RANKING OF POLICE STATIONS

2025

Government of India

Ministry of Home Affairs

Inner side of front cover

अमित शाह
AMIT SHAH

सत्यमेव जयते

गृह और सहकारिता मंत्री
भारत सरकार
HOME AND COOPERATION MINISTER
GOVERNMENT OF INDIA

Message

In this 'Amrit Kaal', with the strong spirit of 'Ek Bharat Shreshtha Bharat', under the leadership of Hon'ble Prime Minister Shri Narendra Modi, our country is progressing rapidly in all directions towards becoming a developed India. Reform and modernization of the police system is among the top priorities of the government and several important steps have been taken for this purpose, such as the implementation of three new criminal justice laws, the establishment of the Police Technology Mission and the maintenance of police-related databases through ICJS and CCTNS.

For the survey of police stations in the year 2025, their CCTNS database was reviewed and then a ground survey was also conducted on various aspects such as crime statistics, basic infrastructure, citizen feedback, cleanliness, IT resources, forensics, police communication and digital records, proactive initiatives, etc. After the survey, this report is being released which mentions the best police stations in the country and the best police stations of each State/UT as per the survey.

The annual process of ranking police stations aims to foster constructive competition among police stations and motivate them to improve their performance and bring greater efficiency to their functioning. The functioning of the best police stations represents best practices and can be adopted by other police stations according to their current circumstances.

I congratulate the officers/staff of all the top-ranking police stations for discharging their duties with integrity and dedication. I express my gratitude to the State Governments and Union Territory Administrations for their cooperation with the Ministry. I am confident that these top-ranking police stations will inspire other police stations to bring about significant changes in their functioning.

(Amit Shah)

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नित्यानन्द राय
NITYANAND RAI

सत्यमेव जयते

गृह राज्य मंत्री
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कर्तव्य भवन–3, नई दिल्ली – 110001
MINISTER OF STATE FOR
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NEW DELHI - 110001

MESSAGE

Under the able leadership of our respected Prime Minister Shri Narendra Modi Ji, our country is steadily progressing towards becoming a developed India. In this regard, among other activities, the Ministry of Home Affairs conducts an annual evaluation of police stations, which comprehensively reviews various police-related statistics as well as the physical performance of the police.

The evaluation of police stations encourages healthy competition among police stations and motivates them to become more efficient and citizen-friendly. Top-ranked police stations are located in diverse areas such as cities, towns and villages and this demonstrates that, given the available resources, police personnel are performing their duties with dedication and honesty.

I sincerely appreciate the cooperation of the State Governments and Union Territory Administrations in conducting the survey smoothly. I also congratulate the Station House Officers and other police personnel of the top-ranked police stations for their outstanding service.

(Nityanand Rai)

New Delhi.
17th Nov, 2025

Office Tel. : 011-24010311, 24010312

गोविंद मोहन, भा.प्र.से.
GOVIND MOHAN, IAS

सत्यमेव जयते

गृह सचिव
Home Secretary
भारत सरकार
Government of India
कर्तव्य भवन–3 / Kartavya Bhavan-3
नई दिल्ली / New Delhi

MESSAGE

India's policing system has undergone numerous reforms in response to the fast-paced world. Modernizing police forces, both in basic infrastructure and approach, has been a priority for the government. The annual evaluation of police stations across the country not only recognizes the hard work of our police personnel but also provides feedback on many aspects of policing.

2. The annual survey exercise is conducted through extensive use of the CCTNS database and field surveys conducted by a third-party agency. Police stations were selected based on crimes against women and vulnerable groups, property crimes, and missing persons cases. Some of the crime and performance-based parameters assessed included police station infrastructure and citizen response. Keeping in mind the Swachh Bharat Mission, cleanliness drives in police stations were also a key parameter in the survey. In addition, IT facilities, forensic infrastructure, police radio communications, and digitization of records were other parameters evaluated. The survey's citizen interface has also been revamped to better reflect citizen concerns. All states/union territories participated enthusiastically in this year's survey.

3. I thank the State Governments/UT Administrations for their cooperation in the smooth conduct of the survey which will be valuable to all stakeholders.

4. I take this opportunity to extend my best wishes to the officers of these top-ranking police stations. I also believe that these police stations are setting an example in improving the image of the police among citizens and meeting their legitimate expectations.

(Govind Mohan)

Place : New Delhi
Dated : 17.11.2025

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1. Introduction

Evaluating public institutions has become a cornerstone of good governance. In the sphere of law enforcement, local police stations are often the first point of contact between the state and its citizens. They mediate local disputes, respond to emergencies and act as guardians of law and order at the community level. Ensuring that these stations are approachable, adequately staffed and well-equipped is therefore central to any strategy aimed at improving public safety and the quality of civic life. At the same time, police stations embody the values of accessibility, fairness and accountability that citizens expect from governance systems. When they function effectively, they do not merely resolve conflicts but also nurture a climate of confidence and trust within society.

Around the world, law-enforcement agencies have adopted performance metrics and benchmarking exercises to make policing more transparent and accountable. Such mechanisms are designed to measure not only how quickly and effectively police respond to incidents, but also how they engage with communities, prevent crime and safeguard vulnerable groups. In India, the Ministry of Home Affairs (MHA) uses an annual ranking system to identify and reward the most effective police stations. This initiative encourages healthy competition and provides a structured framework for continuous improvement. By creating reference points that others can aspire to, it promotes innovation, efficiency and service-orientation in policing. It highlights not just operational efficiency but also the broader social impact that a well-functioning police station can have on its community.

The ranking exercise is overseen by the Police Modernization Division of the MHA. It begins with the shortlisting of stations in every state and Union Territory, followed by a detailed evaluation based on objective data and direct feedback from citizens. Independent agencies are engaged to collect and verify this information, ensuring impartiality. By recognising exemplary performance and shining a light on gaps, the annual ranking serves as both a reward and a roadmap for improving policing standards.

For the 2025 assessment, the MHA once again appointed TransRural Consulting Private Limited (TRANSRURAL) to conduct the evaluation. TRANSRURAL's role includes survey design, data collection and analysis, and preparation of the final report. Through this collaboration, the Ministry seeks to refine its benchmarks and spur innovation in how local police stations deliver services.

2. Shortlisting and Evaluation

Shortlisting Process

According to the recent Data on Police Organizations 2024 published by the Bureau of Police Research & Development (BPR&D), there are 18,284 sanctioned police stations in India as of 1st January 2024. This figure includes rural, urban, and special-purpose stations such as Women's Police Stations, Cyber Crime Cells, and those dedicated to crimes against vulnerable groups. Of these, 9,127 are located in rural areas, 5,492 in urban centres, and 3,665 are designated as special purpose police stations.

The evaluation framework encompasses this entire network of police stations, with specialized units assessed against the same parameters as general stations. This ensures uniformity and fairness in benchmarking, while also acknowledging the diverse mandates of policing across India's States and Union Territories.

For the purpose of identifying the best-performing police stations nationwide, the shortlisting process relies on comprehensive crime data compiled by the National Crime Records Bureau (NCRB). Each police station is ranked within its respective State/UT on the basis of objective parameters, weighted as follows:

Shortlisting Parameters	Maximum Marks	Weightage	
Crimes against Women	10	A-70%	B-30%
Crime Against Weaker Section	10	A-60%	B-40%
Property Offences	10	A-70%	B-30%
Missing Persons Cases	10	C-100%	
Unidentified Found Persons Cases	10	C-100%	
Unidentified Dead Bodies Cases	10	C-100%	

A- Percentage of FIR Charge sheeted out of Total FIRs Registered
B- Percentage of FIR for which charge sheet generated within 60 days
C- Percentage of Photos Uploaded on CCTNS out of Total Cases.

To ensure balanced representation across the country, the following criteria are applied:

- States with ≥750 police stations: 3 police stations are shortlisted.
- States and the NCT of Delhi with <750 police stations: 2 stations are shortlisted.
- Union Territories: 1 police station is shortlisted from each UT.

This method guarantees that every State and UT contributes to the pool of shortlisted police stations, regardless of its geographical size or number of stations, thereby maintaining both inclusivity and comparability.

State/UT-wise Number of Police Stations Shortlisted for Evaluation and Ranking

State/UT	Nos. of Shortlisted PS
Andhra Pradesh	3
Arunachal Pradesh	2
Assam	2
Bihar	3
Chhattisgarh	2
Goa	2
Gujarat	2
Haryana	2
Himachal Pradesh	2
Jharkhand	2
Karnataka	3
Kerala	2
Madhya Pradesh	3
Maharashtra	3
Manipur	2
Meghalaya	2
Mizoram	2
Nagaland	2
Odisha	2
Punjab	2
Rajasthan	3
Sikkim	2
Tamil Nadu	3
Telangana	3
Tripura	2
Uttar Pradesh	3
Uttarakhand	2
West Bengal	2
Andaman & Nicobar Islands	1
Chandigarh	1
Dadra & Nagar Haveli and Daman & Diu	1
Delhi (NCT)	2
Jammu & Kashmir	1

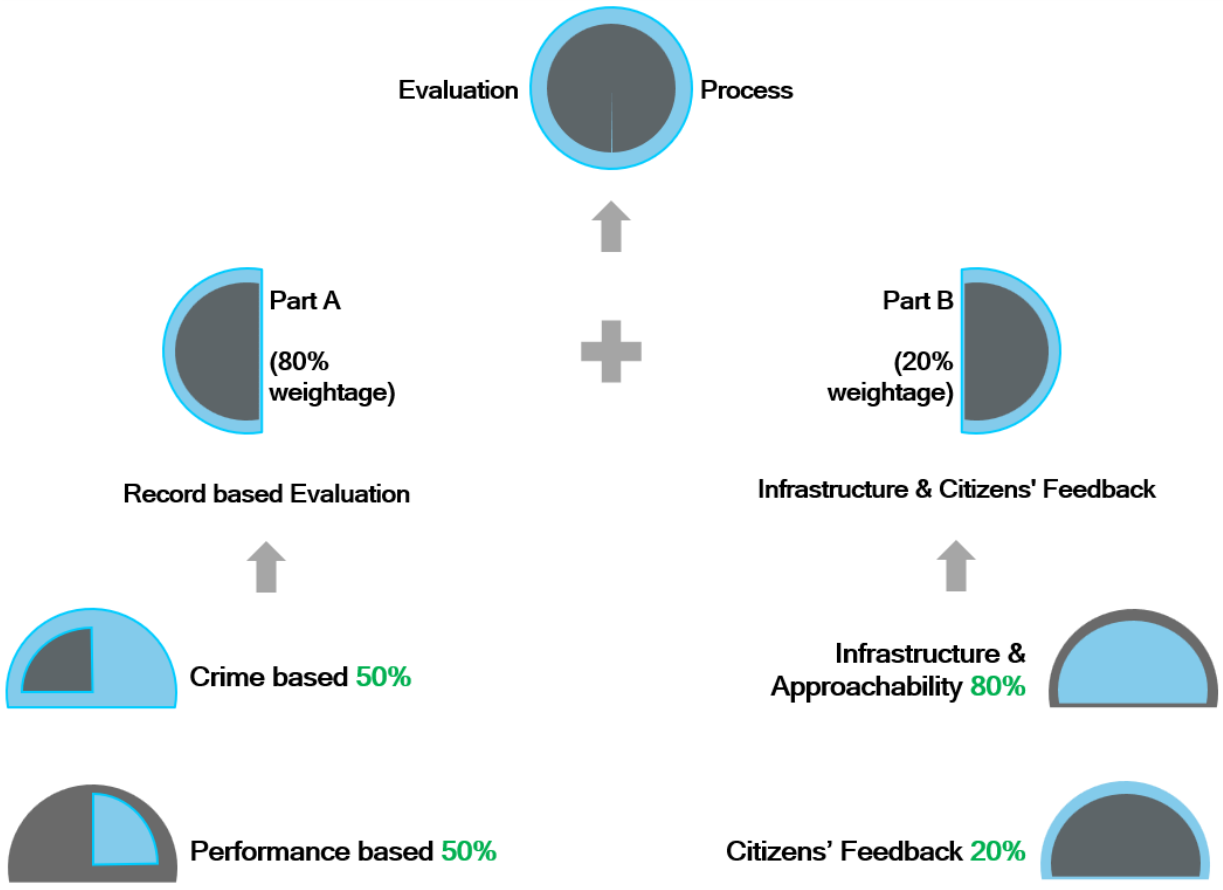
Ladakh	1
Lakshadweep	1
Puducherry	1
Total	74

Evaluation Process

The entire evaluation process has been covered in two parts.

A. Part-1 comprises of evaluation based on record and this carries a weightage of 80 percent in the overall score.

B. Part-2 comprises of survey-based assessments and carries an overall weightage of 20 percent. Further, from the 20 percent assigned weightage to Part-2, the maximum weightage (80 percent) has been assigned to Infrastructure and Approachability of the Police Stations, followed by 20 percent weightage to Citizens' Feedback.



Part-1: Record Based Evaluation

During this stage, shortlisted Police Stations were evaluated based on the "Performance Measurement System" adopted by the BPR&D. A scoring matrix has been created by BPR&D with positive marks for specific performance and negative marks for under-performance in certain parameters. The Performance Measurement System of BPR&D has listed out 19 major heads for evaluation. These 19 heads can be categorized into two groups viz. 'crime based (1 to 8)' and 'performance based (9 to 19)'.

Crime Based
•Crime prevention and proactive measures •Execution •Disposal of cases •Law and Order •Minor Acts like RPGO, Excise, NDPS and Arms acts •Cases under case officer scheme •Trapped by ACB •Suspension

Performance Based
•Action towards Crime against women •Disposal of old cases •Police Officers behaviour •Crime against weaker section •Verification •Road Safety •Conviction •Malkhana •Pendency •Community Reach •False Entry

Score of Headers 1-8: (S_1): For every Police Station, the total marks were calculated by the addition of values against each head obtained by multiplying the number of cases under each sub-head with the points (as per the format of BPRD). Each head was transformed linearly on the range as mentioned below:-

Crime Based Heads	Score Range
Minor Acts	0 to 20
Preventive Actions	0 to 20
Execution	0 to 10
Disposal of Old Cases	-10 to 20
Cases under Case Officer Scheme	-10 to 20
Law & Order	-20 to 0
Trap by ACB	-50 to 0
Suspension	-10 to 0

Score of Headers 9 -19 (S_2): For each Police Station total marks was calculated by giving points under headers 9 -19 (as per the format of BPRD) depending on the cases under each sub-head.

