

Ranking of Police Stations 2023



Government of India
Ministry of Home Affairs

Police Station



अमित शाह



गृह मंत्री एवं सहकारिता मंत्री
भारत सरकार

संदेश

देश भर के पुलिस थानों के वार्षिक कामकाज के मूल्यांकन और बेहतर पुलिसिंग सुनिश्चित करने हेतु 'पुलिस थानों की रैंकिंग-2023' का प्रकाशन हार्दिक प्रसन्नता का विषय है।

इस 'अमृत काल' में हमारा देश 'एक भारत श्रेष्ठ भारत' की भावना पर विश्वास करते हुए एक मजबूत लोकतांत्रिक राष्ट्र के रूप में स्थापित है। पुलिस स्टेशन नागरिकों के लिए संपर्क का पहला बिंदु होता है और पुलिस प्रणाली की बुनियादी इकाई के रूप में कार्य करता है। पुलिस स्टेशनों के प्रभावी कामकाज और उनके बीच स्वस्थ प्रतिस्पर्धा लाने के लिए गृह मंत्रालय पुलिस स्टेशनों का वार्षिक सर्वेक्षण और रैंकिंग करता है।

इस वर्ष सीसीटीएनएस डेटाबेस और अन्य स्रोतों के जमीनी सर्वेक्षणों का उपयोग कर यह वार्षिक सर्वेक्षण तैयार किया गया है। मूल्यांकन में अपराध के आँकड़ें, बुनियादी ढाँचे, नागरिक प्रतिक्रिया, स्वच्छता, आईटी संसाधन, फॉरेंसिक, पुलिस संचार और डिजिटल रिकॉर्ड को शामिल किया गया है। इस वर्ष की रैंकिंग में देश भर के सत्रह हजार से अधिक पुलिस स्टेशनों में से चुने गए अधिकांश पुलिस स्टेशन छोटे शहरों और ग्रामीण क्षेत्रों में कार्यरत हैं।

मैं सर्वेक्षण के दौरान राज्य सरकारों के सहयोग की प्रशंसा और सर्वेक्षण के सभी हितधारकों के प्रयासों की भी सराहना करता हूँ। इस रिपोर्ट में शीर्ष रैंक प्राप्त करने वाले पुलिस थानों को बधाई देते हुए आगामी सर्वेक्षण-वर्ष में उत्कृष्ट प्रदर्शन हेतु अन्य सारे पुलिस थानों के प्रति मैं शुभकामना प्रेषित करता हूँ।

*स्वाम्यऽमात्यौ पुरं राष्ट्रं कोशदण्डौ सुहृत् तथा ।
सप्त प्रकृतयो ह्येताः सप्ताङ्गं राज्यमुच्यते ॥*

(अमित शाह)



Message

The police is one of the important institutions of governance. The annual ranking of police stations is an attempt of Ministry of Home Affairs to advance the reforms in the functioning of the police by identifying the best amongst them which can be role models to the rest of the police forces.

2. The annual ranking of police stations is an exercise to bring improvements in the functioning of police and the best practices of selected police stations that can be adapted by other police stations as per their prevailing circumstances. The assessment and survey includes performance measurement on certain parameters based on prevention and control of crime, investigation, filing of charge sheets, infrastructure of police stations and citizen's feedback.

3. I congratulate all the personnel of the top-ranked police stations for their performance and dedication to duties with utmost sincerity. I hope this will emulate an example for other police stations to follow and ensure their contribution towards serving the nation with full devotion.

(Nityanand Rai)

New Delhi
06.10.2023

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

गृह सचिव
Home Secretary
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MESSAGE

Police Force being the basis of Good Governance, improvement of its efficiency and performance is the most important task for any evolved Government system. It is also a well-known fact that what gets measured gets done. Therefore, it has been the priority of the Government of India to ensure more effective public delivery of services and to ensure fulfillment of lawful expectations of the citizens through the effective performance measurement of working of police personnel.

2. On directions of the Hon'ble Prime Minister while addressing the DGsP-IGsP Conference in 2015, Ministry of Home Affairs conducts an annual survey of police stations. The criteria for choosing the best police stations in the country are priority based on their performance in crime prevention, investigation, disposal of cases, crime detection, community policing, maintenance of law and order, infrastructure of police stations and citizen's feedback.

3. I thank the State Government/UT Administration for their cooperation in this annual survey exercise and believe this survey will be valuable for all the stakeholders concerned.

4. I also take this opportunity to congratulate and convey my best wishes to all the personnel of the top-ranked police stations.



25/09/23
(Ajay Bhalla)

Place : New Delhi
Dated : 25.09.2023



भारत 2023 INDIA

वसुधैव कुटुम्बकम्

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1. INTRODUCTION

Recognizing the influence of public institution ratings in societal governance is becoming increasingly vital. Secure and efficient law enforcement plays an indispensable role in creating an environment where citizens feel safe, thus setting the stage for community growth and prosperity. Often serving as the initial touchpoint between the public and law enforcement, the police station forms the crux of any police organization. Therefore, it's of paramount importance that these stations are not only welcoming but are also fully equipped and adaptable to changes, effectively serving their community.

In the face of evolving societal needs, modern law enforcement agencies across the globe are leveraging various metrics and consistent enhancement strategies to gauge and improve the overall efficiency of their operations. Echoing this sentiment, the Ministry of Home Affairs, Government of India, organizes an annual evaluation and ranking exercise to identify, acknowledge and reward the most effective police stations, an initiative designed to encourage continual improvement and stimulate healthy competition within the Police force.

The Police Modernization Division, Ministry of Home Affairs spearheads the process by first shortlisting a list of potential police stations from across the country, then conducting in-depth surveys of the shortlisted stations. These stations are subsequently ranked based on predefined performance benchmarks, which include but are not limited to, efficiency in crime prevention, case investigation and resolution, crime detection, community engagement, and maintenance of law and order. Additionally, the experiences and perceptions of those who frequently interact with these stations and their personnel, such as local residents and business owners, are considered invaluable and are given their due weightage in the ranking process.

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 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 2023.





2. SHORTLISTING AND EVALUATION

Shortlisting Process

In India, there are 17,535 police stations as per data on Police Organizations compiled by Bureau of Police Research & Development (BPR&D) as on 01.01.2022. This total comprises 9,192 police stations in rural areas, 5,057 in urban settings, and an additional 3,286 Special Purpose Police Stations. In the distribution of police stations by region, Tamil Nadu leads with the highest number, home to 2,292 stations. In contrast, the Union Territory of Ladakh houses the fewest with a tally of just seven stations.

For the project aimed at identifying the best-performing police stations nationwide, a detailed shortlisting process was favoured over a broad sampling method. Consequently, the selection of police stations was undertaken utilizing the extensive crime data maintained by the National Crime Records Bureau (NCRB), covering all operational police stations. This data guided a State-wise ranking of all police stations, grounded in a set of specified parameters and weighted criteria, as outlined 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.

Each State/Union Territory (UT) is represented in the annual shortlisting of police stations nationwide. Due to the significant variance in the number of police stations present in each State/UT, a select number of stations are chosen as representatives for a thorough evaluation.

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

- States with more than 750 police stations: 3 police stations shortlisted.
- States and NCT of Delhi, with less than 750 police stations: 2 police stations shortlisted.
- Union Territories: 1 police station is shortlisted from each UT.

For the year 2023, number of shortlisted and evaluated stations is provided in the table below:

Sl.	State/ UT	Nos. of Shortlisted PS
1	Tamil Nadu	3
2	Uttar Pradesh	3
3	Maharashtra	3
4	Madhya Pradesh	3
5	Bihar	3
6	Karnataka	3
7	Andhra Pradesh	3
8	Rajasthan	3
9	Telangana	3
10	Gujarat	3
11	West Bengal	2
12	Odisha	2
13	Jharkhand	2
14	Kerala	2
15	Chhattisgarh	2
16	Punjab	2
17	Haryana	2
18	Assam	2
19	Delhi	2
20	Uttarakhand	2
21	Himachal Pradesh	2
22	Arunachal Pradesh	2
23	Manipur	2
24	Nagaland	2
25	Tripura	2
26	Meghalaya	2
27	Mizoram	2
28	Goa	2
29	Sikkim	2
30	Jammu & Kashmir	2*
31	Puducherry	1
32	Andaman and Nicobar Islands	1
33	Chandigarh	1
34	Lakshadweep	1
35	Dadra & Nagar Haveli and Daman & Diu	1
36	Ladakh	2*
	Total	77

*Due to tally in score, both in the UTs of Ladakh and J&K, 2 Police Stations were shortlisted.

