



पुणे पोलीस  
Pune Police



Centre of  
Excellence

लोक भावनांचे सर्वेक्षण  
- पुणे पोलीस

Public PULSE Survey  
– Pune Police

[Lockdown 4.0]

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# लोक भावनांचे सर्वेक्षण - पुणे पोलीस

## Public PULSE Survey - PUNE POLICE

Lockdown 4.0

A Pune Police Initiative to understand the **pulse** of people and create interventions to take necessary steps. It also gives a fair perception of what people think about Pune Police.



EDUCATE TO EMPOWER

Survey Conducted by:  
SDG Centre of Excellence  
(SDGCOE)  
SDGCOE is a training and  
consulting firm specialized in  
Learning & Development and  
Behavioural Science.  
[www.sdgconsultants.in](http://www.sdgconsultants.in)

# A

## ABOUT THE SURVEY

This survey aims to understand

Understanding the *pulse* of people during COVID-19

1. *Listen* to the voice of people.
2. *Understand* their perspective.
3. *Acknowledge* their barriers.
4. *Empathize* with Pune-kars.
5. *Create* a system to overcome challenges.

Suggestions & Identifying Best Practices

1. Attitude and Activities liked by People.
2. Suggestions for Police.
3. Suggestions for State / District Administration.

# A

## सर्वेक्षणाबाबत माहिती

### सर्वेक्षणाची उद्दिष्टे

#### कोविड-19 दरम्यान लोकांची भावना समजून घेणे

1. लोकांचा *आवाज* ऐकण्यासाठी.
2. त्यांचा *दृष्टीकोन* समजून घेणे.
3. त्यांच्या अडचणी ओळखणे
4. नागरीकांनप्रती सहानुभूती जगविणे.
5. आव्हानांवर मात करण्यासाठी एक *व्यवस्था तयार* करणे.

#### सूचना आणि सर्वोत्तम पद्धती ओळखणे

1. लोकांद्वारे आवडलेल्या कृती आणि कार्य.
2. पोलीसांसाठी सूचना.
3. राज्य / जिल्हा प्रशासनासाठी सूचना.

## 2 Citizen's Pulse

83%

Citizens are happy  
with the work done by  
Pune Police

Total **22791** PuneKars responded

# 3

पोलिसांच्या स्वयंप्रेरीत  
वर्तनाचे अत्यंत कौतुक  
आहे

**ATTITUDE/ACTIVITY**  
**of POLICE** liked  
by **PEOPLE**

1

कर्तव्य  
निष्ठता

**Commitment  
towards duty**



# कर्तव्य निष्ठता

## Commitment towards duty

(Some sample responses in their own words)

They have great *commitment* towards duty

- Ram Vinayak

I liked their commitment to the country and sense of **true duty** towards life.

- Anjaleena Soni

Commitment towards work & *sincerity* is amazing - Ritwik Kolatkar

आपल्या कर्तव्य निष्ठेस सलाम

- Mahesh Gokhale

Their *fearless* commitment to the community as whole

Niteen Bhagwat

Their *patience* in this calamity, endurance and commitment to their duty.

-Anita Prasad

# 2

कायदा व सुव्यवस्था सुनिश्चित  
करण्यासाठी पोलीसांकडून  
सातत्याने प्रयत्न

**Continuous efforts by  
Police to ensure  
Law & Order**

कायदा व सुव्यवस्था सुनिश्चित करण्यासाठी  
पोलीसांकडून सातत्याने प्रयत्न

Continuous efforts by Police to  
ensure Law & Order

(Some sample responses in their own words)

Working Day and Night without breaks to  
*maintain law and discipline* . Keep up the  
great work .  
- Meghna Deshpande

Your untiring efforts to curtail the  
pandemic is applaudable.

- Kanika M Singh

नागरिकांना मदत करणे, **कायदा व**  
**सुव्यवस्था** राखली  
- Umesh V Misal

I appreciate all efforts by Pune Police in this  
adverse situation. They are *fighting*  
*warriors* against Corona helping one and  
all in need.  
- Deepak Sharma

Whatever police did till date is the  
best . *Salute* your efforts

-Sheetal Surana

Their continuous tireless efforts

- Yogita Palse

3

कठीण काळातही  
काम करण्याची  
कटीबद्धता

**Commitment to work  
under pressure**

कठीण काळातही  
काम करण्याची कटीबद्धता  
Commitment to work  
under pressure

(Some sample responses in their own words)

Keeping their cool and helping even in  
time of tremendous *pressure*.

- Siddhartha Dutta

Pune Police helping very much politely to  
people and show humanity in difficult  
situations. Salute to all of you *Corona  
Yoddhas*

- Bipinchandar Bharati

या कठीण काळात **कर्तव्य** करणे  
कमालीचे आहे

- Anu

Pune Police have shown exemplary attitude of  
empathy & kindness under tremendous  
pressure disregarding threat to their life.

- Hallur GR

It's difficult times for everyone still the cops are  
*diligently* serving people in everyway they can.  
Thanks a ton for being so understanding

-Sandeep Kumar

*Helping* poor with doing difficult job

-Onkar Badwe

# 4

पोलिसांच्या स्वयंप्रेरीत  
वर्तनाचे अत्यंत कौतुक  
आहे

Highly appreciate the  
**PROACTIVE**  
behaviour

# पोलिसांच्या स्वयंप्रेरीत वर्तनाचे अत्यंत कौतुक आहे

## Highly appreciate the PROACTIVE behaviour

(Some sample responses in their own words)

Handling the whole situation proactively  
and efficiently.

