



S.E.V.A.

Service Excellence and Victim Assistance

Abstract

SEVA is a citizen centric initiative of Pune Police which aims to provide best of service to complainants visiting to the police stations as well as to impart victim assistance to the needy



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1 INTRODUCING S.E.V.A.

1.1 WHAT IS SEVA ?

Pune City Police has introduced a 24x7 online system of Service Excellence and Victim Assistance at all 30 police stations and 102 police chowkis to help the visitors and victims in a proactive and efficient manner. It comprises taking feedback from the visitors to the police stations / chowkis and making service improvements through process re-engineering.

Till 31st Jan 2020, data of 220670 visitors was captured out of which 199980 have been contacted by the SEVA cell, and their feedbacks recorded.

1.2 THE CONCEPT

Taking cognizance of seemingly trivial issues which, if ignored, may build up to large crimes, taking feedback, and devising actionable outcomes.

1.3 OBJECTIVES

- To ensure that 100 % of visitors to the Police Station / Chowkis are attended in an empathetic manner by the SHO and legal action is taken on their complaint.
- To guide the victims in terms of legal, financial aid, rehabilitation, progress of case or counselling etc. and to inform complainants about legal procedure with proactive approach, confirm whether victims are being helped properly, improve relations between police and public, provide expert suggestions.
- To devise interventions at Police Station and Chowki level based on the feedbacks received.

2 IMPLEMENTATION

2.1 PROCESS

The solution comprises of three components namely the handheld tablet, application and a Helpdesk team called S.E.V.A Cell for feedback analysis. Handheld tablets have been provided to 30 Police Stations and 102 Police Chowkis and over 300 constables have been trained on this system. The constable using the tablet remains seated next to the police station duty officer. As soon as a visitor comes to the police station, the constable records contact details of the visitor along with the type of complaint. The nature of complaint is divided into various predefined categories and the system records in real time when a person enters the police station and how fast his or her queries are addressed by personnel.

The data collected from handheld tablets is stored in a central server located at centralised SEVA cell. The trained staff takes feedback by making calls to the complainants after a gap of 3 days. The aim of this initiative is not only grievance redressal of complainants but also to provide assistance to victims. Aided with technology, this is a simple yet effective initiative to improve service delivery at Police Stations and emboldening the belief of 'Citizens First'.



1

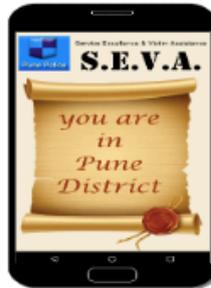
Helpdesk at Police Station and Police Chowky



- Handheld tablets provided to 30 Police Stations and 102 Police Chowkis
- SEVA staff records details of the visitors

2

Handheld tablet to register complainant information



- Complaint classified into various predefined categories and recorded in real time
- Inward and outward time auto-captured to assess resolution time

3

Web Portal for S.E.V.A. Cell for capturing feedback



- SEVA Cell comprises of trained personnel in soft skills, handling calls, and recording feedback
- Feedback captured through a short telephonic conversation

2.2 PHASE WISE IMPLEMENTATION

The first step involved understanding the requirement of all the stakeholders including SHOs, welcome desk staff, Senior Inspectors of the police stations and the senior officers. Deliberation involved how to make the application short and simple so that the police personnel at reception area do not spend much time over a single visitor. It was also imperative to capture crucial information such as complaint type which can provide insights and trends on various issues faced by citizens from the aspect of law and order. The implementation agency, Embedded Creations led by Sh. Manish Karandikar, actively participated in all the deliberations.

Trainings were organised for the welcome desk staff who were entrusted with the task of handling the tablets. Minimum two staff per police station were imparted the training on the handheld tablets which they were supposed to handle. Training for the feedback staff was imparted separately focusing on the soft skills aspect. A questionnaire was also designed for the same and given to all the feedback staff.

Once the training was over, the project was launched on 1st September 2018 and implemented across all 30 Police Stations. The implementation agency was readily available to sort out any glitches. Once the application was running successfully in all the 30 police stations, in the month of April 2019, it was expanded to all the 102 chowkis also. In addition, tablets were also given to all three sub-components of Bharosa cell namely, women cell, senior citizen cell, and juvenile unit, and to Cyber police station.



Dedicated SEVA Cell building was inaugurated on 10th December 2019 in the presence of Sh. Swadheen Kshatriya, Right to Services Commissioner, Maharashtra state.

2.3 FINANCIAL IMPLICATIONS

The cost for the implementation of the system along with support and training was Rs. 1.5 lakhs. Tablets were separately procured for each police stations and the chowkis.

2.4 ESCALATION MATRIX

The feedbacks are shared with senior officers on a daily basis. Senior officers of the rank of DCPs, ACPs, also talks to minimum 50 calls each week and try to understand whether their problems have been satisfactorily answered by police or not. They also record their insights in written format and submit to SEVA cell which are analysed to make systematic improvements.

