्
welcome
झारखण्ड पुलिस
आपकी सेवा
में 24x7 तत्पर
तैक मोड़ थाना
धनबाद
में
आपका स्वागत है।

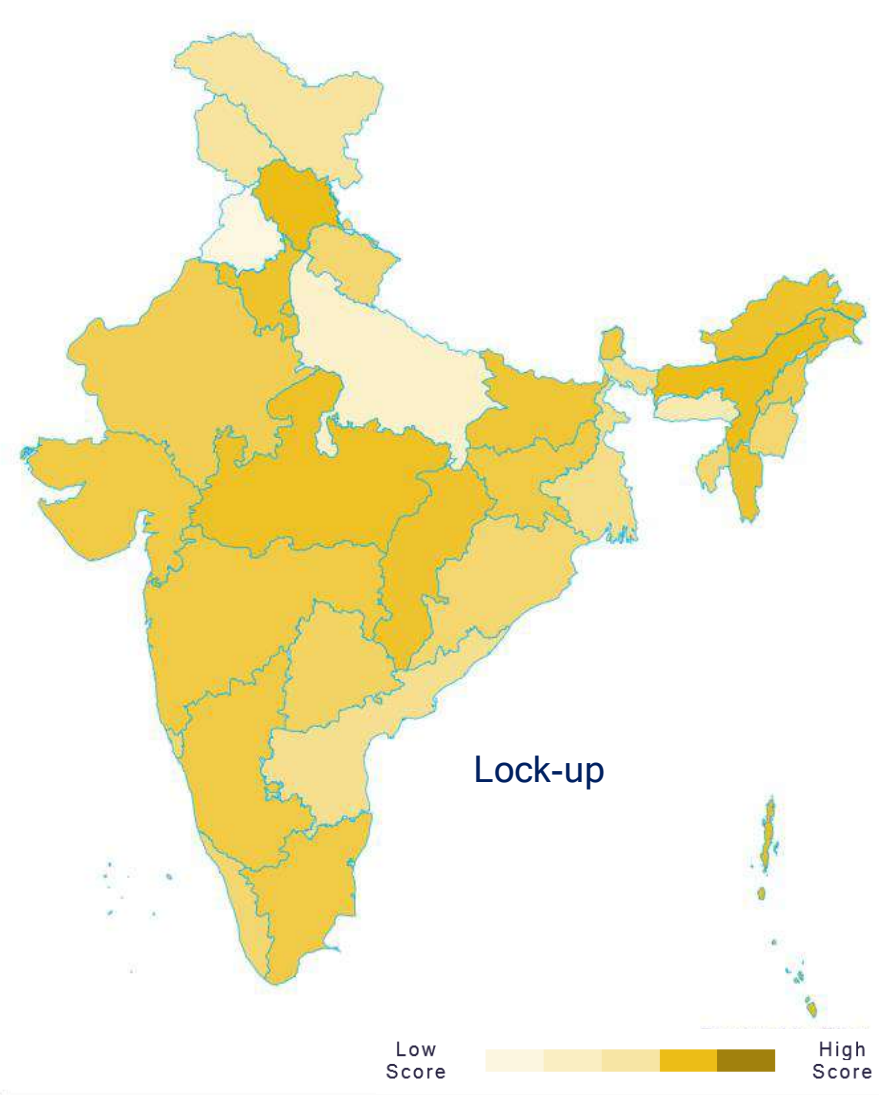