Part-2: Survey Based Assessment

The survey was designed for this stage to assess the Infrastructure of the Police Station, the approachability of the personnel and Citizen's Feedback.

a) Infrastructure of the Police Station and approachability of the personnel- This parameter is comprised of physical infrastructures like Police Station's building, rooms, amenities, furniture and their overall upkeep and maintenance, the discipline of the Police personnel and their approachability for the public.

The Police Station building is a public place, where people visit for various public services and urgency. It is therefore imperative that infrastructure at the police station should be sufficient enough to attend to all the visitors and should maintain adequate cleanliness. 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 and barracks are essential for the personnel to endure long hours of work. To ensure a thorough evaluation, the Police Stations were assessed on the following parameters:

a) The infrastructure of the Police Station Building
b) Discipline and Approachability of the Personnel
c) Storage of Manual Records
d) The infrastructure of Mess and Barracks
e) SHO Declaration on the procurement and budgetary process

b) Citizen Feedback - Citizens expect a transparent, accessible and responsive Police service to ensure their security and solution to issues. Evaluating Police performance and service delivery begins with understanding citizens' needs and priorities. Combining citizen feedback information with operational data availed through visits helped evaluate the overall performance of the Police Stations.

The citizen feedback was divided into three categories –

People leaving the Police Station (Complainants- 10 nos.) - Feedback of the complainants were recorded to evaluate their overall experience at the Police Station and level of satisfaction with the services of the Police in their area.

Market Place (Shopkeepers in the market- 25 nos.) - Shopkeepers in the marketplace are the primary source of information about the service of the Police in that area. They are witness to situations like brawls and snatching in the marketplace and how the Police personnel tackle such situations. They are also a constant witness to Police patrolling in the market area.

Pedestrians (Pedestrians in a residential area -25 nos.) - Pedestrian feedback was recorded to evaluate the language, tone and behaviour of Police personnel with citizens while interacting with them and whether proper safety measures are taken by the Police in their area like patrolling at night.

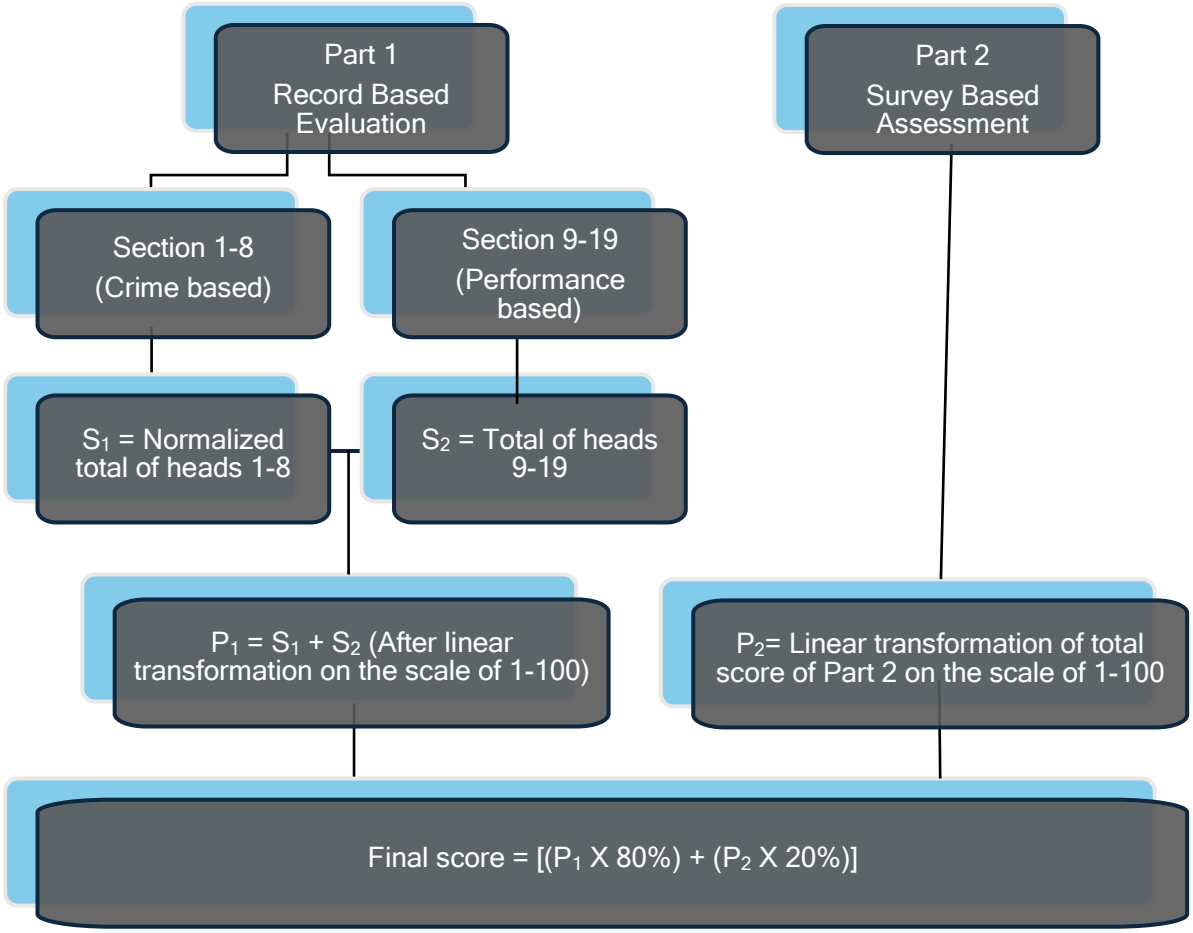
In addition to the above categories, this year's evaluation also sought feedback on some new aspects: visibility of FIR-related rights within police stations; the extent of community awareness and outreach activities undertaken; the use of digital grievance redressal tools; and public perceptions on the ease of registering an FIR. We specifically asked citizens their views on these parameters to gain deeper insights into how well stations are responding to evolving expectations of transparency and accessibility.

Execution of the Survey

The data collection process started with the training of enumerators/ assessors. The assessors were trained for the field survey through a two-day training programme. In total, during the training programme, around 60 assessors 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 the general public. Upon completion of the training programme, the assessors were immediately deployed for the field survey.

Final Score Calculation

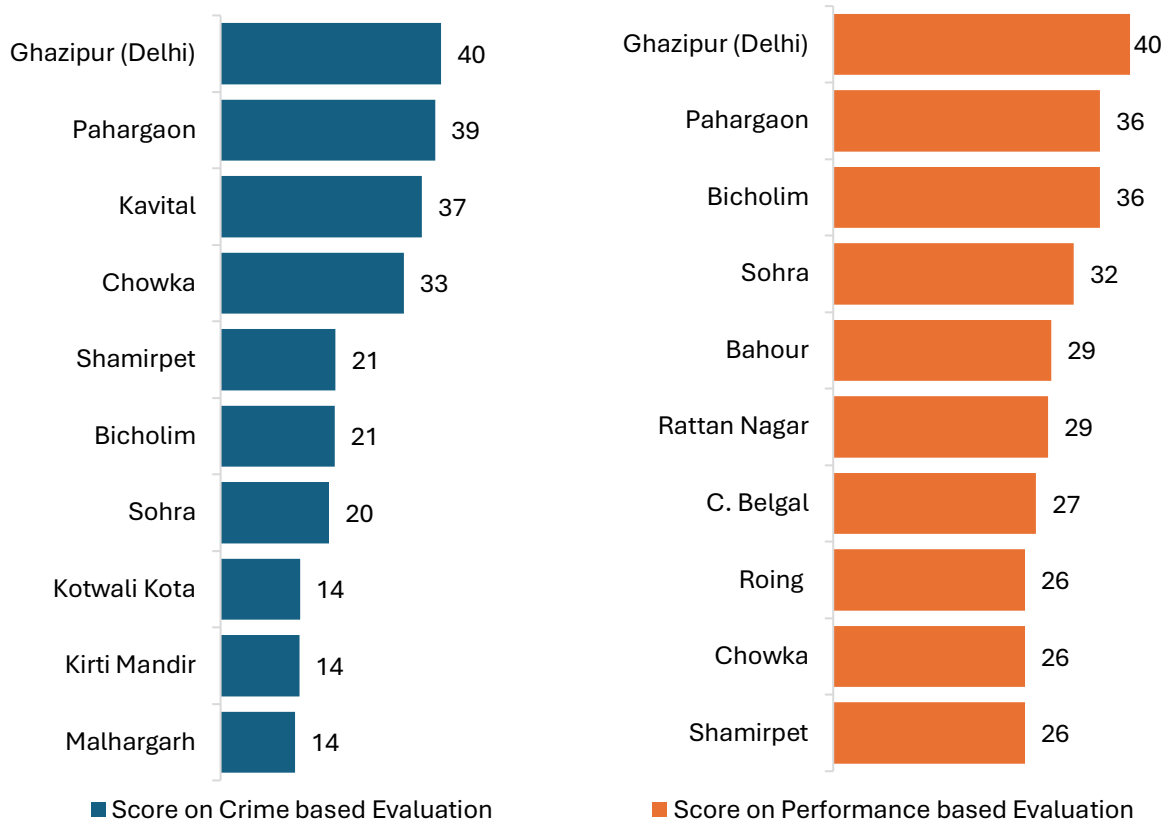
In the case of assessment of score for 'crime based' heads, the technique of Linear Transformation was applied. The final score of 'crime based' heads was termed as S_1 and the score of 'performance based' heads was termed as S_2. The sum of S_1 and S_2 was termed as P_1 (Part-1 Point). In the case of Part-2 evaluation also, the technique of Linear Transformation was applied. The linearly transformed score of Part-2 was termed as P_2. The final score was calculated by giving a weightage of 80 percent to P_1 and 20 percent to P_2.


Part 1
Record Based Evaluation
Part 2
Survey Based Assessment
Section 1-8
(Crime based)
Section 9-19
(Performance based)
S1 = Normalized total of heads 1-8
S2 = Total of heads 9-19
P1 = S1 + S2 (After linear transformation on the scale of 1-100)
P2= Linear transformation of total score of Part 2 on the scale of 1-100
Final score = [(P1 X 80%) + (P2 X 20%)]

3. Key Observations

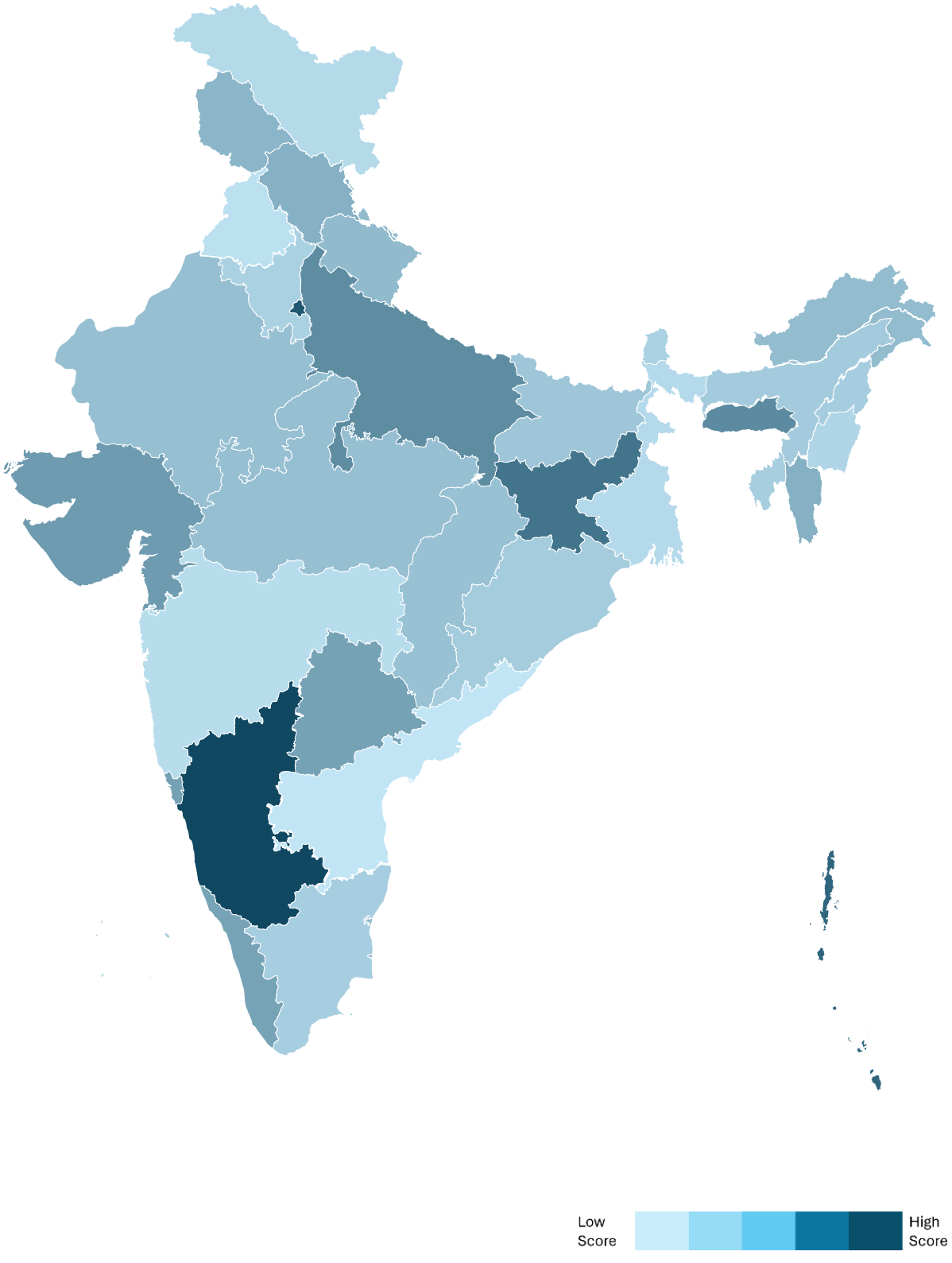
Part-1: Record Based Evaluation

A format was prepared and circulated to all the shortlisted police stations from across the country. The Station House Officer (SHO) of respective police stations were tasked with submission of filled in format to the assessor appointed by TRANSRURAL. Based on the information submitted by SHO, the record-based evaluation was carried out. The results of the record-based evaluation have been presented under two major heads i.e., Crime Based Evaluation and Performance-Based Evaluation.

