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(9P)

No.S1-159218/2018/PHQ

Police Headquarters

Thiruvananthapuram

Dated : 15/08/2020.

CIRCULAR NO. 31 /2020

Sub: KERALA POLICE DEPT.- 'Performance matrix for evaluating Police Station Performance' – Detailed instructions issued - Reg.

- 01.** All activities must be "organized" and "managed", including Police Departments. For law enforcement agencies, this area is known as '**Police Management**'. Police Station Management includes the administrative activities of coordinating, controlling and directing police resources, activities and personnel.
- 02.** Historically, performance evaluations have served relatively narrow purposes. Not surprisingly, this narrow perspective typically is linked to the perception of officer roles and responsibilities. An agency's 'Standard Operating Procedures' usually codify officers' duties and the manner in which they perform those duties. Generally, Department's performance expectations are linked to these procedures.
- 03.** 'Performance evaluation' is critical to any organization. However, police performance has rarely been effectively evaluated. For years 'Police Station performance evaluation' as an issue of the Police Department has not been given the attention it deserves. In many instances, the process of evaluating performance represents nothing more than an "administratively convenient" exercise that can be completed in record-breaking time.
- 04.** Three significant points further exacerbate frustration with the process:
 - I.** **First**, the job of police work is far more complex today than when most performance evaluation processes were conceived. The environments which envelop Police functions are more demanding while the criteria used to measure performance are often not aligned with the scope of the actual work that police do.
 - II.** **Second**, performance expectations are higher today than ever before. Performance criteria and instrumentation are not flexible enough to capture how well personnel meet these expectations.
 - III.** **Third**, the applicant pool is stronger today. Prospective personnel bring to the job a greater capacity to perform than those during previous eras.

Current performance evaluation "systems" are not capable of developing this capacity.

05. The traditional paradigm for performance evaluations has been administrative in nature. The reason for assessing performance has been to generate information that helps the Department make decisions. Given our rapidly changing society, the complex and diverse scope of service demands citizens place upon the police and the expectations of a different generation of officers, require that we begin to rethink how performance evaluation systems are structured and used within their agencies. Now, many Indian States have already introduced 'Performance evaluation System' and BPR & D has also proposed a scoring matrix.

06. Considering all the above aspects, '**Performance matrix for evaluating Police Station Performance**' in the State is hereby introduced with immediate effect which is as follows :-

PERFORMANCE MEASUREMENT CRITERIA FOR POLICE STATIONS

SL. NO.	HEAD	SUB HEAD	DESCRIPTION :- QUANTITY / NUMBERS	POINTS
1.	CCTNS DATA ENTRY DETAILS/QUANTUM	ENTRY IN ALL REQUIRED FORMS	100%	5
			90 - BELOW 100%	3
			80- BELOW 90%	2
			BELOW 80- 60%	-2
			BELOW 60%	-5
2.	SUO MOTU / CRIME PREVENTION FIRS		FOR EACH FIR	1
3.	EXCEPTIONAL SUO MOTU / CRIME PREVENTION FIR (EXCEPT MV ACT & KP ACT CASES) (TO BE CERTIFIED BY THE DISTRICT POLICE CHIEF)		FOR EACH FIR	2

4.	ACTION TAKEN FOR CRIME PREVENTION	ACTION TAKEN UNDER KAAPA ACT	FOR EACH FIR	5
		ACTION TAKEN UNDER 107, 109, 110 Cr.P.C	FOR EACH FIR	1
5.	EXECUTION	LONG PENDING WARRANTS/ PROCLAIMED OFFENDERS	PER STANDING WARRANT EXECUTION	4
		ARREST WARRANTS (EXCEPT BAILABLE WARRANTS)	PER ARREST WARRANT EXECUTION	1
		POINTS IN LIEU OF THE ABOVE THREE IN THE PERSON ARRESTED IS WANTED IN ANOTHER PS	EXECUTION OF EACH STANDING/ ARREST WARRANT OR ARREST OF EVERY PO	1.5 TIME THE POINTS ASSIGNED FOR THE SAME CATEGORY ABOVE
6.	LAW & ORDER	SUCCESSFUL APPROACH ON VIOLENT MOBS(TO BE CERTIFIED BY THE DPC)	PER INCIDENT	5
		FAILURE APPROACH ON AGITATIONS/ VIOLENT MOBS(TO BE CERTIFIED BY THE DPC)	PER INCIDENT	-5
7.	PROSECUTION	CONVICTION	CONVICTION FOR 1-3 YEARS (EACH CASE)	2
			CONVICTION FOR 3-7 YEARS (EACH CASE)	5
			CONVICTION FOR MORE THAN 7 YEARS (EACH CASE)	8
			LIFE IMPRISONMENT/DEATH (EACH CASE)	12
			ACQUITTAL OF GRAVE CRIMES (EACH CASE)	-5
8.	DISPOSAL OF OLD CASES	173(8) CR.P.C	DISPOSAL OF EACH CASE UNDER 173 (8) CR.PC (FURTHER INVESTIGATION)	2
		OLD CASES	DISPOSAL OF EACH CASE	2

