



Police Station Sadar Namaul, Haryana

Police Station Visitors Week

*report of results in
India - 2010*

**POLICE STATION VISITORS WEEK
18TH TO 24TH OCTOBER 2010**

REPORT OF RESULTS IN INDIA



UTTRAKHAND VISITOR, PS KOTWALI HALDWANI, UTTRAKHAND

Police is now making lot of efforts in improving its image by participating in such competitions and it's not only participating but making an effort to win also. No Doubt it's an effort for one week but we would like that it should be a continuous process.

PS Kathgodam, Uttarakhand

CONTENTS

Foreword	4
Acknowledgement	5
Summary	6
An introduction to Police Station Visitors Week	7
Citizen Centric Police Stations: Award Winning Practices around the World from Earlier PSVWs	10
Participating Police Stations	14
Visitors Profile	25
How scores were collected and calculated	34
Police stations with the highest scores	35
Justice and Democratic Governance in IDC	47
About Altus Global Alliance	48

FOREWORD

Police stations are the first point of contact of citizens with the police. As it has been reported in number of studies, this experience is characterised by a lack of respect and dignity. The spatial disconnect experienced by the citizens in the police stations, particularly by women and other vulnerable sections, reinforces the feeling of injustice and a sense of loss of dignity and identity. This perception of police stations being alien spaces is stamped by a quote of Sir Phillip Chetwode displayed in some of the police stations stating that:

The safety, honour and welfare of your country comes first, always and every time;

The honour, welfare and comfort of the men you command, comes next;

Your own ease, comfort and safety comes last, always and every time.

It clearly demonstrates that the police stations are not the spaces meant for the community as is the case with a school or health centre etc. And, people in response to this have perfected over generations a general strategy of survival not to mess up with the police and stay away from entanglement with police stations and its procedures. In view of this and also to make delivery of justice humane, in Altus it was felt that there is a need to break this spatial disconnect and make police stations citizen-centric and consequently, a programme of police station visits by the local people was conceived and launched.

This is the fourth edition of the programme launched in India and in 20 other countries. Both the police and the citizens have positively responded to make this a successful interface.



Pramod Kumar

ACKNOWLEDGEMENT

IDC-Altus would like to acknowledge the support of police departments and civil society organisations that coordinated for making police stations part of a citizen's preview. Altus is particularly thankful to Assam Police, Chandigarh Police, Haryana Police, Madhya Pradesh Police, Meghalaya Police, Punjab Police, Rajasthan Police, Uttrakhand Police and participating organisations – **CHANDIGARH** - Surya Foundation, The Reeds, Social Research Development and Educational Society, Youth Technical Training Institute, Resident welfare society, Student Human Rights Network, Family Planning Association of India. **HARYANA** - Utthan - Institute for Development and Studies Yamunanagar, The Reeds Ambala. **MADHYA PRADESH** - Nagar Surkasha Samiti Jabalpur. **PUNJAB** - Panchayat (Ferozepur, Kapurthala, Rupnagar, Mansa, Tarn Taran, Barnala, Muktsar, Batala, Ludhiana Rural, Patiala, Samana, Gurdaspur, Sangrur, Moga, Jalandhar, Municipal Council (Bolath, SAS Nagar, Sardulgarh, Barnala, Faridkot, Samana, Adampur), Block Samiti (Kapurthala, Morinda, Lambi, Dera Bana Nanak, Kartarpur), Zila Parishad (Kapurthala, Samana, Bolath, Phagwara), Mahilla Mandal (Dera Baba Nanak, Samana), Market Committee (Abohar, Phase-5 SAS Nagar, Samana, Moonak), Women Cell (Ludhiana, Amritsar). **Amritsar** - CPRC (Amritsar), Rotary Club, Amritsar Vikas Parishad. **Barnala** - Sant Samaj Attar Singh Club Ghunas, Tapa. **Batala** - Peace committee members – Hargobindpur, Nagar Council – Hargobindpur, Kadian, Bahiyar Samaj Party, Sri Harigobindpur. **Faridkot** - India Human Rights Organisation. **Ferozpur** - Co-operative Bank Mamdot. **Gurdaspur** - Agriculture and member global committee (Gurdaspur), Youth Welfare Committee, Ladies Welfare Group, Samaj Sewak Sujampur, Sarprast New Young Blood Club, Sujampur, Ramleela Club Sujampur, Mandir Trust Kali Sujampur. **Hoshiarpur** - All India Medicos Society. **Jalandhar** - Kundan Vridh Ashram (Alwalpur), Kartarpur Taxi Union, Kartarpur, Kalyan Cheri Hospital Kartarpur, Gurudwara Saheeda. **Khanna** - Distt. Health Monitoring and Planning Committee, Blood Bank Society, Sarprast Cultural Society, Bar Association Samrala, International Cultural Kendra Machiwara. **Ludhiana** - Jan Sikhshan Sansthan . **Ludhiana Rural** - Sports Club Dehlon, United cycle and parts manufacturers association. **Mansa** - Nagar Panchayat Sardulgarh, Punjab Tribune, Punjab Kesri Group, Boha, Shiromani Akali Dal. **Patiala** - Mahila Union Samana, Rural Mahila Congress Party Rajpura, Municipal Corporation, Trade Union. **Sahibzada Ajeet Singh Nagar** - Jan Sikhshan Sansthan. **Sangrur** - Panchayat Samiti Bhawanigarh. **Tarn Taran** - Bhikhiwind, Ajeet Newspaper Bhikhiwind, BJP Tarn Taran Region, Commission Agent Association Jhabal. **RAJASTHAN** - Press Reporters Association, Community Liaisoning Group Shipragarh, Vidhayakpuri, Mansarovar Path – Jaipur Bhilwara, Kalwaad, Samod and Tonk. **UTTRAKHAND** - Community Liaisoning Groups Haldwani Dehradun & Rudrapur, Panchayat and Municipal Council Dehradun Rishikesh, Congress Committee Members Rishikesh, Pensioner Committee Rishikesh, Legal Cell Rishikesh, Mahila Morcha Rishikesh, Beat Committee Members Rishikesh. **Partner Organisations:**– Institute of Social Change and Regional Development (ISCARD).

Rainuka Dagar

Rainuka Dagar
Coordinator – PSVW

SUMMARY

Altus organised the fourth round of the global PSVW from 18 to 24 October, 2010 in which 21 countries participated. A record number of police stations (241) welcomed 3,039 number of citizens. This global event mobilises local citizens to visit and assess their local police station services. The effort is aimed to measurably improve the quality of local police services as perceived by local communities. By cooperatively engaging both the civil society and the police the PSVW focuses on sharing good practices, promoting international standards and building positive relationships between police agencies, NGOs and the community.

In India, the visits were organised by the Institute of Social Change and Regional Development (ISCARD), Shillong; Community Policing Resource Centres (CPRCs), Punjab and coordinated by Institute for Development and Communication (IDC), Chandigarh, India, a member of the Altus Global Alliance. PSVW was organised in eight states across India. In the North, Chandigarh, Punjab, Haryana and Uttrakhand; in the North-East Assam and Meghalaya; in the West, Rajasthan; and in the Central India, Madhya Pradesh were the locations of police visits. In all, 214 police stations participated and ushered across their threshold 3,039 visitors. Citizens included members of NGOs, human rights activists, citizen groups such as resident welfare associations, market committees, community liaisons groups, women's organisations, university and school students.

