

CITIZEN FEEDBACK SURVEY

Perception & feedback towards Police Services in Gujranwala

Based upon a survey from ~ 800 respondents in Gujranwala in May 2025



May 23, 2025

N= 801

Comment by Gallup Pakistan Spokesperson

Citizen perception is a vital hallmark of how functioning democracies operate. Survey research organizations like Gallup-Pakistan have been instrumental in providing this crucial feedback for decades. As public services in Pakistan become more professionalized, the role of third-party evaluations in assessing the success or shortcomings of initiatives becomes increasingly important. Survey research agencies possess the independence and methodological rigor necessary to conduct impartial assessments. The report produced by Gallup-Pakistan for the Gujranwala Police represents a promising step in what could become a broader series of such evaluations. We hope that other public service providers will adopt similar methodologies and transparently share their findings. Doing so will empower the public to track progress and hold institutions accountable. Moreover, service delivery bodies—such as the police, water utilities, education, and health departments—stand to gain crucial insights directly from their users. These insights can help identify gaps, inefficiencies, and areas for targeted improvement. Ultimately, we hope this initiative fosters a culture of responsiveness and accountability within state institutions.

About this Report

Approach

Methodology

This report is based on a perception survey conducted in Gujranwala. A mixed approach was applied in this research study. A total of **801** respondents were selected from **Gujranwala city** using a combination of Face to face and Telephonic interviews. This sample comprised **522 randomly selected respondents from 30 different locations of Gujranwala city**. Face to face interviews were conducted to find out perception of general public towards Police in the city. An additional **sample of 250 was drawn from a list of 2500 contacts** who approached Gujranwala City Police during last 4 months. These respondents were surveyed using Telephonic interviews with respect to their experience with Gujranwala city Police.

A semi structure questionnaire was designed for this study on **perception and attitude towards Police with respect to its performance against Crime, Investigation, Traffic and overall service delivery**.

Survey CTO was used to script the questionnaire and data collection using internet enabled Tablets.

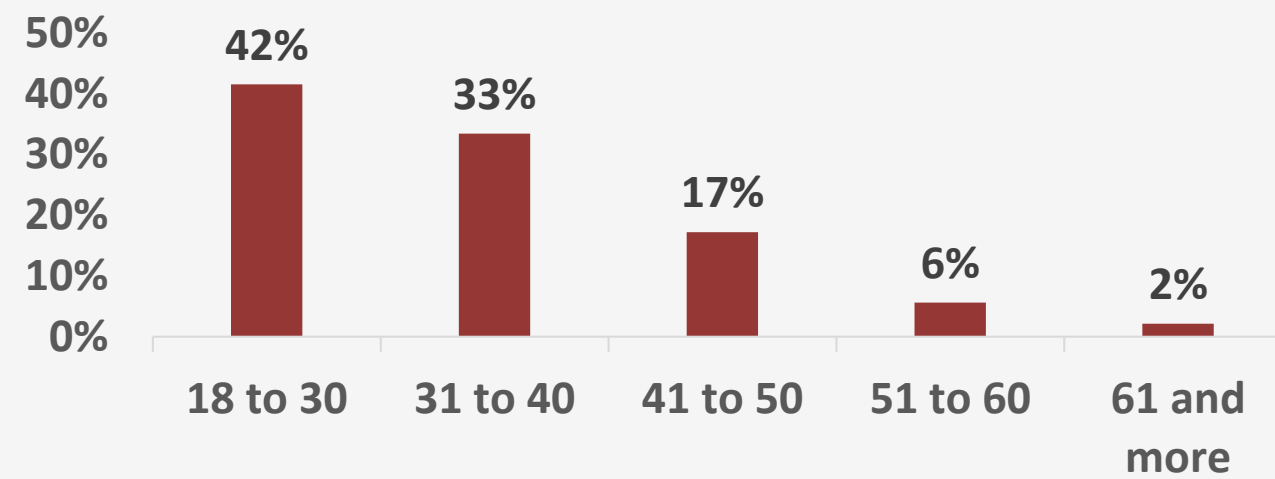
Sample size: ~ 801

Timelines

The data collection for the survey was conducted between **12th May and 20th May**.

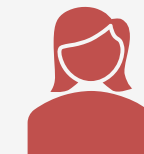
Demographics

Age



FEMALE
33%

MALE
67%



Education

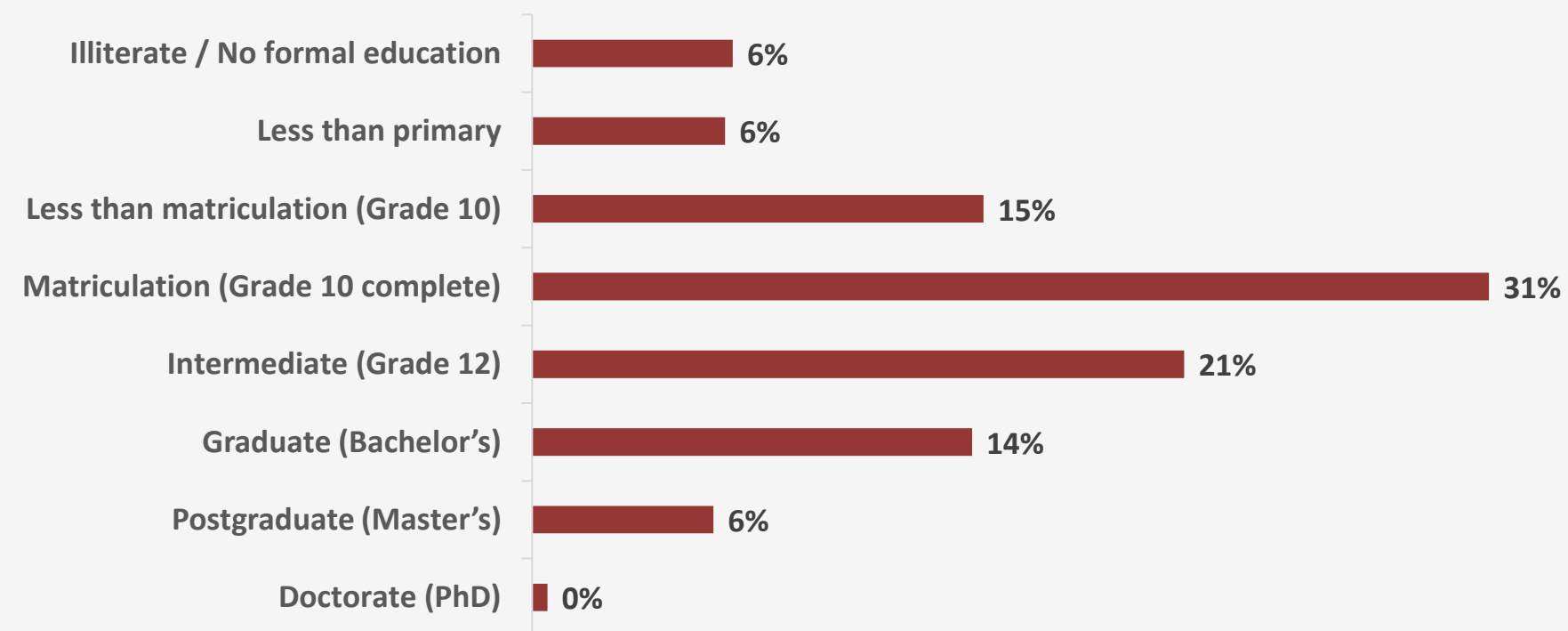


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About this Report

This report is divided into four main sections:

- 1.Crime** – Understanding public perception and concerns related to crime prevalence and safety.
- 2.Investigation** – Evaluating satisfaction with police investigation processes and outcomes.
- 3.Traffic** – Gathering Feedback on Traffic Monitoring Performance
- 4. Police Service Delivery** – Assessing the quality, accessibility, and responsiveness of general police services.

Key Highlight

Crime

- Over the past four months in Gujranwala, a majority of respondents reported maintained and improvement in feeling safe in their locality (74%), while walking alone during the day (77%), walking alone at night (72%), shopping alone (75%), and feeling safe on the road while driving (72%).
- Regarding crime prevention, 66% of respondents believe the police have adequate resources, its perceived that Public do not cooperate with the police for crime prevention 54%, and majority 65% think there is a lack of public awareness about crime in their area.

Investigation

- Among those familiar with the Gujranwala Police Safe City Project, 91% expressed satisfaction with its launch. However, satisfaction with the police's performance in arresting and investigating criminals is 84%.
 - A considerable number of respondents (33%) acknowledged that the investigating officer explained the judicial process to them, while 46% felt their complaints were fully attended to with cooperation from the officer.
- Notably, only 23% reported encountering any pressure or corruption during the investigation, suggesting a shift toward more transparent and accountable policing practices.
- Feedback on police investigation practices indicates steady progress. Around 45% of respondents agreed that the police performed well in collecting evidence, while 46% felt that the investigating officer carried out his duties diligently. Moreover, half of the respondents (50%) confirmed that the police adhered to legal procedures, reflecting growing public confidence in lawful and responsible investigative conduct.
 - 31% of respondents acknowledged that the police provided them with updates during investigations, while 43% believed that transparency was maintained in delivering justice. These responses indicate a foundation of trust that can be further strengthened through consistent communication and openness.

