



# उत्तर प्रदेश पुलिस तकनीकी सेवायें मुख्यालय,

महानगर लखनऊ 226006

पत्रांक-टीएस-सीसीटीएनएस-98/2018

दिनांक: लखनऊ: नवम्बर 20, 2018

सेवा में,

समस्त अपर पुलिस महानिदेशक जोन, उत्तर प्रदेश।  
 समस्त पुलिस महानिरीक्षक/पुलिस उप महानिरीक्षक, परिक्षेत्र उत्तर प्रदेश।  
समस्त वरिष्ठ पुलिस अधीक्षक/पुलिस अधीक्षक, जनपद उत्तर प्रदेश।  
 समस्त जोन कोऑर्डिनेटर कम्प्यूटर आपरेटर (ग्रेड-ए) उत्तर प्रदेश।  
 समस्त परिक्षेत्र कोऑर्डिनेटर कम्प्यूटर आपरेटर (ग्रेड-ए) उत्तर प्रदेश।  
समस्त जनपद कोऑर्डिनेटर कम्प्यूटर आपरेटर (ग्रेड-ए) उत्तर प्रदेश।

**विषय:- UPPolice PMS Mobile app** के माध्यम से प्रदेश में क्षेत्राधिकारी स्तर पर पर्यवेक्षण एवं ऐप का समुचित उपयोग किये जाने हेतु **SOP (Standard operating procedures)** मानक संचालन प्रक्रियाएं विषयक।

ज्ञातव्य हो कि सीसीटीएनएस योजना के सफल क्रियान्वयन तथा इसे और अधिक प्रभावी बनाने के उद्देश्य से **UPPolice PMS Mobile app** इस मुख्यालय स्तर से विकसित कराया गया है। जिसमें प्रदेश के सभी थानों, क्षेत्राधिकारी कार्यालयों, जनपद परिक्षेत्र/ जोन स्तर के उच्च कार्यालयों की समीक्षा एवं ट्रैकिंग मोबाइल पर आसानी से ज्ञात किया जा सकता है।

2. उक्त मोबाइल ऐप थानों द्वारा सीसीटीएनएस पोर्टल के कोर एप्लीकेशन साफ्टवेयर (CAS) में की गयी कार्यवाही तथा क्षेत्राधिकारी द्वारा Inspection Details भरने के आधार पर सभी कार्यालयों की ट्रैकिंग दर्शाता है। इस मोबाइल ऐप को Google Play Store से download किया जा सकता है। जिससे सीसीटीएनएस पोर्टल के कोर एप्लीकेशन साफ्टवेयर (CAS) की यूजर आईडी0 एवं पासवर्ड दर्ज कर उपयोग में लाया जा सकता है।

3. इस सम्बन्ध में कोर एप्लीकेशन साफ्टवेयर (CAS) के माध्यम से पुलिस के समस्त प्रपत्रों एवं अन्य महत्वपूर्ण सूचनायें दर्ज किये जाने का सम्पूर्ण पर्यवेक्षण, पुलिस कार्मिकों के खिलाफ कार्यवाही, परिसर का रख-रखाव, नागरिक प्रतिक्रिया, कानून और व्यवस्था की स्थिति, सामुदायिक बैठक के आयोजन, अच्छे काम के लिए अंक दिया जाना आवश्यक है, इस सम्बन्ध में क्षेत्राधिकारी द्वारा Inspection Details भरने की **SOP (Standard operating procedures)** मानक संचालन प्रक्रियाएं संलग्न कर इस निर्देश के साथ प्रेषित की जा रही है कि प्रदेश के समस्त क्षेत्राधिकारी उक्त ऐप में त्रैमासिक Inspection Details दर्ज करना सुनिश्चित करेंगे। उक्त सन्दर्भ में इस प्रक्रिया को सुनिश्चित करने के लिए क्षेत्राधिकारी जिम्मेदार होंगे। उक्त कार्य में शिथिलता न आने पाये इस हेतु जोन/ परिक्षेत्र/ जनपद के पुलिस प्रमुख प्रभारी इस कार्यवाही व प्रक्रिया का नियमित पर्यवेक्षण करें।

4. जनपद पुलिस प्रभारी मासिक गोष्ठियों एवं अपराध गोष्ठी अथवा काइम मीटिंग में अधिकारियों को जागरूक करें इस महत्वपूर्ण बिन्दु को आप गंभीरता से लें। पुलिस महानिदेशक, उत्तर प्रदेश द्वारा सभी अपर पुलिस महानिदेशक, जोन को क्षेत्राधिकारियों के कार्यों की समीक्षा इस ऐप के माध्यम से करने के लिए निर्देशित किया गया है। सम्बन्धित जनपदीय पुलिस प्रभारी अपने अधीनस्थ थानों के कार्यों की समीक्षा इस ऐप के माध्यम से करें एवं क्षेत्राधिकारियों द्वारा थानों की ऑन-लाइन त्रैमासिक निरीक्षण भी इस ऐप से करायें।