- Swati Dubey

You guys are proactively trying your best to  
contain the spread. Thanks for everything

- Arka Sarkar

पोलीस सक्रिय आणि **सकारात्मक** आहेत

- Anonymous

Readiness and citizen friendly and all  
other proactive measures taken

- Brijendra M Gupta

You all are very proactive and also  
active on social media platform.

-Ankit Tripathi

*Proactive* approach. Doing survey like  
this.

-Anonymous

# 5

मदतशील व  
सहाय्यकारी वर्तन

Helpful nature  
& SUPPORTIVE  
Behaviour



# मदतशील व सहाय्यकारी वर्तन Helpful nature & SUPPORTIVE Behaviour

(Some sample responses in their own words)

Their **sincerity** and responsible  
behaviour.

- Heena Bairagdar

Co-operative behaviour towards  
citizen during **lockdown**.

- Bharat Jain

नागरिकांबद्दल **नम्र** वागणूक

- Shubham Kshirsagar

Punctual, **principled**, good  
behaviour

- Vinod Rathod

They controlled traffic and outside  
misbehaviours of various people

-Chandrasekhar Satpute

*Humble* behaviour towards citizens

-Rohit Bhojwani

6

शिस्तबद्ध पोलीस दल

**DISCIPLINED**  
**police force**

# शुसुतबदुद डुलुस दल

## DISCIPLINED police force

(Some sample responses in their own words)

Maintaining *vigilance* and discipline. - Rajarshi Ganguly

Being *helpful* and monitoring patiently despite so many individuals being undisciplined and careless. - Nandkumar Rao

आडुहलल डुलुसलडुलु शलसुत व सेवडु खूडु आवडुलु - Vihan Shah

Disciplined in maintaining social distancing. - Vinayak V Shukla

Proficient, service oriented, disciplined -Virendar Kulkarni

Discipline and dedication with which you do your work -Sainath Vaidya

7

आवश्यकतेनुसार  
कर्तव्यकठोर आहेत

They are *strict*  
where it is required  
for our benefit

आवश्यकतेनुसार कर्तव्यकठोर आहेत  
They are strict where it is required  
for our benefit

(Some sample responses in their own words)

Strict Enforcement and  
dedication in Corona Bandobast.

- Milind Dharke

Police are **patrolling** the streets  
strictly and efficiently.

- Anonymous

Strictness to *control* the situation.

- Vijay Joshi

नागरिकांच्या **भल्यासाठी** आवश्यकतेनुसार  
कठोर निर्णय घेतात.

- Naman Thakkar

Strict *Compliance* Of Guidelines In  
Containment Zone is Appreciated.

-Deepak Koli

*Prompt Action* & Strict action.  
Salute for Police work

-Jeetandra Wankhede

# 8

लॉकडाउनची कठोर  
अंमलबजावणी

Good  
implementation of  
*lockdown*

# लॉकडाउनची कठोर अंमलबजावणी

## Good implementation of lockdown

(Some sample responses in their own words)

I liked their patience and overall implementation of **lockdown**.

- Ashwin Lawate

Overall implementation of lockdown is certainly *praiseworthy*.

- Dheeraj Patil

Strict rules are **implemented** in containment zone

- Nitin Mohite

पोलीसांकडून लॉकडाउनची **प्रभावी** अंमलबजावणी करण्यात आली

- Tushar Gambhire

Prompt implementation of orders. Also risking your life to save others.

-Neilanjan Pal

Strict *Implementation* of lockdown is a thumb up to all police officials. I salute to them for their work in this situation.

-Prashant Gandhi

9

नाविन्यपूर्ण पद्धती  
**Innovative ways**



# नाविन्यपूर्ण पद्धती Innovative ways

(Some sample responses in their own words)

उल्लंघन करणार्यांना **अभिनव**  
मार्गाने शिस्त शिकवतात - Anonymous

They are creating awareness by  
*innovative* means.  
- Dayanand Gaikwad

Social approach and innovative  
technology use -Ashok Kadam

More **effective** than other city police.  
Also handling lawbreakers in innovative  
ways. - Anupama Pradhan

They tried innovative *methods* to  
spread the message.  
- Saniya Sathe

Personally I like the way Pune police  
innovative ways to punish people who are  
stepping outside the house for any non-  
sense reason. -Ajinkya Lokhande

10

सामाजिक अंतर  
राखण्यासाठी  
चांगली अंमलबजावणी

Good execution in  
maintaining  
*social distancing*

सामाजिक अंतर राखण्यासाठी  
चांगली अंमलबजावणी

Good execution in maintaining  
social distancing

(Some sample responses in their own words)

पोलीस सामाजिक अंतर राखण्यासाठी  
**यशस्वी** ठरले.

- Anonymous

The fact that police is helping us  
follow *social distancing* so well.

- Valentino Joseph

Strict on people who don't follow rules  
and not observe social distancing.

-Rahul Garud

Great *focus* on monitoring curfew  
and social distancing in my area.

- Anonymous

Maintaining of social distancing and  
helping people to be in **quarantine**.

- Shreeganesh Mehendale

Keeping eye on who didn't follow social  
distancing

-Shantanu More

3.

सूचना

**Suggestions**

# पोलीसांसाठी सूचना

## Some Suggestions for Police

Police already doing good job and should continue.

Police teams need to **take care** of themselves.

People should keep supporting strict lockdowns.

Some citizen's **masks** are **missing** at times.

**Social distancing** can be practised better with more communication.

People roaming in groups should be held accountable.

