

## **BEST PRACTICES IN DELHI POLICE**

Delhi Police has taken a number of digital initiatives in keeping with the Hon'ble Prime Minister's directives regarding SMART policing. Technological upgradation has been given top priority in order to achieve the desired technological advancement to keep pace with the trends across the globe. A Chief Technology Officer inducted last year, kept his vigil on the ongoing projects besides rendering his valuable contribution in the process of implementation of various projects.

Some of the important digital initiatives already launched by Delhi Police were continued and improved upon to render better services to the citizens of Delhi.

### **e-MV Theft**

The process of reporting MV Theft for registering e-FIR and court approved final report for claiming insurance continued to function through the web-based application. It was the path breaking initiative by Delhi Police to empower citizens wherein one could file an e-FIR for motor vehicle thefts from home through computer or mobile phone. The entire investigation is carried out in a time bound manner through e-Police Station. The process of courts is also carried out electronically by the e-courts designated for this purpose. During the year, 46,064 MV Theft e-FIR have been lodged and so far more than 1.48 Lakh FIRs have been lodged since its launch in April, 2015. e-courts have accepted 1,22,255 untraced reports so far through this application enabling complainants to file their claims before concerned insurance companies.

### **Property Theft App**

This App facilitates citizens to lodge online, first information report (FIR) for the property stolen in Delhi, through web, anytime, anywhere, without physically going to the Police Station. There is instant dispatch of a copy of digitally signed FIR to the e-mail of the complainant, area SHO, senior officers and designated Court etc. During the year, 1,33,920 property e-FIRs have been lodged and more than 3,11,548 e-FIRs have been lodged so far since its launching in February, 2016.

## **Lost Report App**

The purpose of this App is to issue a report to an individual in case of loss of important document like passport, I-Card, Ration Card, Driving License etc. By entering relevant details on this mobile/web based App, one can lodge a lost report instantly and obtain a printable digitally signed report of the same and use this document for getting a fresh document re-issued from the concerned authority. So far 86,71,163 lost reports have been issued online through this App.

## **HimmatPlus App**

The HimmatPlus SOS App for women was re-launched on 6<sup>th</sup> Feb. 2018. The App has been made bilingual. The registration is simple and possible through the App only. Also the app has been transformed from an Emergency Safety App to a Utility App for all sections of the society. The Facebook page of Delhi Traffic Police and Twitter handle of Delhi Police has also been linked in the App to provide traffic updates as well other updates of Delhi Police for the benefit of the users. A special feature for scanning the QR code of the drivers of the Taxies, TSRs and e-Rickshaws has been built in the new App. In order to increase the effectiveness and reach of Himmat App amongst youth and women, its registration process has been simplified. During the year, the App was downloaded by 66,946 persons and 46,111 persons have been registered on the App.

## **Police Clearance Certificate App**

Police Clearance Certificate is required for the purpose of applying for visa, admissions in educational institutions, seeking jobs etc. The basic details filled by the applicant are automatically checked up with the record of CRO. PCC is generated within 7 working days. During the year, 2,96,964 persons applied and 1,89,709 PCCs have been issued.

## **Online Character Verification Report (CVR)**

The Special Branch of Delhi Police has started an Online Character Verification portal which provides facility for registration, filing personal details and documentation to obtain character verification report simply by pressing of a button from anywhere, anytime. During the year, 68,102 persons have applied and 52,347 CVR have been issued. So far 1,93,564 persons have applied and 1,56,925 CVR have been issued since its launch.

## **Senior Citizen App**

This Mobile App facilitates easy registration by senior citizens and access to the names and telephone numbers of the Beat Officers by the senior citizen. It also has an SOS button for emergency call, which connects to the senior citizens Helpline No. 1291. The emergency call indicates the location of the caller and also simultaneously alerts the area SHO, Beat Officer and a pre assigned contact through SMS. Through the App, Beat Officer can find out the details of the registered senior citizens. Whenever a Beat Officer visits a registered senior citizen, he has been directed to take a selfie with him, and upload the same on the App. This App also facilitates the area SHO to register a senior citizens directly. So far 12,988 citizens have downloaded the Senior Citizen Mobile App.