The visits were structured through a common protocol, the world over, that instructed the visitors how to prepare themselves for the visits, what to look for and how to discuss their impressions with other visitors. The visitors answered 20 questions immediately after the

visits. The team leaders collected the questionnaires along with the narrative brief which were uploaded into a secured multilingual website. 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 dimensions of police services: community orientation; physical conditions; equal treatment of the public without bias based on gender, ethnicity, national, minority status, age or sexual orientation; transparency and accountability; and detention conditions.

Among the participating states Rajasthan received the highest aggregate score followed by Madhya Pradesh and Haryana. State-wise among all stations visited the highest overall scores were received by PS Rangiya, PS Palashbari and PS Baihata Charali in Assam; PS Sector 31, PS Sector 26 and PS Sector 17 in Chandigarh; PS Deeng, PS Uchana and PS Tosham in Haryana; PS Tukoganj, PS Rajindra Nagar and PS Mahila Thana in Madhya Pradesh; PS Sadar Meghalaya, PS Laitumkhrah and Rilbong Beat House in Meghalaya; PS Sadar Ludhiana, PS Samarala and PS Bhikhiwind in Punjab; PS City Kotwali, PS Jhotwada (Jaipur city), PS Kalwad (Rural), PS Tonk, PS Samodh and PS Vidhayakpuri in Rajasthan; PS Muni Ki Reti, PS Kathgodam and PS Rishikesh in Uttrakhand.

The scores and reports from these stations will now be combined with those from other participating countries in this region and analysed in a regional report. These reports can be used by the police and community residents throughout India to discuss the elements of police service that have impressed the local visitors most. This should help to spread good practices, improve relations between the police and civilians, and strengthen the accountability of the police to the people they serve.

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. 2010 was the fourth round of global programme. 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 sides: giving police commanders incentives for improvement and providing information and opportunities that allow civil society organisations 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 marginalised populations, in dozens of low and medium income countries simultaneously. Annual visits by groups of citizens to local police stations are 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 organisations and police oversight bodies, thereby measurably improving their responsiveness to local concerns.



- Bangladesh Benin Bolivia Cameroon Chile Ghana India Kenya
- Latvia Liberia Malaysia Maldives Mexico Nepal Nigeria Pakistan
- Peru Russia Sierra Leone Uganda United States

Twenty-one countries participated in the fourth round of global police station visits. More than 1,100 police stations welcomed as many as 6,000 citizens to assess their services.

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, that they may find themselves 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 under-reporting of crime, resort to vigilante justice, and 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 multi-cultural 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 tool 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.

CITIZEN CENTRIC POLICE STATION

AWARD WINNING PRACTICES WORLDWIDE FROM PSVW

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

"We were surprised at the level of collaboration between the deputies and the agencies. Deputies call up counselling centers in cases of sexual assault, domestic violence, fires, suicidal ideation, and deaths in the family. They are also involved in community events."

(U.S.)



PS Bicrim Antofagastam, Chile

Community Orientation

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

"I did not know that lectures on crime prevention to organised groups in the community took such a part of their time. It is good because crime prevention is not only a responsibility of the police but also of the community."

(Chile)



PS Bercham, Malaysia

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.
- **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.

“Our impressions of the police station were very positive, since the facilities were impressive and there did not exist the mood of a common station, in a low state of repair, with a few staff members providing a low quality of service.”

(Sao Paulo, Brazil)



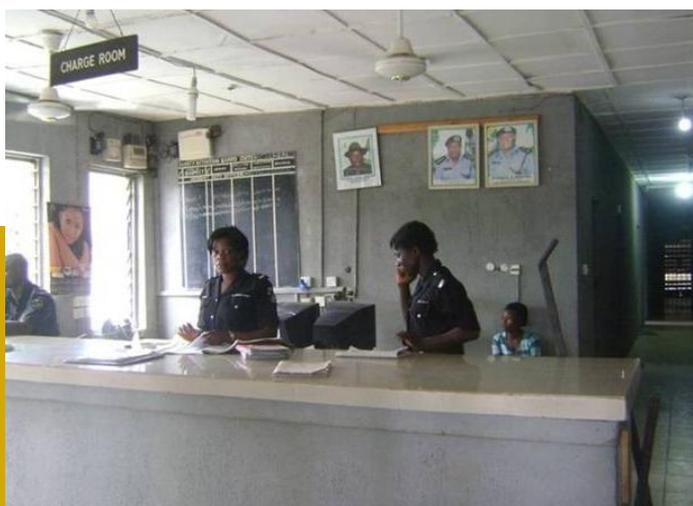
PS Gustavo A. Madero5, Mexico

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

- **Representative staff :** A presence of representative police personnel reflecting the ethnic, religious and gender composition conveys a commitment to equal treatment.
- **Special services for vulnerable:** Services of language translation, gender and human rights desks, tourist services increase the access of vulnerable groups to police services.

In Canada, the visitors remarked that police officers were clearly representing different ethnic communities such as Indian, Chinese (Asians), Blacks (Africans) and males-females.

(Canada)



PS Trinity, Nigeria

- **Disability friendly:** Concern for the disabled with provisions for 'Braille', ramps convey police sensitivity for the vulnerable.

"What appealed to us most was the formation of the women's desk which was never there earlier. Now women complainants as well as accused are listened to/interviewed in a special room, in private. Earlier the toilet facility was seldom there for the common man, but it's a pleasant surprise that the facility exists now. There are separate washrooms for ladies and gents and the same are neat and tidy. A lady police officer was found present at the women's desk. She was well aware of the legal rights of women. All women and minor complainants were attended to by a woman police officer. The interaction with lady police officer, duty officer and other police officials on duty was excellent and cordial."

(India)



PS Town North Park, Kerala, India

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 name and rank of police staff inspires confidence in citizens.
- **Availability of complaint procedures and oversights:** Anonymous and simple processes to register complaints and functional oversights encourages accountability to local population.

"They provided the public with regular crime trend statistics so that they could be more alert and security conscious."

(Ghana)



Police Station Illupeju, Nigeria

Detention Conditions

- **Clean, uncrowded spaces and serviceable utilities** are widely agreed upon minimum standard.
- **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 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 detainees.

