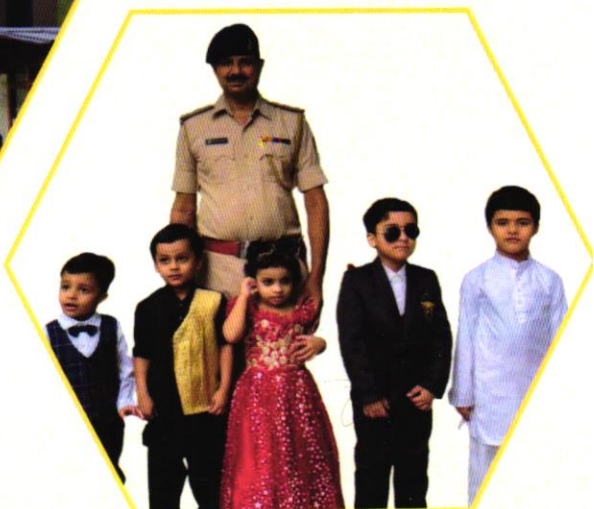
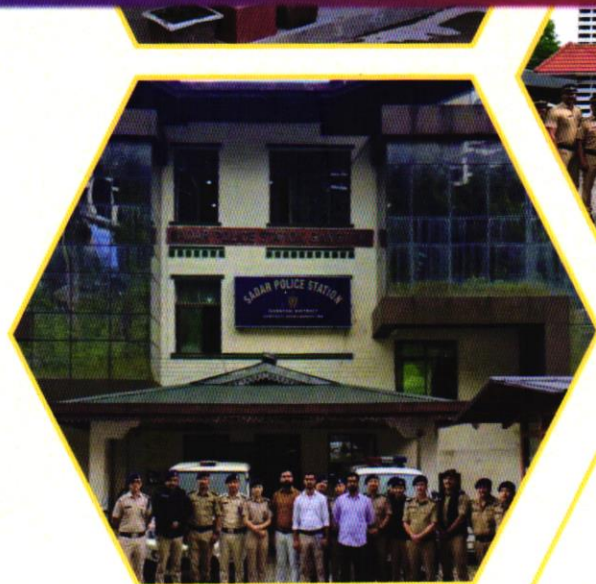




गृह मंत्रालय MINISTRY OF HOME AFFAIRS



Ranking of Police Stations 2024



TRANSRURAL

अमित शाह



गृह मंत्री एवं सहकारिता मंत्री
भारत सरकार

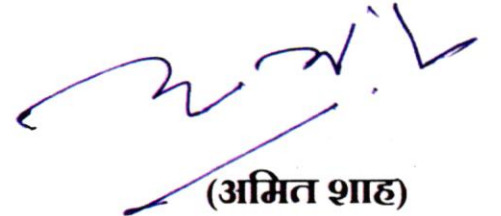
संदेश

अमृत काल की कर्तव्यपरायण भूमिका को चरितार्थ करते हुए, प्रधानमंत्री श्री नरेंद्र मोदी के नेतृत्व में पुलिसिंग में सुधार और आधुनिकीकरण की दिशा में कई महत्वपूर्ण कदम उठाए गए हैं। 'मेक इन इंडिया' और 'डिजिटल इंडिया' के तहत पुलिस बलों को अत्याधुनिक तकनीकी साधनों से सुसज्जित किया जा रहा है, जिससे उनकी कार्यक्षमता में वृद्धि हो रही है। मोदी सरकार द्वारा स्थापित पुलिस टेक्नोलॉजी मिशन और तीन नए आपराधिक न्याय कानूनों का कार्यान्वयन एक नए युग का सूत्रपात करता है। ICJS और CCTNS जैसे अन्य डाटा-बेस के माध्यम से पुलिस बल को न्याय प्रणाली में गति और पारदर्शिता लाने के लिए सशक्त बनाया जा रहा है।

'उत्कृष्ट पुलिस थाने - 2024' की रिपोर्ट का प्रकाशन अत्यंत गर्व और प्रसन्नता का विषय है। इस रिपोर्ट के माध्यम से यह स्पष्ट होता है कि पुलिस व्यवस्था न केवल आंतरिक सुरक्षा को मजबूत करती है, बल्कि नागरिकों के विश्वास को भी सुदृढ़ करती है। अमृत काल के इस दौर में, भारत एक सशक्त लोकतांत्रिक राष्ट्र के रूप में उभर रहा है और प्रभावी पुलिसिंग इस दिशा में महत्वपूर्ण भूमिका निभा रही है।

इस रिपोर्ट में देश भर के उन अनुकरणीय पुलिस थानों पर प्रकाश डाला गया है, जिन्होंने अपराध निवारण, सामुदायिक सहभागिता, तकनीकी संसाधनों का उपयोग, और बुनियादी ढाँचे में उत्कृष्टता का प्रदर्शन किया है। इस वर्ष, पुलिस थानों की कार्यकुशलता, जाँच में दक्षता, निष्पादन मानदंडों और रिकॉर्ड आधारित मूल्यांकन के आधार पर सर्वेक्षण किया गया, जिससे पुलिस थानों के बीच स्वस्थ प्रतिस्पर्धा को बढ़ावा मिलता है। यह रिपोर्ट उत्कृष्टता और सेवा के प्रति पुलिस बलों की प्रतिबद्धता की प्रतीक है।

मैं सभी राज्य सरकारों और इस सर्वेक्षण से जुड़े सभी हितधारकों के सहयोग के प्रति आभार व्यक्त करता हूँ। साथ ही, मैं सर्वोत्तम रैंक वाले पुलिस थानों को बधाई देते हुए, देश के सभी पुलिस थानों को अपनी रैंक में सुधार के निरंतर प्रयासों के लिए शुभकामनाएँ देता हूँ। मुझे विश्वास है कि यह रिपोर्ट सभी पुलिस थानों को उत्कृष्टता की ओर प्रेरित करेगी, जिससे हम एक सुरक्षित और संरक्षित राष्ट्र के लक्ष्य की ओर अग्रसर हो सकेंगे।


(अमित शाह)

कार्यालय : गृह मंत्रालय, नॉर्थ ब्लॉक, नई दिल्ली-110001

दूरभाष : 23092462, 23094686, फ़ैक्स : 23094221

ई मेल : 2im@nic.in

नित्यानन्द राय
NITYANAND RAI



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

Message

The policing system is an important pillar of the criminal justice system. The replacement of the old and archaic criminal laws in the country are a decisive step towards removing the colonial mind set. With the ushering in of the new criminal laws, the Indian police is transforming itself into a modern and world-class police force to realise the vision of *Viksit Bharat*.

The annual ranking of the police stations is an attempt of the Ministry of Home Affairs to bring advanced reforms in the functioning of the police by highlighting the best practices of some of the best-ranked police stations in the country.

A total of 76 police stations were shortlisted from over 17,000 police stations across India for assessment of the annual rankings of police stations. Based on a comprehensive set of objective performance parameters, this annual survey aids in building a reliable, responsive and responsible policing system in the country, paving the way for 'दंड से न्याय'.

I appreciate the State Governments/UT Administrations for their cooperation in this annual ranking of police stations.

I congratulate all the personnel of the top-ranked police station for their performance and dedication to serving the nation with utmost sincerity. I hope that these rankings will serve as a benchmark for police stations across the country, to achieve greater milestones in the developmental journey of the nation.

(Nityanand Rai)

New Delhi.
10 November, 2024

Office Tel. : 011-23092870, 23092595, Fax No. : 011-23094896

गोविंद मोहन, भा.प्र.से.
GOVIND MOHAN, IAS



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



MESSAGE


The advent of the new criminal laws in India has brought about a transformational shift in the criminal justice system. It has provided a justice-oriented and modern approach to policing, with a focus on swift and efficient justice. The police forces of the country have a crucial role to play in this regard.

2. The annual ranking of police stations across the country conducted by the Ministry of Home Affairs not only acknowledges the immense hard work and commitment to service displayed by our police personnel, but also serves to set new and progressive benchmarks on various aspects of policing.

3. It is heartening to know that police stations across the country enthusiastically participated in this year's survey.

4. I extend my heartfelt gratitude to the State Governments/UT Administrations for their continued cooperation in the smooth conduct of the survey of police stations for their rankings.

5. I would also like to take this opportunity to convey my best wishes to the officials of the top-ranked police stations. I believe that this report will serve to motivate the police stations across the country to accelerate their efforts towards transforming the police stations into modern, accessible and citizen-friendly spaces, truly embodying the spirit of the new criminal laws - '*Citizen First, Dignity First and Justice First*'.


(Govind Mohan)

Place : New Delhi
Dated : 08.11.2024

TABLE OF CONTENTS

1. INTRODUCTION	7
2. SHORTLISTING AND EVALUATION	8
Shortlisting Process	8
Evaluation Process	10
Part-1: Record Based Evaluation	10
Part-2: Survey Based Assessment	11
3. KEY OBSERVATIONS	14
Part-1: Record Based Evaluation	14
Part-2: Survey Based Assessment	21
Infrastructure of the Police Station and approachability	21
Citizens' Feedback	24
4. THE RANK HOLDERS	30
5. ANNEXURES	38

1. INTRODUCTION

Evaluating the performance of public institutions is increasingly acknowledged as an integral aspect of strengthening societal governance. Effective law enforcement plays a foundational role in instilling a sense of safety among citizens, which is essential for nurturing community development and overall well-being. Police stations, serving as the primary interface between the public and law enforcement, form the core of police organizations. As such, it is imperative that these stations are not only accessible and approachable but also well-equipped and capable of adapting to societal changes to ensure optimal service delivery.

Amid evolving public demands and expectations, law enforcement agencies worldwide have adopted structured performance metrics and continuous improvement strategies to measure and enhance their efficiency. In line with this global approach, the Ministry of Home Affairs (MHA), Government of India, conducts an annual exercise to evaluate and rank police stations across the nation. This initiative not only aims to identify and honour the top-performing stations but also encourages continuous growth and positive competition within the police force. It seeks to create benchmarks that guide the enhancement of policing standards, fostering an environment of transparency, accountability, and trust within the community.

The evaluation is spearheaded by the Police Modernization Division of the MHA, which begins the process by shortlisting a pool of promising police stations from across the country ensuring representation of every State and Union Territories. The shortlisted stations undergo a detailed assessment based on a diverse set of performance criteria. These criteria include crime prevention measures, efficiency in investigation and case resolution, crime detection, engagement with the local community, and overall maintenance of law and order. The evaluation also incorporates feedback from regular service users, such as local residents, traders, and business owners, whose experiences and perceptions are critical to understanding the effectiveness of police operations.

For the year 2024, the Police Modernization Division, following established protocols, entrusted TransRural Agri Consulting Services (TRANSRURAL) with the responsibility of identifying, evaluating, and ranking the best police stations across the country. TRANSRURAL's role encompassed comprehensive surveys, data analysis, and reporting on the performance of these police stations. This rigorous exercise not only identifies exemplary stations but also sets benchmarks for improving policing standards across the country.

2. SHORTLISTING AND EVALUATION

Shortlisting Process

According to the 2023 report issued by the BPR&D, there are 17932 sanctioned police stations, inclusive of Railway Police Stations, throughout the country throughout the country. The geographical scope of this evaluation study will encompass these stations, with 9249 located in rural locales and 5240 in urban settings and 3443 special purpose police stations. Many of the stations in each State/Union Territory serve special purposes, such as Women's Police Stations, Cyber Cells, and divisions addressing crimes against marginalized sections. These specialized units will be evaluated using the same parameters as the general stations.

To identify the best-performing police stations nationwide, a detailed shortlisting process was adopted. 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 on CCTNS 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 equal to or 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.

Ranking of Police Stations 2024

For the year 2024, 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	Jharkhand	3*
12	West Bengal	2
13	Odisha	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	1
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	1
	Total	76

*Due to tally in score, 3 Police Stations were shortlisted from Jharkhand.

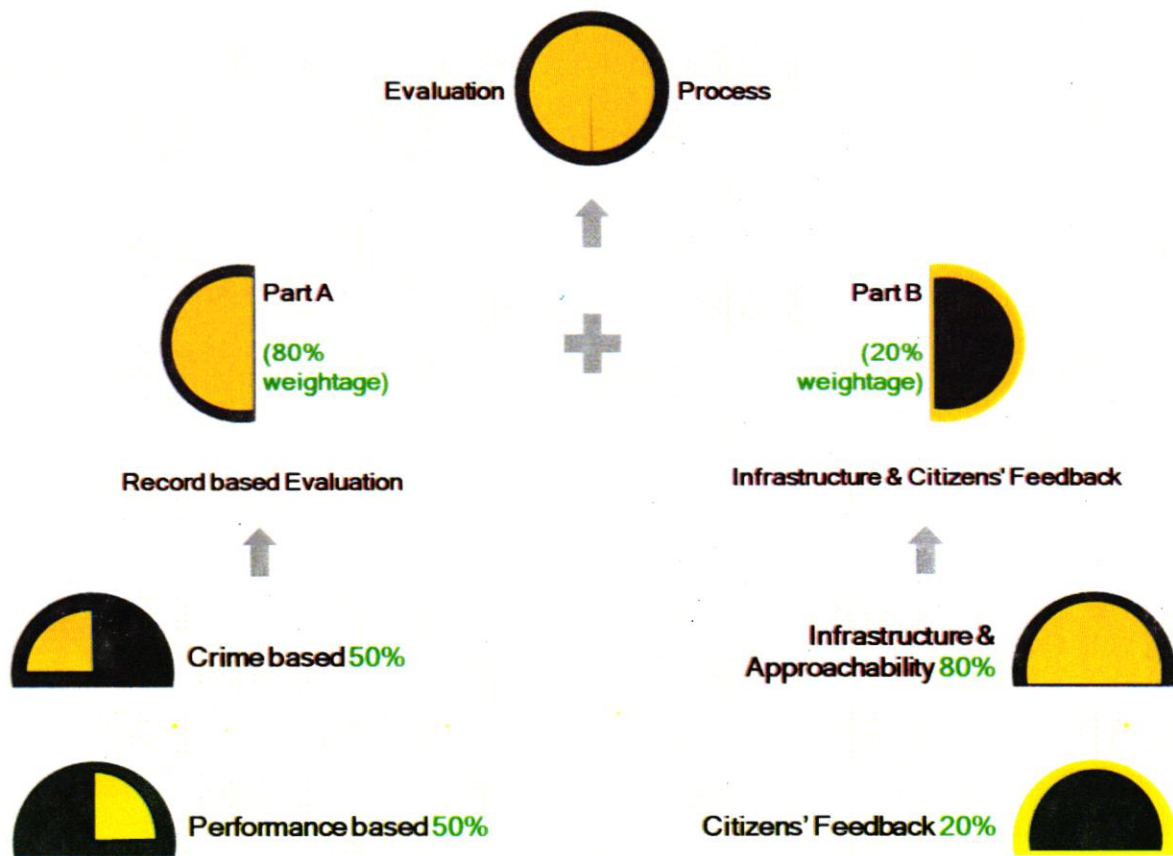
As depicted, out of 17932 Police stations, 76 stations were selected for evaluation.

