OFFICE OF THE SPECIAL COMMISSIONER OF POLICE
LAW & ORDER DIVISION, ZONE-II, DELHI
2nd FLOOR, TOWER II, JAI SINGH MARG, PHQ, NEW DELHI

CIRCULAR

No. 09 /2022

Subject:- ANUBHUTI – A QR (Quick Response) code based online Feedback Management System.

A person in distress usually approaches police by calling emergency response number 112 or rushes to a police station for redressal of grievances. A visitor to a police station as a complainant or otherwise certainly deserves to be heard and requires a sincere effort on the part of police to solve his/her actionable problems.

The QR based online Feedback Management System **'ANUBHUTI'** has been institutionalized in Delhi to ensure that visit of general public to Police Station remains fruitful and a satisfying experience.

In order to achieve the desired results, all DCsP having control of Police Stations, are directed to ensure that:-

(1) All police personnel should know the objective, advantages & functioning of 'Anubhuti' for public. They must explore the Feedback System themselves by accessing the link https://publicfeedback.delhipolice.gov.in/admin/login.aspx by using their login credentials, already shared.

(2) All the SHOs should paste the requisite QR Codes (Preferably Coloured) in conspicuous places at Police Station for accessing the above system and to give it wide publicity, including display on the notice board and briefing of the staff.

(3) Public Facilitation Desk (PFD) Officer shall inform and encourage public to provide their feedback by using QR Code.

(4) All the SHOs should supervise the functioning of the above system on a day to day basis and keep proper record of all resolved queries & keep follow up of all the un-resolved ones.

(5) Supervisory ACsP/SDPOs shall, during their visit to the police stations, closely monitor the functioning of the above system at the ground level.

(6) DCsP shall periodically review the functioning of 'Anubhuti' in the police stations under their control.

The Feedback so given by the complainants/visitors should be utilized as an important tool to identify the problem areas and find solutions for them.

12/4/22

(Dr. Sagar Preet Hooda) IPS
Spl. Commissioner of Police,
L&O Division, Zone-II, Delhi.

No. 1051-1200/Record Branch, PHQ, Dated, Delhi the 12/04/2022

Copy to:-

(1) All Spl.CsP/L&O Div. (Zone-I), SPUWAC, Vigilance & PTS Division, Special Cell & Crime.
(2) All Joint CsP/Ranges, EOW, Crime, Transport & IFSO.
(3) OSD to CP, Delhi.
(4) All DCsP/Districts, SPUWAC, Vigilance, Special Cell, EOW, Crime Branch, Railways, Metro, IGI Airport & IFSO for necessary action.
(5) I/C Record Branch with 5 spare copies.