Key Highlight

Traffic

- Satisfaction with the Gujranwala city police's performance in traffic monitoring is overwhelmingly positive; 88% of respondents are satisfied.

Public service delivery

- Public perception of the Gujranwala City police is largely favorable, with 81% of respondents rating their performance as good.
- 71% of respondents reported improved and sustained assistance to crime victims, while 74% observed better handling of ordinary citizens' problems by their city police.
- 72% of residents noted an improved and sustained prompt response when seeking help, while 73% observed better collaboration between police and residents on local issue
- Most surveyed respondents never contacted the police (74%). At the time of their last contact with the police, 49% of respondents reported receiving good treatment, while 23% described their experience as neutral.
- Most complaints were addressed promptly, with 67% receiving a response within 1–6 hours and 19% within 1 hour.
- 42% of respondents reported that family members or relatives had contacted the police in the past four months, followed by 30% indicating friends..
- At the time of their last contact, 50% of respondents confirmed that police officers followed legal procedures, and an equal 50% acknowledged that the investigating officers conducted thorough and lawful investigations.
- Over half (52%) of respondents reported that their issue was resolved with police assistance, and only 33% experienced any pressure—highlighting generally positive engagement during complaint handling.
- A majority (64%) of respondents believe corruption in the Gujranwala city police has reduced to a little to moderate level, while only 36% still perceive it as significant to high.
- Sense of Safety: 73% of respondents felt safe after contacting the police.
- Response Time: 50% reported police arrival within 10–15 minutes.
- Most respondents (76%) received service within 30 minutes. Also, the majority (85%) were satisfied with having all facilities available in one place.
- Majority 95% of respondents rated the behavior of female officers was professional, 87% felt the Women Enclave provided a safe and trustworthy space and 79% were satisfied with how their issue was resolved.

Key Highlight

Public service delivery -continued

- 42% of respondents reported being familiar with the case registration timelines under Gujranwala city Police, while a significantly higher 75% were aware of the measures taken against kite makers, sellers, and flyers.
- 49% of respondents were familiar with the police's initiatives for women's protection, while 54% reported awareness of the CPO's efforts to prevent theft, robbery, and dacoity.
- 48% of respondents were aware of the police's efforts to prevent unnecessary rumors, while 51% expressed familiarity with the Punjab Government's police policies and their impact on public safety.
- 47% of respondents were aware of efforts to promote interfaith harmony, while 54% reported familiarity with crime prevention measures.
- Half of the respondents (50%) were familiar with the Executive Police Service Center, indicating solid visibility of this facility. Meanwhile, 38% were aware of the Meesaq Centers for minority citizens' issues,
- 43% of respondents were familiar with the Women Enclave initiative, while 35% recognized the Pink Wheels pilot project launched by the police.
- 80% of respondents expressed satisfaction with case registration timelines, and an overwhelming 96% were satisfied with the police's actions against kite makers, sellers, and flyers.
- 91% of respondents were satisfied with the Gujranwala city Police's performance in protecting women, and 82% expressed satisfaction with the CPO's measures to prevent theft, robbery, and dacoity.
- 89% of respondents expressed satisfaction with the police's actions to prevent unnecessary rumors, while an equal 89% were satisfied with the effects of the Government of Punjab's police policies.

Key Highlight

Public service delivery -continued

- 91% of respondents were satisfied with the Gujranwala city Police's performance in protecting women, and 82% expressed satisfaction with the CPO's measures to prevent theft, robbery, and dacoity.
- 89% of respondents expressed satisfaction with the police's actions to prevent unnecessary rumors, while an equal 89% were satisfied with the effects of the Government of Punjab's police policies.
- 92% of respondents were satisfied with the police's performance in promoting religious harmony, and 86% expressed satisfaction with their efforts in preventing crime.
- 89% of respondents were pleased with the facilities and overall performance of the Executive Police Service Center, while 88% expressed satisfaction with the measures taken by the Meesaq Centers.
- 90% of respondents expressed satisfaction with the "Women Enclave" initiative, and 89% were pleased with the performance of the "Pink Wheels" pilot project.

CRIME



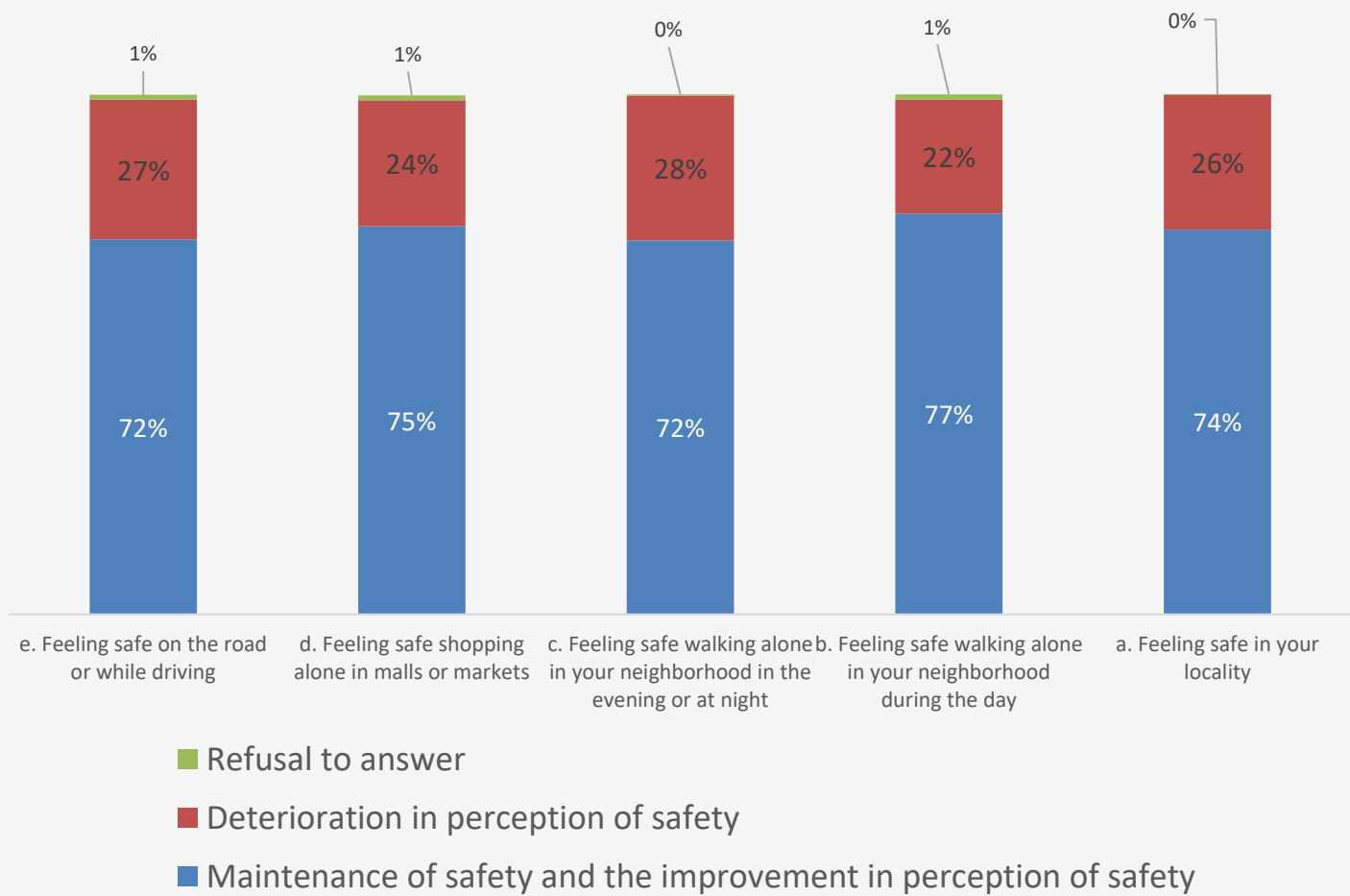
11



Section Summary

- Over the past four months in Gujranwala, a majority of respondents reported maintained and improvement in feeling safe in their locality (74%), while walking alone during the day (77%), walking alone at night (72%), shopping alone (75%), and feeling safe on the road while driving (72%).
- Regarding crime prevention, 66% of respondents believe the police have adequate resources, its perceived that Public do not cooperate with the police for crime prevention 54%, and majority 65% think there is a lack of public awareness about crime in their area.