About 98% of the visitors have given a positive and favorable feedback on their visit to Police Station. The unresolved cases are escalated to Incharge of the police station, ACP, DCP, and other senior officer as per the gravity of the issue at hand. Thus for the remaining 1-2% of unsatisfied visitors, senior police officers speak to these visitors to try and understand the problem and provide solution for effective redressal.

2.5 VICTIM ASSISTANCE

Not all the visitors coming to the police station come to lodge a complaint, some of them turn up to gather more information on victim compensation, detailed accident reports etc. As a part of the Victim Assistance program, Police facilitate contact between the complainant and organizations such as reputed NGOs, Bharosa Cell, Social Security Cell of Pune Police, Psychologists, Legal Help, etc.

Till now, 39 victims have been rendered help. [Annexure - I]



3 SERVICE QUALITY ASSESSMENT - INTERNAL

Regular Service Quality Assessment is done through a multi-layer process of internal and external feedback.

3.1 SEVA CELL

First level of feedback is taken by the SEVA Cell comprising of trained police personnel in handling calls and recording their observations as per a feedback questionnaire. The SEVA cell consists of 1 police inspector and 10 staff. The team reaches out to all the visitors who had visited the police station after a gap of 3 days. Till now 199980 calls have been made by the SEVA cell out of which 98 % have expressed satisfaction.

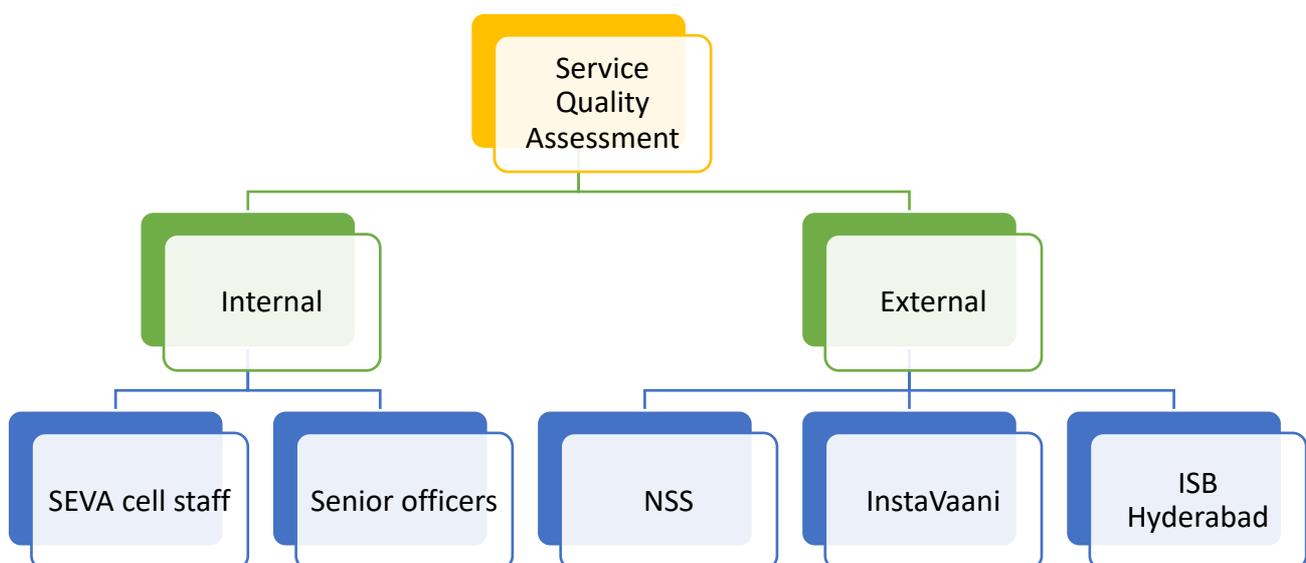
The feedback primarily focuses on

- (i) Kind of treatment meted out to the complainant during their visit to the police station or chowki
- (ii) Actual resolution of their complaint.
- (iii) Any other suggestions to improve the service

3.2 SENIOR OFFICERS

Second level of feedback is taken by the Senior Inspectors of the police station. Each day, one Incharge out of the 30 Police Stations visits the SEVA cell and calls minimum 20 complainants. It is ensured that calls given to him are from police stations other than his own police station. They are also asked to come with list of minimum 10 FIRs whose feedback they have to give suo-motto to the complainant.

Apart from this, officers from Control Room are also sent time to time for surprise checks and as dummy complainants to the police stations.





4 SERVICE QUALITY ASSESSMENT - EXTERNAL

To cross verify finding from internal survey, multi-layer third party evaluation was incorporated so that necessary improvisations can be made in the process to ensure that the objectives of the scheme are fulfilled to the optimum.

