



मुख्यालय उत्तर प्रदेश पुलिस तकनीकी सेवायें

महानगर, लखनऊ-226006

पत्र सं० टीएस-सीसीटीएनएस-98/2018(II)

दिनांक: लखनऊ: दिसम्बर 24, 2018


सेवा में,

समस्त जोनल अपर पुलिस महानिदेशक, उत्तर प्रदेश।
समस्त परिक्षेत्रीय पुलिस महानिरीक्षक/पुलिस उपमहानिरीक्षक, उ०प्र०।
समस्त जनपदीय वरिष्ठ पुलिस अधीक्षक/पुलिस अधीक्षक उ०प्र०।
समस्त जोनल कोऑर्डिनेटर उ०प्र०।
समस्त परिक्षेत्रीय कोऑर्डिनेटर, उ०प्र०।
समस्त जनपदीय कोऑर्डिनेटर, उ०प्र०।

विषय: **पुलिस अधिकारियों/कर्मचारियों के उपयोगार्थ तैयार कराये गये UPPolice PMS Mobile app को क्रियान्वित किये जाने के सम्बन्ध में।**

कृपया आपके पास भारत सरकार द्वारा पुलिस स्टेशन के रैंकिंग से सम्बन्धित तैयार की गयी पी०डी०एफ० फाइल (बुकलेट) सुलभ सन्दर्भ हेतु भेजी जा रही है।

2. उक्त क्राइटेरिया को समाहित करते हुए तकनीकी सेवायें मुख्यालय उ०प्र० लखनऊ द्वारा विकसित किये गये **UPPolice PMS Mobile app** को Google Play Store पर उपलब्ध करा दिया गया है जिसको आप प्रयोग करना प्रारम्भ करें। जिसका यूजर आईडी. सीसीटीएनएस. में आपका यूजर आईडी. है और आपके सीयूजी० पर इसका ओटीपी. आयेगा जिसको आप एक्टिवेट कर सकते हैं। इस सन्दर्भ में जनपद स्तर पर, क्षेत्राधिकारी कार्यालय एवं थाना स्तर पर कार्यशाला आयोजित करते हुए सभी को अवगत कराना सुनिश्चित करें।
संलग्नक-पीडीएफ बुकलेट।



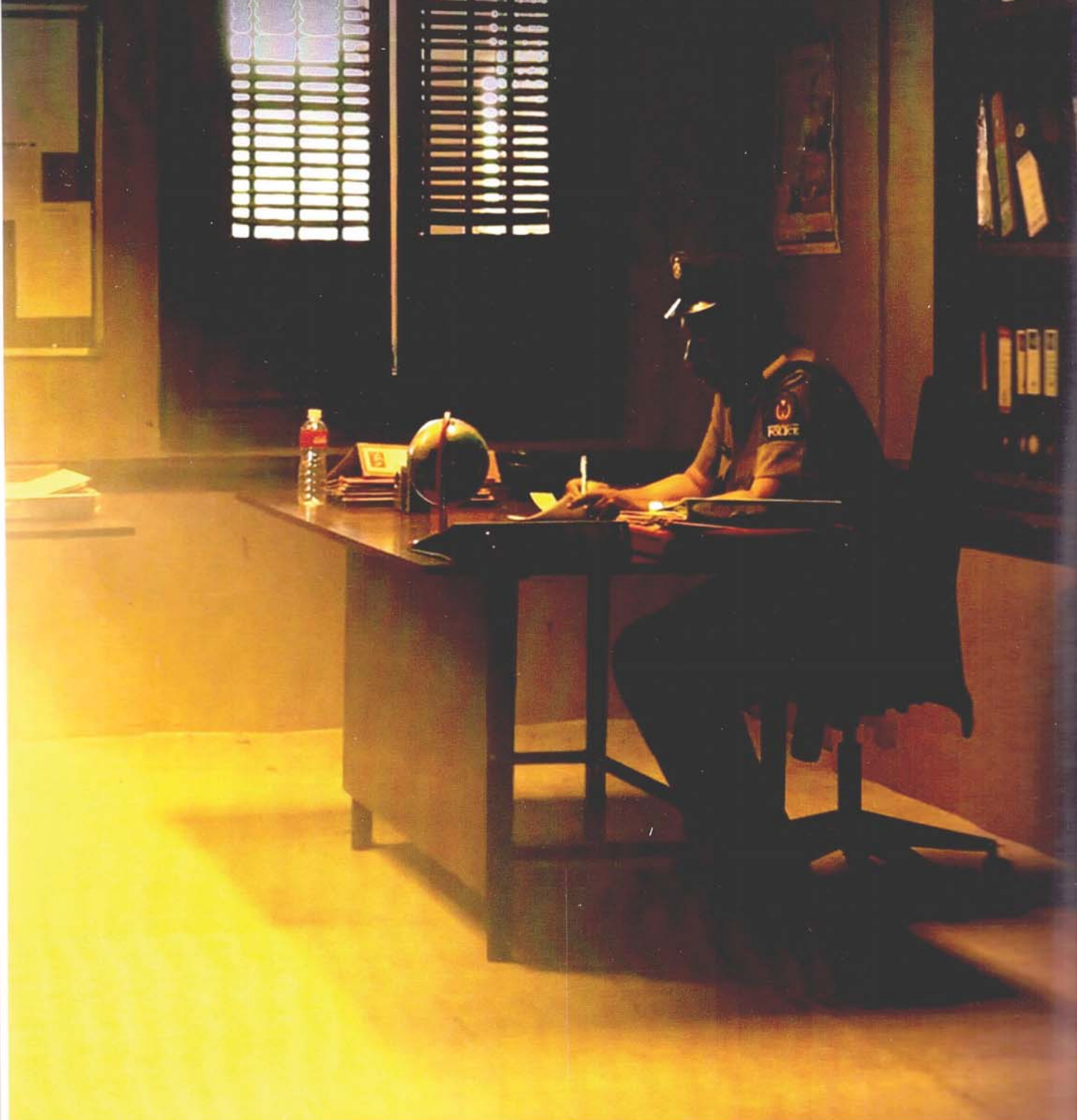
(आशुतोष पाण्डेय)

अपर पुलिस महानिदेशक,
तकनीकी सेवायें, उ०प्र०,
लखनऊ।

RANKING OF POLICE STATIONS 2018



- S** - Sensitive and Strict
- M** - Modern with Mobility
- A** - Alert and Accountable
- R** - Reliable and Responsive
- T** - Trained and Techno-savvy



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FROM THE DESK OF THE HOME SECRETARY

It has long been recognized that effective policing is fundamental to a safe and secure society which is the bed rock of economic and social progress. Improving the efficiency and performance of the Police force is important because it is the basis of Good Governance.