Perceived improvements in Gujranwala city over the past four months



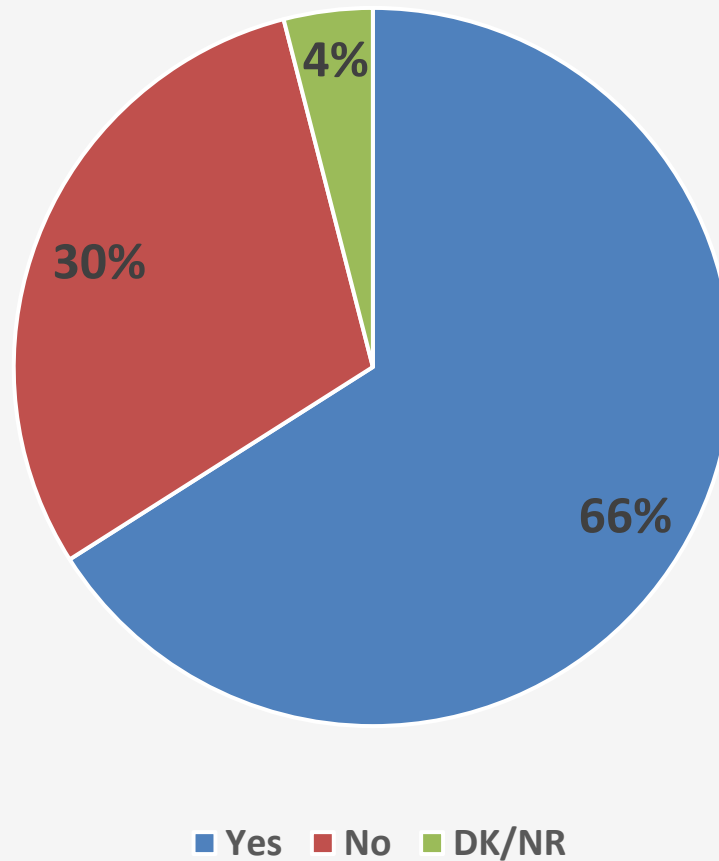
	Maintenance of safety and the improvement in perception of safety	Deterioration in perception of safety	Refusal to answer
Feeling safe in your locality	74%	26%	0%
Feeling safe walking alone in your neighborhood during the day	77%	22%	1%
Feeling safe walking alone in your neighborhood in the evening or at night	72%	28%	0%
Feeling safe shopping alone in malls or markets	75%	24%	1%
Feeling safe on the road or while driving	72%	27%	1%

Over the past four months in Gujranwala, a majority of respondents reported maintained and improvement in feeling safe in their locality (74%), while walking alone during the day (77%), walking alone at night (72%), shopping alone (75%), and feeling safe on the road while driving (72%).

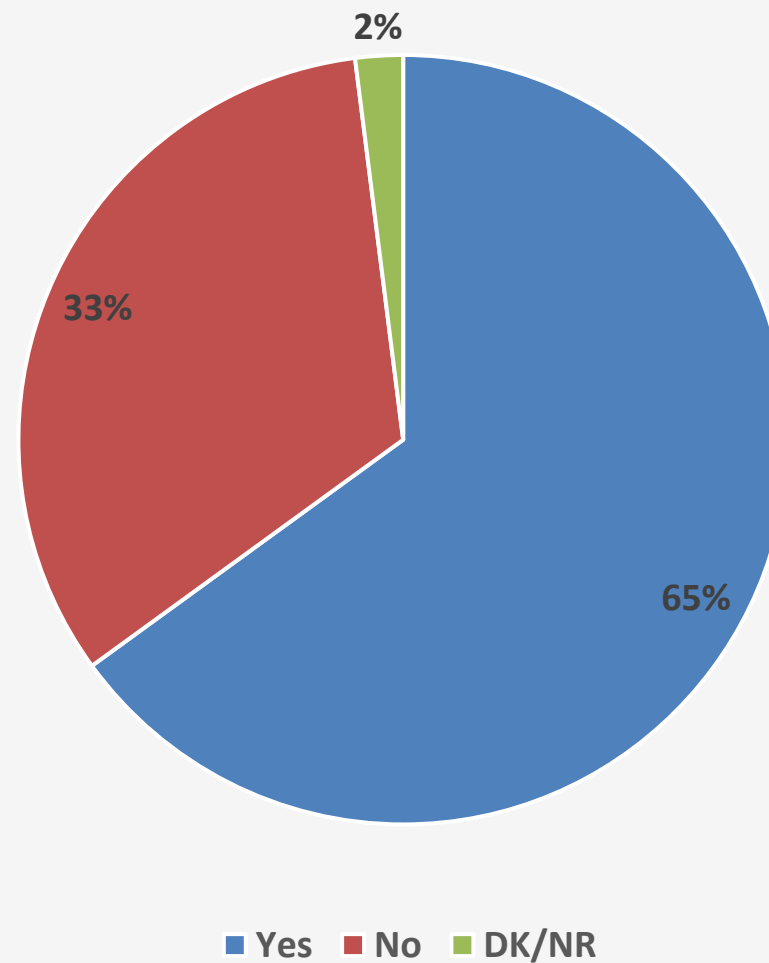
72% +

Crime Prevention during last four months

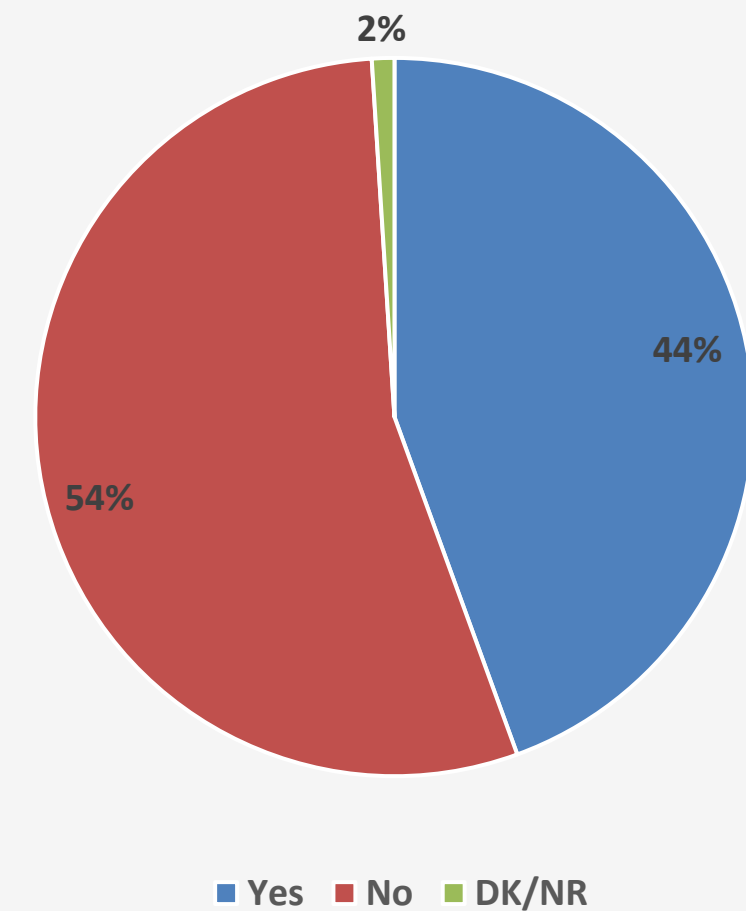
Do you think the police have adequate resources for crime prevention?



Do you think there is a lack of public awareness about crime in your area?

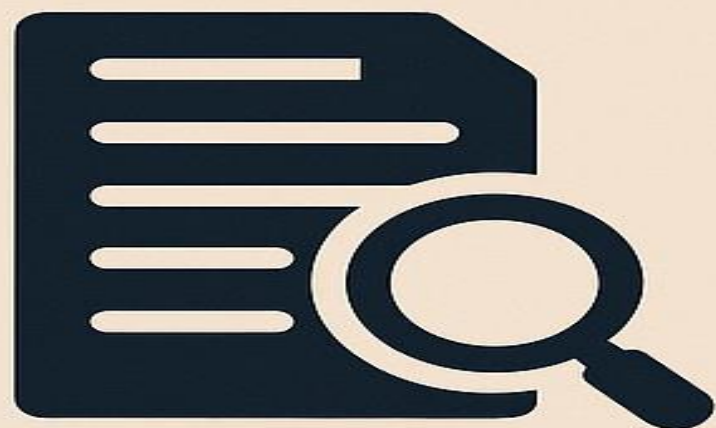


Have you ever cooperated with the police for crime prevention in your area?



Regarding crime prevention, 66% of respondents believe the police have adequate resources, its perceived that Public do not cooperate with the police for crime prevention 54%, and majority 65% think there is a lack of public awareness about crime in their area.

