

POLICE STATION VISITORS WEEK

2013

Report of Results in India

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

altus 
GLOBAL ALLIANCE



POLICE STATION VISITORS WEEK
3-9 NOVEMBER 2013

REPORT OF RESULTS IN INDIA



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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

Police station reforms are essential to strengthen the citizens' confidence in the institutions of justice-delivery to make democracy functional in terms of generation of wealth, eradication of poverty and elimination of social exclusion. This is particularly important for the post-colonial societies. In these societies, there is excessive reliance of the State on the security forces. In a broader context, the rules of exchange between the citizens and the government have proved to be inadequate to protect the rights and the entitlements of the citizens. Police stations are the nerve centre of policing. However, service delivery at the cutting edge level has not been the focus of police reforms. And there is a disconnect between outside space and the police station.

To reverse this trend, there is a need to strengthen internal accountability as also to make police directly accountable to the citizens they serve. This will lead to the restoration of hierarchy, performance based incentives, posting and transfers and insulation of the police from external partisan interference.

Second parameter is to build the capacities of the police stations to maintain law and order and ensure that police services meet the community needs. Police stations have to be equipped in terms of human resources, equipment and technology to function as per the local specificities. It may be more appropriate to set up police stations that commensurate with the citizen

needs, locational specificities and the likely nature of crime rather than any political considerations. Third parameter is to put in place an institutional mechanism to make the police stations responsive to the needs of gender, dalits, migrants, workers and children. Fourth parameter is to make police service delivery transparent through institutionalisation of community-police partnership.

The need is to move from civic engagement in police station reforms to a sustainable model of station within the framework of Democratic Governance. And PSVW has been striving to encourage public discourse on these issues. The main aim of this discourse is;

- a) To make policing more accountable in terms of costs, conduct and performance.
- b) To enhance efficiency to make it more accessible through availability of equal services to the people in equal needs (supply side). And also to ensure quality and reduce transactions costs through checking perverse incentives, non-statutory and discretionary powers, amending inappropriate rules leading to inefficiency and corruption.
- c) To make interaction between the citizens and the police more participatory leading to transparency.

Acknowledgement

Police Stations in India welcomed more citizens across their threshold in 2013 than ever before. For making this unique event a continuing success, IDC-Altus would like to acknowledge the support of police departments and civil society members. These include :

Assam: Lawyers Bar Association Members; **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 •Govt. Model Senior Secondary School (Sector 19,22,35) •Punjab and Haryana Bar Council Members •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; **Ferozpur:** •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 School •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 Newspaer
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 Udham Singh
Club Ranipur •Comission 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 •Suidha 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 - MUMBAI:** •Mohalla Committee •Committee Liasoning Groups (Dadar, Shivaji Nagar, Santa cruz)

Rainu Kaur Dagar

Programme Director - PSVW, Altus Global Alliance

Summary

The seventh global Police Station Visitors Week (PSVW) was held from 3rd to 9th November, 2013 in which 22 countries participated with 1,340 police stations receiving more than 12,000 citizens. This global participatory programme aims at measurably improving the quality of 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 effectiveness of accountability mechanisms in police stations.

India has been a regular participant to the PSVW. Both the number of participating police stations and citizens were reported in increasing number. In India, the 2013 PSVW was coordinated by the Institute for Development and Communication (IDC), Chandigarh, a member of the Altus Global Alliance. The PSVW was held in five states and one union territory spread across different regions of India. In the North, Chandigarh, Delhi and Punjab; in the North-East, Assam and Meghalaya, in the West, Maharashtra were the sites

of police visits. 431 police stations participated by welcoming 8,354 citizens across their thresholds. The citizens included members of local bodies, market committees, charitable organisations, community liaisoning groups, women's organisations, resident welfare associations, university students and eminent civil society members.

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

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.

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 Delhi received the highest aggregate score followed by Maharashtra and Chandigarh. Among all the stations visited in India, the following stations received the highest overall scores.

The scores and reports from these stations will now be combined with those from other participating countries in this region and analysed

Assam :	Basistha PS; Barakhamba Road, New Delhi;	Chandigarh :	Sector 17 PS
Delhi :	Kamla Market Central Zone;	Meghalaya:	Lumdiengjri PS
Maharashtra:	Dadar, Mumbai	Punjab:	1. Division 1, Ludhiana 2. Sahnewal, Ludhiana 3. Samrala, Khanna

in a regional report. These reports can be used by the police and community residents throughout India to discuss together 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.



Police Station Visitors Week: An Overview

WHAT IS THE POLICE STATION VISITORS WEEK?

- The PSVW is an international programme organized annually, a week in October, by Altus Global Alliance.
- During this week thousands of citizens are received by hundreds of police stations in over 20 countries and they in turn rate the quality of police service.
- A protocol and measurement system has been created for the visits and translated into 17 languages.
- Altus has built a secure web site from which the teams upload their ratings into a single database.
- Altus is recognizing highest scoring stations and publishing the results of the visits, including descriptions of strong practice.
- Altus mobilizes citizens via local/national NGOs—our partner organizations.