“Cells in the Netherlands were marked with a black dot in the direction of Mecca so that Muslims could know in which direction to pray.”
(Netherlands)



Dot in Cell Hengelo, Netherlands

“Detainees could use library facilities when in isolation.”
(Latvia)



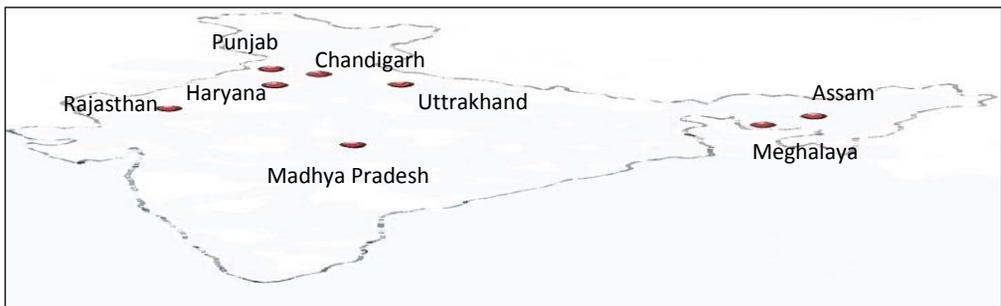
Police Station South Korea

PARTICIPATING POLICE STATIONS

In eight states of India, 214 police stations participated in the PSVW and interacted with 3,039 citizens. The participated states were spread across India and included Chandigarh, Haryana and Punjab in the North; Rajasthan in the West; Assam and Meghalaya in the East and Madhya Pradesh located in Central India. The police stations covered the gamut of urban and rural locales; ranged from entire Police Commissionerates, such as, in Amritsar and Jalandhar to single beat house like the Rilbong in Meghalaya. They included women police stations (Mahila thana, Jabalpur in Madhya Pradesh) and

special Non-Resident India (NRI) Police Station in Kapurthala, Punjab

In India, policing is a state subject and police participation is subject to the approval of the respective state police. Sanction from police for participation included states that have been regular partners to the PSVW (Chandigarh, Punjab, Rajasthan, Assam and Meghalaya) to the newer partners which included Haryana, Madhya Pradesh and Uttrakhand. The PSVW was announced on the Altus-IDC website and was conducted for the fourth time in India.



STATEWISE PARTICIPATION OF RURAL URBAN POLICE STATIONS IN INDIA DURING PSVW 2010			
State	Rural	Urban	Total
Assam		10	10
Chandigarh		11	11
Haryana	12	11	23
Madhya Pradesh		7	7
Meghalaya		10	10
Punjab	49	88	137
Rajasthan	2	8	10
Uttrakhand		6	6
Total	63	151	214

THE POLICE STATIONS THAT PARTICIPATED IN POLICE STATION VISITORS WEEK 2010



PS Palasbari, Assam

ASSAM

- Baihata Charali
- Boko
- Changsari
- Chaygaon
- Dodora
- Hajo
- Kamalpur
- Palashbari
- Rangiya
- Tulsibari Outpost



PS Sector 3, Chandigarh

CHANDIGARH

- Industrial Area
- Manimajra
- Sector 11
- Sector 17
- Sector 19
- Sector 26
- Sector 3
- Sector 31
- Sector 34
- Sector 36
- Sector 39

HARYANA

- Bond
- Cheeka
- City Bahadurgarh, Jhajhar
- City Fatehabad
- City Police Station
- Civil lines, Hissar
- Civil lines, Karnal
- Civil lines, Rohtak
- Civil lines, Sonipat
- Deeng
- DLF, Sector 29
- Firozpur Jhiraka
- Hassanpur
- Kasola
- Pehowa
- Police Station Faridabad (NIT)
- Sadar Ambala
- Sadar Jagadhari
- Sadar Narnaul
- Sarai Khwaja
- Sector 14, Panchkula
- Tosham
- Uchana



PS DLF, Sector 29, Gurgaon, Haryana



PS City Fatehabad, Haryana



PS Bond, Haryana



PS Rajendra Nagar, Madhya Pradesh

MADHYA PRADESH

- Ashoka Garden
- Habibganj
- Mahila Thana
- Rajindra Nagar
- Ranjhi
- Sanchi
- Tukoganj



PS Rynjah, Meghalaya

MEGHALAYA

- Cantonment Outpost
- Jhalupara Outpost
- Laban
- Laitumkhrah
- Lumdiengjiri
- Madanriting
- Pasteur Beat House
- Rilbong Beat House
- Rynjah
- Sadar shillong

PUNJAB

Amritsar

- Ajnala (Rural)
- Amritsar Cantt.
- Chherata
- Division A Amritsar
- Division B Amritsar
- Division C Amritsar
- Division D Amritsar
- Division E Amritsar
- Hakimagate
- Hargobindpur
- Islamabad
- Jhandiala Guru (Rural)
- Kathu Nagal PS (Rural)
- Maqbolpura (Rural)
- Saddar Amritsar
- Sultanwind



PS Civil Lines, Amritsar

Barnala

- City Barnala
- Dhanola
- Tapa

Batala

- Batala City
- Civil Line
- Dera Baba Nanak
- Qadian
- Sri Hargobindpur, Batala



PS Dera Baba Nanak, Batala



PS Dial Pura, Bathinda



PS Jato, Faridkot



PS Kanuwan, Gurdaspur

Bathinda

- Dialpura (Bhagatan Bhaika)
- Kot Fatta Mandi, Bathinda
- Kotwali Bathinda
- Nehian Wala , Bathinda
- Talwandi Sabo, Bathinda

Faridkot

- City Faridkot
- City Kotkapura
- Jaito
- Sadar Faridkot
- Sadiq
- Fatehgarh Sahib
- Amloh
- Bassi Pathana
- Fatehgarh Sahib

Ferozpur

- City Fazilka, Ferozpur
- City Ferozpur
- City Jalalabad, Ferozpur
- Mamdot, Ferozpur
- Sadar Abohar, Ferozpur

Gurdaspur

- Dhariwal
- Dina Nagar
- Khanuwan
- Sadar Gurdaspur
- Sujanpur

Hoshiarpur

- Hariana
- Mahilpur
- Mukerian
- Sadar Hoshiarpur
- Tanda

Jalandhar

- Adampur, Jalandhar (Rural)
- Basti Babakhel
- Bhargo Camp
- Cantt.
- Division -1
- Division -4
- Division-2
- Division-3
- Division-5, Jalandhar
- Division-6, Jalandhar
- Division-7
- Division-8
- Kartarpur, Jalandhar (Rural)
- Model PS Shahkot, Jalandhar (Rural)
- Nakoder
- New Baradari
- Phillaur PS
- Rama Mandi
- Sadar Jalandhar



PS Sadar, Hoshiarpur



PS Shahkot, Jalandhar



PS Rawalpindi, Kapurthala



PS Samrala, Khanna



PS Haibowal, Ludhiana

Kapurthala

- Kotwali Kapurthala
- NRI PS, Kapurthala
- PS Bholath, Kapurthala
- Rawalpindi PS, Kapurthala
- Sultanpur Lodhi PS

Khanna

- Payal
- Sadar Khanna
- Samrala PS

Ludhiana

- Darisi
- Dehlon (Rural)
- Division 1 Ludhiana
- Division 3 Ludhiana
- Division 8 Ludhiana
- Division no 2, Ludhiana City
- Division no 5, Ludhiana City
- Division no 6, Ludhiana City
- Division no 7, Ludhiana
- Dugri
- Focal Point ps, Ludhiana City
- Haibowal
- Kumbh Kalan
- Ladhawal
- Model Town
- Sadar Ludhiana (Rural)
- Sahnewal (Rural)
- Sarabha Nagar
- Shimlapuri
- Sidhwan Bet PS, Ludhiana City

Mansa

- Bhikhi
- Boha
- Joga, Mansa
- Sadar Mansa
- Sardoolgarh

Moga

- City Moga
- Dharamkot
- Mehna

Muktsar

- City Sri Mukatsar Sahib
- Lambi PS
- Sadar Malout

Patiala

- Civil Line Patiala PS
- Kotwali Nabha
- Kotwali Patiala
- Sadar Rajpura
- Samana