INVESTIGATION

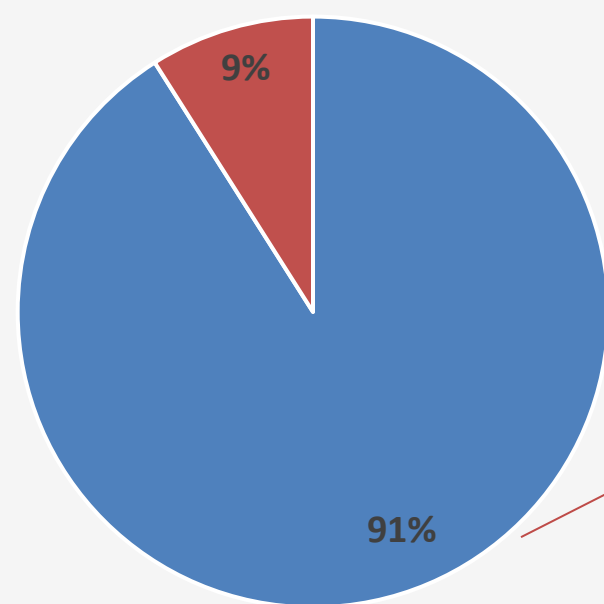


Section Summary

- Among those familiar with the Gujranwala Police Safe City Project, 91% expressed satisfaction with its launch. However, satisfaction with the police's performance in arresting and investigating criminals is 84%.
- A considerable number of respondents (33%) acknowledged that the investigating officer explained the judicial process to them, while 46% felt their complaints were fully attended to with cooperation from the officer.
Notably, only 23% reported encountering any pressure or corruption during the investigation, suggesting a shift toward more transparent and accountable policing practices.
- Feedback on police investigation practices indicates steady progress. Around 45% of respondents agreed that the city police performed well in collecting evidence, while 46% felt that the investigating officer carried out his duties diligently. Moreover, half of the respondents (50%) confirmed that the police adhered to legal procedures, reflecting growing public confidence in lawful and responsible investigative conduct.
- 31% of respondents acknowledged that the police provided them with updates during investigations, while 43% believed that transparency was maintained in delivering justice. These responses indicate a foundation of trust that can be further strengthened through consistent communication and openness.

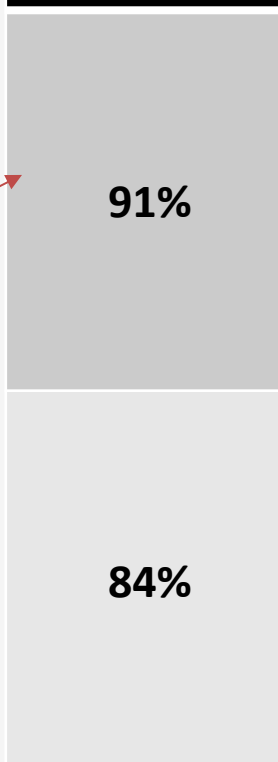
Safe City Project

Launch of the Safe City Project?

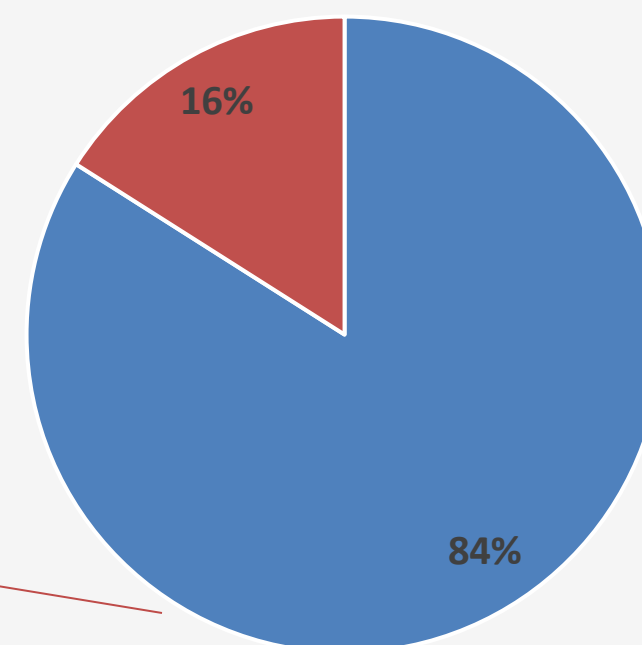


■ Satisfied ■ Not Satisfied

Satisfaction
Overall



Gujranwala city Police's performance in arresting and investigating criminals?

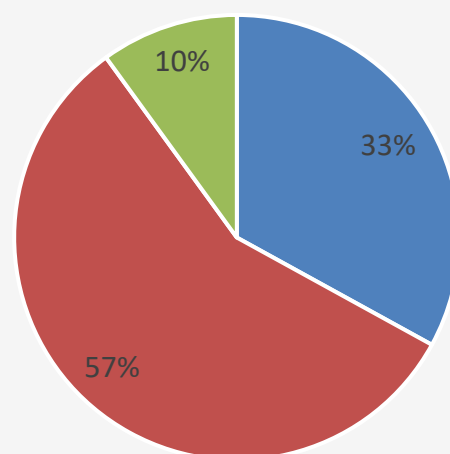


■ Satisfied ■ Not Satisfied

Among those familiar with the Gujranwala city Police Safe City Project, 91% expressed satisfaction with its launch. However, satisfaction with the city police's performance in arresting and investigating criminals is 84%.

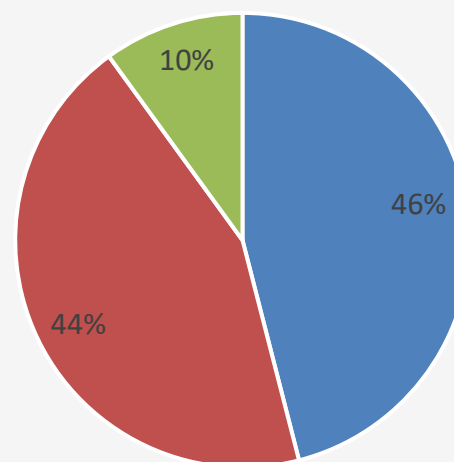
Perception toward Police investigation

The investigating officer explained the judicial process to you.



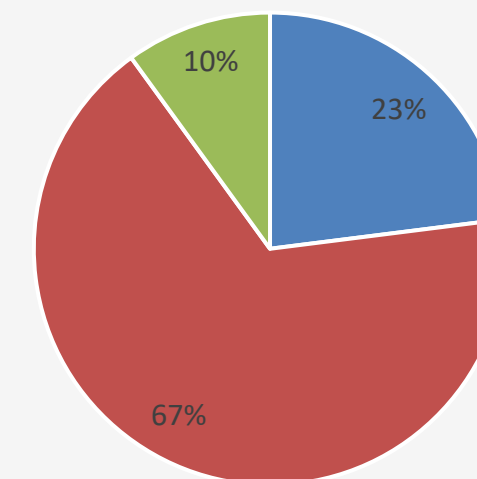
■ Yes ■ No ■ Don't Know/No Response

The investigating officer fully cooperated and attended to your complaints.



■ Yes ■ No ■ Don't Know/No Response

You encountered pressure or corruption during the investigation.



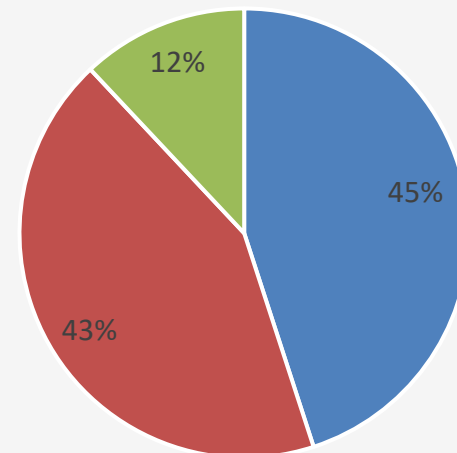
■ Yes ■ No ■ Don't Know/No Response

N=801

A considerable number of respondents (33%) acknowledged that the investigating officer explained the judicial process to them, while 46% felt their complaints were fully attended to with cooperation from the officer. Notably, only 23% reported encountering any pressure or corruption during the investigation, suggesting a shift toward more transparent and accountable policing practices.

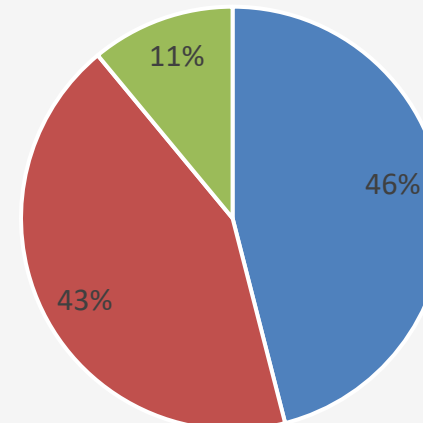
Perception toward Police investigation

The city police performed well in collecting evidence.



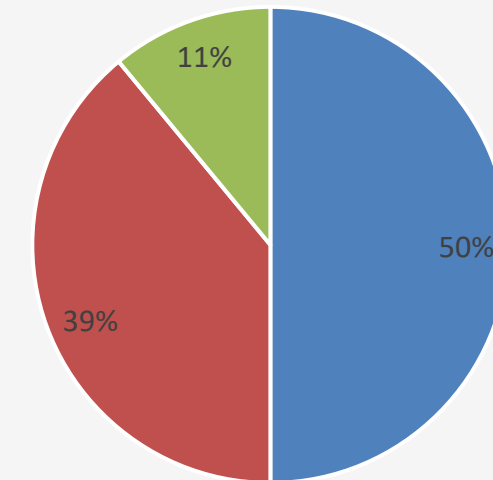
■ Yes ■ No ■ Don't Know/No Response

The investigating officer carried out his work diligently.



■ Yes ■ No ■ Don't Know/No Response

The police adhered to legal procedures.



