

**police
station
visitors
week**



**report of result
South Asia 2013**

(Bangladesh, India,
Nepal and Pakistan)

*Altus
is a global
alliance worked
across continents and
from a multicultural
perspective to improve
public safety and
justice.*

POLICE STATION VISITORS WEEK

3-9 November 2013

(BANGLADESH, INDIA, NEPAL AND PAKISTAN)

REPORT OF RESULTS IN SOUTH ASIA



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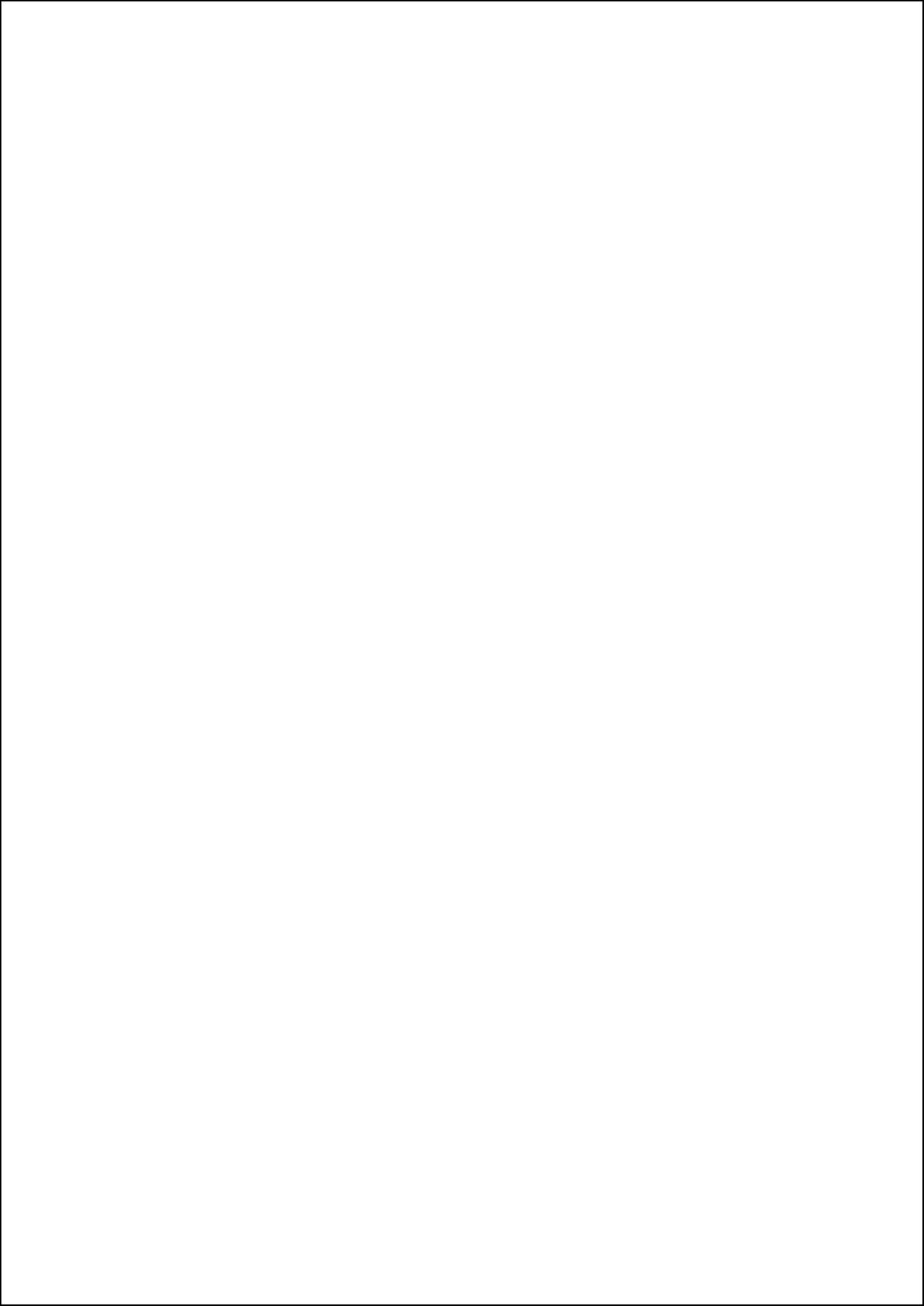
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Mission of Altus

Altus is a global alliance working across continents and from a multicultural perspective to improve public safety and justice. Altus places special emphasis on police accountability and the quality of police oversight, serving as a source of knowledge and innovation for governments, police leaders, human rights activists, legislators, journalists and citizens around the world, concerned about the effective and fair control of policing.



FOREWORD

The major challenge for Altus is to build a strategic focus of PSVW. This has to be evolved in accordance to its users i.e. at the level of civil society, policy makers, police professionals. A multilayered focus has to be nurtured including integration with broader governance and police reforms and access to police services as a right and to provide visibility and recognition to police station as a nerve centre of policing.

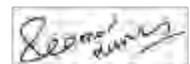
Another challenge is to create enabling conditions for citizens to raise relevant questions like making police stations diversity and gender-sensitive, spatially less hostile and accountable and transparent for delivery of police service.

Many of these challenges have been transformed into opportunities by PSVW. It has documented many instances of best practices as an outcome of this programme. It has generated comparative knowledge on policing methods, local needs and expectations. It has directly promoted police-public interaction and created a forum for police-community partnership to further justice-delivery and promote human rights standards.

These post-colonial societies have a legacy of multi-cultural population with multiple identities of ethnicity, religion and caste, in a development context it is still grappling with poverty, disparities, hunger and scarce resources. In such a situation, delivery of justice becomes central to human existence. And police stations that are the first contact of citizens to get justice, become central to any reform initiative.

A PSVW report on South Asia has documented good practices. A number of initiatives on issues of community-police interface, improvement in police station services and various oversight bodies to ensure citizen engagement were documented for further dissemination. The regional report on South Asia concludes that, 'the most visible change in police stations in India and even Nepal and to some extent in Pakistan has been the upgrading of basic facilities and citizens engagement in systemic manner, particularly through the Community Policing Resource Centres (CPRCs) in the Indian Punjab.'

However, after all these editions of PSVW, a major challenge remains to make police station more diversity and gender-sensitive in South Asia. Efforts are needed to create enabling conditions for citizen engagement in making these reforms sustainable.



Pramod Kumar
Altus Chairperson

ACKNOWLEDGEMENTS

The Altus Global Alliance would like to acknowledge the support of police agencies and community groups that participated in the four countries of Bangladesh, India, Nepal and Pakistan. An event of this magnitude required assistance from all sectors, whether passing word on to a team or taking the extra hours to make a visit. Altus would like to give special thanks to the following organisations, without whose efforts the PSVW 2013 would not have taken this shape.

INDIA: Assam: •Lawyers Bar Association members, Guwahati; **Amritsar Rural:** •ITI Baba Bakala •Social Welfare Department Lopoke •International Engineering College, Ramtirath •Senior Secondary Girls School, Bhindi Saida •Senior Secondary School Mathiala; **Barnala:** •Holy Heart School Mahal Kalan; **Bathinda:** •Welfare Society •Market Committee Kotfatta; **Chandigarh:** •Community Liasoning Groups (Sector 17, 23, 26, 31) •Family Planning Association of India •Jan Sikshan Sansthan •Market Associations. (Sector-36, 31 and 17) •National Service Scheme •Government Model Senior Secondary School (19, 22, 35) •Punjab and Haryana Bar Council •Resident Welfare Associations. (Sector 36 and 31) •Students Human Rights Network •Surya Foundation •The Reads •Youth Technical Training Institute •Law department Panjab University; **Delhi:** •Resident Welfare Committee •Market welfare Committee •Senior Citizen Committee •IIT, New Delhi •Women Wings, Vasant Vihar •Life Care Regeneration •Bharat Samaj Sevak; **Faridkot:** •Pesticide Union Kotkapura •Hansraj Memorial College Bajakhana •National Club Faridkot; **Fatehgarh Sahib:** •Truck Union •Tempo and Rickshaw Union •Rehri Market Association •D.J. System and Musical Group Association; **Fazilka:** •Association

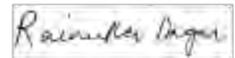
Rice Mills •B.J.P. Party •Chairman Committee Baluana; **Ferozepur:** •B.J.P. Party •Jawahar Navodaya School Mahian Wala Kalan •NGO Committee Zeera •Truck Union Zeera •Govt. Middle School Resulpur •Nagar Council Jagbani •Social Worker Municipal Council •BJP Circle head members •Members Freedom Fighters •Youth Welfare Society •President Rice Mill •Senior Citizen Association; **Hoshiarpur:** •Khalsa Senior Secondary Schoo •G.G.N. Public School Mukerian •Truck Union Mukerian •Lions Club Garhshankar •Akali Dal Mahilpur •Nehru Yuva Kendra Dasuha •Traders Association Dasuha •Govt. Senior Secondary School •Bhai Ganniah Charitable Trust Tanda •Old Age Home Tanda •Urban Congress Mahilla Mandal Party Gardhiwala •Shiromani Akali Dal Hoshiarpur •The Rahat Club Hoshiarpur •Mahilla Pradhan Hoshiarpur •Balmiki Sabha Hoshiarpur •Sports Club Hoshiarpur •Govt. High School Bajrawar •CPSC, PSOC Members Punjab •Sarpanch Punjab Panchayats •Municipal Councillers •Block Samiti Members •Zila Parishad Members; **Jalandhar Commissionareate:** •Gurudwara Singh Sabha Cantt •Lions Club •New Star Youth and Sports Club •Association Focal Point •Association Dana Mandi •Iron Market Association •AutoDealer

Association • Punjab Scooter Seller Association • Jalandhar Focal Point Association • Rotary Club • Cloth Market Association • Senior Secondary School Lohiana • Surjeet Memorial Club • Public Senior Secondary School Shahkot • Manav Kalyan Sanstha Shahkot • Dhiman Factory Nakodar; **Jalandhar Rural:** • Chintpurni Welfare Club, Mehatpur • Govt. Senior Secondary School, Mehatpur • B.S.P. President • Truck Union Nakodar • Guru Nanak National College Nakodar • D.A.V. College Phillaur • Market Committee Phillaur • Medical Store Association, Adampur • Krishna Commercial Institute, Bhogpur • Sikh Welfare Society Bhogpur • Cloth Market Association, Adampur • Press Club Adampur • Lions Club Adampur • President Congress Party • Ajeet Newspaper Kartarpur • Pehredar Newspaper Kartarpur • Vishwakarma Market; **Kapurthala:** • Milk Society • Taxi Union Bolath Kapurthala • Auto Union Kapurthala • Market Association • Truck Union Kapurthala • Guru Nanak College Sukhchaina Sahib • Govt. High School, Sultanpur Lodhi • Sant Prem Sigh College Begowal • Jhandmal School • Anand Public School, Saffron Senior Public School Phagwara • Shaheed Uddham Singh Club Ranipur • Commission Agents of Vegetable Association Market • Lions Club Sultapur Lodhi • Rural Institute of Technology, Jabbowal Sultanpur • Women Helpline, Kapurthala; **Khanna:** • Red Cross Society, Khanna • Hindi Putri Pathshala • A.S. College • Student Police Unit, Machiwara • Charan Kamal Sports and Welfare Club Machiwara • Govt. High School, Chak Maji • Co-operative Society; **Mansa:** • Baba Dhijan Das Prabandhak Committee, Jhunir • Baba Jhabbal Nath Club • Baba Mahordas Sports Club • Commission Agents Association Budhlada • Dashmesh Youth Sports and Welfare Club, Bandhli Kala • Govt. Girls School Boha • Govt. Secondary School