Efficient **Solutions** are welcomed.

Quick E-Pass for all would reduce inconvenience.

People say more **awareness** needed.

**Tests** of more citizens will help tackle COVID

पोलीस उत्तम काम करीत असून यापुढेही त्यांनी अशीच वाटचाल सुरु ठेवली पाहिजे

पोलीस पथकांनी स्वतःचीही **काळजी घेणे** आवश्यक आहे.

नागरिकांनी सक्त लॉकडाऊन ठेवण्यासाठी सहकार्य करावे

नागरिक **मास्क** सक्तीने परिधान केलेले आढळून येत नाहीत

अधिक संवाद साधून **सामाजिक अंतर** राखणे सोपे होईल

समूहाने फिरणाऱ्या लोकांना जबाबदार धरले पाहिजे.

प्रभावी **उपाय** स्वागतार्ह आहेत

सर्वांसाठी ई-पास सुविधा जलदगतीने राबवल्यास गैरसोय कमी होईल.

अधिक **जागरूकता** आवश्यक आहे.

जास्तीतजास्त नागरिकांच्या COVID **चाचण्या** केल्यास महामारीचा सामना करण्यास मदत होईल

# नागरी प्रशासनासाठी सूचना

## Some Suggestions for Civil Administration

More awareness on  
**COVID** needed.

The administration is  
already helping  
migrants but need more.

Public should support  
**strict** lockdown

Timely and clear  
**communication** will  
help people.

Home delivery of essentials  
will make sense for us.

Crisp **Decisions** by  
administration will  
help people.

**Testing** increased but  
now more testing will help.

**Quarantine** facilities  
need to be used.

Distributing **Sanitizers**  
and **masks** will help the  
needy.

**COVID** वर अधिक  
जागरूकता आवश्यक आहे.

प्रशासन आधीच परप्रांतीयांना  
मदत करत आहे परंतु आणखी  
मदत आवश्यक आहे.

लोकांनी **कठोर** लॉकडाऊनला  
समर्थन देत रहावे

योग्य वेळी स्पष्ट संदेश असेल  
तर लोकांना मदत होईल

अत्यावश्यक वस्तूंची घरपोच  
सेवा उपयुक्त ठरेल

प्रशासनाकडून घेतलेले **ठाम**  
निर्णय लोकांना मदत करतील.

Covid चाचण्या वाढल्या,  
परंतु प्रमाण अधिक  
वाढल्यास मदत होईल

**विलगीकरण** सुविधांचा  
वापर करणे आवश्यक आहे.

**सॅनिटायझर्स** आणि  
**मास्क** वितरित केल्यामुळे  
गरजू लोकांना मदत होईल

# 4.

प्रमुख निष्कर्ष

**KEY FINDINGS**

# प्रमुख निष्कर्ष Key Findings

83%

नागरिकांनी  
पोलीस करीत  
असलेल्या  
कामाचे  
कौतुक केले

of the people  
have applauded  
and  
**appreciated**  
the endeavours  
of police

31%

लोक दिवसातून एकदा किंवा  
त्याहून अधिक वेळा लॉकडाऊन  
4.0 दरम्यान बाहेर गेले.

people went out once a day  
or more during lockdown  
4.0.

27%

निधी, पैसा, नोकरी किंवा व्यवसाय  
हे # 1 आव्हान म्हणून आहेत

of the people have  
Finance, Money, Job or  
Business as #1 challenge

72%

लोक किराणा सामान आणि वस्तू  
खरेदी करण्यासाठी बाहेर पडले.  
(लॉकडाऊन 4.0)

of the people stepped out  
to buy groceries and  
essentials. (lockdown 4.0)



