

POLICE STATION VISITORS WEEK  
3-9 NOVEMBER 2013

REPORT OF RESULTS INDIA



Institute for Development and Communication (IDC)

Sector 38A,

Chandigarh 160004 (India)

Tel. +91172-2625941

Fax. +91172-2625942

E-mail: [idcindia@idcindia.org](mailto:idcindia@idcindia.org)

Website: [www.idcindia.org](http://www.idcindia.org)



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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 information 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 delivery to make democracy functional in terms of generation of wealth, eradication of poverty and elimination of social exclusion, particularly important for the potential 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 inadequate to protect 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 citizens they serve. This will lead to the restoration of hierarchy, performance based incentives, posting and transfers, 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 local specificities. It may be appropriate to set up stations that commensurate with the citizen

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, 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 event a continuing success, AUC would like to acknowledge the support of police departments and civil society members. These include :

- Assam Lawyers Bar Association
- Members Amritsar Rural
- Lop
- #
- 8
- Secondary School Mathura
- Bathinda
- Committee Kotfa
- #
- o
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- o
- Associations. (Sector 31 and 17)
- V
- Model Senior Secondary School (Sector 19,22,35)
- Haryana Bar Council
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- Navodaya School Mahiana
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- University Delhi
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- Association Hoshiarpur
- Senior Secondary School
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 o ) 7h V o Sarjulargh Women Wing, Jhunir  
 Jalandhar Rural: # # † k # U # U  
 # U 8Vegetable Association Ma OU O  
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 h u of Technology, Jabbowal SultanpurWest College Dhudhike, Ajeetwal

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‡ Sarhiti Lions Club, Badhni Kala ) V #  
Moga: ) # )o # 7 ‡ h U  
" " @ o Patiala: oSandhu Model School Langodia  
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Youth Sports and Welfa# o ) o 8 u- y o  
o o - " Bhagwan) Purpoanagar: ) # k # "  
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# School, SAS Nagar: h8 o # M o o  
Ramdass Ji Girls Welfare Society, Mohali;SBS Nagar: u y " o V #  
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o 8 o Tampoo Unlon (Balachaur, SBS Nagar, h V  
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Dharamkot Municipal Council, # k Higher Secondary School Harijan  
" V Secondary School Boys Rahon #  
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h U Shergil Memorial College Mukandpur "  
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k njh Kendra Committee " o# o o o

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*Rainika Dagar*

Programme Director, PSVW, Altus Global Alliance



# Summary

The seventh global Police Station Visitors Week (PSVW) from 3 to 9<sup>th</sup> November, 2013 in which 22 countries participated, 240 police stations receiving more than 12,000 citizens. This global participatory programme aims at measurably improving the quality of local police 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.

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

India has been a regular participant of police visits. 431 police stations their impressions with other visitors. Both the number of participated by welcoming 8,354 The visitors answered 20 questions participating police stations and citizens across their thresholds. They immediately after the visits. The team citizens were reported to be increasing citizens included members of local leaders collected the questionnaires number. In India, the 2013 PSVW was bodies, market committees, along with the narrative brief which coordinated by the Institute for charitable organisations, community were uploaded into a secured Development and Communication liaising groups, women's multilingual website. The Altus Global Alliance used the ratings supplied by Altus Global Alliance. The PSVW was associations, university students the visitors to calculate the overall held in five states and one union eminent civil society members. score for each station, as well as territory spread across different The visits were structured through a separate scores in five dimensions of regions of India. In the North, common protocol, the world over, a police services: community Chandigarh, Delhi and Punjab; in the that instructed the visitors how to orientation; physical conditions; equal North East, Assam and Meghalaya, in prepare themselves for the visits, treatment of the public without bias the West, Maharashtra were the sites what to look for and how to discuss 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.

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

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 help to spread good practices, can be used by the police and improve relations between the police and community residents throughout and civilians, and strengthen the accountability of the police to the people they serve. The local visitors most. This should



# 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 100 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 teams upload their ratings into a single data base.
- “ Altus is recognizing highest scoring stations by publishing the results of the visits, including descriptions of strong practice.
- “ Altus mobilizes citizens via local/national NGOs and our partner organizations.