RANGE OF PSVW COUNTRIES 2006-2013

Albania, Argentina, Armenia, Bangladesh, Belgium, Benin, Bolivia, Brazil, Bulgaria, Cameroon, Canada, Chile, Colombia, El Salvador, Germany, Ghana, Guatemala, Honduras, Hungary, India, Kenya, Latvia, Liberia, Lithuania, Malaysia, Maldives, Mexico, Mozambique, Nepal, Netherlands, Nicaragua, Niger, Nigeria, Pakistan, Peru, Russia, Sierra Leone, South Africa, South Korea, Sri Lanka, The Netherlands, U.K., Uganda, United States



Local citizens assess their police stations using an easy assessment tool. From 2006, it has been conducted in 40 countries. Hundreds of ordinary citizens including university students, hawkers, women and senior citizens, have conducted their own rating of their local police stations, in a single week using a common protocol. They are mobilised and trained by local NGOs. The result is a catalogue of exemplary practice as judged by people who depend on police services, along with warnings about where practice falls short of people's expectations. More than this, the result is a new level of communication and understanding between police and people in hundreds of communities worldwide. Altus focuses attention on highest assessed police stations, presenting awards to the top

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

police stations commanders and promoting their exemplary practices in global professional forums. An exchange among national and regional level winners in award ceremonies at the regional and global level provides an opportunity to police officers to learn of the importance of oversight mechanisms and strengthen their ability to deliver security and safety through local innovations. Media coverage including national television channels, newspapers, radio and magazines, of the event from the visits to the awards provides recognition to performing police officers and draws attention to improving police delivery.



The PSVW is a good platform for police and public as through this at least the image of the police is changing. How will people know the good work police is doing unless until they visit one police station and see our functioning.

**Station Head Commander,
Chandigarh, India**



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.



PS Kanashskiy GOVD, Kanash, Chuvash Republic Russia

❑ 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.



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.



PS Khilgaon(DMP), Bangladesh



PS Moti Dungri, Rajasthan, India

❑ EQUAL TREATMENT

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

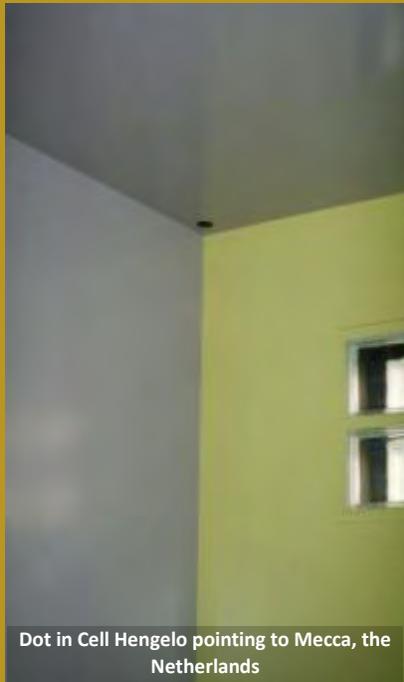


San Dimas Los Angeles Police Station, USA



PS Bicrim Quinta Normal, Chile

- **Availability of Complaint Procedures and Oversight:** Anonymous and simple processes to register complaints and functional oversight encourages accountability to local population.



Dot in Cell Hengelo pointing to Mecca, the Netherlands



Police Station South Korea

❑ 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.

Which Police Stations Participated?

There were 431 police stations that were visited by local residents in five states and one union territory in India. The participating police stations were from the following states/UTs: Assam, Chandigarh, Delhi, Maharashtra, Meghalaya and Punjab. A range of small towns in the interior to large metropolitan cities was covered. A gamut of locales of police station visits included the religious towns of Amritsar and Anandpur Sahib in Punjab; the cosmopolitan hubs of Mumbai, the tribal capital of Shillong, the refinery town of Dibrugarh, the highly educated city of Chandigarh, the old towns police stations in Delhi, rural stations of Punjab, among others.

The regular holding of the PSVW in India encouraged participation from established police partners as also first times states. Punjab, Chandigarh

and Meghalaya have been the part of all PSVW interactions whereas Mumbai was a first time participant. The national television and media coverage provided mobilisation and recognition to police-community engagement. All state police welcomed their citizens to access their facilities and services. The experience of past PSVWs, announcement on the web and linkages built with civil society organisations was responded by five states and one union territory.

A formal sanction from police heads of each state was obtained. The police stations of the states that had participated in earlier PSVWs gave impetus to citizens to join in the assessments. Police reforms have been part of public discourse, with the Supreme Court reprimanding states for the lack of visible

We got to know from the newspaper and wanted to contribute in this programme to make the interaction between police and general public better and also for better conditions to remain.

Visitor, PS New Ashok Nagar, New Delhi

adherence to its directives, and most of the participating states had strong ongoing initiatives for public participation in policing. Mumbai, for instance, has a community programme with resident associations meeting regularly in police stations to better coordinate and improve police service delivery to the residents.

The participation of police stations in the PSVW was based on ongoing state

The PSVW was most impressive. The chance for the common public to visit a police station and see the working of the police station is really amazing. The masses come to know that police stations are meant for their help.

Visitor, PS Div.1 , Pathankot Punjab

police initiatives and strategy, situational placement of participating organisations that mobilised the citizens and funds and administrative limitations. Punjab decided to promote the Saanjh Kendras through the PSVW and had a full participation from its police stations. Chandigarh and Delhi police selected representative stations; in Maharashtra stations from Mumbai were identified; in Assam and Meghalaya the partner organisations' member strength determined the cities and police stations for the visits.

WEEKLONG DRIVE ON SAANJH KENDRAS



ADGP(HRD and CP) SK Sharma

DP CORRESPONDENT
Chandigarh

To provide an impetus to the pioneering initiative of the Punjab Police on 'community policing', a weeklong, 'Know

your Saanjh Kendras' programme would be launched by the Community Affairs Division from November 11 to 16.