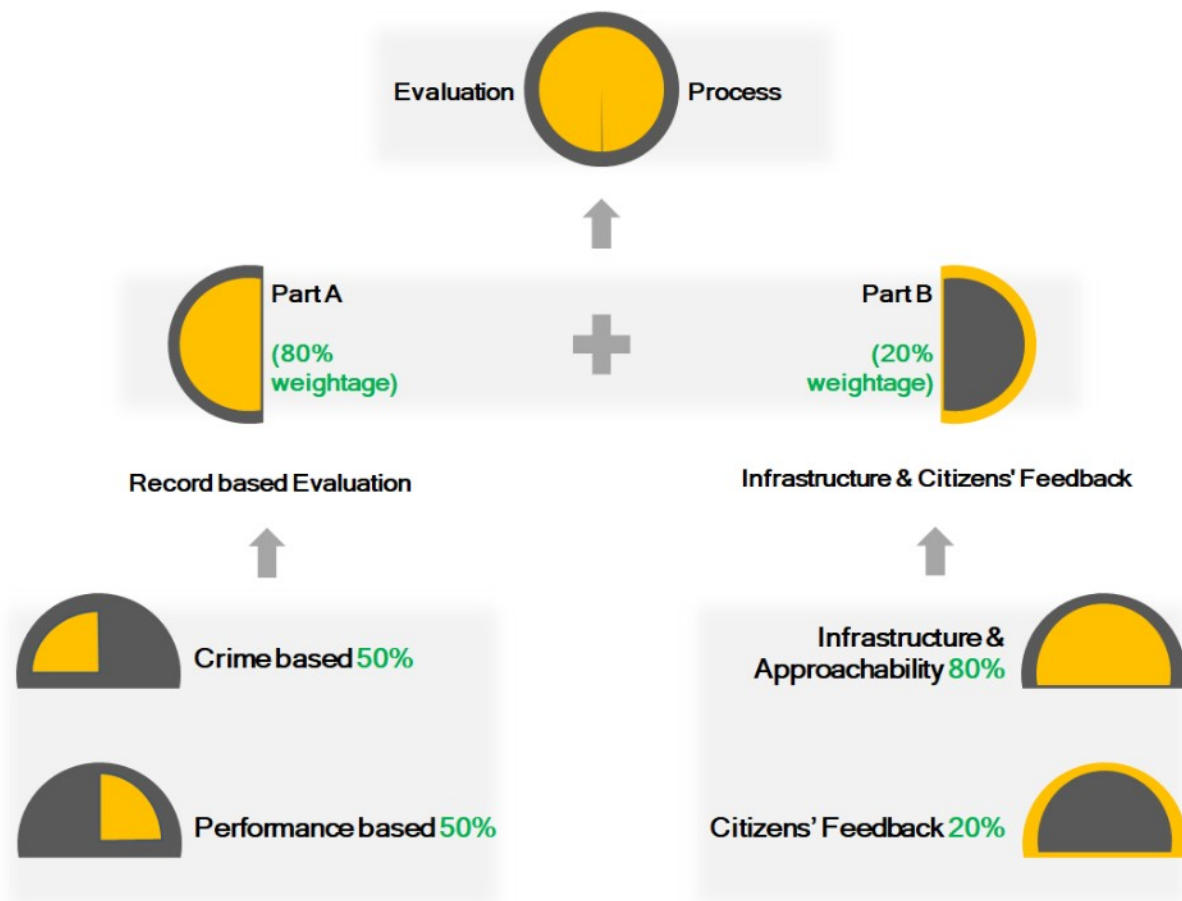
As depicted, out of 17535 Police stations, 77 stations were selected for evaluation.

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

- Crime prevention and proactive measures
- Execution
- Disposal of cases
- Law and Order
- Minor Acts like RPGO, Excise, NDPS and Arms acts
- Cases under case officer scheme
- Trapped by ACB
- Suspension

Performance Based

- Action towards Crime against women
- Disposal of old cases
- Police Officers behaviour
- Crime against weaker section
- Verification
- Road Safety
- Conviction
- Malkhana
- Pendency
- Community Reach
- False Entry

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 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

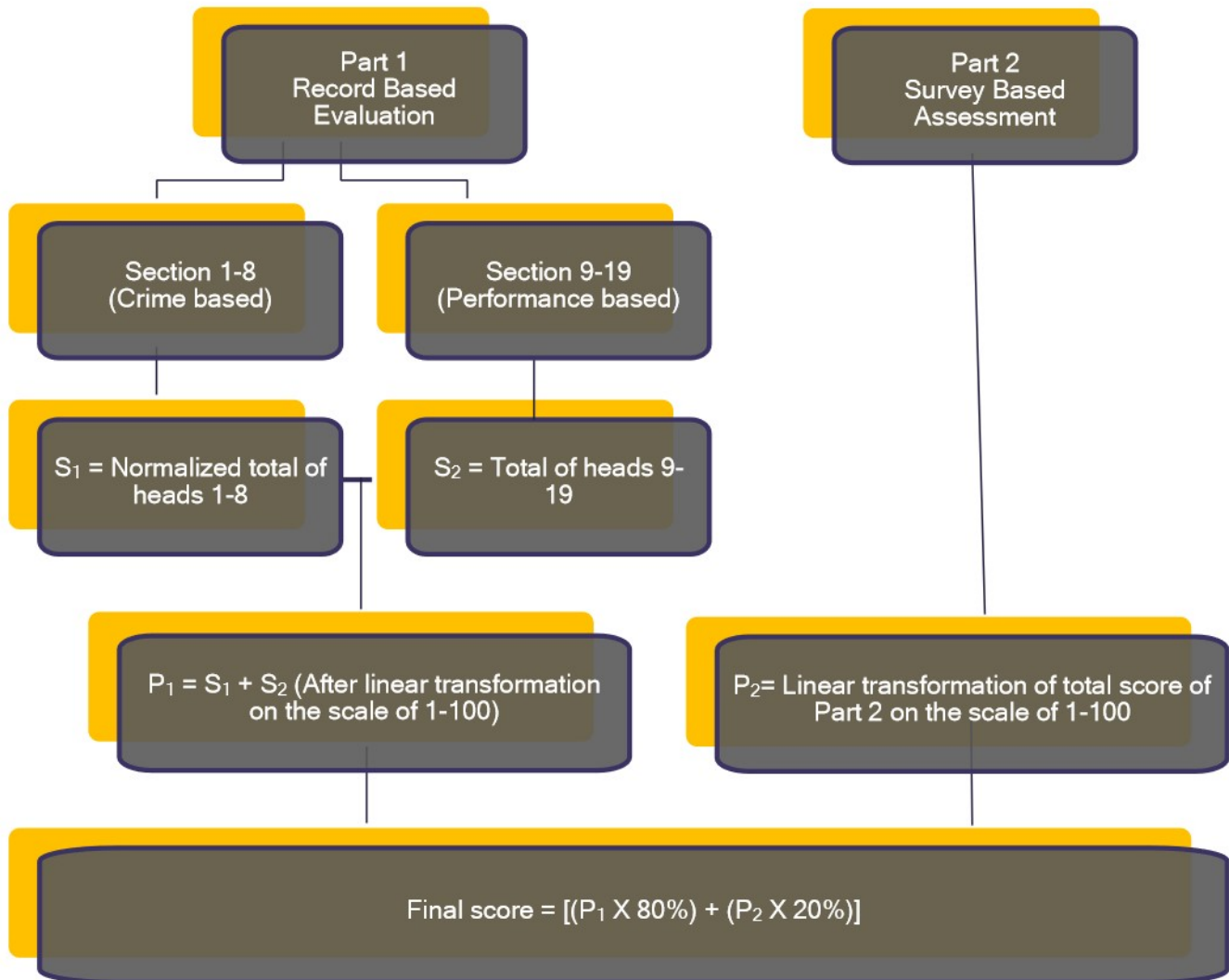
The data collection process started with the training of enumerators/ assessors. The assessors were trained for the field survey through a two-day training programme. In total, during the training programme, around 60 assessors were trained on the concepts of the project, the questionnaire, the survey 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 .

