STANDING ORDER NO. Tech. & PI/05/2022

NEW DIGITIZED FEEDBACK MANAGEMENT SYSTEM IN DELHI POLICE

1. INTRODUCTION

Police is the most visible arm of the Government. A person in distress usually approaches police by calling emergency response numbers like '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 all he/she expects is an honest and sincere effort on the part of police to solve his/her problems.

2. NEW DIGITIZED QR CODE BASED FEEDBAK MANAGEMENT SYSTEM (ANUBHUTI)

At present in every Police Station, there is system wherein the complainants/visitorsvisiting to the Police Station are attended to by Public Facilitation Officer at Public Facilitation Desk. Presently, the Public Facilitation Officer provides a hard copy of Feedback Form to the complainant and complainant has to fill the Feedback form either at Police Station or can later sent it through Post also. Since, in present system of Feedback everything is in physical/hardcopy form. Sometimes, complainant/visitors does not give the Feedback and also there are chances of tampering with Feedback responses. Resultantly, it leads to erosion in the faith of public in police functioning. In order to bridge this perception gap between the police and member of public. An online QR code based Feedback Management System (Anubhuti) has been set up in each Police Station to improve the service delivery at Police Station and increase satisfying experience for members of public.

3. OBJECTIVES

Objective of this NEW DIGITIZED FEEDBACK MANAGEMENT SYSTEM IN DELHI POLICEis to receive the feedback without human intervention and keep record of

Feedback, generate monthly reports and quarterly goshwara (reports). Further multiple reports on various parameters which are currently not being maintained can be easily generated which will pave the way for better monitoring, supervision and improvement in feedback system

4. ADVANTAGES:-

- No need to download any app.
- Generate monthly report/goswara on single click.
- Perception of Public visiting the Police Stations will be available anytime on a single click.
- No Additional manpower is engaged.
- Less Time consuming process.
- No need to submit feedbacks manually or by post.

5. WORKING PROCESS FOR PUBLIC:-

(i) Firstly, one has to scan a QR Code displayed in Police Stations/Offices/Website with a mobile phone having internet facility.

(ii) Once the QR Code is scanned one has to fill his/her credentials i.e. Name and Mobile Number.

(iii) Once credentials are filled, OTP (One Time Password) will be sent via SMS on the provided mobile number.

(iv) Once OTP is filled, one can submit his/her feedback. Any Officer with login rights can directly monitor the perception of public regarding policing in PS/Sub Division/District.

(v) The app automatically calculates the perception on various fronts.

HOW TO LOGIN:

All the officers shall go through the link i.e. https://publicfeedback.delhipolice.gov.in/admin/login.aspx by using their login credentials for accessing the 'NEW DIGITIZED FEEDBACK MANAGEMENT SYSTEM (ANUBHUTI)'.

6. DIGITAL FEEDBACK MANAGEMENT SYSTEM QUESTIONNAIRE:-

(i) How would you rate behavior of the police officers - Excellent/V Good/ Good/Bad/Worse?

(ii) How did you come to the police station- On your own/Through a person known to police officer/With a neighbour?

(iii) After How much time you were heard in PS- Immediately/ 5 mins /10 mins /15 mins / more than 15 mins.

(iv) How would you describe your experience with police officers in the police station (5 choices) - Extremely satisfied/ satisfied / partly satisfied /dissatisfied /extremely dissatisfied.

7. RESPONSIBILITIES OF THE SHO

- Shall arrange/provide the requisite QR codes in proper manner for accessing the 'NEW DIGITIZED FEEDBACK MANAGEMENT SYSTEM' at a prominent place in the police station.

- Public Facilitation Officer shall inform and promote public to give their feedback using QR Code.

8. SUPERVISION

SHO shall supervise the functioning of the 'NEW DIGITIZED FEEDBACK MANAGEMENT SYSTEM (ANUBHUTI)' on day to day basis. He will keep a record of all the resolved queries & follow up all the un-resolved ones. ACP/Sub Division shall, during his visit to the police station, closely monitor the functioning of the 'NEW DIGITIZED FEEDBACK MANAGEMENT SYSTEM (ANUBHUTI)' at the ground level. SHO/ACP shall closely monitor the 'feedback' given by the complainants/visitors and use it as a tool to identify the problem areas and find solutions for them. District DCP & Joint CP Ranges shall periodically review the functioning of the 'NEW DIGITIZED FEEDBACK MANAGEMENT SYSTEM (ANUBHUTI)'.

9. DISCLAIMER

It is made clear that this Standing Order is exclusively for internal smooth functioning of Police Department.

Rakesh Asthana

(RAKESH ASTHANA)
COMMISSIONER OF POLICE:
DELHI.

31.5.22

No. 34651-34800 /Record Branch/PHQ dated Delhi, the 31/5/22

Copy forwarded to:-

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2. All Joint Commissioners of Police, Delhi including Jt. Director, Delhi Police Academy, Delhi/New Delhi.
3. All Additional Commissioners of Police, Delhi.
4. OSD to C.P., Delhi.
5. All Deputy Commissioners of Police, Districts/Units including PHQ, C.P. Sectt., FRRO and Deputy Director/Delhi Police Academy, Delhi/New Delhi.
6. DCP/HQ(IV)/PHQ with the direction to upload the Standing Order on Intra-DP.
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