# 5.

लोकांना जाणवलेली  
आव्हाने

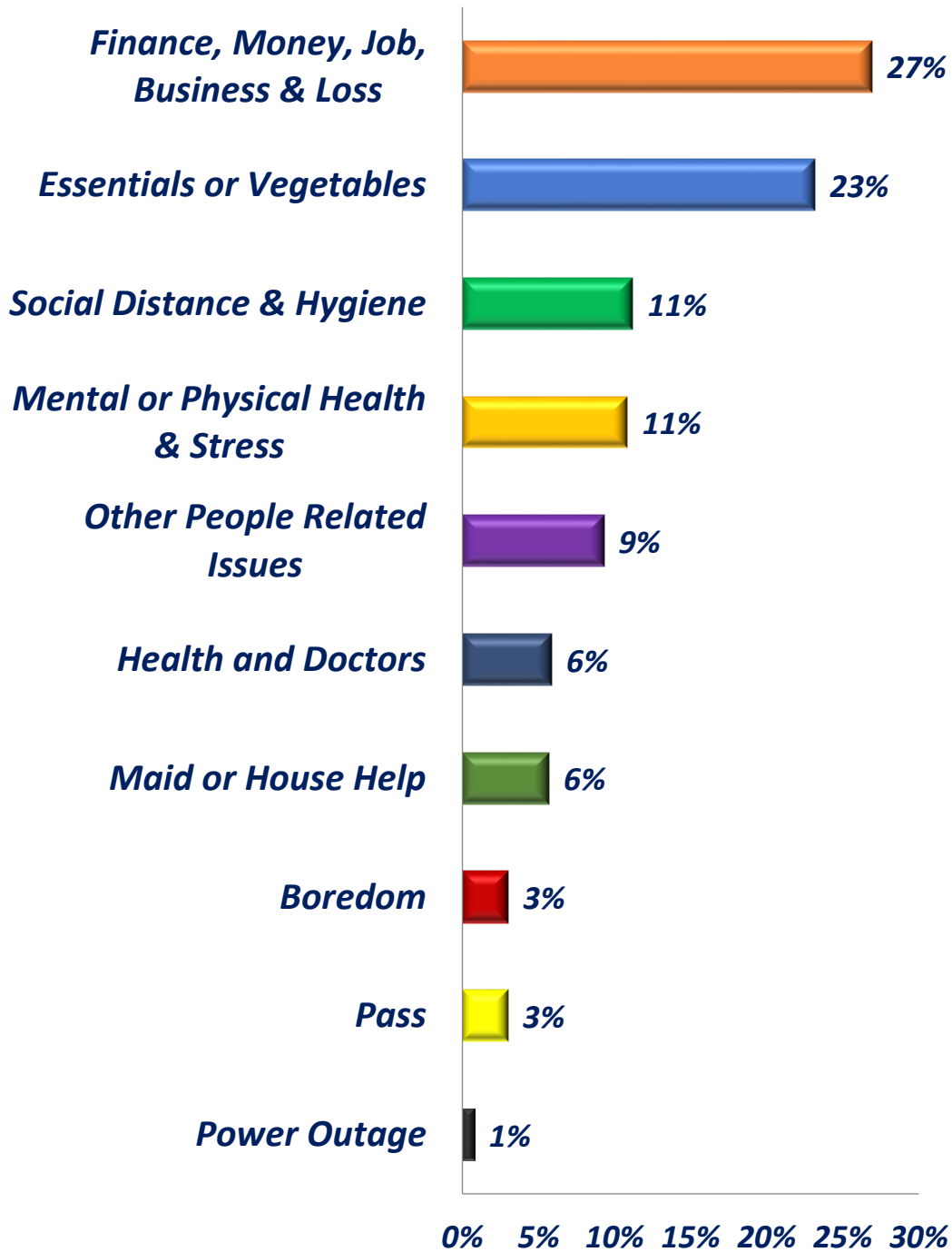
**Challenges Faced by  
People**

[Lockdown 4.0]

# लोकांना जाणवलेली आव्हाने

## Challenges Faced by People

Lockdown 4.0



**B.**

परिशिष्ट

**APPENDIX**

# 1.

## SURVEY METHOD

### Survey Design

- Determination of survey **objectives**.
- Determination of sampling size and sampling pattern.
- Preparation of questionnaire and conduct survey.

### Sampling Pattern

- Total Inputs received - **22791**.
- All areas under **PMC** only.
- Ensuring response from all strata of society.
- Ensure mix of gender and age **diversity**.

### Data Collection

- Medium of outreach was online via Twitter & WhatsApp messages using social network of active Pune-kars.
- Data was collected over a period of **5** days during lockdown 4.0 between 19<sup>th</sup> May to 24<sup>h</sup> May 2020
- Twitter handles of Pune Police and CP Pune City was used.

### Data Validation

- Data cleaning
- Data Classification
- Measurement System Analysis
- Identifying Insights from Data

# 1.

## सर्वेक्षण पद्धत

### सर्वेक्षण कार्यपद्धती

- सर्वेक्षण उद्दिष्टे **निश्चित** करणे.
- नमुना आकार आणि **नमुना** निश्चित करणे.
- प्रश्नावली तयार करणे आणि सर्वेक्षण करणे.

### नमुना निश्चितीकरण

- प्राप्त एकूण नमुने - **22791**.
- सर्व भाग फक्त **पुणे महानगरपालिका** अंतर्गत आहेत.
- समाजातील सर्व स्तरातून प्रतिसाद मिळाल्याची खात्री.
- लिंग आणि वयातील **विविधता** यांचे प्रमाण सुनिश्चित करणे.

### माहिती संकलन

- सक्रीय **पुणेकरांचे** सोशल नेटवर्क वापरून ट्विटर व व्हाॅट्सअॅप संदेशाद्वारे.
- माहिती गोळा केल्याचा कालावधी - **5 दिवस 19 May ते 24 May 2020** (लॉकडाउन 4.0)
- पुणे पोलीस आणि पोलीस आयुक्त यांचे ट्विटर हॅडल वापरली गेली आहेत.

### मोजमाप प्रणालीचे विश्लेषण

- माहिती व्यवस्थित आयोजित करणे
- माहिती **वर्गीकरण**
- मापन सिस्टम **विश्लेषण**.
- माहिती वरून **बोध घेणे**