Ranking of Police Stations 2024

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)'.

Ranking of Police Stations 2024

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.

Ranking of Police Stations 2024

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

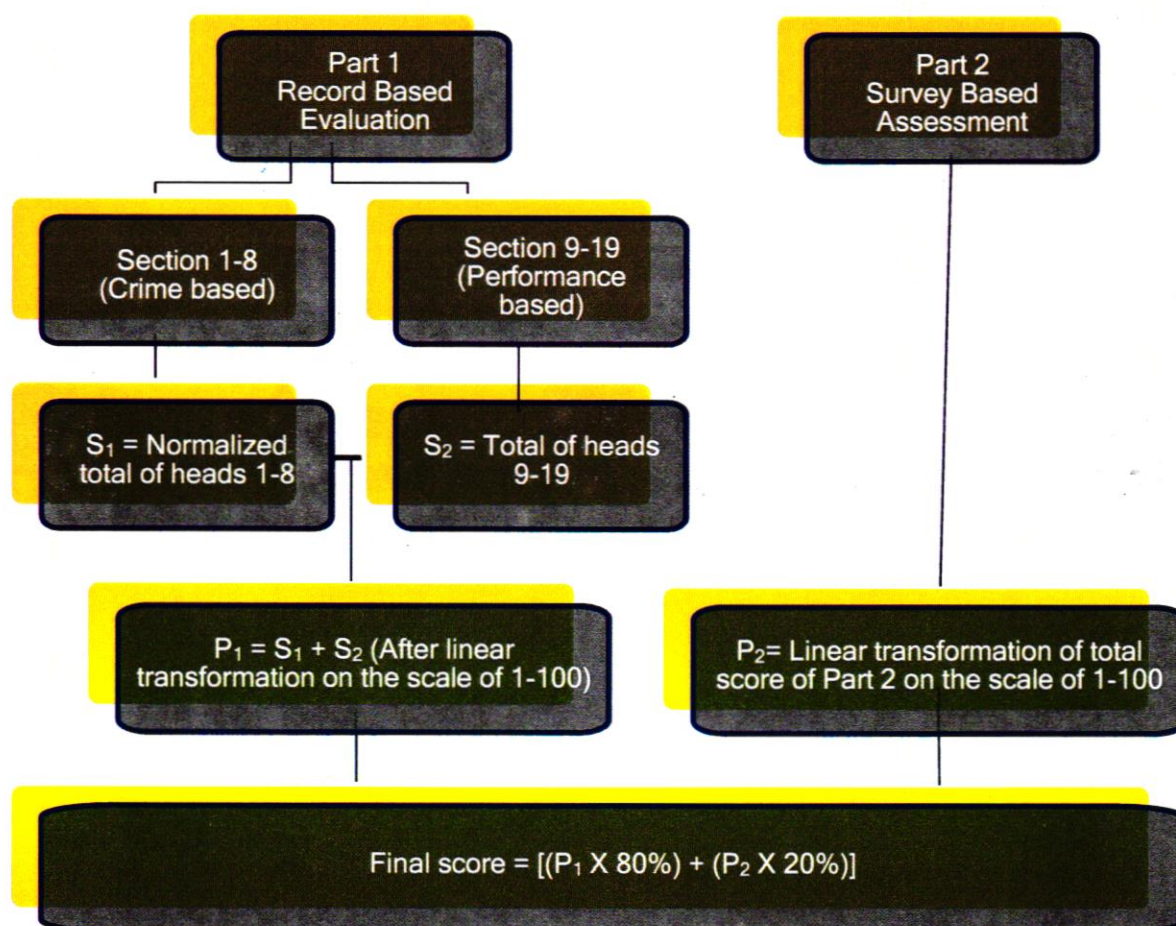
The data collection process started with the training of enumerators/ assessors. The assessors were trained for the field survey through a two-day training programme. In total, during the training

Ranking of Police Stations 2024

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.

Final Score Calculation

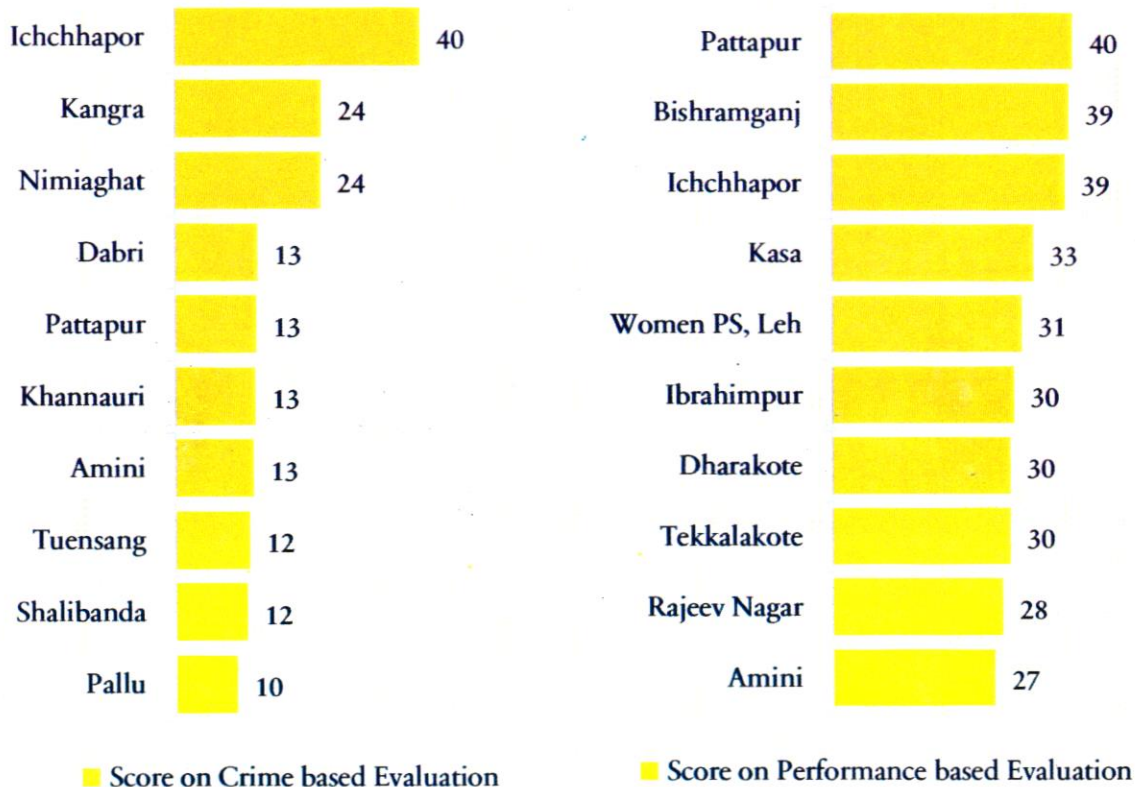
In the case of assessment of score for 'crime based' heads, the technique of Linear Transformation was applied. The final score of 'crime based' heads was termed as S_1 and the score of 'performance based' heads was termed as S_2 . The sum of S_1 and S_2 was termed as P_1 (Part-1 Point). In the case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

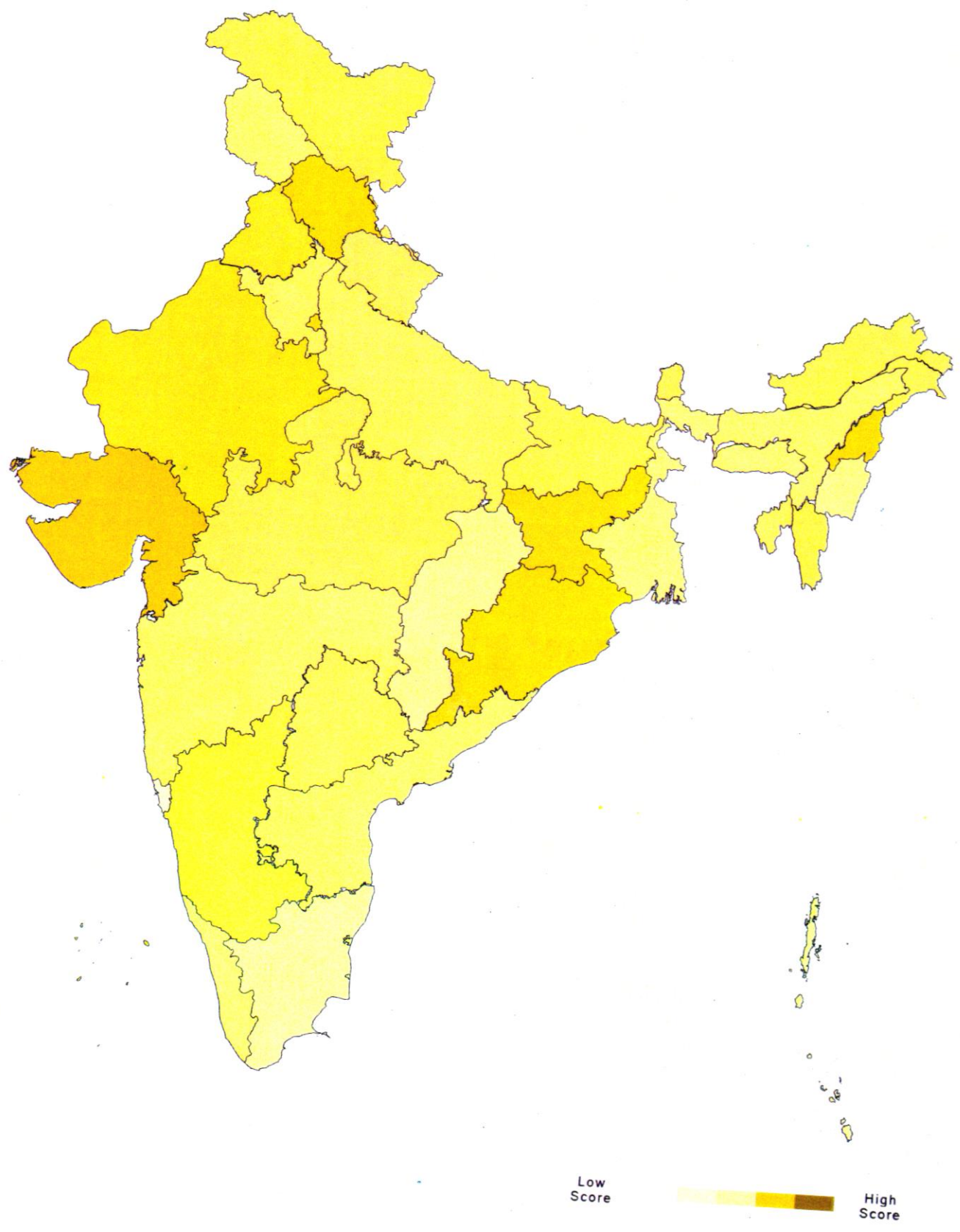
Part-1: Record Based Evaluation

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 TRANSRURAL. 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.

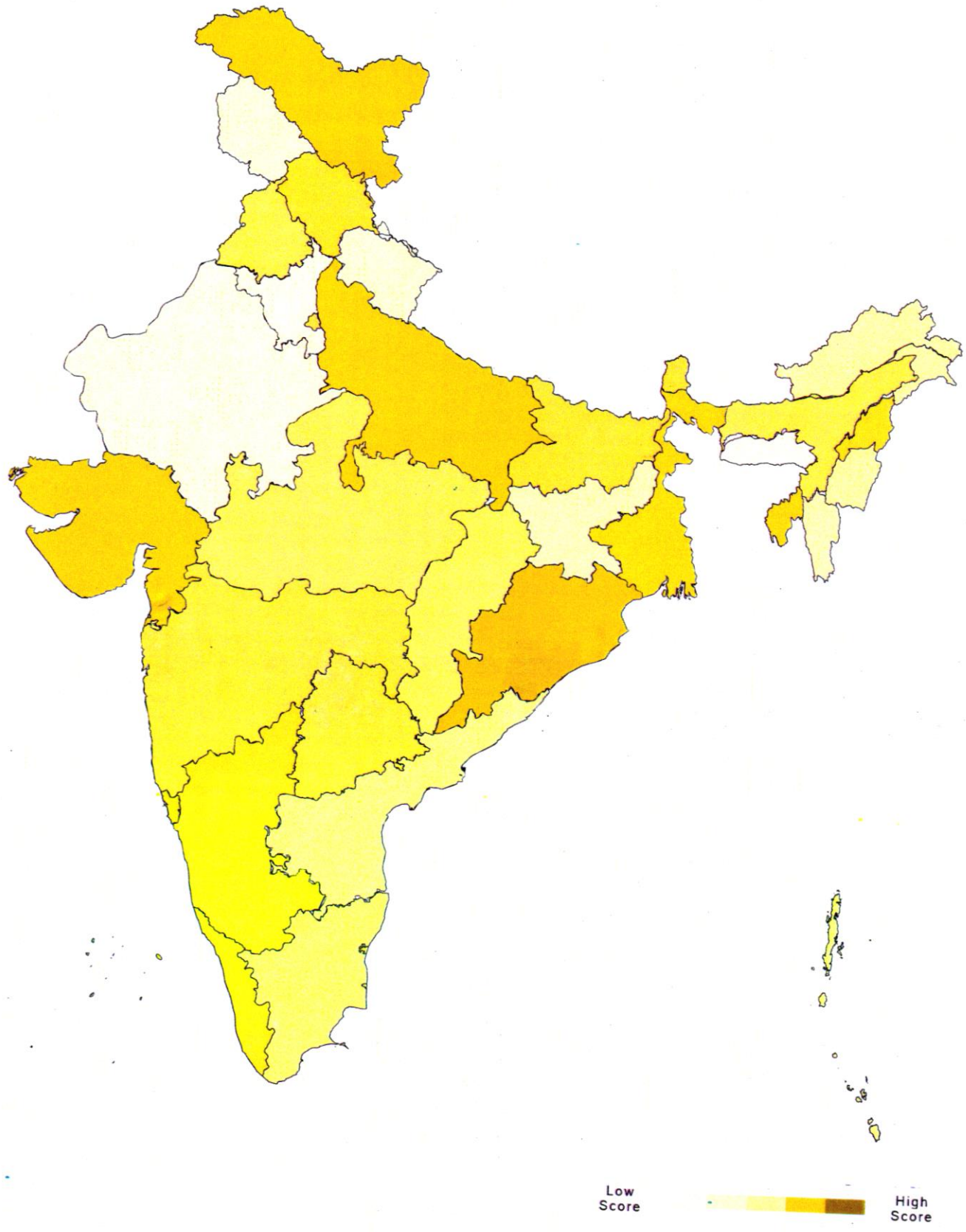


Ichchhapor PS, Gujarat scored a highest of 40 points for being the best among shortlisted police stations in terms of promptness of action against crimes. It was followed by Kangra PS, Himachal Pradesh and Nimiaghat PS, Jharkhand (each scoring 24 out of 40). In the case of performance-based scoring, Pattapur PS from Odisha scored the highest of 40 points followed by Bishramganj PS from Tripura and Ichchhapor PS, Gujarat (each scoring 39 out of 40).