## RANGE OF PSW COUNTRIES 2006

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



## Participating Countries 20

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

Local citizens assess their police stations an easy assessment. From 2006, it has been conducted in 40 countries. Hundreds of ordinary citizens including university students, hawkers, women and senior citizens, have conducted ratings of their local police stations, in a single week using a common protocol. They are mobilized and trained by local NGOs. The results catalogue of exemplary practice as judged by citizens who depend on police services, along with warnings about where practice falls short.

Understanding between police and people in hundreds of communities worldwide focuses attention on high-besse police stations presenting a

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



PS Palmdale Sheriff's, United States

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 good work police is doing unless until they visit one police station and see our functioning.

Station Head Commander,  
Chandigarh, India



Regional workshop attended by Chief Minister, Rajasthan, India

# PSVW Lessons For Citizen-Centric Police Stations

Police station visits around the world from 2013 point to certain exemplary practices that have appealed to citizens. What makes a police station friendly? What inspires confidence in citizens? How are the people on the margins 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

## 1. COMMUNITY ORIENTATION

Citizen-friendly police stations help citizens to use police services with displays explaining citizen rights, how to report 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

information on travel agents, tourist assistance provided at the police stations and programmes for seniors and youth are 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 drab and institutional. Order and cleanliness demonstrate consideration for public and police
- ◁ Well-organised Spaces Clearly demarcated spaces, such as, reception area, crime reporting room, s counters for different services project an efficie dealing with public needs. Organised storage of and equipment improves the way work is done
- ◁ Well-equipped Reception Areas The first point of contact is a reception area. Comfortable seating ventilated lobby and ready assistance make the comfortable.



PS Moti Dungri, Rajasthan, India



PS Khilgaon(DMP), Bangladesh

## £ EQUAL TREATMENT

- ◁ Representative Staff presence of representative police personnel reflecting the ethnic, religious gender composition conveys a commitment to treatment.
- ◁ Special Services for the vulnerable Services of language translation, gender and human rights desks, tourist services increase the access of vulnera groups to police services.
- ◁ Disabilityfriendly: Concern for the disabled with convey police sensitivity for the vulnerable.

## E TRANSPARENCY AND ACCOUNTABILITY

- ◁ Sharing of Information: Display of information on public performance including crime trends, community satisfaction, spot mapping, demonstrate openness of police functions
- ◁ Identification of Police Staff: Identification of name and rank of police staff inspires confidence in citizens.



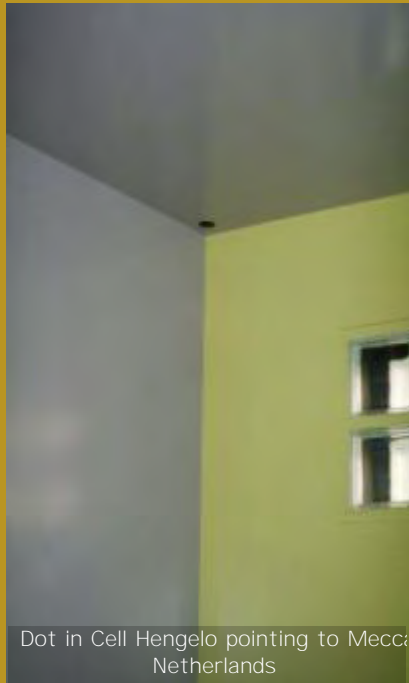
San Dimas Los Angeles Police Station, USA



PS Bicrim Quinta Normal, Chile

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





## £ DETENTION CONDITIONS

- ◀ Clean, uncrowded spaces and serviceable utilities are widely agreed upon as the minimum standards.
- ◀ Display of rights of detainees or posting or providing statements of rights of detainees is necessary to allow them to exercise rights.
- ◀ Demarcated spaces separating men from women and children from the adults protects their physical safety and integrity.
- ◀ Respect for different religious facilities accommodating religious worship, trained staff to treat detainees with respect, irrespective of religion, demonstrates the highest standards of professional conduct.
- ◀ Monitoring facilities such as one-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 small 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 PSW in India encouraged participation from established police partners as also first times states. Punjab, Chandigarh and Meghalaya have been the part of all PSW 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 PSWs, 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 PSWs 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 newspaper and wanted to contribute in the programme to make 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 PSW was based on ongoing state