## **Delhi Traffic Police Mobile App**

The App was launched by Delhi Traffic Police for a two-way interaction with general public to share the traffic status information and to invite public to participate in better management of traffic on Delhi roads. This app provides information to general public by issuing traffic advisory and traffic alerts about traffic situations at various locations. It also has a feature for fare calculation for auto/taxi on the basis of aerial distance provided on Google map. Public can lodge complaint against the auto/taxi driver for refusal/ overcharging and harassment etc. Public can also help in traffic management by lodging a complaint about the faulty traffic signals. The App also provides information regarding various offences and penalties. During the year 2018, Traffic Sentinel had reported 1,08,014 traffic violations on this App. More than 3.72 lakh traffic violations have been reported since the launch of this App.

## **One Touch Away App**

This App provides access to all the services provided by Delhi Police online by just one touch as a solution on one platform. It contains contact numbers, e-mail IDs of all public dealing Delhi Police Officers, traffic information, helpline numbers and Control Room numbers and details of all Delhi Police Mobile Apps – Lost Report, Traffic App & Himmat App etc. This App is now being further upgraded to make it one omnibus App which brings public one step closer to Delhi Police.

## **Online Cyber Safety Website**

A website on cyber safety [www.cybercelldelhi.in](http://www.cybercelldelhi.in) has been launched by Delhi Police to have proactive communication with the citizens on cyber safety issues and to provide a responsive cyber crime reporting mechanism for the victims. Various safety precautions that are needed to keep oneself safe from such crimes are also mentioned. It also has a special section on the various "Do's and Don'ts" for different types of internet users such as women, children, parents, senior citizens and businessmen. The website provides detailed information for victims of cyber crime regarding how to lodge a cyber-complaint and the documents required for lodging each type of cyber crime.

## **COMMUNITY POLICING INITIATIVES**

Delhi Police has taken the lead in proactively reaching out to the community and launched several community policing initiatives. Various initiatives that were taken in previous years were continued vigorously in the year 2018 also.

### **Sashakti: Self-Defence Training**

A large number of women are working outside the home. Self-defence training programmes have inculcated a sense of confidence among them to resist any inappropriate act against them and report such acts to police at once without hesitation.

Self-Defence Training is imparted to girls/women for self protection and empowering them with skills to ward off aggressors. There are designated Self-defence training teams in the Special Police Unit for Women & Children and Districts. Various training courses are organized in schools, colleges, community centers, parks and JJ Clusters where specially designed self defence techniques are taught to the girls.

Under the Sashakti Scheme, 2,08,125 girls/women were imparted self defence training in 989 programmes during the year 2017 and 2,95,276 girls/women were imparted self defence training in 1451 programmes during the year 2018. Delhi Police has entered the "Limca Book of Records" by training over 9,98,216 women so far in 5,172 programmes organized under this scheme since 2002.

### **Praharī Scheme**

Praharī, a force multiplier for policing, is an initiative of Delhi Police for involving various stakeholders like guards and chowkidars in prevention of crime. It aims at promoting a feeling of ownership and camaraderie in the community to promote better police-public relations. Praharī aims at institutionalizing partnerships and cooperation between the police public and private sector security providers in community policing. The objectives of the scheme are i) to identify crime prone areas, ii) to reduce property crime, iii) to foster police-public relations, iv) to increase community spirit, v) to equip the chowkidars and security guards with security equipment, and vi) to enlist the support of these stakeholders in crime prevention and detection in the area. 19,812 Praharī's have been enrolled under this scheme so far.

### **Police Mitra**

This scheme is aimed at involving civil society in crime prevention and maintenance of law & order. The objective is to achieve effective policing with active involvement of local citizens. Police Mitras assist the local police in picket duties, traffic management, collection of intelligence and law and order arrangements etc. 1,862 Police Mitras have been co-opted under this scheme so far.

## **Nigehban**

Under this scheme Delhi Police has surveyed all important locations of the city and drawn a list of sensitive areas which require CCTV monitoring. Individuals, RWAs and MWAs have been motivated to install CCTV cameras at identified spots by pooling their resources. This project is a shining example of proactive community policing in the country. The "third-eye" is an excellent aid to police investigations and efforts are on to add more CCTV cameras with recording facilities all over the city. During the year 2018, this scheme was further carried on successfully and the number of CCTV cameras under this scheme has risen to 2,23,758 so far.