Disclosing this, here on Saturday, ADGP (HRD and CP) S K Sharma said that the objective was to reach out to all the stakeholders involved in this collaborative effort and encourage them to visit these centers.

Extending an open invitation to all the stakeholders to freely visit the 'Saanjh Kendras', Sharma said that by visiting these Kendras they could experience a firsthand interaction with the staff.

"This is expected to strengthen the bond of collaboration (saanjh) between the police and all other stakeholders," he hoped.

The ADGP pointed out that these 'Saanjh Kendras' were aimed at strengthening the police-citizen partnership by providing a forum for dispute resolution, redressal of grievances and victim relief.

Committees of citizens have been constituted to resolve is-sues of local importance jointly with the police and the

focus was on community related issues like drugs, traffic management, security and safety, public nuisance, eve-teasing and other local issues of relevance.

He said that the committees of em-inent citizens from different walks of life have been constituted to visit the 'Saanjh Kendras' for evaluating their functioning on specified parameters, including among others delivery of services according to the timeline, dispute resolution, redressal of grievances, dignified access to police services and providing relief to victim.

"Our endeavor was to ensure that large number of people from amongst the different stakeholders visit any of the 114 Saanjh Kendras at sub-division level and 39 at the police station level so that they could experience the change that has already been brought about and also suggest possible improvements for the future," Sharma revealed, while adding that the efforts were being made to arrange visits of various categories of stakeholders such as students, traders, transporters and farmers.

**COMMUNITY
POLICING**

The Police Stations That Participated In PSVW 2013

ASSAM

- Basistha
- Bharalumukh
- Chandmari
- Dispur
- Geeta Nagar
- Gorchuk
- Hatigaon
- Jalkibari
- Panbazar
- Panbazar Women



CHANDIGARH

- Sector 17
- Sector 19
- Sector 31

PSVW gave us first hand experience to witness police functioning. Since we are law students and in future have to deal with the police, this was a great opportunity where we had meaningful interaction with the police personnel and came to know about the system. At least that fear in mind is no more now.

Visitors, PS Sector 17, Chandigarh



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

I thought that it would very interesting to know that the police station of our area is good, better or best than other police station in the capital.

**Visitor, PS Bhajanpura,
New Delhi**



PS Vasant Vihar, South Delhi, India



PS Jama Masjid, Central Delhi, India

MEGHALAYA

- Laban
- Laitumkrah
- Lumdiengjri
- Madanriting
- Mawlai
- Nongthymmai
- Pasteur Beat House
- Rynjah
- Sadar
- Uniam



PS Laban, Meghalaya, India

MAHARASHTRA

- Dadar, Mumbai
- Santa Cruz, Mumbai
- Shivaji Nagar, Mumbai

Police gives us protection and its our duty to take their problems to higher authorities, PSVW is one medium through which we can do this work.

Visitor, PS Santa Cruz, Mumbai



PS Shivaji Nagar, Mumbai, India

PUNJAB :

Amritsar

- Airport
- Chherata
- Division A
- Division C
- Division E
- Islamabad
- Maqbolpura
- Sadar Amritsar
- Amritsar Cantt
- Civil Lines
- Division B
- Division D
- Gate Hakima
- Jandialaguru
- Rajasansi Airport
- Sultanwind



PS Sultanwind, Amritsar, Punjab, India

Amritsar Rural

- Ajnala
- Babakela
- Beas PS
- Bhundi Saidan
- Chattiwind
- Gharinda
- Jhander
- Kambo
- Kathu Nagal
- Khilchian
- Lopoke
- Majitha
- Matewal
- Mehta
- Ramdass
- Tarsika

Barnala

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

Batala

- City Batala
- Dera Baba Nanak
- Ghuman
- Kotu Surat Mallian
- Qilla Lal Singh
- Sadar Batala
- Shri Hargobindpur
- Civil Line
- Fatehgarh Churian
- Gk bangar
- Qadian
- Ranger Nangle
- Sekhwan

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



PS Nandgarh, Bathinda, Punjab, India

Faridkot

- Bajakhana
- City Faridkot
- City Kotkapura
- Jaito
- Sadar Faridkot
- Sadar Kotkapura
- Sadiq



PS City Kotkapura, Faridkot, Punjab, India

Fatehgarh Sahib

- Amloh
- Badali Ala Singh
- Bassi Pathana
- Fatehgarh Sahib
- Khamano
- Mandi Gobindgarh
- Mulepur
- Sarhind



PS Fatehgarh Sahib, Punjab, India

Fazilka

- Arni Wala
- Bahaw Wala
- City 1 Abohar
- City 2 Abohar
- City Fazilka
- City Jalalabad
- Khuyian Sarwar
- Sadar Abohar
- Sadar Fazilka
- Sadar Jalalabad

Ferozpur

- Cantt Ferozpur
- City ferozpur
- 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
- Haryana
- 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
- Shakhot

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
- Sahnewal
- 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
- Jaurhkian
- Jhunir
- Joga
- Kotdharmu
- Sadar Budhlada
- Sadar Mansa
- Sardoolgarh

Moga

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

Muktsar

- Bariwala
- City Sri Mukatsar Sahib

- Gidderbaha
- Kabbarwala
- Kotbhai

- Lakhewali
- Lambi
- Malout City

- Muktsar 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
- Bhadson
- Civil Line
- Ghanaur
- Kheri Gandian
- Kotwali Patiala
- Pasiana
- Sadar Nabha
- Sadar Rajpura
- Samana
- Shambhu
- Urban Estate

- Banur
- City Rajpura
- Ghagga
- Julka
- Kotwali Nabha
- Lahori Gate
- Patran
- Sadar Patiala
- Sadar Samana
- Sanaur
- Tripari
- Women PS



PS City Moga, Punjab, India



Women PS, Patiala, Punjab, India

Ropar

- 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

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

Who were the visitors?

