

**PRESS INFORMATION BUREAU  
GOVERNMENT OF INDIA**

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**All India Citizens Survey of Police Services**

**New Delhi: February 21, 2019**

From time to time, several initiatives have been taken by the Government of India, aimed at facilitating and supplementing the efforts of States/UTs in providing citizen centric police services. A globally accepted way to assess the impact or outcomes of such endeavours is through a holistic analysis of services rendered to the public, through public perception surveys conducted by professional and independent agencies. Such surveys are globally tested tools for improving service delivery in policing and enhancing public satisfaction.

With above aim and to further strengthen the model of good governance by acting as a link between the people and the government, Ministry of Home Affairs has commissioned Bureau of Police Research and Development to conduct a pan-India survey called ALL INDIA CITIZENS SURVEY OF POLICE SERVICES through the National Council of Applied Economic Research, New Delhi in nine months.



**CITIZENS SURVEY OF  
POLICE SERVICES**

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**MHA approves**

**“ALL INDIA CITIZENS SURVEY OF  
POLICE SERVICES”**

**to gauge public perception of Police**



The survey is aimed to understand public perceptions and their attitudes about Police, gauge the level of number of crimes or incidents in which matter is not reported to Police, the

position on ground relating to crime reporting & recording, and to assess citizens' perception and experience about women and children safety.

The survey will commence in mid March, 2019 and cover a representative sample of 1.2 lakh households spread over 173 districts across the country, based on the National Sample Survey framework. All States and UTs would be suitably represented in this survey.



- **BPR&D and NCAER to conduct survey in 9 months**
- **Sample covers 1.2 lakh houses in 173 districts across the country**

The outcome of the survey is expected to bring out useful suggestions for stakeholders in formulating appropriate policy responses for crime prevention programmes, transformation in community policing, improvement in the access to the justice and increased/ appropriate resource allocation for police in systematic manner.

## Objectives of Survey

- Understand public perceptions about Police
- Timeliness and quality of police response & action
- Better policy formulation & implementation
- Improve crime investigation & allocation of resources
- Gauge perception about women and children's safety

States/UTs have been requested to extend full cooperation to the conduct of the survey, and to adopt this good practice and prepare their Police for undertaking such surveys on their own, in future.

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BB/NK/PK