

Saanjh Kendras Visitors Week

This easy-to-use tool is for assessing the extent to which a Saanjh Kendra is designed to serve the public. There are questions to guide your observations and focus your attention on key elements of Saanjh Kendras.

13-19 February, 2019

Filling Form

WHAT DO YOU NEED TO DO?

Before the Visit:

- Review the Questionnaire
- If you do not understand a question, please ask your team leader for an explanation and share your thoughts with other participants.

After the Visit:

- Complete the Visitors Questionnaire.
- We want to know your opinion! Please, do not copy your answers from another team member. Complete the forms independently.
- If you have any questions, please ask your team leader.
- If you wish to narrate your observation and opinion regarding Saanjh Kendra, use a separate sheet.

INFORMATION WHICH COULD LEAD TO THE IDENTIFICATION OF A PARTICIPANT WILL NOT BE RELEASED

VISITORS QUESTIONNAIRE

Name of District:

Name of Subdivision:

Name of Saanjh Kendra:

Level of Saanjh Kendra (tick relevant): District / Subdivision / Police Station

Mobile No. of Incharge Saanjh Kendra:

Date:

Team leader:

Visitor's name:

Sex: male female

Age:

Education: Illiterate Primary Matric Sr. Secondary
 Graduate Post Graduation Professional

Visitor is: Citizen and interest groups (resident welfare committees, traders' associations etc.) Students
 Civil society groups (human right activists, women groups, NGOs, etc.) Common Person
 Professional bodies (academics, advocates, researchers, etc.)
 Community-policing groups (neighbourhood watch initiative, community liaisoning groups, etc.)

Is this your first visit to a saanjh kendra: yes no

If not, how many times have you been to a saanjh kendra?

Has this visit to saanjh kendra made you more willing to seek police services yes no

PLEASE TICK MARK [✓] ON THE SCORE WHICH BEST REPRESENTS YOUR OPINION.

WHOLLY INADEQUATE	INADEQUATE	ADEQUATE	MORE THAN ADEQUATE	EXCELLENT
1	2	3	4	5

SAANJH KENDRAS EVALUATION

1. Accessibility					
• Are sufficient Direction and Signage Boards available in the area to locate SAANJH Kendra?	1	2	3	4	5
• Is it convenient to reach SAANJH Kendra?	1	2	3	4	5
• Is there sufficient parking space available for the Public?	1	2	3	4	5
2. Spatial Factors					
• Extent of ease to identify SAANJH Kendra (SAANJH display board, logo, flag, insignia etc. on the building)	1	2	3	4	5
• Extent of Separate Entity of SAANJH Kendra (Separate building, separate entrance etc.)	1	2	3	4	5
• Extent of differently-abled friendly building (Ramps, wheelchairs etc.)	1	2	3	4	5
• Extent of cleanliness, maintenance and beautification of SAANJH Kendra (White washed and decorated)	1	2	3	4	5
3. Public Friendliness					
• Extent of Welcoming entrance (No restriction, no questioning while entering SAANJH Kendra)	1	2	3	4	5
• Extent of User friendly display of information (Proper direction marks about what is where)	1	2	3	4	5
• Extent of availability of facilities for the visitors (Public utilities, toilet & drinking water, sitting area, forms, LED TV, Service Counters etc.)	1	2	3	4	5
4. Staff Conduct and Behaviour					
• Extent of staff friendliness (Cooperation and mannerism)	1	2	3	4	5
• Extent of staff appearance as non-police officials (In terms of uniform and dealing)	1	2	3	4	5
• Extent of display of Information regarding staff present (Name badges, designations)	1	2	3	4	5
5. Transparency and Accountability					
• Extent of display of list of services available along with fees and timeline at appropriate location	1	2	3	4	5
• Extent of availability and display of Grievance Redressal/ Ombudsman Mechanism (Call in case of any complaint)	1	2	3	4	5
• Extent of transparency in dealings (Availability of printed fee receipts, acknowledgement receipts)	1	2	3	4	5
6. Community Orientation and Public Participation					
• Extent of display of non-government status of the SAANJH Kendra (Registered under the Registration of Societies Act, 1860)	1	2	3	4	5
• Extent of display of community involvement in SAANJH Kendras (Non-official committee members and representation to all castes and gender)	1	2	3	4	5
• Extent of availability of space for committee members (Meeting rooms, Conference rooms etc.)	1	2	3	4	5
7. Functioning of Units and Counters [District SAANJH Kendra Only]					
• Extent of availability and functioning of various units and counters at SAANJH Kendra	1	2	3	4	5
- Grievance Redressal Unit					
- Community Services-cum-Information Unit (NRI & Foreign Counter, Crime Prevention Counter, Verification and Permission Counter)					
- RTI Counter					
- Traffic Management and Information Counter					
- Legal Aid and Victim Relief Unit					
- Sensitisation and Dispute Resolution Unit (Gender Dispute Resolution, Economic Dispute Resolution, Social and Political Conflict Resolution)					
8. Functioning of Units and Counters [Sub-Division SAANJH Kendra Only]					
• Extent of availability and functioning of various units and counters at SAANJH Kendra	1	2	3	4	5
- Community Services-cum-Information Unit					
- NRI's Foreign Counter					
- Gender Dispute Resolution Unit					
9. Functioning of Units and Counters [Police Station SAANJH Kendra Only]					
• Extent of availability and functioning of various units and counters at SAANJH Kendra	1	2	3	4	5
- Community Services-cum-Information Unit					
- Gender Dispute and Social Conflict Resolution Unit					

