



Smart Policing Index 2021

Why in News

According to a **nationwide survey conducted by Indian Police Foundation (IPF)**, police in Bihar and Uttar Pradesh scored the lowest among all States when it came to perception of “sensitivity”.

- Earlier, the [National Human Rights Commission \(NHRC\)](#) had asked the Union Ministry of Home Affairs (MHA) and the State Governments to set up Police Complaints Authorities as per the judgment in [Prakash Singh vs. Union of India, 2006](#).

Key Points

▪ SMART Policing:

- The SMART Policing **idea was envisioned, articulated and introduced by the Indian PM** at the Conference of DGPs of State and Central Police Organizations, held at Guwahati, **in the year 2014**.
- It envisaged systemic changes to transform the Indian Police to be: Strict and Sensitive, Modern and Mobile, Alert and Accountable, Reliable and Responsive, Techno-savvy and Trained (**SMART**).
- The **strategy combined the development of physical infrastructure, technology adoption**, a focus on the critical soft skills and attitudes, as well as a deep commitment to the values of professional excellence and service to the people, considered essential to take the Indian Police to the next level.

▪ SMART Policing Index:

- The **purpose of the IPF survey** was to gather information on citizens' perceptions **about the impact of the SMART policing initiative**.
 - **Indian Police Foundation (IPF)** is a Delhi-based think tank set up by eminent citizens including serving and retired police officers, civil servants, academics and lawyers etc - for each individual state or Union territory.
- The survey had **10 sets of questionnaires**, which included:
 - **Six indices of “Competence-Based Indicators”** dealing with issues such as police sensitivity, accessibility, responsiveness and technology adoption among others;
 - **Three indices of “Value-Based indicators”** dealing with integrity of the police; and
 - **One index of “Trust”**.
- The **SMART scores** are set **on a scale of 1 to 10** and are indicative of the levels of citizen satisfaction, a score of 10 being the highest level of satisfaction.

▪ Findings of SMART Policing Index 2021:

- Despite being attacked for insufficient sensitivity, declining public confidence and growing concerns about the quality of policing, a majority of citizens (**a weighted average of 66.93%**) believes that the police are doing their job well and **strongly support the**

police.

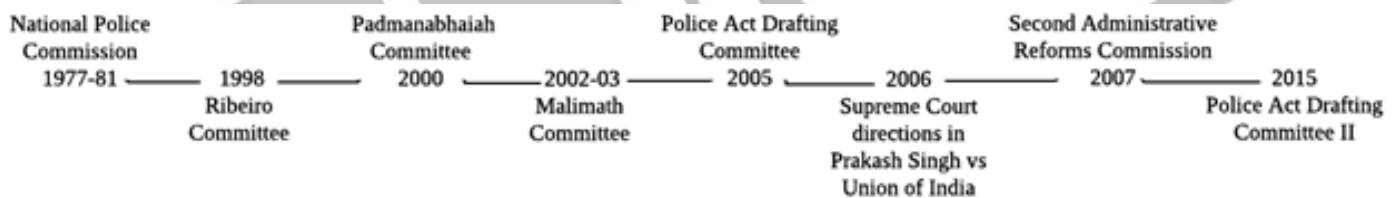
- **Southern states and some in the Northeast fared better** on most policing indices compared to states in the north.
- The **top five states with the highest score on overall policing** are Andhra Pradesh, Telangana, Assam, Kerala and Sikkim.
- **From bottom upwards** are Bihar, Uttar Pradesh, Chhattisgarh, Jharkhand and Punjab.

Related Government Initiative

- The [ranking of police stations](#) across the country is an annual exercise by the **Ministry of Home Affairs (MHA)**, with the stations judged **on the basis of parameters** like crime rate, investigation and disposal of cases, infrastructure, and delivery of public service, among other features.
 - About 20% of the total points are **also based on feedback about the police station from citizens.**
- For the year 2021, **Sadar Bazar police station in the Capital (Delhi) was the best police station** across the country this year.
- Two other police stations -- **Gangapur in Odisha and Bhattu Kalan in Haryana** -- were ranked second and third on the list.

Police Reforms

- Police reforms **aim to transform the values, culture, policies and practices of police organizations.**
- It **envisages police to perform their duties** with respect for democratic values, human rights and the rule of law.
- It also **aims to improve how the police interact with other parts of the security sector**, such as the courts and departments of corrections, or executive, parliamentary or independent authorities with management or oversight responsibilities.
- Police **come under the state list of [schedule 7](#)** of the Indian constitution.



[Source:TH](#)

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