समन्वयक अधिकारी-सुश्री तरु माथुर, प्रोग्रामर ग्रेड-2, उ0प्र0 पुलिस तकनीकी सेवायें मुख्यालय, लखनऊ से सीयूजीनं0-9454405237 पर सम्पर्क स्थापित किया जा सकता है।

संलग्नक-यथोपरि मेल द्वारा प्रेषित।

20/11

(आशुतोष पाण्डेय)

अपर पुलिस महानिदेशक,

उ0प्र0 पुलिस तकनीकी सेवायें मुख्यालय, लखनऊ

प्रतिलिपि-निम्नलिखित को सूचनार्थ एवं अग्रेतर कार्यवाही हेतु प्रेषित:-

1. सुश्री तरु माथुर, प्रोग्रामर ग्रेड-2, उ0प्र0 पुलिस तकनीकी सेवायें मुख्यालय, लखनऊ।
2. श्री दिग्विजय, कम्प्यूटर आपरेटर (ग्रेड-ए), उ0प्र0 पुलिस तकनीकी सेवायें मुख्यालय, लखनऊ को समस्त कम्प्यूटर आपरेटर ग्रेड-ए को क्यूमेल के माध्यम से प्रेषित किये जाने व अभिलेखार्थ रिपोर्ट उपलब्ध कराये जाने हेतु।
3. प्रभारी ईमेल को पत्र मेल व वेबसाइट पर अपलोड किये जाने हेतु।



# CCTNS APP “UPPOLICE PMS”



- **UPPolice PMS** उत्तर प्रदेश के सभी पुलिस थानों के पर्यवेक्षीय मापदंडों व नागरिक प्रतिक्रिया के आधार पर आगणित अंक प्रदर्शित करने हेतु एक मोबाइल ऐप्प है ।
- यह मोबाइल ऐप्प उ०प्र० पुलिस के अधिकारियों/कर्मचारियों के लिए है ।
- इसके माध्यम से विभिन्न मानकों के आधार पर कार्यालयों के अनुसार आगणित अंक देखे जा सकते हैं :-
  - सीसीटीएनएस पोर्टल पर विभिन्न कार्यों का निपटान।
  - पुलिस कार्मिक के खिलाफ कार्रवाई की गई।
  - कार्यालय परिसर का रखरखाव।
  - नागरिक प्रतिक्रिया।
  - कानून और व्यवस्था की स्थिति।
  - सामुदायिक बैठकें आयोजित की गईं।
  - अच्छे काम के लिए अंक के संदर्भ में दिए गए पुरस्कार।

# UPPolice PMS एप

शुरुआत



PMS App

दक्षता, निष्पक्षता, संवेदनशीलता

Enter username

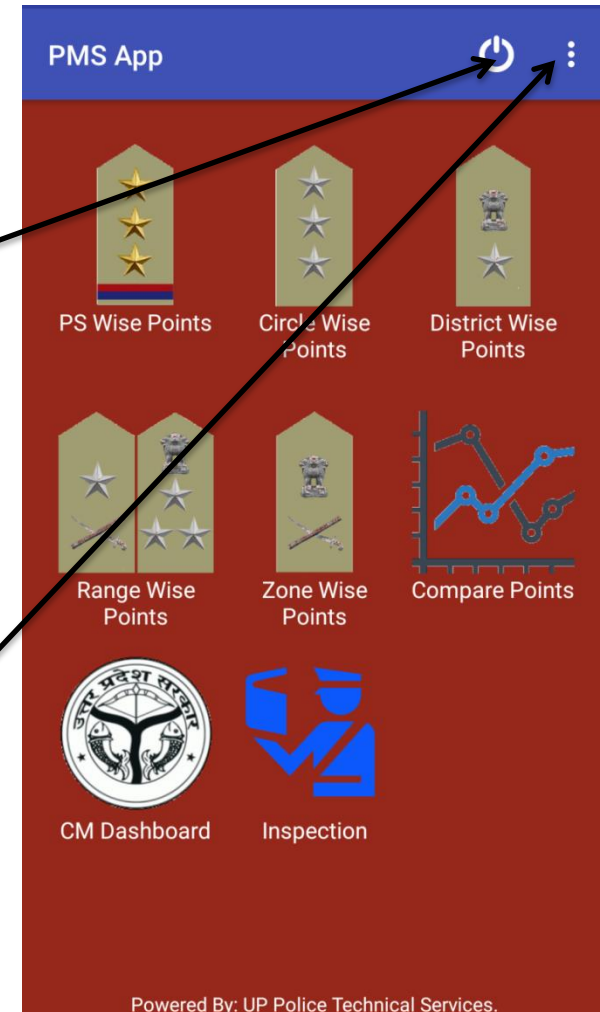
Enter password

Login

Powered By: UP Police Technical Services.