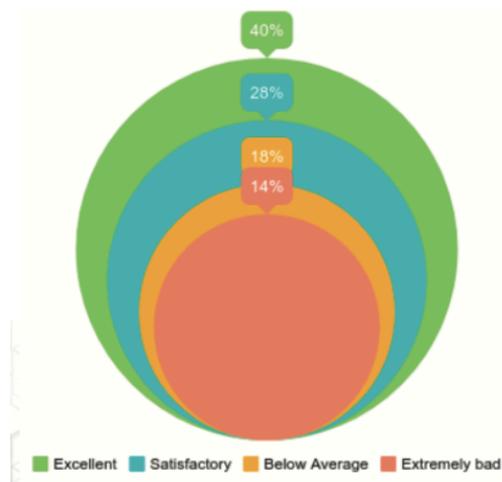
4.1 NATIONAL SOCIAL SERVICE

NSS Students called more than 33000 complainants and registered their feedback. The results of these were also on the lines of feedback taken by SEVA cell. They also visited the police stations and conducted sample surveys by talking to complainants on the spot.

4.2 INSTA VAANI

InstaVaani marketing agency specialising in soliciting customer feedback was also entrusted with providing insights regarding the process. They made 43200 calls, and came up with their insights which are as below.

Experience of your recent police station visit

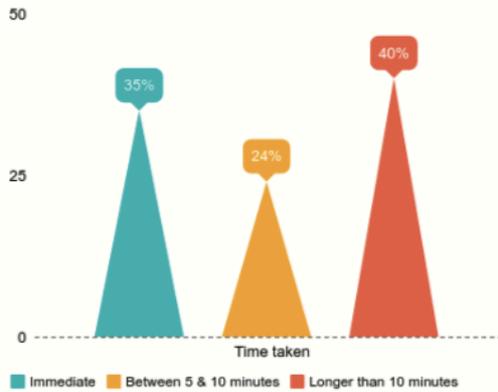


Insights

- **More than 65% have excellent to satisfactory experience on their recent visit**
- People are having excellent to satisfactory experience with Bundgarden, Lashkar, and Kothrud police station
- Khadaki, Hadapsar and Vishrantwadi police stations have been a bad experience for the people
- **% of older people dissatisfied are lesser than younger complainants**



Time taken for the police personnel to attend



Insights

- Close to 60% of the people were attended within 10 minutes
- People who came for Police verification, Passport verification, and general visits were attended within 10 minutes**
- People who came for applications felt that they had to wait for longer than 10 minutes as compared to others
- People in middle age group were attended marginally slower than the younger and older age groups

Quality of the police station attended

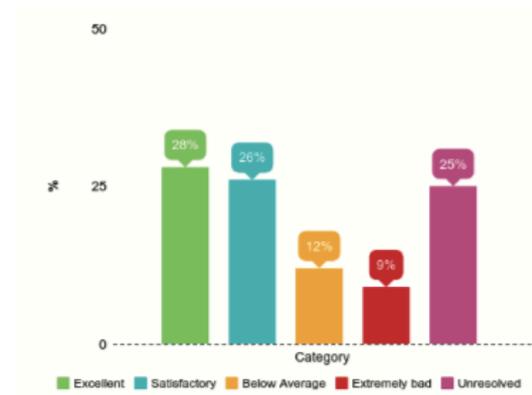


Insights

- 73% of people were happy with the quality of the police stations**
- People were very happy with the quality in Lashkar, Bharti Vidyapeeth, and Alankar police stations
- People were disappointed with the quality in Koregaon Park, and Sakhnagar police stations



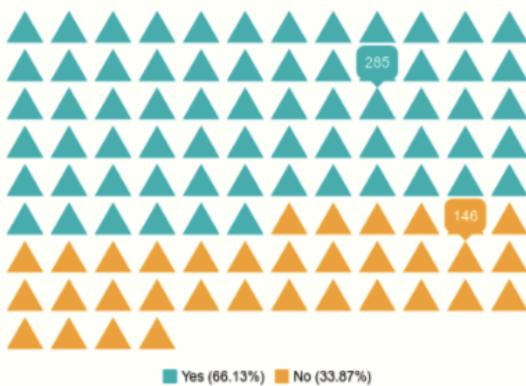
Satisfaction on the resolution of the issue



Insights

- 9 % of peoples issues were unresolved
- Wanavadi, Samarth and Warje Malwadi police stations were quick on providing resolution as also maintaining higher quotient of happiness index
- Bundgarden, Kondwa police stations had poor happiness index as they had higher number of unresolved issues as compared to other police stations
- People in the oldest age group have been marginally more satisfied as compared to other groups

Willing to be part of whatsapp group



Suggestions

- Reduce the wait time by collecting the first hand information as soon as person arrives
- Understand further on the reasons that gives an unpleasant experience to citizens
- Understand what are the parameters which the citizens think that the quality of police station is unsatisfactory
- Provides regular updates on the status of open issues via sms or whtsap messages
- Get anonymous feedback post resolution of the issue

4.3 INDIAN SCHOOL OF BUSINESS, HYDERABAD

ISB has undertaken an study of the SEVA initiative and is under process.