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



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

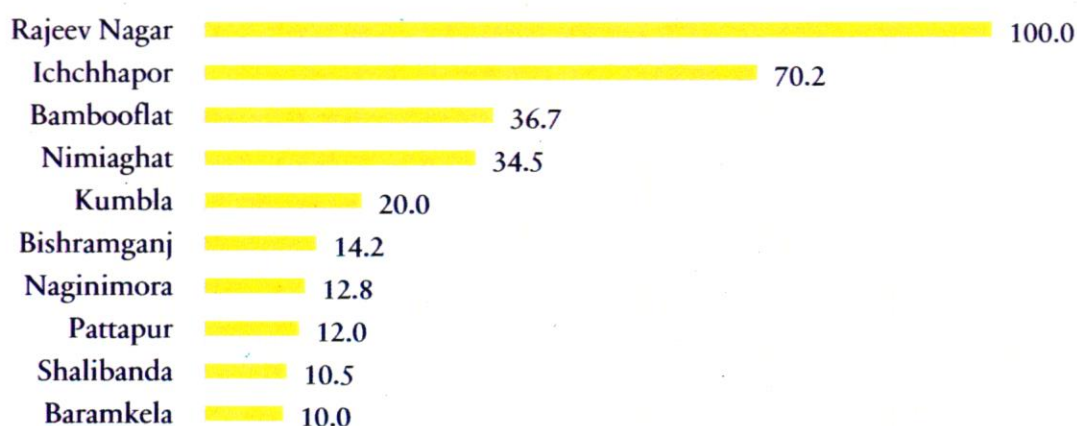


Ranking of Police Stations 2024

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 100 cases per Police Station was recorded under this head during the year 2023. The relative position obtained by the top ten police stations under this head is depicted below.

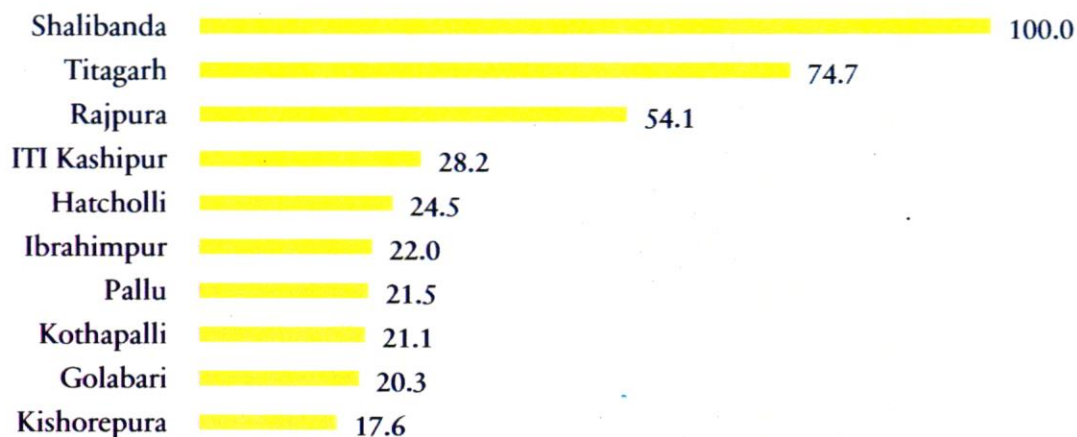
Scaled Score on Minor Acts



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 425 cases per police station was prevalent under this head.

Scaled Score on Preventive Actions

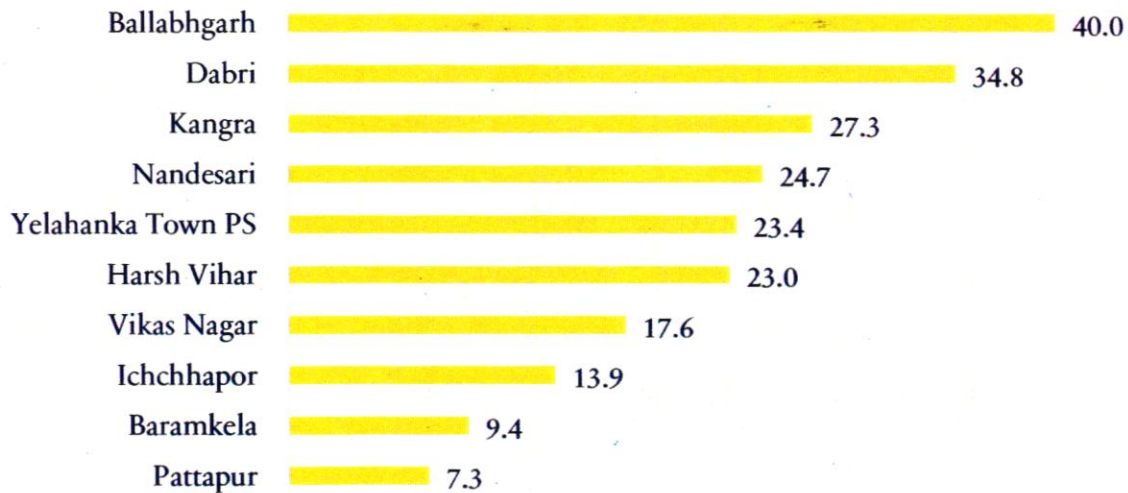


Ranking of Police Stations 2024

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 302 per police station.

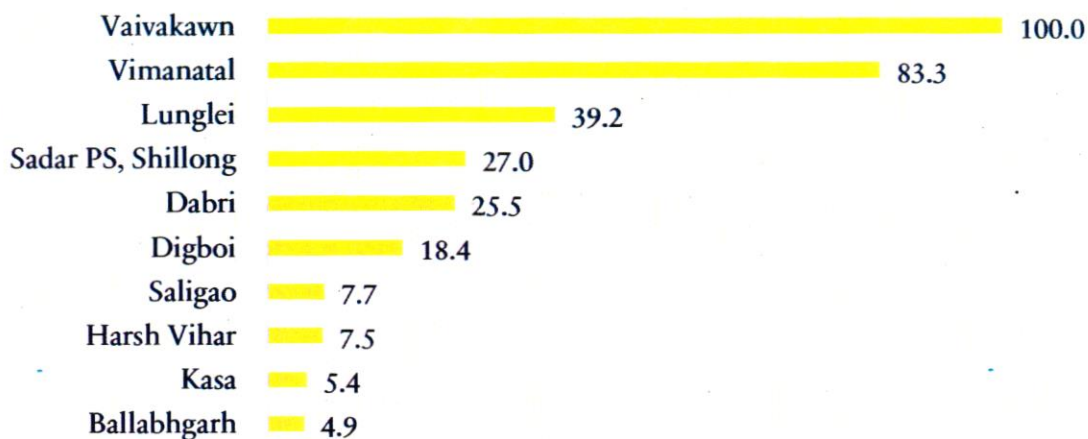
Scaled Score on Execution of Warrants



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, 9 new cases were added. In case of arrest of charge-sheeted persons under this head, it was around 8 per police station and addition of new charge-sheeted person was around 15 per police station.

Scaled Score on Disposal of Old Cases

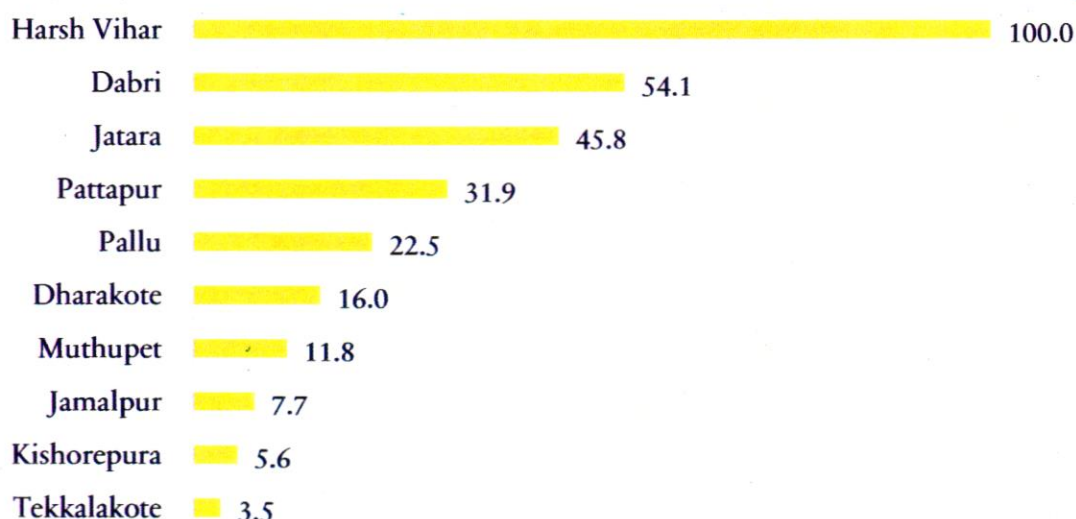


Ranking of Police Stations 2024

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 52 cases and 55 persons per police station. In the case of acquittal, it was averaged around 16 cases and 23 persons per police station.

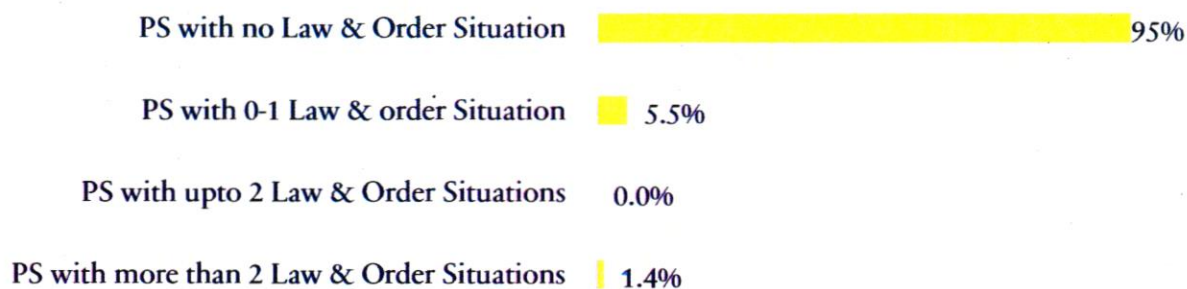
Scaled Score based on conviction and acquittal



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 5 percent of the police stations. In the majority of the police stations (95%), there was no Law & Order situation during the year.

Law and Order Situation

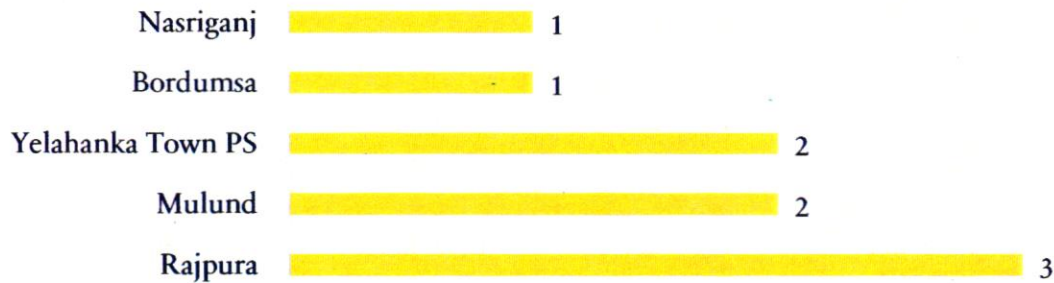


Ranking of Police Stations 2024

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 9 personnel from 5 police stations were suspended.

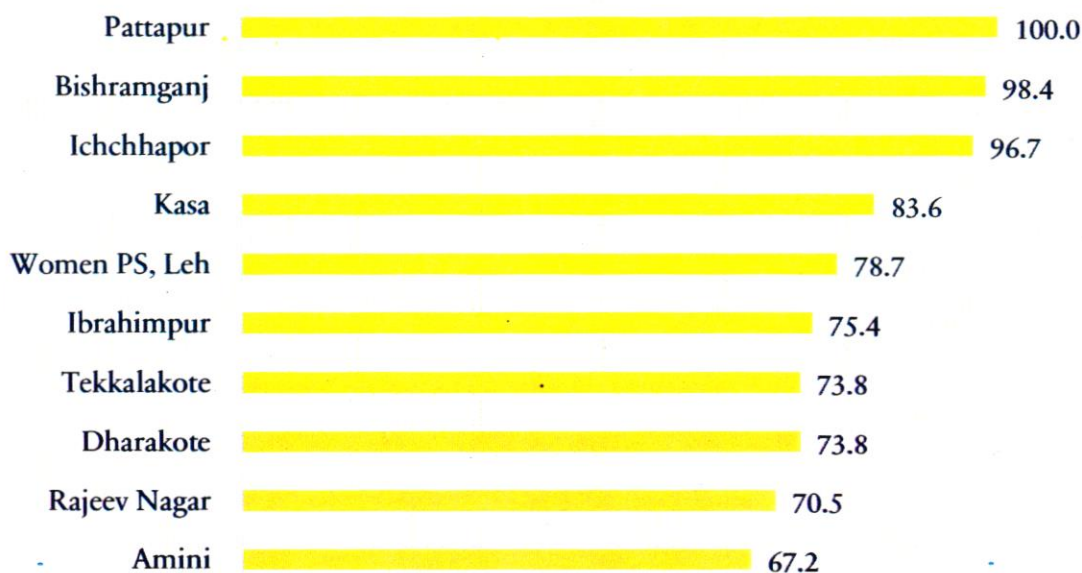
Nos. of People Suspended



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)



