

# Smart policing index, 2021

November 22, 2021

**In news**– The Indian Police Foundation(IPF) has released the Smart Policing Index, recently.

## **About Smart Policing Index**–

- The **IPF Citizen Satisfaction Survey on SMART Policing, 2021**, is a pioneering effort by the Indian Police Foundation (IPF) to gauge public perceptions about the quality of policing in India and the level of public trust in the police.
- IPF **used six competency-based dimensions and three values-based dimensions** of trust in the survey.
- **Competence-Based Indicators include:** Perception index of police sensitivity, strict and good behaviour, accessibility, responsiveness, helpful and friendly policing, technology adoption.
- **Values Based Indicators include:** Perception index of integrity and corruption-free services., Perception index of fair, unbiased and lawful policing, Perception index of police accountability.
- The SMART Scores were 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.
- **The SMART Policing idea was envisioned, articulated and introduced by Prime Minister Narendra Modi** at the Conference of DGPs of State and Central Police Organizations, held at Guwahati, in 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).

- **Levels of popular satisfaction with the quality of policing was highest in Andhra Pradesh (8.11), Telangana (8.10), Assam (7.89), Kerala (7.53), Sikkim (7.18), Mizoram (7.14) and Gujarat (7.04) in that order, with an index value of seven or above.**
- **Uttar Pradesh stands in 28th position in the list with a 5.81 score and Bihar stands in the last position with 5.74.**
- A majority of citizens (a weighted average of 66.93%) believe that the police are doing their job well and strongly support the police.

### **The Indian Police Foundation (IPF)-**

- It is a **multi-disciplinary think tank dedicated to work for police reform and the improvement of policing** through research, capacity building and policy advocacy.
- It is driven by **a coalition of progressive police professionals and citizen stakeholders** who believe that positive transformation in the Indian Police is possible, through collective action by the police, citizenry, the State and Central Governments as well as the political leadership.
- It is **governed by an eminent Board, whose members include serving and retired police officers, civil servants** and thought leaders from civil society, academia, media, industry and the legal profession.
- The Indian Police Foundation and Institute was **inaugurated at New Delhi by the Union Home Minister on 21st October, 2015.**