

Process Documentation of Police Station

Storyline...

The client is a Bangalore based NGO that works with citizens and the government to improve the quality of life in Indian cities and towns. One such initiative was the introduction of community policing in Bangalore.

MaGC® (formerly NCRCL®) was engaged to undertake a comprehensive documentation of processes in a police station. The process document was expected to be the starting point for all further activities under the project

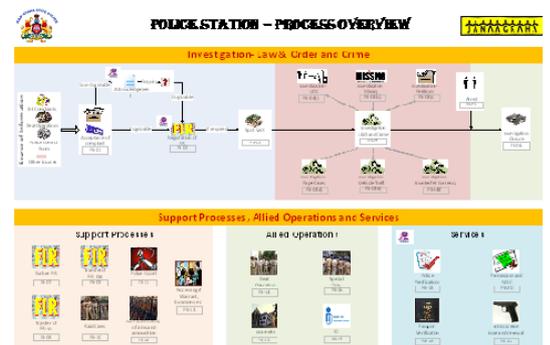
Once upon a time...

In order to introduce community policing, it was necessary to first understand the functioning of a typical police station. There was also a need to identify gaps in the existing processes and reengineer the processes for better effectiveness. All this required the creation of a proper process document covering the day to day functioning of a police station.

Moving on...

The assignment required the MaGC team to first understand the existing processes. This was done through a series of discussions with key persons in the police station. The process mapping exercise was undertaken in two separate police stations. Information gathered in one station was validated during discussions with the other station.

A comprehensive process document was created by MaGC. The entire document was validated with the Heads of the Police Station and their suggestions for improvement were obtained. The document contained process flowcharts covering the information flows and detailed narrative descriptions of each process. The documents/ registers involved in each process were also identified and sample templates were given.



Finally...

The process document serves as a ready reference to understand the working of a police station. It can be used to identify process weaknesses and reengineer them to improve process efficiency. The process document facilitated monitoring of delivery of timebound services under the Guaranteed Services to Citizens Act (Sakala) by the Police. The process document being the first of its kind attempt nationally was well appreciated by the Community Policing Advisory Group as well as the police personnel.