5 BENEFITS & INSIGHTS

5.1 KEY BENEFITS

ENHANCED SERVICE DELIVERY TO CITIZENS

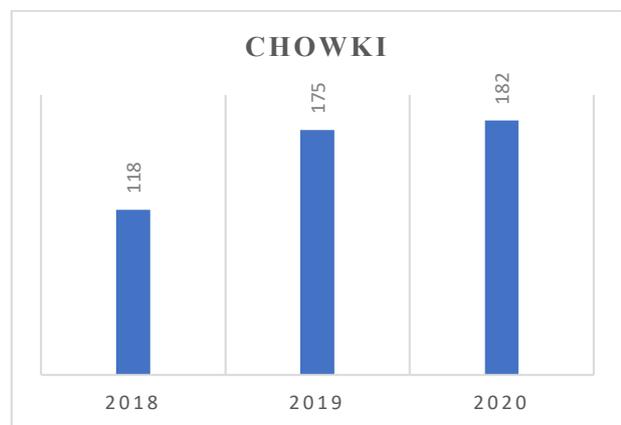
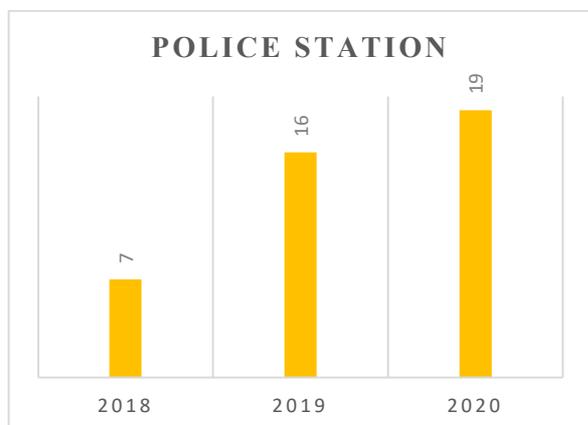
- Feedback taken on the lines of MNC companies is a pleasant surprise for visitors and is probably one of the firsts taking place in policing domain.
- Each visitor in the Police Station is assisted by the SEVA staff on registration process and guided to the concerned desk.
- A dedicated team at CP Office called SEVA CELL connects to all the visitors and gauge their feedback.
- Third party evaluation conducted by volunteers from National Service Scheme (NSS) in which their results were in line with the feedback taken by team members of SEVA Cell.

IMPROVED PROCESSES

- Unsatisfied visitors, senior police officers like Sr. PI, ACP and DCP speak to these visitors to try and understand the problem and provide solution for effective redressal.
- Daily, weekly and monthly statistics are shared at multiple levels with appropriate escalation in case of any lacunae are observed.
- Ease of monitoring by senior officers since everyone has been equipped with access to portal which provides drill down reports.
- Regular feedback by senior officers ensure that they develop better understanding of the ground level reality and are able to intervene in a better way through process re-engineering.

LARGE COVERAGE

- Since implementation, over 2.27 lakh visitors have been captured by the system from 30 Police Stations and 102 Police Chowkis.
- Feeding in Police Stations and Chowkis has gone up gradually from 2018 to 2020. The chart below shows comparison of average complaint per day per police station and average feeding in all 102 chowkis per day.





DATA ANALYSIS

- Scientific data mining of the visitor details (which is in addition to the FIRs registered in police stations). The data can be very useful in establishing criminal psychology of every police station based on age, geographical position, educational and cultural values cast and community, economical status etc. Tools from AI, cognitive science and algorithms producing insights which may be beneficial for effective predictive policing.
- Certain data reports such as repeat visitors, data feeding at each police station/ chowki, unsatisfied count are supervised on daily and weekly basis.
- Weekly and monthly comparisons are done between Police Stations. Bottom performers are highlighted during crime meetings and tea meetings.

BEHAVIOURAL SHIFT

- *Attitudinal change in SEVA staff in Police Stations has ensured that complainants are received cordially and directed to concerned officer. Behavior change observed in police staff while addressing complaints with enhanced confidence and self-realization*

5.2 INSIGHTS

A total of over 2.27 lacs visitors have been registered on the system since inception. The data helps to developing more insights such as crimes types for each police station, resolution time, peak time of visit, etc. can be determined and accordingly the personnel can be deployed.

Based on the feedback taken from nearly 2 lacs complainants, following are some of the areas where police stations can further improve service delivery to citizens.