It's a commonly accepted management principle that what gets measured gets done. The Government of India has in the recent years utilized Performance Measurement to effectively generate a sense of competition amongst states through the Ease of Business Rankings and between cities through the Swachh Survekshan. This has led to more effective public delivery of services and greater citizen satisfaction. The same principle needs to be extended to police.

This summarized report reflects the directions of the Hon'ble Prime Minister while addressing the DsGP during the 2015 Conference in Kutch, Gujarat. He had directed that parameters should be laid down for grading Police Stations and assessing their performance based on feedback. A scheme was accordingly formulated with the approval of the Hon'ble Home Minister to identify and recognize the ten best police stations of the country and also the best police station in a particular state or Union Territory. The criteria for choosing the best police stations in the country was primarily their performance in crime prevention, investigation and disposal of cases, crime detection, community policing and maintenance of law and order. A weightage of 20% was also given to the infrastructure of the police stations and the citizen feedback on the performance of the Police personnel of the Police Station.

I am happy to note that this year's assessment covers the entire country. All the states and UTs have participated enthusiastically which is also reflected in the rankings. It has also been brought to my notice that the CCTNS database has been extensively utilized this year which has contributed to the objectivity of the exercise.

I take this opportunity to appreciate the exemplary work done by the SHOs of the awarded police stations and hope that in times to come other police stations would strive to achieve the excellence displayed by these police stations.

Rajiv Gauba, IAS
Home Secretary

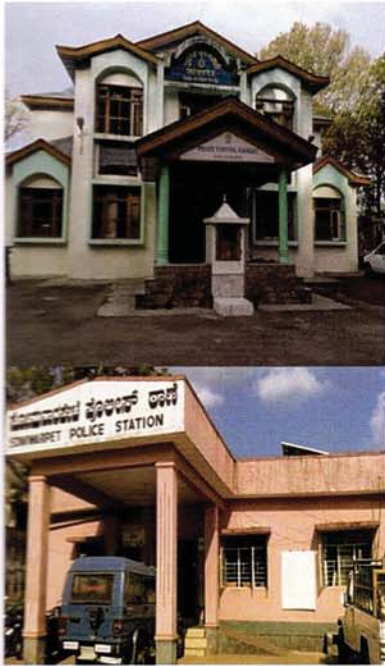
INTRODUCTION

Accountability is the natural corollary to the exercise of power and authority. Performance measurement is an essential exercise for any organization for evaluation of service delivery and identification of techniques for improvement. It is widely understood that the police force has tremendous responsibility to protect and serve their communities, whether at the local, state or even at the federal level.

The performance of different state police forces in India needs to be evaluated so that good work is recognized and the short comings in the routine functions of the police are highlighted and improved upon.

The Police Station is a key utility unit of the Police force. It controls law and order, does investigation of crimes, etc. The Police Station is also the primary point of communication between the citizen and the police. A Police Station should be clean and welcoming for the citizens so that they can approach it with no inhibitions or fear to register their complaints and grievances. It should also meet the operational and welfare needs of the personnel stationed there. The Police Modernization Division of the Ministry of Home Affairs shortlisted the police stations from all over India for the survey.





The purpose of conducting this survey year after year is to establish a system for performance measurement and additionally to inculcate the habit to utilize and maintain the data on CCTNS (Crime and Criminal Tracking Network and System) regularly by all police stations.

The responsibility of execution of the survey was given to Quality Council of India (QCI). A detailed methodology for the survey was prepared by incorporating assessment of performance in controlling crime, infrastructure and citizen feedback. The data and responses of the survey were taken on a customized tech application with geo- tagged and time stamped photographs, ensuring accuracy of the survey which were analyzed along with data of the performance for the final evaluation.

SELECTION OF POLICE STATIONS

The process started with selection of a set of police stations from the 15,666 stations all over the country. It was decided to shortlist police stations in the following manner:

1. 3 from the states having 750+ police stations
2. 2 from all other states and NCT Delhi
3. 1 from each Union Territory

The shortlisting was done on the basis of data uploaded on the CCTNS (Crime and Criminal Tracking Network and System) by each police station. The stations were evaluated on the basis of the following criteria:

- Crimes against women
- Crimes against SC/ST
- Property offences

These parameters were taken as these crimes have a pan-India character. The total weighted score was calculated depending upon the no. of FIRs registered, the no. of FIRs charge-sheeted and the no. of FIRs charge-sheeted within 60 days under each of the above categories. States having multiple police stations in the top 3 were all considered for the final on-ground survey. Police stations having



the same final scores and being within the highest 2 or 3 total scores (depending on the no. of police stations in the state) were also included for the on-ground survey. e.g. Madhya Pradesh having 750+ stations, was to have 3 stations for the final survey but since 2 of its police stations were tied at the 3rd position all 4 were selected for the final survey.

Following the aforementioned shortlisting criteria, a list of 75 police stations was prepared in order to start the survey. The states of West Bengal, Bihar and Mizoram nominated their stations on the basis of the data for the above-mentioned heads as the data was not available on CCTNS. This led to the final list culminating at the number of 87 police stations for the on-ground survey.

OVERALL SURVEY DESIGN

The survey design was based on the “Note on Performance Measurement” prepared by Bureau of Police Research & Development (BPR&D) which comprised of two parts:

Part A (Performance measurement): The initial segment of the survey included evaluation of Annexure-A given by each Police Station in a prescribed format. It incorporated the following parameters:

1. Crime prevention and proactive measures
2. Detection work
3. Disposal of cases
4. Back-end work
5. Action against anti-social elements
6. Community Policing

Part B (Additional Features): The second part of the assessment was further sub-divided into two parts:

a) Infrastructure of the Police Station & approachability of the personnel– This parameter comprises not only of the physical infrastructure like the Police Station building, the rooms, the amenities, the furniture and their overall upkeep and maintenance but also the discipline of the Police personnel and their approachability to the public.