## **Eyes & Ears Scheme**

In the "Eyes and Ears" scheme, various sections of public like rehriwalas, chowkidars, patriwalas, security guards, parking attendants, three wheeler/taxi drivers, bus drivers/conductors, porters, shopkeepers, property agents, second hand car dealers, landlords, members of RWA/MWA, cyber café owners and PCO owners, guest house owners and other alert citizens are involved in providing information regarding suspicious activities of individuals and crimes. Besides the above, there are several other categories of citizens who are also being motivated to act as the 'eyes and ears' of the police. These are in the form of Nagrik Suraksha Samitis, washermen, barbers, cobblers, plumbers, key lock repairers, students, petrol pumps workers, even doctors in slums/small areas, domestic help providers, domestic help, TV/fridge/computer mechanics, mother dairy booth operators, security and other staff of hotels/guest houses/eating houses particularly dhabas etc. A new Toll Free No. 1090 has been activated to enable public to share information. The identity of the person disclosing information is kept secret. A link has also been created on the website [www.delhipolice.nic.in](http://www.delhipolice.nic.in) to e-mail such information. A total of 1,36,893 meetings have been conducted under this scheme in which 1067 meetings were attended by DCsP, 4,213 by ACsP, 24,452 by SHOs, 21,970 by Inspector ATOs and remaining 85,191 were attended by Division/Beat Staff.

## **Neighbourhood Watch Scheme**

In order to promote a long lasting partnership with the community and to enhance safety and reduce the fear of crime, the mechanism of Neighbourhood Watch Scheme has been successfully run by Delhi Police in the city. It aims at enhancing the security of the neighbourhood by harnessing the capabilities of residents. The residents and the local police are partners in the scheme and work in a coordinated effort to improve the security of the area concerned.

## **Nirbheek**

While a number of platforms are available with general public to seek help from the police in cases of sexual harassment, an urgent need was felt to create a specialized forum for the girl child victims in school/college going age group to effectively report such crimes. Delhi Police officials pay regular visits to 'co-educational' as well as only for girls schools and conduct interactive sessions with girl students. The aim of these sessions is to build up rapport with them, talk about various initiatives of Delhi Police to instill a sense of confidence in them and to sensitize them about basic precautions to be taken against sexual abuse. During the school visits, in the year 2018, 3,21,336 students participated under this scheme.

## **Go-to-School Initiative**

This is an outreach programme for school children, with an objective to sensitize them about road safety education as also on how to stay safe against cyber crime when online. Through this programme, Delhi Police wants to build bridges with the future citizens and give a boost to preventive community policing. A two-hour intensive integrated programme for children, teachers & parents has been started in schools on "Protecting Children on the Net".

## **Shishtachar**

Under this scheme, women police officers, dressed in plain clothes, are deployed at busy places like markets, metro stations, cinema halls and buses to keep watch on eve teasers and anti-social elements. Culprits are apprehended and taken to the police station for further action. During the

year, 19,336 person has been detained under this scheme.

## **Pehchaan**

Investigation of cases of kidnapping related to missing children was being hampered due to absence of photographs of such children with their families. In order to tackle the problem, the PEHCHAAN scheme was launched. A photograph is taken of the family with all the children and a copy of the photograph is given to the family for record so that in case a child is reported missing, his/her photograph is available. Total 1,90,097 children have been photographed under this scheme so far.

## **Traffic Sentinel Scheme**

Delhi Police has launched the 'Traffic Sentinel Scheme', which is a public participation scheme. It empowers citizens to report traffic violations observed by them on Delhi roads to the Delhi Traffic Police. Action is initiated by Delhi Traffic Police on actionable reports. This scheme provides an opportunity to the concerned citizens to help inculcate a habit of traffic discipline on Delhi roads. An attractive reward system is also a part of this scheme.

## **Yuva: Engaging Youth in Skill Development**

A special Community Policing Scheme 'YUVA' has been launched by Delhi Police, keeping in mind the problems of youth in Delhi. YUVA aims to wean away young adults and underprivileged children, who, for want of proper education and sports facilities, tend to take to crime. Delhi Police takes initiatives like organizing sports activities, painting workshops, vocational training etc. to channelize the energy of young adults and underprivileged children. During the year, 844 sports event have been conducted in which 19,402 children participated, 219 vocational training programme have been conducted in which 4,088 children participated.

## **Naazuk**

Naazuk a new initiative of Delhi to instill confidence in the minds of blooming buds by teaching them to raise their voice and report such incidents to make the personal and public spaces of children secure and safe for them. Children and their guardians are being sensitized about the potential threats with the help of Role play, short films & dramatics to generate awareness about child sexual abuse particularly crimes against children of the smaller age group and their parents by visits of crime prone areas.