Citizens from 153 towns and 221 rural sites accounted for the 8,354 visitors in India. These numbers are much larger than the previous years with participation boosted by Punjab and Delhi representation. Punjab has an ongoing police station reform programme in which the community-police partnership has been institutionalised in the Saanjh Kendras that are part of the police station outreach. Citizen participation is the focal aspect of the Saanjh Kendra with citizen committees working with police in partnership provide a range of police station services. The state

We have participated in psvw because of the genuine work of police towards society .
**Visitor,
Santa Cruz
Mumbai**

police launched an awareness campaign to promote the Saanjh Kendras along with the global visits of



PS Sadar Faridkot, Punjab, India

the PSVW which saw 3,933 visitors assessing their police stations. In fact, these were the number of people

The first thing I would like to mention about my participation in this PSVW is that one I wanted to grasp such an opportunity of visiting a police station because they would not allow general public to visit and most importantly to have a chance of helping the general public raise a voice for the betterment and improvement of the police station.

Visitor, PS Laban, Shillong, Meghalaya

who filled the assessment forms while the actual number of visitors who walked through the police stations and Saanjh Kendras experiencing the quality of services and gaining awareness of procedures were many more. Delhi Police has also an active police programme and made the PSVW an event to build citizens trust in the police and could mobilise 4,104 citizens.

Citizens were mobilised through partner and participating organisations which were locally based and had established networks with citizens and often with the police too.

There were 268 participating organisations in India. The citizen's groups included resident welfare associations, charitable organisations and universities. In Assam and Meghalaya students, lawyers and civil society members spearhead these visits in towns of Shillong and

Guwahati. Community Liaison Groups for the public-police cooperation in Mumbai, Punjab and Haryana formed the mainstay with support from civil society members. In Punjab, a number of participating organisations constituting civil society members were drawn from different towns where police station visits were held. These included elite citizens represented in local bodies such as municipal councilors and panchayat members, traders representing market committees to the more marginalised representatives of women's cell and drug deaddiction centres.

PSVW has a crucial role in both motivating the police towards their duty and service and in building a good relation between police and public. We are very much interested in the PSVW because it is an option to thank and help the police for their tough service. It also helps in the reform programme.

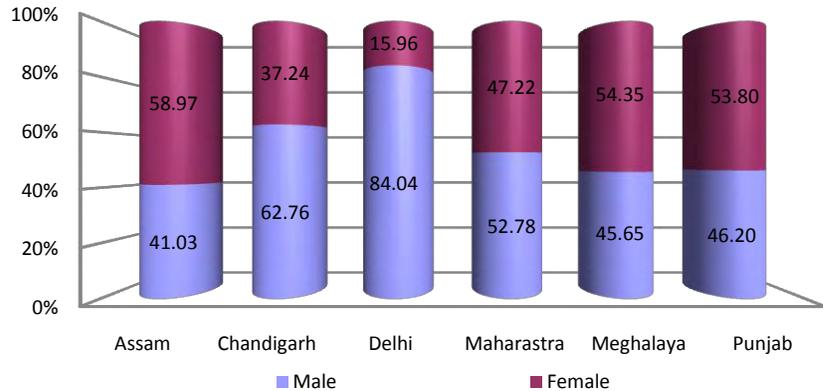
Visitor, PS Chandmari Gauhati, Assam

Yes, we feel that police are many much trying their best to serve people. They are help and bring solution. They are willing to accept any complaint. They impressed us that any lady can approach police station without fear.

Visitor, PS Rynjah, Shillong, Meghalaya

The visitor participation was substantial from male citizens who formed 65.18 per cent of the visitors. The North-East states of Assam and Meghalaya had the highest representation of women, ousting the northern belt of patriarchy. The tribal state of Meghalaya where university degree and matriliney witnessed 54.35 per cent representation of women. Assam, however, reflected the largest participation of women at 59 per cent.

Statewise Profile of visitors According to Sex



Dainik Bhaskar, 17th November 2013

पुलिस ने लोगो को सुविधाओं के बारे में जागरूक किया

सनीर में जानकारी देते थाना इंचार्ज नारायण सिंह बिक्रम खान व अन्य गणमान्य व्यक्ति। (छाया: अल्का महेशवरी)

सनीर, 16 (अल्का जानकारी देकर जागरूक महेशवरी): थाना सनीर के किया। इस मौके पर सनीर आउट रीच सेंटर में ग्लोबल थाना इंचार्ज नारायण सिंह अलाइस विजिटर ससाःह ऐडवोकेट निशा शर्मा, पवन कुमार, नरेश गोचल, महिन्द्र नारायण सिंह व बिक्रम सिंह सहनी, कैप्टन प्रताप खान की ओर लोगो सिंह मरवाहा, जगदीर ने आउट रीच सेंटर में दी सिंह छात्र के अलावा और भी जा रही सहूलतों के बारे में लोग मौजूद थे।