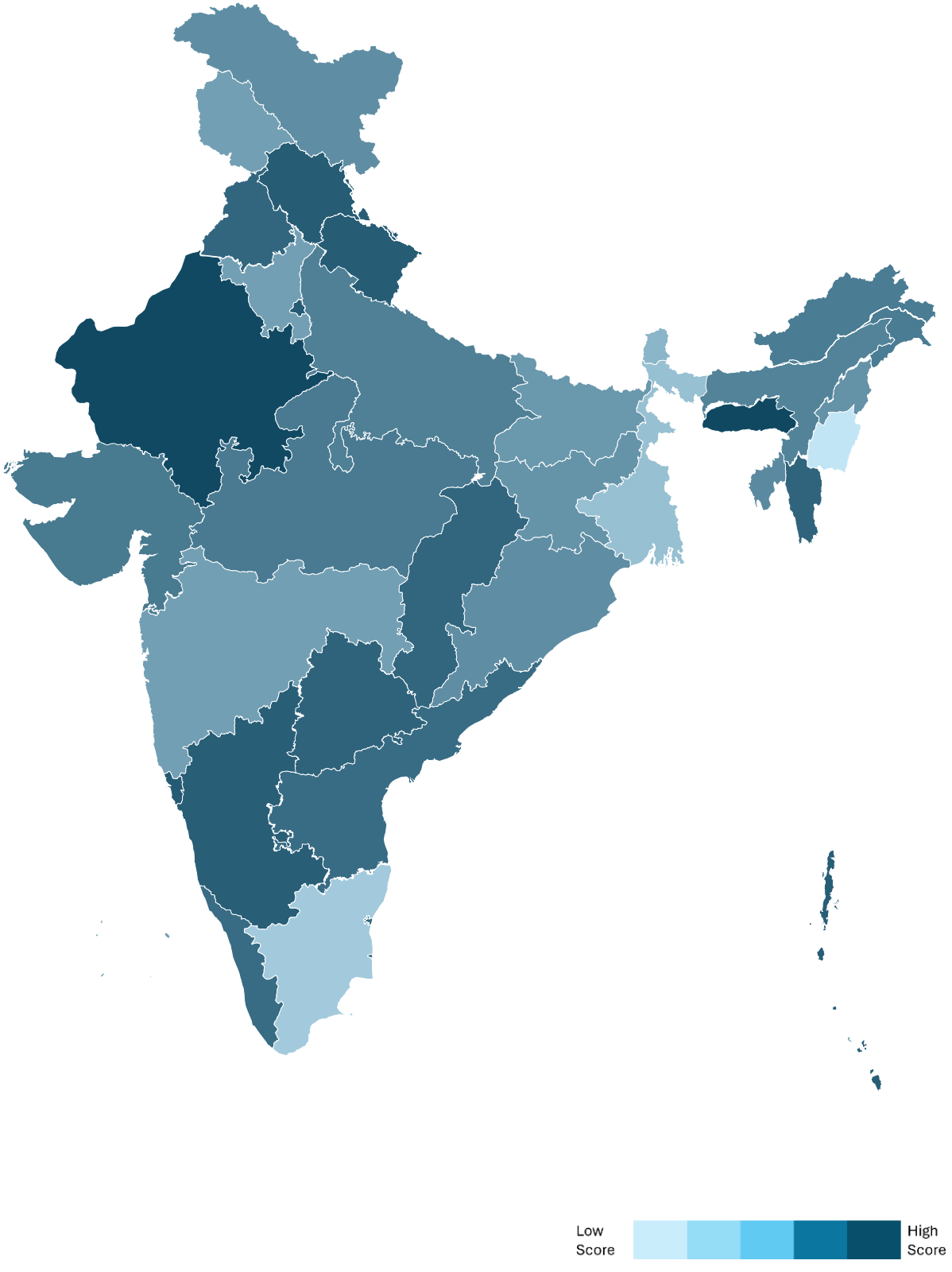


Ghazipur PS, Delhi scored a highest of 40 points for being the best among shortlisted police stations in terms of promptness of action against crimes. It was followed by Pahargaon PS, Andaman & Nicobar Islands (39 out of 40) and Kavital PS, Karnataka (37 out of 40). In the case of performance-based scoring also, Ghazipur PS from Delhi scored the highest of 40 points followed by Pahargaon PS from Andaman & Nicobar Islands and Bicholim PS, Goa (each scoring 36 out of 40).

Categorization of States/UTs on Crime **Based Heads (S1)'** Evaluation

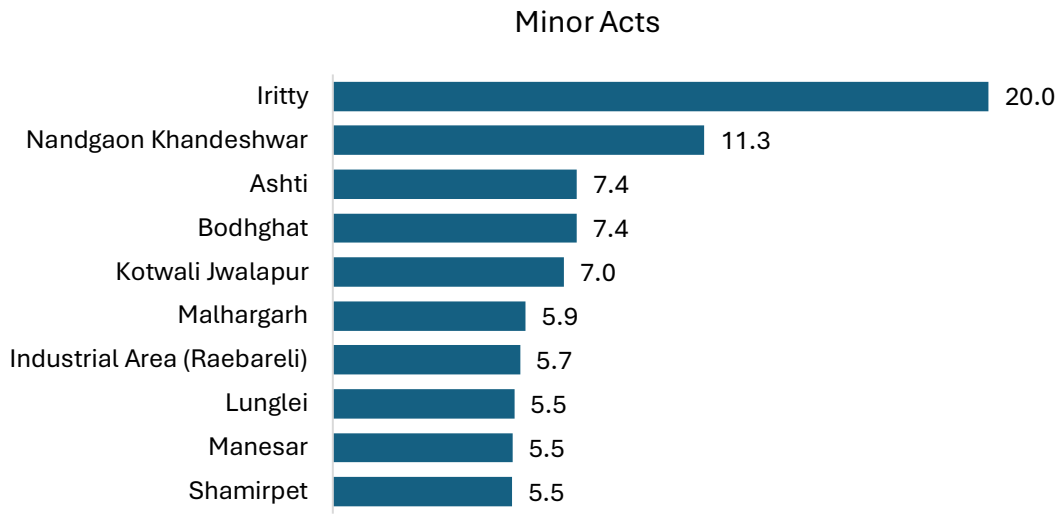


Categorization of States/UTs on Performance **Based Heads (S2)**' Evaluation



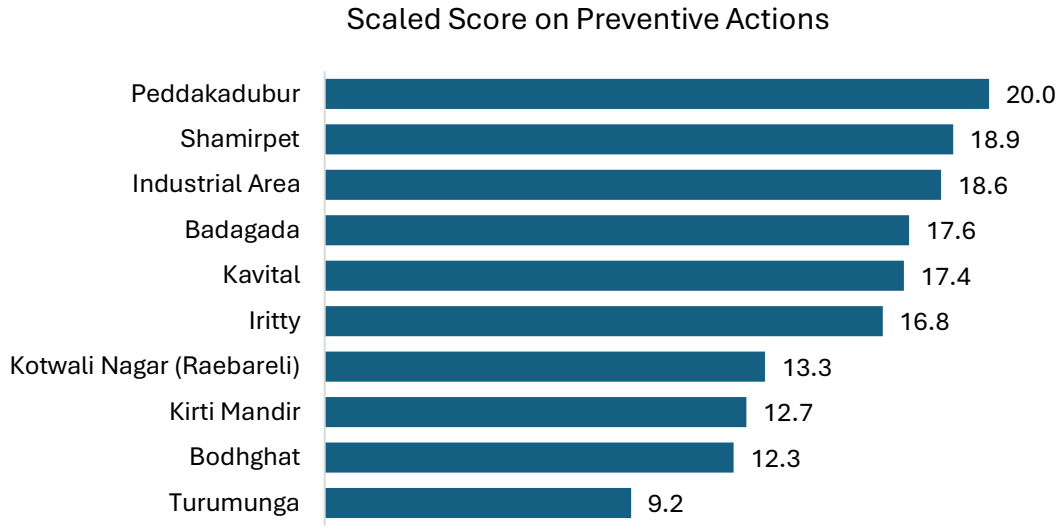
Head-1: Minor Acts

Under this head, the performance of Police Stations was assessed by awarding positive points based on their active involvement in detecting, seizures and arrest in the cases of gambling, illegal liquors, drugs, violation of arms act, violation of explosives act and other similar acts in which sentence is above 3 years. It is found that on average, around 40 cases per Police Station was recorded under this head during the year 2024. The relative position obtained by the top ten police stations under this head is depicted below.



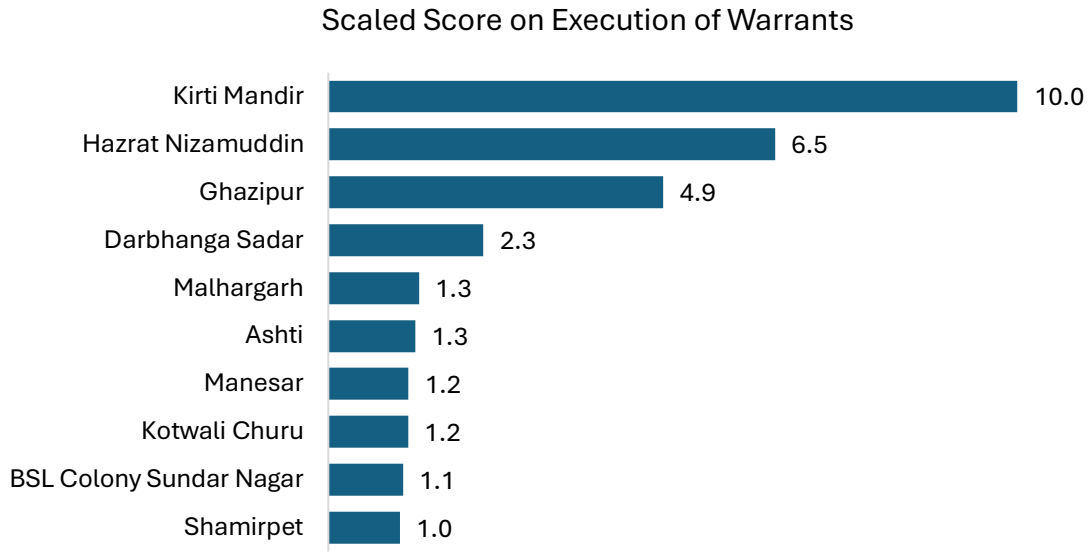
Head-2: Preventive Actions

The assessment under this head is mostly concerned with preventive actions. The marks are awarded to the police stations for the execution of orders under Sections 110, 122 and 151 of the Code of Criminal Procedure, 1973. Also, preventive actions under the National Security Act, Prevention of Anti-Social Activities, Goonda Act, Motor Vehicle Act are awarded positive marks. On average, around 657 cases per police station was prevalent under this head.



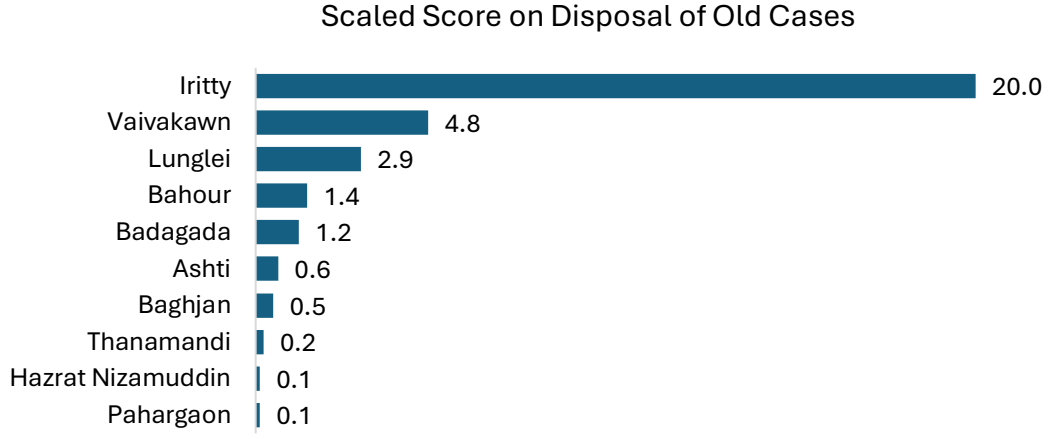
Head-3: Execution of Warrants

The marks under this head were awarded based on the execution of warrants of the various kind such as standing warrants, arrest warrants, proclaimed offenders etc. In each of these cases, extra marks were awarded if the person arrested was wanted in another police station. The average number of orders executed under this head was around 257 per police station.



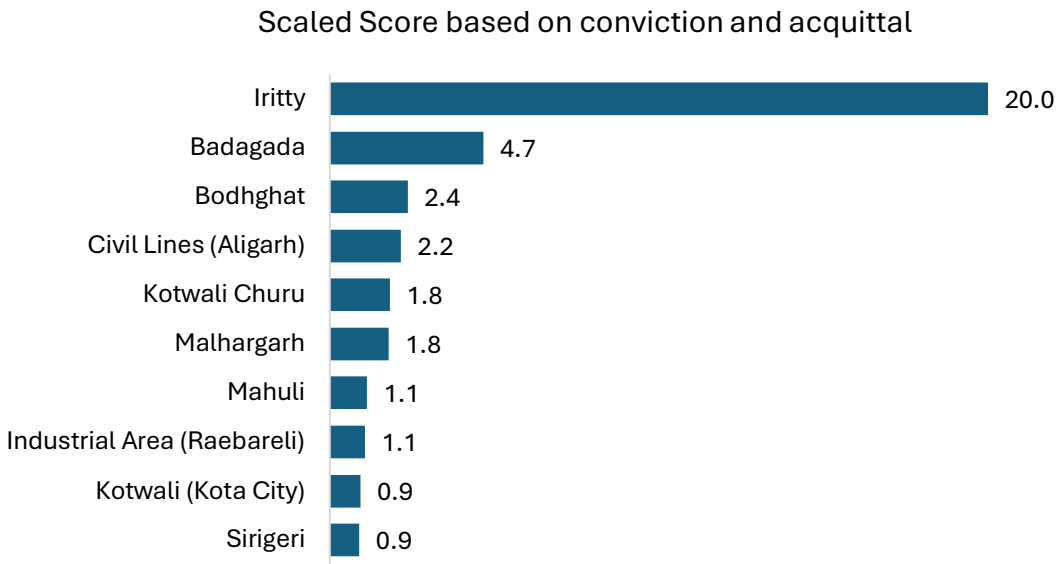
Head-4: Disposal of Old Cases

Under this section, positive marks were awarded for disposing each case under section 173 (8) and Section 299 of the Code of Criminal Procedure, 1973. However, the addition of any new case/ individual charge-sheeted under this head fetched negative marks. It is observed that on average, 25 cases were disposed of per police station and at the same time, 7 new cases were added. In case of arrest of charge-sheeted persons under this head, it was around 5 per police station and addition of new charge-sheeted person was around 12 per police station.