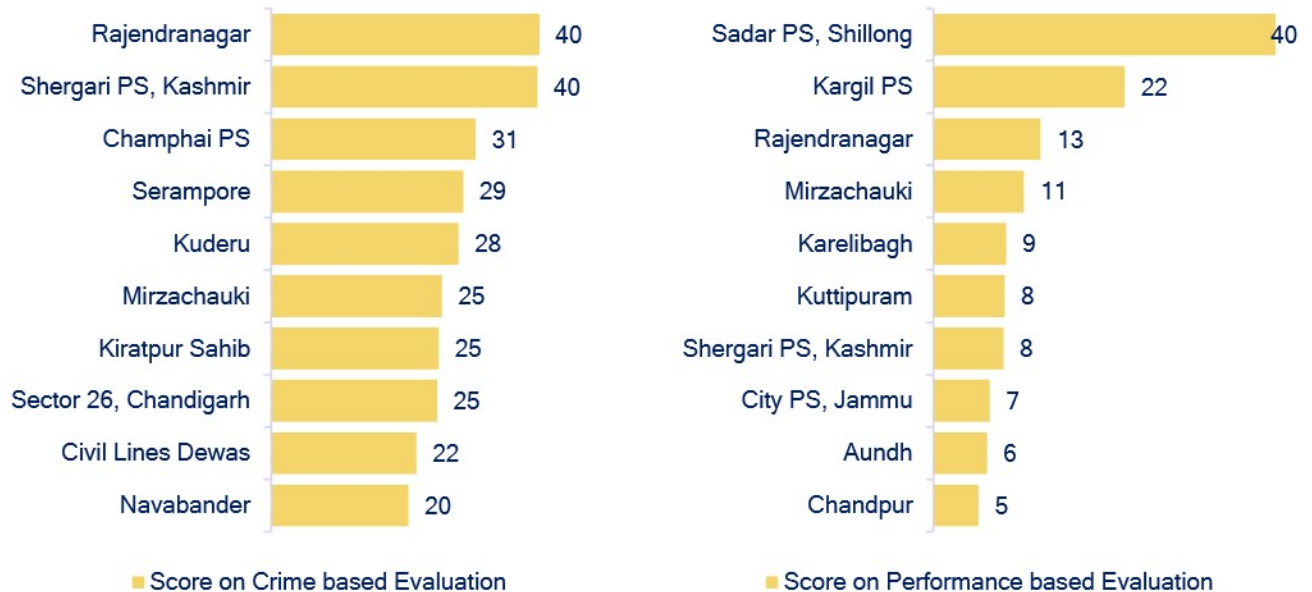




3. KEY OBSERVATIONS

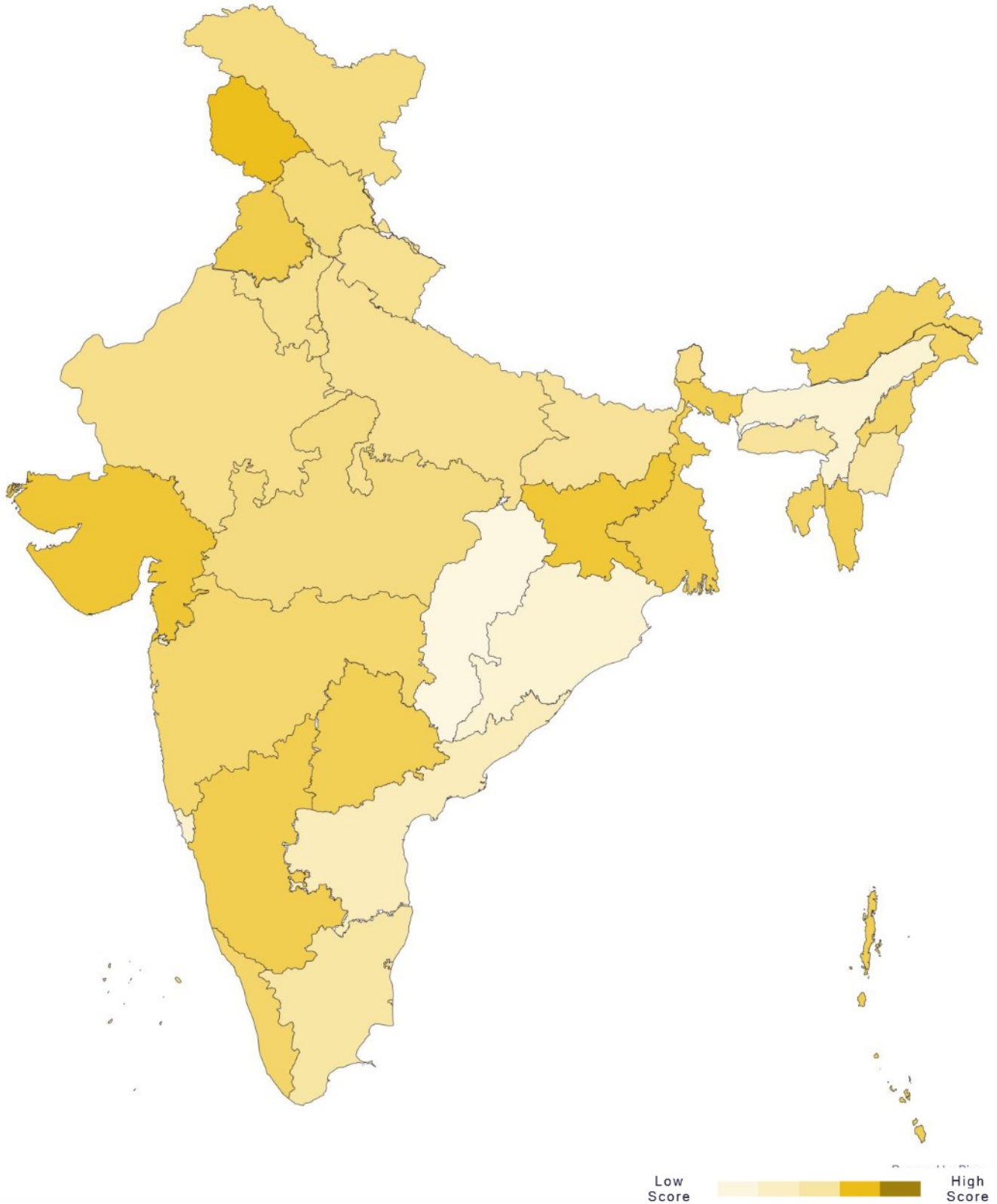
Part-1: Record Based Evaluation

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.

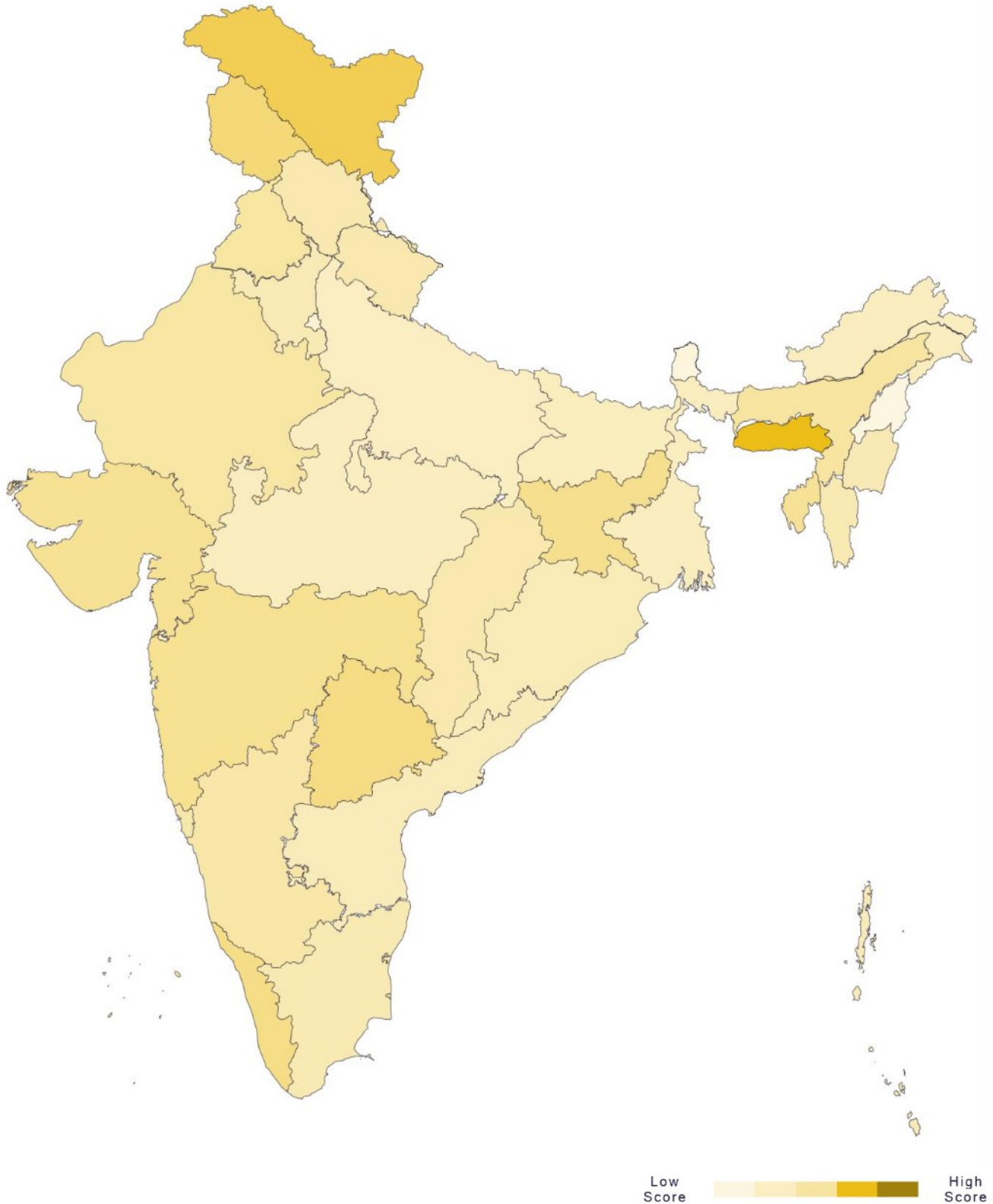


Rajendranagar PS, Telangana and Shergari PS, Srinagar (UT of Jammu & Kashmir) scored a highest of 40 points for being the best among shortlisted police stations in terms of promptness of action against crimes. It was followed by Champhai PS, Mizoram (scoring 31 out of 40). In the case of performance-based scoring, Sadar PS from Shillong scored the highest of 40 points followed by Kargil PS from Kargil district of UT of Ladakh (22 out of 40) and Rajendranagar PS of Telangana (13 out of 40).