Saida • Guru Gobind Sigh Social Welfare Organisation • Guru Nanak College Budhlada • Guru Teg Bhadur College Boha • Jan Seva Club • Lions Club, Bandhni Kalan • M.K.D. Memorial School Budhlada • Malwa College Sardulgarh Women Wing, Jhunir • Malwa Youth Club • Mansa Club • Member Lok Adalat • Mistri Union • N.M. College • N.S.S. Unit • North West College Dhudhike, Ajeetwal • Shiromani Gurudwara Prabandhak Committee Saidwala • Shiv Shakti Seva Samiti, Bandhni Kalan • Sidhu Sports Club Laliawali • Suvidha Centre • Woose Association Budhlada; **Moga:** • A.D. College, Dharamkot • Bibi Bhani Institute Sports Club Dharmkot • Commission Agent Group Samalsar • D.M. College • Dashmesh Youth Sports and Welfare Club • Dev Samaj School (Boys) • District Co-ordinator Member, Adarsh School • District Co-ordinator, Patti • Guru Amardas Youth Club Mehna • Guru Ramdass Ji Girls Welfare Society, Dharamkot • Gurudwara Shri Paka Sahib • Gurukul School Mehna • Jagat Sevak School Mehna • Khalsa Girls College, Mehna • Mahilla Mandal Dharamkot Municipal Council, Baghapura • Navyug Public School Dharamkot • Nihal Singh Wala • North West College Dhudhike • Panchayat Members • Plumber Union Moga • Polytechnic College, Rode • Saanjh Kendra Committee Members • Saanjh Kendra Jung Sports and Welfare Club, Dharamkot • Samaj Seva Society Moga • Shaheed Bhagat Singh Sports Club • Shiv Shakti Seva Samiti Lions Club, Badhni Kala • Sports Club Fatehgarh Panjtoor • Youth Akali Dal Samalsar; **Patiala:** • Mahilla Mandal Rajpura, Samana Rupnagar • Dairy Union • Khalsa School Anandpur Sahib • Truck Union, Bhagwant Pur; **Roopnagar:** • Dairy Union • Khalsa School Anandpur Sahib • Truck Union • D.A.V. Public School; **SAS Nagar:** • Paragon School,

Mohali; **SBS Nagar:** •Truck Union (SBS Nagar, Banga, Pojewal) •Janta Tampoo Union (Balachaur, SBS Nagar, Kathgarh, Pojewal) •Public School Langoria •Community Policing Committee Rahon •Govt. Senior Secondary School Boys Rahon •Modern Public School Banga •Satluj Public School Bansa •Amardeep Shergil Memorial College Mukandpur •Senior Secondary Girls School, Balachaur •Delhi Cambridge School Pojewal •D.A.V. Senior Secondary School Kathgarh •Market Association, SBS Nagar •Taxi Union, Mukandpur, Behram, S.B.S. Nagar •D.N.A. College of Education for Women •Market Association •Jai Sandhu Model School Langodia •Govt. Senior Secondary School Kahna •Govt. High School Palli J hiki •Govt. Elementary School Utara •Rotary Club Banga •City Smile Lions Club Banga •Adarsh School Khatkar Kalan •Mahindra Hospital Banga •Charan Kanwal Sr. Secondary School Banga •S.N. College Banga •Human Rights Member Behram •Shiv Public School Phagwara •Nari Shakti Behram •Raja Shahib Senior Secondary School, Jhingran •Govt. Higher Secondary School Harijan •Chemists Association Mukandpur •Friends Club Balachaur •Chaman Enterprises Balachaur •Human Rights Association Balachaur •Navjot Public School Balachaur •Balachaur Public Senior Secondary School •D.A.V. School Balachaur •Govt. High School Bagowal •Doaba Polytechnic College Raipur •Rayat and Bahara Polytechnic

College Rail Majra •Govt. Senior Secondary School Saroya •Navodya Vidhyala Pojewal •Delhi Cambridge School Pojewal •Rotary Club •Lions Club •Go Green Club •Doaba Seva Samiti •Dharmik Utsav Committee •Eye Donation Association •Manav Adhikar Manch •Strong Arm Wrestling Association •Govt. Elementary School Utara •Govt. Senior Secondary School Garaha •M.R. City Public School Balachaur •Garibdasi Girls College Rattewal •Govt. Public School Balachaur •Center Union •Mata Bala Sundari Union Pojewal; **Tarn Taran:** •Social Wokers Group •Medical Association Mahilla Pradhan Society •Gurukul College Bhikhiwind •Kaum Jathebandi Youth Pradhan Federation, Bhikhiwind •Mahilla Wing B.J.P. •Secondary School Khadoor Sahib •Mata Sahib Kaur Girls College Bharowal •Guru Nanak Public School Gobindwal Sahib •Sukhmani Hospital Sarhali •Govt. Senior Secondary School Harike; **Maharashtra:** •Mohalla Committee • Committee Liasoning Groups, (Dadar, Santa Cruz and Shivaji Nagar), Mumbai; **PAKISTAN:** •Sahil, Lahore •Shehri-CBE, Sindh •HUIRA (Holistic Understanding for justified Research and Action), SWAT •Cholistan Development Council, Bhawalpur; **PARTNER ORGRANISATION :** •Central Department of Public Administration, Tribhuvan University, Nepal; •Rozan - Islamabad, Paksitan; •The Good Earth, Bangladesh;



Programme Director - PSVW, Altus Global Alliance

On 6th June, 2014, the Global Award Ceremony of the PSVW will be held in Antigua, Guatemala. From each region, the Top Police Station will be recognised and best practices shared.

SUMMARY

The Seventh edition of the PSVW was organised from 3rd to 9th November, 2013 in which 22 countries participated with 1,340 police stations receiving 12,157 citizens. In the South Asian countries of Bangladesh, India, Nepal and Pakistan, 457 police stations participated,

effectiveness of accountability mechanisms in police stations.

In Bangladesh, the visits were operationalised by The Good Earth in conjunction with Dhaka Metropolitan Police. In India, the visits were organised



welcoming 8,477 residents to assess the services in their local stations. This global participatory programme aims at measurably improving the quality of the local police services as perceived by local communities, taking into account the capacity of frontline managers in the police (e.g. Station Commanders), the exchange of good practices and the

in collaboration with the police departments of Assam, Chandigarh, Maharashtra, Meghalaya, Delhi and Punjab. These were coordinated by the Institute for Development and Communication (IDC), Chandigarh, India a member of the Altus Global Alliance. The institute also coordinated the PSVW in Nepal through a collaboration with

academia in the Central Department of Public Administration, Tribhuvan University, who worked with the National Police Agency of Nepal. In Pakistan, the visits were planned by and supported by Cholistan Development Council, HUIRA, Sahil and SHEHRI-CBE in conjunction with Police of the Pakistan National Police Agency.

In India, 431 police stations were visited in six different police jurisdictions. In Bangladesh, 10 police stations participated in the visits, while in Pakistan six police stations represented from three provinces. In Nepal 10 police stations were visited. The visitors who participated in the PSVW, ranged from students to retired persons including members of residents' associations, activists, NGOs and traders' groups. Civil society members formed the largest section of the visitors. Member of professional bodies associated with policing such as academics, lawyers and members of community policing groups were also among the members, particularly in Bangladesh and India.

The visitors used a special kit to guide their visits, following protocols that were the same for visits all over the world.

Immediately after each visit, the visitors answered a series of questions about what they observed and their answers were collected over the Internet. The Altus Global Alliance used the ratings supplied by the

visitors to calculate the overall score for each station, as well as separate scores in five categories of service - community orientation, physical conditions, equal treatment of the public, transparency and accountability, detention conditions.

Among the stations visited in India, the following received the highest overall scores in their respective states:

- **Assam** : PS Basistha , Guhati
- **Chandigarh**: PS Sector 17
- **Delhi** : PS Bara Khamba Road, New Delhi
- **Meghalaya**: PS Lumdiengjri , Shillong
- **Maharashtra** : Dadar, Mumbai
- **Punjab**:
 - PS Division 1,
 - Ludhiana; Sahnewal,
 - Ludhiana; Samrala, Khanna

Among the stations visited in **Bangladesh**, the following received the highest overall scores.

- **PS Mohammadpur, Dhaka**

Among the stations visited in **Nepal**, the following received the highest overall scores.

- **PS District Police Office, Gorkha**

The top station among those visited in **Pakistan** was:

- **PS Baghdad-ul-Jadeed. Bahawalpur**

AN INTRODUCTION TO PSVW

The Police Station Visitors Week (PSVW) is a public participatory assessment of local police stations to promote global standards and share strong practices of service delivery.

The PSVW was first organised by the Altus Global Alliance worldwide in 2006 along with the police and the civil society. In this programme, citizens visit local police station to assess the services provided by the police. The visits are guided by a standardised visitor's kit on a range of 20 indicators.

These are distributed on five categories of services: Community Orientation; Physical Conditions; Equal Treatment of the Public; Transparency and Accountability; and Detention Conditions.

Providing access to an effective and respectful police service is increasingly recognised as essential to good governance. Accountability drives improvement from both the supply and the demand side: giving police commanders incentives for improvement and providing information and opportunities that allow civil society organizations and citizens to guide the direction of reforms. When police are accountable not only to their superiors and the courts, but also directly to the citizens they serve, especially the poor, there is a real chance to undo the fear and distrust of police that is a daily reality around the

world. It is in this context, the PSVW aims to strengthen police accountability to local citizens, particularly to poor and marginalized populations, in dozens of low and medium income countries simultaneously. Annual visits by groups of citizens to local police stations are

Participating Countries 2013	
1	Bangladesh
2	Benin
3	Bolivia
4	Brazil
5	Cameroon
6	Canada
7	Chile
8	El Salvador
9	Ghana
10	Guatemala
11	Honduras
12	India
13	Kenya
14	Liberia
15	Mexico
16	Nepal
17	Nicaragua
18	Nigeria
19	Pakistan
20	Peru
21	Sierra Leone
22	United States

coordinated globally to produce comparable scores on five dimensions of police service. The visits and the scores

help to identify and promote examples of good practice nationally and globally, while allowing national civil society organisations and local citizens to engage police commanders in their own regions to improve services before the next year's visits. In addition, the results will inform technical assistance that Altus will provide to police organizations and police oversight bodies, thereby measurably improving their responsiveness to local concerns.

THE RELEVANCE OF POLICE STATION VISITS:

Police reforms are under way world over. Largely, these reforms range from improving service conditions, regulating tenure of policemen, training and orientation of police staff on human rights and even to insulate the police from political interference. Police stations have not been at the centre of making policing more respectful and citizen-oriented, even though police stations are the first point of contact for citizens when they are affected by crime.

Across the developing world, members of the public gain access to police services through police stations. It is here that victims of rape report the crime and seek assistance; it is here that people with disputes over property come for help; and it is here that relatives of those who have been detained come seeking information. Yet many police stations are dreaded places to visit raising fears among local

citizens that they themselves might be detained, or asked to pay bribes for the most routine services, or that they may simply be insulted. These fears and poor management practices lead to the underreporting of crime, encourage vigilante justice, and breed contempt for the police all of which undermine public safety, access to justice and good governance. The assessment tool of the police station visits has three important dimensions. First, the assessment is made by a local citizen on global indicators of policing standards. Thus, international standards are provided meaning through a local context and individual perceptions.

Secondly, the assessment is made through a multicultural perspective. Needs of different community groups and vulnerable sections are included both as part of the assessment and also in the criteria of selection of visitors. The recruitment strategy includes inclusion of people on the margins, citizens with low education, migrants, women, Scheduled Castes and minorities so that their concerns relating to police stations are highlighted. Third, the points of assessment are not dependent on the stations' material resources of funding or staffing, but are located in the service-delivery of human rights standards. Are citizens catered to and comfortable in the police station or do they feel fearful even though the station is luxurious and equipped with the latest gadgetry?