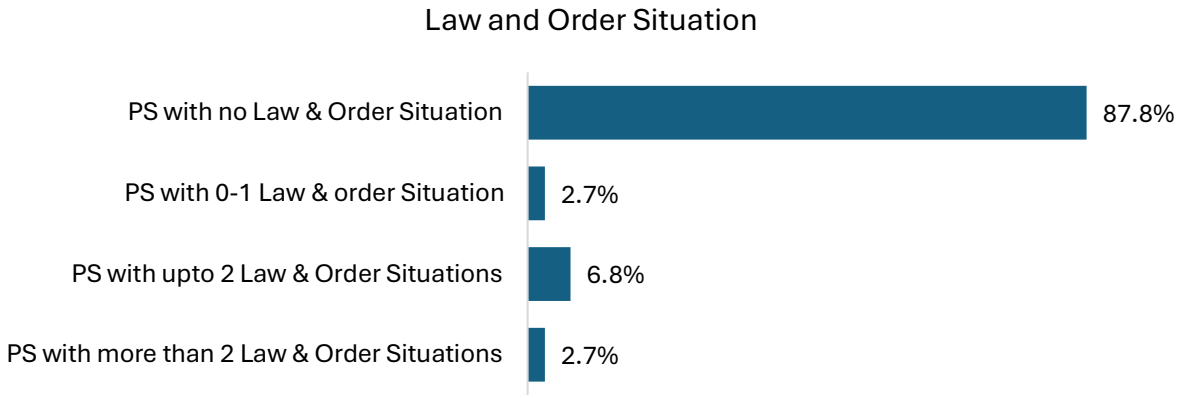
Head-5: Cases under Case Officer Scheme- Conviction

The marks were awarded to police stations for convictions based on the years of conviction. The higher the years of conviction, higher the allotted marks, was followed. While conviction fetched positive marks, negative marks were allotted for each acquittal. The average number of convictions was around 4 cases and 4 persons per police station. In the case of acquittal, it was averaged around 14 cases and 19 persons per police station.



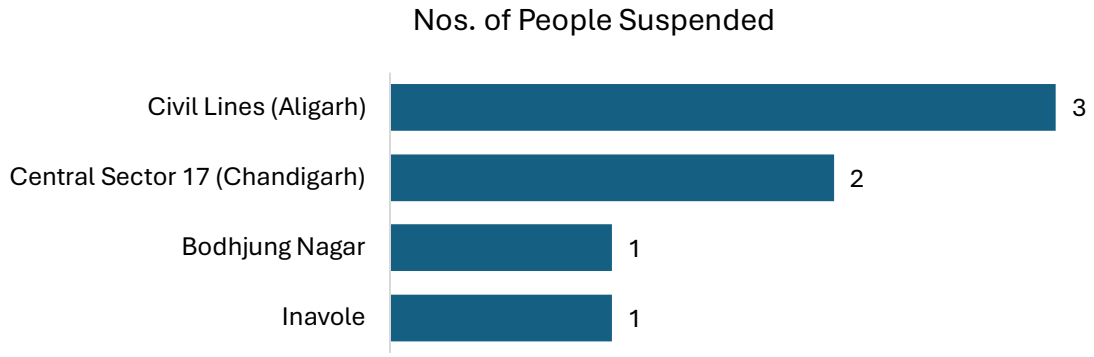
Head-6: Law and Order Situation

In the cases of Law & Order situations where higher rank officers had to attend to the incidences, the police station fetched negative marks. It is observed that the Law & Order situation arose only at 12.2 percent of the police stations. In the majority of the police stations (87.8%), there was no Law & Order situation during the year.



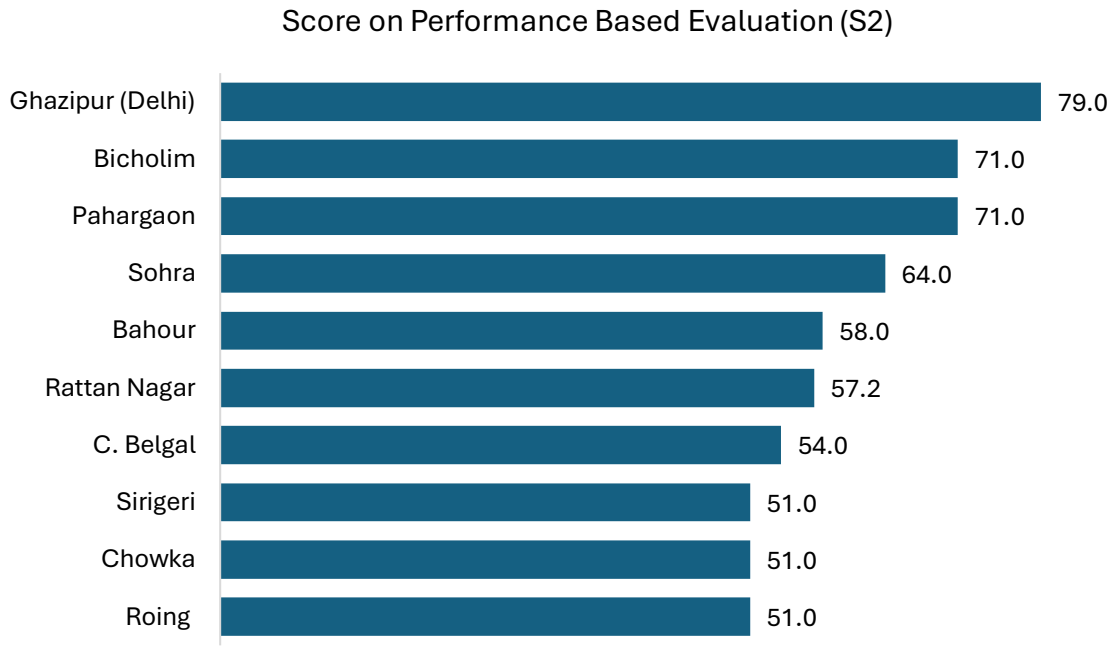
Head 7 & 8: ACB Trap and Suspensions

Under these heads also, there was provision for negative marking. For each case of trapped personnel and each case of suspension, there were negative marks. In the case of Trap by ACB, no case was found in any police station. However, in the case of Suspension, it was found that a total of 7 personnel from 4 police stations were suspended.



Head 9-19: Performance-Based Evaluation

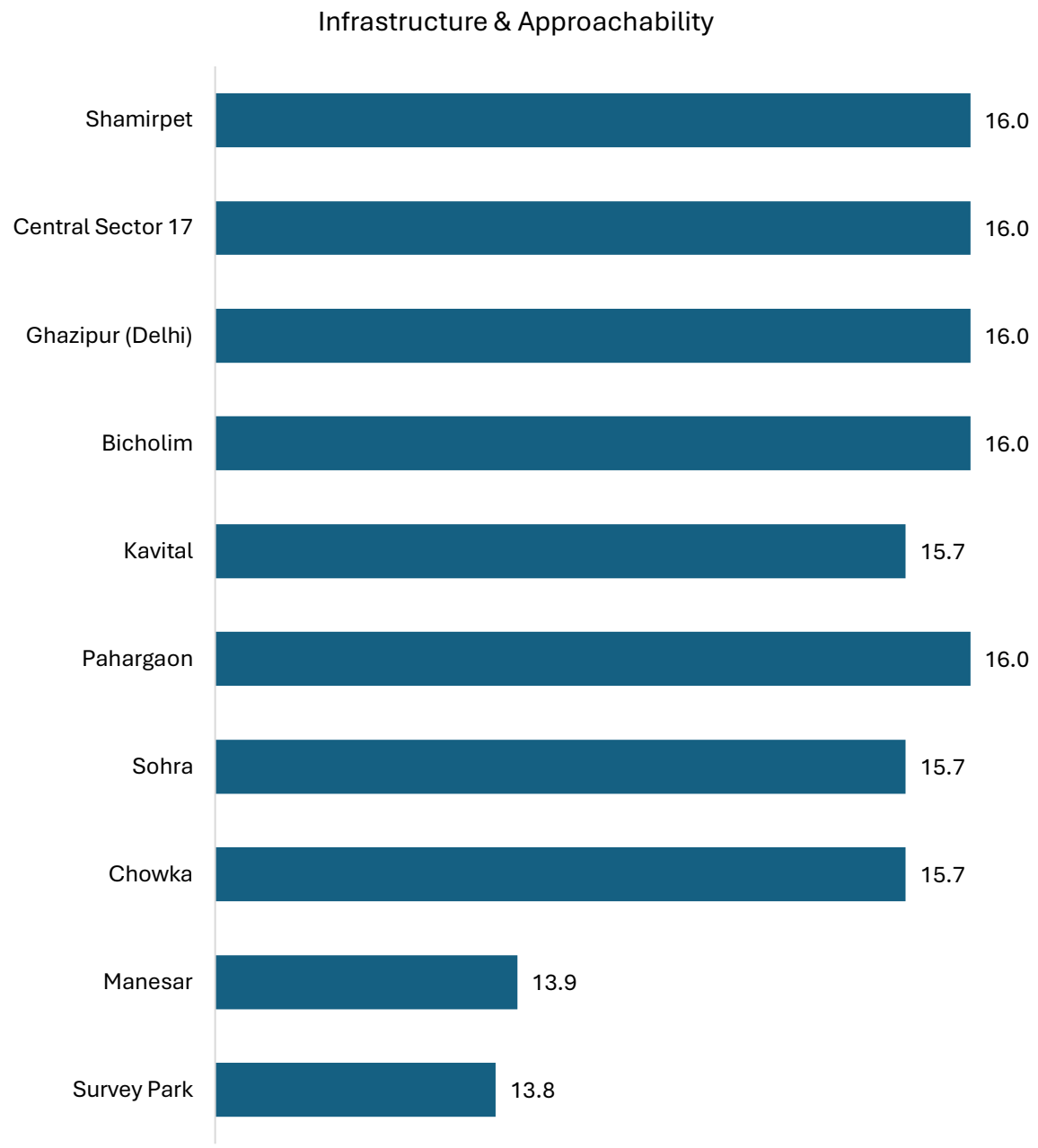
Under these heads, marks were allotted for disposing of old cases, speedy charge-sheeting of cases related to rape and crime against weaker section, recovery of stolen goods, detection of property offences, speedy verifications (for passport, arms, service, etc.), rate of accidents (in comparison to the previous year), rate of disposal of malkhana related case, case pendency rate, Community Liaison Group (CLG) meeting and false entries. The top police stations scoring better marks on these criteria are depicted below in their relative order of performances.



Part-2: Survey Based Assessment

Infrastructure of the Police Station and approachability

While assessing the infrastructure of the police station and approachability, the major consideration was given to basic amenities for the visitors as well as personnel of the police station. The assessment was done for the infrastructure such as Barrack, Police Station Compound & Building, Lock-up, Mess & Canteen, Record & File Storage, Safety & Security of Police Station and Toilets & Cleaning Staffs etc.

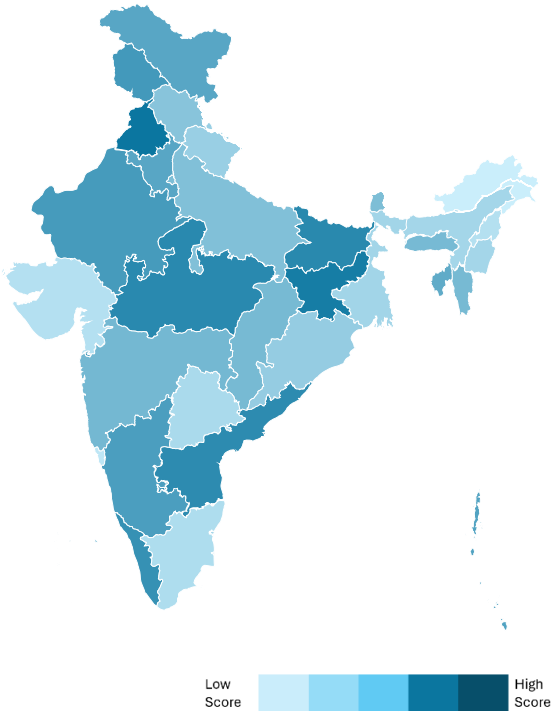


थाना – गाज़ीपुर
पूर्वी जिला – दिल्ली
POLICE STATION - GAZIPUR
EAST DISTRICT, DELHI
PH. : - 011-22610094, 011-22610068
दिल्ली पुलिस थाना गाजीपुर में आपका स्वागत है
WELCOME TO DELHI POLICE STATION
थाना गाजीपुर