लागआउट करने के लिए इस बटन पर क्लिक करें ।

अन्य मेन्  
Criteria pdf  
डाउनलोड करने हेतु, लाइन ग्राफ हेतु प्रदर्शित तीन बन्दुओं पर क्लिक करें ।



अपना सीसीटीएनएस का यूजरआईडी एवं पासवर्ड अंकित कर लॉग इन करें ।

क्षेत्राधिकारी की लॉग-इन पर प्रदर्शित होम स्क्रीन



# Inspection Details

(Submission only by Circle officer-Incharge)

# UPPolice PMS एप

## Inspection Details



- यह क्षेत्राधिकारी द्वारा अपने क्षेत्र के समस्त थानों का, प्रत्येक तीन माह में, पर्यवेक्षण करने के उपरान्त भरा जायेगा ।
- सर्वप्रथम सम्बंधित थाने का चयन करें ।
- उसके बाद सम्बंधित तिमाही (प्रथम, द्वितीय, तृतीय अथवा चतुर्थ) का चयन करें ।
- सम्बन्धित वर्ष का चयन करे ।
- जिस प्रकार की जानकारी अंकित करनी है उसका चयन करें ।
  - Direct Observation-थाने से सम्बंधित जानकारी
  - Citizen Feedback-नागरिक प्रतिक्रिया सम्बन्धी
- “OK” बटन पर क्लिक करें ।

**PMS App**

Select Police Station

Select Quarter

Select Year

Select an option

☒ Direct Observation

☐ Citizen Feedback

Powered By: UP Police Technical Services.

# UPPolice PMS एप

## Inspection Details Direct Observation



‘Direct Observation’ सम्बन्धी स्क्रीन जिसमें दिए गए बिन्दुओं पर पर्यवेक्षण सम्बन्धी त्रैमासिक जानकारी क्षेत्राधिकारी द्वारा ही अंकित करनी होगी ।

दिए गए बिन्दुओं पर क्लिक करने पर जानकारी अंकित करने हेतु स्क्रीन प्रदर्शित होगी।

समस्त पर्यवेक्षण जानकारी अंकित करने के पश्चात “Submit” बटन पर क्लिक करें ।

### Activities

General Infrastructure Details

Waiting Area / Visitor's desk

Other Rooms

Cleanliness in and around the station compound and parking area

Amenities

Toilets

Cleaning Staff

CCTV

Fire Safety

Lockup

Overall Station Building

Approachability

Records

Mess / Canteen

Barracks

Declaration from last year

Vehicles

Human Resources

Mess and Barracks

Infrastructure

SUBMIT

# UPPolice PMS एप

## Inspection Details

Direct Observation (01/20)



### Activities

General Infrastructure Details

Waiting Area / Visitor's desk

Other Rooms

Cleanliness in and around the station compound and parking area

Amenities

Toilets

Cleaning Staff

CCTV

Fire Safety

Lockup

Overall Station Building

Approachability

Records

Mess / Canteen

Barracks

Declaration from last year

Vehicles

Human Resources

समस्त जानकारी  
अंकित करने के  
पश्चात "OK" बटन पर  
क्लिक करें ।

### General Infrastructure Details

Is the name of the Police Station visible from outside?

☐ Yes ☒ No

Is the entrance road towards the main building paved?

☐ Yes ☒ No

Are the Emergency Contact Numbers displayed at the entrance?

☐ Yes ☒ No

How is the Security of the compound wall?

☐ Good ☒ Bad

What is the type of compound wall?

☐ Permanent ☒ Temporary

Does the Police Station have separate parking for visitors?

☐ Yes ☒ No

Does the Police Station have emergency power back up like generator / inverter / UPS or others?

☐ Yes ☒ No

Is there any ramp available into the building for persons with disabilities?

☐ Yes ☒ No

OK



# UPPolice PMS एप

## Inspection Details

Direct Observation (02/20)



### Activities

General Infrastructure Details

Waiting Area / Visitor's desk

Other Rooms

Cleanliness in and around the station compound and parking area

Amenities

Toilets

Cleaning Staff

CCTV

Fire Safety

Lockup

Overall Station Building

Approachability

Records

Mess / Canteen

Barracks

Declaration from last year

Vehicles

Human Resources

समस्त जानकारी  
अंकित करने के  
पश्चात "OK" बटन पर  
क्लिक करें ।

### Waiting Area / Visitor's desk

Is there a waiting area / Visitors' Desk available?

☐ Yes ☒ No

Does the Police Station have separate Women Help Desk?

☐ Yes ☒ No

Is there proper sitting arrangement available in the waiting area?

☐ Yes ☒ No

What are the types of room cooling facilities available?

☐ AC ☐ Cooler ☒ None

OK

# UPPolice PMS एप

## Inspection Details

Direct Observation (03/20)



### Activities

General Infrastructure Details

Waiting Area / Visitor's desk

Other Rooms

Cleanliness in and around the station compound and parking area

Amenities

Toilets

Cleaning Staff

CCTV

Fire Safety

Lockup

Overall Station Building

Approachability

Records

Mess / Canteen

Barracks

Declaration from last year

Vehicles

Human Resources

समस्त जानकारी  
अंकित करने के  
पश्चात "OK" बटन पर  
क्लिक करें |

### Other Rooms

Are there separate rooms available for IOs?