By increasing the transparency of police

service at police stations this programme seeks to improve trust and cooperation between police and the public, leading to greater safety and access to justice.

WHY RELY ON STRUCTURED VISITS TO POLICE STATIONS BY LOCAL CITIZENS?

THE participatory assessment tool of the PSVW has been developed and tested over the last six years by a consortium of civil society organisations around the world. For any member of the public, spending time in a police station even just an hour generates impressions about whether that station is well run and provides good service. Until now, however, there has been no easy to use tools that can capture and quantify these valuable impressions, allowing them to serve as a basis for change and reform of dysfunctional institutions. In 2002, Altus began developing a participatory evaluation tool to be used by local citizens to measure the services rendered by their local police stations. Altus tested the first iteration of the tool in Chandigarh, Johannesburg, Moscow, New York, Pretoria, Rio de Janeiro, and Santiago and revisions were

made. The revised instrument the Police Station Visitors Kit (the Kit) was translated into local languages for coordinated testing in a single week in 2006. In preparation for this massive test, Altus members organised the visits themselves in their own countries and formed agreements with 76 NGOs in other countries to train local team leaders, conduct the visits, and report the scores. In late October 2006, nearly 2,000 participant visitors tested the revised Kit by visiting 471 police stations in 23 countries.

Participant countries included Benin, Brazil, Ghana, India, Latvia, Liberia, Malaysia, Mexico, Niger, Nigeria, Peru, Sri Lanka, and South Africa. In each country, Altus or its local NGO partners secured the cooperation of police officials for the Police Station Visitors Week. This was possible because Altus emphasised the use of the Kit to identify good practices. Altus focused attention at national, regional and global levels on the police stations that visitors scored the highest, presenting awards to the top station commanders and promoting their exemplary practices in global professional forums.

As compared to early days, police is much concerned about their responsibility. PSVW is a new social instrument to encourage police about good practice of other police stations.

Visitor, Dhaka, Bangladesh

PSVW LESSONS FOR CITIZEN-CENTRIC POLICE STATIONS

Police station visits around the world from 2006-2013 point to certain exemplary practices that have appealed to citizens. What makes a police station friendly? What inspires confidence in its citizens? How are the people on the margins made to feel comfortable and important? Are the rights of detainees safeguarded? Documented here is a brief overview of PSVW good practices ranging from a small balai in Malaysia to a large police complex in Los Angeles.



❑ COMMUNITY ORIENTATION

Citizen-friendly police stations: Helping citizens to use police services with displays explaining citizen rights, how to report a crime and the procedures to use public services is perceived as people-friendly.

- **Package Services in a Single Window:** Coordination with other service agencies, such as services for counselling, domestic violence, security provisions in incidence of gender violence allows the police to provide a more comprehensive service. This one-point information and access network of services reflects efficient and caring service-delivery.
- **Participatory Outreach and Community Services:** Generate support and trust from citizens' for services such as information on travel agents, tourist assistance provided at the police stations and programmes for seniors and youth etc held in the community. This helps in increase public engagement with the police.



❑ PHYSICAL CONDITIONS

- **Inviting and Open Premises:** Well-kept police stations were viewed as friendly while those, even if well-equipped, but with poor ambience, were stated to be drab and institutional. Order and cleanliness demonstrate consideration for public and police staff.



PS Moti Dungri, Rajasthan, India

- **Well-organised Spaces:** Clearly demarcated spaces, such as, reception area, crime reporting room, separate counters for different services project an efficiency in dealing with public needs. Organised storage of records and equipment improves the way work is done
- **Well-equipped Reception Areas:** The first point of contact is a reception area. Comfortable seating, well-ventilated lobby and ready assistance make the citizens comfortable.

❑ EQUAL TREATMENT

- **Representative Staff:** A presence of representative police personnel reflecting the ethnic, religious and gender composition conveys a commitment to equal treatment.



PS Trinity, Nigeria, Africa

- **Special Services for the vulnerable:** Services of language translation, gender and human rights desks, tourist services increase the access of vulnerable groups to police services.
- **Disability-friendly:** Concern for the disabled with provisions for 'Braille', and the presence of ramps convey police sensitivity for the vulnerable.

❑ **TRANSPARENCY AND ACCOUNTABILITY**

- **Sharing of Information:** Display of information on public performance including crime trends, community satisfaction, hot-spot mapping, demonstrate openness of police functioning.
- **Identification of Police Staff:** Clear identification of the name and rank of police staff inspires confidence in citizens.
- **Availability of Complaint Procedures and Oversight:** Anonymous and simple processes to register complaints and functional oversight encourages accountability to local population.



San Dimas Los Angeles Police Station, USA



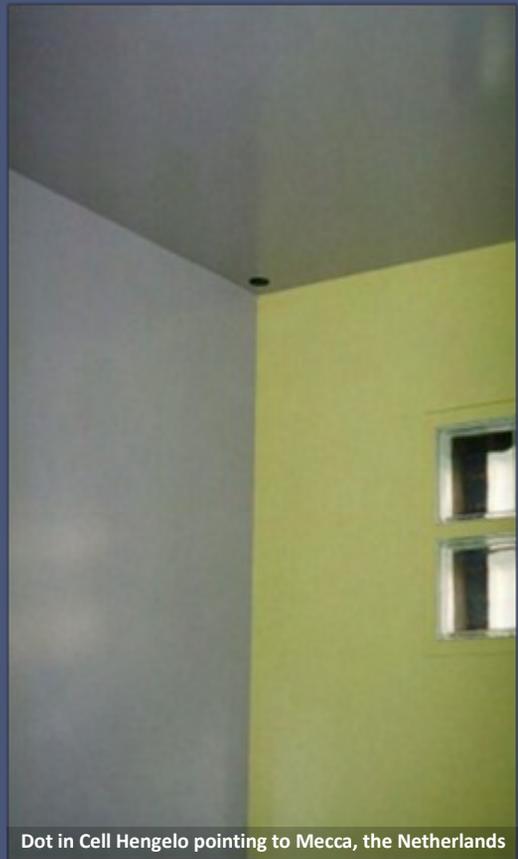
PS Bicrim Quinta Normal, Chile

❑ DETENTION CONDITIONS

- **Clean, uncrowded spaces and serviceable utilities** are widely agreed upon as the minimum standards.
- **Display of rights of detainees:** Posting or providing statements of rights of detainees is necessary to allow them to exercise their rights.
- **Demarcated spaces:** Separating men from women and children from the adults protects their physical safety and integrity.
- **Respect for different religions:** Facilities accommodating religious worship, trained staff to treat detainees with respect, irrespective of religion, demonstrates the highest standards of professionalism.
- **Monitoring facilities:** Line-of-sight supervision or monitoring through audio-video equipment helps protect the detainees.



PS Comandancia Regional Cabo San Lucas, Chile



Dot in Cell Hengelo pointing to Mecca, the Netherlands

PARTICIPATING COUNTRIES AND POLICE STATIONS

In South Asia, 457 police stations were visited in four countries by 8,477 citizens. The countries of participation were Bangladesh, India, Nepal and Pakistan. All countries have participated in earlier PSVW editions. India has been involved in the PSVW since its inception, while for Pakistan it was the fifth year of participation and for Nepal and Bangladesh the fourth year of engagement. Other countries in Asia that have participated in earlier years include Sri Lanka, South Korea, Malaysia and Maldives.

The PSVW has been organised as a process to engage with stakeholders promoting the delivery of justice within the domain of police station services. While the focus has been on the PSVW coordinated as a weeklong event in Asia and other parts of the world, its organisation has been towards promoting reforms that are attuned to local cultural issues rather than only a week of interactions. It is in this context that building ownership among stakeholders has been a continuing theme with repeat participation from most countries. The participation in the PSVW is based on a number of criteria. Receptivity to the reform process has been an underlying assumption. While improvements in the efficiency and effectivity of law and order is the aim of all police agencies,

promoting respectful and accountable policing for citizens' security with equitable access to police services for all citizens is a relatively recent concern. It is in this context that collaboration from both police agencies and civilian stakeholders is a prerequisite for participation in the PSVW. Further, South Asia has been a preferred choice. Large proportions of populations in the subcontinent are striving against poverty, marginalisation and insecurity. Safeguarding their human rights and crime prevention becomes essential to provide stability for their livelihood and security to their person and belongings. Integral to the postcolonial legacy is a divisive population with burgeoning identities of ethnicity, religion and caste, in a development context which is still grappling to provide its population equal access to basic entitlements. The regional contiguity of socioeconomic conditions and similarity of cultural issues in promoting police station reforms has guided the effort in the subcontinent. Since policing is a state domain, formal approval for visits to the police stations was taken from the relevant departments. Twelve police agencies participated from the four countries. In India, law and order is a state subject and sanction from each state/UT was solicited. In Pakistan, each of the provincial police agencies

(Islamabad, Punjab, Sindh and KPK Police) were involved (though all selected stations could not be visited), while in Nepal both the Metropolitan and Armed Nepal Police approved these visits. In Bangladesh, the Dhaka Police supported the programme. Police support to the programme stemmed from these three issues:

1. Citizen support for police reforms

While state commitment to police reforms underlined police participation in the PSVW, the relevance of community participation in policing reflected different flavours. Some police stations found the PSVW appropriate to spread awareness among the citizens regarding police readiness to interact with community and even showcase modernised facilities and services available for citizens as in Nepal. Others were keen to mobilise community to utilise available services while still others wanted to strengthen their existing

The behavior of new police agency was very cooperative during this week and they did their best to facilitate the community while asking questions. The police personnel of the concerned police stations also showed their interest and were eager to hold such weeks in the future too.

**Civil Society Member,
Pakistan**

community programmes through a wider citizen platform. Delhi Police, India undertook a huge public campaign to invite citizens to visit their local stations to instil trust in city police and its people-oriented programmes.

2. Continuity to initiatives and performance improvement

A number of participating police agencies, such as, Chandigarh and Punjab in India and Bahawalpur in Pakistan have been part of PSVWs held in the country. These police stations participated to consolidate citizen responsive programmes and services. This varied by improving facilities in Chandigarh to include a wider range of population to build community police exchange to showcase initiatives undertaken in the respective police station as in Bahawalpur. In Pakistan, in spite of a difficult law and order situation six police stations participated and stakeholders reflected their commitment to improve police citizen exchange by organising a national workshop.

3. Consolidation and agenda building

Punjab Police, India, organised the PSVW in all its districts in rural and urban areas to generate widespread community mobilisation and strengthen community policing networks. The State has ongoing police station reforms with certain police services (26 services) being provided through the Community Policing Centres (CPCs) and Saanjh Kendras that are being managed by a joint police community

Many differences can be seen comparatively to earlier police thanas. After the new programme staff has increased and their behaviour has changed. SaanjhKendras has provided homely environment.

Visitor, Punjab, India

committee. This is a local reform initiative that has revamped the delivery of certain services under a police-public partnership that has been institutionalised in the state governance. The PSVW helped to activate these committees and penetrate into citizen groups. In Bangladesh, the PSVW is an occasion to test state level initiatives and changes taking place year round. Bangladesh is one of the few countries that has an ongoing programme on police station reforms with 'Model Police Stations' being evolved with the support of United Nations Development Programme (UNDP). The PSVW provides testing ground and feedback to these programmes.

FEEDBACK FROM THE POLICE

Police participation from a number of agencies has been continuous in the annual PSVW visits.