The Police Station building is a public place, which people visit in distress, expecting the Police to help them. It's therefore important that people feel at ease and comfortable in terms of space, cleanliness and functionality. The Police Station building is also the place where the Police personnel spend a significant amount of time and therefore proper facilities of clean office space,

mess & barracks are essential for the personnel to endure long hours of work. To ensure a thorough evaluation, the Police Stations were additionally assessed on the following parameters:

1. Infrastructure of the Police Station Building
2. Discipline and Approachability of the Personnel
3. Storage of Manual Records
4. Infrastructure of Mess and Barracks
5. SHO Declaration on the procurement and budgetary process

b) Citizen Feedback - Citizens today expect a more transparent, accessible, and responsive Police service. Evaluating Police performance and service delivery begins with understanding citizen's needs and priorities. Citizen Feedback was based purely on the respondent's perception and not on the assessor's perception or observations. Combining citizen feedback information with operational data provided additional insights that helped us to evaluate the overall performance of the Police Stations.

The citizen feedback is divided into three categories –

- i. **People leaving the Police Station (Complainants - 10 nos.)** – Feedback of the complainants was recorded to evaluate their overall experience at the Police Station and how much were they satisfied with the services of the Police in their area.
- ii. **Market Place (Shopkeepers in market- 25 nos.)** - Shopkeepers in the market place are the primary source of information about the service of the Police in that area. They are witness to situations like brawl and snatching in the market place and how the Police personnel tackle such situations. They are also a constant witness to Police patrolling in the market area.
- iii. **Pedestrians (Pedestrians in a residential area – 25 nos.)** – Pedestrian feedback has been recorded to evaluate the language, tone and behavior of Police personnel with citizens while interacting with them and whether proper safety measures were taken by the Police in their area like patrolling at night.



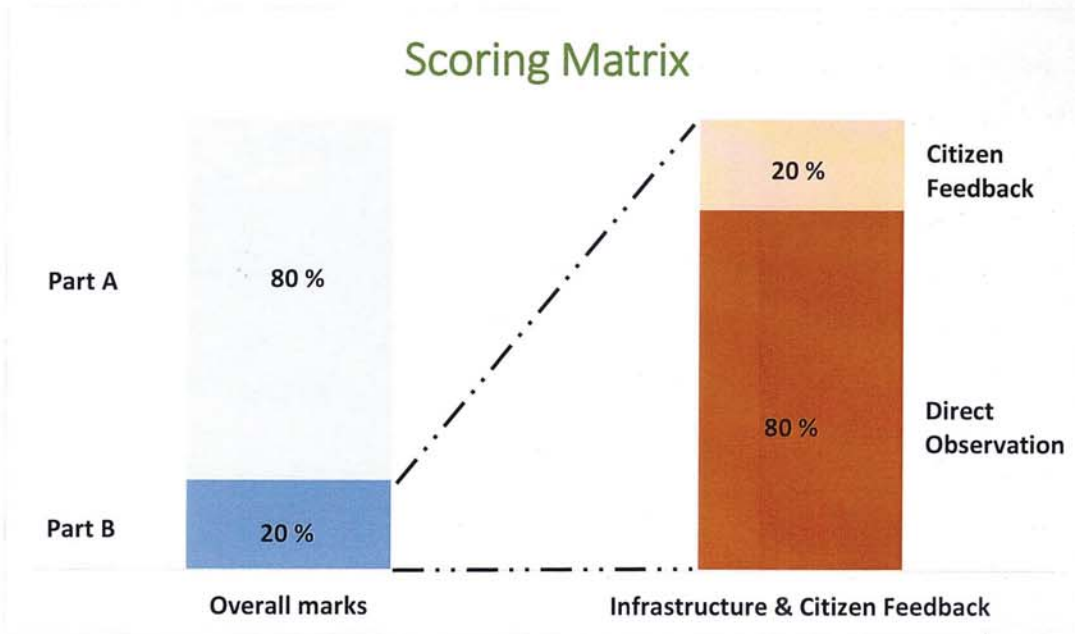
The decision to take a total of 60 as the total sample size for citizen’s feedback was based on statistical analysis with confidence interval of 80 % and margin of error of 8 % keeping time and budgetary constraints in mind. The number of households in an area was considered for the statistical viewpoint because the family members of a single household would most likely be having similar experiences and opinions about their Police Station. The shopkeepers and pedestrians were asked to relate to others experiences which they have witnessed if they themselves did not have any direct interaction with the Police. Only 10 surveys have been taken for ‘People leaving the Police Station’ section because the number of complainants visiting the Police Stations varies greatly with location.

SCORING MATRIX

For ranking the top ten Police Stations of the country, the overall scores were arrived at by allocating a weightage as decided by the Police Modernization Division, MHA.

The allocated weightages:

- i) **Part A - Performance Metrics - 80%**
- ii) **Part B - Infrastructure and Citizen Feedback - 20%** (It is further divided into direct observation and citizen feedback)

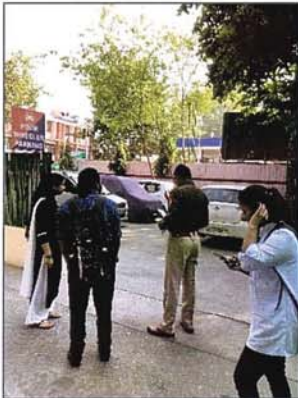


EXECUTION OF THE ON-GROUND SURVEY

Data for Performance metrics, which comprised 80% weightage, was to be provided by each Police Station whereas data of infrastructure and citizen feedback was to be collected by the on-ground QCI assessors on mobile phones/tablets. A format was prepared with extensive instructions for the data required for Part A assessment and was sent by mail, fax and other online means to the respective State Police Forces so that they could fill up the relevant details and send back the format within the stipulated time frame.

Pilot survey

The Part B assessment, comprising 20% of the overall weightage of the assessment, started with pilot surveys at the three police stations, one each in the states of Uttar Pradesh, Haryana and Delhi. A team from QCI visited each of the police stations and interacted with the personnel there and captured the data on their mobile phones which was live verified by the QCI Central team; thereby simulating the real time experience for the central team to be in a position to handle the real time issues. The Pilot survey gave a close approximation of the total time to complete the infrastructure survey and also a glimpse of the issues that could arise on-ground.