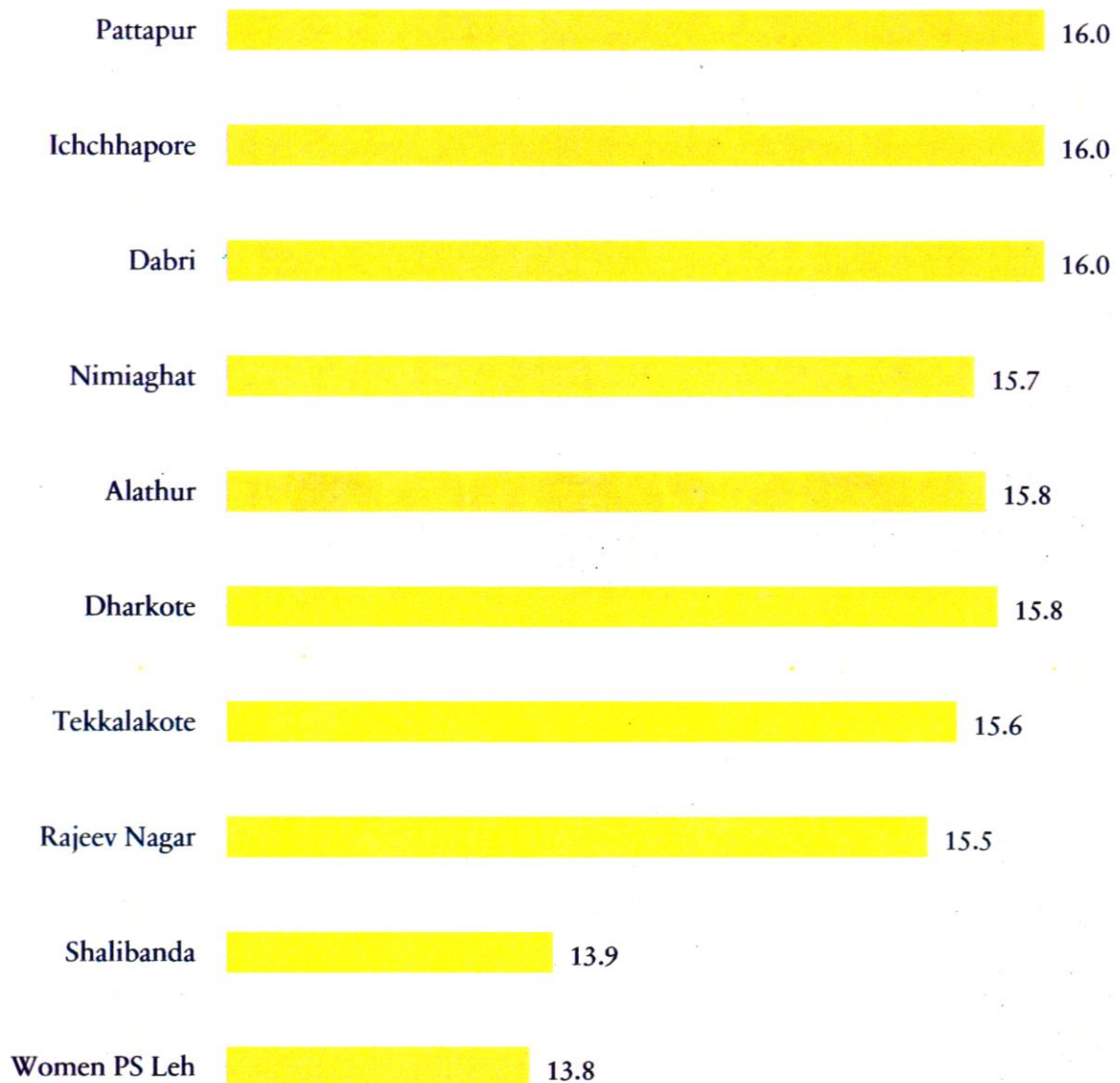
Ranking of Police Stations 2024

Part-2: Survey Based Assessment

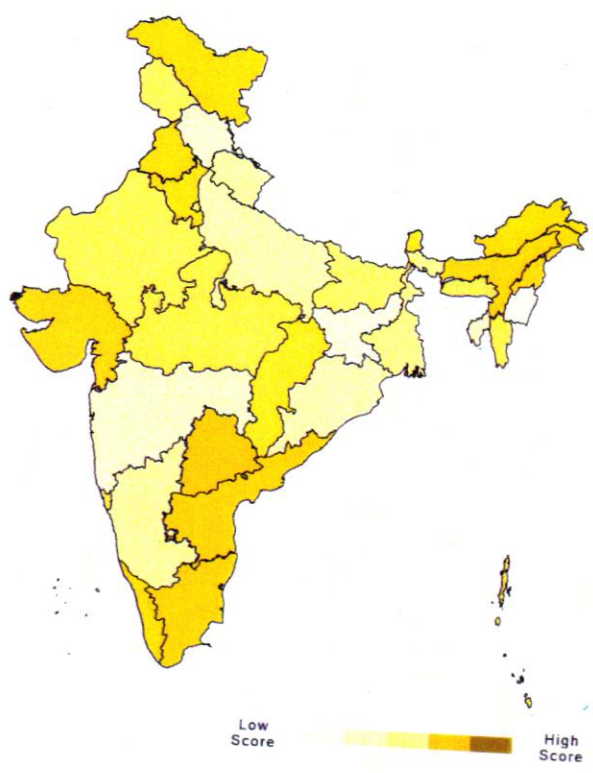
Infrastructure of the Police Station and approachability

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.