# 2.

माहिती विश्लेषण  
व अहवाल लेखन

**DATA ANALYSIS &  
REPORT WRITING**  
[Respondent's Profile]

**a.**

लिंग  
विविधता

Gender  
Diversity

**d.**

घरी मुलांची  
संख्या

Number of  
children  
at Home

**b.**

प्रतिसादकर्त्यांचे  
वय

Age of  
Respondents

**e.**

घरी जेष्ठ  
नागरिक

Sr. Citizens  
at Home

**c.**

कुटुंबातील  
सदस्य

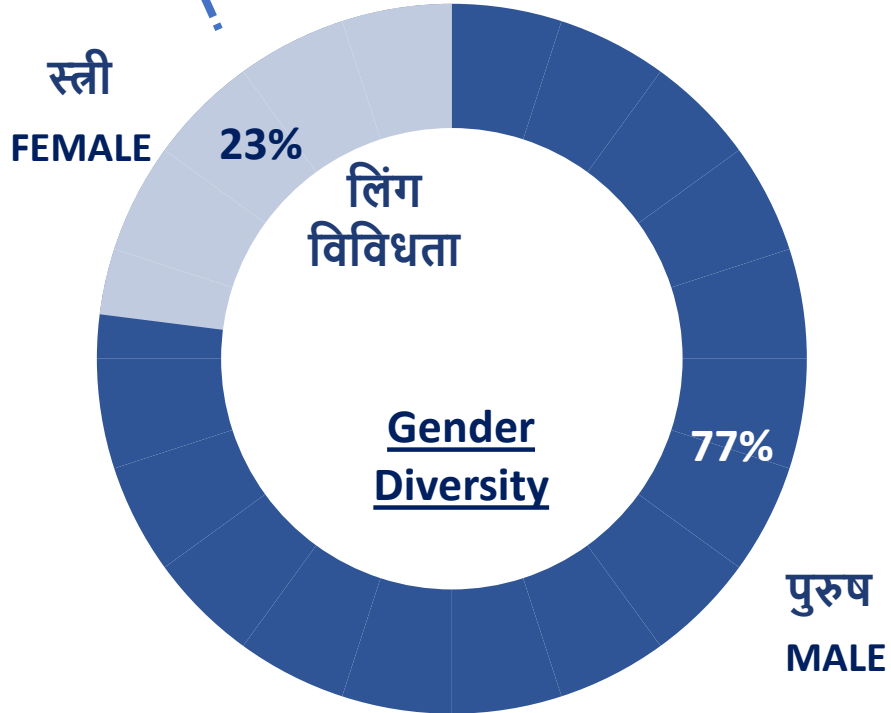
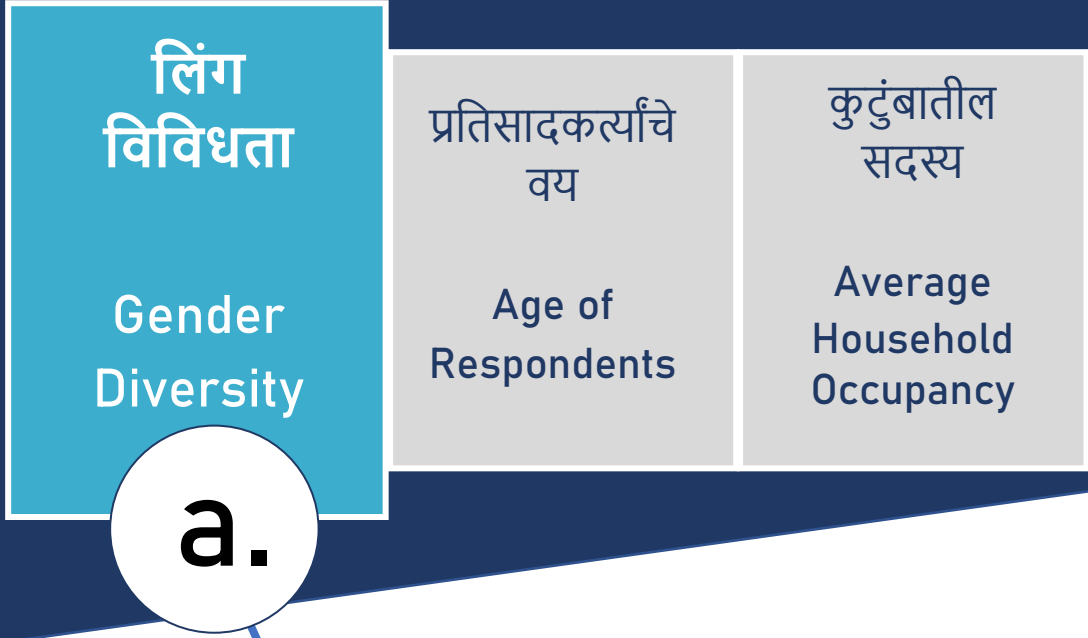
Average  
Household  
Occupancy