Categorization of States/UTs on 'Crime Based Heads (S1)' Evaluation

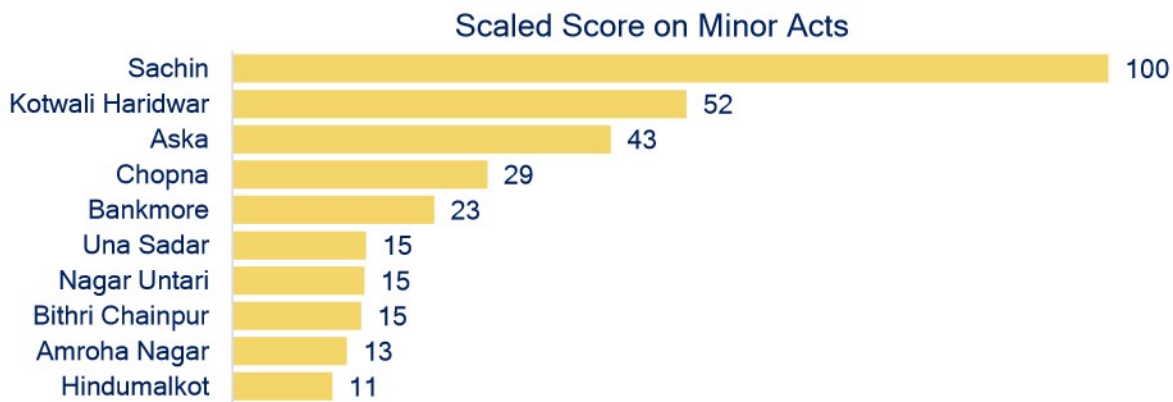


Categorization of States/UTs on 'Performance Based Heads (S2)' Evaluation



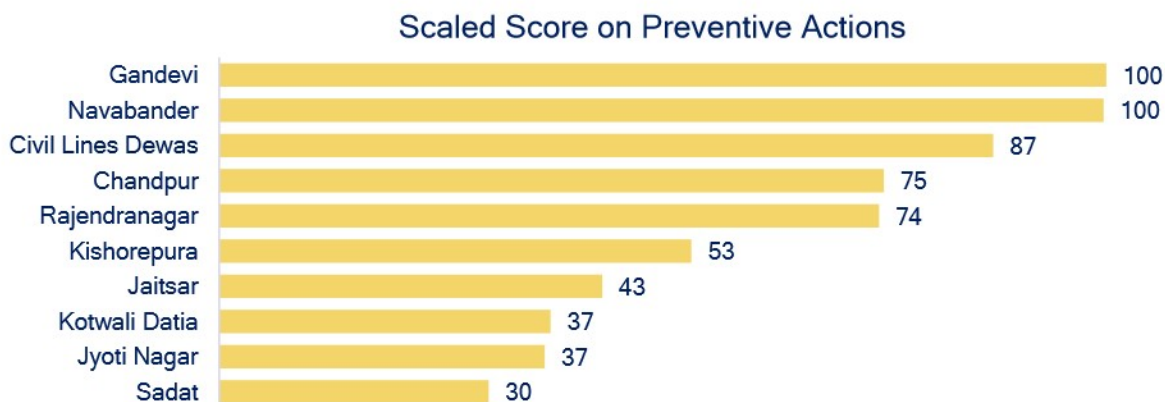
Head-1: Minor Acts

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 67 cases per Police Station was recorded under this head during the year 2022. The relative position obtained by the top ten police stations under this head is depicted below.



Head-2: Preventive Actions

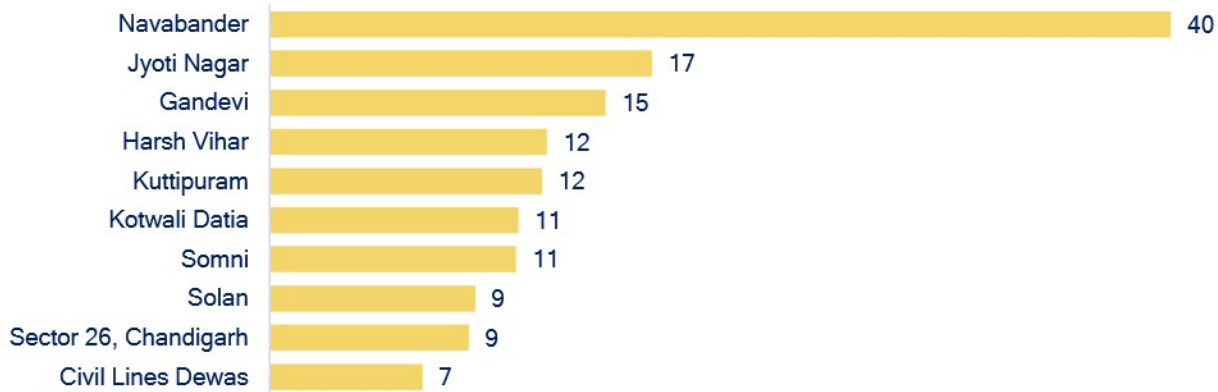
The assessment under this head is mostly concerned with preventive actions. The marks are awarded to the police stations for the execution of orders under Sections 110, 122 and 151 of the Code of Criminal Procedure, 1973. Also, preventive actions under the National Security Act, Prevention of Anti-Social Activities, Goonda Act, Motor Vehicle Act are awarded positive marks. On average, around 1078 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 217 per police station.

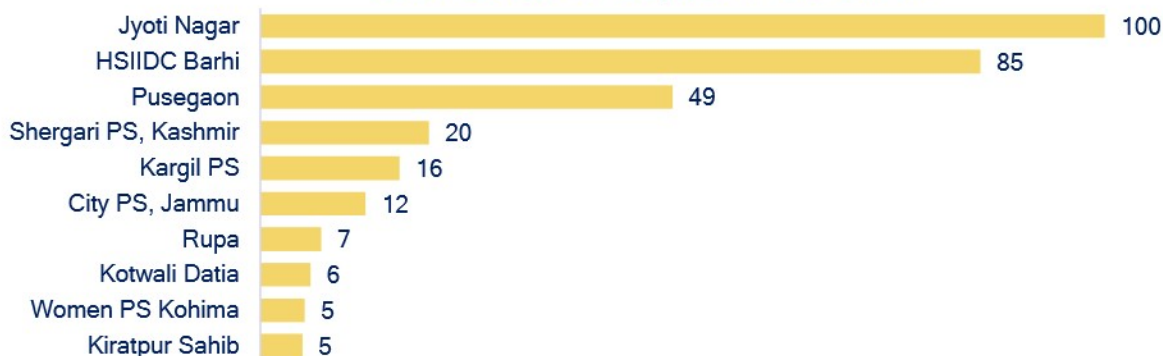
Scaled Score on Execution of Warrants



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, 30 cases were disposed of per police station and at the same time, 26 new cases were added. In case of arrest of charge-sheeted persons under this head, it was around 7 per police station and addition of new charge-sheeted person was around 1.18 per police station.

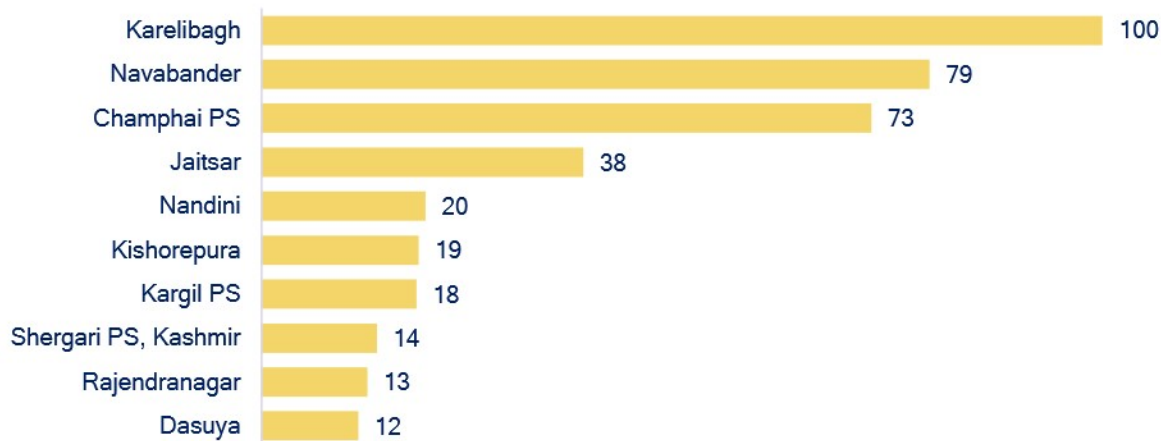
Scaled Score on Disposal of Old Cases



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 23 cases and 24 persons per police station. In the case of acquittal, it was averaged around 22 cases and 29 persons per police station.

Scaled Score based on conviction and acquittal



Head-6: Law and 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 7 percent of the police stations. In the majority of the police stations (93%), there was no Law & Order situation during the year.

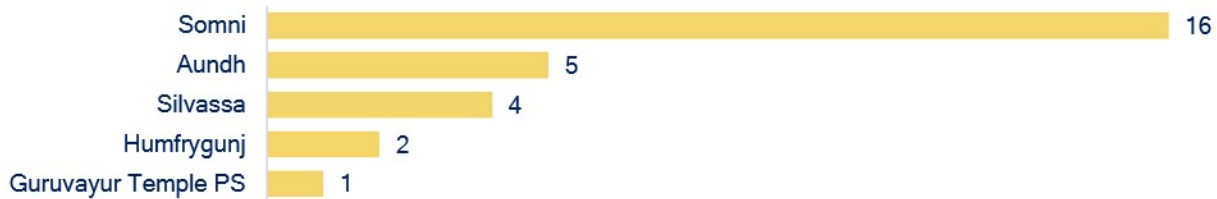
Law and Order Situation



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, no case was found in any police station. However, in the case of Suspension, it was found that a total of 28 personnel from 5 police stations were suspended.