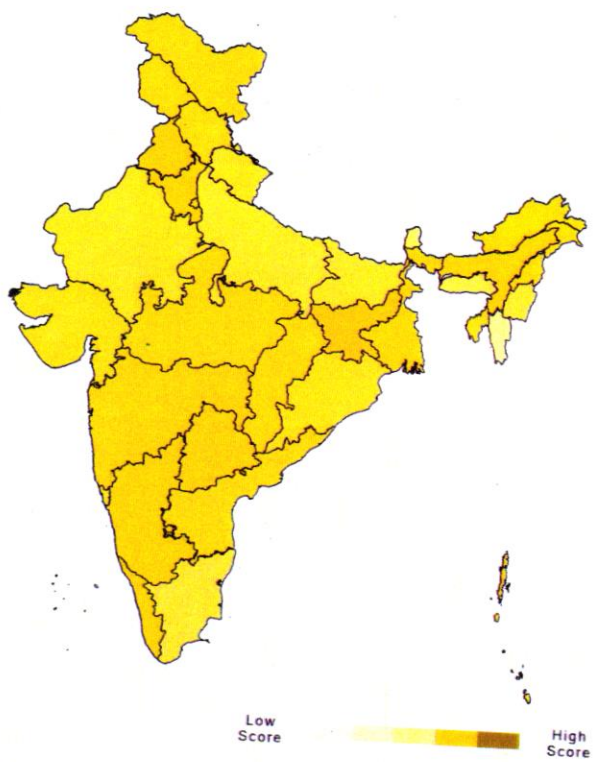
Infrastructure & Approachability



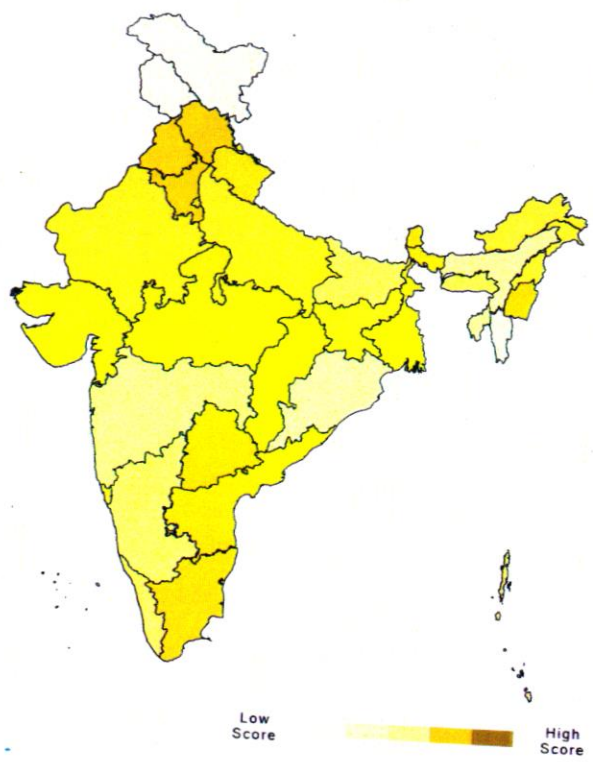
Approachability of Police Stations



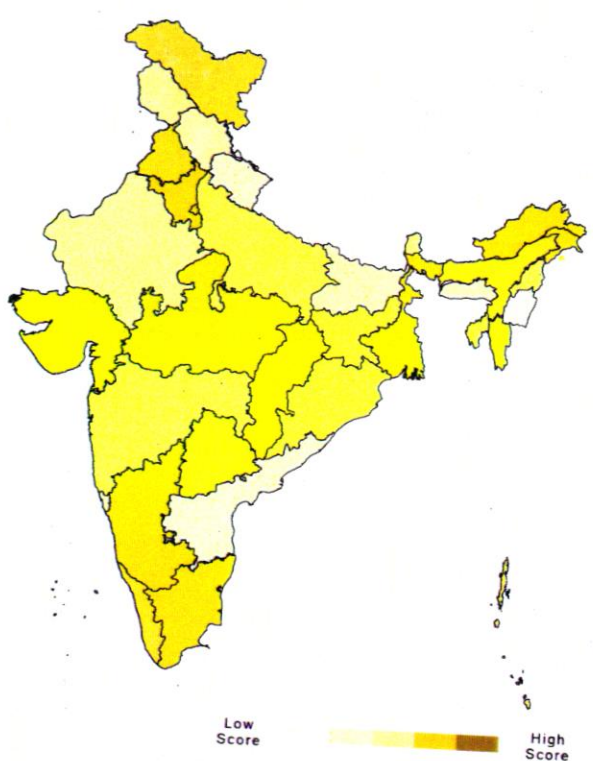
Barrack



Compound & Building

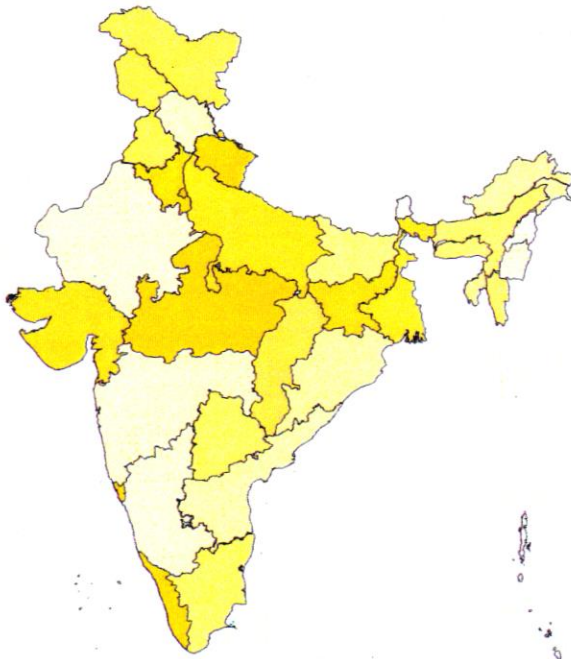


Lock-up



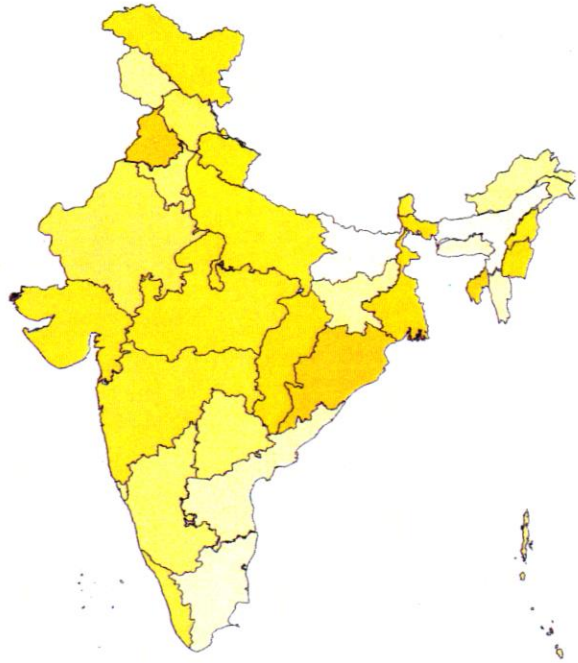
Ranking of Police Stations 2024

Mess & Canteen



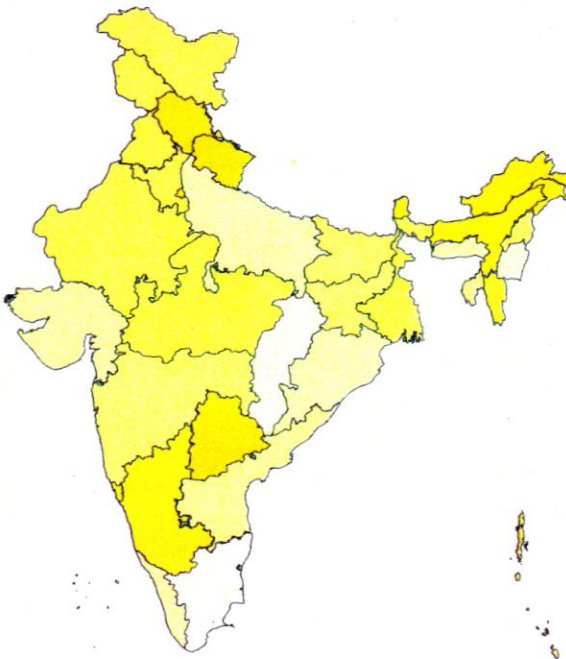
Low Score High Score

Record & File Storage



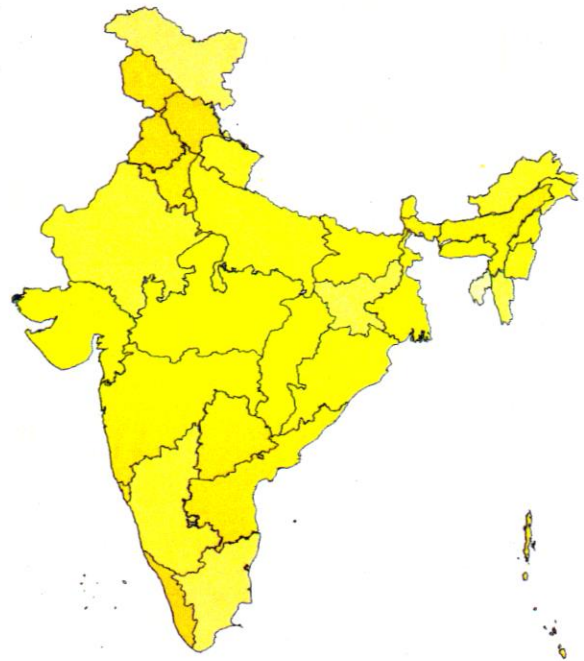
Low Score High Score

Safety & Security



Low Score High Score

Toilets & Cleaning

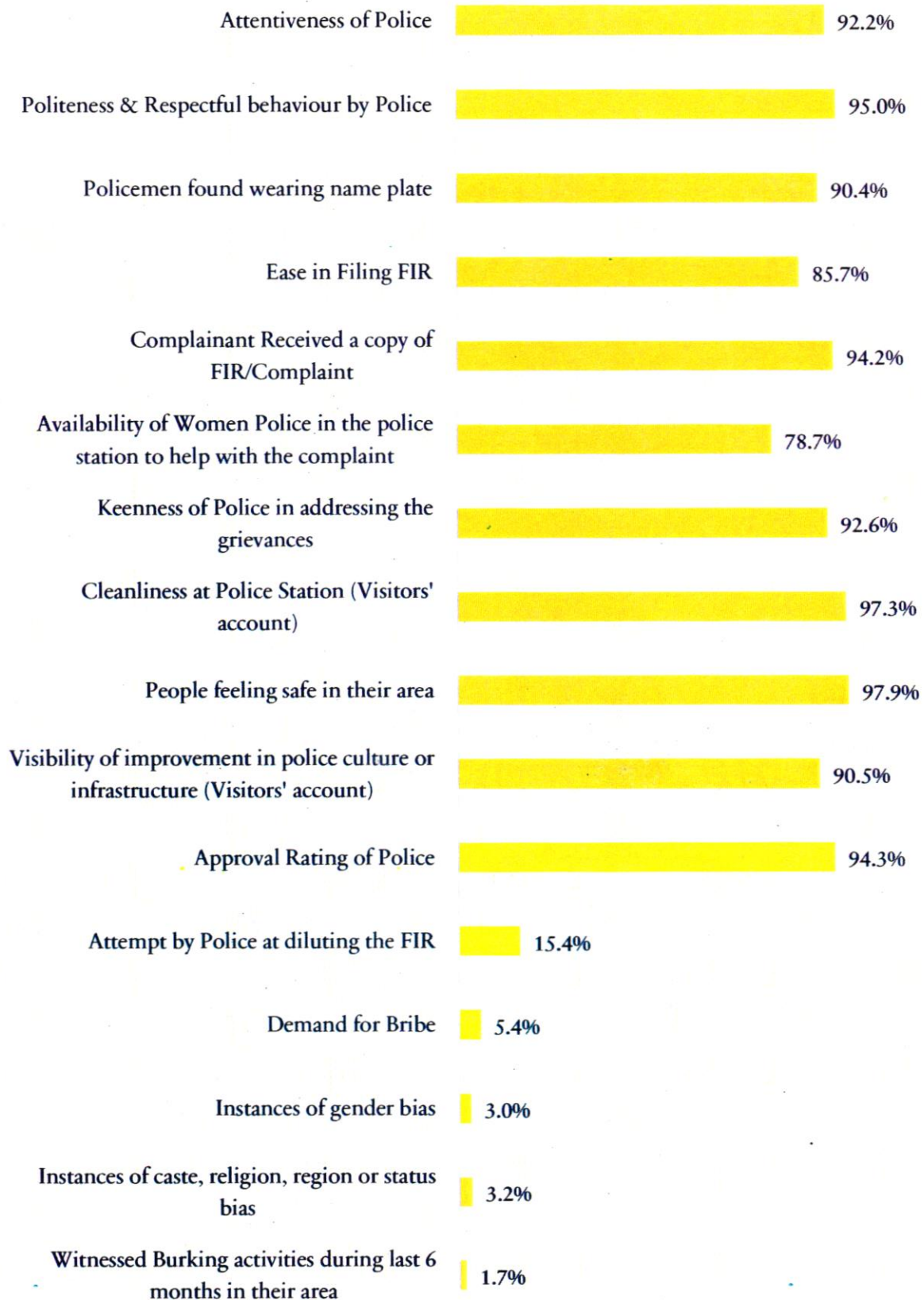


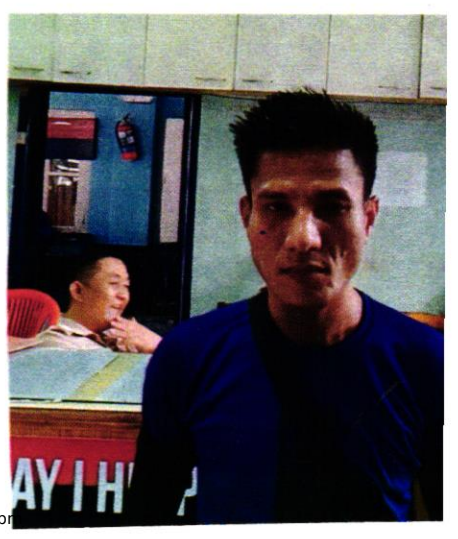
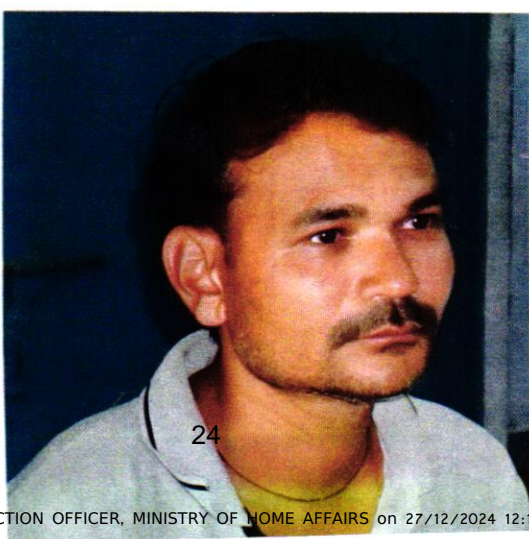
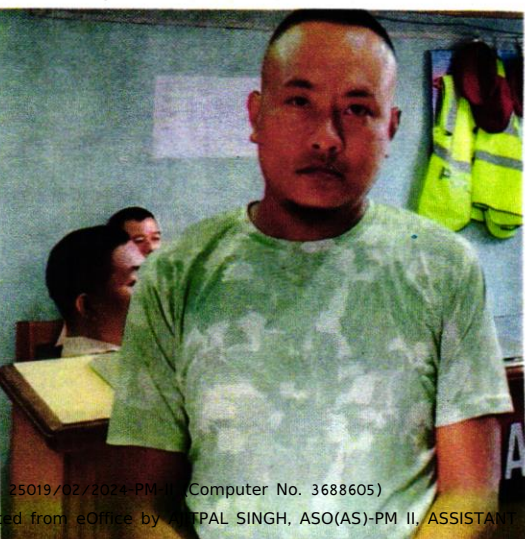
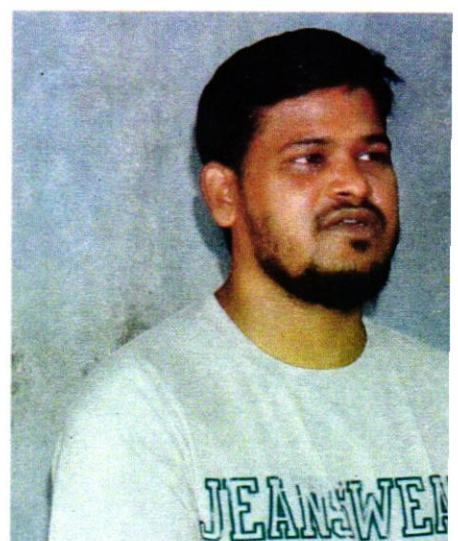
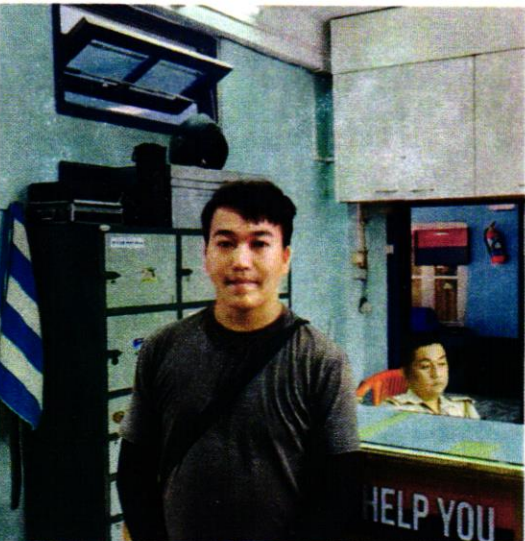
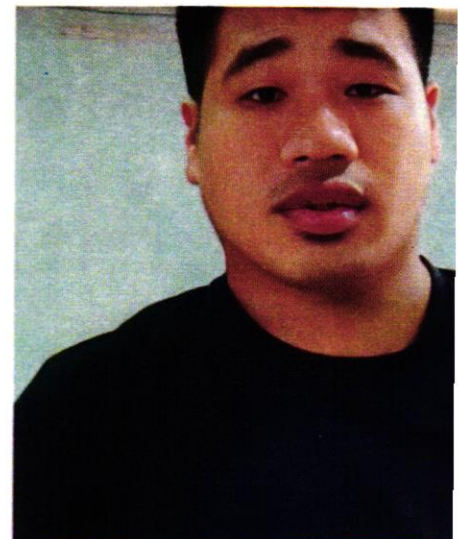
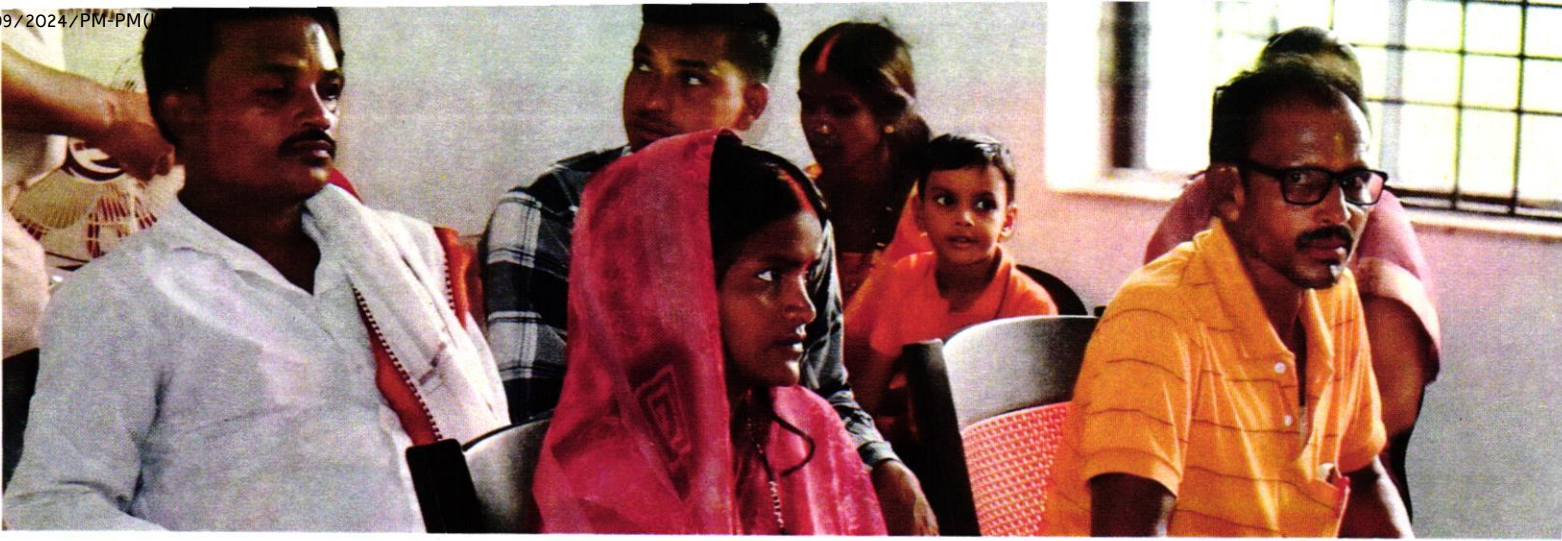
Low Score High Score

Ranking of Police Stations 2024

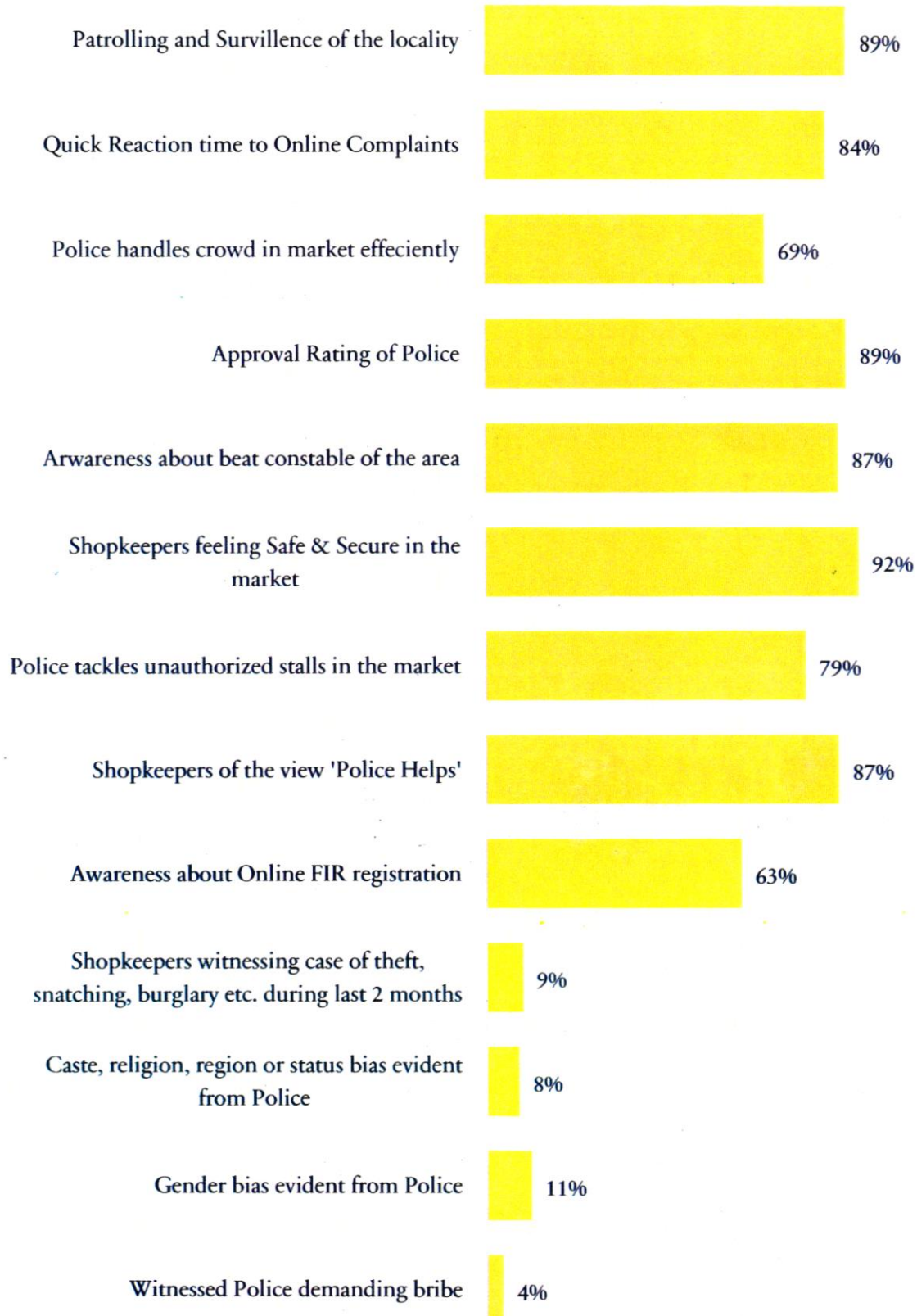
Citizens' Feedback

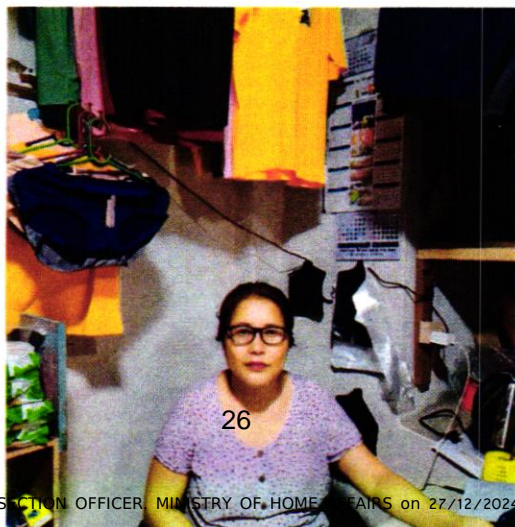
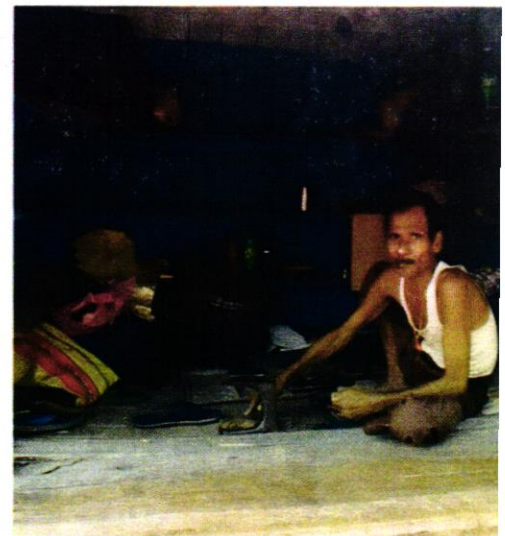
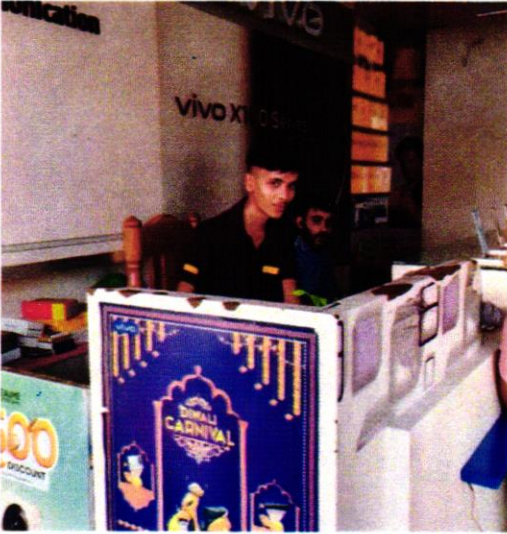
Feedback of People leaving the Police Station





