



INDIAN POLICE FOUNDATION

REALISATION OF PM's VISION FOR A SMART POLICE – CITIZENS' SURVEY

INDIA'S LARGEST ONLINE AND OFFLINE SURVEY FOR ASSESSING THE PROGRESS ACHIEVED SO FAR,
RANKING BEST PERFORMERS AND IDENTIFYING AREAS OF CONCERN

The SMART policing vision was articulated and introduced by the Hon'ble Prime Minister of India at the Conference of DGPs of State and Central Police Organizations, held at Guwahati, in the year 2014. It called for systemic changes to transform the Indian Police to be : **Strict and Sensitive; Modern and Mobile; Alert and Accountable; Reliable and Responsive; Techno- savvy and Trained (SMART)**. More than six years have elapsed, since the articulation of this vision, arguably the most comprehensive efforts at modernizing and reforming the Indian Police.

The purpose of the survey is to gather information about the impact of the SMART policing initiative and how much progress has been achieved in the last 6 years, towards transformation of the Indian Police. We request all citizens to participate in this survey, to rate the level of satisfaction of policing in their locality, Police Station, District as well as their State of residence. Your honest response will help the Indian Police Foundation (IPF) to prepare an evidence-based policy advisory research paper to be submitted to the Central and State Governments, based on the realities on the ground and what are the areas of concern for the police departments to focus on.

This survey will also help in identifying the best performing Police Stations, Districts and States that deserve recognition and encouragement.

We request citizens, youth, teachers, students and NGOs to be volunteers in making this survey a grand success. Schools / Colleges are requested to encourage students to help citizens undertake this online survey. We seek the assistance of students and youth from across India to get the forms filled by all sections of society, including people from poor and marginalized backgrounds. Your services towards this important public cause are greatly appreciated. Links for online surveys are given below.

Hindi: <https://forms.gle/wstejq5EdU7dfDxEA>

English: <https://forms.gle/tNjHjMcXipBDjUNa9>

The offline forms (attached) can be filled in by Volunteers on behalf of those who do not understand/read/write English, after explaining the contents to them.

Please send the filled in forms to: **The President, Indian Police Foundation, C8/8758, Vasant Kunj, New Delhi-110070** Our website: www.policefoundationindia.org

If you have any questions, please email to: survey@policefoundation.in

CLOSING DATE FOR THE SURVEY IS JULY 31, 2021

PLEASE PROVIDE FOLLOWING INFORMATION ABOUT YOURSELF

The information that you provide will be fully confidential and will be used only for the purposes of this survey.

1. Your full name

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2. Your address / Email address (Optional)

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3. Your age group

18 – 25 years	26 – 40 years	41- 60 years	61 – 80 years	Above 80 years
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4. Your Gender

Female	Male	Other
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5. Social Status

General	SC	ST	OBC	Minority	Low income
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6. Your Education

Schooling upto High School	Matric / Pre-University	Graduate/ Post Graduate	Professional	Doctorate/ Post Doctorate
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7. Your Employment Status

Student	Unemployed	Unorganized Sector	Government Employee	Private Sector	Self employed	Retired / Pensioner
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8. Have you contacted / been contacted by / or interacted with the police anytime during the last 5 years?

Yes	No
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9. Name your State / UT your District.

State /UT	District
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Write the name of your police station

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SMART POLICE : CITIZENS' SURVEY QUESTIONNAIRE

1. SENSITIVITY

The Police in my area are sensitive and sympathetic to peoples' problems

4 Fully Agree	3 Agree	2 Do not agree	1 Strongly disagree
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2. COMBINING STRICTNESS AND GOOD BEHAVIOUR

Our Police are strict, at the same time polite and behave well with citizens.
There are no complaints of custodial violence etc in our police station.

4 Fully Agree	3 Agree	2 Do not agree	1 Strongly disagree
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3. ACCOUNTABILITY

Our Police are usually held responsible and answerable for any wrongdoings.

4 Fully Agree	3 Agree	2 Do not agree	1 Strongly disagree
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4. ACCESSIBILITY

Citizens are able to easily contact / approach the police in our area for filing complaints and other assistance.

4 Fully Agree	3 Agree	2 Do not agree	1 Strongly disagree
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5. RESPONSIVENESS

When people approach the police with a complaint, their complaints are accepted and follow up action is taken, including registration of FIR, as per law.

4 Fully Agree	3 Agree	2 Do not agree	1 Strongly disagree
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6. IMPARTIALITY AND FAIRNESS

Our police are unbiased, impartial and fair in their dealings

4 Fully Agree	3 Agree	2 Do not agree	1 Strongly disagree
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7. CORRUPTION-FREE

Our police are honest and do not demand bribes.

4 Fully Agree	3 Agree	2 Do not agree	1 Strongly disagree
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8. MODERN AND TECHNO-SAVVY

Our police make use of modern technology and scientific methods for public security, crime prevention, crime investigation and citizen services.

4 Fully Agree	3 Agree	2 Do not agree	1 Strongly disagree
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9. ALERT, HELPFUL AND FRIENDLY

The police in my area are always alert. They are reliable in controlling crime and ensuring peace in our area. They are helpful and friendly with the people..

4 Fully Agree	3 Agree	2 Do not agree	1 Strongly disagree
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10. Trust

I trust my police.

4 Fully Agree	3 Agree	2 Do not agree	1 Strongly disagree
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11. ANY OTHER COMMENTS

Your brief comments, if any. (Maximum 100 words). Please also indicate if your opinion is based on an actual interaction with the police.

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12. Name and contact details of the survey assistant, if any, who helped filling in this survey form.

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