- I. Attending to all complainants coming to police stations and chowkis and not turning them back
- II. Incharge of police station to meet them personally and call them wherever he is not able to meet them
- III. Registration of complaint as per legal manner and no unnecessary harassment of complainant
- IV. Staff to be cordial and sympathetic to the needs of the complainant
- V. Staff trained in SEVA application to be deployed for handling tablets and not to be replaced with non-trained staff
- VI. Good SEVA staff to be recognized while erring ones to be reprimanded to ensure wrong precedents are not taken forward



6 SERVICE EXCELLENCE IN OTHER INITIATIVES

- Passport verification in 5 days which is one of the best in the country
- Help regarding accident insurance given proactively to victims through Bajaj Alliance
- 5.52 crores returned to 294 victims in 5 programs of muddemaal return ; cyber returned 11.4 crores
- 988 missing persons found by missing cell (crime branch) through proactive efforts
- 3606 police personnel trained in Emotional Intelligence for increased sensitivity towards citizens complaint
- Rent agreement (9319) process smoothened through IGR



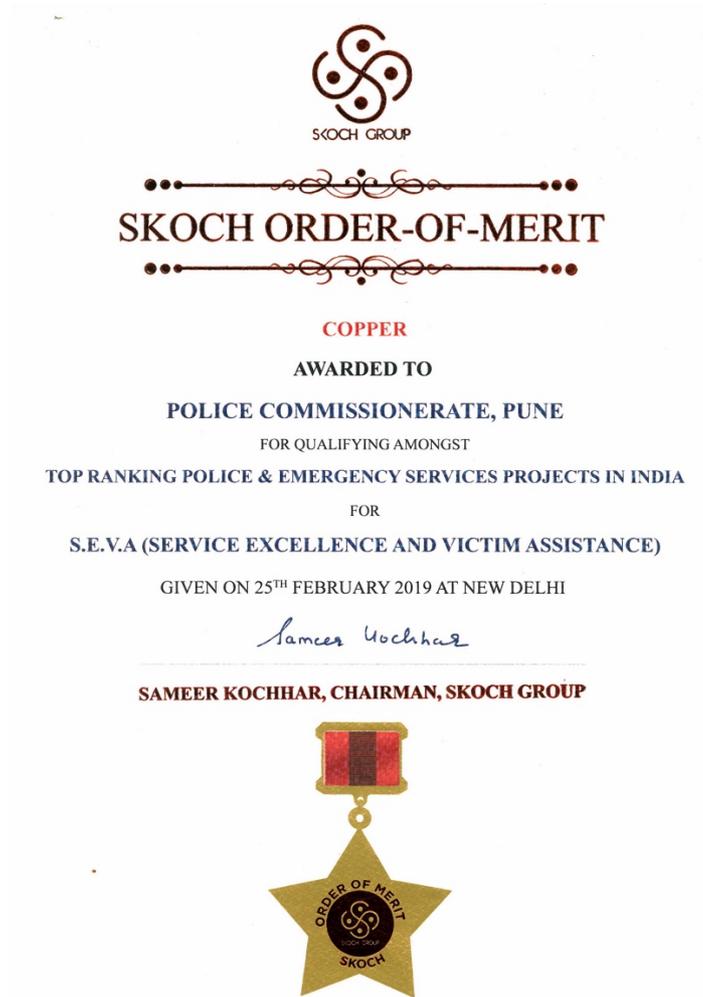
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7 RECOGNITION

Skoch Order-of-Merit Award for “Top Ranking Police & Emergency Services Projects in India” given on 25th February 2019 for S.E.V.A (Service Excellence and Victim Assistance)





8 ANNEXURE

Victim assistance in SEVA

S.No.	Header	Count
1	Bharosa Cell	23
2	100 number helpline	5
3	Court	2
4	DAR	2
5	Others	7
	Total	39