The PSVW was r  
impressive. The chance  
the common public to v  
a police station and see  
working of the pol  
station is really amaz  
The masses come to k  
that police stations  
meant for their he  
Visitor, PS Div.1 ,  
Pathankot Punjab

police initiatives and strategy,  
situational placement of participa  
organisations that mobilised the  
citizens and funds and administra  
limitations. Punjab decided to  
promote the Saanjh Kendras thro  
thePSVW and had a full participat  
from its police stations. Chandiga  
and Delhi police selected  
representative stations; in  
Maharashtra stations from Mumk  
were identified; in Assam and  
U

member strength determined the  
cities and police stations for the

## 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' progra-  
mme 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 encour-  
age 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 stren-  
gthen the bond of collabo-  
ration(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 grievan-  
ces 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 man-  
agement, 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 stake-  
holders 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 al-  
ready 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, trans-  
porters 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 experie witness police functioning. Since v law students and in future have t with the police, this was a opportunity where we had meani interaction with the police personne came to know about the system. / that fear in mind is no more

Visitors, PS Sector 17, Chandigarh



## DELHI

- ◁ Adarsh Nagar      ◁ Mehrauli
- ◁ Amar Colony      ◁ Nabi Karim
- ◁ Anand Vihar      ◁ Najafgarh
- ◁ Barakhamba      ◁ Narela
- Road              ◁ New Ashok Nagar
- ◁ Begum Pur        ◁ Paschim Vihar
- ◁ Bhajanpura      ◁ Rajender Nagar
- ◁ Connaught Place ◁ Roop Nagar
- ◁ CR Park          ◁ Sadar Bazar
- ◁ Dwarka Sector   ◁ Sarita Vihar
- 23                ◁ Seelampur
- ◁ Gandhi Nagar    ◁ South Rohini
- ◁ Geeta Colony    ◁ Subhash Place
- ◁ Greater Kailash ◁ Subzi Mandi
- ◁ GTB Enclave    ◁ Timar Pur
- ◁ Inderpuri        ◁ Tughlak Road
- ◁ Jama Masjid     ◁ Vasant Vihar
- ◁ Janakpuri       ◁ Welcome
- ◁ Kalkaji
- ◁ Kamla Market    I thought that it w
- ◁ Keshav Puram    very interesting
- ◁ Kirti Nagar      know that the poli
- ◁ KN Katju Marg   station of our area
- ◁ Kotwali           good, better or be
- ◁ Lodhi Colony     than other polic
- ◁ Malviya Nagar   station in the capit
- ◁ Mandir Marg
- ◁ Mauriya Enclave
- ◁ Maya Puri        Visitor, PS Bhajanpura,

New Delhi



PS Vasant Vihar, South Delhi, India



PS Jama Masjid, Central Delhi, India

MEGHALAYA

- ◁ Laban
- ◁ Laitumkhrach
- ◁ 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 protection and our duty to take care of their problems. PSVW is a higher authority medium through which we can visit this world. 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
- ◁ SadarBarnala
- ◁ Talewal
- ◁ Thuliwal
- ◁ City barnala
- ◁ Kotwali City
- ◁ Rurke Kalan
- ◁ Sehna
- ◁ Tapa

### Batala

- ◁ City Batala
- ◁ Dera Baba Nana
- ◁ 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

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



## Fazilka

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

## 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

## Hoshiarpur

- ◁ Bullowal
- ◁ Chabbewal
- ◁ City Hoshiarpur
- ◁ Dasuya
- ◁ Gardhiwala
- ◁ Garhshankar
- ◁ Hajipur
- ◁ Haryana
- ◁ Mahalpur
- ◁ Mentina
- ◁ Model Town
- ◁ Mukerian
- ◁ Sadar Hoshiarpur
- ◁ Talwara
- ◁ Tanda