Rupnagar

- Anandpur Sahib
- Morinda PS
- Nangal PS
- Nurpur bedi Ps
- Sadar Rupnagar



PS Sadar Rajpura, Patiala



PS Morinda, Rupnagar



PS Banga, SBS Nagar

S.A.S. Nagar

- Dera Bassi PS
- Kharar PS
- Kurali PS, SAS Ngr
- Phase-8, Mohali
- Phase-I, Mohali

S.B.S. Nagar

- Balachaur PS
- Banga
- City SBS Nagar

Sangrur

- Bhawanigarh
- City Malerkotla
- Moonak



PS Patti, Tarn Taran

Tarn Taran

- Bhikiwind PS
- Chabal
- Patti PS
- Sadar Tarn Taran
- Sirhali

RAJASTHAN

- City Kotwali
- Jhothwada, Jaipur City (South)
- Kalwad (Rural)
- Kelwa, Rajasthan
- Kotwali
- Mansarover, Jaipur City (North)
- Tonk
- Samod
- Shipra Path
- Vidhayakpuri



PS City Kotwali, Rajasthan

UTTRAKHAND

- Dalanwala
- Haldwani
- Kashipur
- Kathgodam
- Munni Ki Reti
- Rishikesh
- Rudrapur



PS Rudrapur, Udham Singh Nagar, Uttarakhand

VISITORS PROFILE

In India, 3039 visitors visited and assessed their local police stations. Citizens were mobilised to the police station visits through local partner organisations and included a range of civil society networks. Visitors were drawn from broadly five categories: **citizens and interest groups** that included resident welfare associations, traders' organisations to religious groups like Mandir Trust Kali, Sujanpur; **students** from high schools and colleges (as many as 27 educational institutions visited their local police stations); **civil society groups** such as human rights bodies, women's organisations and service-providers; **professional bodies** associated with justice reforms, such as, academics, lawyers and researchers; and **community-policing groups** such as Community Policing Resource Centres (CPRCs) in Punjab and community Liaison Groups in Uttarakhand which have regular engagement with community-policing activities.

There was a gender focus in the 2010 PSVW. In this context efforts were made to mobilise

female visitors. To encourage female visitors to police stations, educational authorities were contacted. A large number of institutions responded positively. It was easier to mobilise female visitors through formal organisations rather than residents or civil society, since female are not large-scale members of social/professional/interest groups particularly in Northern India. All participating organisations were asked to have a representative number of women. Interestingly, in India the debate on political representation of women which is well percolated at grassroots level translates representation to mean 1/3rd members - therefore in most police station about 1/3 visitors were women. Further, efforts were made to recruit women organisations as participating organisations - NGO's Mahilla Mandals, Ladies clubs etc. Students from women schools and colleges were also mobilised to visit police stations.

"All we've heard about the police are negative things, but after visiting the police station, we were impressed with the cleanliness, their way of working and their way of taking on responsibilities." (Haryana)



beet constable

PS Tonk, Rajasthan

Educational Institutions Participated in PSVW 2010

CHANDIGARH

- Dev Samaj School, Sector 21.
- Government Model Senior Secondary School, Sector 16.
- Government Model Senior Secondary School, Sector 21.
- Government Model Senior Secondary School, Sector 22.
- Government Model Senior Secondary School, Sector 26.
- Government Senior Secondary School, Dadu Majra.
- New Public School, Sector 18.
- St. Anne School, Sector 32.
- Guru Gobind Singh College for Women, Sector 36.



Government Senior Secondary School, Dadu Majra

Students think cops should clean up their act

Saurabh Prashar | TNN

Chandigarh: If the opinion of UT schoolchildren about Chandigarh Police is to be taken seriously, cops leave a lot to be desired. Right from need to maintain discipline in police stations to serving water to visitors in clean glasses, students visiting certain police stations in the city during an awareness trip had some strong observations about people who maintain law and order in the city.

These were the observation of school students from government and private schools who visited three police stations during the fourth day of the ongoing Police Week on Friday. Students were asked to fill a feedback form, and what they mentioned there gives an impression that there is much to be desired for from the cops.

An important suggestion made made by students was the need for keeping the weaponry up to the mark, perhaps seeing them lying dust-covered. Another set of students found presence of women cops too thin in police stations, suggesting better representation. Making her remarks in the column titled 'what improvement can be made in the police station', Sunidhi Sharma of St Anne's Convent, School 32, wrote, "Woman cops

should be increased in the police station and cops should be disciplined. Sunidhi Sharma was among the 300 students of IX and X who visited the police station in Sector 34.

Going a step too far into minor details, Pankaj Kumar, a class X student, wrote that water should be served to visitors in clean glasses, perhaps perturbed over having been made to hold a dirty-looking glass.

SHO of Sector-34 police station Uday Pal, said only 200 students out of 300 were aware about the full form of CP, which is short form for Chandigarh police, and only around 100 students were aware of the toll-free traffic helpline number - 1073.

Police officials said the feedback forms would be scrutinized and the suggestions evaluated.

FIRST-HAND ACCOUNT

Times of India, Chandigarh, 13th Nov 2010

HARYANA

- G.G.S.S. School, Ambala
- Guru Gobind Singh College of Pharmacy
- C.L.D.A.V. School Panchkula
- Brahmanand Senior Secondary School Karnal

It was a wonderful experience when our students read the information in the police station and observed everything. They said, "Ma'am, we were afraid of the police station but it is very different from what we thought of it." (Haryana)



C.L.D.A.V. School Panchkula

PUNJAB

- DAV Public School
- Dashmesh Academy
- School of Nursing (Adampur)
- Senior Secondary Girls School
- Govt. Senior Secondary School Sultanpur Lodhi
- Guru Nanak Khalsa College Sultanpur Lodhi
- Tagore International School Sahnewal
- Ramgarh College for girls
- Sacred Heart Convent School.
- Govt. Middle School, Sahnewal
- Delhi Public School Ludhiana
- Khalsa College Ludhiana
- Govt. College for Boys
- Green Public School
- Gupta Model School
- Advance Training Institute College, Ludhiana
- Govt. College Rara Sahib
- SS Sadan-Khutkar Kalan
- Gurunanak Public School
- DAV School
- CFC School
- Govt College For Women
- Dhar Mavati Vidya Mandir School.
- Govt. Senior Secondary School Ludhiana
- Bharat Group of College Sardulgarh
- Guru Teg Bahadur School Sardulgarh
- Malwa Group of College Sardulgarh
- Law College Dharamkot
- Nursing College Dharamkot
- A.D. – College Dharamkot
- Patel Memorial School Rajpura
- Guru Gobind Singh Khalsa College, Sarhali
- Govt. College of Physical Education Patti
- Govt. Girls Senior Secondary School Kairon
- S.B.S. Group of Institution Patti



Saint Thomas School Children in Police Station, Ludhiana



Boys School, Ludhiana



Amar Ujala, Jalandhar, 24th October 2010



NCC Cadets in Police Station, Ludhiana

RAJASTHAN

- Emmanuel Mission Senior Secondary School Jhotwars
- Bhawani Niketan Girls College



PS Vidhayakpuri, Rajasthan

UTTRAKHAND

- Harish Chand Kanya Inter College Rishikesh



PS Kotwali Rishikesh, Uttarakhand

It was an opportunity that helped us to understand the police functioning and has also given us the courage to report any problem, if it arises.