## **Carry Forward of existing Schemes**

### **Anti-Terror Measures**

With the security scenario in the country getting increasingly sensitive, all metropolitan cities need to gear up their anti-terror preparedness. Being the National Capital, Delhi is constantly on the radar of anti-national outfits, and the need for high anti-terror alert can hardly be over-emphasized. Delhi Police, over the years, has taken a number of anti-terror measures, which include intensive verification of tenants, checking of second-hand car dealers and cyber cafes, checking of guest houses, periodic surprise checking to prevent high-speed escape and higher police visibility with deterrent posturing in high footfall areas.

**All Women SWAT Team** has been formed and women commandos got trained. This is the only such "all women SWAT team" in India. The team is dedicated to tackle hardened criminals and to combat terrorist activities. All women SWAT personnel have been equipped with AK-47 rifles, MP5 machine guns, Glock 17 or 26 pistols and corner shot devices with enhanced night vision. The women commandos of SWAT have been trained in KravMaga which is a self-defence system developed for the Israel Defence Forces.

A dedicated Squad of '**Parakram**' Commando Vehicles has been augmented with the deployment of 30 Vans at strategic places as anti-terror backup in the city. These '**Parakram**' Vans have been mandated for anti-terror and other serious situations warranting armed response. The primary aim of deploying these '**Parakram**' Vans is to promptly respond to

any terror attack in real life situations and to instill a feeling of security and safety amongst citizens with their visibility and deterrence. All these 'Parakram' Vans are GPRS enabled and are fitted with pan-Delhi wireless communication. Each 'Parakram' Van is manned by one driver, one in-charge and three commandos. Drivers deployed on these vans are armed with small weapons and trained by NSG in offensive/evasive driving with 360 degree turning and firing in mobile mode. All commandos are armed with high fire power AK-47 rifles, and the contingent of commandos also has a fair mix of lady commandos.

The Special Cell of Delhi Police is constantly on the alert in collecting, collating and disseminating anti-terror intelligence apart from launching its anti-terror operations.

## **CCTNS**

CCTNS Project has been implemented in all Police Stations of Delhi Police. It has been up-graded to new CAS version 4.5 w.e.f. 1<sup>st</sup> September, 2018 and integrated with other Delhi Police Applications already developed like Dial-100, e-MV Theft, FIR, e-Property Theft, Crime & Criminal Information System, Criminal Dossier System, Automatic Finger & Palm Print Identification System etc. Delhi Police is perhaps the only State not only among CAS adopted States but even in the States declared as advanced States adopting the policy of digital time stamping on documents on the basis of real time taken from the main computer server. The police working with this initiative has become completely transparent with central server time stamping on investigation documents created through CCTNS leaving no room for manipulations or adjustments by Investigating Officer. A seamless connectivity between Data Centre and Data Recovery Centre as well as National Data Centre has also been established.

This was possible only due to painstaking efforts and hard work, especially in conducting several rounds of training programmes and workshops for sensitization of various target groups from Data Entry Operators, Record & Malkhana Moherrors, Duty Officers, Investigating Officers, SHOs, supervisory officers etc. These significant efforts have enabled Delhi Police to achieve 1<sup>st</sup> rank amongst all CAS implementing

States of India, as per the results published by the NCRB, MHA for the last three consequent months w.e.f September 2018.

CCTNS National Citizens Portal of MHA mandates providing of 9 basic citizen services. These services are Obtaining the status of the complaints; Obtaining the copies of FIRs; Details of arrested persons/wanted criminals; Details of missing/kidnapped persons and their matching with arrested, unidentified persons and dead bodies; Details of stolen/recovered vehicles, arms and other properties; Submission of requests for issue/renewal of various NOCs; Verification requests for servants, employment, passport, senior citizen registrations etc.; and Portal for sharing information and enabling citizens to download required forms.

Delhi Police has provided a total of 25 Citizens Services including above mentioned 9 services being provided through National Portal of CCTNS in all States of India. The additional Services are Lost and Found Article, Online Complaint for Economic and Cyber Offences, MV-Theft e-FIR, Property Theft e-FIR, Police Clearance Certificate, Character Verification Report, Missing/Stolen Mobile Phones, Sexual Offender List, RTI, Senior Citizen, Safety App for Women (Himmat), Traffic Sentinel, Proclaimed Offenders, Unclaimed/Seized Vehicle Search, Un-identified Child Found and Un-identified Found Person.