Has the police viewpoint on PSVW evolved? Does it continue to be a public relation and image boosting exercise? Has it strengthened public support and importantly, does the police find the PSVW useful in its people centred agenda? Following has been a range of police

viewpoints on the PSVW:

Global participation and linkages

Incentive for a global representation in keeping with the local constraints and specificities has continued to be a hallmark of the PSVW police participation. Stations to the PSVW assessments are encouraged by the idea of being part of a global movement, providing local pride and an assertion to be part of a global world. According to a Station Commander in Pakistan, 'Hosting this visit has not only built our capacity, but encouraged us to work more professionally and sincerely, so that services and impression of best policing can be reflected and the world can change its perception about the police.' Police agreement to participation was most forthcoming when the participation was global rather than only Asian. A persistent query has been regarding participation from developed countries, such as, Australia, Singapore and UK. Rating their services among more developed countries rather than only engaging with the police forces from developing countries of Asia and Africa was seen without incentive. Developing societies, on the other hand, such as, Nepal and Bangladesh were sceptical of participating with global leaders in policing. However, the global standards were seen as easily achievable and relevant indicators when they were interpreted by local communities and this provided the balance for a global rating.

Promoting the human face of policing

Police station level personnel were keen to reflect the human face of policing.

According to a Station Commander in India, 'The police is not only a tough force dealing with criminals, but is also providing care to victims which is not reflected in its image.'

It was a good opportunity to clean up the whole police station, including the lock-ups. PSVW offered a good chance to change the face of our police station. Such programmes offer public a chance to visit the police station and make them aware about policing.
Visitor, Delhi, India.

Building capacity of police personnel

Police reforms are yet to penetrate many of the far flung police stations. Existing training of police rank and file is yet to be attuned to service-oriented and respective policing. The 20 indicator kit was found to be relevant and easy to grasp for the personnel posted in police stations. According to a senior police personnel in India, 'Practical programmes on community-based events at times provide more sensitisation to the constabulary.'

A separate helpdesk for women and senior citizens in the form of a bamboo hut was constructed. We required this separate place as ours is a small police station and we are already running out of space. I always wanted to do something of this sort, but PSVW gave a reason to do this. I have not done this to win but we actually required this. Now, it is a permanent feature. Earlier there was no separate space for women but now 6 to 8 people can easily sit there, especially when they require privacy to deal with family disputes.

Visitor, Delhi, India.

Network and public stakeholders

A repeated feedback was the need to involve citizens in promoting policing services. The PSVW, according to many of the police personnel, provided common citizens with the scope of police functioning and the relevance of citizens' collaboration with police functioning.

A good programme to reduce the gap between Police and public and improve networking with each other. It is also helpful to strengthen communal harmony. More females should be motivated to participate.

Visitor, Assam, India

Engagement for good performance

Good practices identified in police stations encouraged police to better their performance. Stations that received recognition at the local or regional level became involved in improving and maintaining their standards. This was particularly stated by Bahawalpur Baghdad-ul-Jadeed station Pakistan, and in stations of Ludhiana in Punjab, India. A police

commander from Pakistan stated that, 'since our police station was on top last time, it was a challenge for me to keep the winning streak.' Police station Baghdad-ul-Jadeed, the winning station from Bahawalpur, is visited often by the community and police personnel from other police stations to see their 'best' station and its practices.

“As there is a ceremony organized for the winning police station, it creates an environment of great competition between other police stations to participate with full energy in the coming PSVWs. They do their best during the whole year to facilitate the community”

Visitor, Pakistan



PS Uniam, Shillong , Meghalaya

THE POLICE STATIONS THAT PARTICIPATED IN POLICE STATION VISITORS WEEK 2013

BANGLADESH

Dhaka

•Dhanmondi DMP •Gulshan DMP •Khilgaon DMP •Mirpur DMP •Mohammadpur DMP •Pallabi DMP •Paltan DMP •Ramna DMP •Shahbag DMP •Tejgaon DMP



PS Shahbag, Bangladesh, India

INDIA

Assam

•Basistha •Bharalumukh •Chandmari •Dispur •Geeta Nagar •Gorchuk •Hatigaon P •Jalkibari •Panbazar •Panbazar Women



PS Gorchuk, Assam, India

Chandigarh

•Sector 17 •Sector 19 •Sector 31



PS Sector 36, Chandigarh, India

Delhi

•Adarsh Nagar •Amar Colony •
Anand Vihar •Barakhamba
Road •Begum Pur •
Bhajanpura •Connaught Place
•CR Park •Dwarka Sector - 23 •
Gandhi Nagar •Geeta Colony •
Greater Kailash •GTB Enclave
•Inderpuri •Jama Masjid •
Janakpuri •Kalkaji •Kamla
Market •Keshav Puram •Kirti
Nagar •KN Katju Marg •
Kotwali •Lodhi Colony •
Malviya Nagar •Mandir Marg
•Mauriya Enclave •Maya Puri
•Mehrauli •Nabi Karim •
Najafgarh •Narela •New
Ashok Nagar •Paschim Vihar •
Rajender Nagar •Roop Nagar
•Sadar Bazar •Sarita Vihar •
Seelampur •South Rohini •
Subhash Place •Subzi Mandi •
Timar Pur •Tughlak Road •
Vasant Vihar •Welcome



Meghalaya

•Laban •Laitumkhrah •
Lumdiengiri •Madanriting •
Mawlai •Nongthymmai •
Pasteur Beat House •Rynjah •
Sadar •Umiam



Maharashtra

Mumbai: •Dadar •Santa Cruz
•Shivaji Nagar



PS Shivaji Nagar, Maharashtra, India

Amritsar •Airport •Amritsar Cantt •Chherata •Civil Lines •Division A •Division B •Division C •Division D
•Division E •Gate Hakima •Islamabad •Jandialaguru •Maqbolpura •Rajasansi Airport •Sadar Amritsar •
Sultanwind **Amritsar Rural** •Ajnala •Babakela •Beas •Bhundi Saidan •Chattiwind •Gharinda •Jhander •
Kambo •Kathu Nagal •Khilchian •Lopoke •Majitha •Matewal •Mehta •Ramdas •Tarsika



PS Div B, Amritsar, Punjab, India

Barnala •Bhadaur •City
barnala •Dhanaula •Kotwali
City •Mahalkalan •Rurke
Kalan •Sadar Barnala •Sehna •
Talewal •Tapa •Thuliwal



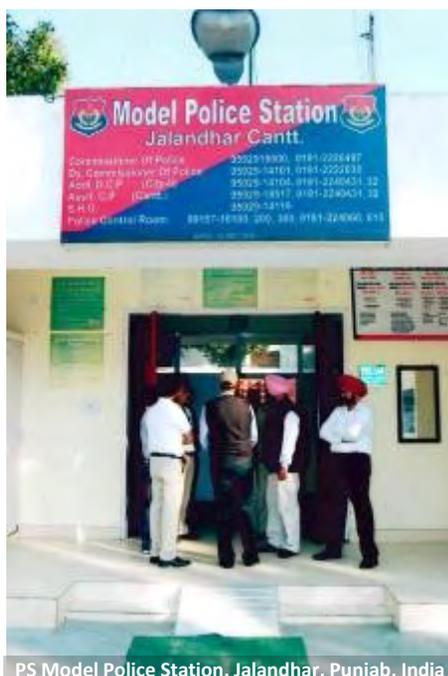
PS Tapa, Barnala, Punjab, India

Batala •City Batala •Civil Line •Dera Baba Nanak •Fatehgarh Churian •Ghuman •Gk bangar •Kotu Surat Mallian •Qadian •Qilla Lal Singh •Ranger Nangle •Sadar Batala •Sekhwan •Shri Hargobindpur
Bathinda •Balianwali •Canal Colony •Cantonement •Civil Lines •Dialpura •Kot Fatta •Kotwali •Mour •Nandgarh •Nathana •Nehian Wala •Phul •Raman •Rampura •Sadar •Sadar Rampura •Sangat •Talwandi Sabo •Thermal Bathinda •Women PS Bathinda **Faridkot** •Bajakhana •City Faridkot •City Kotkapura •Jaito •Sadar Faridkot •Sadar Kotkapura •Sadiq



PS Sadik, Faridkot, Punjab, India

Fatehgarh sahib •Amlah •Badali Ala Singh •Bassi Pathana •Fatehgarh Sahib •Khamano •Mandi Gobindgarh •Mulepur •Sarhind **Fazilka** •Arni Wala •Bahaw Wala •City 1 Abohar •City 2 Abohar •City Fazilka •City Jalalabad •Khuyian Sarwar •Sadar Abohar •Sadar Fazilka •Sadar Jalalabad
Ferozepur •Cantt Ferozepur •City Ferozepur •Ghall Khurd •Kulgarhi •Lakho Ke •Makhu •Mamdot •Sadar •Zira **Gurdaspur** •Behranmpur •Bhaini Mian Khan •City Gurdaspur •Dhariwal •Dina Nagar •Dorangla •Ghuman Kala •Kalanaur •Khanuwan •Purana Shalla •Sadar •Tibber **Hoshiarpur** •Bullowal •Chabbewal •City Hoshiarpur •Dasuya •Gardhiwala •Garhshankar •Hajipur •Hariana •Mahalpur •Mentina •Model Town •Mukerian •Sadar Hoshiarpur •Talwara •Tanda **Jalandhar** •Baradari (Navi) •Basti Bawa Khel •Bhargo Camp •Cantt. Jalandhar •Division 1 •Division-2 •Division-3 •Division-4 •Division-5 •Division-6 •Division-7 •Division-8 •Rama Mandi •Sadar Jalandhar
Jalandhar Rural •Adampur •Bhogpur •Bilga •Goraya •Kartarpur •Lambra •Lohian •Maqsudan •Mehatpur •Nakodar City •Nakodar Sadar •Nurmahal •Patara •Phillaur •Shahkot



PS Model Police Station, Jalandhar, Punjab, India

Kapurthala

•Begowal •Bholath •City Kapurthala •City Phagwara •Dhilwan •Fattudhinga •Kabirpur •Kotwali •Rawalpindi •Sadar Kapurthala •Sadar Phagwara •Satnampura •Sultanpur Lodhi •Talwandi Ch.



Khanna

•Doraha •Khanna City •Machhiwara •Maloud •Payal •Sadar Khanna •Samrala

Ludhiana •Basti Jodewal •Daba •Darisi •Division 1 •Division 2 •Division 3 •Division 4 •Division 5 •Division 6 •Division 7 •Division 8 •Dugri •Focal Point •Haibowal •Jamalpur •Kumbh Kalan •Ladhowal •Meharban •Model Town •Moti Nagar •PAU •Sadar Ludhiana City •Sahnawal •Salem Tabri •Sarabha Nagar •Shimlapuri **Ludhiana Rural** •City Jagraon •Dehlon •Hathur •Jodhan •Raikot City •Raikot Sadar •Sadar Jagraon •Sidhwan Bet •Sudhar



Mansa

•Bareta •Bhikhi •Boha •Budhlada •City I Mansa •City II mansa •Jaurhian •Jhunir •Joga •Kotdharmu •Sadar Budhlada •Sadar Mansa •Sardoolgarh



Moga

•Ajitwal •Badni Kalan •Baghapurana •City Moga •City South Moga •Dharamkot •Fatehgarh Panjtoor •Kot Isse Khan •Mehna •Nihal Singh Wala •Sadar Moga •Samalsar



Muksar

•Bariwala •City Sri Mukatsar Sahib •Gidderbaha •Kabbarwala •Kotbhai •Lakhewali •Lambi •Malout City •Muksar Sadar •Sadar Malout

Pathankot

•Dhar Kalan •Div No-1 •Div No-2 •Kanwan •Mamoon •Narot Jaimal Singh •Sadar Pathankot •Shahpur Kandi •Sujanpur •Tara Garh

Patiala

•Bakshiwala •Banur •Bhadson •City Rajpura •Civil Line •Ghagga •Ghanaur •Julka •Kheri Gandian •Kotwali Nabha •Kotwali Patiala •Lahori Gate •Pasiana •Patran •Sadar Nabha •Sadar Patiala •Sadar Rajpura •Sadar Samana •Samana •Sanaur •Shambhu •Tripari •Urban Estate patiala •Women PS Patiala