Training of assessors

After the pilot testing of the questionnaire and a first-hand experience of the citizen feedback, detailed training sessions were conducted at three locations in India viz. Delhi, Kolkata and Chennai where a total of 55 assessors were trained and tested. They were trained on the concepts of the project, the questionnaire, the survey methodology, the tech application and mannerisms to approach the officials as well as general public.

The problems faced during the pilot assessment were conveyed to the assessors at the time of training. Out of the 55 assessors, on the basis of their skill and knowledge a total of 49 assessors were selected for the on-ground survey.



On-ground survey

The final on-ground survey was conducted from 19th November 2018 to 10th December 2018 covering 87 police stations all across India. A team of 2 assessors (Senior & Junior) visited each location to cover the overall assessment of the Police Station. The visit was not notified in advance and the date and time of arrival was only informed to the respective SHOs about 2 hours prior to the assessment.

The Senior assessor conducted the survey at the concerned Police Station while the Junior assessor conducted the citizen feedback in the adjoining areas. To ensure the authenticity of data the photographs collected during the survey were time stamped and geo-tagged. To maintain a streamlined approach for data collection, the data was collected through a tech application which was monitored on a dashboard by the Central team of QCI. The data went through multiple rounds of quality checks. To substantiate the citizen feedback captured in the survey the assessors clicked pictures of the citizens interviewed and the central team cross-checked the same on real time basis.



LEARNINGS

The Police Station Ranking Survey has grown bigger and better over the previous year. Last year, 3 states and one Union Territory did not participate in the ranking exercise. However, this year all the States and UTs participated and the number of police stations covered during on-ground survey increased to 87 from 59 police stations last year.

This year, the selection of the police stations has primarily been done on the basis of the data on the CCTNS portal unlike the nomination process followed in the previous year which has added to the sanctity and uniformity of the shortlisting process across all states apart from greater objectivity. This has enabled the shortlisting (the elimination stage) to be done across the entire spectrum of stations across the country in an efficient way. This will provide an impetus to all the state police forces to adopt CCTNS faster and update the data in the CCTNS portal which will lead to a nation-wide crime and criminal data-base allowing faster and more efficient co-ordination among different state police forces, improving the overall safety and security of the country.

Going forward, the 15,666 police stations across India can be classified into different groups on the basis of crime patterns, level of urbanization, police-population ratio etc. A ranking exercise can be more meaningful if conducted on the basis of these categories which would provide a level playing field for police stations of different geographies, crime densities and resource endowments.

POLICE STATION RANKING 2018

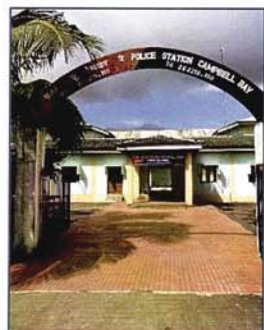
1. Kalu Police Station, Bikaner, Rajasthan

This station scored highest in both parts. The station possesses all necessary facilities like recreational facilities for personnel, a women helpdesk, drinking water facilities and is well equipped with Wi-Fi servers.



2. Campbell Bay Police Station, Nicobar, Andaman & Nicobar Islands

This station ranked second in both the sections. It possesses a separate women help desk, a child friendly room, an IT room and a proper waiting area for the complainants and visitors.



3. Farakka Police Station, Murshidabad, West Bengal

This Police station ranked the 5th in both Part A and B. It possesses facilities like air-conditioners, gymnasium and playground which provide a comfortable environment for public-police interaction. Presence of CCTV cameras, fire safety facilities and oxygen cylinders bears evidence of the safety and security measures.