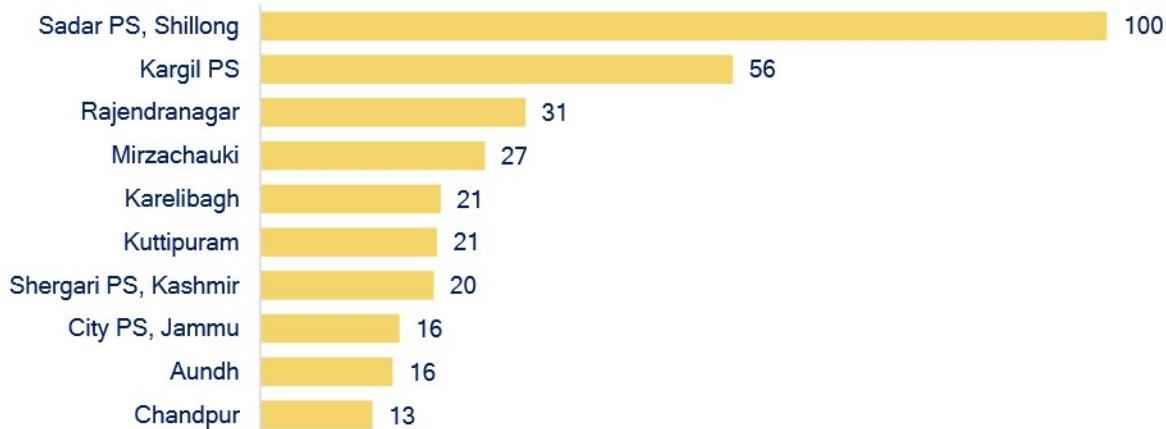
Nos. of People Suspended



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.

Score on Performance Based Evaluation (S2)

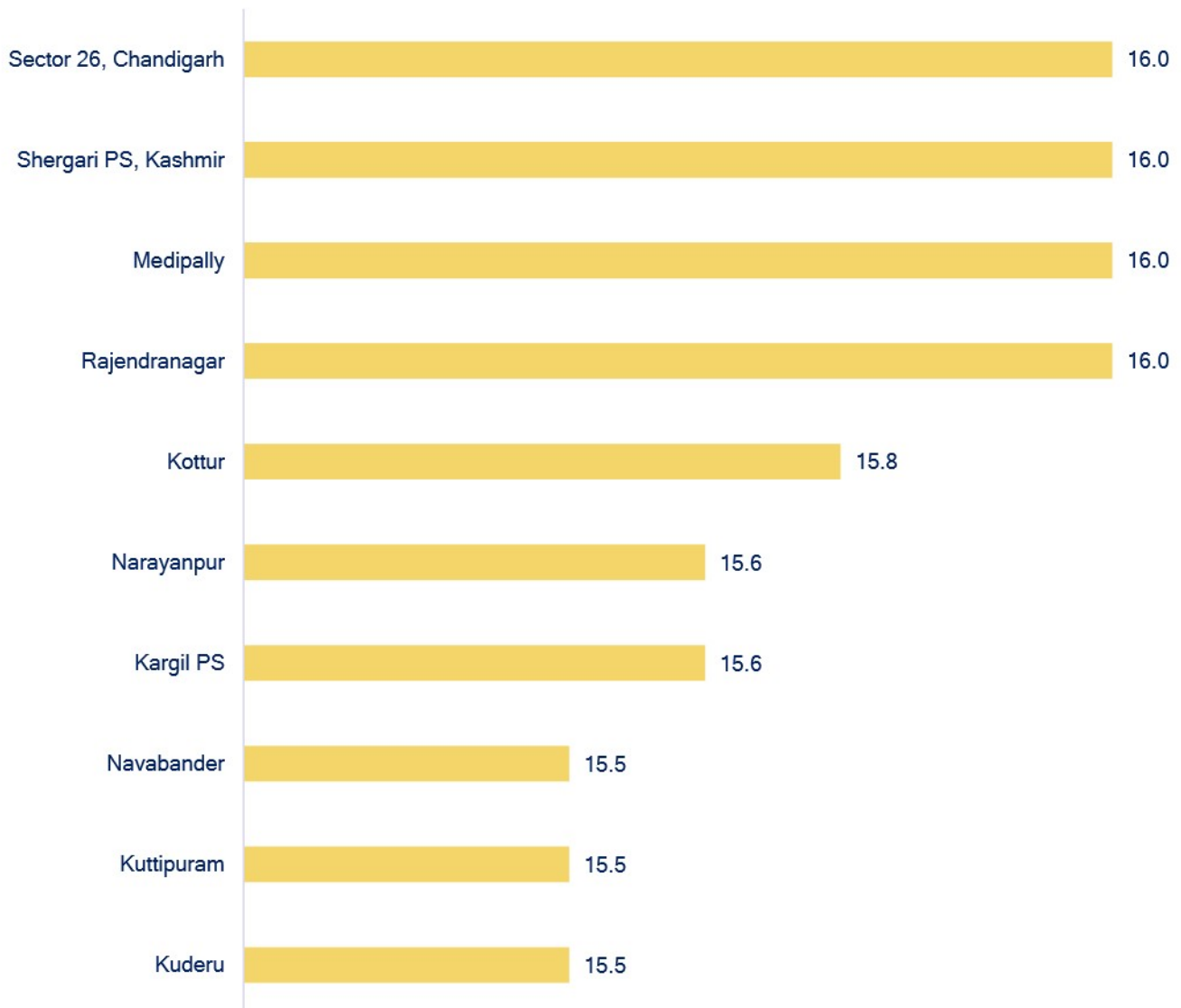


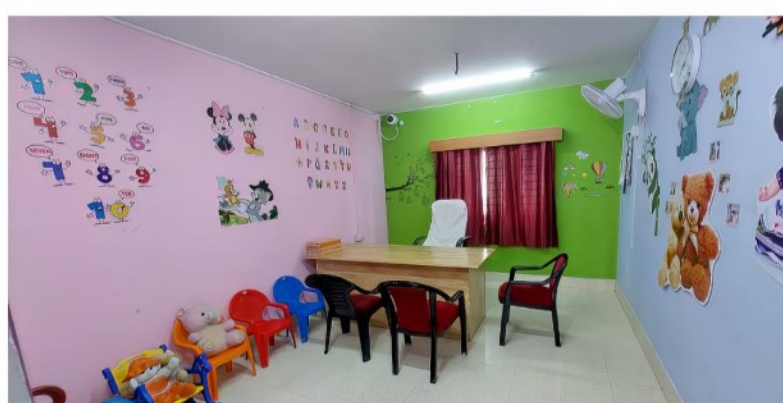
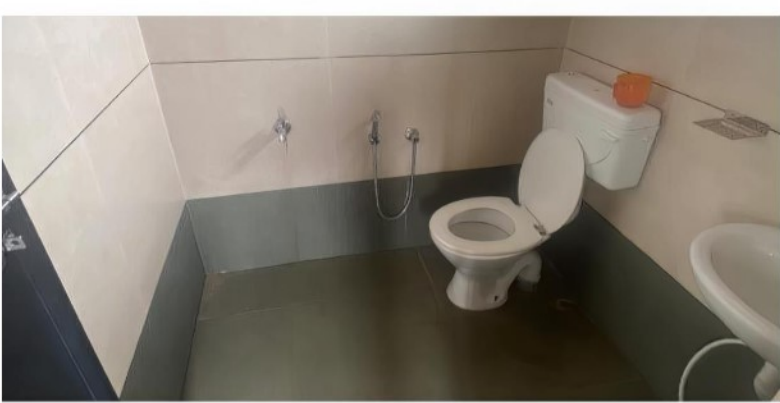
Part-2: Survey Based Assessment

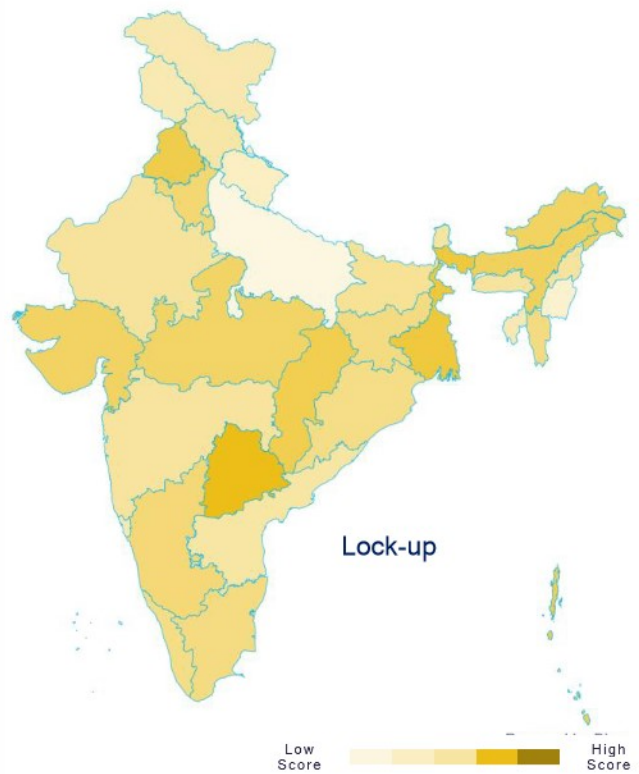
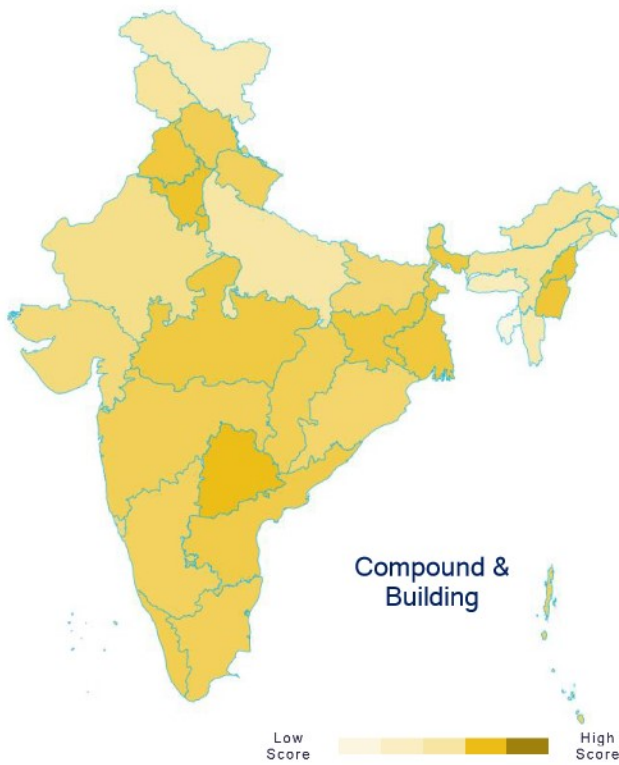
Infrastructure of the Police Station and approachability