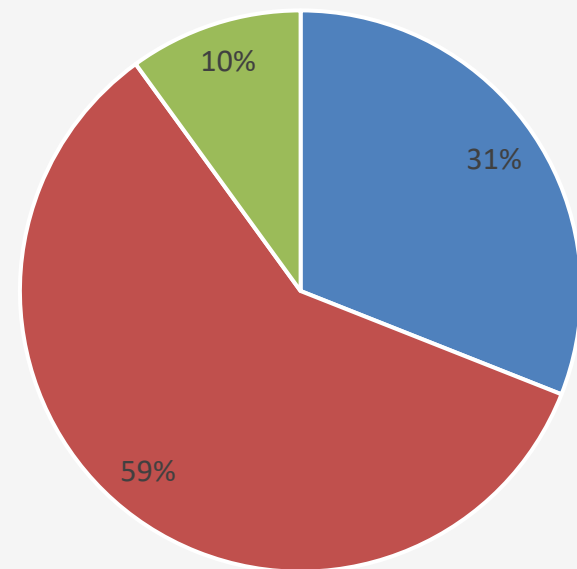
■ Yes ■ No ■ Don't Know/No Response

Feedback on police investigation practices indicates steady progress. Around 45% of respondents agreed that the city police performed well in collecting evidence, while 46% felt that the investigating officer carried out his duties diligently. Moreover, half of the respondents (50%) confirmed that the police adhered to legal procedures, reflecting growing public confidence in lawful and responsible investigative conduct.

N=801

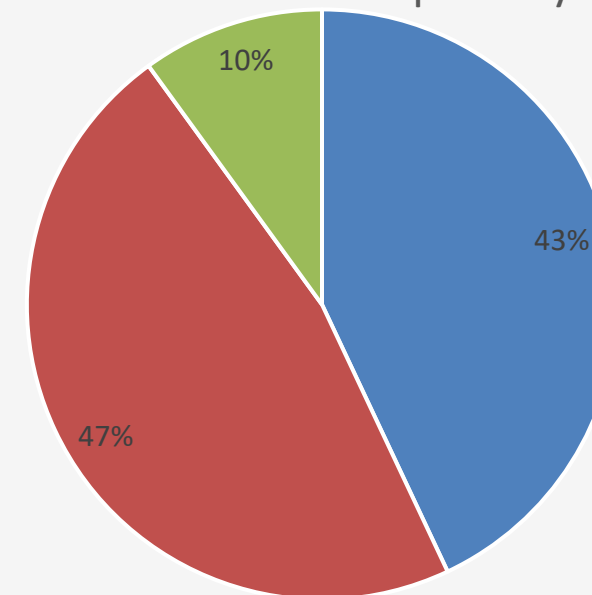
Perception toward Police investigation

The police provided you with updates.



■ Yes ■ No ■ Don't Know/No Response

The police-maintained transparency in delivering justice.



■ Yes ■ No ■ Don't Know/No Response

31% of respondents acknowledged that the police provided them with updates during investigations, while 43% believed that transparency was maintained in delivering justice. These responses indicate a foundation of trust that can be further strengthened through consistent communication and openness.

N=801

TRAFFIC

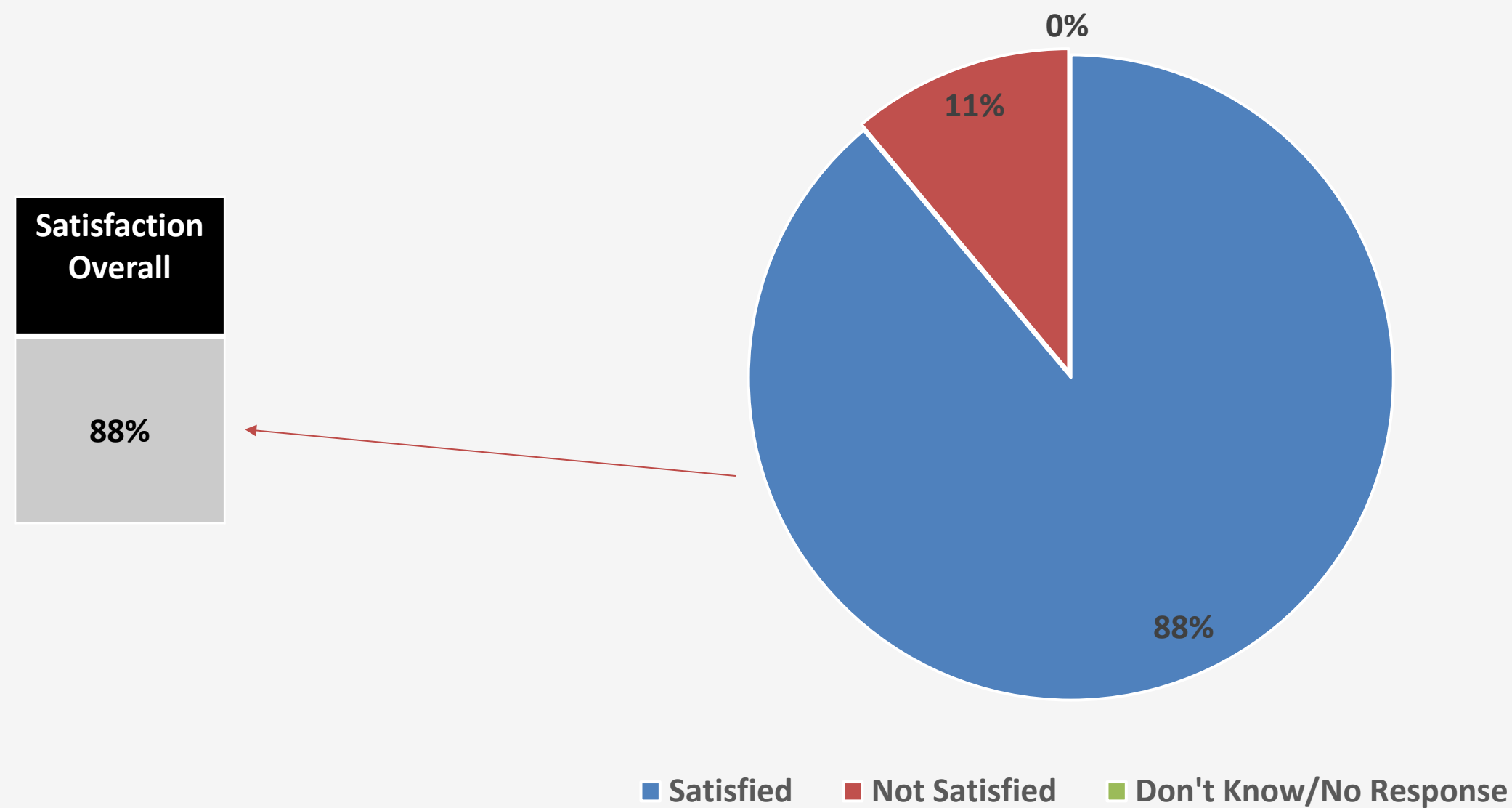


Section Summary

- Satisfaction with the Gujranwala city police's performance in traffic monitoring is overwhelmingly positive; 88% of respondents are satisfied.

TRAFFIC MONITORING

HOW SATISFIED ARE YOU WITH THE GUJRANWALA CITY POLICE'S
PERFORMANCE IN TRAFFIC MONITORING



Satisfaction with the Gujranwala city police's performance in traffic monitoring is overwhelmingly positive; 88% of respondents are satisfied.

POLICE SERVICE DELIVERY



Section Summary

- Public perception of the Gujranwala city police is largely favorable, with 81% of respondents rating their performance as good.
- 71% of respondents reported improved and sustained assistance to crime victims, while 74% observed better handling of ordinary citizens' problems by their city police.
- 72% of residents noted an improved and sustained prompt response when seeking help, while 73% observed better collaboration between police and residents on local issue
- Most surveyed respondents never contacted the police (74%). At the time of their last contact with the police, 49% of respondents reported receiving good treatment, while 23% described their experience as neutral.
- Most complaints were addressed promptly, with 67% receiving a response within 1–6 hours and 19% within 1 hour.
- 42% of respondents reported that family members or relatives had contacted the police in the past four months, followed by 30% indicating friends..
- At the time of their last contact, 50% of respondents confirmed that police officers followed legal procedures, and an equal 50% acknowledged that the investigating officers conducted thorough and lawful investigations.
- Over half (52%) of respondents reported that their issue was resolved with police assistance, and only 33% experienced any pressure—highlighting generally positive engagement during complaint handling.
- A majority (64%) of respondents believe corruption in the Gujranwala city police has reduced to a little to moderate level, while only 36% still perceive it as significant to high.
- Sense of Safety: 73% of respondents felt safe after contacting the police.
- Response Time: 50% reported police arrival within 10–15 minutes.
- Most respondents (76%) received service within 30 minutes. Also, the majority (85%) were satisfied with having all facilities available in one place.
- Majority 95% of respondents rated the behavior of female officers was professional, 87% felt the Women Enclave provided a safe and trustworthy space and 79% were satisfied with how their issue was resolved.