## Jalandhar

- ◁ Baradari (Navi)    ◁ Division4
- ◁ Basti Bawa Khe   ◁ Division5
- ◁ Bhargo Camp       ◁ Division6
- ◁ Cantt. Jalandhar   ◁ Division7
- ◁ Division1           ◁ Division8
- ◁ Division2           ◁ Rama Mandi
- ◁ Division3           ◁ Sadar Jalandhar

## Jalandhar Rural

- ◁ Adampur            ◁ Mehatpur
- ◁ Bhogpur            ◁ Nakodar City
- ◁ Bilga                ◁ Nakodar Sadar
- ◁ Goraya              ◁ Nurmahal
- ◁ Kartarpur          ◁ Patara
- ◁ Lambra             ◁ Phillaur
- ◁ Lohian              ◁ Shahkot
- ◁ Maqsudan

## Kapurthala

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



PS Division. No. 1 Jalandhar Punjab, India



PS Rawalpindi, Kapurthala Punjab, India

## 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 Mog
- ◁ Fatehgarh Panjtoor
- ◁ Mehna
- ◁ Sadar Moga
- ◁ Badni Kalan
- ◁ City Moga
- ◁ Dharamkot
- ◁ KotIsse Khan
- ◁ Nihal Singh Wala
- ◁ Samalsar

## Muktsar

- ◁ Bariwala
- ◁ City Sri Mukats Sahib
- ◁ Gidderbaha
- ◁ Kabbarwala
- ◁ Kotbhai
- ◁ Lakhewali
- ◁ Lambi
- ◁ Malout City
- ◁ Muktsar Sadar
- ◁ Sadar Malout

## Pathankot

- ◁ Dhar Kalan
- ◁ Div Nø1
- ◁ Div Nø2
- ◁ Kanwan
- ◁ Mamoon
- ◁ NarotJaimal Singh
- ◁ Sadar Pathankot
- ◁ Shahpur Kandi
- ◁ Sujanpur
- ◁ Tara Garh

## Patiala

- ◁ Bakshiwala
- ◁ Bhadson
- ◁ Civil Line
- ◁ Ghanaur
- ◁ Kheri Gandian
- ◁ Kotwali Patiala
- ◁ Pasiona
- ◁ 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



### Ropar

- ◁ Anandpur Sahib
- ◁ Chamkaur Sahib
- ◁ Kiratpur Sahib
- ◁ Morinda
- ◁ Nangal
- ◁ Nurpur Bedi
- ◁ Rupnagar City
- ◁ Sadar Rupnagar
- ◁ Singh Bhagwantpura

### SASNagar

- ◁ Balongi
- ◁ City Kharar
- ◁ Derabassi
- ◁ Handesa
- ◁ Kurali
- ◁ Lalru
- ◁ Matour
- ◁ Naya Gaon
- ◁ PhaseI
- ◁ PhaseII
- ◁ Sadar Kharar
- ◁ Sadar Kurali
- ◁ Sohana
- ◁ Zirakpur

### SBSNagar

- ◁ 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
- ◁ Voltowa

# Who were the visitors?

Citizens from 153 towns and 21 rural sites accounted for 8,354 visitors in India. These numbers are much larger than the previous year with participation boosted by Punjab and Delhi representation. Punjab has an ongoing police station outreach 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 a focal aspect of the Saanjh Kendras

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



PS Sadar Faridkot, Punjab, India

citizen committees working with police in partnership provide a range of police station services. The state

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

the PSWV 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 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 betterment and improvement of the police station.

Visitor, PS Laban, Shillong, Meghalaya

who filled the assessment forms 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 4,100 citizens.

Citizens were mobilised through partner and participating organisations which were locally based and had established network 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

Guwahati Community Liaison Groups for the public 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 towards their duty and service and in building relation between police and public. We are very interested in the PSVW because it is a platform to thank and help the police for their tough service also helps in the reform program