(Uttarakhand)

In India, 810 women visited the police stations and formed 33 per cent of the global women who visited and assessed their local police stations. Within India, however, more men assessed the police stations, with 2,229 male visitors. Women constituted 27 per cent of citizens who rated police stations in India. (These women are separate from the students of 27 educational institutions who visited police stations). Within the states in India, there was a

interior towns were visited, women formed 12 per cent of the visitors. This reflected the patriarchal flavour of the country where it is considered a stigma for respectable women to enter police stations. Hence, special mobilisation strategies, continuing citizen-oriented policing and gender-responsiveness in police stations are required to encourage women visits to police stations.

“Yes, there is always a fear of going to the police stations and talking to a police officer. Such visits make us more comfortable to report each and every incident which we generally ignore.”

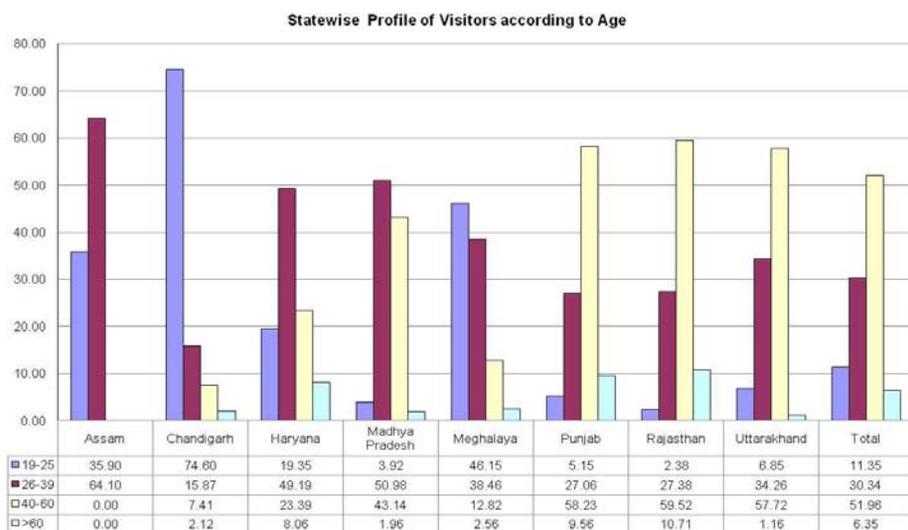
(Chandigarh)



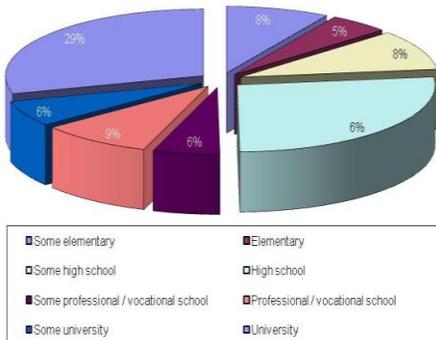
PS Sector 19, Chandigarh

large variation in the gender of the visitors. Chandigarh, for instance, which had all urban police stations and is the capital of two states of Punjab and Haryana, boasts of a high literate population and professional culture. Here, 55 per cent of the visitors were female. In contrast, in Central India where police stations in smaller and

The largest contingent of visitors fell in the educational category of high school degree or some high schooling (36.4 per cent). This was closely followed by a highly educated background represented by 35.6 per cent visitors who had either a university degree or some university



Profile of visitors according to Educational Qualification



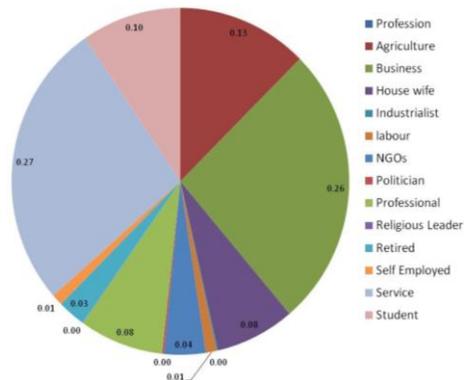
education. Visitors with exposure to professional competency constituted 14.6 per cent of the citizens assessing the police stations. The lowest number of visitors fell within the education category of some/ elementary education (13.4 per cent).

The visitors largely belonged to a mature age group with 52 per cent of visitors falling between age groups of 40-60 years. This was followed by the 26-39 age group (30.34 per cent). Student presence claimed 11 per cent of the visitor contingent with the least number of visitors (6.35 per cent) in the retired age group of above 60 years.

The largest percent of visitors came from the service sector constituting nearly 27 per cent.

This was followed closely by the businessmen which included shopkeepers, petty traders, leaders of market societies and trade unions. Interestingly, large number of visitors were from the agriculture background (12.5 per cent) given the large participation of rural police stations. The student population was represented in large number with nearly 10 per cent of visitors being students. Professional groups, such as, teachers, lawyers, government functionaries formed eight per cent of the visitors. The gamut of civil society members included religious leaders, panchayat members, NGOs, rotary club members and media persons.

Profile of Visitors according to profession



PS Dalanwala, Uttarakhand

INNOVATIONS IN VISITOR MOBILISATION:

In **Uttarakhand**, seven police stations were selected for participation. Community liaison groups supported by the police mobilised a large number of residents to visit their local police stations. In Kashipur, Udham Singh Nagar and Rudrapur police stations, citizens were organised according to groups including minority community, women groups, advocates, teachers and vegetable/fruit vendors, daily wage earners, etc. Visitors were provided training on the 20-indicators to assess the police stations before they were taken on a tour of the police station. The police also held a special session to interact

noted that Ludhiana is an industry and business hub of Punjab. It is in this context that leading business and industry stalwarts along with some professionals were invited to form teams to visit the respective police stations. A joint training programme of the police and civil society members was organised. Post this interaction another meeting of the eminent citizens was called where the role of police and method of work was explained. The PSVW was a collaborative venture between community leaders and the police and community leaders assessed the stations. Thereafter, the police



PS Division No 5, Ludhiana

with the visitors and answer their queries and explain the functions of the police station.

Within the jurisdiction of **Ludhiana Commissionerate, Punjab**, 21 of the 28 police stations were selected for the visits. It must be

stations were thrown open for visits by students from schools and college and in these visits students were provided detailed explanations of various aspects of the police station and services provided therein.



PS Kathgodam, Uttarakhand

SOME COMMENTS OF VISITORS

PS CHAYGAON, ASSAM

Gradually, the police station is becoming more and more people friendly and striving to become efficient and people oriented rather than giving security to politicians.

PS BANGA, PUNJAB

It's a very interesting experience, evaluating the working of a police station and giving them suggestions. As a CPRC member and press reporter, I keep visiting the police stations but never ever interfered or gave suggestions. But this is a very good step via media to tell the police on how to improve their functioning

PS MAHILA THANA, JABALPUR

Before this visit, concept of signboard or ramp was never in the mind but now we are also aware of the basic facilities required in any Police Station.

PS - TULSIBARI OUTPOST, ASSAM

Yes, we thought that all police personnel are rough, they never want to focus on their negative points, and never want to improve police-public relationship. They always want to dominate people, but after the PSVW, our view about the police changed– the police personnel do their bit and have a good heart too.