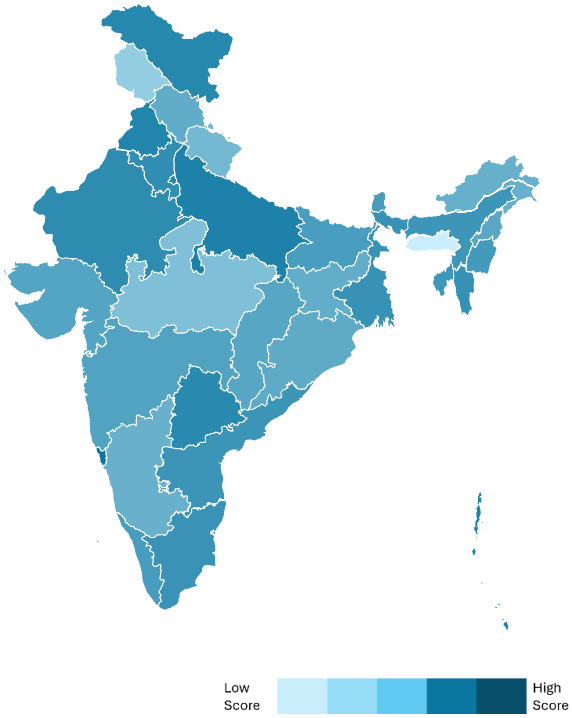
EMERGENCY SERVICES HELPLINE NUMBERS
EMERGENCY NUMBERS
POLICE HELPLINE 112
CYBER OFFENCE HELPLINE 1930
SENIOR CITIZEN HELPLINE 1090
WOMEN HELPLINE 1091
CHILD HELPLINE 1098
DRUG HELPLINE 1908
FIRE 101
AMBULANCE 108
NATIONAL HIGHWAY HELPLINE 1033