Section Summary

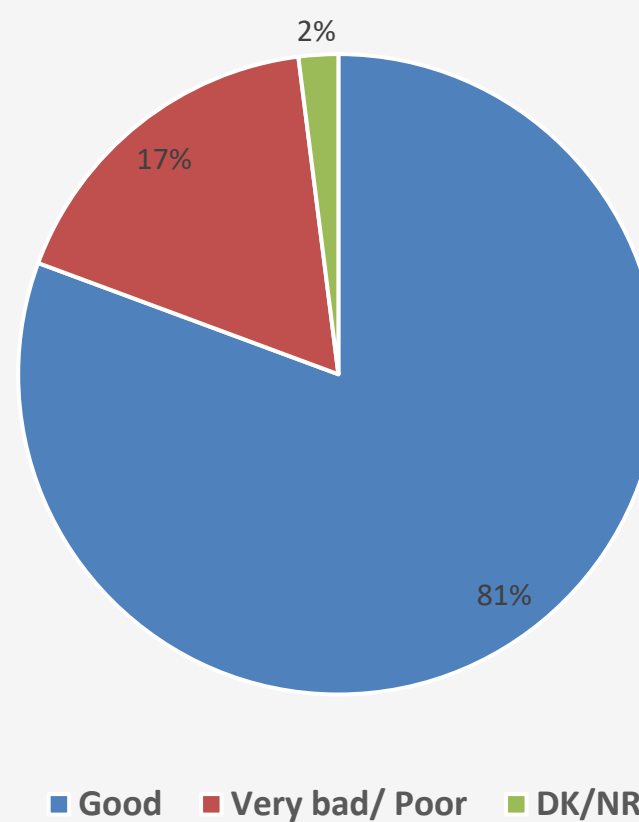
- 42% of respondents reported being familiar with the case registration timelines under Gujranwala city Police, while a significantly higher 75% were aware of the measures taken against kite makers, sellers, and flyers.
- 49% of respondents were familiar with the police's initiatives for women's protection, while 54% reported awareness of the CPO's efforts to prevent theft, robbery, and dacoity.
- 48% of respondents were aware of the police's efforts to prevent unnecessary rumors, while 51% expressed familiarity with the Punjab Government's police policies and their impact on public safety.
- 47% of respondents were aware of efforts to promote interfaith harmony, while 54% reported familiarity with crime prevention measures.
- Half of the respondents (50%) were familiar with the Executive Police Service Center, indicating solid visibility of this facility. Meanwhile, 38% were aware of the Meesaq Centers for minority citizens' issues,
- 43% of respondents were familiar with the Women Enclave initiative, while 35% recognized the Pink Wheels pilot project launched by the police.
- 80% of respondents expressed satisfaction with case registration timelines, and an overwhelming 96% were satisfied with the police's actions against kite makers, sellers, and flyers.
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Section Summary

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- 89% of respondents were pleased with the facilities and overall performance of the Executive Police Service Center, while 88% expressed satisfaction with the measures taken by the Meesaq Centers.
- 90% of respondents expressed satisfaction with the "Women Enclave" initiative, and 89% were pleased with the performance of the "Pink Wheels" pilot project.

REGARDING THE **ELIMINATION OF CRIME**, WHAT WOULD YOU SAY ABOUT HOW EFFECTIVELY THE POLICE ARE WORKING

The Gujranwala city police

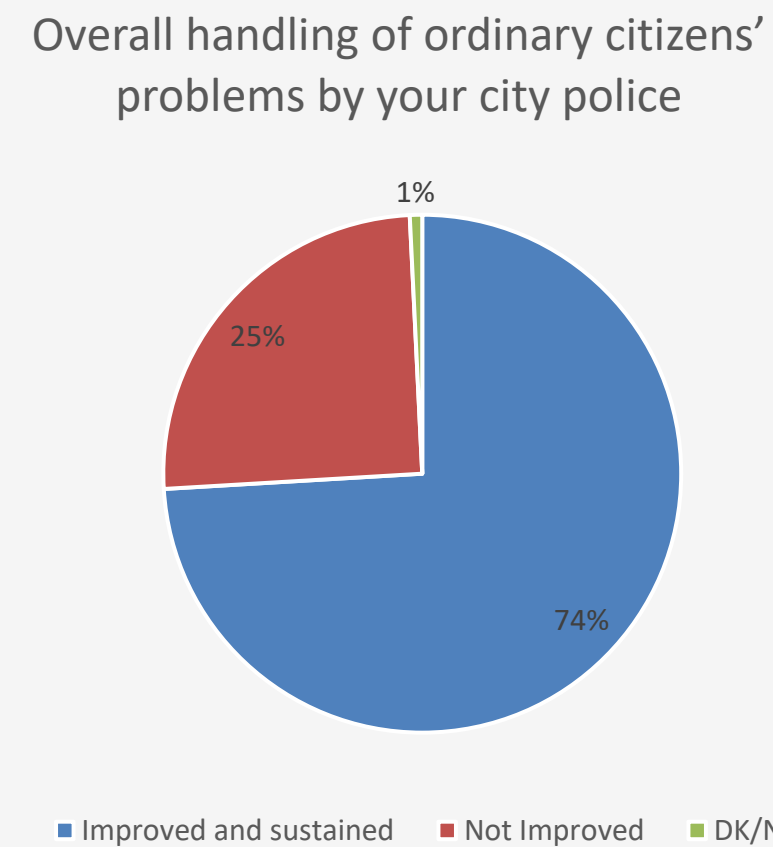
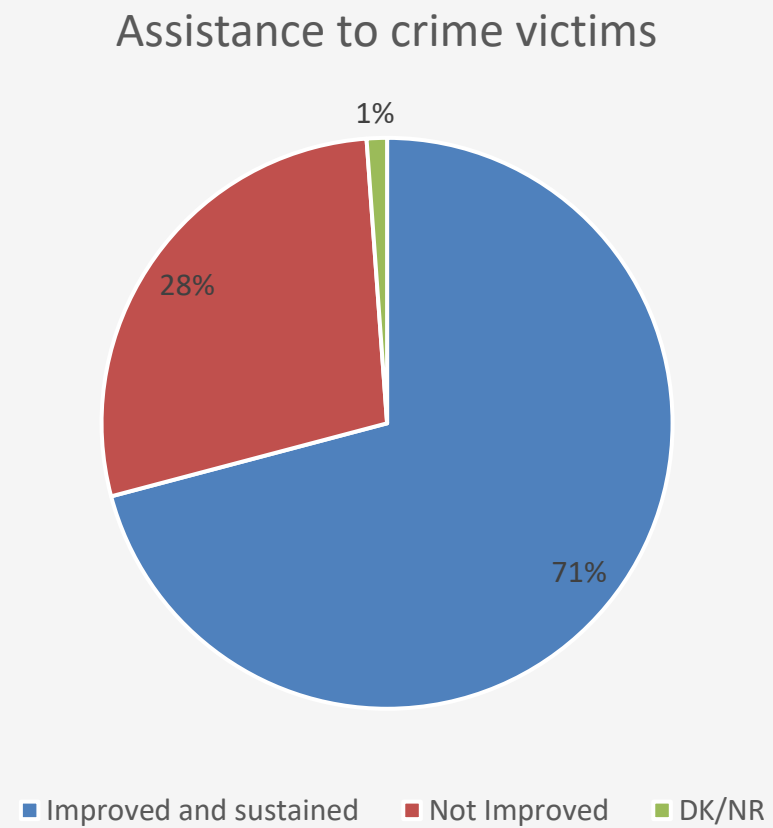


Public perception of the Gujranwala city police is largely favorable, with 81% of respondents rating their performance as good.

28

N= 801

Perceived improvement in police work in the province over the past four months under the current Government of Punjab's vision