PS Lumdienghri, Shillong, Meghalaya



PS Chhoygaon, Assam



PS Sector 17, Chandigarh



PS Sector 31, Chandigarh

PS - CANTONMENT OUT POST, MEGHALAYA

Compared to the previous years, there is a improvement. The beat house (police station post) is cleaner than last year. Police personnels are tidy and smart. However, many improvements and changes are yet to be done.

PS - SECTOR 17, CHANDIGARH

Yes, PSVW can change our mindset towards the police because people usually relate to the image of police as projected on the television. But if they know how the police works in real life, then their mindset towards them can change for the better.

PS - BAIHATA CHARIALI, ASSAM

We participated in the PSVW because it's taken on the initiative of establishing a healthy relationship between the police and public.

PS - SECTOR -31, CHANDIGARH

This police station has improved phenomenally over the past three visits by way of information, reporting and community friendly services. The senior officials too have welcomed the the programme and are promoting a changed mindset of the police and its service delivery.

HOW SCORES WERE 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 which was 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:

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.

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

POLICE STATIONS WITH HIGHEST SCORE

Which were the police stations that citizens assessed as top police station? Included here are the police stations with the highest scores from among the participating police stations from each state. Along with the scores, people's perception of what made them stand out is reproduced here.

The three highest scoring stations in each of the seven states in India are listed:

ASSAM



PS Rangiya, Assam

VISITOR, PS RANGIYA

The Rangiya police station is one police station in Assam which is striving for excellence in its mission to serve people in and around Rangiya. In spite of its plus points, however, it still needs upgradation in some areas like better detention facilities, deployment of more staff and internet facilities. The shortcomings apart, the police officials here are very co-operative.

ASSAM			
PoliceStation	Rangiya	Palashbari	Baihata Charali
Community Orientation	70.00	61.67	65.00
Physical Conditions	66.25	66.67	60.00
Equal Treatment	53.75	55.00	53.75
Transparency and Accountability	67.50	61.67	60.00
Detention Condition	53.75	58.33	51.25
Aggregate Scores	62.25	60.67	58.00

CHANDIGARH



VISITOR, PS SECTOR-31

PS Sector 31, Chandigarh

The Sector 31 police station has improved a lot over the past three visits in terms of information, reporting and community-friendly services. Although the police station is huge in terms of space and it faces a dearth of staff, it's well managed. The beat teams are aware of the needs of the community. For instance, there is a special scheme for taking care of the elderly. In this, they have drawn a list of all senior citizens beat-wise and beat officers offer assistance to them at all times. The senior officials too are encouraging the programme and are promoting this change in the mindset of the police and the way it functions.

CHANDIGARH			
PoliceStation	Sector 31	Sector 26	Sector 17
Community Orientation	100.00	79.00	81.00
Physical Conditions	90.00	78.50	81.67
Equal Treatment	84.00	75.00	72.67
Transparency and Accountability	100.00	79.00	77.33
Detention Condition	75.00	77.00	72.67
Aggregate Scores	89.80	77.70	77.07

HARYANA



PS Deeng, Haryana

VISITOR, PS TOSHAM

The police station has made a special committee of well known and respectable members of the society to prevent crime and to promote brotherhood and maintain peace in the area.

HARYANA			
PoliceStation	Deeng	Uchana	Tosham
Community Orientation	95.00	95.00	93.75
Physical Conditions	100.00	96.25	93.75
Equal Treatment	90.00	86.25	86.25
Transparency and Accountability	96.25	98.75	96.25
Detention Condition	90.00	93.75	91.25
Aggregate Scores	94.25	94.00	92.25

MADHYA PRADESH



PS Tukoganj, Madhya Pradesh

VISITOR, PS TUKOGANJ, INDORE

The Tukoganj police station is the only police station which has the provision of a deaf and dumb centre along with Nagar Surkhsha Samiti within the police station premises itself. Besides this, the police staff coordinates with the public, organises awareness programmes and has liaison with blood banks as and when it's needed. Good reception, proper sitting arrangement, facility of mineral water for drinking and immediate addressal of complaints are the most impressive things noticed in this police station.

MADHYA PRADESH			
PoliceStation	Tukoganj	Rajindra Nagar	Mahila Thana PS
Community Orientation	96.00	90.00	82.50
Physical Conditions	93.00	76.00	92.50
Equal Treatment	97.00	85.00	78.13
Transparency and Accountability	94.00	95.00	83.75
Detention Condition	95.00	85.00	90.63
Aggregate Scores	95.00	86.20	85.50

MEGHALAYA



PS Sadar Shillong, Meghalaya

VISITOR , PS SADAR SHILONG

In comparison to other police stations in Meghalaya, this police station is far ahead in terms of cleanliness, hospitality and introduction of CCTV cameras. However, a lot more is required in terms of infrastructure, both for the force as well as for the undertrials there.

MEGHALAYA			
PoliceStation	Sadar Shillong	Laitumkhrah	Rilbong Beat House
Community Orientation	67.50	68.75	65.00
Physical Conditions	73.75	48.75	57.50
Equal Treatment	45.00	53.75	42.50
Transparency and Accountability	77.50	73.75	58.75
Detention Condition	51.25	53.75	45.00
Aggregate Scores	63.00	59.75	53.75

PUNJAB



PS Sadar(Rural), Ludhiana

VISITOR, PS SADAR LUDHAINA RURAL

The Sadar Ludhiana police station was very impressive in terms of cleanliness and overall ambience. The station has made the best use of information and technology in the form of online registration of FIR. Boards have been put up with information in order to create awareness among the general public and it was very nice to see the police personnel working on computers. The building being a new one was in good condition. Even the old DDR Land FIRS were very well-maintained.

PUNJAB			
PoliceStation	Sadar (Rural) Ludhiana	Samrala	Bhikiwind
Community Orientation	100.00	100.00	99.17
Physical Conditions	100.00	100.00	98.75
Equal Treatment	100.00	98.00	98.75
Transparency and Accountability	100.00	99.00	97.08
Detention Condition	100.00	97.00	99.58
Aggregate Scores	100.00	98.80	98.67

RAJASTHAN



PS Tonk, Rajasthan

ps campus visit 2

VISITOR, PS JHOTWARA RAJASTHAN

The Jhotwara police station doesn't look like a police station at all for it has a very beautiful garden and landscape which adds to the beauty of this police station. It has special facilities for the elderly and the physically challenged like ramp, separate women's desk, provision of free legal aid facility etc. The reception has a very nice sitting arrangement for the visitors with provision of magazines. Gym facility for staff and library is also there. Special scheme for senior citizens in which beat officers take special care of them, visits by school children to the police station is also there. The Jhotwara police also organises free eye and blood donation camps to reach out to the community.

RAJASTHAN						
PoliceStation	City Kotwali	Jhotwada, Jaipur City (South)	Kalwad (Rural)	Tonk	Samod	Vidhayak Puri
Community Orientation	100.00	100.00	100.00	100.00	100.00	100.00
Physical Conditions	100.00	100.00	100.00	100.00	100.00	100.00
Equal Treatment	100.00	100.00	100.00	100.00	100.00	100.00
Transparency and Accountability	100.00	100.00	100.00	100.00	100.00	100.00
Detention Condition	100.00	100.00	100.00	100.00	100.00	100.00
Aggregate Scores	100.00	100.00	100.00	100.00	100.00	100.00



PS City Kotwali, Rajasthan

UTTRAKHAND



PSMunni Ke Reti, Uttarakhand

VISITOR, PS RISHIKESH, UTTRAKHAND

The Rishikesh police station tries to maintain good relations with the public by involving them in various activities. It's because of this effort and better police-public relationship that change is in the air and even women have started going to the police station without any fear.