No Smoking Area

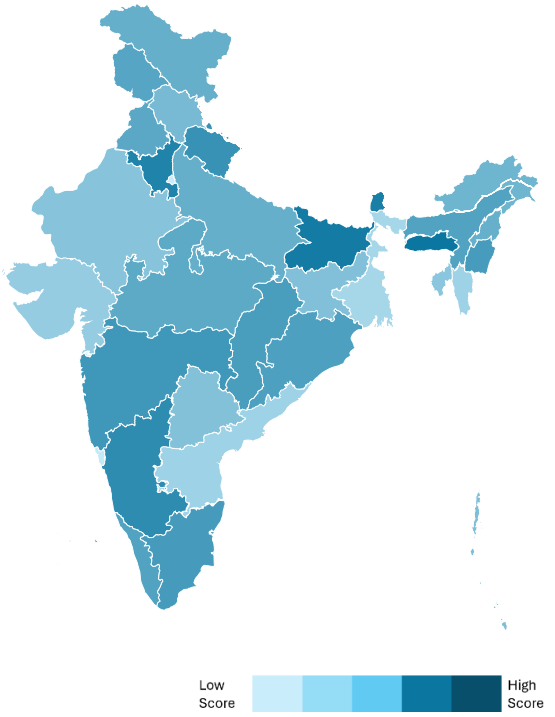
Approachibility



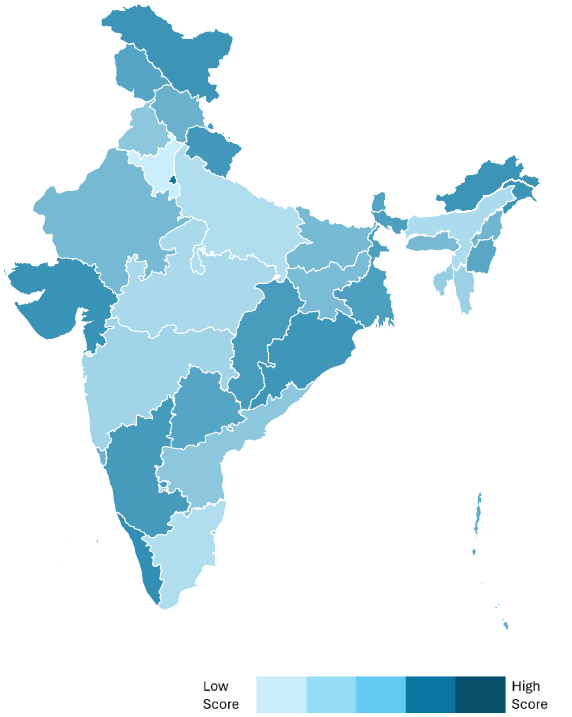
Barrack



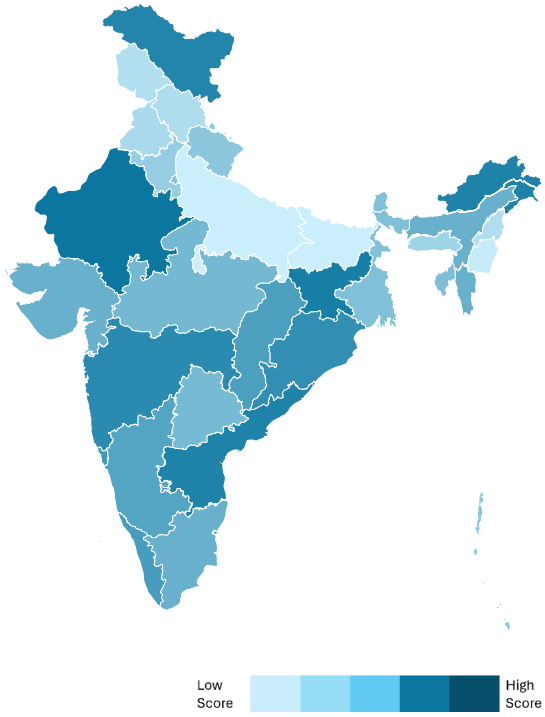
Compound & Building



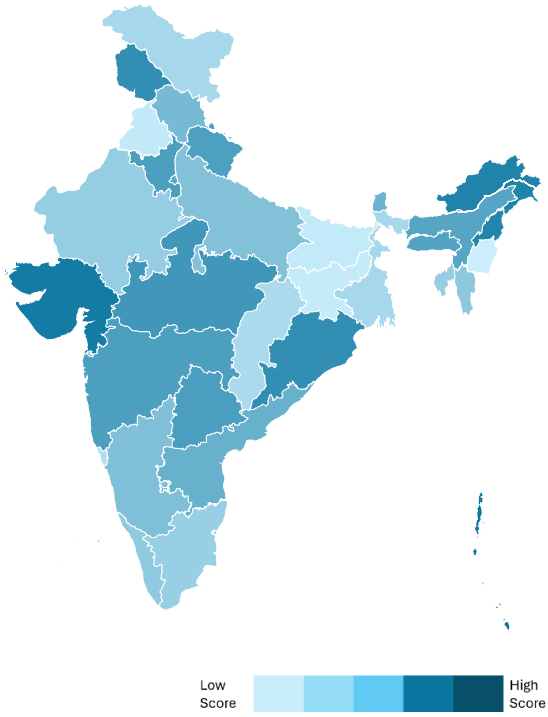
Lock-up



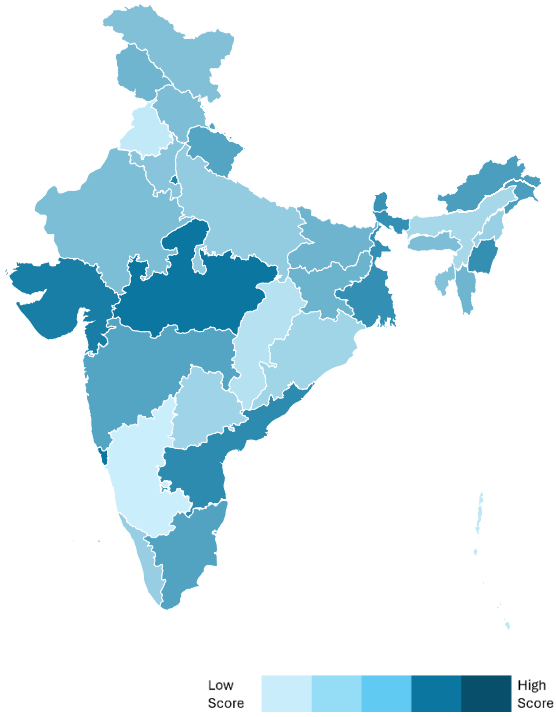
Mess & Canteen



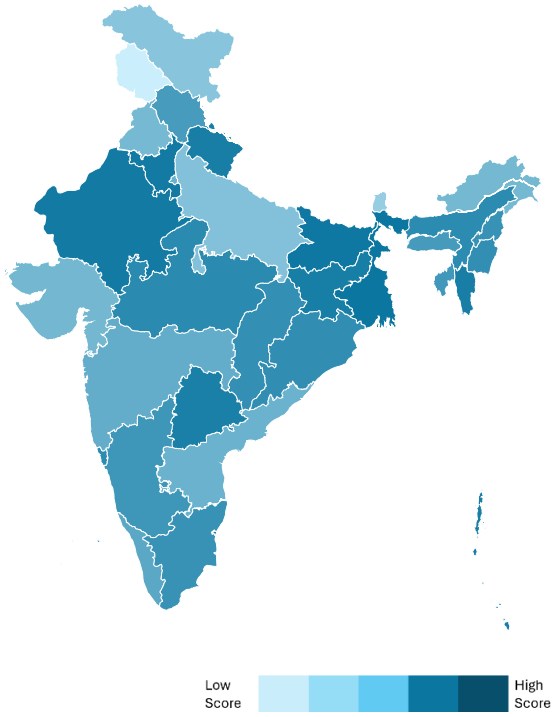
Record & File Storage



Safety & Security

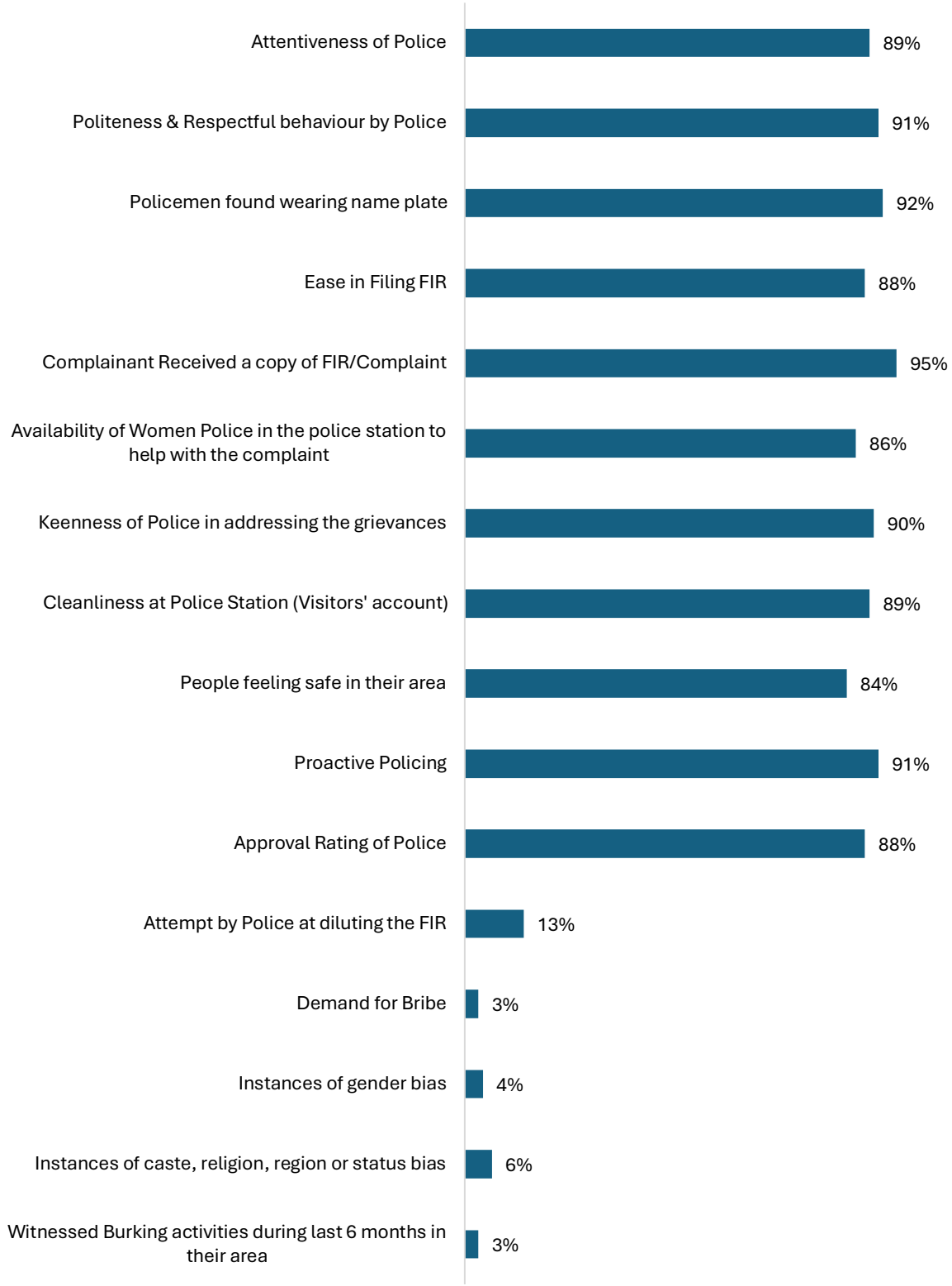


Toilets & Cleaning

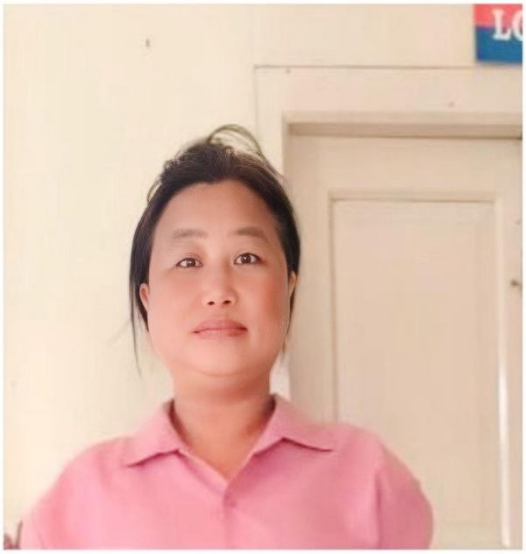


Citizens' Feedback

Feedback of People leaving the Police Station



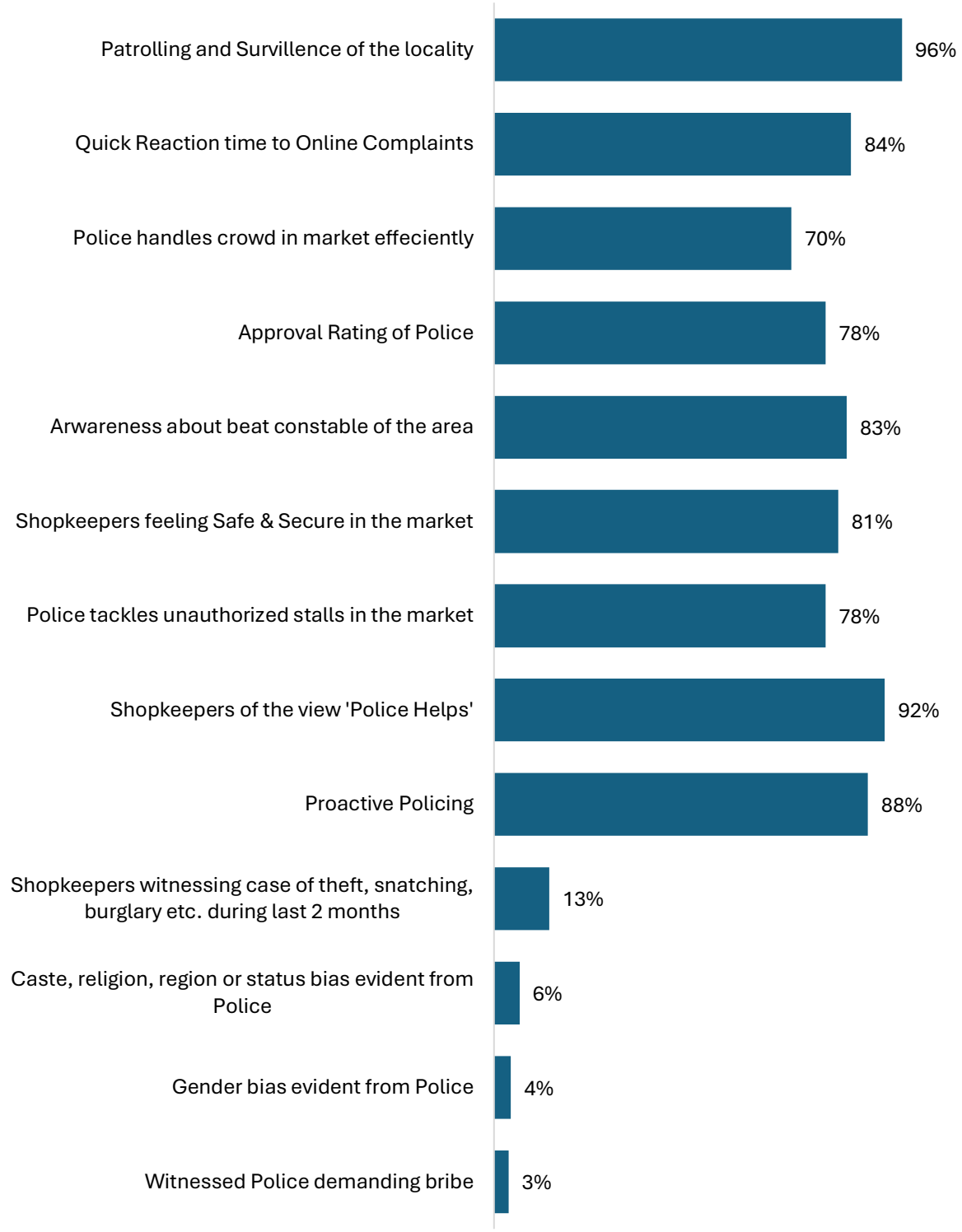
MAY I HEL

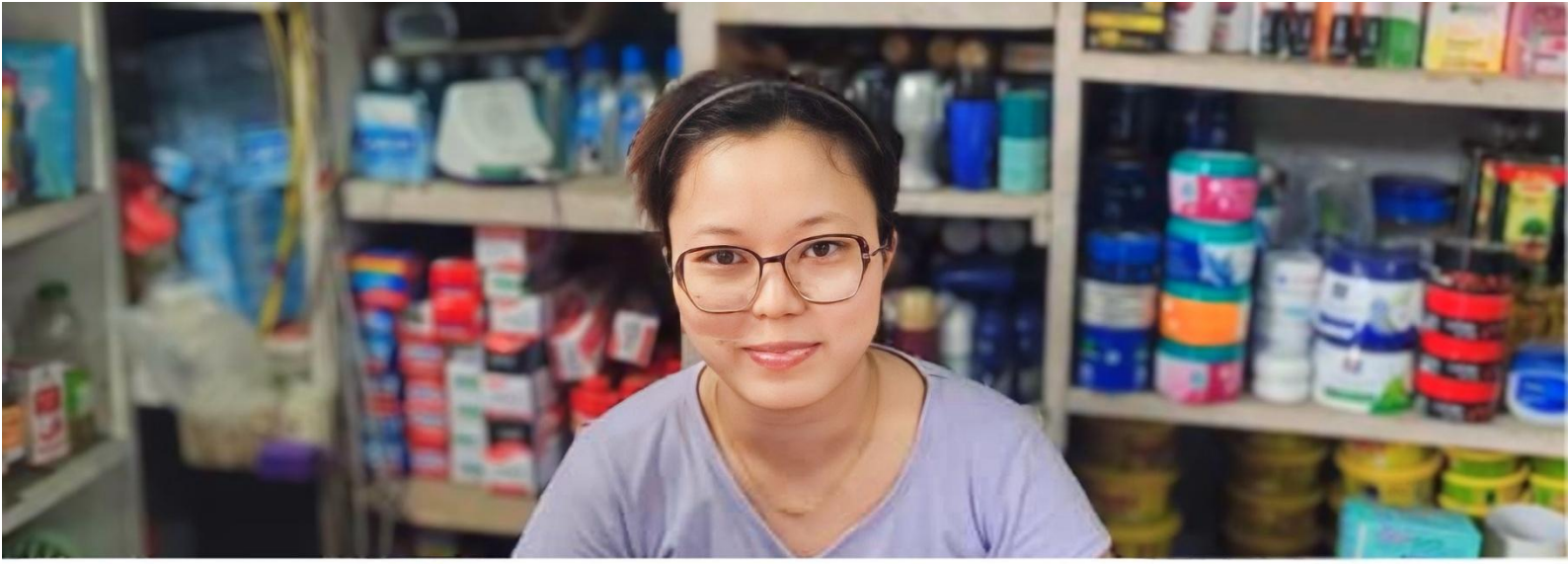


HT DUTY OFFICER
HT OUT OFFICER
ADY OFFICER(S)
C/CONSTABLE
MAJOR
K. VANLALSANGA
CONSTABLE

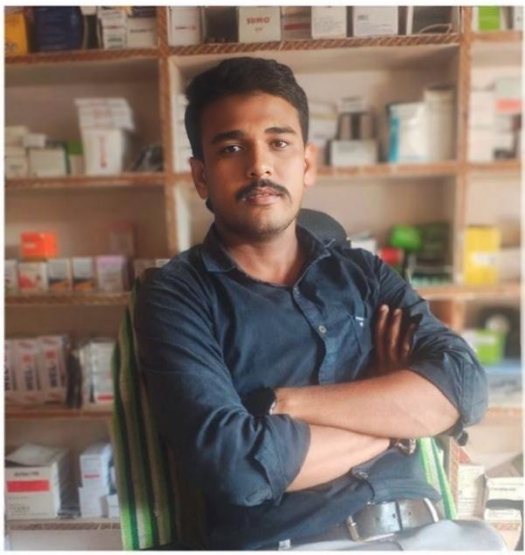
LOCK UP

Shopkeepers in nearby market

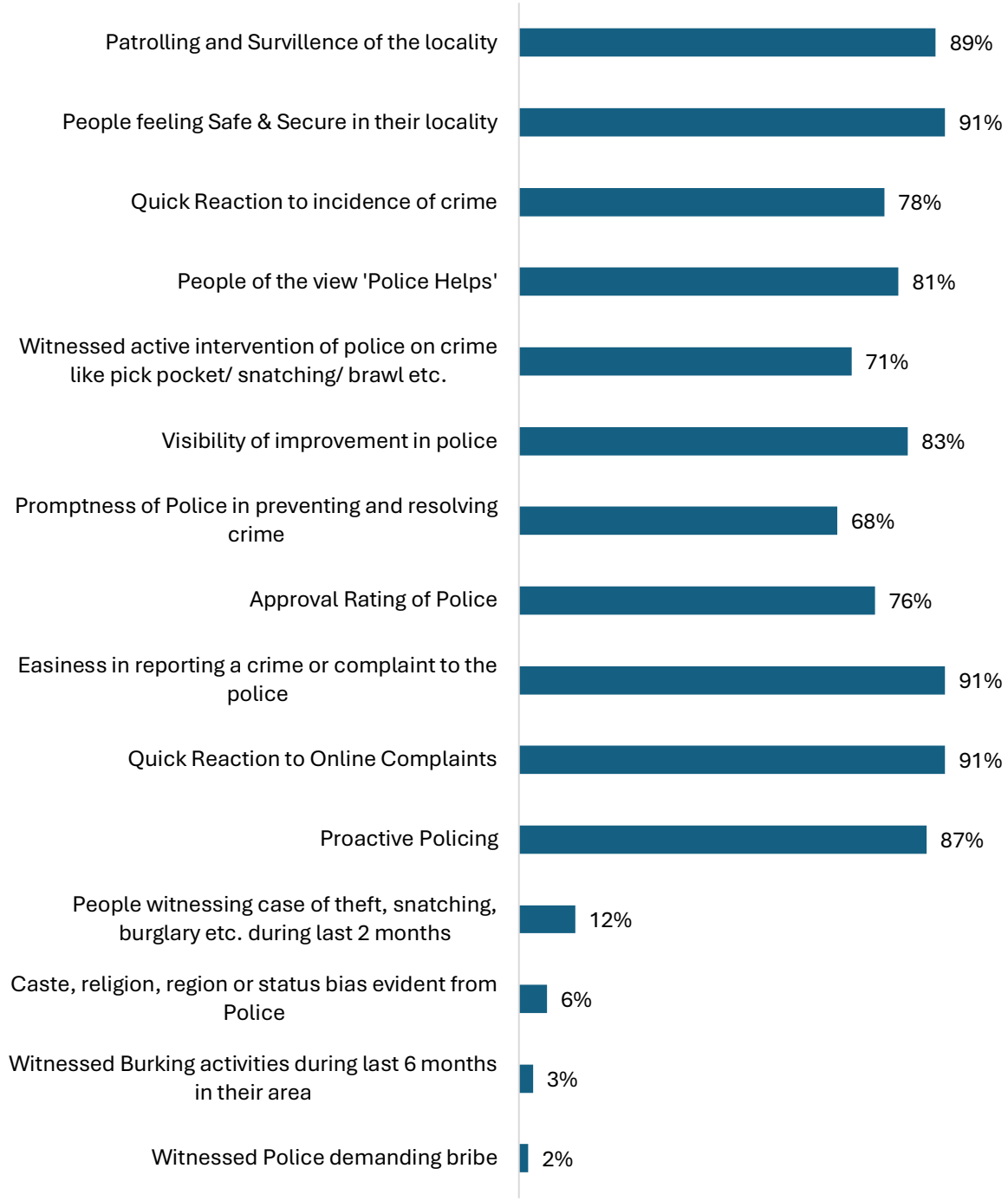




किराना स्टोर



People in a nearby residential area



4. The Rank Holders

#2

PAHARGAON

South Andaman
Andaman &
Nicobar Islands

#1

GHAZIPUR

East District
Delhi

#3

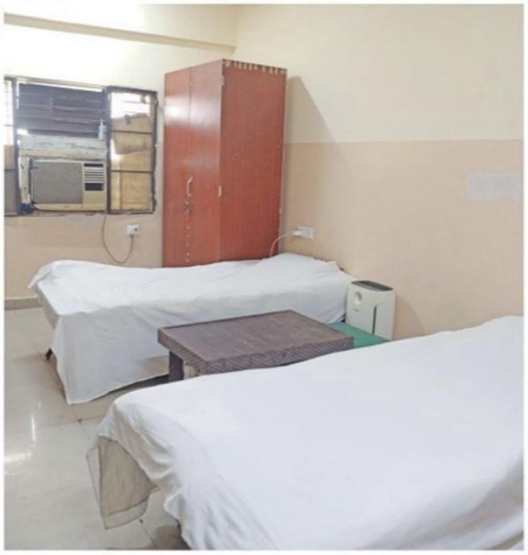
KAVITAL

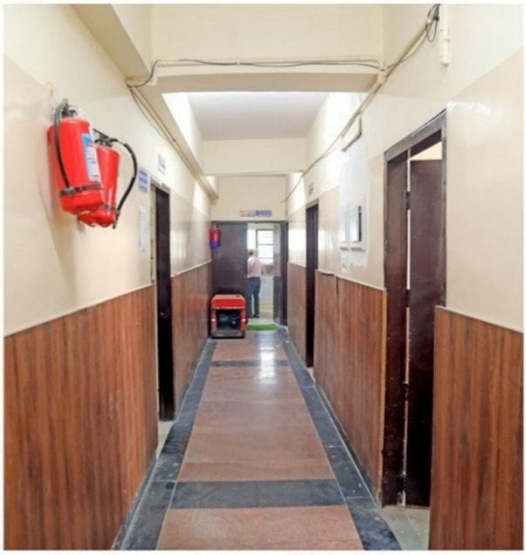
Raichur
Karnataka

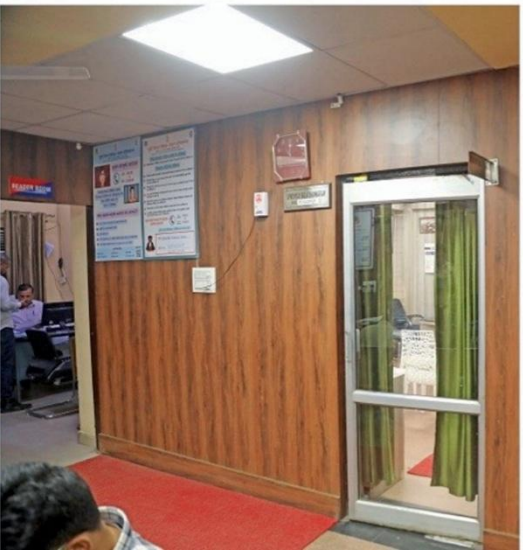
4	**Chowka**, Saraikela, Jharkhand
5	**Bicholim**, North Goa, Goa
6	**Sohra**, East Khasi Hills, Meghalaya
7	**Shamirpet**, Cyberabad PC, Telangana
8	**Bahour**, Puducherry
9	**Malhargarh**, Mandsaur, Madhya Pradesh
10	**Rattan Nagar**, Churu, Rajasthan