THE IMPHAL POLICE STA

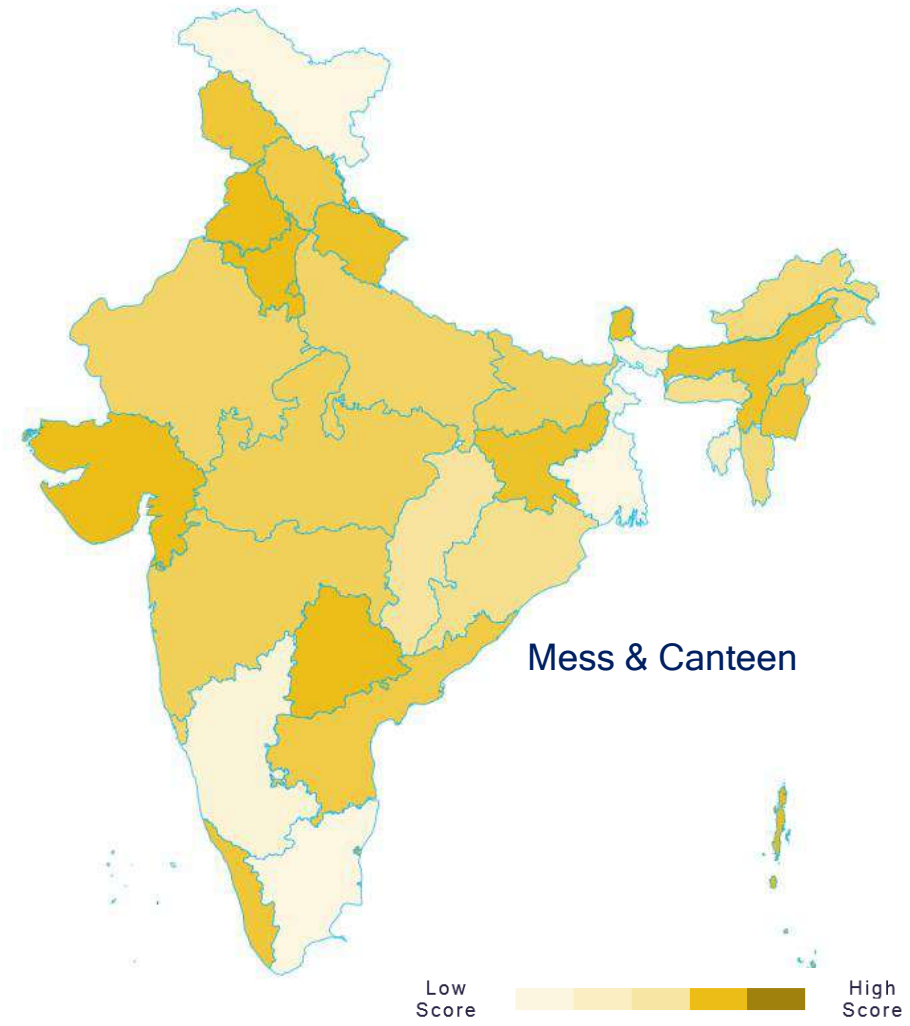
MEDIPALLY POLICE STATION
RACHAKONDA COMMISSIONERATE
MEDIPALLY POLICE STATION
NO PARKING