UTTRAKHAND			
PoliceStation	Munni Ki Reti	Kathgodam	Rishikesh
Community Orientation	91.00	83.20	75.42
Physical Conditions	84.33	78.06	74.69
Equal Treatment	90.00	69.61	72.10
Transparency and Accountability	95.67	71.07	73.44
Detention Condition	92.33	77.77	74.01
Aggregate Scores	90.67	75.94	73.93

A local jury would visit the three highest scoring police stations in each of the states to identify the top police station. These top polices stations would then be adjudicated at the all India level.

The state of Rajasthan had the highest aggregate score of 97.43 followed by Madhya Pradesh (83.06) and Haryana (75.71). The aggregate score of police stations visited in Punjab was 72.44, in Chandigarh it was 72.17, in Uttrakhand 68.98, in Assam 53.13 and in Meghalaya 47.33. In India, the average aggregate score was 71.87 with large variation with the top score of 100 and the low score of 33

The range of average score on five dimensions of police station services in the visited police stations in India are as under:

“The good practices and initiatives taken by the police statins are they used to have regular meeting with the local institution called ‘Borbar Shnong’ for any programme or festival that occur in the area of the police station in which law and order need to be maintained and vice-versa.”

Jones Ryam, PS Laban



PS Kelwa Rajasmand, Rajasthan

- (i) **Community orientation:** In the selected state, a number of police stations scored a full 100 with a low being 40. The overall average of India in this category was 75.23.

“Office was equipped with computer, internet, printers etc. making use of modern information technology. The ledger & record was placed in a well organised manner.”

Surinder Kaur, PS Khanuwan, Gurdaspur, Punjab, India



PS Sector 34, Chandigarh

- (ii) **Physical conditions:** Infrastructure and equipment in a number of police stations was rated at 100 while it was found to be poor in others at a low of 27.50. The average for the country was 71.33.

“If a woman complains in the midnight, immediately a women constable facility is provided to that woman.”

Akhil Mishra, PS Ashok Garden



PS Civil Lines, Amritsar

- (iii) **Equal treatment:** Citizens rated a number of police stations at the top score of 100, but also with a low at 25. The Indian medium on this dimension stood at 66.75.

“Education literature in the form of books, maps, note papers for the detainees with lock up (detention centre)”

Hardeep Singh, PS Sarhali Kalan, Tarntaran, Punjab



PS Kasola, Haryana

- (iv) **Transparency and accountability:** The top score of 100 was awarded to some police stations with a low of 20. The Indian average of visited police stations was 75.15.

“Education literature in the form of books, maps, note papers for the detainees with lock up (detention centre)”

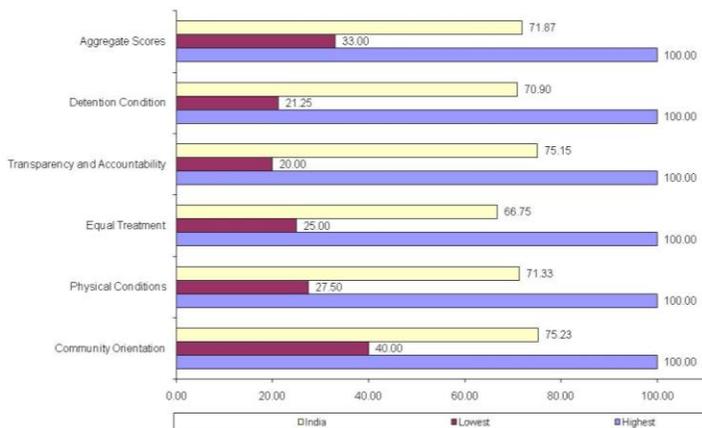
*Hardeep Singh, PS Sarhali Kalan,
Tarnataran, Punjab*



PS Rilbong, Meghalaya

- (v) **Detention conditions:** The top score of 100 with the low score of 21.25 was reported. Overall, score of 70.90 marked the Indian average

HIGH, LOW AND NATIONAL AVERAGE ON FIVE CATEGORIES AMONG POLICE STATION VISITED



Media Coverage

দৈনিক অগ্রদূত

গুৱাহাটী শনিবাৰ ১২ কাতি ১৪১৭ ডাঙ্কৰাব্দ ৩০ অক্টোবৰ ২০১০



মৰুপ (গ্ৰাম্য) জিলাত

Battle of wills among five police stations

MOHIT KHANNA
TRIBUNE NEWS SERVICE

LUDHIANA, OCTOBER 23

Five police stations are currently in a keen race to find a place in the ongoing Police Station Visitor Weeks (PSVW) Competition.

Sadar, Dehlon, division No. 8, division No. 5 and Kotwali police stations are engaged in a stiff battle to win the prize of the best police station in the world.

The event is being organised by Altus to assess the quality of service delivered by the participating police stations.

A six-member team comprising Mahesh Sharma, Mahesh Kakkar, Sanjiv Kumar, Dr Gurpreet Singh,

Vijay Baweja and Kewal Bidhuraja visited the division No. 5 police station to identify some of the best practices in use by the police today.

Interacting with the TNS, the delegation said the aim of the competition was to improve the quality of local police service according to international standards. The team also assessed the treatment of the police towards the poor and people from the lower strata of society.

"Our motive is to see the police win trust and cooperation of people so that the latter do not hesitate helping the police in detecting criminals," said Mahesh Kakkar.

Locals to rate police stations on working

HT Correspondent
#chdnewsdesk@hindustantimes.com

CHANDIGARH: Local residents will now evaluate more than hundred police stations in Punjab to judge if they have been people-friendly.

After the evaluation, these police stations will be ranked as per their pro-people approach and how successful they have been in detecting crime and resolving their problems.

According to Altus Global Alliance that initiated the move about four years ago, police stations in Punjab have come a long way with outreach services for the community, women-specific programmes and improved facilities. As many as 25 countries are participating in this exercise across the globe.

The Altus Global Alliance has been conducting this exercise since 2006 and mobilised hundreds of citizens across the globe to walk into their local police stations and evaluate them.

Dr Pramod Kumar, Director, IDC and Altus Global Alliance, said the commitment to involve citizens in improving police

services in Punjab has been growing. Police stations in Punjab have been part of the global movement not only for the visits, but also in finalising the standards and protocols.

He said that apart from Punjab, nearly 200 police stations in India shall be visited and the purpose of these visits is to encourage people to build their stakes in police stations and harmonise the existence of these stations with other service delivery organisations. This will also generate public demand for institutionalisation of community policing efforts and structure them around public police partnership.

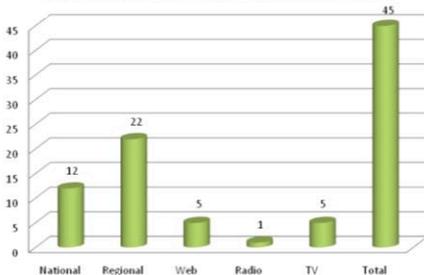
According to Dr Pramod Kumar, police leadership in Punjab has encouraged civil society visits to police stations in strong numbers to enable police-community partnership to develop and promote security and confidence in the common citizen. Stations in the interiors, rural areas, in crowded city markets have all welcomed their local residents to be part of revamping police station services.