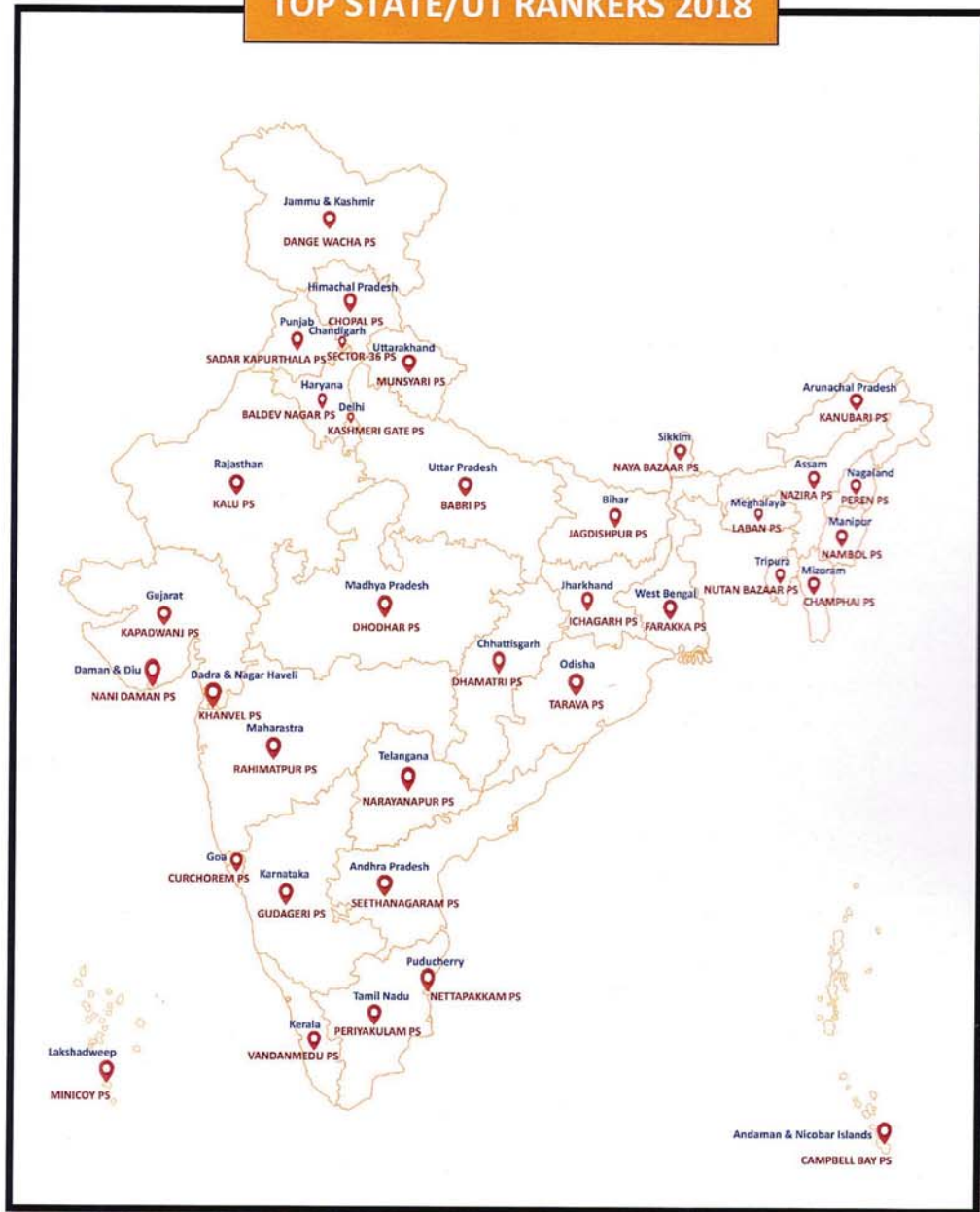


STATE/UT TOPPERS

State	District	Police Station Name	All – India Rank
Andhra Pradesh	Vizianagaram	Seethanagaram	20
Arunachal Pradesh	Longding	Kanubari	46
Assam	Sibsagar	Nazira	32
Bihar	Bhagalpur	Jagdishpur	40
Chattisgarh	Dhamtari	Dhamtari	18
Goa	South Goa	Curcholem	10
Gujarat	Kheda	Kapadwanj Rural	27
Haryana	Ambala	Baldev Nagar	17
Himachal Pradesh	Shimla	Chopal	6
Jammu & Kashmir	Pd Sopore	Dangi Wacha	66
Jharkhand	Saraikela	Ichagarh	22
Karnataka	Dharwad	Gudageri	5
Kerala	Idukki	Vandanmedu	26
Madhya Pradesh	Sheopur	Dhodhar	12
Maharashtra	Satara	Rahimatpur	58
Manipur	Bishenpur	Nambol	35
Meghalaya	Khasi Hills East	Laban	85
Mizoram	Champhai	Champhai	19
Nagaland	Peren	Peren	38
Odissa	Subarnapur	Tarava	16
Punjab	Kapurthala	Sadar Kapurthala	15
Rajasthan	Bikaner	Kalu	1
Sikkim	West District	Naya Bazar	33
Tamil Nadu	Theni	Periyakulam	8
Telangana	Rachakonda	Narayanapur	14
Tripura	Gomati	Nutan Bazaar	37
Uttar Pradesh	Shamli	Babri	13
Uttrakhand	Pithoragarh	Munsyari	9
West Bengal	Murshidabad	Farakka	3

UT	District	Police Station Name	All – India Rank
Andaman & Nicobar Islands	Nicobar	Campbell Bay	2
Chandigarh	Chandigarh	Sector-36	68
Dadra & Nagar Haveli	Khanvel	Khanvel	56
Daman & Diu	Daman Dist.	Nani Daman	83
Delhi	North	Kashmeri Gate	39
Lakshadweep	Lakshadweep	Minicoy	45
Puducherry	Puducherry	Nettapakkam	4

TOP STATE/UT RANKERS 2018



OVERALL RANKING

State Name	District	Police Station Name	Final Rank	Part A Rank	Part B Rank
Rajasthan	Bikaner	Kalu	1	1	1
A&N Islands	Nicobar	Campbell Bay	2	2	2
West Bengal	Murshidabad	Farakka	3	5	5
Puducherry	Puducherry	Nettapakkam	4	6	9
Karnataka	Dharwad	Gudageri	5	4	19
Himachal Pradesh	Shimla	Chopal	6	7	21
Rajasthan	Bundi	Lakheri	7	9	14
Tamil Nadu	Theni	Periyakulam	8	3	58
Uttarakhand	Pithoragarh	Munsyari	9	12	16
Goa	South Goa	Curcholem	10	8	26
Karnataka	Gadag	Gadag Traffic	11	10	56
Madhya Pradesh	Sheopur	Dhodhar	12	11	53
Uttar Pradesh	Shamli	Babri	13	13	29
Telangana	Rachakonda	Narayanapur	14	16	34
Punjab	Kapurthala	Sadar Kapurthala	15	14	40
Odissa	Subarnapur	Tarava	16	31	3
Haryana	Ambala	Baldev Nagar	17	28	13
Chattisgarh	Dhamtari	Dhamtari	18	24	22
Mizoram	Champhai	Champhai	19	19	42
Andhra Pradesh	Vizianagaram	Seethanagaram	20	18	68
Andhra Pradesh	Guntur	T. Sandole	21	17	70
Jharkhand	Saraikela	Ichagarh	22	22	33
Andhra Pradesh	Anantapur	Putlur	23	15	77
Telangana	Nalgonda	Chinthapalli	24	20	43
Andhra Pradesh	Vizianagaram	Parvathipuram (R)	25	25	38
Kerala	Idukki	Vandanmedu	26	35	10
Gujarat	Kheda	Kapadwanj Rural	27	26	41
Uttar Pradesh	Bulandshahar	Ahmadgarh	28	30	28
Gujarat	Junagadh	Mendarda	29	21	64
Andhra Pradesh	Vizianagaram	Budarayavalasa	30	29	50
Rajasthan	Jhalawar	Kamekhera	31	42	7
Assam	Sibsagar	Nazira	32	27	67
Sikkim	West District	Naya Bazar	33	33	65
West Bengal	Hooghly(Rural)	Jangipara	34	48	4
Manipur	Bishenpur	Nambol	35	38	52
Jharkhand	Dhanbad	Jogta	36	43	27
Tripura	Gomati	Nutan Bazaarps	37	40	51
Nagaland	Peren	Peren	38	32	84
Delhi	North	Kashmeri Gate	39	50	12