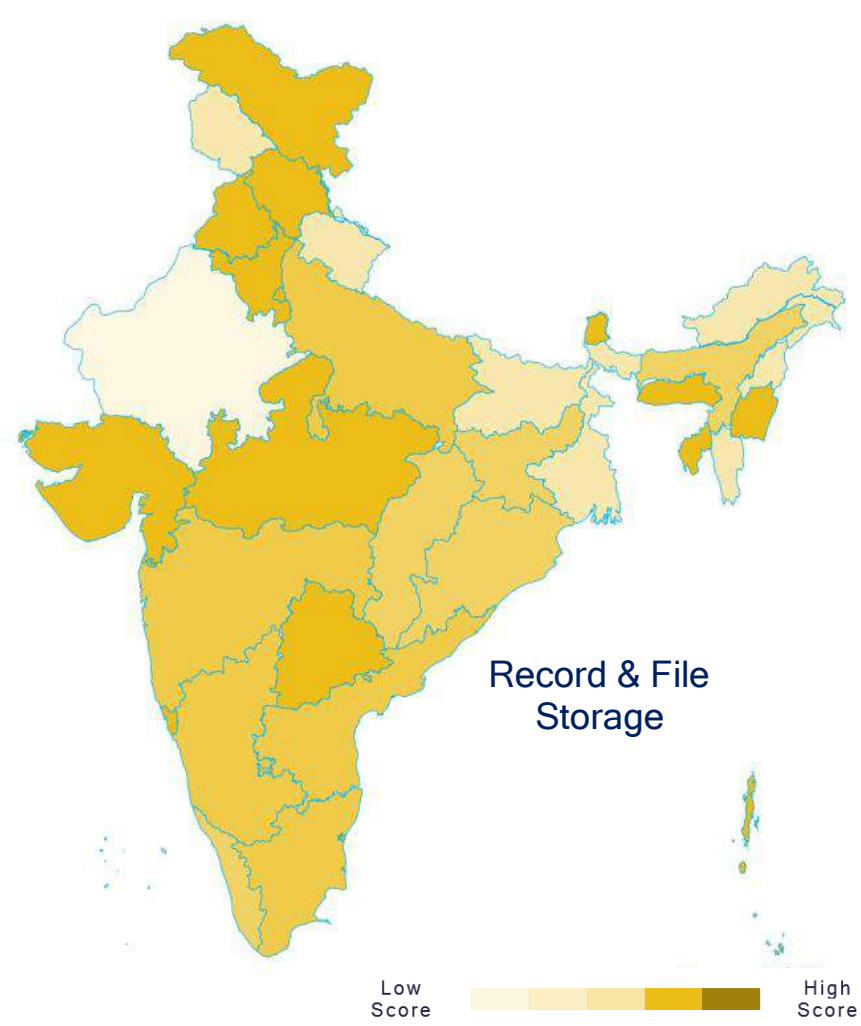

Approachability
Low Score
High Score

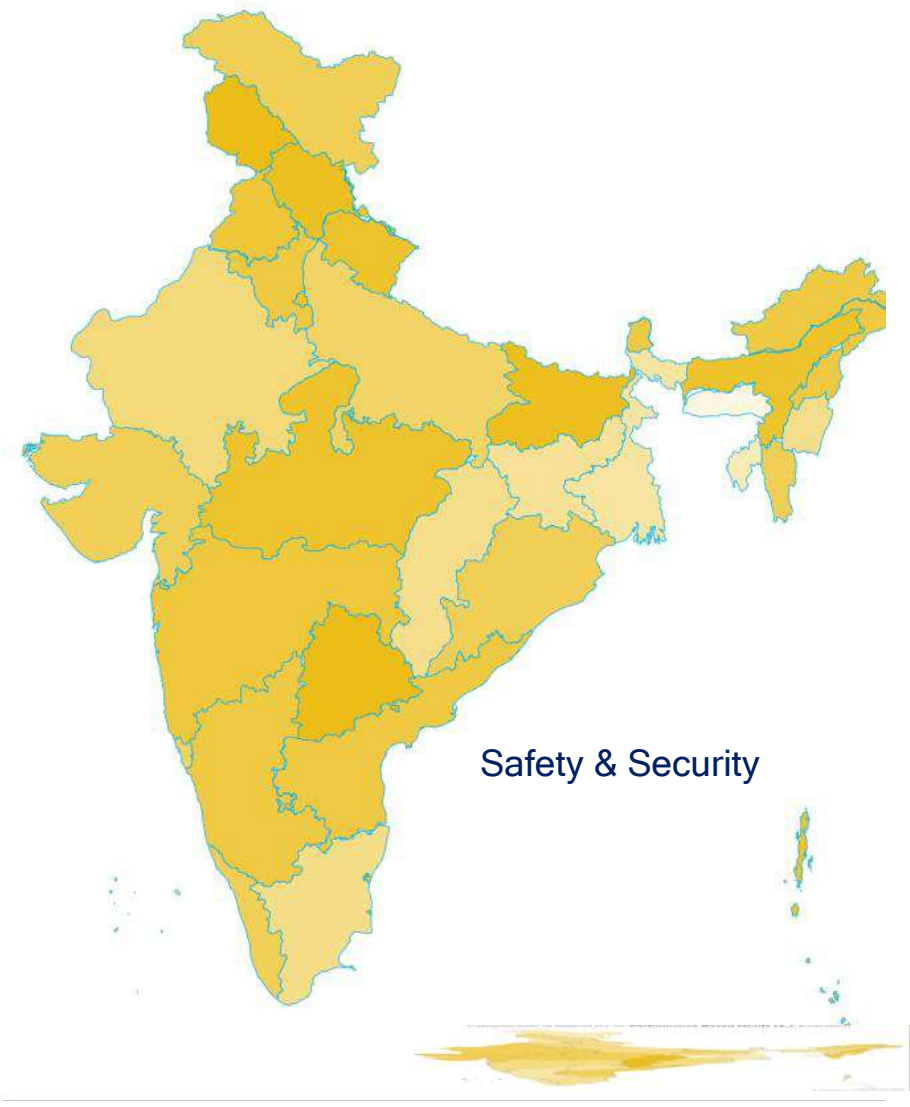

Barrack
Low Score
High Score


Compound & Building
Low Score
High Score


Lock-up
Low Score
High Score


Mess & Canteen
Low Score
High Score

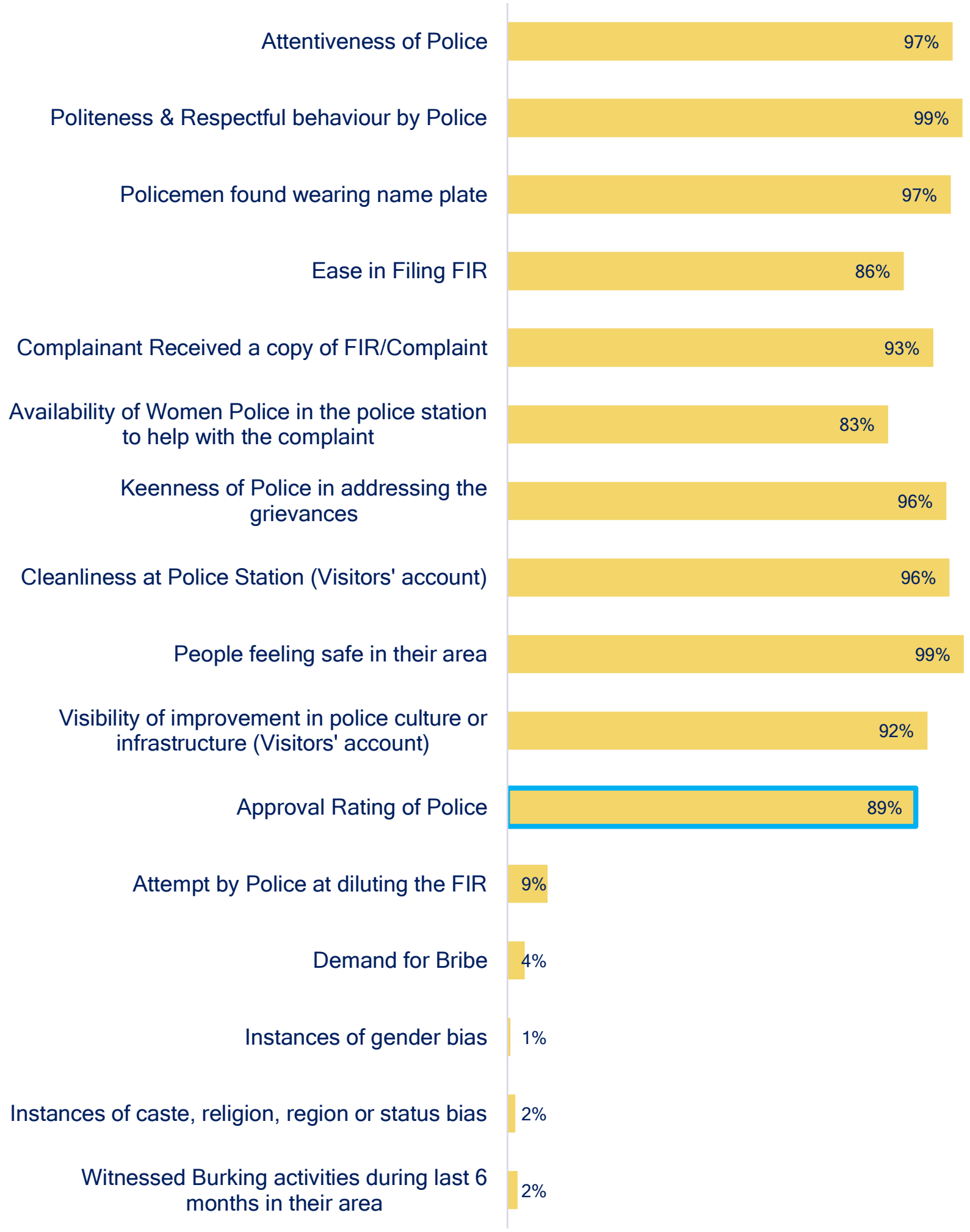

Record & File Storage
Low Score
High Score