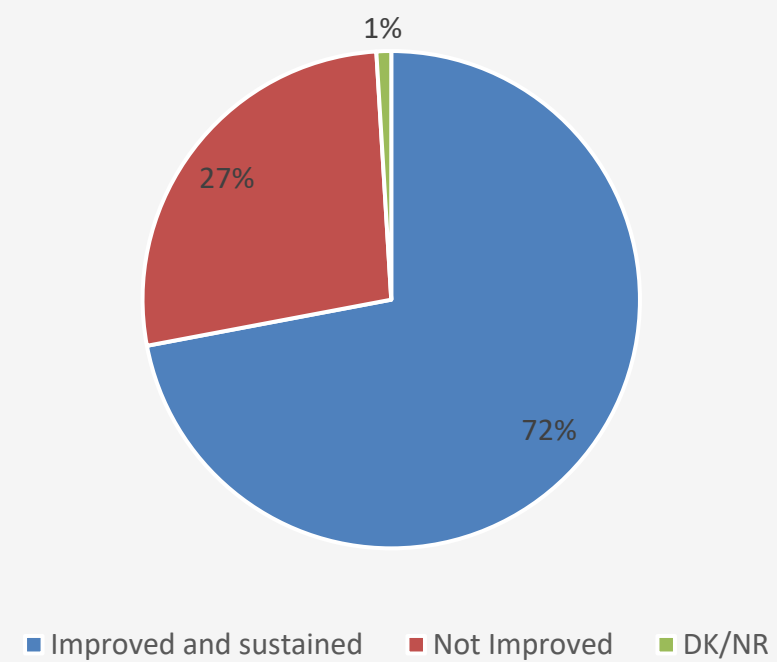


N= 522

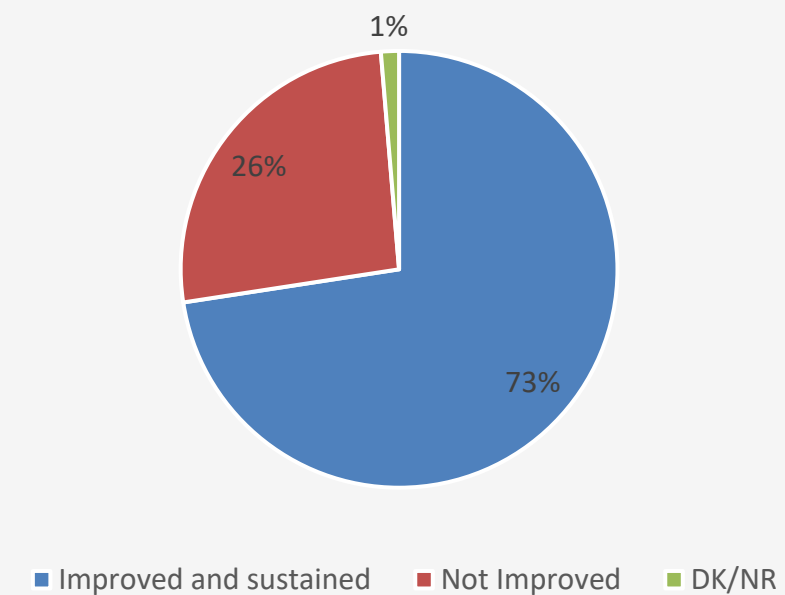
71% of respondents reported improved and sustained assistance to crime victims, while 74% observed better handling of ordinary citizens' problems by their City police.

Perceived improvement in police work in the province over the past four months under the current Government of Punjab's vision

Prompt response when residents request help



Collaboration with residents on local issues



N= 522

72% of residents noted an improved and sustained prompt response when seeking help, while 73% observed better collaboration between police and residents on local issue

Which of the following best describes your own experience?

Statement	Percentages
You have contacted the police in the past four months.	9%
You have contacted the police before, but not in the past four months.	15%
You have never contacted the police.	74%
Don't know/ Refused to answer	2%

N= 522

Treatment at time of last contact

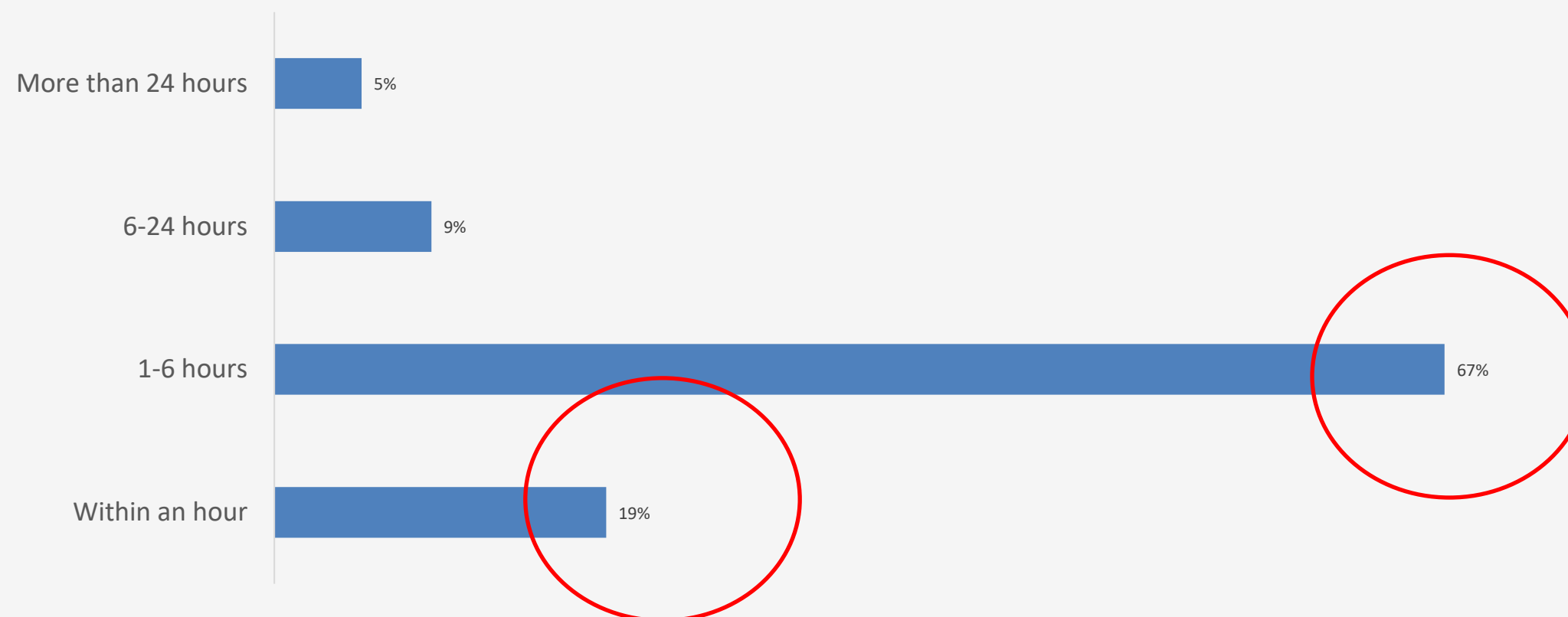
	Percentages
Good treatment by the police	49.0%
Neutral treatment by the police	23.0%
Poor treatment by the police	25.0%
No response	3.0%

N=126

Note: This slide pertains to the 24% of the subgroup that had interacted with the police in the past .

Most surveyed respondents never contacted the police (74%). At the time of their last contact with the police, 49% of respondents reported receiving good treatment, while 23% described their experience as neutral.

Over this four-month period, on average, how much time does it take a police officer at your local station to resolve a complaint?



Mostly complaints were addressed promptly during 1-6 hours (67%) and within an hour (19%)

N= 126

Do you know any of the following people who, in the past four months, have contacted the police to report a crime or seek assistance?

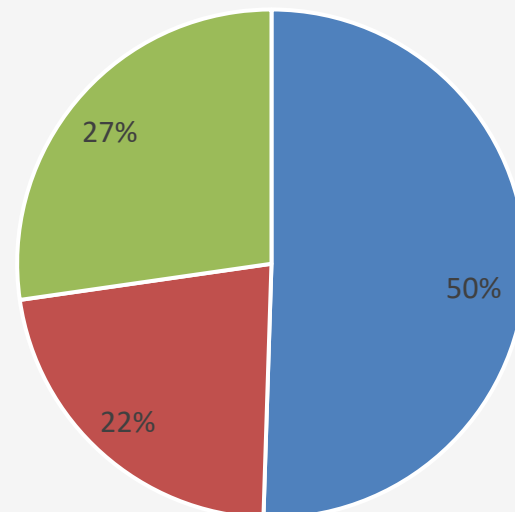
Percentages	
Family members/ Relatives	42%
Friends	30%
Neighbors	19%
Other acquaintances	15%

42% of respondents reported that family members or relatives had contacted the police in the past four months, followed by 30% indicating friends..

N= 136

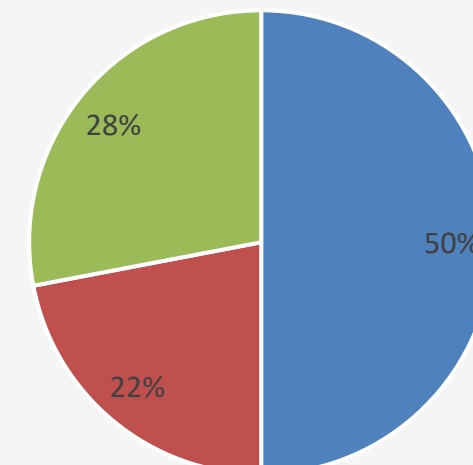
During last contact - Perception toward police officer attending the complaint?

Police officers following legal procedures



■ Properly ■ Not properly ■ Cannot say/Don't know/ Refuse to answer

Investigating officer conducting a thorough, lawful investigation to apprehend the criminal



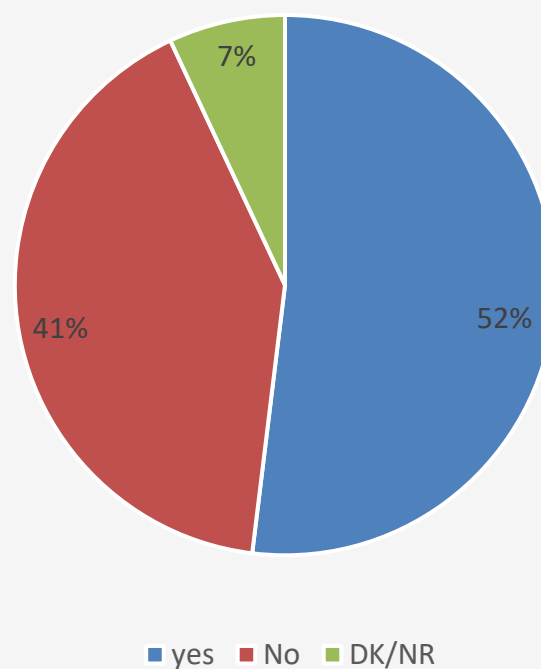
■ Properly ■ Not properly ■ Cannot say/Don't know/ Refuse to answer

At the time of their last contact, 50% of respondents confirmed that police officers followed legal procedures, and an equal 50% acknowledged that the investigating officers conducted thorough and lawful investigations.