Statewise profile of visitors according to Sex			
State	Male	Female	Total
Assam	16	23	39
	41.03	58.97	100.00
Chandigarh	123	73	196
	62.76	37.24	100.00
Delhi	3449	655	4104
	84.04	15.96	100.00
Maharashtra	19	17	36
	52.78	47.22	100.00
Meghalaya	21	25	46
	45.65	54.35	100.00
Punjab	1817	2116	3933
	46.20	53.80	100.00
Total	5445	2909	8354
	65.18	34.82	100.00

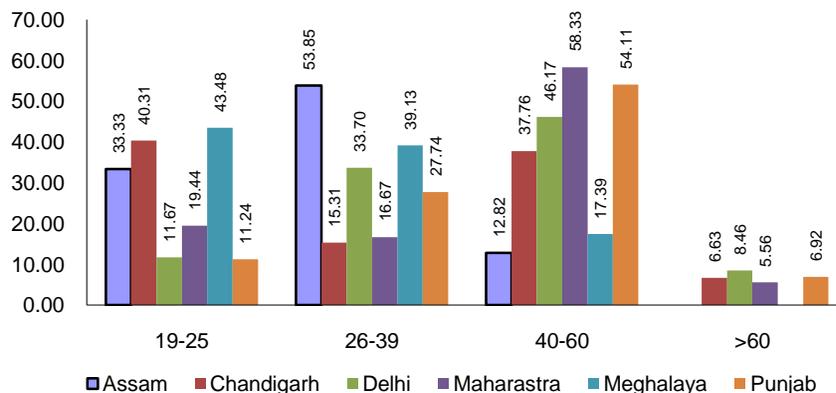
Source: PSVW 2013

Now, due to PSVW behaviour of the police staff has changed a lot. They are now co-operative, polite and listen to the problems of people.

Visitor, PS Kotwali, Patiala, Punjab

The assessment were dominated by a literate population, but included 12.40 per cent who had completed elementary education in comparison to nearly 72 per cent having completed at least high school. The visitors represented across section of citizens with petty shopkeepers, daily wage labourers, students, housewives and civil society members. Migrants and population groups, such as, Bengalis in Chitrangan Park, Delhi, hawkers in Kamla Nagar and Delhi were mobilised in accordance to site specificities. Active decision-makers is formed a strong number of visitors with the age group of 40 to 60 providing nearly 50 percent of the visitors. The next largest contingent was from the 26-39 year group. Youth between the age of 19 and 25 and retired persons formed the other participants. Children did form a small per cent, but these were largely from Punjab and Chandigarh where special efforts had been made to

Statewise Profile of Visitors according to Age



Statewise profile of visitors according to Age					
	19-25	26-39	40-60	>60	Total
Assam	13	21	5		39
	33.33	53.85	12.82		100.00
Chandigarh	79	30	74	13	196
	40.31	15.31	37.76	6.63	100.00
Delhi	479	1383	1895	347	4104
	11.67	33.70	46.17	8.46	100.00
Maharastra	7	6	21	2	36
	19.44	16.67	58.33	5.56	100.00
Meghalaya	20	18	8		46
	43.48	39.13	17.39		100.00
Punjab	442	1091	2128	272	3933
	11.24	27.74	54.11	6.92	100.00
Total	1040	2549	4131	634	8354
	12.45	30.51	49.45	7.59	100.00

Source: PSVW 2013

Collecting and collating the scores

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

- 1 - Totally inadequate (20 points)
- 2 - Inadequate (40 points)
- 3 - Adequate (60 points)
- 4 - More than adequate (80 points)
- 5 - Excellent (100 points)

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:

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 :

$$f(x) = \sum_{i=1}^n [(x_1w_i + x_2w_i + x_5w_i) + (x_3w_j + x_4w_j)]$$
$$M = \sum_{i=1}^n [(x_1w_i + x_2w_i + x_5w_i) + (x_3w_j + x_4w_j)]/n$$

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

State/UT wise Top police station in India¹

The top police station from each of the states are:

Assam: Basistha PS

Chandigarh: Sector 17 PS

Delhi: Barakhamba Road, New Delhi; Kamla Market PS, Central Delhi;

Meghalaya: Lumdiengjri PS

Maharashtra: Dadar, Mumbai

Punjab: Three top scoring stations: 1. Division 1, Ludhiana 2. Sahnewal, Ludhiana and 3. Samrala, Khanna



Basistha Police Station (Assam):

Whenever we think of a police station, we picture a noisy place with ill-mannered people but this particular police station has got a very good staff and their hospitality towards public is also very good.

Visitor PS Basistha, Assam

¹ Top police stations were selected on a weighted score where equal treatment and transparency and accountability scores had a higher weight.



PS Sector 17, Chandigarh, India

Police Station Sector 17, Chandigarh:

Police station should be given the status of model police station . It is excellent in every manner be it dealing with public or cleanliness .This police station is outstanding.

Visitor, PS Sector 17, Chandigarh

Barakhamba Road (New Delhi) :

What a big police station, with well disciplined staff which, in spite of being so polite, still gets daily briefing from SHO on public dealing.

Visitor, PS Barakhamba Road, New Delhi



PS Barakhamba Road, New Delhi, India

Kamla Market (Central Zone):



PS Kamla Market, Central Zone, Delhi, India

Lumdiengjri Police Station, Shillong, Meghalaya:

In spite of so many difficulties like out of date technology and equipment, the police station is doing well with limited resources.