Safety & Security

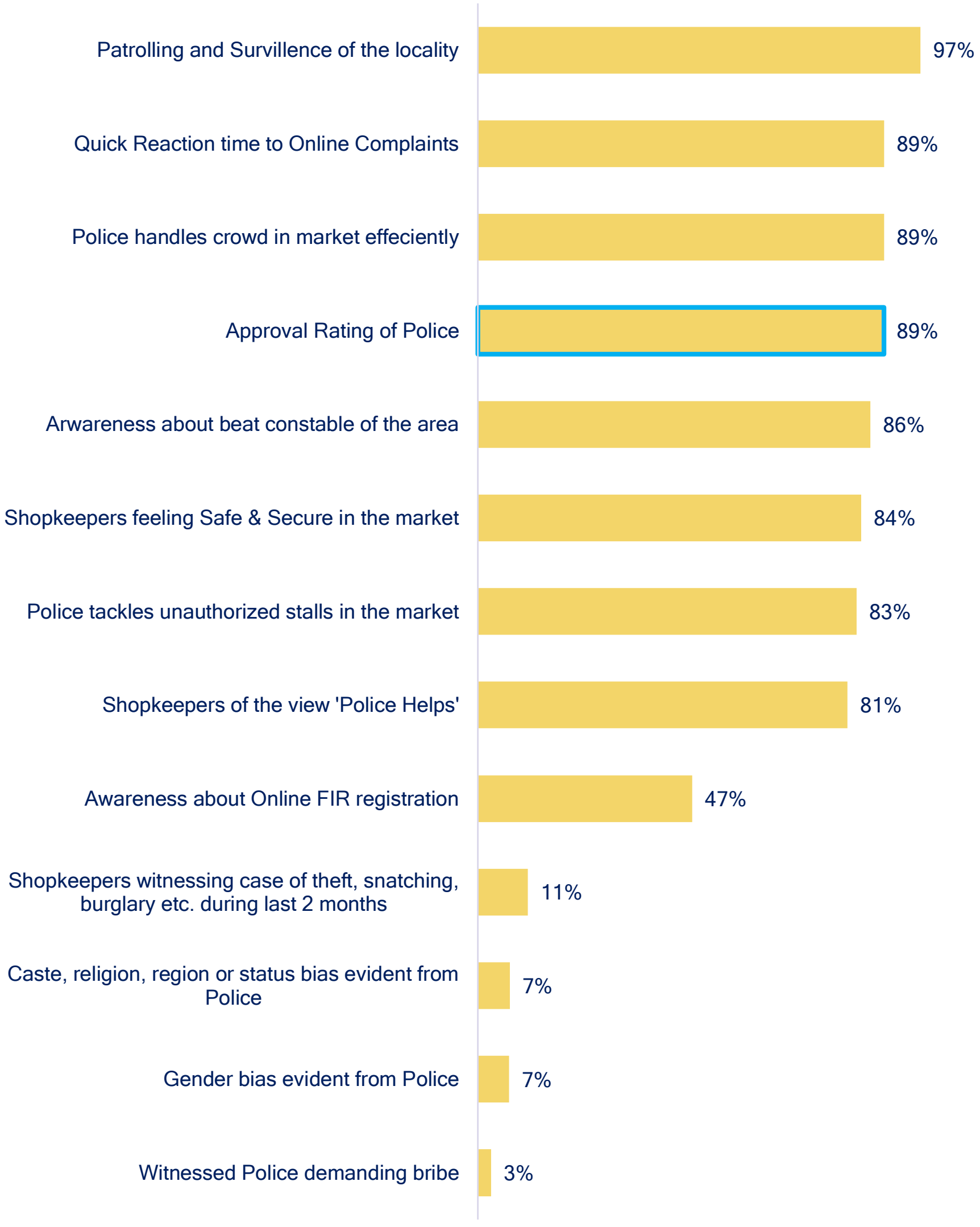
Toilets & Cleaning

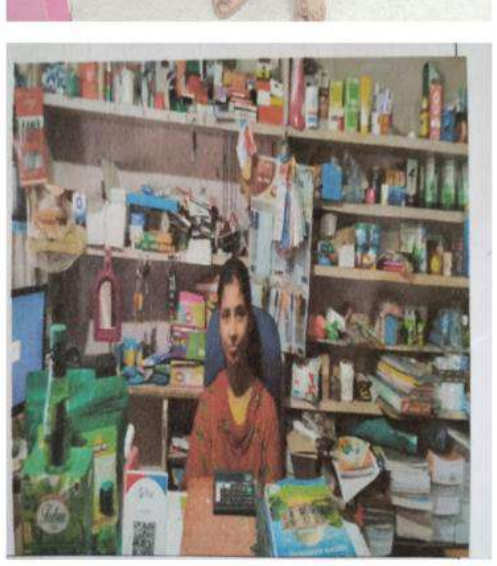
# Citizens' Feedback

## Feedback of People leaving the Police Station

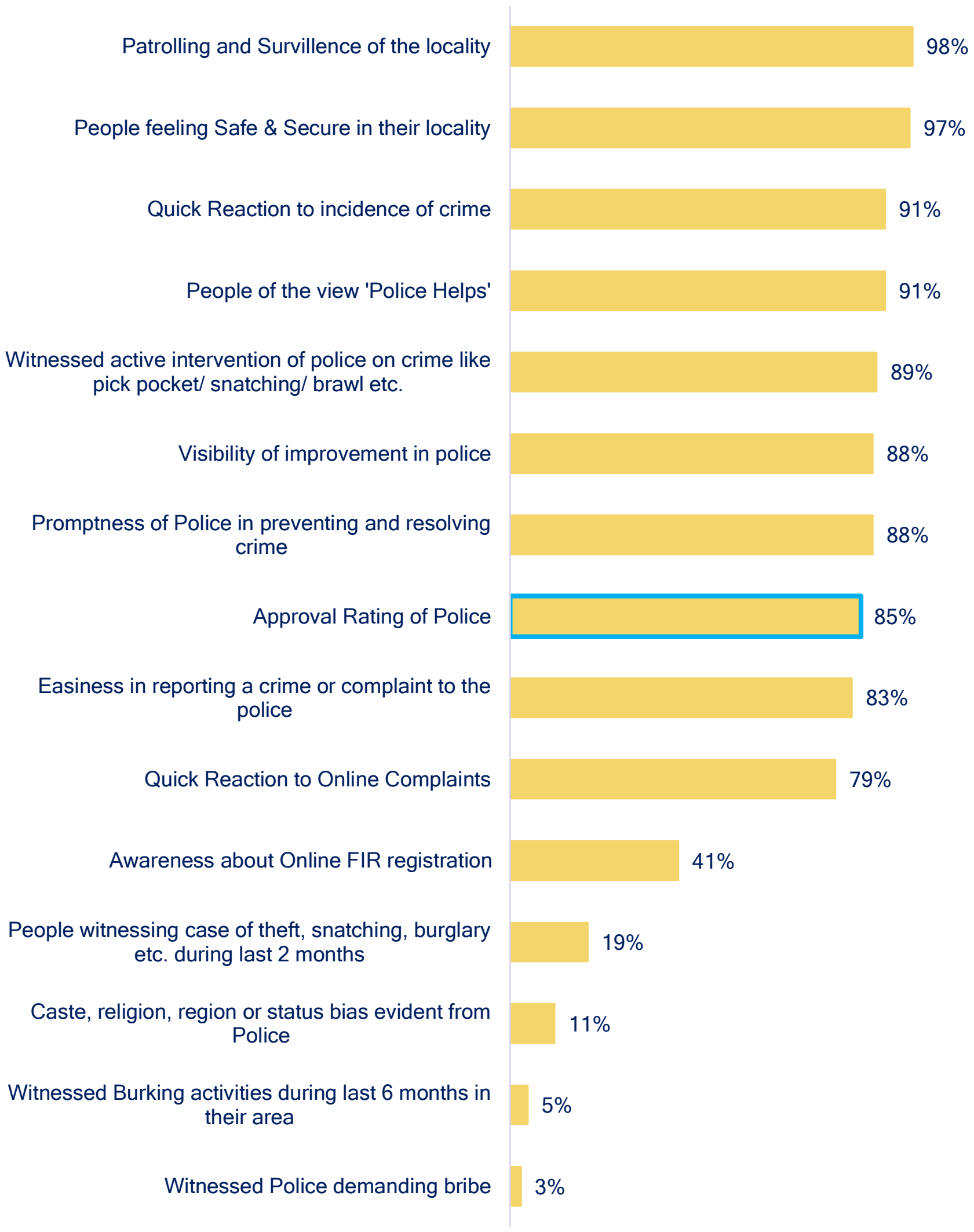


## Shopkeepers in nearby market





## People in a nearby residential area



REBELS
NEW YORK
96

# 4. THE RANK HOLDERS

1. Aska PS, Ganjam, Odisha
2. Women PS, Arwal, Bihar
3. Banbasa PS, Champawat, Uttarakhand
4. Bank More PS, Dhanbad, Jharkhand
5. Pahargaon PS, South Andaman, A&N Islands
6. Chopna PS, Betul, Madhya Pradesh
7. Warasiya PS, Vadodara, Gujarat
8. Bhupdeopur, Raigarh, Chhattisgarh
9. Women PS, Kohima, Nagaland
10. Hindumalkot PS, Sriganganagar, Rajasthan

ASKA MODEL POLICE STATION
आस्का आदर्श थाना

महिला थाना
अरवल
बिहार पुलिस भवन निर्माण विंगम द्वारा निर्मित
अनुसूचितजाति/जनजाति
थाना अरवल
बिहार पुलिस भवन निर्माण विंगम द्वारा निर्मित

थाना-बनबसा

थाना चोपना
CHOPNA POLICE STATION
फोन नंबर ८ 9479990359 जिला बैतूल (म.प्र.)

વાસ્દીયા પોલીસ સ્ટેશન
વડોદરા શહેર

पुलिसथाना-भूपदेवपुर जिला- रायगढ़ (छ.ग.)

