

## **Annexure 4**

### **Assessment of Current Status of CPRCs**

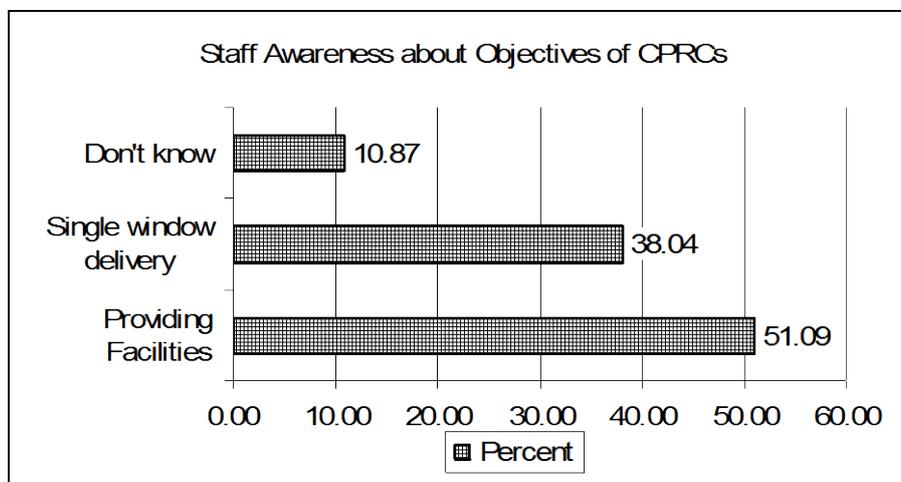
## Assessment of Community Policing Resource Centres

### Feedback of the Personnel working in the CPRCs

CPRCs – Community Policing Resource Centres have existed in all the districts of the State for quite sometime now, however, majority of the personnel manning these centres are not aware about the mandate objectives, functions and the relevance of CPRCs. The standing orders issued with regard to the functioning of the CPRCs have not been properly adhered to.