### **Officer-Oriented Policing Model**

Youth anger in a metropolitan city has often expressed itself in law and order situations and large-scale demonstrations. Engaging the youth in skillful negotiations in order to contain them, even while permitting lawful ventilation of their grievances, has become a challenging task for any metropolitan police force. Delhi Police has the onerous responsibility of handling such demonstrations and dharnas with relentless regularity.

Delhi Police has launched this model of Officer-oriented Policing with a view to skillful yet effective, engagement of the youth in law and order situations. In this model, officers and lady police personnel remain in the forefront vis-à-vis the demonstrators, and the anti-riot platoons become a fall-back contingency option. This has paid rich dividends this year and situations of confrontation have mostly been nipped in the bud.

## **Public Facilitation Officer**

Public perception of police image is incumbent on many facets of police performance but the telling contributory factor is how a complainant is handled at the first point of contact when he/she approaches the police for assistance/guidance relating to any work/grievances. Keeping this in mind, Delhi Police has deployed Public Facilitation Officers in Police Stations. In this innovative endeavour, well-trained and sensitized police officers (male & female) man the initial contact point of the police station and have been designated as the Public Facilitation Officers (PFO). These PFOs are attired in specially designed civilian dress for smooth interface and facilitation. A visitor can meet Public Facilitation Officer in Police station for -

- Lodging e-FIR for theft cases including motor vehicle thefts
- Lodging Lost Report
- Lodging Complaints
- Registration and Verification of Domestic Helps and Tenants,
- Character Verification Reports for Government & Semi Government offices
- Printing of Registered FIRs and Reports
- Police Clearance Certificate for Private Jobs and Emigration

## **Bicycle Patrolling**

As a 'green' initiative for patrolling the parks and congested lanes and by-lanes, etc the Delhi Police has introduced bicycle patrols to complement and supplement its existing motorcycle and PCR patrols which focus mainly on crime prevention along the arterial and main roads of Delhi. The bicycle patrols reach the narrow and heavily congested areas where mechanized vehicles find it difficult to reach and maintain a steady presence. They are also being utilized for patrolling during odd hours when the residents are taking rest, since they are less disturbing.

## **New Schemes**

### **Raftaar**

Delhi Police has launched 300 "Raftaar" Motorcycle Patrols connected with CPCOR through GPRS. The key objective of the scheme is to ensure better visibility for the police combined with area dominance and effective patrolling, as also quicker response to distress calls in vulnerable and congested localities, with particular focus on those relating to women's safety. These motor cycles are invariably more useful for ensuring quick and effective response in emergency situations in crowded areas. The unit named "Raftaar" has two member teams on specially equipped bikes as first responders to the crime scene. They have been trained to negotiate congested lanes and reach a crime scene where PCR vans would take longer to reach. The fleet of Motor cycles under the scheme Raftaar will be increased further.

### **e-Kiosk (SuvidhaSewa)**

Facilitation Kiosks (SuvidhaSewa) have been made operational at AIIMS, and at Khan Market New Delhi as a result of a joint effort of Delhi Police and NDMC. Another such Public Facilitation Kiosk with interactive panel has been created at IGI Airport for facilitating passengers & travellers. These kiosks have been provided with internet connectivity for online registration of FIRs regarding thefts, vehicle thefts, lost mobile/articles etc., besides facility to download several other service delivery performae.

### **Digitization of case properties i.e. E-Malkhana:**

Taking up the call of Hon'ble Prime Minister of India Shri Narendra Modi for transformation of Police into techno-savvy and trained Smart Police, a project to modernize and digitize the Malkhanas was taken up by Delhi Police. Under the project, existing case properties have been digitized by providing unique bar code IDs and appropriate packaging in an infrastructurally upgraded Malkhana room. The innovative system adopted consists of both software and physical upgradation of malkhanas. Details of the case property alongwith its photograph are stored in the software. The case property is packed with a unique bar code pasted on the card board boxes and then placed onto a specific almirah or rack whose details are

entered in the software. This makes location of the case property easier at the simple click of a button. E- Malkhana project, being implemented in all the police stations of Delhi is compatible with CCTNS where senior officers can monitor flow and disposal of case properties.

### **Centralized Malkhana for vehicles**

In order to clean, clear and create more space at police station premises, all the vehicles seized by local police are being shifted to the Centralized Malkhanas of each district. The centralized Malkhana has been equipped with proper fencing and lightening, CCTV cameras, stock register and round the clock deployment of staff. More than 40,000 vehicles lying in the Police Stations across Delhi have been shifted to the CentralisedMalkhana.