Police Station Wise/Month Wise Chart

POLICE STATION WISE / MONTH WISE DATA FEEDING CHART																		
1/09/2018 TO 01/01/2020																		
POLICE STATION	Sep/18	Oct/18	Nov/18	Dec/18	Jan/19	Feb/19	Mar/19	Apr/19	May/19	Jun/19	Jul/19	Aug/19	Sep/19	Oct/19	Nov/19	Dec/19	Jan/20	TOTAL
खडक	298	260	179	239	305	268	478	496	471	540	801	713	631	568	556	610	607	8020
करासखाना	224	129	146	141	181	211	262	286	336	392	630	674	521	392	433	665	662	6285
समर्थ	377	182	148	237	188	184	328	276	644	737	928	890	680	528	333	494	901	8055
शेवकन	437	158	166	187	234	188	407	501	413	415	633	581	369	337	421	376	445	6268
विशामवाग	210	116	95	88	79	79	188	484	454	366	528	681	673	412	468	675	741	6337
शिवाजीनगर	189	193	102	114	133	218	267	261	564	499	475	514	525	294	400	576	481	5805
परिमंडळ १	1735	1038	836	1006	1120	1148	1930	2304	2882	2949	3995	4053	3399	2531	2611	3396	3837	40770
कोरेगाव पाक	223	228	169	169	185	227	737	504	528	647	689	608	526	382	461	400	307	6990
बॅलगाईन	132	124	177	186	181	283	258	341	384	453	543	581	562	286	416	327	440	5674
तय्यर	119	141	158	170	178	270	368	356	317	392	534	419	310	338	368	320	300	5058
सहकारनगर	116	64	174	112	164	186	405	560	503	548	763	829	600	582	558	510	696	7370
स्वरायट	102	151	149	128	247	585	748	508	374	446	605	550	620	472	662	553	748	7648
भारती विद्यापीठ	342	345	331	454	476	534	852	719	634	640	667	752	524	418	441	419	233	8781
परिमंडळ २	1034	1053	1158	1219	1431	2085	3368	2988	2740	3126	3801	3739	3142	2478	2906	2529	2724	41521
जाननगर	204	126	153	144	227	370	437	475	569	600	834	692	766	462	351	285	31	6726
कोथरुड	398	301	214	323	192	431	690	505	499	520	787	767	521	523	614	584	590	8459
वारजे माळगाडी	113	31	78	77	235	353	409	558	696	600	837	737	510	562	634	516	642	7588
अलंखर	85	68	67	145	131	164	255	309	297	415	541	550	445	408	418	503	475	5276
दावगाडी	349	255	181	256	269	224	286	276	334	313	566	496	466	447	528	472	974	6692
सिंहगड रोड	382	359	193	226	314	245	297	317	539	434	623	425	529	472	675	705	923	7658
परिमंडळ ३	1531	1140	886	1171	1368	1787	2374	2440	2934	2882	4188	3667	3237	2874	3220	3065	3635	42399
खडकी	141	138	113	106	151	108	180	202	344	545	681	580	515	558	573	563	613	6111
चतुर्भुंगी	275	185	333	416	606	510	785	522	852	771	1096	1043	1228	802	687	885	907	11903
विभंगवाडी	229	150	104	122	165	387	339	232	779	711	1069	770	757	694	687	656	864	8715
वेरवल	321	301	199	193	233	264	289	463	434	477	574	533	758	546	784	815	573	7757
भंदननगर	724	522	323	486	569	551	625	404	603	876	948	1053	849	959	903	857	690	11942
विमानवाड	99	142	100	95	146	159	186	271	365	391	803	693	735	507	485	433	387	5997
परिमंडळ ४	1789	1438	1172	1418	1870	1979	2404	2094	3377	3771	5171	4672	4842	4066	4119	4209	4034	52425
कोंढवा	188	132	254	155	198	295	428	366	429	439	595	514	476	431	621	446	100	6067
विश्वेवाडी	101	102	74	84	99	87	202	180	332	522	758	668	593	539	572	595	712	6220
मार्केट गार्ड	135	131	87	102	91	111	165	290	419	409	498	407	412	370	376	381	385	4769
वानरडी	314	146	134	259	240	274	324	442	784	937	1052	1040	827	642	665	891	952	9923
मुंडवा	401	263	307	367	352	261	395	305	471	610	594	609	595	490	464	575	522	7581
हडपसर	857	476	202	232	252	362	344	303	375	562	726	709	660	745	779	698	713	8995
परिमंडळ ५	1996	1250	1058	1199	1232	1390	1858	1886	2810	3479	4223	3947	3563	3217	3477	3586	3384	43555
एकुण	8085	5919	5110	6013	7021	8389	11934	11712	14743	16207	21378	20078	18183	15166	16333	16785	17614	220670