Rupnagar

•Anandpur Sahib •Chamkaur Sahib •kiratpur Sahib •Morinda •Nangal •Nurpur Bedi •Rupnagar City •Sadar Rupnagar •Singh Bhagwantpura

SAS Nagar

•Balongi •City Kharar •Derabassi •Handesa •Kurali •Lalru •Matour •Naya Gaon •Phase-I •Phase-II •Sadar Kharar •Sadar Kurali •Sohana •Zirakpur

SBS Nagar

•Balachaur •Behram •City Banga •City Nsr •Kathgarh •Mukandpur •NRI •Pojewal •Rahon •Sadar Banga •Sadar Nawanshahar



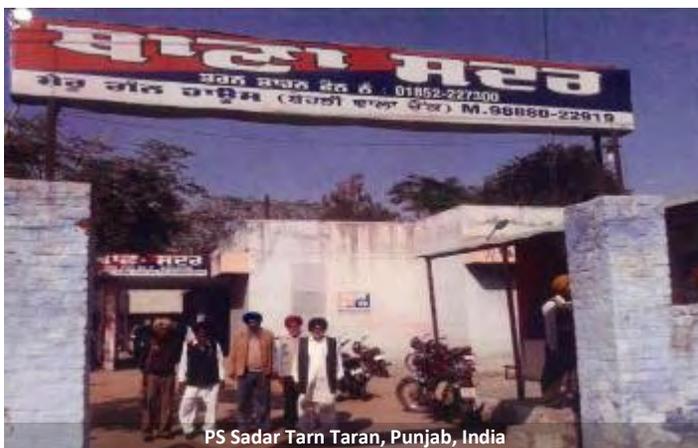
PS City Nawanshahar, SBS Nagar, Punjab, India

Sangrur

•Amargarh •Bhawanigarh •Cheema •Chhajli •City Ahmedgarh •City II Malerkotla •City Malerkotla •Dharamgarh •Dhoori •Dirbha •Khanuri •Lehra •Longowal •Moonak •Sadar Ahmedgarh •Sadar Dhuri •Sadar Sangrur •Sadar Sunam •Sandaur •Sangrur City •Sherpur •Sunam City

Tarn Taran

•Bhikiwind •Chohla Sahib •City Tarn Taran •Govindwal Sahib •Harike •Jhabal •Khalra •Khem Karan •Sadar Tarn Taran •Sarai Amanat Khan •Sirhali •Verowal •Voltoha



PS Sadar Tarn Taran, Punjab, India

NEPAL

- Ambu Khaireni, Tanahu •Balaju, Kathmandu •Boudha, Kathmandu
- District Police Office, Gorkha
- District Police Office, Tanahu
- Gajuri, Dhading •Mangalbazar, Lalitpur
- Minbhawan, Kathmandu
- Mugling, Chitwan •Thimi, Bhaktapur



PS District Police Office, Tanahu, Nepal

PAKISTAN

- Baghdad-ul-Jadeed, Bhawalpur •Kabal, Swat •Mangora, Swat
- PS Cantt, Bhawalpur •Sihala, Islamabad •Women PS, Islamabad



Baghdad-ul-Jadeed, Pakistan

VISITORS PROFILE AND FEEDBACK

The 457 police stations of South Asia that participated in the PSVW 2013 received 8,477 visitors. By far the largest majority of visitors was from India where 8,354 citizens assessed 431 police stations across six states/UTs (Union Territories). In Bangladesh, 50 visitors engaged with 10 police stations in the capital city of Dhaka. Due to situational considerations only six of the 12 police stations selected for the visits could participate in PSVW 2013. These stations were located in three provinces of SWAT, Punjab and the capital territory of Islamabad. In Nepal, 30 citizens visited 10 police stations in Kathmandu, the capital city and in six other districts.

The largest percentage of female representation came from patriarchal regions in Nepal and Pakistan with women forming 47 and 37 per cent of the visitors. India, however, had the largest number of female visitors with 2,909

Women groups have opined that the police stations are improving in human rights situation particularly in case of women, elderly and minors.

Partner Organization, Nepal

women constituting 35 per cent of the citizens. The profile of visitors in terms of sex follows the dominant trend of male presence in public institutions (65 per cent of the visitors were men and only 35 per cent were women). The presence of a large number of women visitors in

Pakistan was due to the nature of the participating civil society and the women's organisation being a significant recruitment agency. But the hesitation of women to interact with the police is well expressed in the statements of women who mentioned their own hesitation and traditional curbs on women to interact with police stations. In SWAT, there were no women visitors.

According to male visitor, being from the area where they don't interact with women much, he was hesitant to visit a women police station but he came across a different experience and was pleased to see women working efficiently and answering each and every question in a positive way.

The interaction of people from rural community and interacting with the police in urban community was a positive encounter which solved many questions in the minds of both. The use of technology in the police station in the form of computers was appreciated by the community as the online data will facilitate the community in a better way.

Visitor, Pakistan

In terms of educational profile, it was the elite who visited the police stations in South Asia. Around 34 per cent had a university exposure with 24.19 graduates and 10.03 having some university engagement. The next largest group belonged to the category of high school educated (26.28 per cent) with an additional 11.61 having some high school education. This was followed by citizens having only some elementary education (12.23 per cent) and an additional 3.93 having completed the elementary levels. Bangladesh (74 per cent) and Pakistan (53.49 per cent) had the largest number of visitors who were university degree-holders. In India, the number was more spread out with high school forming the largest contingent, followed by university and elementary levels. There were very few students who visited during the week itself with only 2.3 per cent below the age of 18 years and that too largely in India. However, pre and post-PSVW school students, National Cadet Core (NCC) and National Service Scheme (NSS) groups from colleges in India formed a large number of visitors being initiated to see the working of police stations. The pattern of largest participation was from the young to middle age groups with 49.17 per cent from the 40 to 60 age group followed by 30.67 per cent from the 26 to 39 age group, forming most of the visitors. This representation was largely constant across the four participating countries with Nepal and Pakistan having greater representation from the young groups, while India had

more representation from the older lot of this group. The 19 to 25 bracket formed the next largest bracket of visitors (11.69 per cent) followed by the retired with 7.5 per cent. The highest percentage of retired people from within the countries was from India and these were largely drawn from the residents' associations. Disaggregate data from the country profiles reveals that certain minority groups formed sizeable numbers.

**With this visit I was confident
of being some one important
in the community.
Visitor, Dhaka, Bangladesh**

In each of the South Asian countries and in states of India, partner organisations were identified to operationalise the PSVW. These organisations are local based and have contact with the police through their respective work (training, police reforms, gender sensitisation etc.). They also have media connectivity and networks with civil society organisations. These organisations, such as Rozan in Pakistan, The Good Earth in Bangladesh, Central Department of Public Administration in Nepal, members of ethnic tribes in Shillong, India obtained police approval for the visits, mobilised civil society organisations, enlisted media coverage and provided feedback and documentation regarding the PSVW to the police and civil society organisations. IDC has had consistent partners in each of the countries of participation. For instance, in Pakistan, Rozan has conducted the PSVW ever since Pakistan participated in the year

2007 and has been undertaking gender sensitisation with Pakistan Police since the past fourteen years. Nepal and Bangladesh are in their fourth year of participation. Within the Indian states there has been repeat participation from organisations where there have been ongoing projects. For instance, the Community Policing Resource Centres (CPRC) in Punjab have been part of the earlier PSVW as have been civil society members in the North East. For participating organisations and mobilising the visitors, IDC worked with a range of organisations. These include educational institutions where students and teachers have visited police stations. Community leaders have been an integral group of citizens mobilised to assess police stations, so that the local police responds seriously to the event. Another group of participants have been recruited from organisations that hold regular interaction with the police such as community liaison groups, NGOs or market committees, etc to make them aware of global standards within which the police should be interacting with them.

MOBILISING STRATEGY

The regularity of the PSVW has geared both the police and civil society stakeholders to the annual event. The first task, however, remained in gaining approvals from respective police departments. Partner organisations then mobilised participating organisations that included civil society groups, educational institutions and the common citizens. The

PSVW was also widely announced on the web and local media. A specific mobilising strategy was, however, put in place. It included the following:

Advertisement by the Police headquarters helped a lot. The whole police station and the adjoining areas were cleaned up and other arrangements were made once people started coming in large number unexpectedly. Due to the public visiting non-stop, we had to conduct our visit quickly.
Visitor, New Delhi, India

- **Involving existing community policing groups**

In much of India the community policing groups formed one hub of visitors. These included the Community Liaisoning Groups (CLG) in Chandigarh, Punjab and Mumbai. In Punjab, an associated community policing network, committees of the Community Policing Centres (CPCs) formed the team leaders. These members in turn recruited fellow citizens.

We held meetings with RWAs, MWA, Senior Citizens, like the regular ones and also informed them about the week, to participate and bring people along.
Station House Officer, New Delhi, India

- **Vulnerable groups**

Across South Asia, a consistent effort was made to include area-specific vulnerable groups. These included people from lower income groups in all countries. Scheduled Castes in India, migrants in Chandigarh, India, minority group members in Delhi, India and women who cut across all divisions and regions. In Pakistan, women formed visitors in Islamabad capital region and Punjab, but could not do so in SWAT, where women visibility in public domains, such as, police stations is not a cultural practice. However, tribal members of the Jirgah (Arbitration Council) in SWAT forms part of the visitors.

- **Education institutions**

In certain areas, a comprehensive plan to include college and high school students was organised. The idea was to expose young growing minds to the nature of police services that are part of their entitlement to citizenship. Also, in much of South Asia it has been difficult to recruit women visitors other than those representing civil society groups. Policing is perceived to be very much a masculine domain, thus even community policing groups may not have women members, besides the stigma attached to visiting police stations. Further, public spaces, such as, resident welfare groups, traders' associations are again masculine spaces without significant female membership. Institutional arrangements with colleges

and schools offered a protective cover for the visits. In India alone 84 educational institutions participated. In Nepal, the initiative was lead by academics from Central Department of Public Administration, 14 women academics.

- **Civil society collaborations**

In all countries of South Asia, existing civil right groups, such as, human rights bodies, civil liberty and advocacy groups, women's rights organisations formed the preferred choice of visitors. In Pakistan, besides Rozan, NGOs Saahil, Cholistan Development Council, Hujra and SHEHRI-CBE mobilised the core teams of visitors. Citizens were also recruited from citizen and professional associations, such as, resident committees, trade unions, local bodies, market associations and through media coverage. The Good Earth in Bangladesh recruited a set of visitors to balance the female male visitors, through involvement of professional networks, such as, advocates, human rights bodies and journalists. Similarly in Nepal, civil society members were identified and they in turn recruited activists, students and members of the media to comprise the visiting teams.

- **Public campaigns**

In two states of India – Punjab and Delhi, a massive public campaign was launched to invite citizens to visit and assess their local police stations. While in Punjab all police stations participated in the PSVW,

Table - 1
Media Participation in PSVW 2013

	Print	Web	T.V.	Total
Bangladesh	3			3
India	273	7	1	281
Nepal	3		3	6
Pakistan				
Total	279	7	4	290

Source: PSVW, 2013

Delhi identified 45 police stations in each of its 11 zones. Delhi Police published the list in national and vernacular newspapers and placed posters in market places and other public spaces to announce the visits and the participating stations. Similarly in Punjab, print and television media was engaged to mobilise citizens and spread awareness of the local Saanjh Kendra facilities. Punjab State also announced a Brand Ambassador (Local Punjabi folk persona Diljit Dosanjh) with a month long activities organised to spread awareness of the Saanjh Kendra service-delivery programme partnered by police-public. Folk singing, shows, street marches, television interviews were held a week prior to the PSVW and continued for the month. It is due to this large public

mobilisation that 4,104 citizens in Delhi and 3,933 in Punjab assessed their local stations. In Punjab, this number was only of those who rated the stations and does not include the thousands of students, villagers and citizens who visited the CPC centres and police stations.