Shopkeepers in nearby market

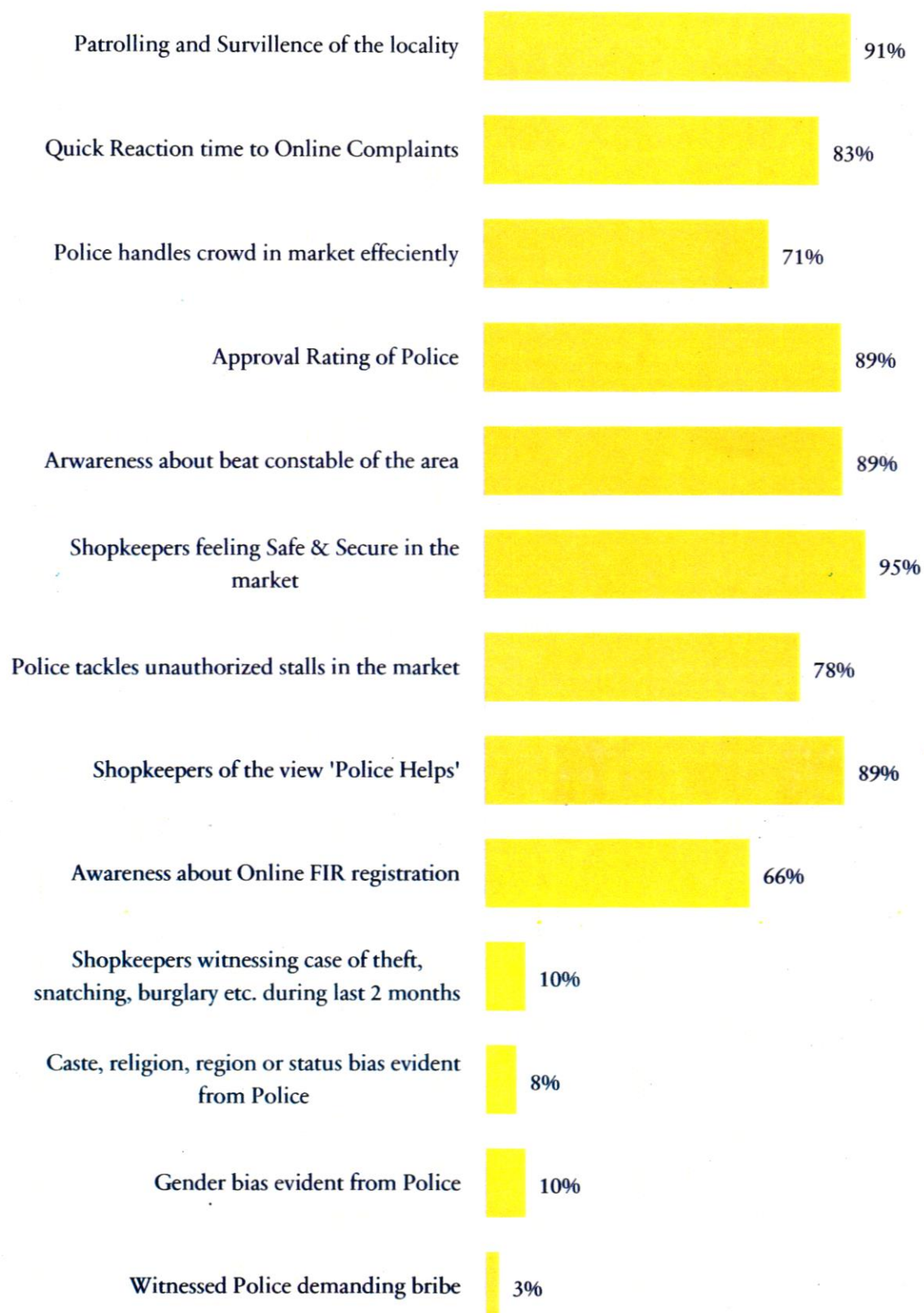




Ranking of Police Stations 2024

28

People in a nearby residential area





4. THE RANK HOLDERS



#2
PATTAPUR

Ganjam
Odisha



#1
ICHCHHAPOR

Surat
Gujarat



#3
NIMIAGHAT

Giridih
Jharkhand



#4 **Dabri**
Dwarka
Delhi

Alathur
Palakkad **#5**
Kerala



#6 **Women PS**
Leh
Ladakh

Rajeev Nagar
Patna **#7**
Bihar



#8 **Shalibanda**
Hyderabad City
Telangana

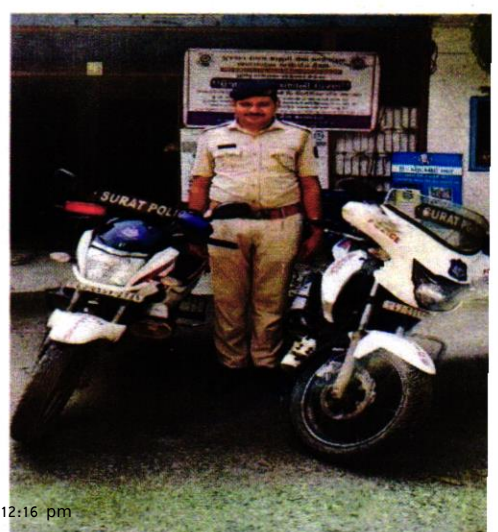
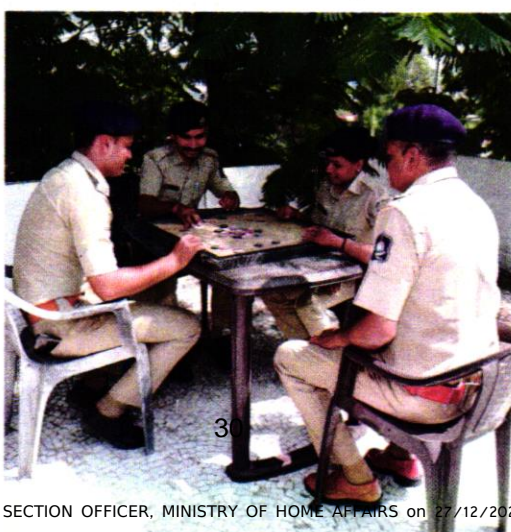
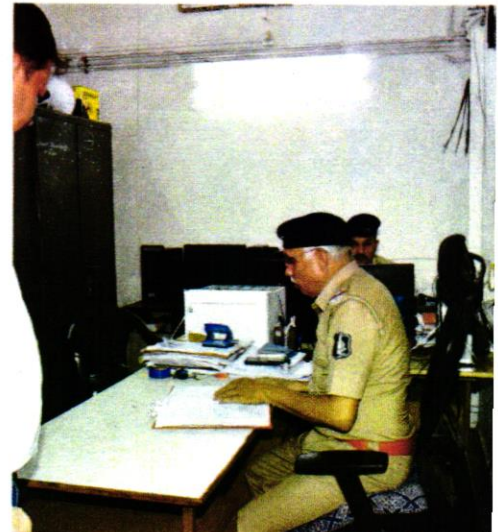
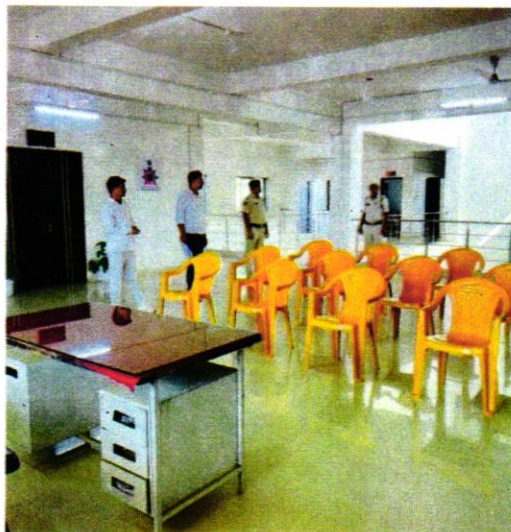
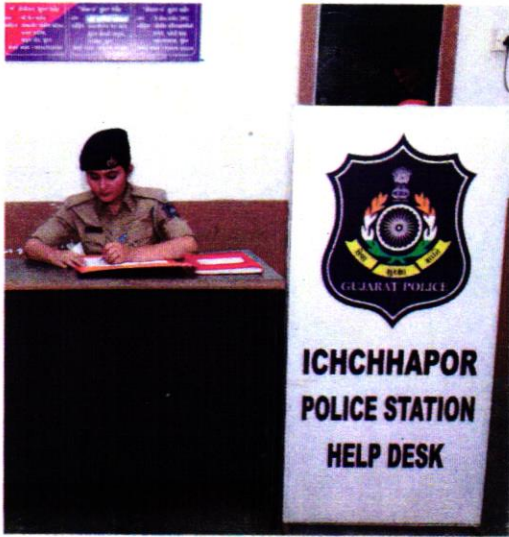
Amini
Lakshadweep **#9**
Lakshadweep



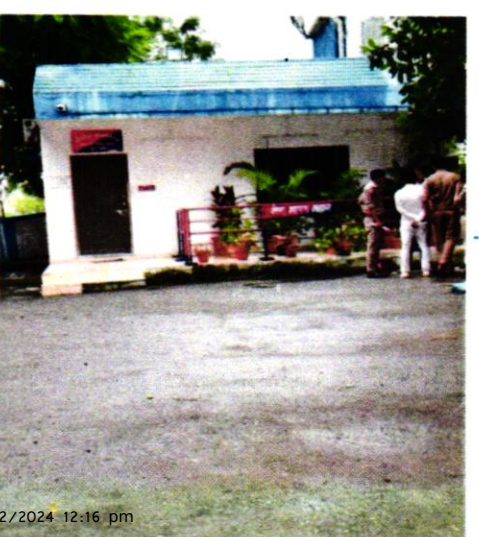
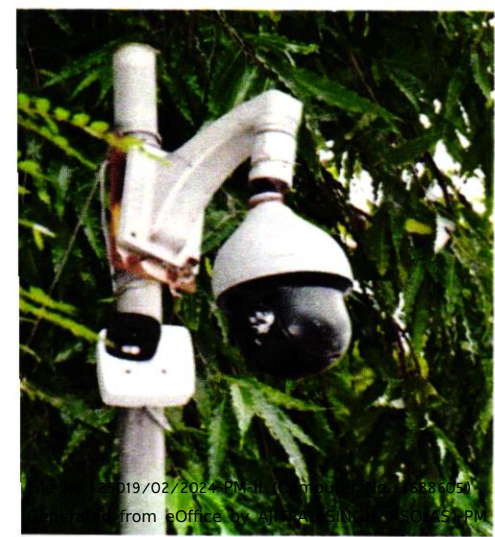
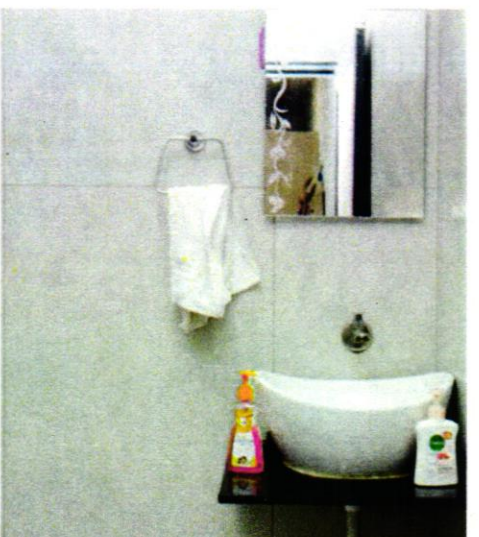
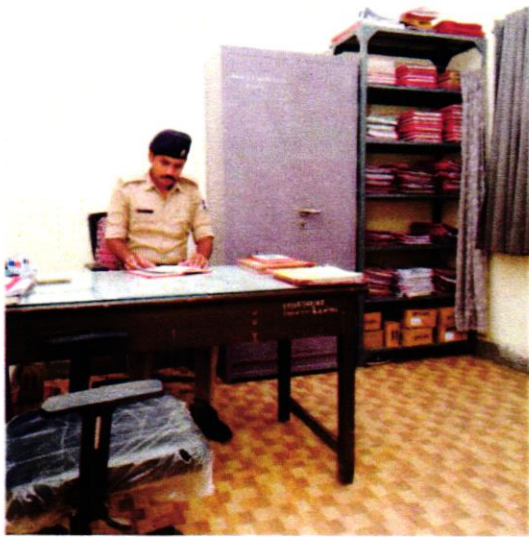
#10

