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.

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.

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.

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<tr>
<th>WHOLLY INADEQUATE</th>
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**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