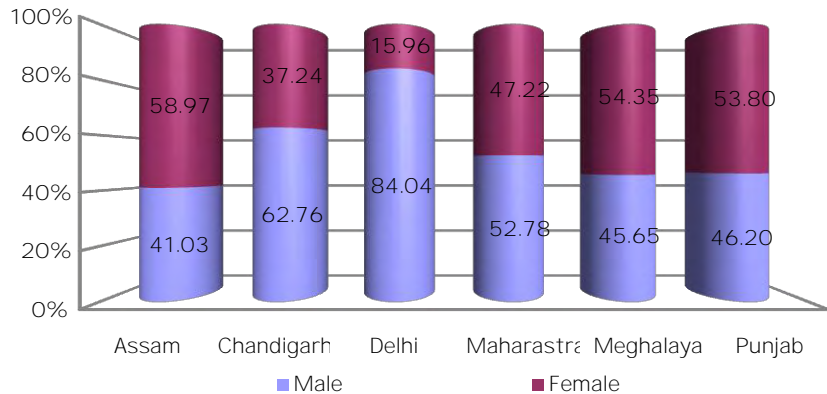
Visitor, PS Chandmari Gauhati, Assam

Yes, we feel that police are more than just trying the best to serve people. They are helping and bringing solution. They are willing to accompany 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 universal suffrage and matrilineal witnessed 54.35 per cent representation of women. Assam, however, reflected the large participation of women at 59 per cent.

Statewise Profile of visitors According



Dainik Bhaskar, 17<sup>th</sup> November 2013

**पुलिस ने लोगो को सुविधाओं के बारे में जागरूक किया**

सनीर में जानकारी देते थाना इंचार्ज नारायण सिंह विक्रम 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 अलाइंस डिजिटल समाज एडवोकेट निशा शर्मा, पवन मौके पर थाना सनीर इंचार्ज कुमार, नरेश गोयल, महिन्द्र नारायण सिंह व विक्रम सिंह सहनी, कैप्टन प्रताप खान की ओर लोगो सिंह मरवाहा, जगदीश ने आउट रीच सेंटर में दी सिंह छत्र के अलावा और भी जा रही सहूलतों के बारे में लोग मौजूद थे।

Statewise profile of visitors according			
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: PSWW 2013

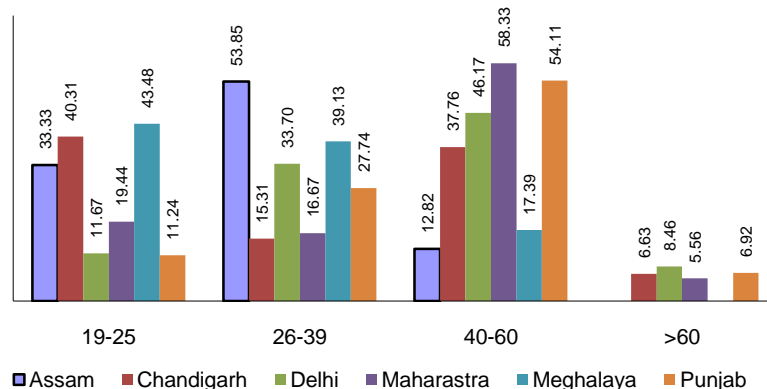
Now, due to PSWW behaviour of the police staff has changed a lot. They are now cooperative, polite and listen to the problem of people.

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 daily 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 specificities. Active decisionmakers is formed a strong number of visitors with the age group of 40 to 60 providing nearly 50 per cent of the visitors. The next largest contingent was from the 20 year group. Youth between the age of 19 and retired persons formed other participants. Children did form a small per cent, but these were laid from Punjab and Chandigarh where special efforts had been made to

Statewise Profile of Visitors according



Statewise profile of visitors according to Age					
	1925	2639	4060	>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
Maharashtra	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 AltusVisitors 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 Altu 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

$$= \frac{[1 + 2 + 5 + (3j + 4)]}{n}$$

$$= \frac{[1 + 2 + 5 + (3j + 4)]}{n}$$

Where  $j = 1$  and  $n = 2$

# State/UT wise Top police station in India<sup>1</sup>

The top police station from each of the states are:

Assam Basistha PS

Chandigarh Sector 17 PS

Delhi Barakhamba Road, New Delhi and Chhaila Market PS Central Delhi

Meghalaya Lumdiengjri PS

Maharashtra Dadar, Mumbai

Punjab Threetops 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 a large number of 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

<sup>1</sup>Top police stations were selected on a weighted score where commitment and transparency and accountability scores had a higher weight.