Tekkalakote
Ballari
Karnataka

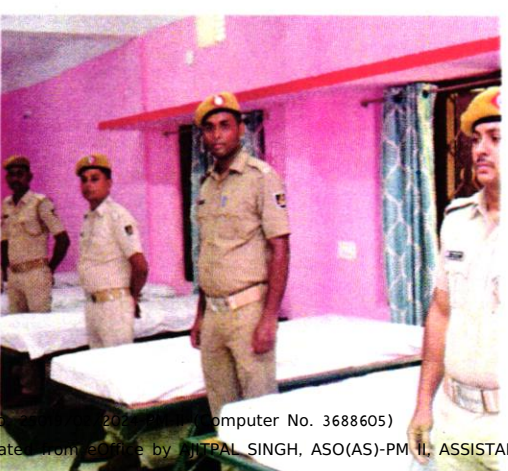
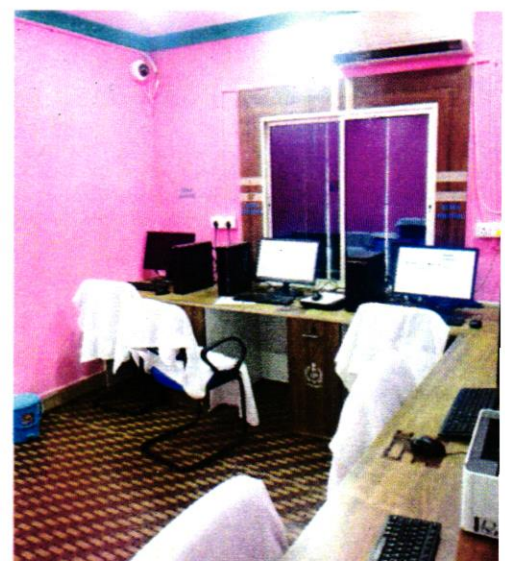
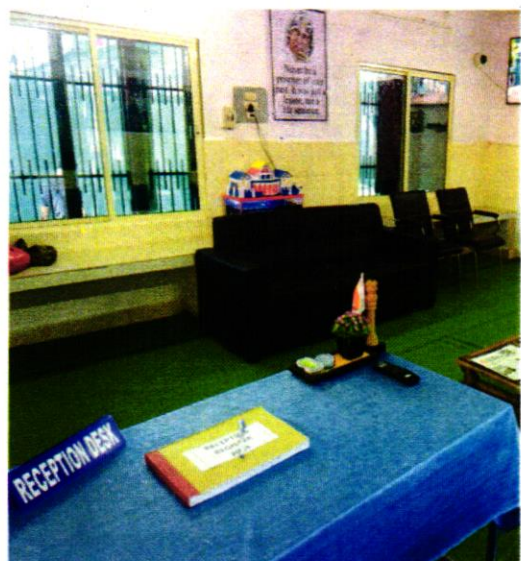
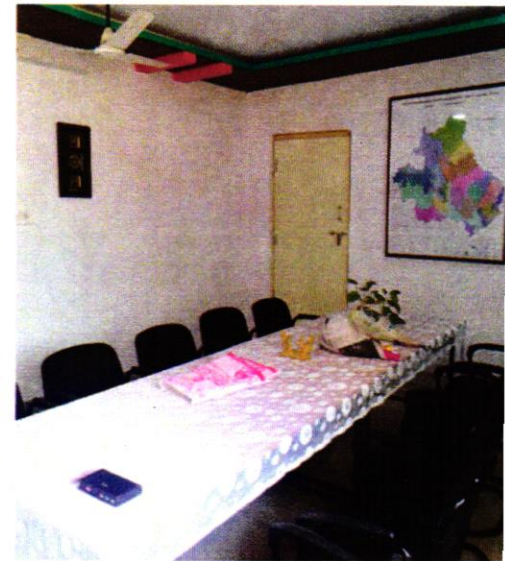
#1 Ichchhapor, Gujarat



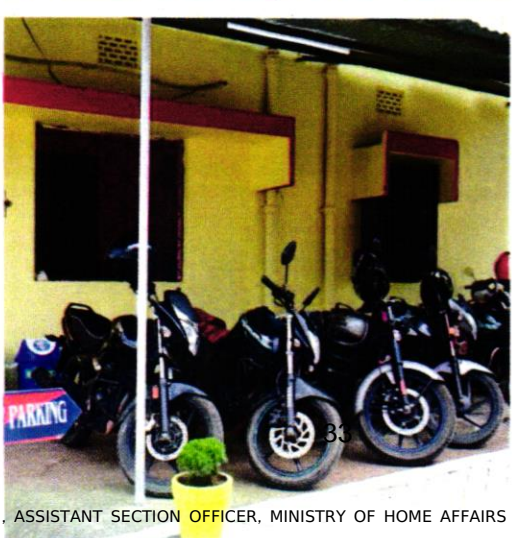
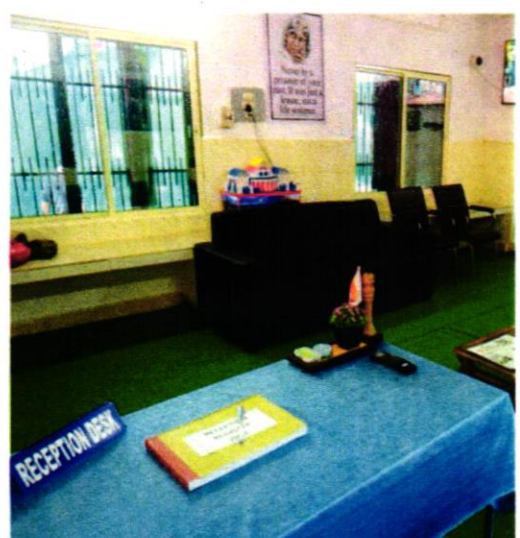
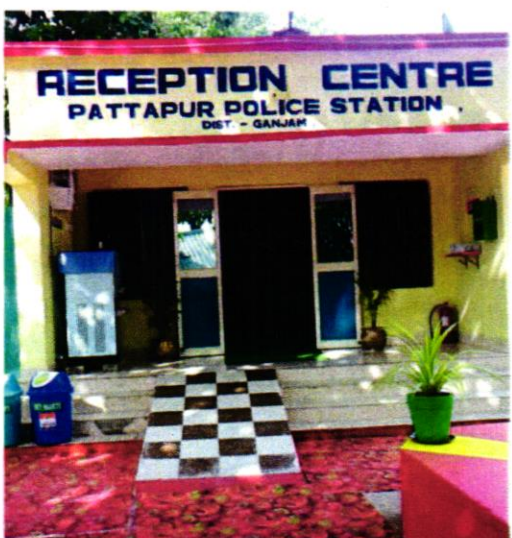
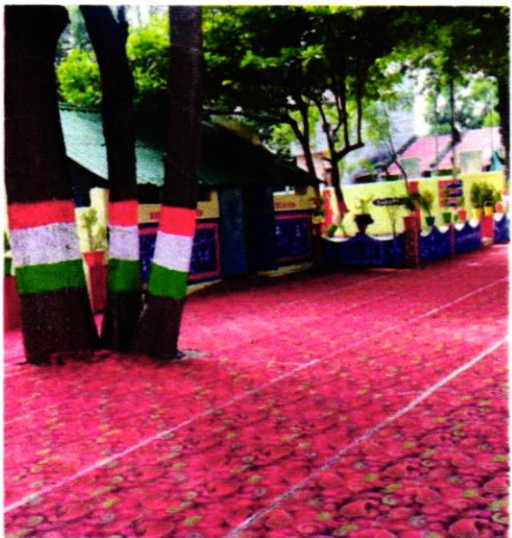
#1 Ichchhapor, Gujarat



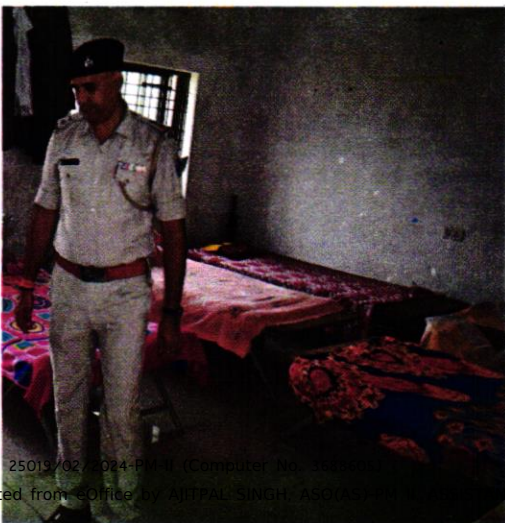
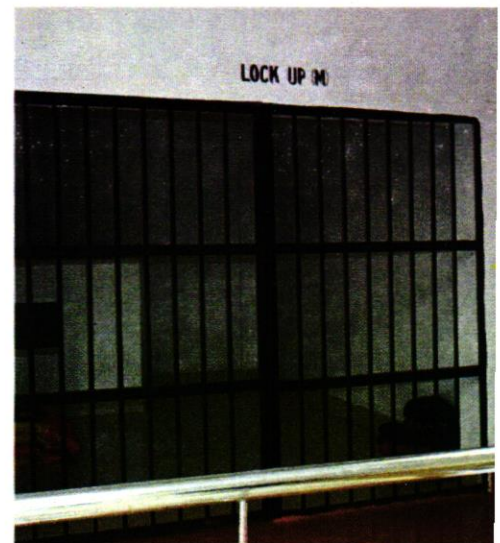
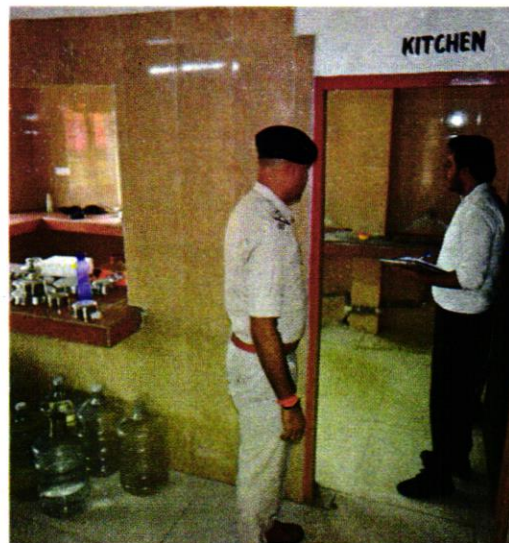
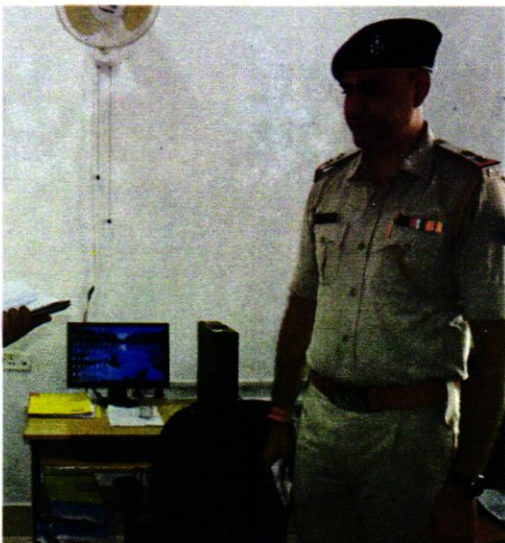
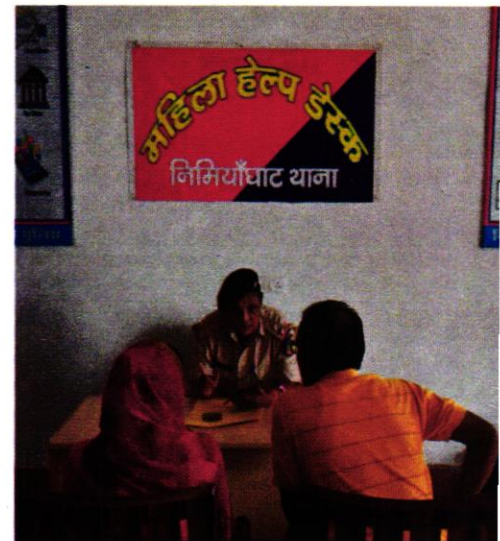
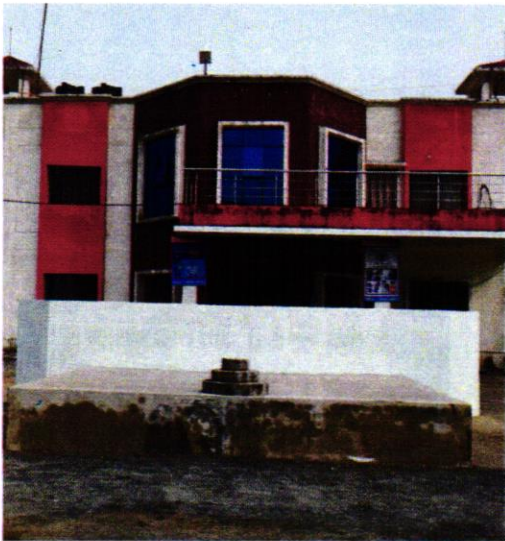
#2 Pattapur, Odisha



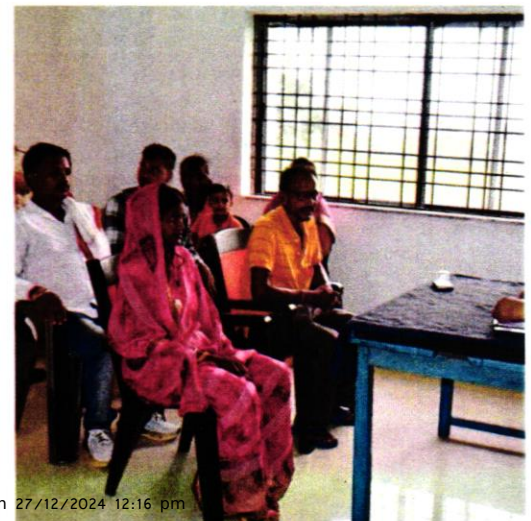
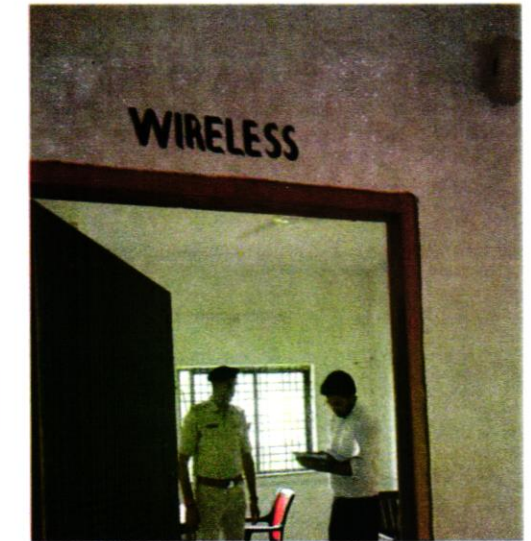
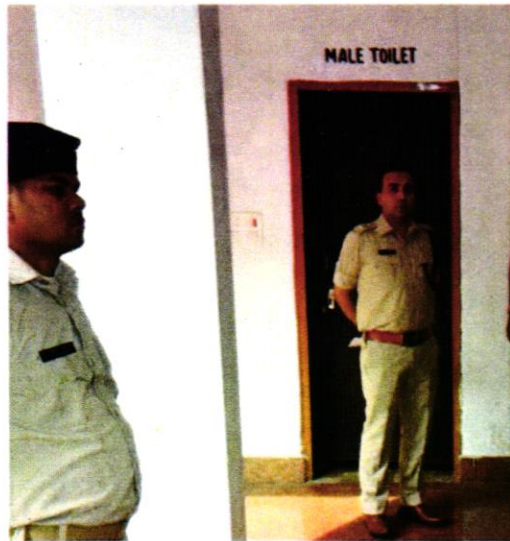
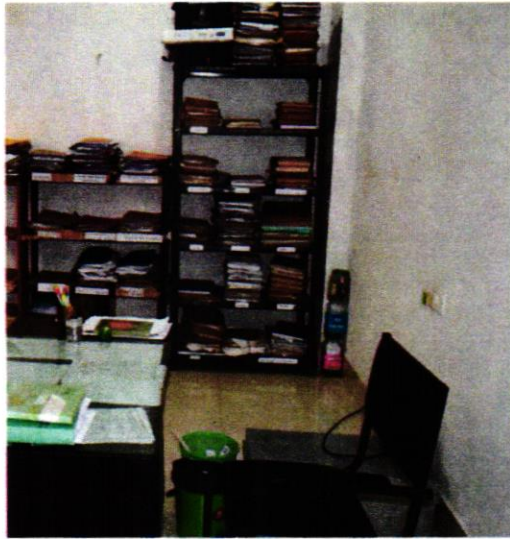
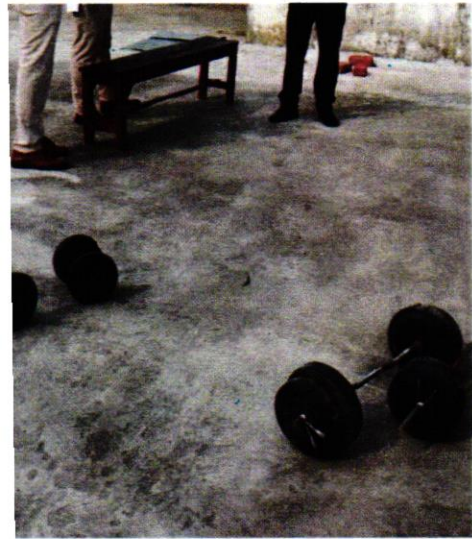
#2 Pattapur, Odisha