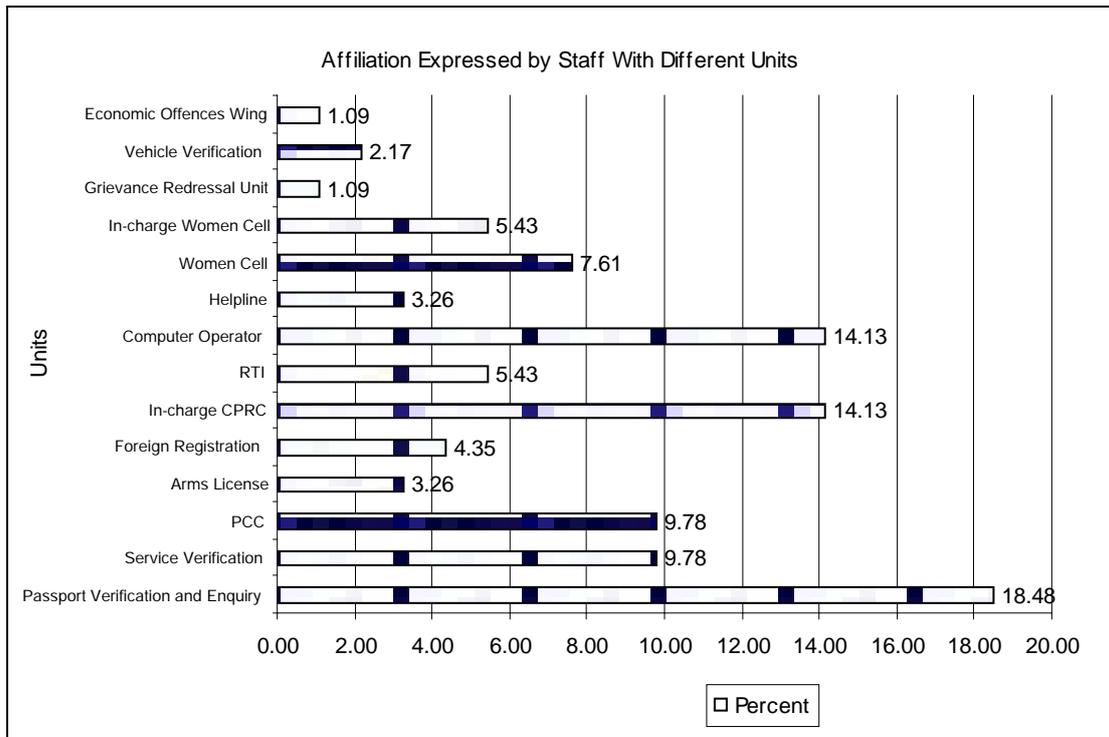
### Perceived Objectives

CPRCs were expected to provide single window delivery of some key services to the citizens besides having basic amenities like comfortable sitting arrangement for the visitors. Interaction with the staff deployed at some of the CPRCs generated the following result.



### Affiliation Expressed with Different Units

The staff working in the CPRC's are expected to comprehend the objectives and functions of the centre in a holistic manner than treat the part of the function handled by them as independent and exclusive from the other units working under the same roof. The general perception about CPRCs is that these centres have no entity and there were only different sections working under a single roof as single window system. Only a few staff members of CPRC Patiala mentioned affiliation with grievance redressal unit.



**Change in Functions**

The staff has been posted to CPRC, from police stations and different branches of SSP office. To know whether they find any change in their duties after being posted in the centre, they were asked whether in CPRC they perform any different functions or work.

**Change in functions after posting to CPRC**

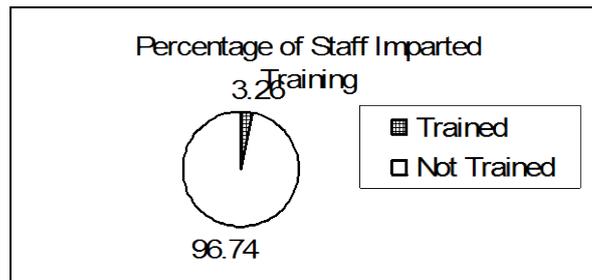
Same as security branch work	35.87
Change from field to office work	44.57
Limited work hour	19.57

IDC Survey 2008

36 per cent said CPRC have same functions as security branch, 44.5 per cent said earlier they were doing field work but now it is office duty and the rest 19.6 per cent mentioned that earlier there was no working hour but now they work for limited hour in CPRC.

**Staff Training**

Before being posted in the CPRCs, the staff was supposed to be imparted some initial training by way of familiarization with the objectives, structure, functions and the role and responsibilities of the Centre. However, majority of the personnel happen to be posted without any professional training.



Only 3.26 per cent of the staff had been given training who had been posted in CPRCs since inception. Otherwise, 96.74 per cent of the staff had been deployed without any training.

### Perceived CPRC Features

#### CPRCs Features as Perceived by Staff

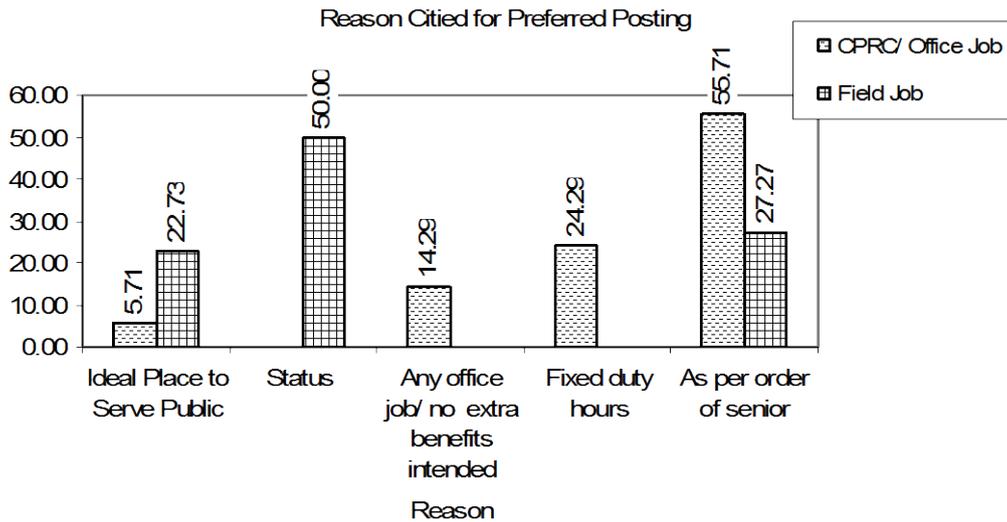
Deals with Verification and permissions	47.83
Polite Dealing	14.13
Good ambience	11.96
Single Window Service	17.39
No difference	8.70
Total	100