			MORE THAN THREE YEARS OLD	
9.	DISPOSAL OF PETITIONS	DISPOSAL RATE	DISPOSAL ABOVE 90% (WITHIN 10 DAYS OF THE RECEIPT OF THE PETITION)	10
			DISPOSAL IS BETWEEN 60-90%	5
10.	DISPOSAL OF UI CASES OF CURRENT YEAR	(DISPOSAL SHOULD BE ACCEPTED IF COURT NUMBER IS PROVIDED)	DISPOSAL IS LESS THAN OR EQUAL TO NEW ARRIVALS	0
			DISPOSAL IS MORE THAN NEW ARRIVALS	2
11.	PENDENCY – DISPOSAL OF PREVIOUS YEARS UI CASES		UPTO 2% OF REGISTRATION OF PREVIOUS YEAR	12
			2-5% OF REGISTRATION OF PREVIOUS YEAR	8
			ABOVE 5-8% OF REGISTRATION OF PREVIOUS YEAR	0
			ABOVE 8-12% OF REGISTRATION OF PREVIOUS YEAR	-5
			MORE THAN 12% OF REGISTRATION OF PREVIOUS YEAR	-8
12.	CRIME AGAINST WOMEN		DISPOSAL OF CASES IN UPTO 15 DAYS – 100%	10
			DISPOSAL OF CASES IN UPTO 15 DAYS – 80-BELOW 100%	0
			DISPOSAL OF CASES IN UPTO 15 DAYS – 60 – BELOW 80%	-5
			DISPOSAL OF CASES IN UPTO 15 DAYS – BELOW 60%	-10
13.	CRIME AGAINST WEAKER SECTIONS	CASES UNDER SC/ST (PREVENTION OF ATROCITIES) ACT	DISPOSAL OF CASES IN UPTO 15 DAYS – 100%	5
			DISPOSAL OF CASES IN UPTO 15 DAYS – 90- BELOW 100%	2
			DISPOSAL OF CASES IN UP TO 15 DAYS – 80- BELOW 90%	0
			DISPOSAL OF CASES IN UPTO 15 DAYS – 60-	-5

			BELOW 80%	
			DISPOSAL OF CASES IN UPTO 15 DAYS –BELOW 60%	-10
14.	CRIMES AGAINST CHILDREN	CASES UNDER POCSO	DISPOSAL OF CASES IN UPTO 15 DAYS – 100%	5
			DISPOSAL OF CASES IN UPTO 15 DAYS – 90- BELOW 100%	2
			DISPOSAL OF CASES IN UP TO 15 DAYS – 80- BELOW 90%	0
			DISPOSAL OF CASES IN UPTO 15 DAYS – 60- BELOW 80%	-5
			DISPOSAL OF CASES IN UPTO 15 DAYS –BELOW 60%	-10
15.	PROPERTY OFFENCES	DETECTION (UP TO END OF MONTH UNDER CONSIDERATION)	BELOW 5%	-8
			ABOVE 5-10%	-5
			ABOVE 10-15%	-3
			ABOVE 15-20%	0
			ABOVE 20-30%	3
			ABOVE 30-40%	4
			ABOVE 40-50%	5
			ABOVE 50%	8
16.	NDPS Cases	DETECTION OF GUNJA	< 1KG IN EACH FIR	1
			> 1 TO 20 KG IN EACH FIR (MEDIUM QUANTITY)	2
			> 20 KG (COMMERCIAL QUANTITY)	5
		HASHISH OIL	SMALL QUANTITY	2
			MEDIUM QUANTITY	5
			COMMERCIAL QUANTITY	10
		SYNTHETIC DRUGS	SMALL QUANTITY	5
			MEDIUM QUANTITY	10

			COMMERCIAL QUANTITY	15
17.	QR CODE BASED IDENTIFICATION SYSTEM FOR THONDY ARTICLES		100%	5
			90 - BELOW 100%	3
			80 - BELOW 90%	2
18.	VERIFICATIONS/ LICENSES/ CERTIFICATES	ARMS/ SERVICE/ LICENSE ETC.	VERIFICATION REPORT SENT IN UPTO 5 DAYS- 100%	3
			VERIFICATION REPORT SENT IN UPTO 5 DAYS- 95 BELOW 100%	2
			VERIFICATION REPORT SENT IN UPTO 5 DAYS- 90 BELOW 95%	0
			VERIFICATION REPORT SENT IN UPTO 5 DAYS- 80 BELOW 90%	-5
			VERIFICATION REPORT SENT IN UPTO 5 DAYS- BELOW 80%	-10
19.	ROAD SAFETY	ACCIDENTS- NUMBER OF DEATHS IN ACCIDENTS IN CURRENT MONTH COMPARED TO NUMBER OF DEATHS IN ACCIDENTS IN CORRESPONDING MONTH OF PREVIOUS YEAR:	MORE THAN 120%	-5
			ABOVE 110- 120%	-3
			ABOVE 100- 110%	-2
			90-100%	3
			LESS THAN 90%	5
20.	JANAMAITHRI ACTIVITY	BEATS/ MEETING	EACH SAMITI MEETING	5
			30 BEATS OR MORE	5
			20-30 BEATS	0
			<20 BEATS	-5
21.	SATISFACTION WITH POLICE HELP AFTER HAVING CONTACTED IT		EVALUATED FROM SURVEY ON VICTIMS	5