• **Local-specific strategies**

A number of initiatives were taken at the local level independent of the broader recruiting strategy. In different districts of Punjab, India police commanders and CPC centres used different mediums to raise awareness, holding sports matches, donation of helmets, two wheeler rallies (Nawanshahr) spreading the word, programmes organised with Mayor at the police station (Amritsar), use of mobile vans (Awareness Van, Pathankot) that talked about the Saanjh Kendra services to rural groups, held camps for keeping city clean, anti-drug programmes along with police station reforms being undertaken in the city. Students from college and high school were taken on tours of the police stations. A feedback session from community members and visitors post the PSVW was also organised.



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QUESTION OF THE DAY

Which popular park is built on a site that used to be a landfill site earlier?

info@htmetro.com

SUNDAY'S ANSWER

Talkatora Stadium on the southwest side and RML Hospital on northeast side, apart from other buildings.

Winner: Ashok Sen, Gurgaon

2 held with gold at IGI

NEW DELHI: Customs official at Delhi's Indira Gandhi International Airport (IGIA) have caught two passengers with 2.6kg gold worth ₹73 lakh. They were coming from Riyadh and Bangkok.

"We were expecting gold smuggling to rise ahead of Diwali. A special watch was kept on passengers coming from Riyadh and Bangkok sector. These two were caught from two different flights after they crossed the green channel," said a customs

official, requesting anonymity.

The passenger who was coming from Riyadh was intercepted after he crossed the green channel. He was wearing loose clothes and gold bars were hidden. "The second passenger was coming from Singapore via Bangkok by a Cathay Pacific flight. He had kept the gold bars in his check-in baggage," the official added.

The men were arrested and 25 gold bars seized from them. Both the passengers are residents of Delhi.

HTC

**GIVE US
YOUR FEEDBACK
TO SERVE YOU
BETTER...**

- Delhi Police in partnership with Altus Global Alliance is participating in a week long 'Global Police Station Visitors Week' from 4th -9th November, 2013
- Visit one of the police stations in your neighbourhood, participating in this exercise and fill up the survey form
- List of participating Police Stations will be available on Telephone No. 100
- It is an exercise in public interest. It will have no repercussions of any kind on you



DELHI POLICE

For immediate help call 100

To share information call 1090

DP/13/01/13

Through PSVW visitor can empirically provide community expectations of police service. Visitor, Dhaka Bangladesh

VISITORS CATEGORIES AND THEIR VIEWPOINTS

The visitor category can be broadly classified as civil society members; students, citizen interest groups, such as, resident welfare associations and market committees; community policing groups like the Community Liaison Groups (CLG) and Saanjh Kendra members; and professional bodies, such as researchers and lawyers. Citizen groups in general found the visits educative and contrary to their perceptions of a ‘brutal force’ or ‘dingy areas’ of stations. Many were initially hesitant to visit the stations. Civil society members were encouraged by the idea of establishing service-centred networks with the police while the community policing groups found the visits provided them a more comprehensive idea of police working.

“It was a great experience for me to be a part of this activity. The way the group was formed for visiting the police station and the questionnaire which was provided for filling during the visit almost covered all the areas. It was a great learning opportunity for us and we will try to arrange such visits ourselves too for making the police personnel accountable.”

Civil Society Member, Pakistan

Civil society visits are means of understanding between police and community. Through such visit, needs of the community reaches police authority and this helps to boost safety and security of the community.

Civil Society Member, Bangladesh



By this visit I was confident of being some one important in the community.
- Visitor, Bangladesh



Women groups have opined that the police stations are improving in human rights situation particularly when it comes to women, elderly and minors.

Partner organisation, Nepal

We participated in PSVW to contribute to society, to see that the police and public relation improves. We would be happy if the visit helps in decreasing the crime rate in the area and the police also feels that they should more humble towards public.

- Visitor, Meghalaya, India

Common people are afraid of visiting the police station but if anyone visits this specific station, his thinking towards it will totally undergo change. The atmosphere here is so congenial that people find themselves in safe hands.

Visitor, Punjab, India

Community Policing groups

I want to write down the performance of Nawanshahr Saanjh Kendra in community-oriented programmes apart from the services delivered under RTS Act.

1. Nawanshahr Saanjh Kendra has organised a number of seminars in schools/colleges and public places to apprise the people of services being provided in Saanjh Kendras and to create awakening among them against drug abuse, traffic problems and other social evils during the year. It also got published pamphlets regarding the services in very beginning and distributed these pamphlets among the people on various occasions and in public places. It also took out an impressive *jhaanki* of Saanjh Kendra in district level Republic day function which was also appreciated by the Sh. Sharanjit Singh Dhillon, Cabinet Minister, Punjab Government.
2. This Saanjh Kendra, in association with Youth Football Club Nawanshahr, has provided ISI marka helmets to two-wheelers during five days football tournament and got organised a police-public friendly football match and propagate about Saanjh Kendras during this tournament at J.S.F.H. Khalsa School Nawanshahr from December 26 to 30, 2012.
3. The Saanjh Kendra organised a rally of volunteers who rode two-wheeler riders wearing helmets and carrying play cards in their hands to motivate people to wear helmets too in the city of Nawanshahr and adjoining areas .
4. The Saanjh Kendra has launched a drive to check the school buses on safety measures being taken by them as per traffic rules and Supreme Court guidelines and making the drivers, owners, school management and parents aware about it.
5. Nawanshahr Saanjh Kendra has a good practice to make newspapers, magazines available to the people sitting in its waiting room and keep a visiting book in a locally designed very impressive, fancy open almira-cum-table for visitors to pen in their suggestions and impressions.
6. The Saanjh Kendra has put a fancy notice board/photo gallery to make public aware about the activities being done by the Kendra.
7. The Kendra has redressed/disposed off 243 complaints out of 257 relating to matrimonial disputes, domestic violence, parent-children disputes, economic offences, etc. with the co-operation of Saanjh committee members in an impartial manner which was appreciated by the general public.

- Team Leader, Nawanshahr, Punjab, India

Professional Bodies

After visiting PSVW the team leaders feel very happy and comfortable with the police personnel. The so called traditional thinking towards the police personnel has changed.

- Visitor, Assam, India

HOW WERE THE SCORES COLLECTED AND CALCULATED?

Police stations were assessed by local citizens on a standardised tool - the Altus Visitors Kit. The kit equipped local citizens with a systematic method to guide their assessment of their local police station. Recognising that social reality is neither static nor standardised, the method allows citizens perceptions about police stations to be recorded and compared across regions and populations.

The filled forms were collected through team leaders and visits verified by coordinating partner organisations in each state. The ratings were then fed into the Altus police station web system and scores automatically generated.

The form used during the Police Stations Visitors Week was based on the Likert Scale, in which the possible answers vary from 1 to 5. The following are the scores for each answer:

1 - Totally inadequate (20 points)

2 - Inadequate (40 points)

3 - Adequate (60 points)

4 - More than adequate (80 points)

5 - Excellent (100 points)

The questions were classified according to a scoring scale based on the calculation of

percentiles in a distribution of possible average scores varying from 20 to 100. As a result, the classification categories were:

Average score	Category
Over 84	Excellent
From 68 to 84	More than adequate
From 52 to 68	Adequate
From 36 to 52	Inadequate
Below 36	Totally inadequate

Finally, the average score in each observation area is the simple average of the four questions. The final score is the simple average of the five areas.

Weighted Scores

A weighted score to the two categories of Equal Treatment and Transparency and Accountability has been provided to highlight police accountability to local citizens and equitable access to police services. The weighted average has been calculated as below :

$$f(x) = \sum_{i=1}^n [(x_1w_i + x_2w_i + x_3w_i) + (x_2w_j + x_4w_j)]$$

$$M = \sum_{i=1}^n [(x_1w_i + x_2w_i + x_3w_i) + (x_2w_j + x_4w_j)]/n$$

Where $w_i = 1$ and $w_j = 2$

CATEGORIES OF ASSESSMENT AND TOP PERFORMERS

The Police Station Visitors Week is designed to bridge the gap between the local realities of policing and the general principles of human rights to which most countries subscribe. To understand this assessment, one must think of the police station staff as public service providers. Included here is a brief on the five categories of assessment, including the country average on the five categories.

Community Orientation

Community policing has been a core component of police reforms all over the globe. While a number of community directed programs have been initiated in all countries where police stations have been visited, the changes are not that common. Outreach programs have been organised by the police stations, some even with separate buildings for community programmes. The general trend is that while the police goes to the community, police stations continue to remain exclusive police spaces. This section of questions is focused on determining the degree to which the station is a resource for the community by providing information which is easily accessible to new visitors, and whether staff has been allocated to address community questions and requests. Within this category, police stations in India (81.93), Nepal (69.17) and Pakistan (78.37) on an average were found to be more than adequate. Bangladesh (61.80) was rated on an average as adequate by

the citizens. However, there were individual police stations in each of the countries that were found to perform exceptionally well. Following police stations were found to be the top scorers in their respective countries under the community orientation category:

Table - 2
Country wise Top police station in the category of Community Orientation

Country	Police Station	Scores
Bangladesh	Tejgaon(Dhaka)	75.00
India	Dadar(Mumbai); Dirbha(Sangrur); Division-1(Ludhiana); Kamla Market(Delhi); Lambi(Muksar); Patran(Patiala); Raikot Sadar(Ludhiana); Sahnawal(Ludhiana); Samrala (Khanna);	100.00
Nepal	District Police Office(Gorkha)	90.00
Pakistan	Baghdad-ul-Jadeed	90.71

Source: PSVW 2013

Physical Conditions

Although conceptions of order and cleanliness vary across cultures, police officers must be equipped with proper facilities and equipment in order to adequately perform their duties. These questions are designed to determine whether the police have the space and equipment to meet their needs, such as adequate office space and suspect identification rooms, and not that they have the most up-to-date technology or fancy stations. Under this category, on an average police station in India (78.77) and Pakistan (73.72) were found to reflect more than adequately. The average score

for Bangladesh (54.60) and Nepal (66.50) were found to be adequate by the visitors. In each of the countries, the following police stations were regarded as being the best under this category;

Table - 3
Country wise Top police station in the category of Physical Conditions

Country	Police Station	Scores
Bangladesh	Mohammadpur, Dhaka	72.00
India	Division-1(Ludhiana); Kamla Market(Delhi); Lambi(Muktsar); Patran(Patiala); Sahnewal(Ludhiana); Samrala (Khanna);	100.00
Nepal	District Police Office(Gorkha)	85.00
Pakistan	Baghdad-ul-Jadeed	93.57

Source: PSVW 2013

Equal Treatment of The Public Without Bias Based On Gender, Ethnicity, Nationality, Minority Status, Age or Sexual Orientation

The rights agenda with equal opportunities for all is a forefront voice across the global spectrum. Penetrating all areas of social existence, under law enforcement it acquires particular relevance as safeguarding rights is the mandate of these agencies. Changes related to equality are sweeping through police in most countries.

The PS officials look after the security of schoolgoing girls even after the schools are off.
Visitor, New Delhi, India

The assessment on this parameter was related to the availability of these considerations in police stations rather than the quality or access to these services of different population groups. These questions are designed to have visitors

observe and think about the services, facilities, and referrals available for vulnerable groups. Such groups vary around the world for instance, members of the Dalit castes in India, internal migrants in Brazil or the U.S., or those seeking refuge in Africa while other groups stretch across borders like women, linguistic minorities, and the disabled.