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### Staff Preference For Posting

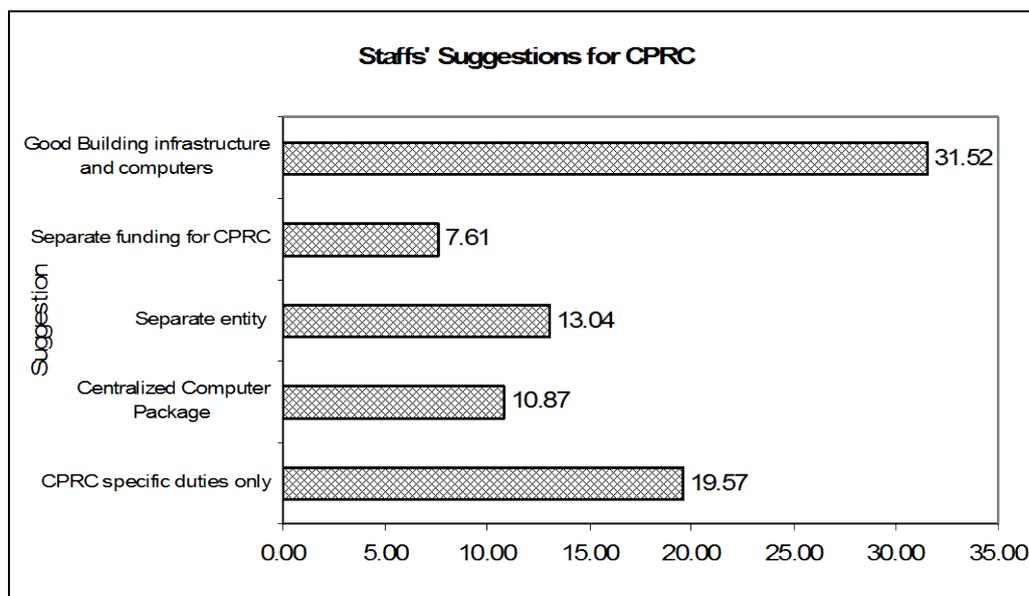
Efforts were made to assess the willingness or the lack thereof of the staff posted with the CPRCs. Per cent of the staff members interviewed expressed their preference to work with CPRC in view of the limited working hours. 22.86 per cent said they wanted to serve public while 12.86 per cent said they liked office job more than the field work.

Other 23.9 per cent expressed un-willingness to work with CPRC. Out of them, 54.55 per cent wanted to be posted in the police stations, 27.27 per cent preferred special cells and 18.18 had no preference but wanted any field job. The following graph mentions the staff preference at a glance.



**Independent CPRC Buildings and Standardised Computer Package**

Being situated within the premises of other offices, CPRCs are not well known to the people, hence separate buildings away from other police establishments for CPRC was recommended by 13.04 respondents. They were of the opinion that to make Community Policing Resource Centres a separate entity these centres must be separated from other units. Otherwise, it is impossible for CPRC to have its independent identity.