Police Station Wise/ complaint Wise Chart

POLICE STATION WISE COMPLAINT WISE 01-09-2018 TO 31-12-2019																						
POLICE STATION	अर्ज	चौकशी	पोलीस पडताळणी	शरीर विरुद्ध घे गेले	मालमत्ते विरुद्ध घे गेले	बलात्कार	बलात्कार + बाल लैंगिक अत्याचारा घे गेले	विनय भंग	अपहरण	अनुरोधित जाती जमाती (अ. प्र.) कायदा	कौटुंबिक वाद	अपघात	अदखलपात्र गुन्हा	मनुष्य मिसिंग	प्रोपर्टी मिसिंग	पारपर पडताळणी	जेष्ठ नागरिक	बाल लैंगिक अत्याचारा घे गेले	बातमीदार	सर्वसाधारण अभ्यागत	इतर	TOTAL
खडक	573	683	1478	11	71	2	0	10	8	0	104	2	168	24	721	658	31	3	23	177	2666	7413
फरसखाना	543	1107	968	3	64	0	0	0	0	0	32	0	22	7	332	96	4	0	4	710	1731	5623
सुमर्ष	959	694	887	7	32	0	0	0	3	0	104	13	222	52	652	1237	25	1	11	27	2228	7154
डेक्कन	878	706	405	1	16	0	2	0	0	0	11	8	26	10	169	748	16	1	9	256	2561	5823
विश्रामबाग	594	689	739	13	103	1	1	11	2	1	49	20	145	17	1167	344	22	0	10	279	1389	5596
शिवाजीनगर	567	833	446	13	57	1	0	2	2	0	20	21	457	30	823	673	3	1	2	149	1224	5324
कोरेगावपाक	671	665	786	3	27	1	1	0	1	0	17	29	25	6	493	966	10	1	1	966	2014	6683
बडगाईन	1064	395	708	4	77	4	2	1	1	1	15	26	201	54	950	138	9	0	2	568	913	5133
लष्कर	217	282	209	14	60	0	0	3	1	0	45	20	214	21	661	885	10	0	7	181	1929	4759
सहकार नगर	682	946	1518	0	24	1	1	3	3	2	95	4	405	29	611	1118	28	1	2	109	1122	6704
रुवारगेट	433	1520	280	23	121	2	0	2	1	0	36	42	253	66	1382	379	16	0	21	456	1867	6900
भारती विद्यापीठ	491	900	3138	7	27	1	1	2	2	0	309	14	57	41	417	1278	27	1	7	436	1392	8548
उत्तम नगर	357	325	1617	5	22	1	1	1	1	0	104	6	116	20	80	1254	13	0	2	652	2118	6695
कोयखंड	745	481	1802	2	28	1	1	0	3	0	72	13	108	36	440	2341	26	1	7	178	1584	7869
वारजे माळवाडी	726	847	995	4	55	1	3	1	1	1	103	52	99	57	334	1962	11	0	6	411	1277	6946
अलंकार	531	378	188	5	61	0	2	2	1	0	68	14	65	26	248	1576	37	0	1	478	1120	4801
दत्तवाडी	279	272	1561	10	33	3	1	8	5	1	17	8	42	13	161	1160	21	3	2	246	1872	5718
सिंहमडरोड	428	496	1959	0	21	1	0	0	0	0	39	3	72	19	74	2870	12	1	32	11	797	6835
खडकी	302	1113	802	5	29	0	1	2	2	1	79	29	384	37	808	108	13	0	6	270	1507	5498
चतुर्थी	2615	831	1209	42	241	3	2	15	9	3	126	69	482	108	974	1955	14	8	9	293	1988	10996
किर्धानवाडी	769	762	2550	11	89	2	8	4	7	1	131	21	537	79	359	964	41	6	7	512	1091	7951
थेरवाडा	775	637	2103	6	21	1	1	2	6	1	31	12	311	18	587	394	9	6	2	487	1774	7184
चंदननगर	510	517	4645	12	117	0	0	2	2	0	43	5	134	34	384	2162	12	1	2	1264	1406	11252
विमानतळ	869	405	395	61	304	3	2	3	5	0	100	140	725	49	536	738	7	3	1	983	281	5610
कोंढवा	288	642	452	22	92	2	3	9	11	1	104	10	696	28	493	2067	9	1	5	61	971	5967
बिबवेवाडी	232	655	1305	2	12	0	2	1	0	0	45	4	255	33	317	845	12	1	3	369	1415	5508
मार्केटवाडी	124	572	285	5	19	0	2	2	3	0	98	13	372	46	547	1559	2	0	4	39	692	4384
वानवाडी	846	550	2764	20	92	6	2	3	1	1	67	16	631	45	186	1998	10	3	8	259	1463	8971
मुंबवा	232	333	3812	0	11	1	0	1	1	0	32	5	85	19	587	322	48	1	12	679	877	7058
हडपसर	1206	980	2003	18	111	1	0	5	10	3	170	42	787	194	675	770	16	1	49	82	1156	8279
एकुल	19506	20216	42009	329	2037	39	39	95	92	17	2266	661	8096	1218	16168	33565	514	45	257	11588	44425	203182
टक्केवारी	7	10	21	0.2	1	0.02	0.02	0.04	0.04	0.008	1.1	0.3	4	0.6	8	17	0.3	0.02	0.1	6	22	



Police station wise complaint per day 2018/2019/2020

Complaint per day			
POLICE STATION	2018	2019	2020
परिमंडळ १			
खडक	8	18	20
फरसखाना	5	14	21
समर्थ	8	17	29
डेक्कन	8	13	14
विश्रामबाग	4	14	24
शिवाजीनगर	5	13	16
	6	15	15
परिमंडळ २			
कोरेगावपार्क	6	16	10
बंडगाईन	5	12	14
लष्कर	5	11	10
सहकार नगर	4	17	22
स्वारगेट	4	17	24
भारती विद्यापीठ	12	19	8
	6	15	15
परिमंडळ ३			
उत्तम नगर	5	17	0
कोथरुड	10	18	19
वारजे भाळवाडी	2	18	21
अलंकार	3	12	15
दत्तवाडी	9	13	31
सिंहगड रोड	10	16	30
	7	16	16
परिमंडळ ४			
खडकी	4	14	20
घतुशुंगी	10	27	29
विश्रंतवाडी	5	20	28
येरवाडा	8	17	18
चंदननगर	17	25	22
विमानतळ	4	14	12
	8	20	20
परिमंडळ ५			
कोंढवा	6	14	3
बिबवेवाडी	3	14	23
मार्केटयाई	4	11	12
वानवाडी	7	22	31
मुंडवा	11	16	17
हडपसर	14	18	23
	8	16	16
एकूण	7 COMPLAINTS PER POLICE STATION PER DAY	16 COMPLAINTS PER POLICE STATION PER DAY	19 COMPLAINTS PER POLICE STATION PER DAY