PS Sector 17, Chandigarh

Police Station Sector 17, Chandigarh:

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

Visitor, PS Sector 17, Chandigarh

Barakhamba Road (New Delhi)

What a big police station, with disciplined staff which, despite being so polite, still gets briefing from SHO on public demand.

Visitor, PS Barakhamba Road, New Delhi



PS Barakhamba Road, New Delhi

## Kamla Market (Central Zone)



PS Kamla Market, Central Zone, Delhi

## Lumdingri Police Station Shillong Meghalaya

In spite of so many difficulties like out of date technology and equipment, the police stations are doing well with limited resources. Visitor, PS Lumdingri, Shillong, Meghalaya



PS Lumdingri, Meghalaya

## THE HINDU

Cities » Delhi

Published: December 25, 2013 10:19 IST | Updated: December 25, 2013 10:19 IST

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

The survey was done by an independent global body called Global Alliance, on globally accepted methods and parameters such as orientation, physical conditions, equal treatment, transparency, accountability and other factors. The survey was conducted in six countries across the globe and was carried out in other cities as well.

While Kamla Market topped the chart with a score of 100, following it closely were Janakpuri (83.38) and Seelampur (48.65). The average score of the 45 police stations was 79.44 that participating police stations across the country averaged.

Based on the survey results, the police stations are classified as excellent (score above 80), adequate (60-80), inadequate (36-60) and totally inadequate (below 36).

PS Dadar Mumbai, Maharashtra

"Public is given services with humanity, honesty and since this is one of the police stations in Maharashtra where meetings and camps are organised regularly for the entire police station. Visitor, PS Dadar, Mumbai, Maharashtra



PS Dadar, Mumbai, India



PS Sahnewal, Ludhiana, Punjab

PS Sahnewal, Ludhiana, Punjab

A very neat and clean police station which supports NGOs and their programmes on drug 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 stations in Punjab and also known as Kotwali which organises regular programmes on safety for personal safety for women, prevention of gambling and pick pocketing. The station focuses not only on prevention of crime but also collaborate with resident welfare association and NGOs to build public trust. Visitor, PS Div. No. 1, Ludhiana, Punjab



PS Division No. 1, Ludhiana, Punjab



PS Samrala, Khanna, Punjab

Police Station Samrala, Punjab

Very nicely displayed information on legal rights of citizens, along with phone numbers of officers in charge of citizen grievances. Visitor, PS Samrala, Punjab



## Aggregate scores

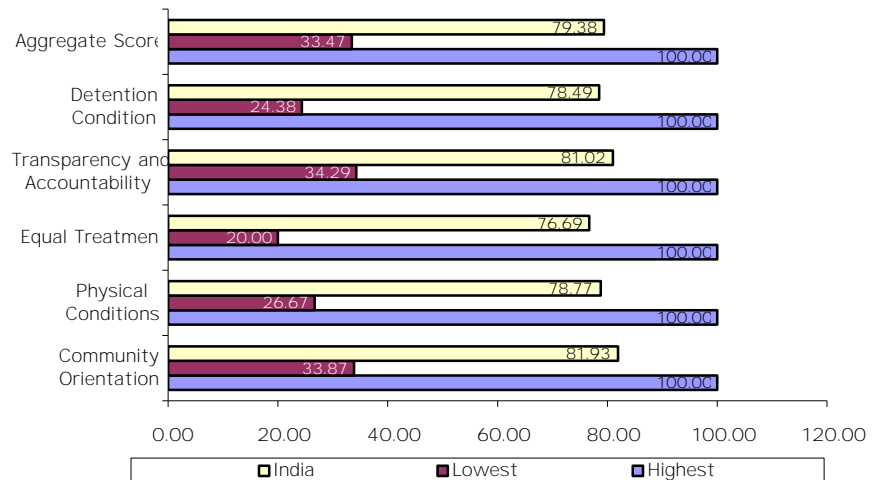
State of Delhi had the highest aggregate score of 83.38 from a number of police stations visited. This was followed by an aggregate score of 81.86 from Maharashtra from three police stations visited in Mumbai. Chandigarh had the third highest aggregate score of 79.71 from 3 participating stations. In 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:

In spite of my being a driver, police behaved very well with me and this has changed my views regarding Delhi Police  
 Visitor, PSC 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* - Infrastructure 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 average 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.

