



Smart Policing Survey

[The Quality Council of India \(OCI\)](#) executed the survey by assessing 87 shortlisted police stations across the country.

- The assessment was based on parameters like performance in controlling crime, the infrastructure of the police building, mess, optimal use of technology, and citizen feedback.
- The Kalu police station in Rajasthan's Bikaner has been ranked first in the country for crime prevention, investigation and disposal of cases, crime detection, community policing and maintenance of law and order.
 - It also has recreational facilities for police personnel, and a helpdesk for women besides being equipped with wi-fi servers.
- The major criterion chosen for the rankings this time (the survey was started in 2015) was the upgradation of police stations on the [Crime and Criminal Tracking Network System \(CCTNS\)](#) portal.
- Fourteen police stations were placed in the A++ category, 12 in the A+, and the remaining 11 in A category as per the SMART policing concept norms.

SMART Police

- The concept was introduced by the Prime Minister during the 49th annual conference of Directors-General and Inspectors-General of Police in Guwahati on November 30, 2014.
- The term SMART stands for S-Sensitive and Strict; M-Modern with mobility; A- Alert and Accountable; R- Reliable and Responsive; T- Trained and Techno-savvy.
- Some of the features of a SMART Police Station are:
 - Basic amenities for visitors, waiting area, toilets, drinking water, receptionist whom the visitors can meet.
 - Restroom for constables, including a separate room for women constables.
 - Natural lighting and ventilation, solar lighting, energy saving features.
 - CCTNS, CCTV, Safe & secure Armoury, Record Room, Communication Room for wireless, computers etc.
 - Automated kiosks for filing of complaints by the public (with a back-end system for tracking follow up action).

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