☐ Yes ☒ No

What are the types of room cooling facilities available?

☐ AC ☐ Cooler ☒ None

Do the IOs have separate storage cabinets for case files?

☐ Yes ☒ No

Is there presence of hanging clothes in the room?

☐ Yes ☒ No

Does the Police Station have Suspect / Witness Examination Room?

☐ Yes ☒ No

Does the Police Station have Wireless and Communication Room?

☐ Yes ☒ No

Does the Police Station have any facility for recreational activities / Playground / Gymnasium?

☐ Yes ☒ No

Does the Police Station have separate Conference Room?

☐ Yes ☒ No

OK

# UPPolice PMS एप

## Inspection Details

Direct Observation (04/20)



### Activities

General Infrastructure Details

Waiting Area / Visitor's desk

Other Rooms

Cleanliness in and around the station compound and parking area

Amenities

Toilets

Cleaning Staff

CCTV

Fire Safety

Lockup

Overall Station Building

Approachability

Records

Mess / Canteen

Barracks

Declaration from last year

Vehicles

Human Resources

समस्त जानकारी  
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पश्चात "OK" बटन पर  
क्लिक करें |

### Cleanliness in and around the station compound and parking area

Is there litter around the Police Station?

☐ Yes ☒ No

Is there foul odour present around?

☐ Yes ☒ No

Is there stagnant water on the ground?

☐ Yes ☒ No

Are there open drains in the campus?

☐ Yes ☒ No

Are the drains overflowing?

☐ Yes ☒ No

Are there any dustbins in sight in the area?

☐ Yes ☒ No

Is there foul odour present around?

☐ Yes ☒ No

Is there stagnant water on the ground?

☐ Yes ☒ No

Are there open drains in the campus?

☐ Yes ☒ No

Are the drains overflowing?

☐ Yes ☒ No

Are there any dustbins in sight in the area?

☐ Yes ☒ No

Is there a lining plastic bag in the dustbins?

☐ Yes ☒ No

Are the dustbins overflowing?

☐ Yes ☒ No

OK

# UPPolice PMS एप

## Inspection Details

Direct Observation (05/20)



### Activities

General Infrastructure Details

Waiting Area / Visitor's desk

Other Rooms

Cleanliness in and around the station compound and parking area

Amenities

Toilets

Cleaning Staff

CCTV

Fire Safety

Lockup

Overall Station Building

Approachability

Records

Mess / Canteen

Barracks

Declaration from last year

Vehicles

Human Resources

समस्त जानकारी  
अंकित करने के  
पश्चात "OK" बटन पर  
क्लिक करें |

### Amenities

Is there proper furniture available for the police personnel?

☐ Yes ☒ No

What is the quality of the furniture available?

☐ Good ☒ Bad

Is there tea / coffee facilities / pantry?

☐ Yes ☒ No

What kind of drinking water facilities do they have?

☐ RO ☒ Normal

Is it functional?

☐ Yes ☒ No

Are there water cooling facilities?

☐ Yes ☒ No

Is it functional?

☐ Yes ☒ No

How is the water served?

☐ Good ☒ Bad

OK



#### Activities

General Infrastructure Details

Waiting Area / Visitor's desk

Other Rooms

Cleanliness in and around the station compound and parking area

Amenities

Toilets

Cleaning Staff

CCTV

Fire Safety

Lockup

Overall Station Building

Approachability

Records

Mess / Canteen

Barracks

Declaration from last year

Vehicles

Human Resources

#### Toilets

Does the Police Station have separate toilets for male and female?

☐ Yes ☒ No

Is there running water available in the toilets?

☐ Yes ☒ No

Is the toilet well-lit?

☐ Yes ☒ No

Is the toilet ventilated?

☐ Yes ☒ No

Is the toilet seat area clean i.e. no stains, litter or other waste?

☐ Yes ☒ No

Are there cockroaches or rats in sight in the toilet?

☐ Yes ☒ No

Are there urinals in the male washroom?

☐ Yes ☒ No

Are the urinals clean i.e. no stains, litter or other waste?

☐ Yes ☒ No

Is there a flush in the washroom and is it functional?

☐ Yes ☒ No

Is there foul smell in the toilets?

☐ Yes ☒ No

Is there any hand wash area present?

☐ Yes ☒ No

Is the hand wash area clean i.e. no stains, litter or other waste?

☐ Yes ☒ No

Is there soap / hand wash?

☐ Yes ☒ No

Are the walls and ceiling clean i.e. no cobweb, stains etc.?

☐ Yes ☒ No

OK

# UPPolice PMS एप

## Inspection Details

Direct Observation (07/20)



### Activities

General Infrastructure Details

Waiting Area / Visitor's desk

Other Rooms

Cleanliness in and around the station compound and parking area

Amenities

Toilets

Cleaning Staff

CCTV

Fire Safety

Lockup

Overall Station Building

Approachability

Records

Mess / Canteen

Barracks

Declaration from last year

Vehicles

Human Resources

समस्त जानकारी  
अंकित करने के  
पश्चात "OK" बटन पर  
क्लिक करें |

### Cleaning Staff

Is there a cleaning staff appointed for the toilet?