22.	PERCEPTION ON POLICE'S INVESTIGATION OF CRIME		EVALUATED FROM SURVEY ON VICTIMS OF CRIME	5
23.	PERCEPTION ON POLICE HANDLING OF PETITIONS		EVALUATED FROM SURVEY ON PETITIONERS	5
24.	SENSE OF SAFETY AMONG PEOPLE AT DIFFERENT TIMES OF THE DAY		EVALUATED FROM SURVEY ON GENERAL POPULATION IN THE AREA	5
25.	TRUST IN LOCAL POLICE BY STATE		EVALUATED FROM SURVEY ON GENERAL POPULATION IN THE AREA	5
26.	CHILD FRIENDLINESS OF THE POLICE STATION		EVALUATED FROM SURVEY ON GENERAL POPULATION IN THE AREA	5
27.	GENDER FRIENDLINESS OF THE POLICE STATION		EVALUATED FROM SURVEY ON GENERAL POPULATION IN THE AREA	5
28.	TRAP BY V.A.C.B		FOR EACH POLICE PERSONNEL TRAPPED	-50
29.	SUSPENSION		FOR EACH POLICE PERSONNEL SUSPENDED	-20
30.	FALSE DECLARATION		FOR EACH FALSE ENTRY MADE	-50
31.	SUPERVISORY OFFICERS EVALUATION		DPCS	20
			RANGE DIG'S EVALUATION	20

ADDITIONAL PARAMETERS TO BE TAKEN INTO CONSIDERATION BY INSPECTING OFFICERS WHILE AWARDING THEIR MARKS:-

Sl. NO.	Parameters
1.	General maintenance of Police Station records.
2.	General standard of hygiene and sanitation in and around Police Stations.
3.	Optimum utilization of available resources.
4.	Innovative measures introduced.
5.	Public Satisfaction levels.
6.	General Discipline Levels

Apart from the Evaluation of Police Station performance, individual performance can also be evaluated for specialized job which may be termed as **Functional Verticals**. Functional Verticals enable performance evaluation of individuals (Verticals) across all the Police Stations. The following verticals can be designated and their performance can be evaluated.

1. Reception Vertical
2. Women Helpdesk Vertical
3. Investigation Vertical
4. Court Duty Vertical
5. Station Writer Vertical
6. Assistant Station Writer Vertical
7. Summons/warrant Vertical
8. Disposal of seized vehicles Vertical
9. Green Police Station Vertical

These Verticals already exist in the Police Station and evaluation will help in

1. Role Clarity
2. Ownership and Responsiveness among Staff
3. Healthy Work Culture
4. Productivity and Efficiency
5. Morale & Motivation
6. Reward & Recognition through KPI Measurement
7. Consistency & Reliability in Service Delivery
8. Increased Job Satisfaction
9. Efficient Utilization of Skilled Resources
10. Process Standardization and Policy Guidelines
11. Uniform Service Delivery Standards across the State

NB:

- i. Sum total of points obtained under item nos. 1-8 will be calculated first (M). This will then be normalized against the total IPC Registration of the PS for the previous year, ie. Points scored (O) = $M \times 100 / (\text{Total IPC Registration for previous year})$
- ii. Sum total of points obtained under item nos. 7-31 will be calculated separately and added to "O". The final points scored shall be: $P = O + (\text{sum total of points under item nos. 11-23})$
- iii. Average of 12 months shall be calculated based on the points of preceding 12 months only. If less than 12 months have elapsed from the date of launch of the

system, average shall be calculated based on the points of available months. This will give the annual score.

The first 'Performance Evaluation Report of Police Stations' in the State based on the aforesaid criteria should be submitted to the PHQ before 15th of October, 2020: and on every 31st January taking into account of 12 months of the previous year.

for 15/8/2020
Loknath Behera IPS
DGP & State Police Chief

To

All Officers in List D.

Copy to: 1.The ADGP (L & O) /Zonal IsGP / DIsGP Ranges / DPCs for urgent necessary action.
2. CAs to DGP & SPC/ All Staff Officers, PHQ.
3.The Dy. Director, Public Information Centre.
4.D Space.

GHI 1240

17/8/2020