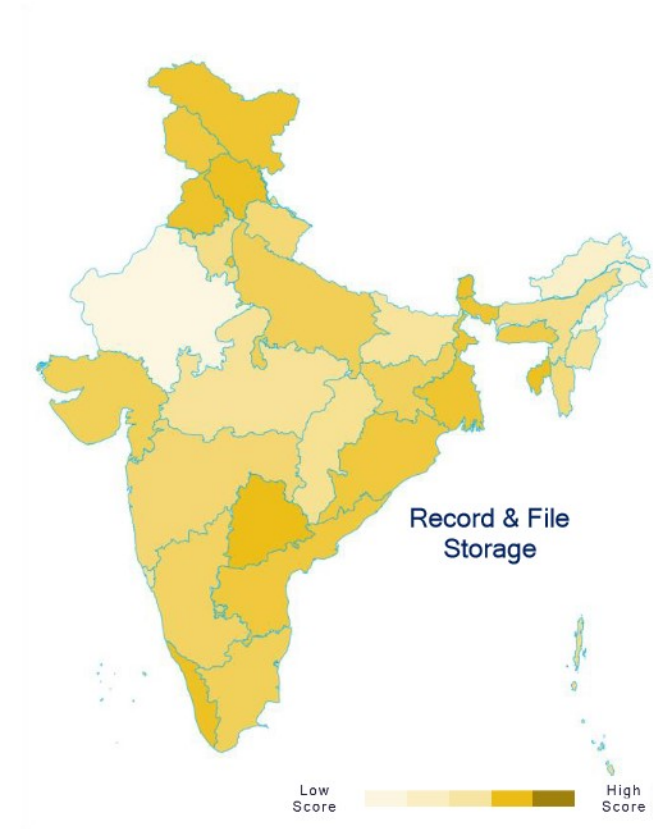
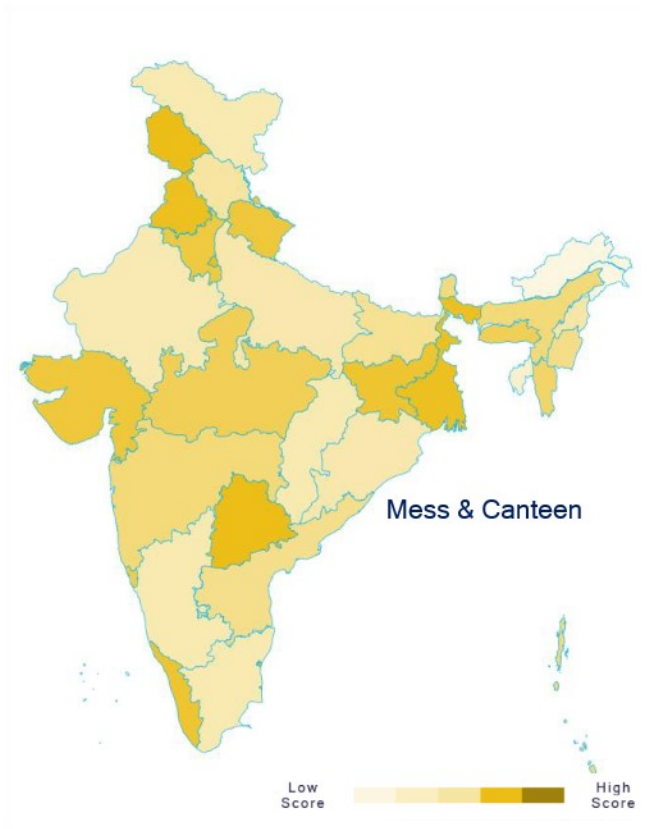
While assessing the infrastructure of the police station and approachability, the major consideration was given to basic amenities for the visitors as well as personnel of the police station. The assessment was done for the infrastructure such as Barrack, Police Station Compound & Building, Lock-up,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