☐ Yes ☒ No

Is attendance maintained?

☐ Yes ☒ No

Is there daily cleaning check list available?

☐ Yes ☒ No

How many times in a day does the cleaning of toilet done?

☐ 2 or More ☒ Below 2

Is the cleaning staff wearing a uniform with shoes?

☐ Yes ☒ No

Does the cleaner have protective wear i.e. gloves and mask?

☐ Yes ☒ No

Does the staff have appropriate cleaning equipment i.e. broom, dust baskets, mop, mop bucket?

☐ Yes ☒ No

OK



#### Activities

General Infrastructure Details

Waiting Area / Visitor's desk

Other Rooms

Cleanliness in and around the station compound and parking area

Amenities

Toilets

Cleaning Staff

CCTV

Fire Safety

Lockup

Overall Station Building

Approachability

Records

Mess / Canteen

Barracks

Declaration from last year

Vehicles

Human Resources

समस्त जानकारी  
अंकित करने के  
पश्चात "OK" बटन पर  
क्लिक करें ।

#### CCTV

Does the Police Station have CCTV camera?

☐ Yes ☒ No

Percentage of total working CCTV cameras out of the total CCTV cameras present in the Police Station

☐ 100 % ☒ Below 100 %

Does the Compound Area of the Police Station have CCTV camera?

☐ Yes ☒ No

Does the Lockup Area of the Police Station have CCTV camera?

☐ Yes ☒ No

Does the Reception Area of the Police Station have CCTV camera?

☐ Yes ☒ No

OK



# UPPolice PMS एप

## Inspection Details

Direct Observation (09/20)



### Activities

General Infrastructure Details

Waiting Area / Visitor's desk

Other Rooms

Cleanliness in and around the station compound and parking area

Amenities

Toilets

Cleaning Staff

CCTV

Fire Safety

Lockup

Overall Station Building

Approachability

Records

Mess / Canteen

Barracks

Declaration from last year

Vehicles

Human Resources

समस्त जानकारी  
अंकित करने के  
पश्चात "OK" बटन पर  
क्लिक करें |

### Fire Safety

Does the Police Station have fire extinguisher?

☐ Yes ☒ No

What is the percentage of active fire extinguishers available in the Police Station?

☐ 90 % or Above ☒ Below 90 %

Does the Police Station have fire alarm?

☐ Yes ☒ No

Is other fire safety infrastructure present or not (sand buckets, hose pipes etc.)?

☐ Yes ☒ No

Is there any fire / emergency assembly point available in the Police Station?

☐ Yes ☒ No

Are all the wires and switch boards properly covered, secured and earthed (concealed conduit or on batten)?

☐ Yes ☒ No

OK



# UPPolice PMS एप

## Inspection Details

Direct Observation (10/20)



### Activities

General Infrastructure Details

Waiting Area / Visitor's desk

Other Rooms

Cleanliness in and around the station compound and parking area

Amenities

Toilets

Cleaning Staff

CCTV

Fire Safety

Lockup

Overall Station Building

Approachability

Records

Mess / Canteen

Barracks

Declaration from last year

Vehicles

Human Resources

समस्त जानकारी  
अंकित करने के  
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क्लिक करें |

### Lockup

Are there separate lockups available for male and female?

☐ Yes ☒ No

Are there any unwanted objects available?

☐ Yes ☒ No

What is the type of the walls?

☐ Good ☒ Bad

Is the wall clean?

☐ Yes ☒ No

Is the ceiling clean?

☐ Yes ☒ No

Is there dampness and seepage in the walls and ceiling?

☐ Yes ☒ No

What is the condition of floor?

☐ Good ☒ Bad

Are there toilets available for accused?

Is the ceiling clean?

☐ Yes ☒ No

Is there dampness and seepage in the walls and ceiling?

☐ Yes ☒ No

What is the condition of floor?

☐ Good ☒ Bad

Are there toilets available for accused in the lockup?

☐ Yes ☒ No

Do you find the toilets clean?

☐ Yes ☒ No

OK

# UPPolice PMS एप

## Inspection Details

### Direct Observation (11/20)



#### Activities

General Infrastructure Details

Waiting Area / Visitor's desk

Other Rooms

Cleanliness in and around the station compound and parking area

Amenities

Toilets

Cleaning Staff

CCTV

Fire Safety

Lockup

Overall Station Building

Approachability

Records

Mess / Canteen

Barracks

Declaration from last year

Vehicles

Human Resources

समस्त जानकारी  
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क्लिक करें |

#### Overall Station Building

Is there litter?

☐ Yes ☒ No

Is there foul odour?

☐ Yes ☒ No

Is there any evidence of pan spitting, gutka or bird droppings on the floor, pillars or walls?