NORTH POLICE STATIO

पुलिस थाना

# #1 Aska PS, Ganjam, Odisha

CCTNS

2012
2021
2019
2018
2013
2022
2020

MALE HAZAT
FEMALE HAZAT

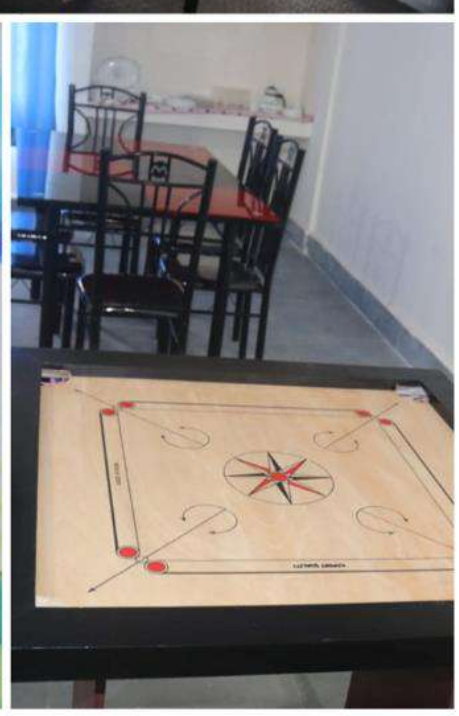
# #2 Women PS, Arwal, Bihar

LUDO
Snakes & Ladders
Mental Mathematics
BRAIN
BUSY
BRIGHT START

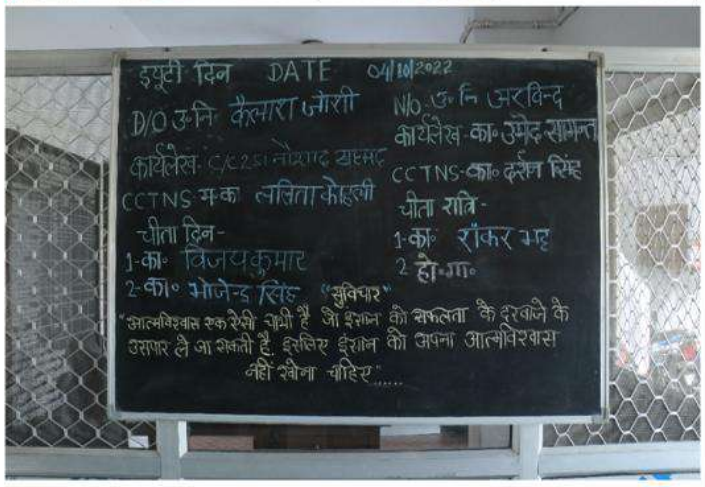
दिव्यांग
शौचालय

Vixen

स्वच्छ
भारत
एक कदम स्वच्छता की ओर



# #3 Banbasa, Champawat, Uttarakhand


DATE
D/O उ०नि० कैलाश जोशी
N/O उ०नि० अरविन्द
CCTNS-का० दर्शन सिंह
चीता रात्रि-
1-का० राँकर भट्ट
2-का० भोजेन्द्र सिंह
"सुविचार"

पुरुषबन्दी गृह

## State Toppers

| Sl. | Name of the PS | District | State/UT |
|---|---|---|---|
| 1 | Pahargaon PS | South Andaman | Andaman and Nicobar Islands |
| 2 | Hanumanthunipadu | Prakasam | Andhra Pradesh |
| 3 | Bhalukpong | West Kameng | Arunachal Pradesh |
| 4 | AWPS Guwahati | Guwahati | Assam |
| 5 | Women PS | Arwal | Bihar |
| 6 | West Sector 11 | Chandigarh | Chandigarh |
| 7 | Bhupdeopur | Raigarh | Chhattisgarh |
| 8 | D.B.G. Road | Central District | Delhi |
| 9 | Silvassa | Dadra & Nagar Haveli | Dadra & Nagar Haveli and Daman & Diu |
| 10 | Verna | South Goa | Goa |
| 11 | Warasiya | Vadodara | Gujarat |
| 12 | Sadar PS | Sonipat | Haryana |
| 13 | Dhalli | Shimla | Himachal Pradesh |
| 14 | Gabgyal | Jammu | Jammu & Kashmir |
| 15 | Bank More | Dhanbad | Jharkhand |
| 16 | Nippani Rural | Belagavi | Karnataka |
| 17 | Sholayar | Palakkad | Kerala |
| 18 | Women PS | Leh | Ladakh |
| 19 | Agatti | Lakshadweep | Lakshadweep |
| 20 | Chopna | Betul | Madhya Pradesh |
| 21 | Pusegaon | Satara | Maharashtra |
| 22 | Imphal | Imphal | Manipur |
| 23 | MMawlai | Khasi Hills East | Meghalaya |
| 24 | Lungeli PS | Lunglei | Mizoram |
| 25 | Women PS Kohima | Kohima | Nagaland |
| 26 | Aska | Ganjam | Odisha |
| 27 | Neravy | Karaikal | Puducherry |
| 28 | Moonak | Sangrur | Punjab |
| 29 | Hindumalkot | Sriganganagar | Rajasthan |
| 30 | Sadar PS | Gangtok | Sikkim |
| 31 | Musiri | Tiruchirappalli | Tamil Nadu |
| 32 | Dundigal | Rangareddy | Telangana |
| 33 | Mandai | West Tripura | Tripura |
| 34 | Kotwali PS | Bareilly | Uttar Pradesh |
| 35 | Banbasa | Champawat | Uttarakhand |
| 36 | Barrackpore | North 24 Parganas | West Bengal |