Locals shall visit nearly 200 police stations in India under the initiative and the aim is to encourage people to build their stakes in police stations and harmonise their existence with other service delivery organisations

DR PRAMOD KUMAR
Director, Altus Global Alliance



MEDIA COVERAGE DURING POLICE STATION VISITORS WEEK 2010!



IDC, INDIA PROGRAMME

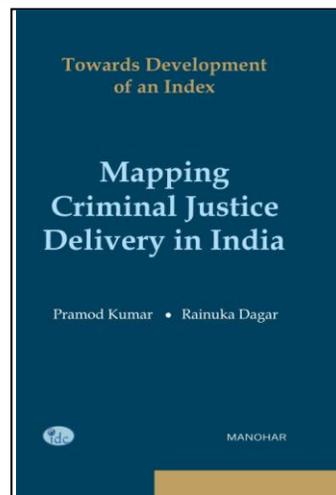
Safety, security and equitable access to justice are pre-requisites for a functional democracy, for generation of material wealth, for reduction of poverty and elimination of social exclusion. The programme on Justice and Democratic Governance has been structured to explore the interconnection between various facets of governance in the context of diverse culture, nature and level of socio-economic development and political participatory institutions. It promotes and protects human rights by improving provisions for security and crime prevention with a dual approach. One, capacity building of service-delivery institutions by evolving tools for improving performance, efficiency and integration of efforts across agencies. Second, by developing strategies for involvement of diverse stakeholders for participation in justice-delivery mechanisms and sustenance of rights. Work is ongoing on Rule of Law Index, Police Station Reforms, Ethnic Profiling and Justice Delivery for the Margins, Police Accountability in Democratic Societies and Measuring the gender gap in addressing violence against women for different stakeholders.

Justice and Democratic Governance

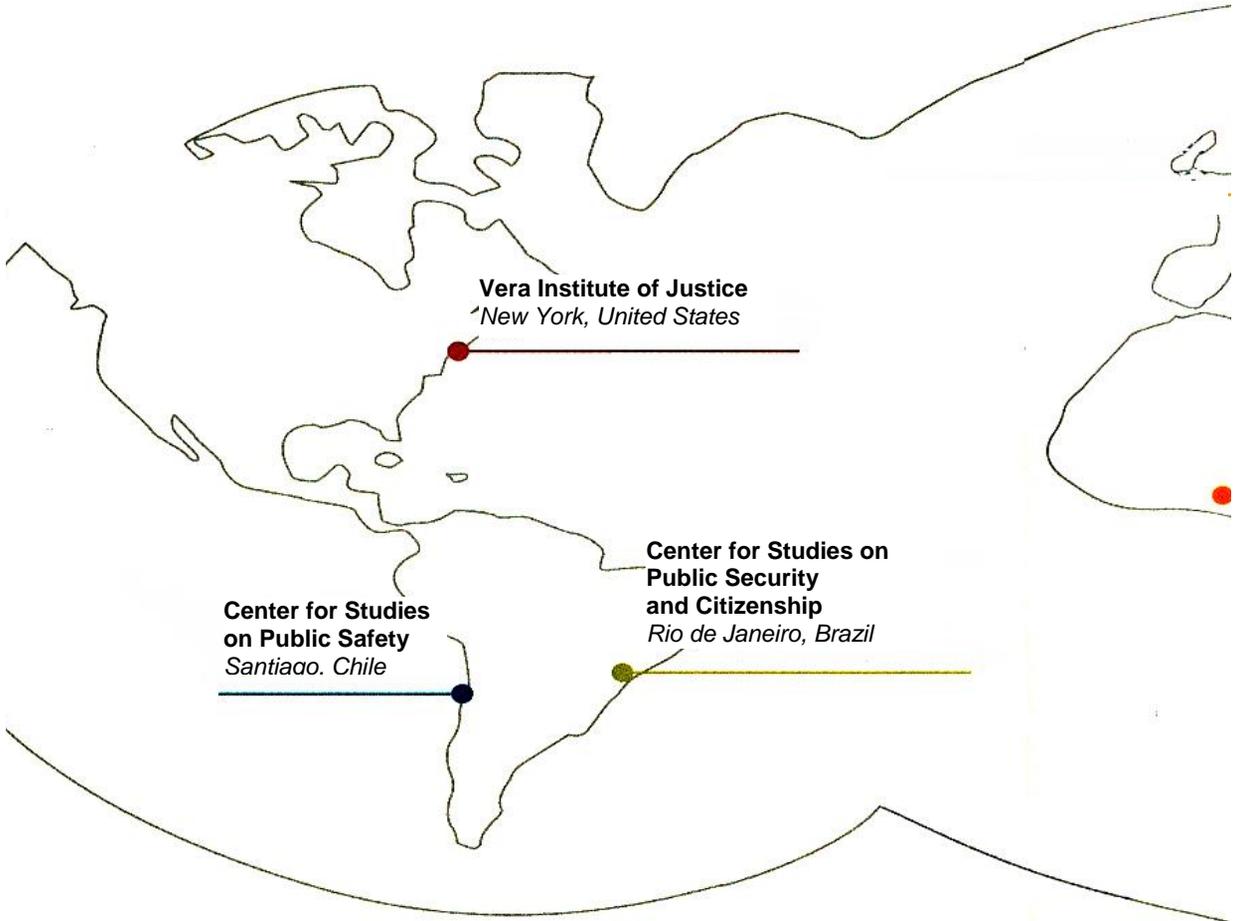


Index on Criminal Justice Delivery

This framework provides a step by step index to strengthen the delivery of justice. An inclusive approach is used and links local cultural needs of justice with global standards of human rights. The purpose of this mapping is to find out, how far the criminal justice system is accessible, effective and accountable. Citizen safety across regions, race, caste and religion can be measured with the help of multiple indicators including those from the supply and demand side alongwith process indicators to capture a rounded view of policy programmes. This index is being used as an performance measure in selected states of 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.

Email: info@altus.org
www.altus.org

ALTUS MEMBERS

Member Organisations

Center for Studies on Public Safety
Center for Studies on Public Security and Citizenship
CLEEN Foundation
Institute for Development and Communication
INDEM Foundation
Vera Institute of Justice

Associate Members

Open Society Justice Initiative
Penal Reform International

INDEM Foundation

Moscow, Russia

**Institute for Development
and Communication**

Chandigarh, India

CLEEN Foundation
Lagos, Nigeria

altus⁺
GLOBAL ALLIANCE

Centro de Estudios
en Seguridad Ciudadana
Santiago, Chile



Centro de Estudos de
Segurança e Cidadania
Rio de Janeiro, Brasil



CLEEN Foundation
Lagos, Nigeria



Institute for Development
and Communication
Chandigarh, India



ФОНД ИНДЕМ
Москва, Россия



Vera Institute of Justice
New York, United States
of America



IDC-Altus Global Alliance
Asia Region
Sector 38A, Chandigarh - 160 014
Phone: +91-172-2625941
Fax: +91-172-2625942
E-mail: idcindia@idcindia.org
www.idcindia.org