Visitor, PS Lumdiengjri, Shillong, Meghalaya



PS Lumdiengjri, Meghalaya, India

THE  HINDU

[Cities » Delhi](#)

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Kamla Market is best police station, reveals survey

Staff Reporter

In a recent survey that involved evaluation of 45 police stations by area residents, Kamla Market and Janakpuri have emerged as the best and worst police station respectively.

This was revealed in a statement issued by the Delhi Police on Tuesday which said that the evaluation was based on responses generated by a questionnaire that the participants were made to fill. Around 5,000 citizens took part in the survey carried out by a global agency in coordination with the vigilance unit of the Delhi Police last month.

"The analysis of the filled up forms was done by an independent global body called Altus Global Alliance, on globally accepted methods and parameters such as community orientation, physical conditions, equal treatment, transparency, accountability and detention conditions," read the statement.

This was a part of the Global Police Station Visitors' Week that is being organised by them for the past few years in six countries across the globe and was carried out in other parts of India as well.

While Kamla Market topped the chart with a perfect 100 out of 100, following it closely was South-East district's Chittaranjan Park scoring 98.95. The bottom two slots were occupied by Janakpuri (36.23) and Seelampur (48.65). The average score of the 45 police stations was 83.38 compared, a notch higher than the 79.44 that participating police stations across the country averaged.

Based on the survey results, the police stations are classified as excellent (scoring 84 and above), more than adequate (68-84), adequate (52-68), inadequate (36-52) and totally inadequate (below 36).

PS Dadar, Mumbai, Maharashtra:

"Public is given services with humanity, honesty and sincerely".
This is one of the police stations in Maharashtra where medical camps are organised regularly for the entire police staff
Visitor, PS Dadar, Mumbai, Maharashtra



PS Sahnewal, Ludhiana, Punjab:

A very neat and clean police station which supports NGOs in their programmes on drug-de-addiction and organise sports events to build public trust.
Visitor, PS Sahnewal, Ludhiana, Punjab

PS Div No. 1, Ludhiana, Punjab:

The Station is one of the oldest police stations in Punjab and also known as Kotwali which organises many programmes on safety for elders, personal safety for women, prevention of gambling and pick pocketing. The station focuses not only on prevention of crime but also collaborates with resident welfare associations and NGOs to build public trust.

Visitor, PS Div. No. 1, Ludhiana, Punjab



PS Division No. 1, Ludhiana, Punjab, India



PS Samrala, Khanna, Punjab, India

Police Station Samrala, Punjab:

Very nicely displayed information on legal rights of citizens, along with phone numbers of officers in case of citizen grievances.

Visitor, PS Samrala, Punjab

Aggregate scores

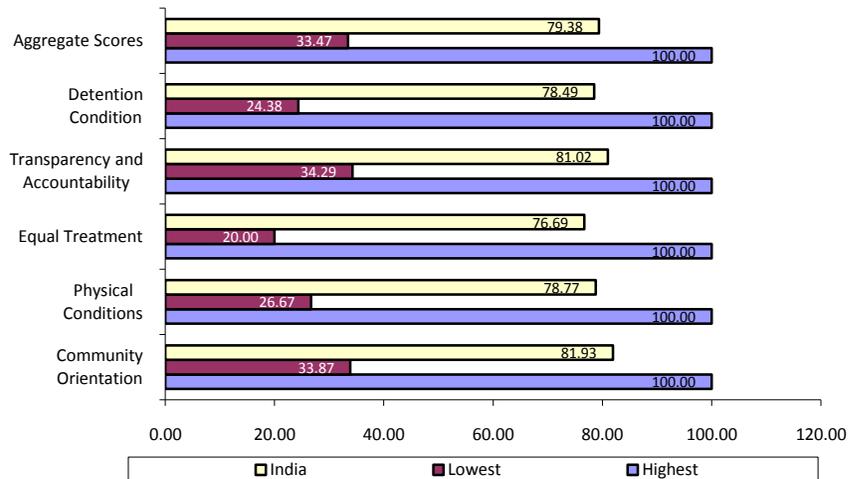
State of Delhi had the highest aggregate score of 83.38 from 45 number of police stations visited. This was followed by an aggregate score of 81.86 from Maharashtra from three police stations visited in Mumbai. Chandigarh had the third highest aggregate of 79.71 from 3 participating stations. In India, the average aggregate score was 79.38 with large variations between the top score of a 100 to a low score of 33.47. The range of average score from five dimensions of police services are as follows:

Inspite of my being a driver, police behaved very well with me and this has changed my views regarding Delhi Police.

Visitor, PS C R Park.
New Delhi

- (i) *Community orientation*: In the selected states, a number of police stations scored a full 100 with the low being 33.87. The overall average of India on this category was 81.93. This category saw the highest aggregates.
- (ii) *Physical conditions*: Infra-structure and equipment in a number of stations was rated at 100 while it was found to be poor with the lowest at 26.67. The average for India was 78.77.
- (iii) *Equal treatment*: Citizens rated a number of police stations at 100, but with a low appalling figure of 20. The Indian median on this dimension stood at 76.69.
- (iv) *Transparency and accountability*: The top score of 100 with a low of 34.29 was recorded with the India average rating at 81.02.