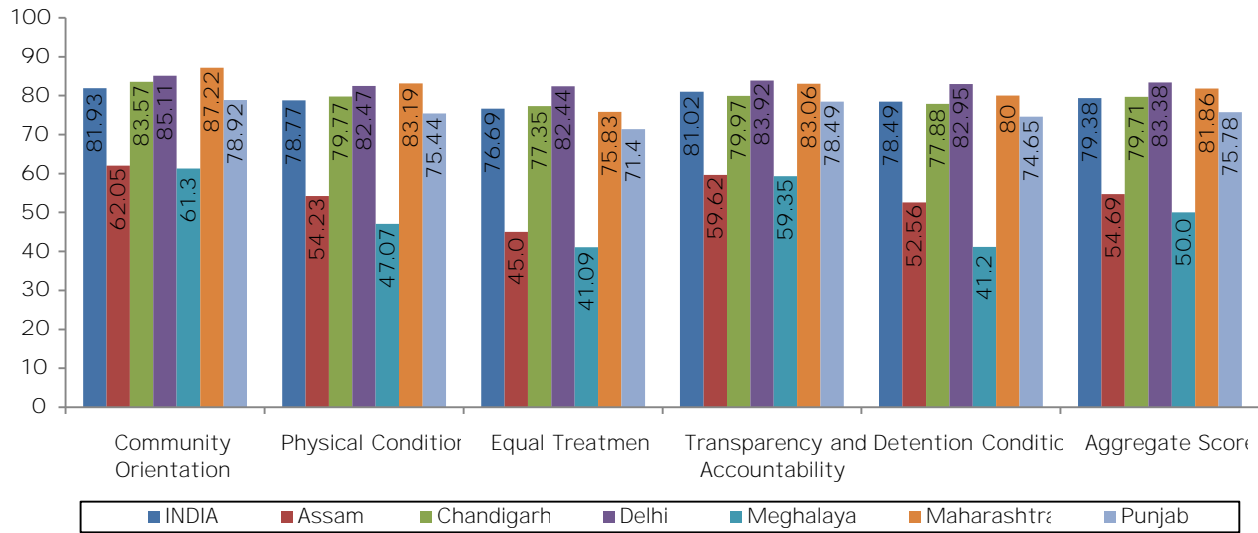
HIGH, LOW AND NATIONAL AVERAGE ON FIVE CATEGORIES AMONG POLICE STATION VISITED



(v) *Detention condition* The top score of 100 with a low score of 24.38 was reported. Overall score of 78.49 mark 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	61.3	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	41.2	80.00	74.65
Aggregate Scores	79.38	54.69	79.71	83.38	50.00	81.86	75.78

Source: PSWV, 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, forage for citizens, verification counters, information on particular services provided citizens a new experience to citizens.
2. *Promotion of ongoing initiatives* Information to citizens regarding existing police services and activities, such as, network of citizen groups, tenant 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 life 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

As a citizen, it is my prime duty to give to participate in activities and highlight the difficult appreciate the good points to raise the moral s of the officer managing the institution, so democratic setup of the country remains s secure

Visitor, PS, Rajender Nagar, New Delhi

This week helped us to give our police station a facelift and invite citizens to visit the station and see it 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 earlier they used to abuse each other but now they talk in decent manner. We expect their behaviour will be much more better in coming

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

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 the police stations and compare these to the modern city police stations Punjab. We have computer, air conditioning and water dispenser 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 provide

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 visit 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 PS gives us a good opportunity to visit police station and see it 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



# About Altus Global Alliance



## About the Altus Global Alliance

The Altus Global Alliance, unites six established organisations spanning five continents into a uniquely powerful force for specific justice. Altus members are located in the USA, Chile, Russia, Brazil, Nigeria and India. Together, they offer a greater capacity to work across borders, and a larger role for them in the global justice arena.

Email: [info@altus.org](mailto:info@altus.org)  
[www.altus.org](http://www.altus.org)