ildren's Play Area

#1 Ghazipur, Delhi







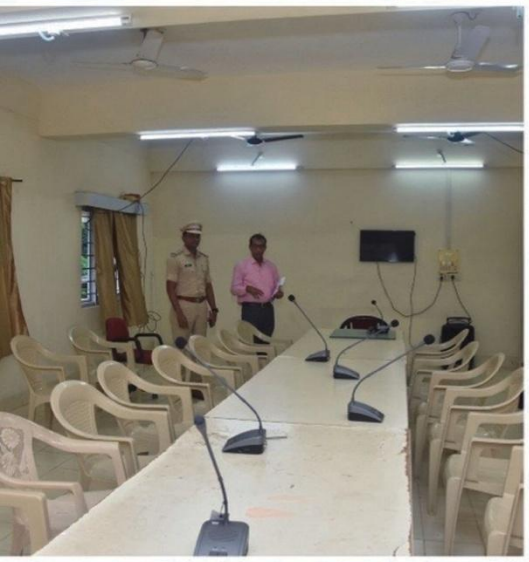
Thanks for Visit
P.S. Ghazipur

CHILD FRIENDLY
ROOM

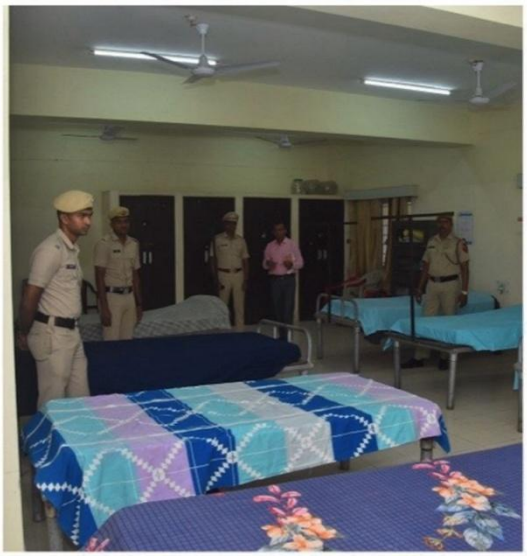
DRUGS
FREE ZONE

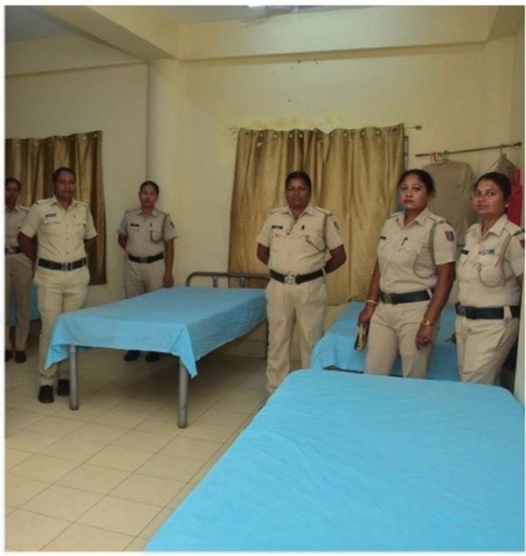
16
1
2

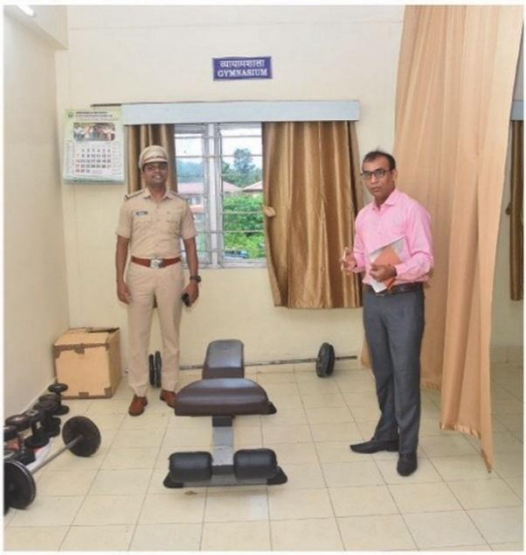
#2 Pahargaon, Andaman & Nicobar Islands



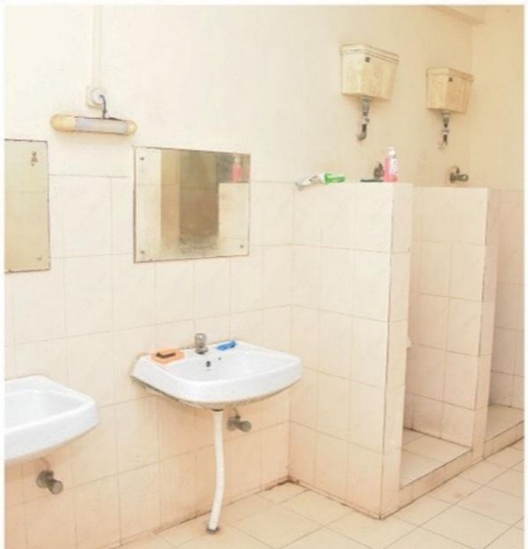
पुलिस थाना पहाड़गांव
दक्षिण अंडमान
POLICE STATION PAHARGAON



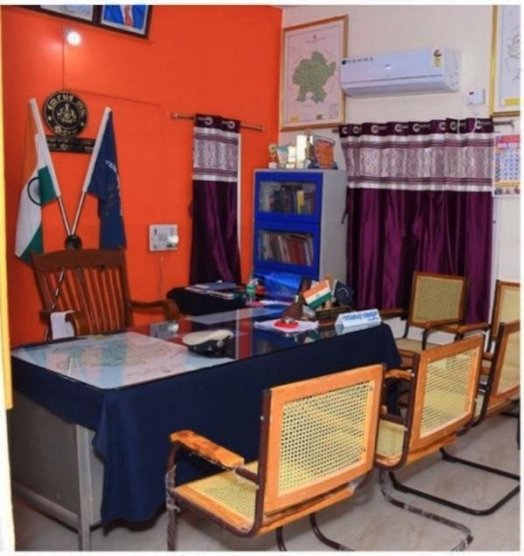


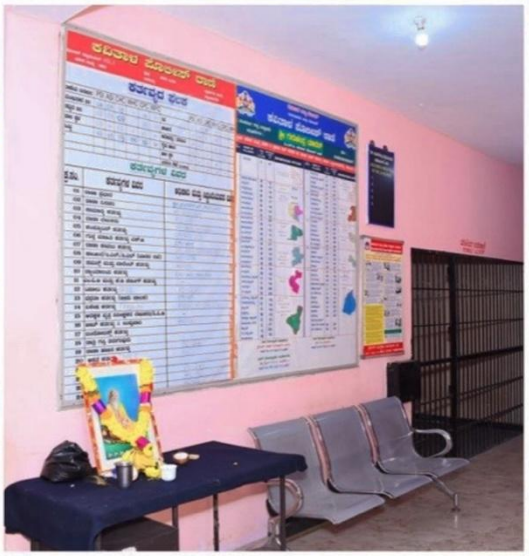

व्यायामशाला
GYMNASIUM

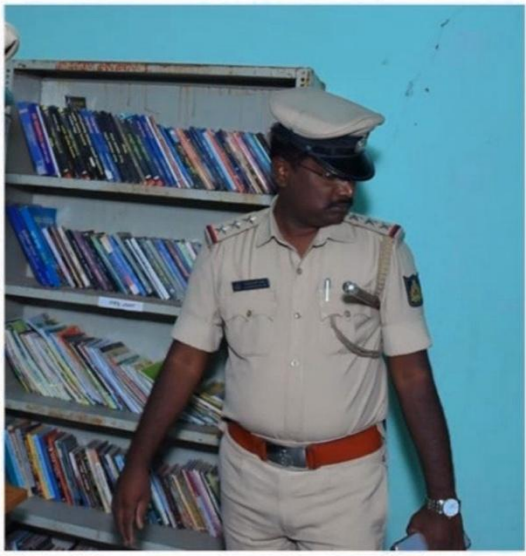
स्वच्छ भारत
मिशन



#3 Kavital, Karnataka





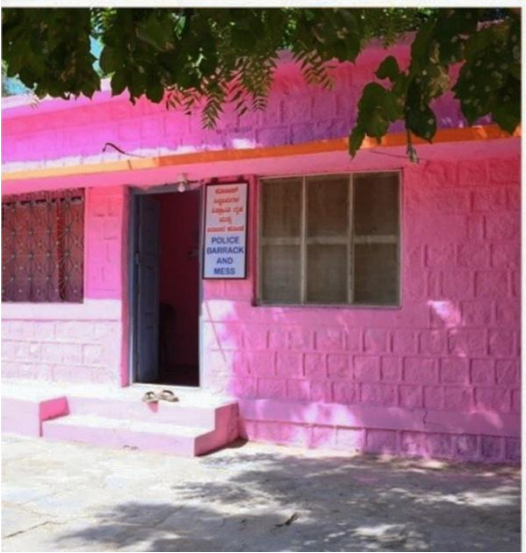


AVITAL POLICE STATION

No Smoking Area

EMERGENCY SERVICES HELPLINE NUMBERS
EMERGENCY NUMBERS
POLICE HELPLINE 112
CYBER OFFENCE HELPLINE 1930
SENIOR CITIZEN HELPLINE 1090
WOMEN HELPLINE 1091
CHILD HELPLINE 1098
AIDS HELPLINE 1908
FIRE 101
AMBULANCE 108
NATIONAL HIGHWAY HELPLINE 1033

112


POLICE BARRACK AND MESS

State Toppers

Sl.	Name of the Police Station	District	State/UT
1	Pahargaon	South Andaman	Andaman & Nicobar Islands
2	Peddakadubur	Kurnool	Andhra Pradesh
3	Roing	Lower Dibang Valley	Arunachal Pradesh
4	Demow	Sivasagar	Assam
5	Darbhanga Sadar	Darbhanga	Bihar
6	Central Sector 17	Chandigarh	Chandigarh
7	Bodhghat	Bastar	Chhattisgarh
8	Kachigam	Daman	Dadra & Nagar Haveli and Daman & Diu
9	Ghazipur	East	Delhi
10	Bicholim	North	Goa
11	Miyani Marin	Porbandar	Gujarat
12	Murthal	Sonipat	Haryana
13	Amb	Una	Himachal Pradesh
14	Thanamandi	Rajouri	Jammu & Kashmir
15	Chowka	Saraikela	Jharkhand
16	Kavital	Raichur	Karnataka
17	Iritty	Kannur Rural	Kerala
18	Leh	Leh	Ladakh
19	Agatti	Lakshadweep	Lakshadweep
20	Malhargarh	Mandsaur	Madhya Pradesh
21	Nandgaon Khandeshwar	Amravati Rural	Maharashtra
22	Lilong	Thoubal	Manipur
23	Sohra	East Khasi Hills	Meghalaya
24	Vaivakawn	Aizawl	Mizoram
25	Mokokchung-II	Mokokchung	Nagaland
26	Badagada	Ganjam	Odisha
27	Bahour	Puducherry	Puducherry
28	Khuian Sarwar	Fazilka	Punjab
29	Rattan Nagar	Churu	Rajasthan
30	Ranipool	Gangtok	Sikkim
31	Kumaratchi	Cuddalore	Tamil Nadu
32	Shamirpet	Cyberabad PC	Telangana
33	Radhapur	West	Tripura
34	Industrial Area	Raebareli	Uttar Pradesh
35	Kotwali Jwalapur	Haridwar	Uttarakhand
36	Survey Park	Kolkata PC	West Bengal

ANNEXURES

Annexure-1: List of Shortlisted Police Stations

Sl.	Name of the PS	District	State
1	Pahargaon	South Andaman	Andaman & Nicobar Islands
2	Peddakadubur	Kurnool	Andhra Pradesh
3	Polaki	Srikakulam	Andhra Pradesh
4	C.Belgal	Kurnool	Andhra Pradesh
5	Roing	Lower Dibang Valley	Arunachal Pradesh
6	Miao	Changlang	Arunachal Pradesh
7	Baghjan	Tinsukia	Assam
8	Demow	Sivasagar	Assam
9	Tharthari	Nalanda	Bihar
10	Alinagar	Darbhanga	Bihar
11	Darbhanga Sadar	Darbhanga	Bihar
12	Central Sector 17	Chandigarh	Chandigarh
13	Bodhghat	Bastar	Chhattisgarh
14	Frezarpur	Bastar	Chhattisgarh
15	Kachigam	Daman	UT of D&NH and D&D
16	Hazrat Nizamuddin	South East	Delhi
17	Ghazipur	East	Delhi
18	Bicholim	North Goa	Goa
19	Quepem	South Goa	Goa
20	Kirti Mandir	Porbandar	Gujarat
21	Miyani Marin	Porbandar	Gujarat
22	Murthal	Sonipat	Haryana
23	Manesar	Gurugram	Haryana
24	Amb	Una	Himachal Pradesh
25	BSL Colony Sundar Nagar	Mandi	Himachal Pradesh
26	Thanamandi	Rajouri	Jammu & Kashmir
27	Chowka	Saraikela	Jharkhand
28	Nagri	Ranchi	Jharkhand
29	Balaganoor	Raichur	Karnataka
30	Sirigeri	Bellary	Karnataka
31	Kavital	Raichur	Karnataka
32	Iritty	Kannur Rural	Kerala
33	Thondarnadu	Wayanad	Kerala
34	Leh	Leh	Ladakh
35	Agatti	Lakshadweep	Lakshadweep
36	Malhargarh	Mandsaur	Madhya Pradesh