सत्यमेव जयते

State Name	District	Police Station Name	Final Rank	Part A Rank	Part B Rank
Bihar	Bhagalpur	Jagdishpur	40	34	78
Telangana	Siddipet	Bejjanki	41	44	30
Karnataka	Kodagu	Somwarpet	42	41	61
Tripura	Unakoti	Pecharthal Ps	43	37	73
Manipur	Pherzawl	Thanlon	44	23	87
Lakshdweep	Lakshadweep	Minicoy	45	39	71
Arunachal Pradesh	Longding	Kanubari	46	36	79
Tamil Nadu	Villupuram	Mailam	47	46	32
Himachal Pradesh	Solan	Kasauli	48	47	25
Assam	Goalpara	Rangjuli	49	45	55
Tamil Nadu	Virudhunagar	Rajapalayam South	50	49	35
Uttar Pradesh	Banda	Badausa	51	51	37
Haryana	Rohtak	Rohtak Civil Lines	52	60	11
Odissa	Bolangir	Khaparakhhol	53	57	18
Uttarakhand	Uttarkashi	Barkot	54	61	17
Mizoram	Aizawl	Vaivakawn	55	54	47
Dadra And Nagar Haveli	Khanvel	Khanvel	56	56	31
Gujarat	Ahmedabad Rural	Vitthalapur	57	55	48
Maharashtra	Satara	Rahimatpur	58	53	76
Maharashtra	Akola	Akot Rural Police Station	59	52	81
Maharashtra	Beed	Talwada	60	58	80
Mizoram	Aizawl	Darlawn	61	59	83
Gujarat	Arvalli	Ambaliara	62	62	72
Punjab	Patiala	Sanaur	63	71	8
Kerala	Wynad	Meenangadi	64	69	15
Karnataka	Mysuru District	Saligrama	65	63	45
Jammu & Kashmir	Pd Sopore	Dangi Wacha	66	64	46
Delhi	N-West	Bhalaswa Dairy	67	67	24
Chandigarh	Chandigarh	Sector-36	68	76	6
Chattisgarh	Rajnandgaon	Basantpur	69	74	20
Bihar	Samastipur	Dalsingh Sarai	70	65	66
Madhya Pradesh	Bhopal	Chunabhatti	71	66	75
Bihar	Police Dist, Bagaha	Ramnagar	72	72	57
Madhya Pradesh	Bhopal	Station Bazaria	73	68	69
Gujarat	Dang	Ahwa	74	78	23
Mizoram	Lunglei	Lunglei	75	73	60
Goa	South Goa	Sanguem	76	75	39
Madhya Pradesh	Rewa	Sagra	77	70	74
Bihar	Darbhangha	Laheriasarai	78	77	59
Bihar	Motihari	Mehsi	79	79	49
Jammu & Kashmir	Bandipora	Bandipora	80	80	44
Sikkim	East District	Pakyong	81	81	36

State Name	District	Police Station Name	Final Rank	Part A Rank	Part B Rank
Arunachal Pradesh	Dibang Valley	Anini	82	82	54
Daman & Diu	Daman Dist	Nani Daman	83	83	63
Nagaland	Mokokchung	Mokokchung Ps-I	84	86	62
Meghalaya	Khasi Hills East	Laban	85	84	86
Meghalaya	Khasi Hills East	Madanriting	86	85	85
Bihar	Muzaffarpur	Sahebganj	NA	NA	82

**Sahebganj Police Station, Bihar was not ranked because the data provided in Part A was not in the prescribed format.*

Annexure - 1

Assumptions

1. Police Stations having unwanted features in lock-up like (Glass panels, fan, tube lights, bulb, CFL etc.) which might affect the safety of the detainees have been awarded with zero points in the relevant section
2. Police Stations present in the low temperature areas were given due consideration for not having water cooling facilities (refrigerator, water cooler) and room cooling /heating facilities (fan, AC, heater)
3. Police Stations present in hilly topographical areas were given due considerations for having compound walls of grills, bamboos or wire fencing and even no walls on the steep cliff-sides.
4. If a Police Station does not have any sanctioned number of female staff, then 6% of the total sanctioned strength have been assumed to be the sanctioned strength of female personnel
5. Police Stations having separate help desk with a women Police officer but without any signage apart from the waiting area/visitors desk have been given same points as Police Stations with a dedicated women help-desk with proper signage.
6. Fire extinguishers without any expiry date or manufacturing date, were considered to be expired.
7. Police Stations with no ramp facilities for the disabled persons have been given due consideration:
 - i. If ground floor of Police Station building is on the same level of approaching road towards the main building.
 - ii. If separate complaint room is available for the disabled person on the ground floor.

Such cases have been treated at par with Police Stations with ramp facilities.

8. The scores for the parameter of CLG meeting included in the final results was considered from SHO questionnaire of Part - B and not from the data provided by the Police Stations (Part - A).
9. Police Stations where due to low turnout at the Police Station, the designated no. of surveys for the People Leaving the Police Station section could not be completed, the contact nos. of people who have filed complaints at the Police Station were collected and their responses were recorded through telephonic calls.

Annexure - 2

Variations adopted from the Methodology suggested by BPR&D

1- Performance criteria removed from the method as suggested by BPR&D:

Sr. No	Criteria	Action
1.	False Entry	Removed
2.	Case under Case Officer Scheme (Removal of Case)	Removed

These two parameters were excluded because they were not applicable for the current exercise.

2- Changes in the criteria and points/weightage from the method as suggested by BPR&D -

Sr. No	Criteria	Changes Undertaken
1.	Minor Acts	Points limited to 0 – 20
2.	Preventive Actions	Points limited to 0 – 20
3.	Execution	Points limited to 0 – 10
4.	Disposal of Old Cases (Part-1)	Points limited to (-10) – 20
5.	Cases under Case Officer Scheme	Points limited to (-10) – 20
6.	Law & Order	Points limited to (-20) – 0
7.	Trap by A.C.B.	Points limited to (-50) – 0
8.	Suspension	Points limited to (-10) – 0
9.	Disposal of Old Cases (Part-2)	Points limited to 0 – 2
10.	Crime Against Women	Period of disposal of cases changed from 15 days to 60 days
11.	Crime Against Weaker Section	Period of disposal of cases changed from 15 days to 60 days
12.	Property Offences (Recovery)	Points range changed to (-16) to +16
13.	Property Offences (Detection)	Points range changed to (-16) to +16
14.	Pendency	The intervals were changed to as follows - ≤10%, 10%-15%, 15%-20%, 20%-25%, >25%

These changes were done to make the results more realistic and comparable.