### **Separation of Investigation and Law & Order**

The increase in the number of criminal cases registered and the legal compliances required in investigations, besides the rising expectations of general public with respect to quality and pace of investigation have made it imperative that investigation of criminal cases is conducted by specialists who are dedicated to it whole time without any other duties to distract them. A pilot project has been started to separate Investigation from Law & Order function in 30 police stations of Delhi Police after careful planning to improve the pace and quality of investigation. During the year 2019, this project will be extended to other Police Stations of Delhi Police for which 4227 personnel forming 1409 teams of One SI, One HC and One Constable each have already been sanctioned by Govt. of India. Delhi Police has completed the recruitment process and the staff is presently undergoing basic training. The staff of Investigation Wing is being tasked exclusively to perform the duties of investigation and will not be deployed on law & order duties except in exceptional circumstances. This bifurcation of staff in two wings shall ensure specialization and professionalism and also help to improve Police response to the victims/ families affected by crime, especially in heinous cases. This is expected to result in improved quality of investigation in a time bound manner and better follow up of pending trial cases. The staff of Investigation Wing is being selected after scrutiny of their service records and experience of conducting Investigation. They will also be imparted training for legal, forensic, scientific and technological aids to investigation in order to improve their investigation skills. These

Investigation teams will take up the investigation/inquiry from the stage of calls/complaints and ensure that enquires/investigations are carried out professionally with due legal compliances and final reports are submitted in courts in due time.

## **Facial Recognition System**

Delhi Police has acquired Facial Recognition System and integrated it with the Missing children/Persons and found children/persons module of Zonal Integrated Network system (ZIPNET) to track the missing children reported missing from Delhi. Facial Recognition System has been functional to provide near match results for unidentified dead bodies to help and aid in their identification. This software application has also been tuned to process with the photograph records of Found Children uploaded by all the states of Indian on the website of Ministry of Women & Child Development (MWCD) [www.trackthemissingchild@gov.in](http://www.trackthemissingchild@gov.in).

The facial recognition system is also useful in the surveillance and detection of suspects at crowded places like Railway Station, Bus terminals, large gatherings like sports events, Public Rallies etc. It will also be used to identify and restore missing children including those, who are found after a long gap as this system will also account for the ageing process of the child and the concomitant facial changes.

## **Police Uncle**

'Police Uncle', is an unique initiative in our community outreach programme to reach out to school children and to showcase a friendly face of the police among the upcoming generation to educate them about the police, its functions and duties etc. A book has also been published in a child friendly manner covering all major aspects of police such as history, hierarchy, laws and covers issues of child abuse, cyber awareness, traffic rules along with various Delhi Police schemes and e-governance projectsetc. This programme will educate school children to stay away from crime and become good citizens.

## **Nipun**

Nipun an e-Learning portal, aiming to give online training and information through specialized courses designed by experts in the field, has been launched to benefit Police Officers. With the online resources being now available, it is expected that the Police Officers will be able to take the benefit of this facility during the course of their duty. The flexibility of taking courses anytime, anywhere will now make it possible for police personnel to upgrade their skills and re-enforce their learning while balancing training time with work time.

## **Public Perception Survey**

Delhi Police has taken several initiatives aiming at providing citizen centric police services. The effectiveness and professionalism of delivery of police services depends upon developing a system based approach with adequate monitoring mechanism. The true impact or outcomes of results yielded by these initiatives can be analysed only by a holistic analysis of services rendered by the police, through public surveys conducted by professional and independent agencies.

The Police force has a tremendous responsibility to serve the community and ensure its safety & security. The Public Perception Survey is a means to gather feedback from general community on the police force and its services in general and also assess the crimes which remain unreported. With the Public Perception Survey, it is intended to find the satisfaction level of the general public with the Police, their concerns and the reasons behind their satisfaction levels/concerns.

Delhi Police has engaged the Quality Council of India (QCI), an autonomous body created to lead nationwide quality movement in India, to conduct a Public Perception Survey using globally tested statistical tools for assessing the quality of citizen services rendered by the Delhi Police. The survey will be conducted to understand the satisfaction level of the victims and their overall experience with the Delhi Police as well as to understand the number of unreported crimes with reasons for not reporting the crime. This will be helpful in devising appropriate responses to the needs and expectations of the people with regard to policing and to enhance their level of satisfaction.