# ANNEXURES

## Annexure-1: List of Shortlisted Police Stations

| Sl. | Name of the PS | District | State |
|---|---|---|---|
| 1 | Pahargaon | South Andaman | A& N Islands |
| 2 | Talamanchipatnam | Cuddapah | Andhra Pradesh |
| 3 | Gospadu | Kurnool | Andhra Pradesh |
| 4 | Hanumanthunipadu | Prakasham | Andhra Pradesh |
| 5 | Bhalukpong | Kameng West | Arunachal Pradesh |
| 6 | Jairampur | Changlang | Arunachal Pradesh |
| 7 | Namrup | Dibrugarh | Assam |
| 8 | AWPS Guwahati | Guwahati Central | Assam |
| 9 | Women PS | Darbhanga | Bihar |
| 10 | Women PS | Arwal | Bihar |
| 11 | Women PS | Aurangabad | Bihar |
| 12 | West Sector 11 | Chandigarh | Chandigarh |
| 13 | Bhoopdeopur | Raigarh | Chhattisgarh |
| 14 | Abhanpur | Raipur | Chhattisgarh |
| 15 | Silvassa | Dadra & Nagar Haveli | UT of D&NH and D&D |
| 16 | Kamla Market | Central District | Delhi |
| 17 | D.B.G. Road | Central District | Delhi |
| 18 | Maina Curtorim | South Goa | Goa |
| 19 | Verna | South Goa | Goa |
| 20 | Sachin | Surat City | Gujarat |
| 21 | Varasiya | Vadodara City | Gujarat |
| 22 | Kasola | Rewari | Haryana |
| 23 | Sonipat Sadar | Sonipat | Haryana |
| 24 | Dhalli | Shimla | Himachal Pradesh |
| 25 | Una Sadar | Una | Himachal Pradesh |
| 26 | Gangyal | Jammu | Jammu & Kashmir |
| 27 | Bankmore | Dhanbad | Jharkhand |
| 28 | Nagar Untari | Garhwa | Jharkhand |
| 29 | Nippani Rural | Belagavi | Karnataka |
| 30 | Kittur | Belagavi | Karnataka |
| 31 | Arehalli | Hassan | Karnataka |
| 32 | Meenakshipuram | Palakkad | Kerala |
| 33 | Sholayar | Palakkad | Kerala |
| 34 | PS Women Cell Leh | Leh | Ladakh |
| 35 | Agatti | Lakshadweep | Lakshadweep |
| 36 | Ranipur | Baitul | Madhya Pradesh |
| 37 | Chopna | Baitul | Madhya Pradesh |
| 38 | Rampur Gurra | Narmadapuram | Madhya Pradesh |

| Sl. | Name of the PS | District | State |
|---|---|---|---|
| 39 | Pusegaon | Satara | Maharashtra |
| 40 | Gondi | Jalna | Maharashtra |
| 41 | Kundal | Sangli | Maharashtra |
| 42 | Imphal | Imphal West | Manipur |
| 43 | Thoubal | Thoubal | Manipur |
| 44 | Mawlai | Khasi Hills East | Meghalaya |
| 45 | Lumdiengjri | Khasi Hills East | Meghalaya |
| 46 | Lungsen | Lunglei | Mizoram |
| 47 | Lunglei | Lunglei | Mizoram |
| 48 | Women PS Kohima | Kohima | Nagaland |
| 49 | Kohima South | Kohima | Nagaland |
| 50 | Aska | Ganjam | Odisha |
| 51 | Banarpal | Angul | Odisha |
| 52 | Neravy | Karaikal | Puducherry |
| 53 | Moonak | Sangrur | Punjab |
| 54 | City Balachaur | SBS Nagar | Punjab |
| 55 | Mahajan | Bikaner | Rajasthan |
| 56 | Hindumalkot | Ganga Nagar | Rajasthan |
| 57 | Moti Dungri | Jaipur City (East) | Rajasthan |
| 58 | Singtam | East District | Sikkim |
| 59 | Sadar PS | East District | Sikkim |
| 60 | Vaiyampatty | Tiruchirapalli | Tamil Nadu |
| 61 | Musiri | Tiruchirapalli | Tamil Nadu |
| 62 | AWPS – Thallakulam | Madurai City | Tamil Nadu |
| 63 | Medipally | Rachakonda | Telangana |
| 64 | Dundigal | Rangareddy | Telangana |
| 65 | Tekumatla | Jayashankar | Telangana |
| 66 | Mandai PS | West District | Tripura |
| 67 | Radhapur PS | West District | Tripura |
| 68 | Amroha Nagar | Amroha | Uttar Pradesh |
| 69 | Bithri Chainpur | Bareilly | Uttar Pradesh |
| 70 | Kotwali | Bareilly | Uttar Pradesh |
| 71 | Kotwali Haridwar | Haridwar | Uttarakhand |
| 72 | Banbasa | Champawat | Uttarakhand |
| 73 | Barabani | Asansol Durgapur PC | West Bengal |
| 74 | Barrackpur | Barrackpore PC | 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 | How many times in a year does the drinking water facility gets inspected by any agency? |
| | | 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 | Housekeeping and Personnel Hygiene | Is soap/hand wash available? |
| | | 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? |

Azadi Ka Amrit Mahotsav

सत्यमेव जयते

# Government of India
# Ministry of Home Affairs