3- During the analysis, Police Stations having zero (0) cases reported under performance-based sections (Heads 10-19 as per "Note on Performance Measurement" by BPR&D) were awarded highest points in that section.

Annexure – 3

Senior assessor questionnaire

Activity	Sub-Topic	Questions
Infrastructure and cleanliness of compound area	Entrance / Compound Area	Is the name of the Police Station visible from outside?
		Are the emergency contact numbers displayed at the entrance?
		Security of the Compound Walls
		What is the condition of the Compound walls?
	Parking for Visitors	Does the Police station have separate parking for visitors?
	Power Back up	Does the Police Station have Emergency Power back up like Generator / Inverter or others?
	Disabled Friendly Facilities	Is there any Ramp available into the building for persons with Disabilities?
	Litter	Is there litter around the Police Station?
	Odour	Is there foul odour present around?
	Liquid Waste	Is there stagnant water on the ground?
	Open Drains	Are there open drains in the campus?
		Are the drains overflowing?
	Dustbin	Is there any Dustbins in-sight in the Area?
		Is there a lining plastic bag in the dustbin?
Are the Dustbins overflowing?		
Infrastructure of Police Station (Inside)	Additional Features	Does the Police Station have Additional features like Child Room, Graffiti on the Walls, Special initiatives like Public Library, Public Gymnasium etc.?
	Presence of Waiting Area / Visitor's Desk	Is there a Waiting area / Visitor's Desk available?
	Women Help Desk	Does the Police station have separate Women Help Desk?
	Seating Arrangement	Is there proper Seating Arrangement available?
	Amenities	Type of Cooling/ Heating facilities available
	Investigating Officers (IO)	Are there separate rooms available for Investigating Officers?
		What type of Cooling /Heating facility does the room have?
		Do they have a separate Storage cabinet available for case files?
		Is there presence of hanging clothes?
Availability of various rooms	Does the Police Station have separate Suspect / Witness Examination Room?	

Activity	Sub-Topic	Questions
		Does the Police Station have separate Wireless and Communication Room?
		Does the Police Station have any separate facility for Recreational activities/ Playground/ Gym?
		Is Malkhana / Armory Locked?
		Does the Police Station have separate Conference Room?
		Does the Police station have Projection Facilities?
Overall Station Building	Furniture	Is there proper furniture available for the Police Personnel?
		Type of Furniture Available?
	Tea /coffee facilities	Are there tea / coffee facilities /pantry services available?
	Drinking Water facilities	What kind of drinking water facility do they have?
		Is it functional?
		Are there any water cooling facilities available?
		Is it functional?
		How is water served?
	Litter	Is there Litter?
	Odour	Is there Foul odour?
	Stains	Is there any evidence of Paan Spitting, Gutka or Bird Droppings on the Floor, Pillars or Walls?
	Condition of Walls	What is the condition of the Walls?
	Walls	Are the walls clean?
	Dampness	Is there Dampness & Seepage in the Walls and Ceiling?
	Dustbin	Is there any Dustbins in-sight in the Area?
Is there a Garbage lining bag inside the dustbin?		
Are the Dustbins overflowing?		
Swachh Bharat Abhiyan Activites	Are there Swachh Bharat hoardings with warning of anti-littering and open urination / open defecation?	
Overall	Overall ambience of Police station?	
Toilets and Cleaning Staff	Toilets	Does the Police Station have separate toilets for Male and Female?
		Is running water available in the toilet?
		Is the toilet Well-Lit?
		Is the toilet ventilated?
		Is the toilet seat area clean i.e. no stains, litter or other waste?

Activity	Sub-Topic	Questions
		Are there cockroaches or rats in sight in the toilet?
		Are there urinals in the male washroom?
		Are the urinals clean i.e. no stains, litter or other waste?
		Is there a flush in the washroom and is it functional?
		Is there foul smell in the toilets?
		Is there any hand wash area present?
		Is the hand wash area clean i.e. no stains, litter or other waste?
		Is there soap/hand wash?
		Are the walls and ceiling clean i.e. no cob web, stains, etc?
	Cleaning Staff	Is there a Cleaning Staff appointed for the toilet?
	Is attendance maintained?	
	Is there daily cleaning check list available?	
	How many times is the cleaning of toilet done?	
	Is the Cleaning Staff wearing a uniform?	
	If there is a cleaner, do they have protective gear i.e. gloves and mask, shoes?	
Does the staff have appropriate cleaning equipments i.e. (broom, dust baskets, mop, mop bucket)?		
Safety Features	Safety Features	Does the Police Station have CCTV cameras?
		What is the total number of cameras present in the police station?
		What is the total number of cameras working properly
		Does the Compound Area of the Police Station have CCTV cameras?
		Does the Lockup area of the Police Station have CCTV camera?
		Does the reception Area of the Police Station have CCTV cameras?
		Does the Police Station have Fire Extinguishers?
		Number of Fire Extinguishers available in the Police Station
		Number of Fire extinguishers expired
		Does the Police Station have Fire alarm?
		Other fire safety infrastructure is present or not (sand buckets, hose pipes, etc.)
		Is there any Assembly Point available in the Police station?

Activity	Sub-Topic	Questions
		Are all the wires and switch boards properly covered, secured (concealed conduit or on batten)?
Lockups	Presence	Is there separate lockup available for male and female?
	Unwanted Objects	Are there any unwanted objects like fan, bulb, tube light?
	Condition of Walls	What is the condition of the walls?
	Walls	Are the walls clean?
	Ceiling	Is the ceiling clean?
	Dampness	Is there dampness & seepage in the walls and ceiling?
	Floor Details	Condition of floor
	Toilets	Are there Toilets available for Accused in the Lockup? Do you find the Toilets Clean?
Approachability	Uniform	Are all the Policemen wearing uniforms?
		Are the uniforms of the Policemen clean?
		Number of Staff members who are not wearing the shoes (as per the dress code)
		Number of Staff members who are not properly dressed (means gamcha on their shoulders or around their necks, unbuttoned shirts, open belts etc.)
	Behavior/Discipline	What was the language tone used by the policemen with the visitors/complainants?
Maintenance of Records- Physical and Online	Manual Records	Are the registers labelled?
		Are the registers binded?
		Are records stored in a sealed cabinet?
	Pest Control	Is the pest control operation followed?
	IT	Type of internet facility available at the police station?
Mess/ Canteen	Availability	Does the Police station have a mess for the personnel and staff?
	Condition of Walls	What is the condition of the walls?
	Walls	Is the wall clean?
	Ceiling	Is the ceiling clean?
	Dampness	Is there dampness & seepage in the walls and ceiling?
	Ventilation	Does the room have a proper ventilation?
	Illumination	What type of light source available for illumination?