Complaint type wise, average per day 2018/2019/2020

CHOWKI COMPLAINT WISE 4 MONTHS DATA				Complaint per day		
REASON	01-05-2019 TO 31-08-2019	01-09-2019 TO 31-12-2019	01-01-2020 TO 31- 01-2020	01-05-2019 TO 31-08-2019	01-09-2019 TO 31-12-2019	01-01-2020 TO 31- 01-2020
अदखलपात्र गन्हा	3693	5598	1564	30	46	50
अनुसूचित जाती जमाती (अ. प्र.) कायदा	7	4	3	0	0	0
अपघात	282	366	108	2	3	3
अपहरण	37	35	14	0	0	0
अर्ज	1109	1401	379	9	11	12
इतर	2746	4083	913	22	33	29
कौटुंबिक वाद	750	834	165	6	7	5
चौकशी	2772	4083	1146	23	33	37
जेष्ठ नागरिक	49	38	8	0	0	0
पारपत्र पडताळणी	123	82	16	1	1	1
पोलीस पडताळणी	239	606	130	2	5	4
प्रोपर्टी मिसिंग	1237	1541	351	10	13	11
बलात्कार	2	2	0	0	0	0
बलात्कार + बाल लैंगिक अत्याचाराचे गन्हे	4	3	0	0	0	0
बातमीदार	20	27	3	0	0	0
बाल लैंगिक अत्याचाराचे गन्हे	5	1	0	0	0	0
मनम्य मिसिंग	545	754	158	4	6	5
मात्मत्ते विरुद्धचे गन्हे	228	193	58	2	2	2
विनयभंग	11	19	5	0	0	0
शरीरा विरुद्धचे गुन्हे	22	87	17	0	1	1
सर्वसाधारण अभ्यागत	659	791	187	5	6	6
इतर - आरोपी भेट	---	56	42	---	0	1
इतर - आरोपी हजेरी	--	26	14	---	0	0
इतर - टपाल	---	15	4	---	0	0
इतर - परवानगी	--	16	7	---	0	0
इतर - पोलीस स्टेशन भेट	---	17	11	---	0	0
इतर - फक्त चौकशी	--	628	340	---	5	11
Total	14541	21306	5643	118	175	182



Nature of common complaints seen during feedback

दि. १/०९/२०१८ ते दि. १७/०२/२०२० रोजी पर्यतची सेवा कार्यप्रणालीची समरी											
अक्र	पोस्टे नाव	तक्रार नोंद केली नाही/ उशीरा नोंद	तक्रारी अर्ज स्विकारता नाही	तक्रारदार यांचे अर्जावर/ गुन्ह्यावर कारवाई नाही	चोरीचा माल परत/म. मिसींग मिळाला नाही	चोरीचा माल परत/म. मिसींग मिळाला नाही	खोटा गुन्हा नोंद	पोलीसांचे गैरवर्तन	दिवाणी गुन्हा	चांगले	इतर
		१	२	३	४	५	६	७	८	९	१०
१	समर्थ	२		१							२
२	फ.खाना			५							१
३	खडक			३		१		१			२
४	डेक्कन			३					१		
५	शि.नगर	१						३			
६	वि.बाग										
७	स.नगर			१							१
८	स्वारगेट			१							
९	भा.विद्यापीठ			१							
१०	लष्कर	१	१	१							१
११	बंडगार्डन			४				१	२		
१२	को. पार्क			५							१
१३	कोथरुड			१							१
१४	वारजे	३		४							
१५	उ.नगर										
१६	सिंहगडरोड										१
१७	दत्तवाडी										१
१८	अलंकार										१
१९	खडकी			१				१			
२०	वि.वाडी	१	२								
२१	चतु:श्रृंगी	२		७		१					१
२२	चंदननगर			४							
२३	येरवडा			४							
२४	वि.तळ	४		२				१			१
२५	हडपसर			७				१			२
२६	मुंदवा	१									
२७	कोढवा	१		२							
२८	वि.वाडी			१							
२९	मार्केटयार्ड			१							
३०	वानवडी	१		१	१						१
३१	भरोसा			१							
एकुण ११२		१७	३	६१	१	२	०	८	३	०	१७





“The best way to find yourself is to lose yourself in the
service of others.”

– Mahatma Gandhi