Sl.	Name of the PS	District	State
37	Karanwas	Rajgarh	Madhya Pradesh
38	Mandla	Mandla	Madhya Pradesh
39	Mahuli	Amravati	Maharashtra
40	Ashti	Beed	Maharashtra
41	Nandgaon Khandeshwar	Amravati	Maharashtra
42	Lilong	Thoubal	Manipur
43	Nambol	Bishenpur	Manipur
44	Siju	Garo Hills South	Meghalaya
45	Sohra	East Khasi Hills	Meghalaya
46	Lunglei	Lunglei	Mizoram
47	Vaivakawn	Aizawl	Mizoram
48	Tuensang	Tuensang	Nagaland
49	Mokokchung PS-II	Mokokchung	Nagaland
50	Badagada	Ganjam	Odisha
51	Turumunga	Keonjhar	Odisha
52	Bahour	Puducherry	Puducherry
53	Singh Bhagwantpur	Rupnagar	Punjab
54	Khuian Sarwar	Fazilka	Punjab
55	Rattan Nagar	Churu	Rajasthan
56	Kotwali	Kota City	Rajasthan
57	Kotwali Churu	Churu	Rajasthan
58	Sadar	Gangtok	Sikkim
59	Ranipool	Gangtok	Sikkim
60	Kumaratchi	Cuddalore	Tamil Nadu
61	Avudaiyarkoil	Pudukkottai	Tamil Nadu
62	Keelathooval	Ramanathapuram	Tamil Nadu
63	Palimela	Jayashankar (Bhupalpally)	Telangana
64	Inavole	Warangal PC	Telangana
65	Shamirpet	Cyberabad PC	Telangana
66	Bodhjung Nagar	West	Tripura
67	Radhapur	West	Tripura
68	Kotwali Nagar	Rae Bareli	Uttar Pradesh
69	Industrial Area	Rae Bareli	Uttar Pradesh
70	Civil Lines	Aligarh	Uttar Pradesh
71	Kotwali Jwalapur	Haridwar	Uttarakhand
72	Mukteshwar	Nainital	Uttarakhand
73	Kulti	Asansol Durgapur PC	West Bengal
74	Survey Park	Kolkata PC	West Bengal

Annexure-2: Questionnaire for Infrastructure & approachability

Theme	Questions/ Observations
Facilities	Disabled Friendly Facilities- Is there any ramp available for persons with disabilities?
	Power Backup- Does the police station have power back up system?
Fitness	Does the police station have any separate facility for recreational activities / playground / gym?
Pantry	Drinking Water facilities- Is drinking water available for staff and visitors?
	Drinking Water facilities- Is the drinking water cooling facility/ RO/ Dispenser maintained and functional?
	Tea/coffee facilities- Are there tea / coffee facilities / pantry services available?
Approach-ability and behaviour of Police staff	Are all the policemen wearing uniform as per dress code?
	Are the policemen attentive towards public?
	Are the policemen courteous and polite with the complainants?
Barracks Cleanliness & Facilities	Are barracks available with the police station?
	Are the beds in the barracks clean and well made?
	Are the rooms available with proper lighting?
	Are the rooms properly ventilated?
	Are the walls and ceiling clean, maintained and free of dampness?
	Are there toilets available for barracks?
	Is cooling facility like cooler/AC available in the rooms?
	Is the floor clean and maintained?
	Is the mosquito repellent available and functional in the rooms?
	Is the overall look of barrack good?
Barracks Toilet Cleanliness	Are the urinals clean i.e. not stains, litter or other waste?
	Are the walls & ceiling clean, maintained and free of dampness?
	Is the toilet seat area clean i.e. no stains, litter or other waste?
	Is there any foul smell in the toilets?
	Is running water available in toilet?
	Is the toilet ventilated?
	Is the toilet well lit?
	Is there a flush in the washroom and is it functional?
	Is there any wash basin area present?
	Is there soap/hand wash?
Compound Area Cleanliness	Are the dustbins placed in the compound area?
	Are the dustbins overflowing?
	Are separate dustbins available for wet waste and dry waste?
	Are the emergency contact numbers displayed at the entrance?
	Condition of Security of Boundary wall (Secured/ Unsecured)
	Is the compound area clean?
	Is the name of the police station visible from outside?
	Liquid waste- Can stagnated water be spotted in the compound area?
	Odor- Is there any foul smell present around?

	Open Drains- Are there any open drains in the compound area?
	Parking for Visitors- What is the condition of parking at the Police station? (Proper/ Improper)
Police Station (Inside) Cleanliness	Cleanliness- Is there litter around in the police station like wastepaper, Cigarette bud, Wrappers, Dust etc.?
	Cleanliness-Could you notice stains of Paan spitting, gutka or bird dropping on the floor, pillars or walls?
	Dustbins-Are there any dustbins placed in the area?
	How is the overall ambiance of the police station?
	Odor-Could you notice foul smell?
	Swachh Bharat Abhiyan Activities-Are there Swachh Bharat hoarding with warning of anti-littering and open urination / open defecation?
	Walls- Were the walls of the building clean and painted well?
Police Station (Inside) Facilities	Are there chair/desk available for the police staff?
	Are there separate rooms available for Investigating Officers?
	Does the police station have additional features like child room, Graffiti on walls, special initiatives like public library, Public Gymnasium etc.?
	Does the police station have separate conference room?
	Does the police station have separate suspect/witness examination room?
	Does the police station have separate wireless and communication room?
	Does the room have storage cabinet for files and case files?
	Is enough cooling/heating facility available in the room?
	Is malkhana / armory available and locked?
	Is the furniture in good condition?
	Is the seat arrangement available in waiting room?
	Is there proper cooling/ heating arrangement in the police station?
	Presence of Waiting Room- Is there a designated waiting room available for common public?
	Women help desk- Does the Police station have separate Women Help Desk?
Lockup	Lock up Area: Condition of Walls-Are the walls well plastered and painted?
	Lock up Area: Dampness-Are the walls and ceiling without any seepage or dampness?
	Lock up Area: Does the CCTV cover the lock up area?
	Lock up Area: Floor Details- ls the floor well maintained and plastered?
	Lock up Area: Is there a separate lockup available for male and female?
	Lock up Area: Toilets: Are there toilets available for accused in the lockup?
	Lock up Area: Toilets-Are the toilets clean?
	Lock up Area: Unwanted Objects-Are the lockups being used for storage of waste material like non-functional fans, broken chairs etc.
Record Maintenance	Record Maintenance: Are records stored in a sealed cabinet?
	Record Maintenance: Are the old records maintained online?

	Record Maintenance: Are the registers hard bonded?
	Record Maintenance: Are the registers labelled?
	Record Maintenance: How are the complaints taken?
	Record Maintenance: Is the internet facility available
Mess and Canteen area	Are the walls and ceiling clean, maintained and free of dampness?
	Does the room have a proper ventilation?
	Does the room have proper lighting?
	Is the canteen/ mess area available?
	Is the floor of the mess clean and maintained?
	Is the mess provided with proper cooling facility?
Safety of the police station-CCTV	Are the cameras in working condition?
	Are the total number of cameras present in the police station enough to cover the entire area?
	Does the compound area of the police station have CCTV cameras?
	Does the police station have CCTV cameras?
	Does the reception area of the police station have CCTV cameras?
	For how long data backup is maintained?
	Where is the backup kept?
Safety of the police station-Fire Safety	Are all the wires and switch boards properly covered, secured (concealed conduit or on batten)?
	Are the extinguishers tested timely and working?
	Does the police station have fire alarm?
	Does the police station have fire safety infrastructure (sand buckets, hose pipes, etc.)?
	Does the police station have fire extinguishers?
	Is there any assembly area available in the police station and being displayed well?
SHO Questionnaire	
HR	HR- How many personnel are trained in basic CCTNS and basic daily report online?
	HR- How many personnel are trained in basic computer operations?
	HR- How many personnel are trained in laws related to crime against women training?
	HR- Number of female staff posted for the police station?
	HR-How many personnel are trained in juvenile justice (Care & protection of children) training?
	HR-Number of female staff sanctioned for the police station
	IEC/ Community Outreach/ PR activities- Number of events done for the citizens awareness?
	Number of male staff posted in the police station?
	Number of male staff sanctioned for the police station?
Infrastructure	How many times in a year do the drinking water facility gets inspected by any agency?
	Mess- Who cooks the food in the mess?
	Barracks- Who provides the facilities for trunks, bed, beddings etc.?
	Who pays for tea coffee facility and ingredient?

Last year declaration	Has anyone died during custody in last year?
	Is there any case of escape from police custody during last year?
	Is there any case registered against any police officer during the previous year?
	Number of custody deaths
	Number of police personal charged under PC act during last year
	Number of runaway prisoners form police custody
Vehicle	Number of 4 wheelers sanctioned
	Number of 4 wheelers functional
	Number of two wheelers Sanctioned
	Number of two wheelers functional
	Are the GPS tags functioning?
	How many vehicles are GPS tagged?
	Are the RFID tags functioning?
	How many vehicles are RFID tagged?
Law & Order	Number of law & order situations in the last one month
	Is there a Board displaying no. of arrests in the last 24 hours?
	Is on call complaint system existing and working in your stations?
	How many complaints registered through call center?
	What kind of actions have been taken for complaint?
	Is there a record maintained for history sheeters?
House-keeping and Personnel Hygiene	Is housekeeping staff available?
	Is the attendance of the housekeeping staff maintained?
	Is housekeeping staff wearing a uniform?
	Does housekeeping staff using protective gear i.e. gloves and mask, shoes?
	Does the staff have appropriate cleaning equipment's i.e. (broom, dust baskets, mop, mop, and bucket)?
	Is there a housekeeping staff appointed for the toilet?
	Is there daily cleaning check list available?
	Is janitor space available?
	Are the walls and ceiling clean i.e. no cobweb, stains, etc.?
	Are there cockroaches or rats in sight in the toilet?
	Are toilets available in the Police Station?
	Does the police station have separate toilets for male and female?
	Is running water available in the toilet?
House-keeping and Personnel Hygiene	Is soap/hand wash available?
	Is the flush in the washroom functional?
	Is the toilet seat area clean without stains, litter or other waste?
	Is the toilet ventilated?
	Is the toilet well-lit?
	Is there any foul smell in the toilets?
	Is there wash basin area present?
	What is the condition of the toilet floor
	What is the condition of the wash basin?

Annexure-3: Questionnaire for Survey of Citizen

Respondent Category	Key Questions
People in Residential Areas	Does the police keep your area under physical surveillance?
	Are the police active in resolving crimes in your area?
	What is the reaction time for the police to arrive in your area after the reporting of a crime? (Satisfactory/ Unsatisfactory)
	Has a bribe ever been demanded from you in your area?
	Have you ever tried to register the complaint?
	Is an online platform available for registration of FIR?
	How much time police takes for reverting to online complaints?
	What is the easiest way to approach the police?
	Do you feel safe in your area?
	Do you feel police helps?
	Was there any caste, religion, region (local/non-local) or status bias evident during the interaction?
	In the last one year do you feel that the police have become more effective in your area?
	How forthcoming and confident do you feel to report a crime or complaint to the police?
	In past 2 months have you noticed any case of theft, snatching, burglary etc. in the nearby area?
	In past 6 months have you contacted police for any mishappening?
	Does the police actively intervene wherever crime like pick pocket/ snatching/ brawl happens?
	Have you seen burking activities in your area? If yes, when did you see?
	Explain your overall experience with the Police and the suggestions you would like to share
	Are FIR-related rights (such as right to copy, timelines, process) clearly visible in police station?
	Has the police in your area undertaken community awareness or outreach activities in the last 6 months?
	Are you aware of and have you used any digital platform or online tool for filing complaints? If yes, how effective was it?
	In your experience, how easy or difficult is it to register an FIR at your police station?
Shopkeepers in a Marketplace	Do you find police patrols taking place regularly in your area?
	Are you aware of the beat constables in your area and do they interact with you?
	Have you ever tried to register a complaint with Police?
	Is an online platform available for registration of FIR?
	How much time police takes for reverting to online complaints?
	What is the easiest way to approach the police?
	Has a bribe ever been demanded from you in your area? (Amount & regularity/ periodicity)
	How safe do you feel in your area?
	Do you feel police helps?
	Was there any caste, religion, region (local/non-local) or status bias evident during the interaction?
	Was there any gender bias shown towards you as a woman/girl?

Respondent Category	Key Questions
	In past 6 months have you noticed any case of theft, snatching, burglary etc. in the market area?
	In haatt, does the police handle the crowd effectively?
	Does the police take any necessary action in case there are any unauthorized stalls in the market?
	Are FIR-related rights (such as right to copy, timelines, process) clearly visible in police station?
	Has the police in your area undertaken community awareness or outreach activities in the last 6 months?
	Are you aware of and have you used any digital platform or online tool for filing complaints? If yes, how effective was it?
	In your experience, how easy or difficult is it to register an FIR at your police station?
Public feedback-People leaving police	Did you come for Complaint/FIR registration
	Could you file your FIR/complaint?
	How easy or difficult was the process?
	Before coming did you try to log complaint though online medium?
	Was any action taken on the online complaint?
	How much time was taken to revert on the online complaint?
	Have you received confirmation on mobile/phone/through any other on the FIR/ complaint?
	Was there any attempt at watering down/diluting/compromising the FIR/ complaint?
	Was a copy of the complaint given to you?
	Was the policeman wearing name plate on himself?
	Was there any demand for a bribe by the police?
	In case of a woman complainant was there a policewoman in the police station to help with the complaint?
	Was there any gender bias shown towards you as a woman/girl?
	Was there any caste, religion, region (local/outsider) or status bias evident during the interaction?
	Were the police attentive in listening to your complaint?
	Was the staff polite and respectful?
	Have the police personnel addressed to your grievances and provide solution?
	Did you find overall cleanliness at police station good?
	Do you feel safe in your area?
	Have you seen burking activities in your area? If yes, when did you see?
	As per your last visit have you seen any improvement in police culture or infrastructure?
	Are FIR-related rights (such as right to copy, timelines, process) clearly visible in police station?
	Has the police in your area undertaken community awareness or outreach activities in the last 6 months?
	Are you aware of and have you used any digital platform or online tool for filing complaints? If yes, how effective was it?
	In your experience, how easy or difficult is it to register an FIR at your police station?

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