☐ Yes ☒ No

What is the type of the wall?

☐ Good ☒ Bad

Is the wall clean?

☐ Yes ☒ No

Is the ceiling clean?

☐ Yes ☒ No

Is there dampness and seepage in the walls and ceiling?

☐ Yes ☒ No

Are there any dustbins in sight in the area?

☐ Yes ☒ No

Is there a garbage lining bag on the inside of the dustbin?

☐ Yes ☒ No

Are the dustbins overflowing?

☐ Yes ☒ No

Are there Swachh Bharat hoardings with warning of anti-littering and open urination / open defecation?

☐ Yes ☒ No

How is the overall ambience of Police Station?

☐ Good ☒ Bad

OK

# UPPolice PMS एप

## Inspection Details

Direct Observation (12/20)



### Activities

General Infrastructure Details

Waiting Area / Visitor's desk

Other Rooms

Cleanliness in and around the station compound and parking area

Amenities

Toilets

Cleaning Staff

CCTV

Fire Safety

Lockup

Overall Station Building

Approachability

Records

Mess / Canteen

Barracks

Declaration from last year

Vehicles

Human Resources

समस्त जानकारी  
अंकित करने के  
पश्चात "OK" बटन पर  
क्लिक करें |

### Approachability

What percentage of personnel were not wearing the shoes (as per the code)?

☐ 90 % or Above ☒ Below 90 %

What percentage of personnel who are not properly dressed or not in uniform?

☐ 90 % or Above ☒ Below 90 %

What was the language tone used by the policemen with the visitors / complainants?

☐ Good ☒ Bad

OK

# UPPolice PMS एप

## Inspection Details

Direct Observation (13/20)



### Activities

General Infrastructure Details

Waiting Area / Visitor's desk

Other Rooms

Cleanliness in and around the station compound and parking area

Amenities

Toilets

Cleaning Staff

CCTV

Fire Safety

Lockup

Overall Station Building

Approachability

Records

Mess / Canteen

Barracks

Declaration from last year

Vehicles

Human Resources

समस्त जानकारी  
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क्लिक करें ।

### Records

What percent of the registers are binded?

☐ 90 % or Above ☒ Below 90 %

What percent of the registers are indexed?

☐ 90 % or Above ☒ Below 90 %

Are the records stored in a sealed cabinet?

☐ Yes ☒ No

Is pest control operation done in the record storage room?

☐ Yes ☒ No

OK

# UPPolice PMS एप

## Inspection Details

Direct Observation (14/20)



### Activities

General Infrastructure Details

Waiting Area / Visitor's desk

Other Rooms

Cleanliness in and around the station compound and parking area

Amenities

Toilets

Cleaning Staff

CCTV

Fire Safety

Lockup

Overall Station Building

Approachability

Records

Mess / Canteen

Barracks

Declaration from last year

Vehicles

Human Resources

समस्त जानकारी  
अंकित करने के  
पश्चात "OK" बटन पर  
क्लिक करें |

### Mess / Canteen

Does the Police Station have a mess for the personnel?

☐ Yes ☒ No

What is the type of wall?

☐ Yes ☒ No

Is the wall clean?

☐ Yes ☒ No

Is the ceiling clean?

☐ Yes ☒ No

Is there dampness and seepage in the walls and ceiling?

☐ Yes ☒ No

Does the room have a proper ventilation?

☐ Yes ☒ No

What is the type of light source available for illumination?

☐ Yes ☒ No

What are the types of room cooling facilities available?

☐ Yes ☒ No

What is the type of floor?

☐ Yes ☒ No

Is there any dining area for the police personnel?

☐ Yes ☒ No





#### Barracks

Does the Police Station have a barracks for the personnel and staff?

☐ Yes ☒ No

What is the type of wall?

☐ Yes ☒ No

Is the wall clean?

☐ Yes ☒ No

Is the ceiling clean?

☐ Yes ☒ No

Is there dampness and seepage in the walls and ceiling?

☐ Yes ☒ No

Does the room have a proper ventilation?

☐ Yes ☒ No

What is the type of light source available for illumination?

☐ Yes ☒ No

Are all the wires and switch boards properly covered, secured and earthed (concealed conduit or on batten)?

☐ Yes ☒ No

#### Barracks

What are the types of room cooling facilities available?

☐ Yes ☒ No

What is the type of floor?

☐ Yes ☒ No

What is the type of mosquito repellent system in-place?

☐ Yes ☒ No

Overall condition of the barracks

☐ Yes ☒ No

Overall condition of the beds

☐ Yes ☒ No

Are there toilets available for barracks?

☐ Yes ☒ No

Is running water available in the toilet?

☐ Yes ☒ No

Is the toilet well-lit?

☐ Yes ☒ No

Is the toilet ventilated?

☐ Yes ☒ No

#### Barracks

Is the toilet seat area clean i.e. no stains, litter or other waste?

☐ Yes ☒ No

Are there cockroaches or rats in sight in the toilet?