All centres are maintaining data pertaining to different verifications and services on computers. Some districts have developed relevant package from their own sources while some have borrowed from other districts. 10.87 per cent of respondents suggested that the computer package of CPRCs

needed to be standardized which will help in sharing of information and centralized pooling of data at the state level.

### **CPRC Specific Duties**

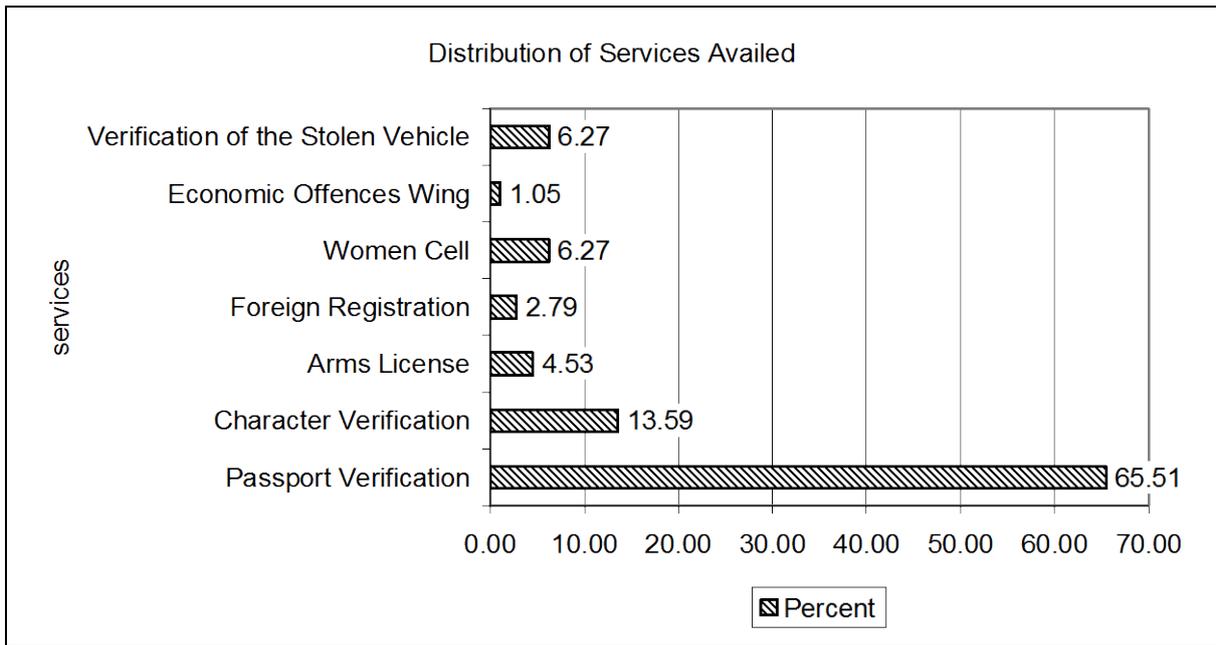
Other emergency duties like VIP, law and order etc. assigned to CPRC staff hamper their work. It was also mentioned that they have to face the public annoyance when they do not do their work on given time. At times, only one person remains in the centre to look after the whole unit while everyone else has been sent for other duties.

### **Beneficiaries' Feedback**

The citizens visiting CPRCs can be considered the beneficiaries. It was observed that the respondents who never visited CPRCs were not at all aware about the existence of these centres. Out of 378 such respondents, only 4 knew about the centres. Even those who were beneficiaries of these centres were not aware about its name. For most of them, it was just SSP office or another police office.