Infrastructure & Approachability



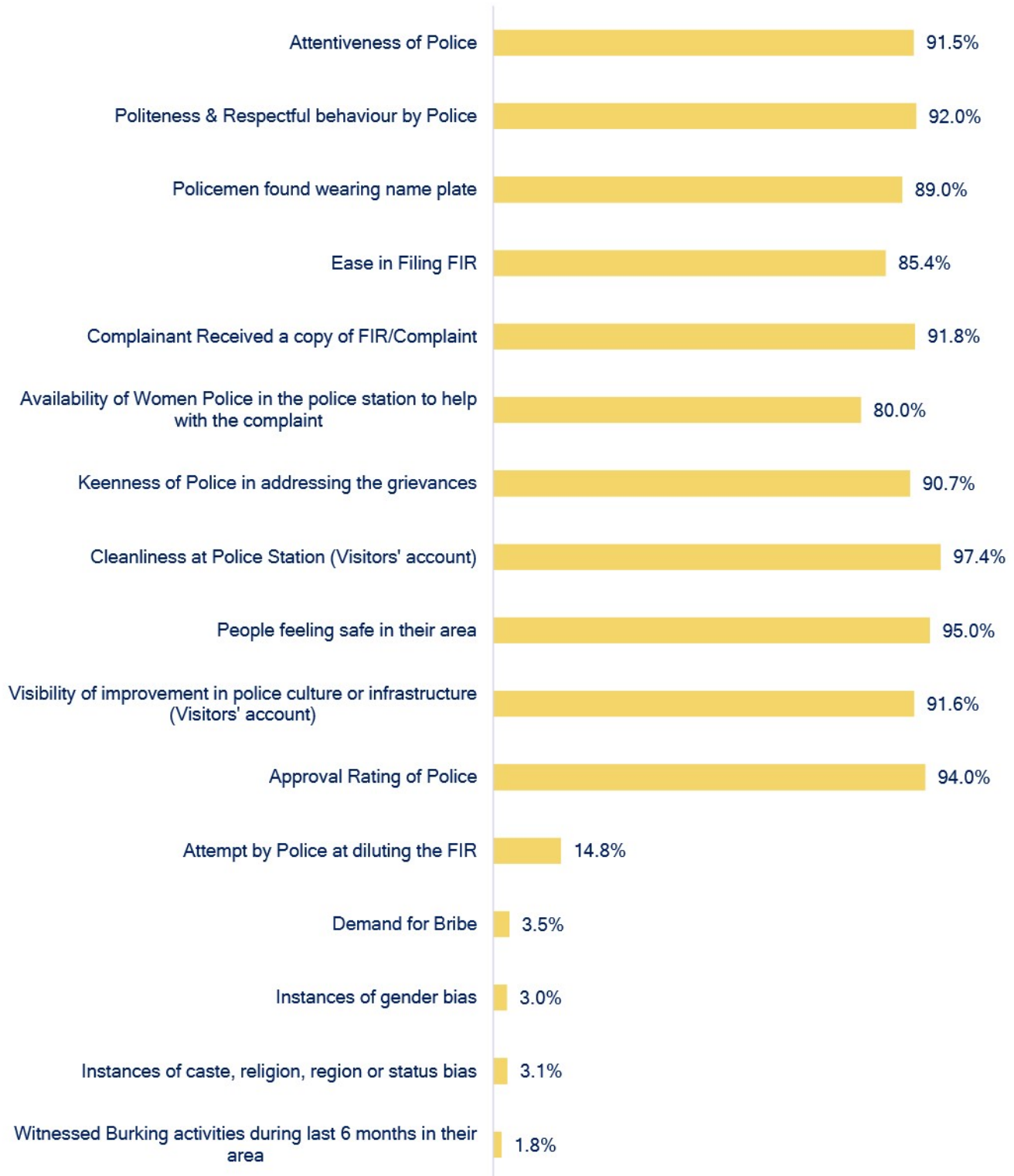






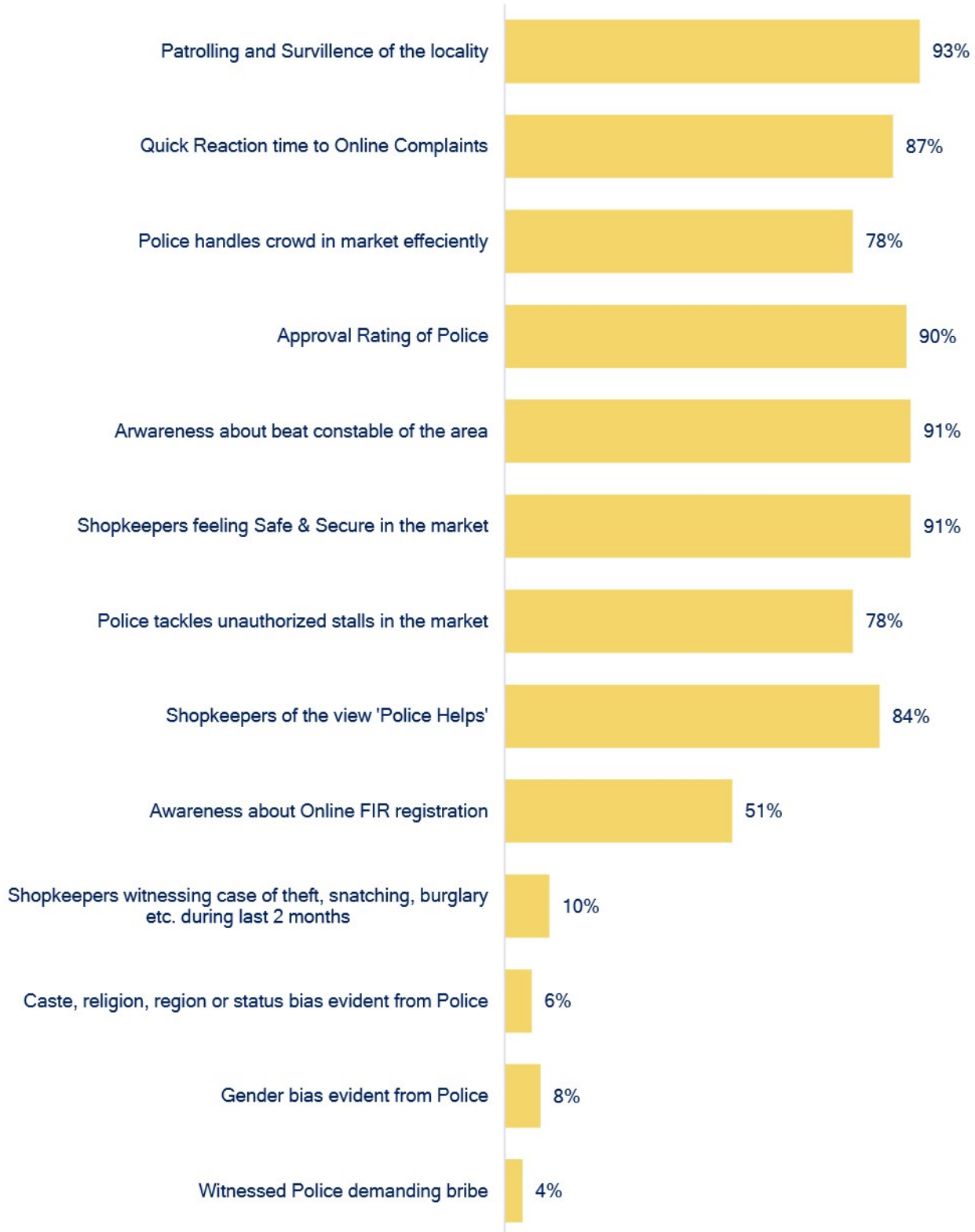
Citizens' Feedback

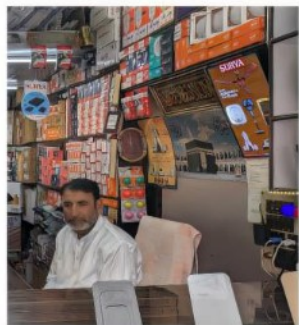
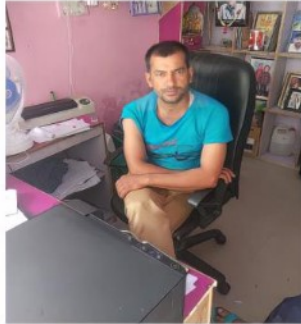
Feedback of People leaving the Police Station