☐ Yes ☒ No

Are there urinals in the male washroom?

☐ Yes ☒ No

Are the urinals clean i.e. no stains, litter or other waste?

☐ Yes ☒ No

Is there a flush in the washroom and is it functional?

☐ Yes ☒ No

Is there foul smell in the toilets?

☐ Yes ☒ No

Is there hand-wash area present?

☐ Yes ☒ No

Is the hand wash area clean i.e. no stains, litter, or other waste?

☐ Yes ☒ No

Is there soap/hand wash?

☐ Yes ☒ No

Are the walls and ceiling clean i.e. no cob web, stains, etc.?

☐ Yes ☒ No

Is there dampness and seepage in the walls and ceiling?

☐ Yes ☒ No

# UPPolice PMS एप

## Inspection Details

Direct Observation (16/20)



### Activities

General Infrastructure Details

Waiting Area / Visitor's desk

Other Rooms

Cleanliness in and around the station compound and parking area

Amenities

Toilets

Cleaning Staff

CCTV

Fire Safety

Lockup

Overall Station Building

Approachability

Records

Mess / Canteen

Barracks

Declaration from last year

Vehicles

Human Resources

समस्त जानकारी  
अंकित करने के  
पश्चात "OK" बटन पर  
क्लिक करें ।

### Declaration from last year

Number of custody deaths

Enter value

Number of runaway prisoners from  
police custody

Enter value

OK



#### Activities

General Infrastructure Details

Waiting Area / Visitor's desk

Other Rooms

Cleanliness in and around the station compound and parking area

Amenities

Toilets

Cleaning Staff

CCTV

Fire Safety

Lockup

Overall Station Building

Approachability

Records

Mess / Canteen

Barracks

Declaration from last year

Vehicles

Human Resources

समस्त जानकारी  
अंकित करने के  
पश्चात "OK" बटन पर  
क्लिक करें |

#### Vehicles

What percentage of 4 wheelers are functional?

☐ 90 % or Above ☒ Below 90 %

What percentage of 2 wheelers are functional?

☐ 90 % or Above ☒ Below 90 %

What percentage of vehicles are GPS tagged?

☐ 50 % and Above ☒ Below 50 %

Are all the GPS devices functioning?

☐ Yes ☒ No

What percentage of vehicles are RFID tagged?

☐ 50 % and Above ☒ Below 50 %

Are all the RFID tags functioning?

☐ Yes ☒ No

OK



# UPPolice PMS एप

## Inspection Details

Direct Observation (18/20)



### Activities

General Infrastructure Details

Waiting Area / Visitor's desk

Other Rooms

Cleanliness in and around the station compound and parking area

Amenities

Toilets

Cleaning Staff

CCTV

Fire Safety

Lockup

Overall Station Building

Approachability

Records

Mess / Canteen

Barracks

Declaration from last year

Vehicles

Human Resources

समस्त जानकारी  
अंकित करने के  
पश्चात "OK" बटन पर  
क्लिक करें |

### Human Resources

What percentage of the personnel are trained in basic CCTNS and basic daily report online?

- ☐ Above 80 %
- ☐ 50 % to 80 %
- ☒ Below 50 %

What percentage of the personnel are trained in basic computer operations?

- ☐ Above 80 %
- ☐ 50 % to 80 %
- ☒ Below 50 %

What percentage of the personnel are trained in juvenile justice (care and protection of children) training?

- ☐ Above 80 %
- ☐ 50 % to 80 %
- ☒ Below 50 %

What percentage of the personnel are trained in laws related to crime against women training?

- ☐ Above 80 %
- ☐ 50 % to 80 %
- ☒ Below 50 %

What is the percentage of male staff posted to the sanctioned strength?

- ☐ Above 80 %
- ☐ 50 % to 80 %
- ☒ Below 50 %

What is the percentage of female staff posted to the sanctioned strength?

- ☐ Above 80 %
- ☐ 50 % to 80 %
- ☒ Below 50 %

OK

# UPPolice PMS एप

## Inspection Details

Direct Observation (19/20)



### Activities

General Infrastructure Details

Waiting Area / Visitor's desk

Other Rooms

Cleanliness in and around the station compound and parking area

Amenities

Toilets

Cleaning Staff

CCTV

Fire Safety

Lockup

Overall Station Building

Approachability

Records

Mess / Canteen

Barracks

Mess and Barracks

Infrastructure

SUBMIT

समस्त जानकारी  
अंकित करने के  
पश्चात "OK" बटन पर  
क्लिक करें |

### Mess and Barracks

Who cooks the food in the mess?

☐ Dept. Employee ☒ Other

OK



#### Activities

General Infrastructure Details

Waiting Area / Visitor's desk

Other Rooms

Cleanliness in and around the station compound and parking area

Amenities

Toilets

Cleaning Staff

CCTV

Fire Safety

Lockup

Overall Station Building

Approachability

Records

Mess / Canteen

Barracks

Mess and Barracks

Infrastructure

SUBMIT

समस्त जानकारी  
अंकित करने के  
पश्चात "OK" बटन पर  
क्लिक करें |

#### Infrastructure

Who pays for the tea - coffee facility and their ingredients?