#3 Nimiaghat, Jharkhand



#3 Nimiaghat, Jharkhand



Ranking of Police Stations 2024

State Toppers

Sl.	Name of the PS	District	State/UT
1	Bambooflat	South Andaman	Andaman and Nicobar Islands
2	Kothapalli	Nandyal	Andhra Pradesh
3	Bordumsa	Changlang	Arunachal Pradesh
4	Digboi	Tinsukia	Assam
5	Rajeev Nagar	Patna	Bihar
6	Mani Majra	Chandigarh	Chandigarh
7	Baramkela	Sarangarh-Bilaigarh	Chhattisgarh
8	Dabri	Dwarka	Delhi
9	Nani Daman	Daman	Dadra & Nagar Haveli and Daman & Diu
10	Saligao	North Goa	Goa
11	Ichchhapor	Surat	Gujarat
12	Ballabgarh	Faridabad	Haryana
13	Kangra	Kangra	Himachal Pradesh
14	Akhnoor	Jammu	Jammu & Kashmir
15	Nimiaghat	Giridih	Jharkhand
16	Tekkalakote	Ballari	Karnataka
17	Alathur	Palakkad	Kerala
18	Women PS Leh	Leh	Ladakh
19	Amini	Lakshadweep	Lakshadweep
20	Bamhorikala	Tikamgarh	Madhya Pradesh
21	Kasa	Palghar	Maharashtra
22	Lumdiengjri	Khasi Hills East	Meghalaya
23	Vaivakawn	Aizwal	Mizoram
24	Tuensang	Tuensang	Nagaland
25	Pattapur	Ganjam	Odisha
26	Kottucherry	Karaikal	Puducherry
27	Jamalpur	Ludhiana	Punjab
28	Kishorepura	Kota City	Rajasthan
29	Sadar PS	Gangtok	Sikkim
30	Muthupettai	Tiruvarur	Tamil Nadu
31	Shalibanda	Hyderabad City	Telangana
32	Bishramganj	Sepahijala	Tripura
33	Ibrahimpur	Ambedkar Nagar	Uttar Pradesh
34	ITI Kashipur	Udham Singh Nagar	Uttarakhand
35	Titagarh	Barrackpore PC	West Bengal

Ranking of Police Stations 2024

5. ANNEXURES**Annexure-1: List of Shortlisted Police Stations**

Sl.	Name of the PS	District	State
1	Bambooflat	South Andaman	A & N Islands
2	Anantagiri	Alluri Sitharama Raju	Andhra Pradesh
3	B. Atmakur	Nandyal	Andhra Pradesh
4	Kothapalli	Nandyal	Andhra Pradesh
5	Bordumsa	Changlang	Arunachal Pradesh
6	Miao	Changlang	Arunachal Pradesh
7	Baghjan	Tinsukia	Assam
8	Digboi	Tinsukia	Assam
9	Phulwaria	Begusarai	Bihar
10	Rajeev Nagar	Patna	Bihar
11	Nasriganj	Rohtas	Bihar
12	Mani Majra	Chandigarh	Chandigarh
13	Baramkela	Sarangarh-Bilaigarh	Chhattisgarh
14	Sejbahar	Raipur	Chhattisgarh
15	Nani Daman	Daman	UT of D&NH and D&D
16	Harsh Vihar	North East	Delhi
17	Dabri	Dwarka	Delhi
18	Sanguem	South Goa	Goa
19	Saligao	North Goa	Goa
20	Ichchapor	Surat	Gujarat
21	Nandesari	Vadodara City	Gujarat
22	Raopura	Vadodara City	Gujarat
23	Ballabgarh City	Faridabad	Haryana
24	Sadar Rattia	Fatehabad	Haryana
25	Kangra	Kangra	Himachal Pradesh
26	Jwalamukhi	Kangra	Himachal Pradesh
27	Akhnoor	Jammu	Jammu & Kashmir
28	Rajganj	Dhanbad	Jharkhand
29	Nimiaghat	Giridih	Jharkhand
30	Ormanjhi	Ranchi	Jharkhand
31	Yelahanka New Town	Bangalore City	Karnataka
32	Hatcholli	Ballari	Karnataka
33	Tekkalkote	Ballari	Karnataka
34	Alathur	Palakkad	Kerala
35	Kumbla	Kasargode	Kerala
36	Women PS Leh	Leh	Ladakh
37	Amini	Lakshadweep	Lakshadweep
38	Chirula	Datia	Madhya Pradesh

Ranking of Police Stations 2024

Sl.	Name of the PS	District	State
39	Jatara	Tikamgarh	Madhya Pradesh
40	Bamhori Kala	Tikamgarh	Madhya Pradesh
41	Mulund West	Brihan Mumbai City	Maharashtra
42	Kasa	Palghar	Maharashtra
43	Vimantal (Airport)	Pune City	Maharashtra
44	Women PS	Bishenpur	Manipur*
45	Women PS	Thoubal	Manipur*
46	Sadar PS	Khasi Hills East	Meghalaya
47	Lumdiengjri	Khasi Hills East	Meghalaya
48	Vaivakawn	Aizawal	Mizoram
49	Lunglei PS	Lunglei	Mizoram
50	Tuensang	Tuensang	Nagaland
51	Naginimora	Mon	Nagaland
52	Pattapur	Ganjam	Odisha
53	Dharakote	Ganjam	Odisha
54	Kottucherry	Karaikal	Puducherry
55	Jamalpur	PC Ludhiana	Punjab
56	Khanauri	Sangrur	Punjab
57	Kaithunipol	Kota City	Rajasthan
58	Kishorepura	Kota City	Rajasthan
59	Pallu	Hanumangarh	Rajasthan
60	Pakyong	Pakyong	Sikkim
61	Sadar PS	Gangtok	Sikkim
62	Muthupettai	Tiruvarur	Tamil Nadu
63	Mangalamedu	Perambalur	Tamil Nadu
64	Thennilai	Karur	Tamil Nadu
65	Shamirpet	Rangareddy	Telangana
66	Peruru	Mulugu	Telangana
67	Shalibanda	Hyderabad City	Telangana
68	Bisramganj	Sepahijala	Tripura
69	Bishalgarh Women PS	Sepahijala	Tripura
70	Rajpura	Sambhal	Uttar Pradesh
71	Didauli	Amroha	Uttar Pradesh
72	Ibrahimpur	Ambedkar Nagar	Uttar Pradesh
73	ITI Kashipur	Udham Singh Nagar	Uttarakhand
74	Vikas Nagar	Dehradun	Uttarakhand
75	Golabari	Howrah PC	West Bengal
76	Titagarh	Barrackpore PC	West Bengal

*Shortlisted but assessment and survey not done

Ranking of Police Stations 2024

Annexure-2: Questionnaire for Infrastructure & approachability

Section	Sub-section	Questions/ Observations
Additional Facilities	Facilities	Disabled Friendly Facilities- Is there any ramp available for persons with disabilities?
		Power Backup- Does the police station have power back up 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 uniform as per dress code?
		Are the policemen attentive towards 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 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. not 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 toilet?
		Is the toilet ventilated?
		Is the toilet well lit?
		Is there a flush in the washroom and is it functional?
		Is there any wash basin area present?
Is there soap/hand wash?		
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?

Ranking of Police Stations 2024

Section	Sub-section	Questions/ Observations	
		Condition of Security of Boundary wall (Secured/ Unsecured)	
		Is the compound area clean?	
		Is the name of the police station visible from outside?	
		Liquid waste- Can stagnated water be spotted in the compound area?	
		Odor- 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? (Proper/ Improper)	
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 ambiance of the police station?	
		Odor-Could you notice 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 public library, Public Gymnasium etc.?	
		Does the police station have separate conference room?	
		Does the police station have separate suspect/witness examination room?	
		Does the police station have separate wireless and communication room?	
		Does the room have storage cabinet for files and case files?	
		Is enough cooling/heating facility available in the room?	
		Is malkhana / armory available and locked?	
		Is the furniture in good condition?	
		Is the seat arrangement available in waiting room?	
		Is there proper cooling/ heating arrangement in the police station?	
		Presence of Waiting Room- Is there a designated waiting room available for common public?	
Women help desk- Does the Police station have separate Women Help Desk?			

Ranking of Police Stations 2024

Section	Sub-section	Questions/ Observations
Lockup		Lock up Area: Condition of Walls-Are the walls well plastered and painted?
		Lock up Area: Dampness-Are the walls and ceiling without any seepage or dampness?
		Lock up Area: Does the CCTV cover the lock up area?
		Lock up Area: Floor Details- Is the floor well maintained and plastered?
		Lock up Area: Is there a separate lockup available for male and female?
		Lock up Area: Toilets: Are there toilets available for accused in the lockup?
		Lock up Area: Toilets-Are the toilets clean?
		Lock up Area: Unwanted Objects-Are the lockups being used for storage of waste material like non-functional fans, broken chairs etc.
Record Maintenance		Record Maintenance: Are records stored in a sealed cabinet?
		Record Maintenance: Are the old records maintained online?
		Record Maintenance: Are the registers hard bonded?
		Record Maintenance: Are the registers labelled?
		Record Maintenance: How are the complaints taken?
Mess and Canteen area		Record Maintenance: Is the internet facility available
		Are the walls and ceiling clean, maintained and free of dampness?
		Does the room have a proper ventilation?
		Does the room have proper lighting?
		Is the canteen/ mess area available?
Safety of the police station	CCTV	Is the floor of the mess clean and maintained?
		Is the mess provided with proper cooling facility?
		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?
	Fire Safety	For how long data backup is maintained?
		Where is the backup kept?
		Are all the wires and switch boards properly covered, secured (concealed conduit or on batten)?
		Are the extinguishers tested timely and working?
		Does the police station have fire alarm?

Ranking of Police Stations 2024

Section	Sub-section	Questions/ Observations
SHO Questionnaire		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?
	Fuel	Do you get fuel requirement received in total as ordered?
		For how many days station vehicles remain idle in want to fuel?
		Fuel- In how many days of placing 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 report 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 do 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, bed, beddings etc.?
		Who pays for tea coffee facility and ingredient?
	Last year declaration	Has anyone died during custody in 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 form police custody
	Vehicle	Number of 4 wheelers sanctioned
		Number of 4 wheelers functional
Number of two wheelers Sanctioned		
Number of two wheelers functional		
Are the GPS tags functioning?		

Ranking of Police Stations 2024

Section	Sub-section	Questions/ Observations	
		How many vehicles are GPS tagged?	
		Are the RFID tags functioning?	
		How many vehicles are RFID tagged?	
	Law & Order		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 registered through call center?
What kind of actions have been taken for complaint?			
Toilets and Cleaning Staff	Housekeeping and Personnel Hygiene	Is there a record maintained for history sheeters?	
		Is housekeeping staff available?	
		Is the attendance of the housekeeping staff maintained?	
		Is housekeeping staff wearing a uniform?	
		Does housekeeping staff using protective gear i.e. gloves and mask, 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 daily cleaning check list available?	
		Is janitor space available?	
		Are the walls and ceiling clean i.e. no cobweb, stains, etc.?	
		Are there cockroaches or rats in sight in the toilet?	
		Are toilets available in the Police Station?	
		Does the police station have separate toilets for male and female?	
Toilets and Cleaning Staff	Housekeeping and Personnel Hygiene	Is running water available in the toilet?	
		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 wash basin area present?	
What is the condition of the toilet floor			
What is the condition of the wash basin?			

Ranking of Police Stations 2024

Annexure-3: Questionnaire for Survey of 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? (Satisfactory/ Unsatisfactory)
	Has a bribe ever been demanded from you in your area? (Amount & regularity/periodicity)
	Have you ever tried to register the complaint?
	Is an online platform available for 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 police helps?
	Was there any caste, religion, region (local/non-local) or status bias evident during the interaction?
	In the last one 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 past 2 months have you noticed any case of theft, snatching, burglary etc. in the nearby area?
	In past 6 months have you contacted police for any mishappening?
	Does the police actively intervene wherever crime like pick pocket/ snatching/ brawl happens?
	Have you seen burking activities in your area? If yes, when did you see?
Explain your overall experience with the Police and the suggestions you would like to share	
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 Police?
	Is an online platform available for 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 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?

Ranking of Police Stations 2024

Respondent Category	Key Questions
	In past 6 months have you noticed any case of theft, snatching, burglary etc. in the market area?
	In haatt, does the police handle the crowd effectively?
	Does the police take any necessary action in case there are any unauthorized stalls in the market?
Public feedback- People leaving police	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 log complaint though 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 name plate on himself?
	Was there any demand for a bribe by the police?
	In case of a woman 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 to your grievances and provide solution?
Did you find overall cleanliness at police station good?	
Do you feel safe in your area?	
Have you seen burking activities in your area? If yes, when did you see?	
As per your last visit have you seen any improvement in police culture or infrastructure?	



सत्यमेव जयते

Government of India
Ministry of Home Affairs