**f.**

घराबाहेर जाणारे  
प्रतिसादकर्ते

Respondents  
Stepping Out  
during  
lockdown  
4.0

# प्रतिसादकर्त्यांची माहिती Respondents' Profile

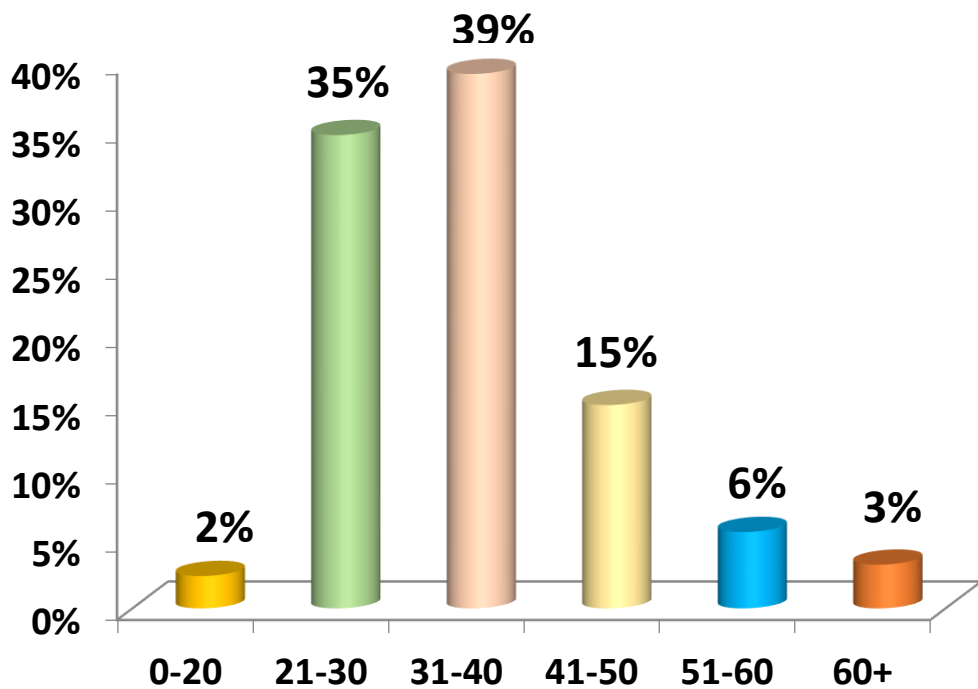




# प्रतिसादकर्त्यांची माहिती Respondents' Profile



**b.**



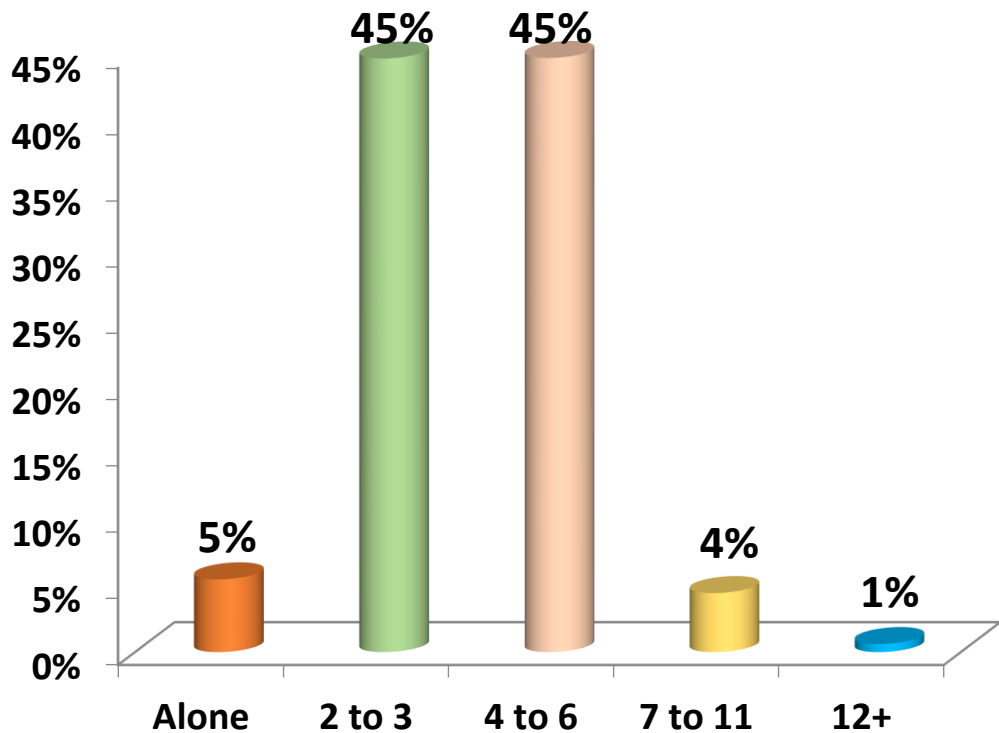
# प्रतिसादकर्त्यांची माहिती Respondents' Profile

लिंग विविधता	प्रतिसादकर्त्यांचे वय
Gender Diversity	Age of Respondents

कुटुंबातील  
सदस्य

Average  
Household  
Occupancy

C.