The average assessment for equal treatment only rated a more than adequate at the most with India at 76.69 and adequate in Pakistan (68.02). Bangladesh and Nepal had an average score of 50.80 and 51.67 which fell in the inadequate bracket on this category. The top police stations in each country scored much better than their country average. The top police station in each of the country being:

Table - 4
Country wise Top police station in the category of Equal Treatment

Country	Police Station	Scores
Bangladesh	Khilgaon, Dhaka	69.00
India	Dadar(Mumbai); Division-1(Ludhiana); Kamla Market(Delhi); Lambi(Muktsar); Raikot Sadar (Ludhiana); Sahnewal(Ludhiana); Samrala (Khanna);	100.00
Nepal	District Police Office(Gorkha)	90.00
Pakistan	Baghdad-ul-Jadeed	82.86

Source: PSVW 2013

Transparency and Accountability

Accountability is being recognised as a core component in the domain of governance, with accompanying transparency in the process of delivery of justice. For police,

accountability is becoming integral to the exercise of authority in democratic societies. Accountability can be an unassailable tool in forging community police partnerships to promote citizens' safety. Altus believes that the police are accountable to the public for any actions they take in their capacity as officers of law enforcement, crime prevention, and public safety. The questions in this section are intended to make sure police stations should contain the information the public needs to determine whether or not the police are satisfactorily fulfilling their duties. Also, if these are procedures in place to bring to the notice of superiors and institutions when service has been inadequate. The average rating of the country was found to be more than adequate for India (81.02), Pakistan (72.33) and Nepal (72.50). Bangladesh (54.00) was rated as adequate on an average from among the participating police stations. Country-wise police stations with the top score on transparency and accountability were the following;

Table - 5
Country wise Top police station in the category of Transparency and Accountability

Country	Police Station	Scores
Bangladesh	Mohammadpur, Dhaka	74.00
India	Bhadson(Patiala); City Sri Mukatsar Sahib (Muktsar); Division-1(Ludhiana); Doraha(Khanna); Kamla Market(Delhi); Kumbh Kalan(Ludhiana); Lambi(Muktsar); Machiwara(Khanna); Sahnewal(Ludhiana); Samrala (Khanna);	100.00
Nepal	District Police Office(Gorkha)	86.67
Pakistan	Baghdad-ul-Jadeed	83.57

Source: PSVV 2013

Detention Conditions

On a human rights agenda, the conditions of detention areas are coming under scrutiny. Altus approaches this issue from the perspective that people who are held in the detention facilities at any given station will most likely return to the community. In order to ensure that detained individuals do not come to harm while in police custody, and by extension that the community is not harmed, these simple questions ask about the things most people would want to know if a loved one were detained in police custody and if their basic rights are being protected. The detention conditions on average among the participating police stations were found to be more than adequate in India (78.49). Bangladesh (50.10) and Nepal (51.83) were on an average of being inadequate in detention conditions by the citizens in their visited police stations. Police stations in each country with top scores in detention countries are following:

Table - 6
Country wise Top police station in the category of Detention Conditions

Country	Police Station	Scores
Bangladesh	Mohammadpur, Dhaka	71.00
India	Bhadson(Patiala); Bhawanigarh(Sangrur); City Kharar(SAS Nagar); Division-1(Ludhiana); Kamla Market(Delhi); Khanuri(Sangrur); Sadar Kurali(SAS Nagar); Sahnewal(Ludhiana); Samrala (Khanna);	100.00
Nepal	District Police Office(Gorkha)	73.33
Pakistan	Baghdad-ul-Jadeed	88.57

Source: PSVV 2013

GLOBAL OVERVIEW OF CITIZEN ASSESSMENTS OF PARTICIPATING POLICE STATIONS

In PSVW 2013, 22 countries participated. Following is an overview of the participating countries and the assessments on the five dimensions of assessment.

Table—7
Aggregate Scores on 5 dimensions for Participating Police Stations in PSVW 2013

	Aggregate Scores	Community Orientation	Physical Conditions	Equal Treatment	Transparency and Accountability	Detention Condition
Bangladesh	54.26	61.80	54.60	50.80	54.00	50.10
Benin	48.91	56.52	47.20	46.59	46.14	48.11
Bolivia	46.07	53.64	48.54	39.44	45.30	41.75
Brazil	60.76	67.42	67.40	60.15	48.01	60.84
Cameroon	55.67	65.16	55.66	50.08	56.31	51.15
Canada	80.57	81.46	78.96	78.96	82.92	
Chile	70.10	76.54	74.36	65.09	67.36	67.16
El Salvador	67.85	72.38	70.63	66.38	69.13	57.68
Ghana	41.72	51.96	46.74	34.02	40.33	35.54
Guatemala	52.54	58.98	53.90	44.66	54.07	41.88
Honduras	57.07	70.00	53.33	43.79	64.70	49.33
India	79.38	81.93	78.77	76.69	81.02	78.49
Kenya	62.61	64.29	63.18	60.45	66.04	59.09
Liberia	44.20	54.74	45.66	41.51	42.24	36.84
Mexico	59.95	62.86	63.48	57.69	55.83	59.88
Nepal	62.33	69.17	66.50	51.67	72.50	51.83
Nicaragua	73.57	78.58	75.83	69.50	72.58	71.33
Nigeria	54.30	60.48	53.64	49.22	56.99	51.19
Pakistan	72.98	78.37	73.72	68.02	72.33	72.44
Peru	49.21	55.26	49.34	42.76	53.82	44.87
Sierra Leone	44.24	54.40	40.60	39.10	46.93	40.18
United States	81.68	84.80	81.72	82.29	80.72	78.07
Total	74.38	77.85	74.29	71.46	75.15	73.08

Source: PSVW, 2013

COUNTRYWISE TOP POLICE STATIONS

Policing is a state subject in India rather than federally organised as is in Pakistan, Bangladesh, Nepal. This formed the criteria for identification of top police stations in each of the participating police jurisdictions.

BANGLADESH

Top police station : Mohammadpur, DMP (Dhaka Metropolitan Police)

The location of police station is easily accessible to the service seekers and police officers were reported to be responsive to the public. It is a very neat and clean police station. There is separate staff to attend women complaints. Also separate rooms for male and female detainees are provided. All crime related information reported in police station is displayed along with charter of duties. The station regularly organises anti-crime meetings with the local community.

Community orientation:

Highest score for community orientation was 75.0 while the country's average was 61.80.

Physical conditions:

The top score was 72.00 with an average of 54.60.

Equal treatment:

The score of 68.00 was the highest while the median was 50.80.

Transparency and accountability:

Top score was 74.00 while the average was



PS Mohammadpur, DMP, Dhaka, Bangladesh.

Table—8
Bangladesh's Top Police Station with scores on 5 indicators :
Mohammadpur, Dhaka

Categories	Scores	High	Average
Community Orientation	74.00	75.00	61.80
Physical Conditions	72.00	72.00	54.60
Equal Treatment	68.00	69.00	50.80
Transparency and Accountability	74.00	74.00	54.00
Detention Condition	71.00	71.00	50.10
Aggregate Scores	71.80	71.80	54.26

Source: PSVW 2013

54.00.

Detention conditions:

The highest score was 71.00 while the average was 50.10.

The police station with the highest aggregate was 71.80 while 54.26 was registered as the country's median.

INDIA

Top Police Station Barakhamba Road

Police station Barakhamba Road is relatively new and was established in 2008. It has a premier location in the heart of New Delhi's commercial centre at Connaught Place. The police station covers an area of about 3 square kms. The population covered by this police station is about 20,000, but caters to floating population of about 4 lacs as it is surrounded by corporate offices and market areas of Central Delhi. The ambience is very like a business office, and the station occupies four floors including the ground of a multi-story building. The building also houses several other units like the Vigilance unit, Departmental Enquiry Cell etc.

The staff of this police station are trained to be public-friendly. Display boards with guidelines and citizen rights displayed in the reporting room. A women's helpdesk functions round the clock for assisting women. A separate phone line has been installed at this unit. The station has a designated reporting room to accommodate Duty Officer and Woman Helpdesk with adequate space for visitors. Duty officer and to Women Helpdesk are regularly briefed for their duty and also attend to every visitor to the police station.

The station is technology-friendly with wi-fi connectivity. It has a Computerised Remote Identification of Suspect (CRIS) service. A separate wireless room with a dedicated call sign with connectivity to the wireless system of district control room.



PS Barakhamba Road, New Delhi, India.

Table—9

India's Top Police Station with scores on 5 indicators :
Barakhamba Road, New Delhi

Categories	Scores	High	Average
Community Orientation	98.97	100.00	81.93
Physical Conditions	99.48	100.00	78.77
Equal Treatment	99.14	100.00	76.69
Transparency and Accountability	98.62	100.00	81.02
Detention Condition	98.45	100.00	78.49
Aggregate Scores	98.93	100.00	79.38

Source: PSVW 2013

Community orientation:

The highest score was 100 and the average score for the police station visited was 81.93.

Physical conditions:

The top score was 100 while the average was 78.77.

Equal treatment:

The scores ranged from a high of 100 to an average of 76.69.

Transparency and accountability:

The highest score was 100 with an average of 81.02.

Detention conditions:

The highest score was 100 while the average was 78.49.

NEPAL

Top Police Station : The District Police Office, Gorkha Nepal

The District Police Office, Gorkha is located in the prime area of Gorkha District. There is frontline police personnel to respond to any citizen who seeks police station services. For minors and women, a separate building has been designated.

The Gorkha district police office is easily accessible to people with disabilities. There are basic services like a help desk and citizen charter along with a women cell. Facilities like water and toilets are available for all. The station is surrounded by a beautiful garden. At a first glance the people are comforted with this pleasant ambience

The station is renovated under the leadership of local people. Generated funds are transferred to a public account and responsibility is taken by the public. This is a model of partnership between police and local people.

The station provides materials and leaflets on women trafficking to destination countries of India and Gulf generally, awareness on personal security, anti-alcohol etc. The police office also publishes the crime rate in time series analysis. The trends show the rate of crime in Gorkha district is in decreasing order. The detention conditions in Gorkha district in comparison to other stations is very good. Detainees are provided big wooden beds and with proper ventilation with two way air flow in the detention area.

Community orientation:

The high score of 90.00 matched with an average score of 69.17.

Physical conditions:

The top score was 85.00 while the



Table-10

Nepal's Top Police Station with scores on 5 indicators :
District Police Office, Gorkha

Categories	Scores	High	Average
Community Orientation	90.00	90.00	69.17
Physical Conditions	85.00	85.00	66.50
Equal Treatment	90.00	90.00	51.67
Transparency and Accountability	86.67	86.67	72.50
Detention Condition	73.33	73.33	51.83
Aggregate Scores	85.00	85.00	62.33

Source: PSVW 2013

average for the country was 66.50.

Equal treatment:

Again, the highest score of 90.00 was achieved with the country's median at 51.67.

Transparency and accountability:

The stations had a high of 86.67 while the average for the country was 72.50.

Detention conditions:

Top score was 73.33 while 51.83 was the average rating.

The top aggregate score for police stations in Nepal was 85.00 with the average of 62.33 from among all the participating stations in the country.

PAKISTAN

Top Police Station : Baghdad-ul-Jadeed

Baghdad-ul-Jadeed has good signage to guide Citizens to the station and also within the premises. In addition a personnel wearing a proper tag is also available to guide people coming to police station. The station also records activities through videos to ensure transparency in police station. A Special Room in Reporting Centre with Dedicated Lady Police Officials is on duty to facilitate women A comfortable place with friendly police staff makes this police station a model for Pakistan.

‘We always find it interesting to continue with the PSVW. The winning police station was Bahawalpur during the last PSVW and it motivated us to continue with the same performance this year also. The community and police have come close to each other now after conducting of such weeks.’