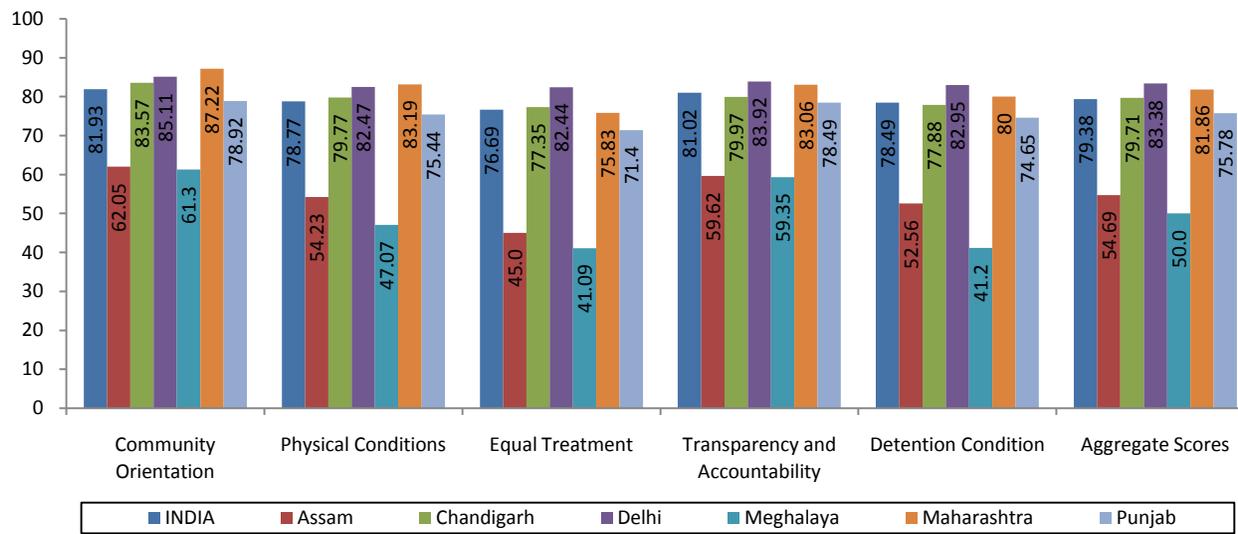
HIGH, LOW AND NATIONAL AVERAGE ON FIVE CATEGORIES AMONG POLICE STATION VISITED



(v) *Detention conditions*: The top score of 100 with a low score of 24.38 was reported. Overall score of 78.49 marked the Indian aggregate.

AGGREGATE SCORES OF POLICE STATION VISITED IN STATES OF INDIA 2013							
Categories	India	Assam	Chandigarh	Delhi	Meghalaya	Maharashtra	Punjab
Community Orientation	81.93	62.05	83.57	85.11	61.30	87.22	78.92
Physical Conditions	78.77	54.23	79.77	82.47	47.07	83.19	75.44
Equal Treatment	76.69	45.00	77.35	82.44	41.09	75.83	71.40
Transparency and Accountability	81.02	59.62	79.97	83.92	59.35	83.06	78.49
Detention Condition	78.49	52.56	77.88	82.95	41.20	80.00	74.65
Aggregate Scores	79.38	54.69	79.71	83.38	50.00	81.86	75.78

Source: PSVW, 2013



What good practices were revealed?

1. Police stations have professional service-delivery institutions. Citizens particularly from Punjab and Delhi were appreciative of the police station ambience and organisation in providing professional services. The look, reception of police station with neat and clean appearance was found as a change from the brutal negative stereotyping of police conduct. Availability of special services, such as, for old-age citizens, verification counters, information on particular services provided citizens a new experience to citizens.

As a citizen, it is my prime duty to give input to participate in activities and highlight the difficulties and appreciate the good points to raise the moral standard of the officer managing the institution, so that the democratic setup of the country remains safe and

Visitor, PS, Rajender Nagar, New Delhi

2. Promotion of ongoing initiatives: Information to citizens regarding existing police services and activities, such as, network of citizen groups, tenant-servant verification services, highway ambulance showcased police outreach to the citizens. In Chandigarh, civil society members mentioned the regular invitation to people from different walks of lives to express their views was a real public participation. School children found pamphlets on various services useful providing visibility to public-police exchange. Media coverage for the larger community

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

Visitor, PS Tughlak Road, New Delhi

to experience the interactive police-public exchange was recognised as important and relevant. Villagers in Punjab found the promotion of the Saanjh Kendras eye-opening and encourage them to visit police stations. Generally, it is the community representatives, institutional representatives, such as, teachers, doctors and panchayat members were invited, but visible showcasing of Saanjh services

Due to regular PSVW the behaviour of police personnel is changing and because of ladies staff in the police station, now they behave in very good manner as earlier they used to abuse each other but now at-least they talk in decent manner. We expect that their behaviour will be much more better in coming time.

Visitor, PS Division B, Amritsar, Punjab

helped local residents to identify themselves with the police stations. Visitors had an idea of what the police stations look like, idea of women's desk and services and felt encouraged to visit the stations.

3. Public feedback on police station:

Some police stations have not only involved citizens and students in legal awareness programmes and local specific crime prevention practices, but have also started taking regular feedback from the general public regarding the functioning of the police station. A special feedback forms including suggestions and improvements in police stations.

4. Standardisation of model police

stations: Citizens from rural areas voiced the improved quality of their police stations and compare these to the modern city police stations in Punjab. We have computer, air conditioning and water dispensers in the interiors very much like what is available in the cities. Reception area, staff to guide and counsel found to be common across police stations and mobile visitors rated this as an evidence of improved citizen-oriented policing.