# प्रतिसादकर्त्यांची माहिती Respondents' Profile

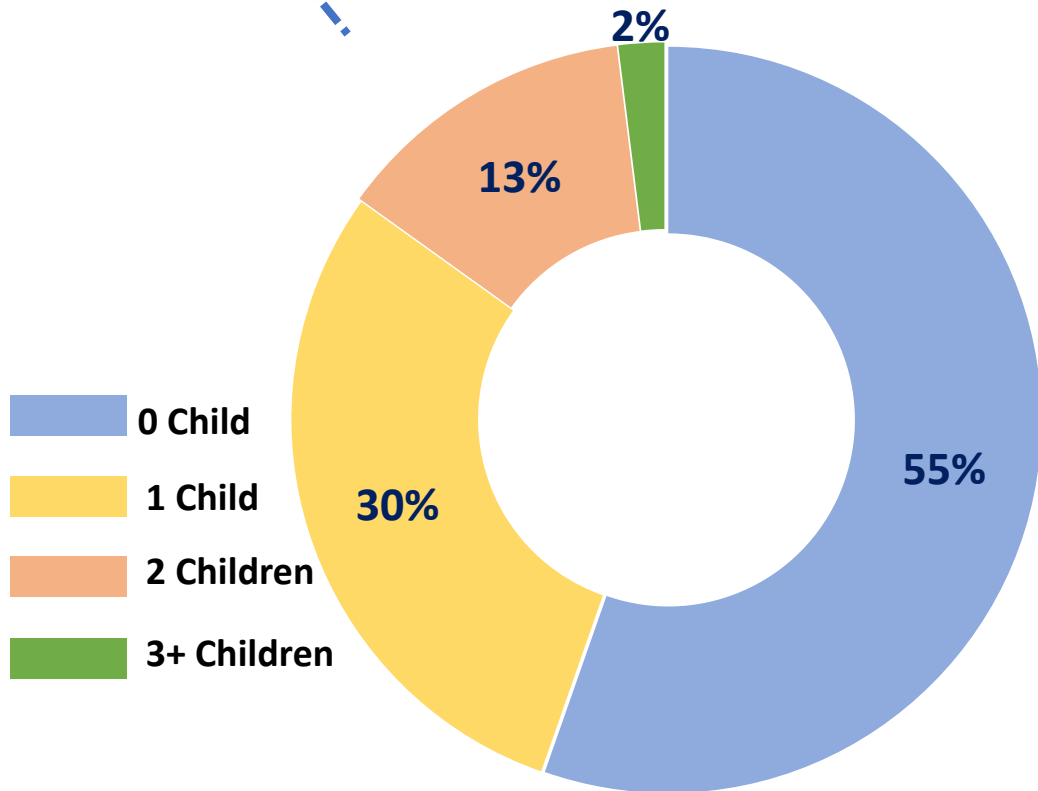
घरी मुलांची संख्या

Number of children at Home

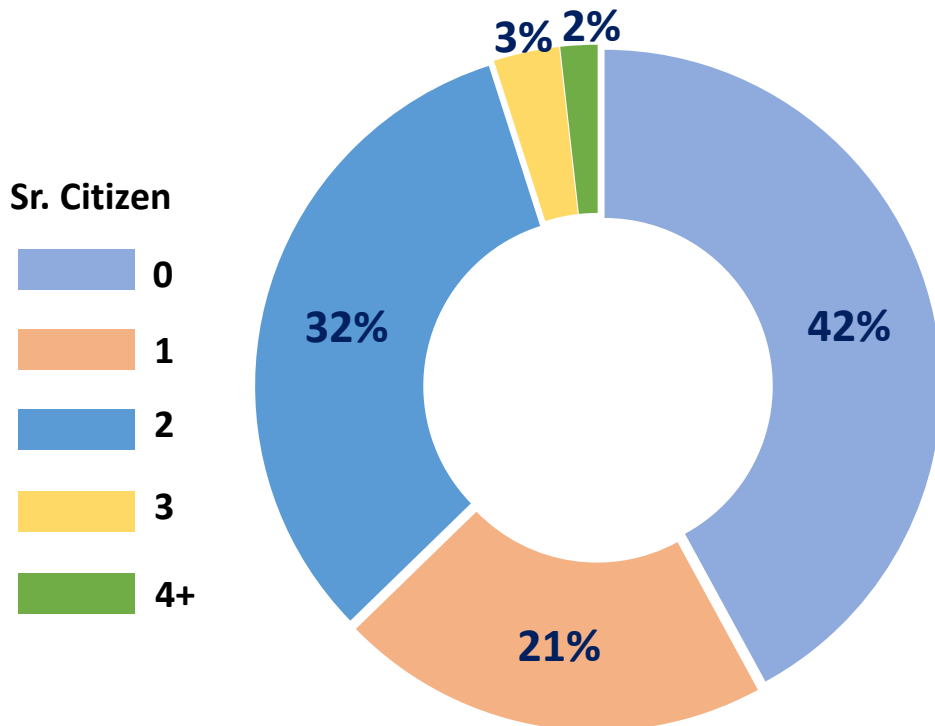
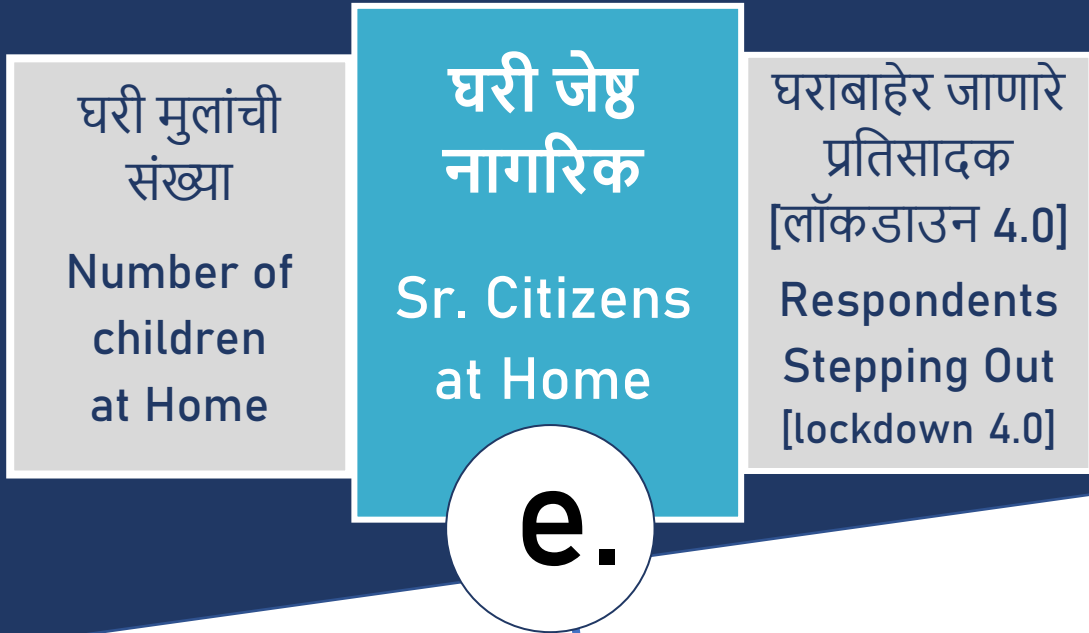
घरी जेष्ठ नागरिक  
Sr. Citizens at Home

घराबाहेर जाणारे प्रतिसादक  
[लॉकडाउन 4.0]  
Respondents Stepping Out  
[lockdown 4.0]

d.