**Civil Society Member,
Bahawalpur , Pakistan**

Community orientation:

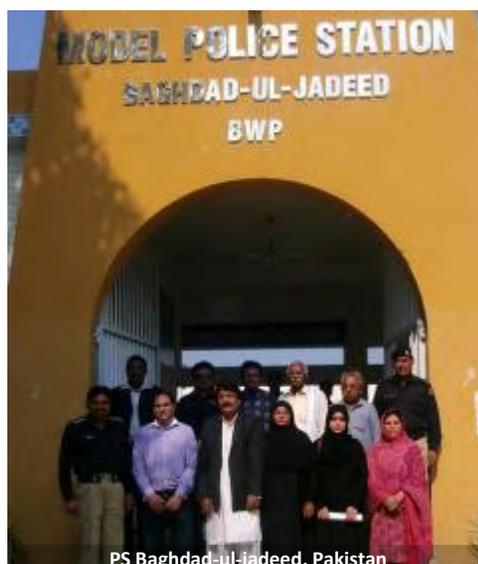
High score on community orientation was 90.71, while the country’s average score was 78.37.

Physical conditions:

Top score was 93.57 with an average rating of 73.72.

Equal treatment:

The highest score was 82.86 with the



PS Baghdad-ul-jadeed, Pakistan

Table-11
Pakistan's Top Police Station with scores on 5 indicators :
Baghdad-ul-Jadeed

Categories	Scores	High	Average
Community Orientation	90.71	90.71	78.37
Physical Conditions	93.57	93.57	73.72
Equal Treatment	82.86	82.86	68.02
Transparency and Accountability	83.57	83.57	72.33
Detention Condition	88.57	88.57	72.44
Aggregate Scores	87.86	87.86	72.98

Source: PSVW 2013

country’s median of 68.02 for this category.

Transparency and accountability:

The top score was 83.57 with an average of 72.33.

Detention conditions:

The highest score was 88.57 with an average of 72.44.

The top aggregate received by police stations was 87.86 while the average aggregate for the stations in Pakistan was 72.98.

GOOD PRACTICES HIGHLIGHTED

A number of initiatives on issues of community-police interface, improvement in police station services with particular emphasis on gender consideration and initiation of social control through oversight bodies were found at various levels of institutionalisation and penetration in the four counties of the PSVW 2013.

1. Gender specific initiatives

Women's desks have become the established standard if not practice in police stations across the four countries of the visit. These desks range in service provision for domestic disputes to providing services to crime victims. These include services provided with links to councillors, medical services, to welfare services and amicable settlement with the involvement of community policing



PS Boudha, Nepal

Police work is remarkable as they got the rakhis tied from the young girls and give them awareness on self protection. This way they also find easy to approach police when ever they are in difficulty .

Moreover, they collaborate with teachers also to spread awareness among parents.

Also one of the efforts to showcase police station as a clean place.

Visitor, Maharashtra, India

groups. In many stations these women's desks are managed by specialised personnel constituting NGOs or the more ad hoc local women do-gooders. In Pakistan, a women station in Islamabad has been constituted.

2. Crime control with community

A number of innovative programmes have been initiated with the help of the community. In Chandigarh, India, better performing community watchmen were taken under the wings of the police where they were given training and recognition. These community watchmen were not hired from outside the community, but were identified from the community youth itself. Jurisdictions where cases of theft registered a fall were highlighted and these efforts were recognised with awards. In Delhi, stations hold regular meetings with resident welfare associations to check crime.

As far as the community orientation category is concerned, there is a 'Khuli Kachehry' (Open Meetings for Local Community) arranged for the public by the police where the community comes and register their complaints openly. This is basically to facilitate the community in as easy manner as they can.

- Civil society partner, Pakistan

3. Staff facilities and professional upgradation

Police from different departments recognised the need for improved police conduct in building trust in individuals and the larger community. Initiatives to improve behavioural practices ranged from training and orientation programmes directed at police personnel, to emphasis on the relevance of community stakeholdership in both crime prevention and management (community policing

initiatives in Pakistan); to improving skills in the police to inculcate human rights orientation and public relation skills as in Delhi and Punjab, India. Incorporation of these personality skills is further streamlined with the central Bureau for Police Research and Development sanctioning funds under the modernisation schemes for organising what is termed as soft skills and professional training.

This week helped us to give our police station a facelift and invite the citizens to visit the station and see our working. It is a good programme and should be organized regularly. We gave a face-lift to the police station after whitewash. Park inside the boundary was in a bad shape, it was re-done. All the barricades and boards were re-painted. Waiting room for the visitors was decorated with flowers. Notice

boards were also replaced, giving information in a simple, sober and complete manner. The CCTV cameras were already there but their focus / zoom angle was changed as per requirement.

Visitor, New Delhi, India



PS Jama Masjid, Delhi, India



4. Establishment Of Oversight

Citizens particularly noted procedures and practices pertaining to accountability of police staff and opportunities for grievance redressal for the common person. Notices and signs of contact numbers of human rights bodies displayed in the police station was acknowledged as an important practice where Complaint boxes were placed within the easy control of police staff in the police station and suggestion for changing its placement were made.

5. Equipping the community with relevant information and awareness

Schemes involving the community in securing their safety and informing them of relevant police programmes were appreciated. Samrala, Punjab has a special schoolchildren police station visit

programme to inculcate confidence among the children in police. Other areas here are undertaking seminars and meetings with public regarding law and rights of citizens (Focal Point, Punjab, India). Hanging the charter of duties of police in stations in Bangladesh was found to be a measure for guiding the common man. Public interactions, especially on public security measures, was welcomed in Nepal. In Meghalaya, India special awareness programmes in villages on law and rights are being held.

“PSVW is always a source of great learning for all our colleagues who arrange this week. This week has helped us to build rapport with the community at large. The community policing has also strengthened with this week where the community and police collaborate with each other after this week too.”

Partner Organisation Pakistan,

6. Upgradation of services

Perhaps the most visible change in police stations in India and even Nepal and to some extent in Pakistan has been the upgradation of basic facilities such as provision of drinking water for the visitor, improvement in toilets, installation of information desks, reception areas, better seating, cleaner environment and greening of spaces within the police stations with pots and plants. It seems to be taken up as

representing a humane face in stark contrast to the dry, unhygienic and dirty spaces within the police stations. Help desks have also been initiated by it in Bangladesh, Nepal or India.

We couldn't do much during the week. Our focus was on the overall cleanliness of the

police station. We had visitors from the public living in the jurisdiction, school and college students and our committee members. We work in poor conditions. The police stations are evaluated on certain parameters that are not with us. It would make more sense if everything is provided to us and then an evaluation takes place. Only then, the week is useful. Otherwise, people come and say you lack many things. Even then, we tried to do our best with the available resources

**Station House Officer,
Punjab, India**



7. Exchange within police and across community

An organised interaction within the police in different states and countries has been initiated with the PSVW 2006. National and regional meets share the practices and issues pertaining to service delivery in states and countries of Asia that participated in the PSVW. A similar meet to share good practices and community policing initiatives at the police station level is being held in Nepal in August 2014. Besides, police delegations are visiting various states in India to learn of practices that have led to positive public assessment during PSVW. The spirit of competition not only provoked upgrading in easily doable spheres at the police station level but also generated a competitive spirit among the states.

Visits by civil societies to police stations have led to increasing the scope of exchange of community-police interface.

8. Conflict management with community

Crime prevention with assistance from the community as informers has been the mainstay of certain community policing initiatives. However, the police in certain states of India, Nepal and Pakistan revealed strategies for involving the community in both resolving disputes that were of inter-personal nature and in pre-empting large scale violence such as riots between ethnic communities.

The Punjab Police has initiated an alternative dispute resolution unit in its Saanjh Kendras to resolve disputes causing public nuisance and altercations between individuals to amicably settle what would



otherwise result in prolonged litigation.

Community groups have been successfully deployed to check group violence which manifests during periods of religious festivals or gatherings of ethnic groups in other areas. Regular and organised interactions with community members have resulted in more peaceful atmosphere in the communities.

9. Building partnerships

(i) To encourage citizen accountability

Involvement of the civil society to improve police stations such as building a police station itself as in Nepal to the more modest improvement in certain places such as detention conditions (Pakistan), provision of facilities such as computers and furniture in a more systematic manner, particularly through

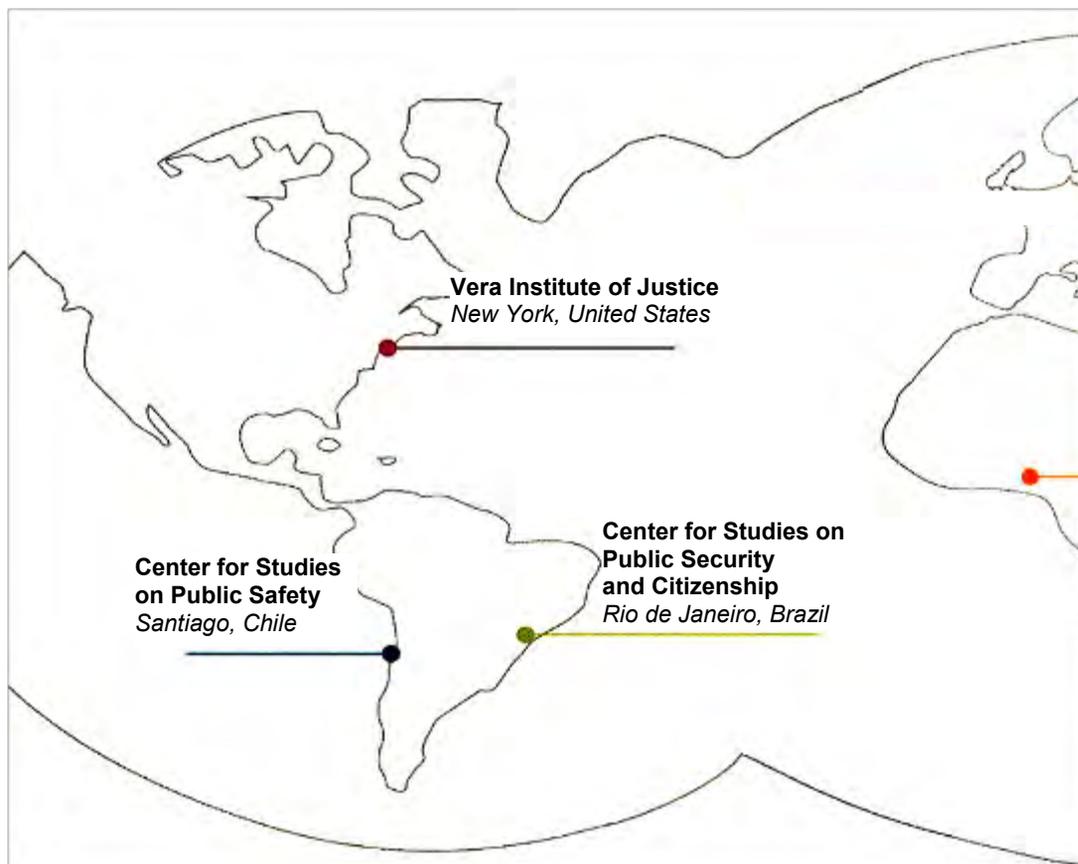
Due to Saanjh Kendra,
atmosphere of police station
has become very good.
Visitor, Punjab, India

the Community Policing Resource Centres (CPRCs) in the Indian Punjab makes transfer of funds transparent while building community stakes in the performance of the police.

Most of the things are good. This is the great thing that they are asking for the point of view of "Aam Aadmi" or I can say common people. Now I can say that they are working for
us.

Visitor, Delhi, India

ABOUT ALTUS GLOBAL ALLIANCE



About the Altus Global Alliance

The Altus Global Alliance, unites six well-established organisations spanning five continents into a uniquely powerful alliance for justice. Altus members are located in the USA, Chile, Russia, Brazil, Nigeria and India. Together, they offer a multicultural perspective on issue of safety and justice, a greater capacity to work across borders, and a larger role for the civil society in advancing justice.

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