5. Annual interaction of citizens with

police: Citizens found that the annual programme of visits and interaction with the police provides

a visible continuity to the citizens-police engagement, building trust and improving services. We can inform the police of problems in specific villages and as regular visitors we are aware that change has occurred in police stations and the hesitancy to visits the stations to report a lost mobile or motorcycle is no longer so strong.

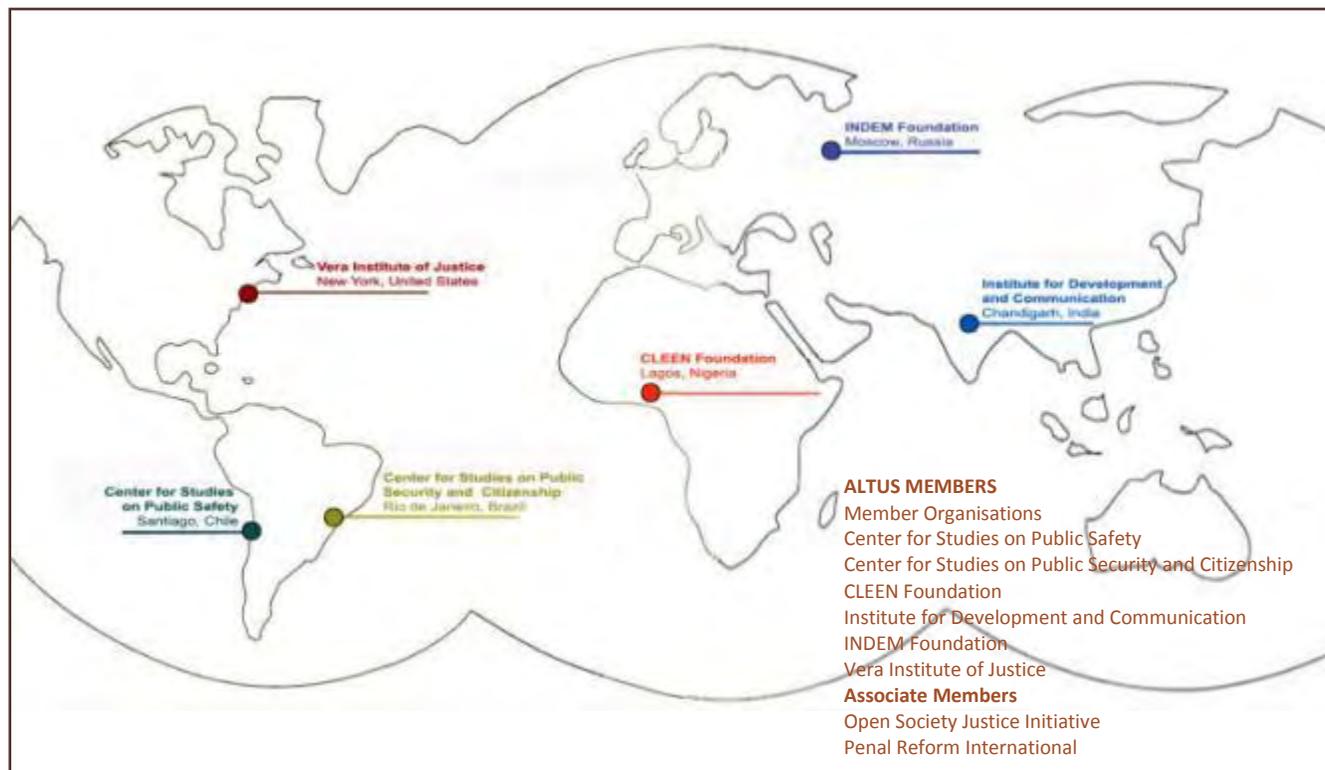
Since we are rural society members it is our duty to make people aware of their rights and the PSVW gives us a good opportunity to visit police station and see their functioning like in cities and biggest change due to this regular visit is neat and clean police station even in rural areas.

**Visitor, PS Patran
Patiala, Punjab**

What changes would the visitors like?

- Reprioritise staff allocation: A common feedback was the lack of staff in police stations to deal with public complaints. Even in stations with a large staff they reported that due to allocation for VIP/court duties, nakabandi (picketing), etc. the staff to attend to the visitors to the police station was inadequate.
- Online FIR should be started so that registration of complaint is ensured.
- Technological upgrade of police stations: A range of variation in technological facilities available in stations came to light. For instance, police stations in a state received a comment that 'it looks like the office of a software company' while in others they reported a lack of computers, fax, photostat machine and mentioned that these would increase efficiency and provide quick communication. A number of narratives urged the need for computerisation of the services, need for internet, online FIR etc.
- Disposal of unclaimed property/vehicles: A large number of people reported that disputed and unclaimed articles including vehicles occupying a lot of space in the police stations need to be disposed of. "When asked, the SHO replied that people did not come to claim these as they considered these to be unlucky for them." These need to be disposed of and the space cleared.
- Privacy for women visitors in terms of waiting rooms, private areas for women detainees to have discussions with families/lawyers.
- Community representatives such as members of panchayats and municipal corporators should be given a proper hearing and a designated area for them can be provided.
- Improvement in the conduct of junior police staff - while police officers are very cordial, the conduct of the subordinate staff is poor.
 - "There is scope for improvement in the areas of human relations: e.g. reciprocal action, people friendly attitude etc."
 - Treatment to provide approaching police stations should be of some high quality as given to the visiting team.

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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