# प्रतिसादकर्त्यांची माहिती Respondents' Profile



# प्रतिसादकर्त्यांची माहिती Respondents' Profile

घरी मुलांची  
संख्या

Number of  
children  
at Home

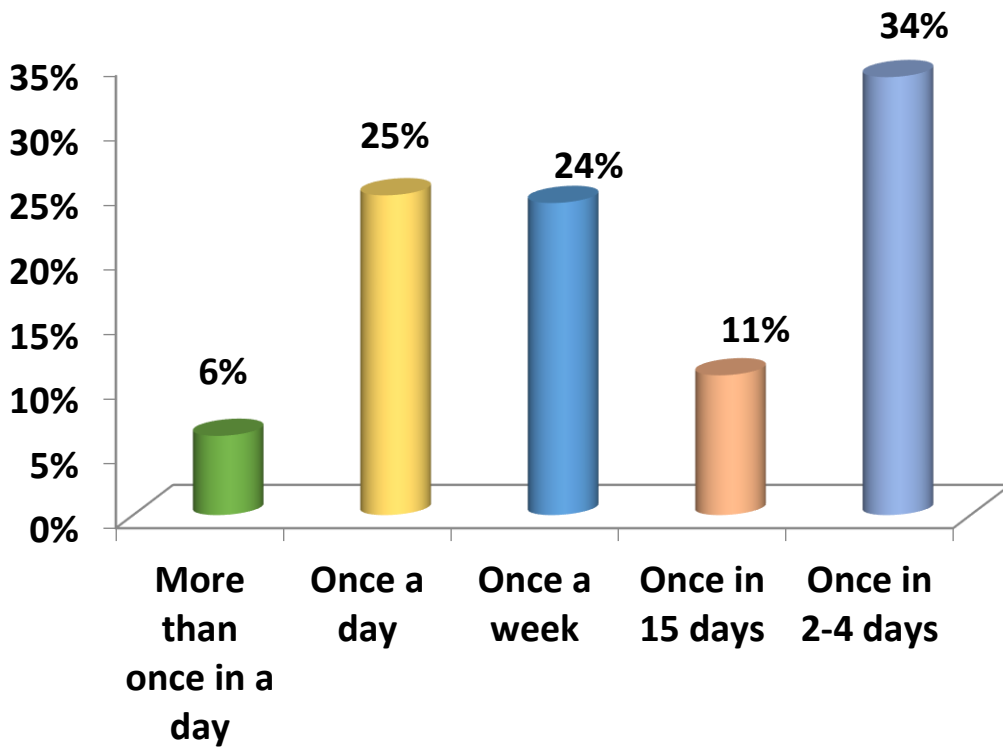
घरी जेष्ठ  
नागरिक

Sr. Citizens  
at Home

घराबाहेर जाणारे  
प्रतिसादक

Respondents  
Stepping Out  
during lockdown  
4.0

f.



# Survey Pulse

"I appreciate this initiative and each Puneekar must participate. This is for the self-help. It will give policymakers to decide the strategy".

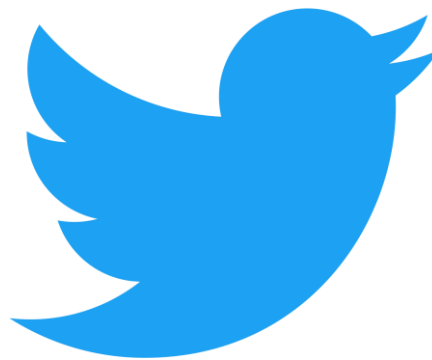
- Jeetendra Raval

Appreciate this initiative and all the other efforts being undertaken. Stay safe, and take care!

- Shruti Chitale

*Very good initiative undertaken by the Pune Police for understanding the needs of the citizens.* 👍👍

- Sagar Khenat



*"It's great fully thanks to Pune police ask our feedback. And thank you for all your work.*

-Rahul  
Mohite

*Appreciate your efforts to know the citizens better. We are together in this.*

- Meera Thosar

**"Appreciable steps by the authorities at ground level in involving citizens feedback in planning actions. Great work team!"**

Sahayak

-Traffic

## Attitude/Activity of Police liked by people



पुणे पोलीस  
Pune Police

कर्तव्य निष्ठता

Commitment towards duty

कायदा व सुव्यवस्था सुनिश्चित करण्यासाठी  
पोलीसांकडून सातत्याने प्रयत्न

Continuous efforts by Police to  
ensure Law & Order

कठीण काळातही काम करण्याची  
कटीबद्धता

Commitment to work under pressure

पोलिसांच्या स्वयंप्रेरीत वर्तनाचे अत्यंत कौतुक  
आहे

Highly appreciate the **PROACTIVE**  
behaviour

मदतशील व सहाय्यकारी वर्तन

Helpful nature & **SUPPORTIVE**  
behaviour

शिस्तबद्ध पोलीस दल

**DISCIPLINED** police force

आवश्यकतेनुसार कर्तव्यकठोर  
They are **strict** where it is  
required for our benefit

लॉकडाउनची कठोर अंमलबजावणी

Good implementation of  
**lockdown**

सामाजिक अंतर राखण्यासाठी  
चांगली अंमलबजावणी

Good execution in maintaining  
**social distancing**

नाविन्यपूर्ण पद्धती

Innovative ways