Activity	Sub-Topic	Questions	
	Fan/AC	Type of cooling facility available in the room	
	Floor	Condition of Floor	
	Conditions	Is there any dining area for the police personnel?	
Barracks	Availability	Does the police station have barracks for the personnel and staff?	
	Condition of Walls	What is the condition of the walls?	
	Walls	Is the wall clean?	
	Ceiling	Is the ceiling clean?	
	Dampness	Is there dampness & seepage in the walls and ceiling??	
	Ventilation	Does the room have a proper ventilation?	
	Illumination	What type of light source available for illumination?	
	Electrical Connections	Are all the wires and switch boards properly covered, secured (concealed conduit or on batten)?	
	Fan/AC	Type of Cooling/Heating Facility Available in the Room?	
	Floor	Condition of Floor	
	Living Conditions	What type of mosquito repellent system is in-place?	
	Overall	Overall condition of the barracks	
	Overall	Overall condition of the beds	
	Barracks Toilets		Are there toilets available for barracks?
			Is running water available in the toilet?
			Is the toilet well- lit ?
			Is the toilet ventilated?
			Is the toilet seat area clean i.e. no stains, litter or other waste?
			Are there cockroaches or rats in sight in the toilet?
			Are there urinals in the male washroom?
		Are the urinals clean i.e. no stains, litter or other waste?	
		Is there a flush in the washroom and is it functional?	
		Is there foul smell in the toilets?	
		Is there any hand wash area present ?	
		Is the hand wash area clean i.e. no stains, Litter or other Waste?	
		Is there soap/hand wash?	

Activity	Sub-Topic	Questions
SHO Questionnaire		Are the walls and ceiling clean i.e. no cob web, stains, etc.?
		Is there dampness & seepage in the walls and ceiling?
	Expenses	When do you receive ordered general stationary items from the Government/DC office after request has been made?
		Does the list of the items as ordered, are received in total?
		Is there any provision to make request for extra stationary by the Police Station?
	Financial Autonomy	Does the Police Station have Imprest Account System?
	Fuel	When do you receive order for fuel confirmation/coupons/budget from the Government/DC Office?
		Does the fuel requirement as ordered, received in total?
		For how many days are the station vehicles idle?
	Declaration from last year	Is there any case registered against any police officer during the previous year?
		Number of Police personal charged under PC act during last year
		Has anyone died during custody in last year?
		Number of Custody Deaths
		Is there any case of escape from Police custody during last year?
		Number of Runaway prisoners from police custody
	IEC / Community Outreach	Number of events done for the citizens awareness
	Vehicles	Number of 4 - Wheeler sanctioned
		Number of 4- Wheeler functional
		Number of 2 - Wheeler sanctioned
		Number of 2- Wheeler functional
		How many vehicles are GPS tagged?
		Are the GPS tags functioning ?
		How many vehicles are RFID tagged?
		Are the RFID tags functioning ?
	Human Resource	How many Personnel are trained in basic CCTNS and basic Daily Report online ?
		How many personnel are trained in Basic Computer Operations ?



Activity	Sub-Topic	Questions
		How many personnel are trained in Juvenile Justice (Care & Protection of Children) Training ?
		How many personnel are trained in Laws related to Crime against Women Training ?
		Number of Male Staff sanctioned for the Police Station
		Number of Male Staff posted in the Police Station
		Number of Female Staff sanctioned for the Police Station
		Number of Female Staff posted in the Police Station
	Mess & Barracks	Who cooks the food in the mess ?
		Who provides the facilities for trunks, beds, beddings etc?
	Infrastructure	Who pays for the tea-coffee facility and their ingredients?
		How many times in a year, do the drinking water facility gets inspected by any agency?
	Public Record	Is there a record maintained for History Sheeters?

Junior assessor questionnaire

Activity	Questions
People leaving Police Station	Was the Police attentive in listening to complaints?
	How confident are you that the Police addresses your grievances quickly and impartially?
	Was there proper seating facility provided to you?
	What was the language tone used by the Policemen to you?
	How did you find overall cleanliness at Police Station?
	Was a bribe demanded from you?
	Do you feel safe in your area?
	In the last one year, do you feel there is any improvement in visibility of Police?
	Does the police actively involves in rescue whenever any crime happens?
	How will you rate your overall experience at the Police Station?
Market Place	Is there uniformed police personnel / vehicle visible in your market area in between 9am to 1 pm and 5pm-11pm?
	Does the police actively intervene whenever crime s like pick pocket/ snatching/ brawl happens?
	Was the Police attentive in listening to complaints?
	Was the Police active in solving the complaints?
	What was the language tone used by the Policemen to the complainant?
	Have you ever seen any Police demanding for bribe in your area?
	Do you feel safe in your area?
	In the last one year, do you feel there is improvement in visibility of Police?
	Does the police actively involves in rescue whenever any crime happens?
	How will you rate your overall experience with the Police?
Pedestrians	Is there any uniformed Personnel / vehicle visible in your area patrolling late at night?
	Does the police actively intervene whenever crime like pickpocket/Snatching/Brawl happens?
	Was the police attentive in listening to complaints?
	Was the police active in solving the complaints?
	What was the language tone used by the police men to complainant?
	Was bribe demanded from you?
	Do you feel safe in your area?
	In the last one year, do you feel there is any improvement in visibility of Police?
	Does the police actively involves in rescue whenever any crime happens?
	How will you rate your overall experience with the police?



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Ministry of Home Affairs
Government of India