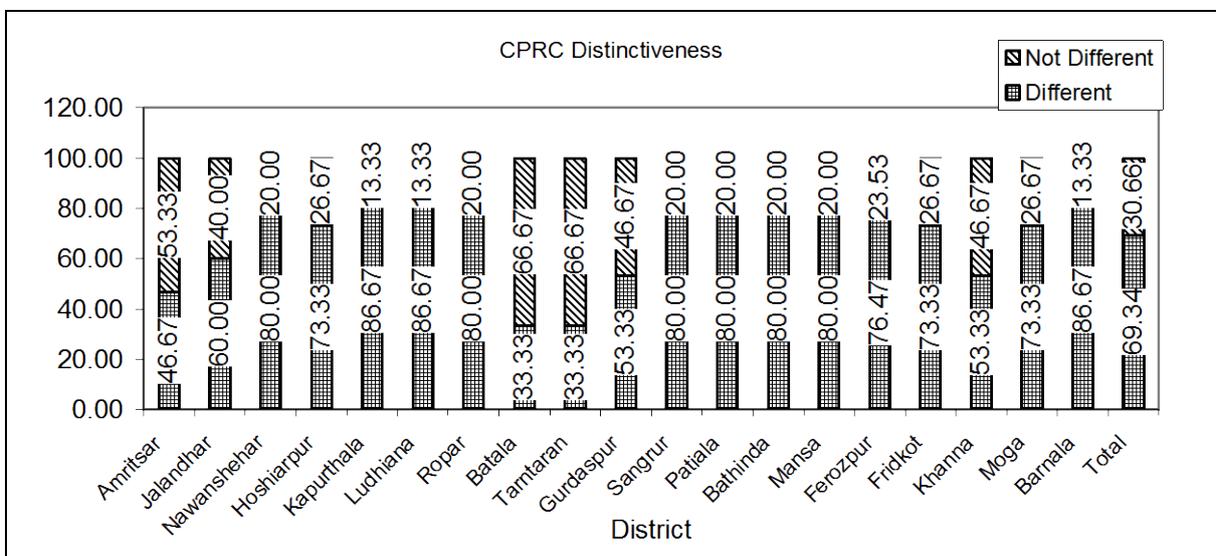
### **Utilisation of Services**

66.51 per cent and 13.59 per cent of the beneficiaries visited CPRC for passport and character verifications respectively. These services were followed by stolen vehicle verification and women cells who get 6.27 per cent of the visitors individually. Rest of the visitors approached the centre for arms license (4.53 per cent), foreign-registration (2.79 per cent) and economic offences wing (1.05 per cent).



**Impression about CPRC**

That CPRC is unique and different from other police offices, the view has been expressed by 69.34 per cent of the beneficiaries. However, this impression varies significantly from district to district. CPRCs in districts of Kapurthala, Ludhiana, Nawanshehar, Ropar, Sangrur, Patiala, Bathinda Barnala and Mansa were perceived as unique by 80.0 per cent of the beneficiaries. However, only 33.0 per cent to 53.33 per cent of beneficiaries had the same impression about CPRCs in Amritsar, Batala, Tarn Taran and Gurdaspur districts.



Those who expressed uniqueness gave following justification for their impression about the centres.

#### Reasons Cited for Uniqueness

Single Window Service	Better Public Dealing	Non police look	Community Orientation
28.64	48.24	28.64	13.07

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Due to multiple responses, sum total is not equal to hundred

#### Service Delivery

89.2 per cent beneficiaries felt that the staff attended to them promptly and that they had to wait only for some time. Only 6.6 per cent said they had to wait for longer time.

#### Staffs' Working: Appraisal By Beneficiaries

	Good	Average	Poor
Employees attitude and behaviour	94.77	4.88	0.35
Overall competence of employee	94.43	4.88	0.70
Response time for service	94.43	5.23	0.35
Overall performance of CPRC Staff	94.77	4.88	0.35

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Prompt job disposal and efficient staff has gained much commendation from the beneficiaries. That is why, when asked to categorise the employees' attitude and behaviour, their competence level, their responsiveness and overall performance as good, average or poor, more than 94 per cent of beneficiaries gave "good" for all. This appreciation was credited to those who were operating different seats at single window, as major constituent of beneficiaries of Community Policing Resource Centre were those who were attended to by the staff at single window.

#### Image Changeover

CPRCs have facilitated the image changeover for the Police in most of the districts. The citizens visiting these centres want them to be comfortable, friendly, single window service delivery interactive places.