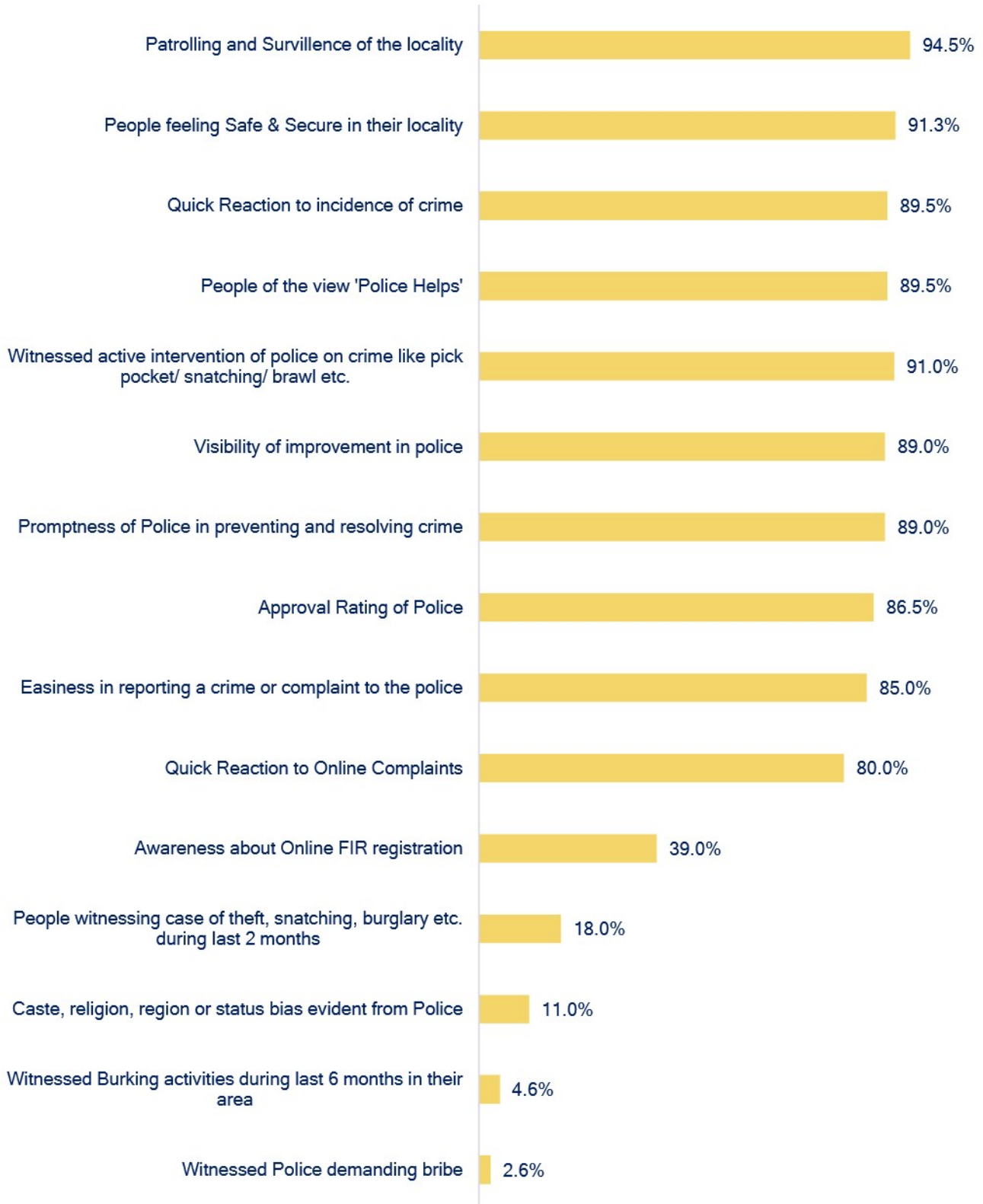


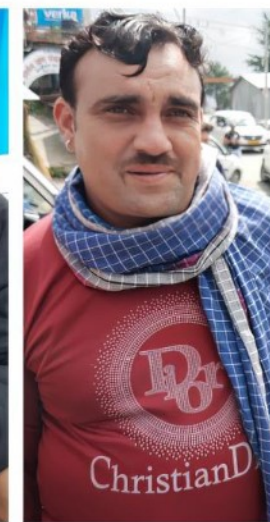
Shopkeepers in nearby market





People in a nearby residential area





4. THE RANK HOLDERS



Shergari

Srinagar
Union Territory of
Jammu and Kashmir



Rajendranagar

Cyberabad PC,
Telangana



Serampore

Chandannagar PC, West
Bengal



#4

Champhai PS,
Champhai
Mizoram

Kuderu PS,
Chamarajanagar #5
Karnataka



#6

Sector 26
Chandigarh

Mirzachauki
Sahibganj #7
Jharkhand



#8

Kiratpur Sahib
Rupnagar
Punjab

Kuttipuram
Malappuram #9
Kerala



#10

Civil Line
Dewas
Madhya Pradesh



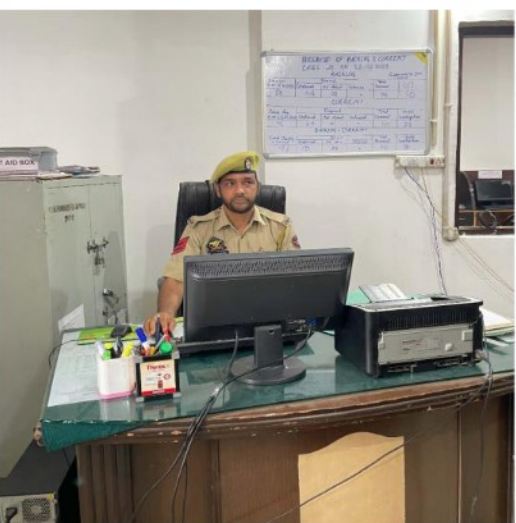
#1 Rajendranagar, Telangana





#2 Shergari, Kashmir





#3 Serampore, West Bengal





আইনি পরিষেবা এবং আপনার অধিকার

গ্রেফতারের পূর্বে

- আপনার জ্ঞান অধিকার আছে যে, পুলিশ আপনাকে জিজ্ঞাসাবাদের জন্য কেন ডেকেছে।
- আপনার জ্ঞান অধিকার আছে যে, পুলিশের আপনাকে বিকছে কি অভিযোগ আছে।
- যে সব প্রশ্নের উত্তর দিলে আপনাদের প্রসন্নিত হয়, সেগুলো আপনি নিজের থাকতে পারেন। পুলিশের জিজ্ঞাসাবাদে সহযোগিতা করুন এবং নিজের নাম, ঠিকানা, পরিচয় - এর সঠিক বিবরণ দিন।
- পুলিশ জিজ্ঞাসাবাদের সময় আপনার বিনামূল্যে একজন টিকিবাবুর সাহায্য পাওয়ার অধিকার আছে।
- জামিনযোগ্য অপরাধের ক্ষেত্রে বনাতাই জানিনের ব্যবস্থা সুনিশ্চিত করতে পারা আপনার অধিকার।

গ্রেফতারের সময়

- গ্রেফতারের সময় বিনামূল্যে একজন টিকিবাবুর সাহায্য পাওয়া আপনার অধিকার।
- গ্রেফতারের কক্ষ এবং জামিনের ব্যাপারে জানতে পারা আপনার অধিকার।

CHANDANNAGAR POLICE

OFFICERS' MOVEMENT BOARD

No.	Name & Designation	Mobile Number
1	MR. SHRI RAM KRISHNA DAS	917488247
2	MR. K. SURESH KUMAR	917488247
3	MR. K. SURESH KUMAR	917488247
4	MR. K. SURESH KUMAR	917488247
5	MR. K. SURESH KUMAR	917488247
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49	MR. K. SURESH KUMAR	917488247
50	MR. K. SURESH KUMAR	917488247



State Toppers

Sl.	Name of the PS	District	State/UT
1	Humfrignj PS	South Andaman	Andaman and Nicobar Islands
2	Adoni Rural	Kurnool	Andhra Pradesh
3	Rupa	West Kameng	Arunachal Pradesh
4	Behali	Biswanath	Assam
5	Sare	Nalanda	Bihar
6	Sector 26	Chandigarh	Chandigarh
7	Nandini	Durg	Chhattisgarh
8	Jyoti Nagar	North East District	Delhi
9	Silvassa	Dadra & Nagar Haveli	Dadra & Nagar Haveli and Daman & Diu
10	Quepem	South Goa	Goa
11	Navabandar Marin	Gir Somnath	Gujarat
12	HSIIDC Barhi	Sonipat	Haryana
13	Sadar PS	Solan	Himachal Pradesh
14	Shergari	Srinagar	Jammu & Kashmir
15	Mirzachauki	Sahibganj	Jharkhand
16	Kuderu	Chamarajnagar	Karnataka
17	Kuttipuram	Malappuram	Kerala
18	Kargil PS	Kargil	Ladakh
19	Andrott	Lakshadweep	Lakshadweep
20	Civil Line PS	Dewas	Madhya Pradesh
21	Pusegaon	Satara	Maharashtra
22	Sadar PS	Khasi Hills East	Meghalaya
23	Champhai PS	Champhai	Mizoram
24	Chiephobozou	Kohima	Nagaland
25	Biridi	Jagatsinghpur	Odisha
26	Bahour	Puducherry	Puducherry
27	Kiratpur Sahib	Rupnagar	Punjab
28	Kishorepura	Kota City	Rajasthan
29	Sadar PS	Gangtok	Sikkim
30	Negamam	Coimbatore	Tamil Nadu
31	Rajendranagar	Cyberabad PC	Telangana
32	Gandacherra	Dhalai	Tripura
33	Sadat	Ghazipur	Uttar Pradesh
34	Clement Town	Dehradun	Uttarakhand
35	Serampore	Chandannagar PC	West Bengal

ANNEXURES

Annexure-1: List of Shortlisted Police Stations

Sl. Name of the PS	District	State
1 Humfrigunj	South Andaman	Andaman and Nicobar Islands
2 Nandavaram	Kurnool	Andhra Pradesh
3 Lingasamudram	Nellore	Andhra Pradesh
4 Adoni Rural	Kurnool	Andhra Pradesh
5 Rupa	Kameng West	Arunachal Pradesh
6 Balem	Kameng West	Arunachal Pradesh
7 Narayanpur	Lakhimpur	Assam
8 Behali	Biswanath	Assam
9 Sare	Nalanda	Bihar
10 Samho	Begusarai	Bihar
11 Mahila PS	Munger	Bihar
12 East Sector 26	Chandigarh	Chandigarh
13 Somani	Rajnandgaon	Chhattisgarh
14 Nandini	Durg	Chhattisgarh
15 Silvassa	Dadra & Nagar Haveli	Dadra & Nagar Haveli and Daman & Diu
16 Harsh Vihar	North East District	Delhi
17 Jyoti Nagar	North East District	Delhi
18 Quepem	South Goa	Goa
19 Sanguem	South Goa	Goa
20 Gandevi	Navsari	Gujarat
21 Kareligh	Vadodara City	Gujarat
22 Navabandar Marin	Gir Somnath	Gujarat
23 Manesar	Gurugram	Haryana
24 HSIDC Barhi	Sonapat	Haryana
25 Dhalli	Shimla	Himachal Pradesh
26 Solan Sadar	Solan	Himachal Pradesh
27 City PS	Jammu	Jammu & Kashmir
28 Shergari	Srinagar	Jammu & Kashmir
29 Sunder Pahari	Godda	Jharkhand
30 Mirzachauki	Sahibganj	Jharkhand
31 City Market PS	Bangalore City	Karnataka
32 Kuderu	Chamarajnagar	Karnataka
33 Thal	Chitradurga	Karnataka
34 Kuttipuram	Malappuram	Kerala
35 Guruvayur Temple PS	Thrissur	Kerala
36 Leh	Leh	Ladakh
37 Kargil	Kargil	Ladakh
38 Andrott	Lakshadweep	Lakshadweep

Sl.	Name of the PS	District	State
39	Kotwali Datia	Datia	Madhya Pradesh
40	Civil Line Dewas	Dewas	Madhya Pradesh
41	Mehdvani	Dindori	Madhya Pradesh
42	Vengurla	Sindhudurg	Maharashtra
43	Pusegaon	Satara	Maharashtra
44	Aundh	Satara	Maharashtra
45	Kumbi	Bishenpur	Manipur*
46	Nambol	Bishenpur	Manipur*
47	Diengpasoh PS	Khasi Hills East	Meghalaya
48	Sadar PS	Khasi Hills East	Meghalaya
49	Champhai PS	Champhai	Mizoram
50	Lunglei PS	Lunglei	Mizoram
51	Women PS Kohima	Kohima	Nagaland
52	Chiephobozou	Kohima	Nagaland
53	Raghunathpur	Jagatsinghpur	Odisha
54	Biridi	Jagatsinghpur	Odisha
55	Bahour	Puducherry	Puducherry
56	Dasuya	Hoshiarpur	Punjab
57	Kiratpur Sahib	Rupnagar	Punjab
58	Jaitsar	Anupgarh	Rajasthan
59	Kishorepura	Kota City	Rajasthan
60	Suratgarh Sadar	Sriganganagar	Rajasthan
61	Pakyong PS	East District	Sikkim
62	Sadar PS	East District	Sikkim
63	Negamam	Coimbatore	Tamil Nadu
64	Sindupatty	Madurai	Tamil Nadu
65	Kottur	Coimbatore	Tamil Nadu
66	Medipally	Rachakonda	Telangana
67	Rajendranagar	Cyberabad PC	Telangana
68	Mirchowk	Hyderabad City	Telangana
69	Gandacherra PS	Dhalai	Tripura
70	Chamanu	Dhalai	Tripura
71	Chandpur	Bijnor	Uttar Pradesh
72	Sadat	Ghazipur	Uttar Pradesh
73	Rura	Kanpur Dehat	Uttar Pradesh
74	Clement Town	Dehradun	Uttarakhand
75	Nehru Colony	Dehradun	Uttarakhand
76	Serampore PS	Chandan Nagar PC	West Bengal
77	Matigara	Siliguri PC	West Bengal

*Shortlisted but assessment and survey not done

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?	