☐ Department ☒ Personnel

How many times in a year do the water drinking facility gets inspected by any agency?

☐ 2 or More ☒ Below 2

OK

समस्त जानकारी  
अंकित करने के  
पश्चात "Submit" बटन  
पर क्लिक करें |

# UPPolice PMS एप

## Inspection Details Citizen Feedback



‘Citizen Feedback’ सम्बन्धी स्क्रीन जिसमें दिए गए बिन्दुओं पर पर्यवेक्षण सम्बन्धी त्रैमासिक जानकारी क्षेत्राधिकारी द्वारा ही अंकित करनी होगी ।

दिए गए बिन्दुओं पर क्लिक करने पर जानकारी अंकित करने हेतु स्क्रीन प्रदर्शित होगी।

समस्त पर्यवेक्षण जानकारी अंकित करने के पश्चात “Submit” बटन पर क्लिक करके करें ।

PMS App

### Citizen Feedback

People leaving Police Station- 0 out of 10

Market Place- 0 out of 25

Pedestrians-0 out of 25

SUBMIT

# UPPolice PMS एप

## Inspection Details

### Citizen Feedback (1/3)



PMS App

**Citizen Feedback**

People leaving Police Station- 0 out of 10

Market Place- 0 out of 25

Pedestrians-0 out of 25

SUBMIT

प्रथम मीनू बटन में 10 नागरिकों से feedback प्राप्त कर भरना है जो अपनी शिकायत लेकर थाना गए थे। इसके लिए नागरिक का नाम, मोबाइल एवं शिकायत/FIR संख्या अनिवार्य है।

**People leaving Police Station**

**You are filling 1 out of 10**

Citizen Name

Citizen Mobile

Complaint / FIR Number

Was the Police attentive in listening to your complaints?  
☐ Yes ☒ No

Was the Police active in solving your complaints?  
☐ Yes ☒ No

Was proper seating facility provided for you?  
☐ Yes ☒ No

What was the language used by the policemen with you?  
☐ Good ☒ Bad

How did you find overall cleanliness at Police Station?  
☐ Good ☒ Bad

Was bribe asked from you?  
☐ Yes ☒ No

How will you rate your overall experience with the Police?  
☐ Good ☒ Bad

OK

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# UPPolice PMS एप

## Inspection Details

### Citizen Feedback (2/3)



PMS App

**Citizen Feedback**

People leaving Police Station- 0 out of 10

Market Place- 0 out of 25

Pedestrians-0 out of 25

SUBMIT

दूसरे मीनू बटन में 25 नागरिकों से feedback प्राप्त कर भरना है जो थाना क्षेत्र के व्यस्त इलाकों / बाजार में कार्य/व्यवसाय करते हैं। इसके लिए नागरिक का नाम एवं मोबाइल अनिवार्य है।

**Market Place**

You are filling 1 out of 25

Citizen Name

Citizen Mobile

Is there uniformed Police personnel / vehicle visible in your market area in between 9am to 1pm and 5pm-11pm?  
☐ Yes ☒ No

Does the Police actively involve in rescue whenever crime like pick pocket / snatching / brawl happens?  
☐ Yes ☒ No

Was the Police attentive in listening to your complaints?  
☐ Yes ☒ No

Was the Police active in solving your complaints?  
☐ Yes ☒ No

What was the language used by the policemen with you?  
☐ Good ☒ Bad

Was bribe asked from you?  
☐ Yes ☒ No

How will you rate your overall experience with the Police?  
☐ Good ☒ Bad

OK

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# UPPolice PMS एप

## Inspection Details

### Citizen Feedback (3/3)



PMS App

**Citizen Feedback**

People leaving Police Station- 0 out of 10

Market Place- 0 out of 25

Pedestrians-0 out of 25

SUBMIT

तीसरे मीनू बटन में 25 नागरिकों से जानकारी प्राप्त कर feedback भरना होता है जो थाना क्षेत्र से गुजरते हों। इसके लिए नागरिक का नाम एवं मोबाइल अनिवार्य है।

समस्त जानकारी अंकित करने के पश्चात "Submit" बटन पर क्लिक करें।

## Pedestrians

You are filling 1 out of 25

Citizen Name

Citizen Mobile

Is there uniformed Personnel / vehicle visible in your area patrolling late at night?  
☐ Yes ☒ No

Does the Police actively involve in rescue whenever crime like pick pocket / snatching / brawl happens?  
☐ Yes ☒ No

Was the Police attentive in listening to your complaints?  
☐ Yes ☒ No

Was the Police active in solving your complaints?  
☐ Yes ☒ No

What was the language used by the policemen with you?  
☐ Good ☒ Bad

Was bribe asked from you?  
☐ Yes ☒ No

How will you rate your overall experience with the Police?  
☐ Good ☒ Bad

OK



धन्यवाद