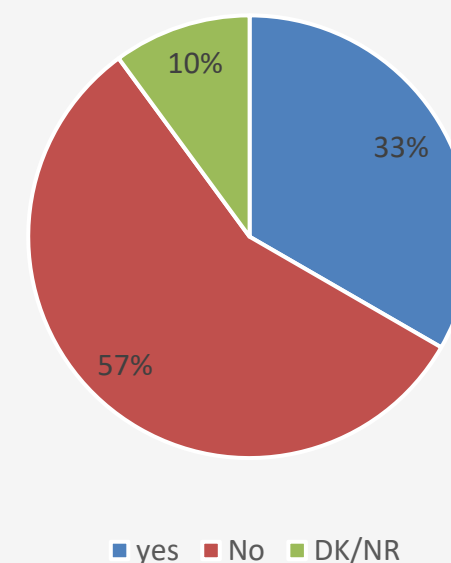
N= 129

During last contact - Perception toward police officer attending the complaint?

On this occasion, was the problem resolved with the assistance provided by the police?



On this occasion, did you face unnecessary pressure from the police to maintain peace and order/Mutual Resolution?



Over half (52%) of respondents reported that their issue was resolved with police assistance, and only 33% experienced any pressure—highlighting generally positive engagement during complaint handling.

N=129

Since Maryam Nawaz Sharif became Chief Minister of Punjab, she has pledged to eliminate all corruption from the police system. In your opinion, to what extent does corruption still exist in the Gujranwala city police under the reforms made in line

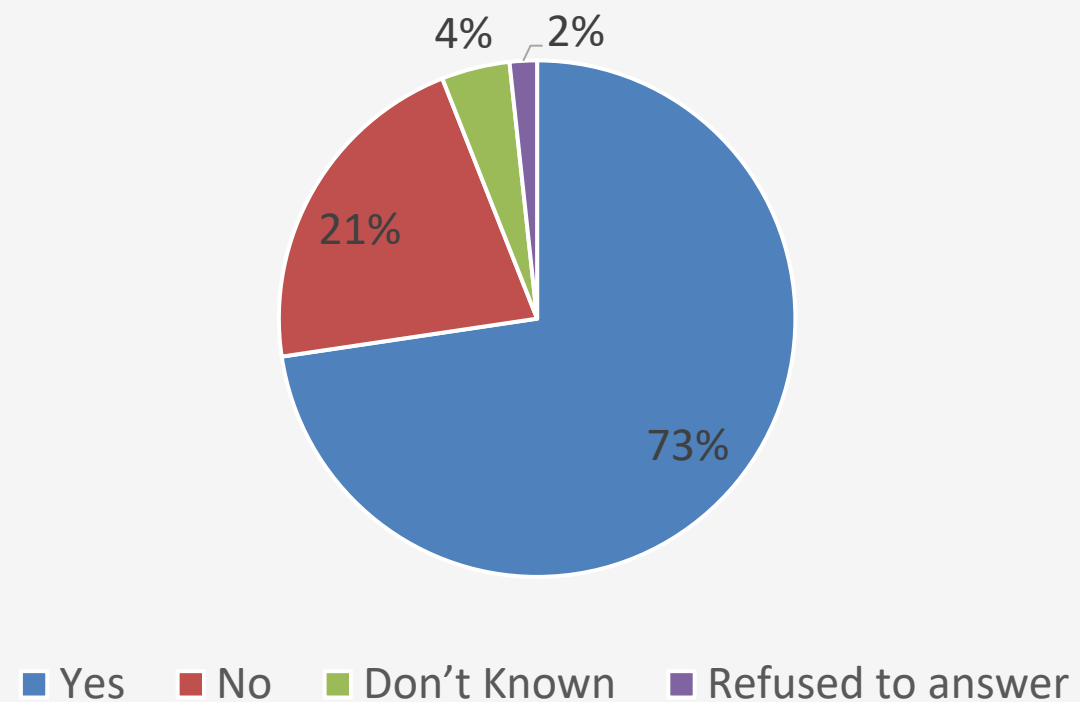
Percentages	
Little to moderate level corruption	64%
Significant to high level corruption	36%

A majority (64%) of respondents believe corruption in the Gujranwala city police has reduced to a little to moderate level, while only 36% still perceive it as significant to high.

N= 129

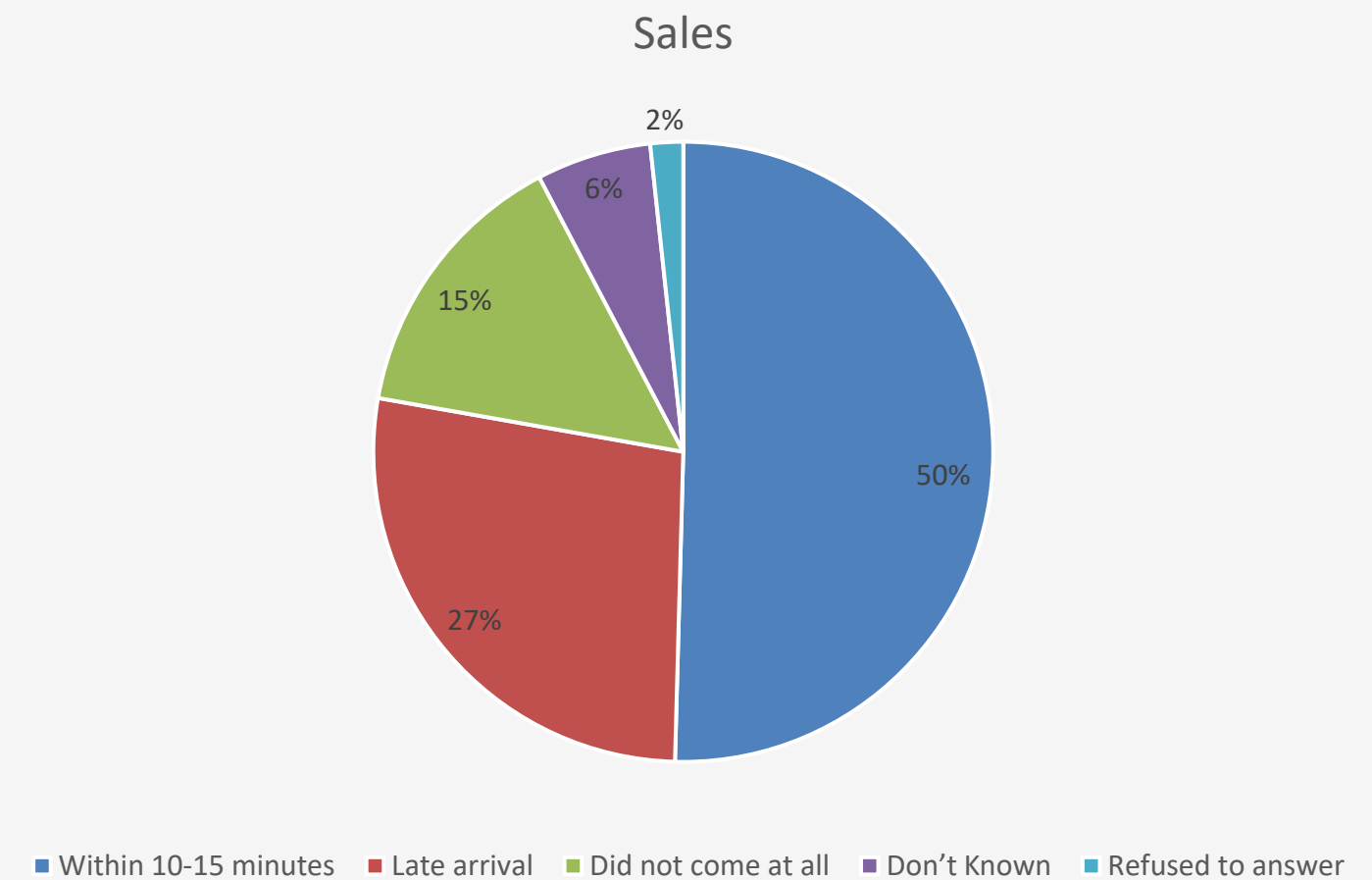
Feedback towards **15** Response

Did you feel safe after the call?



Sense of Safety: 73% of respondents felt safe after contacting the police.
Response Time: 50% reported police arrival within 10–15 minutes.

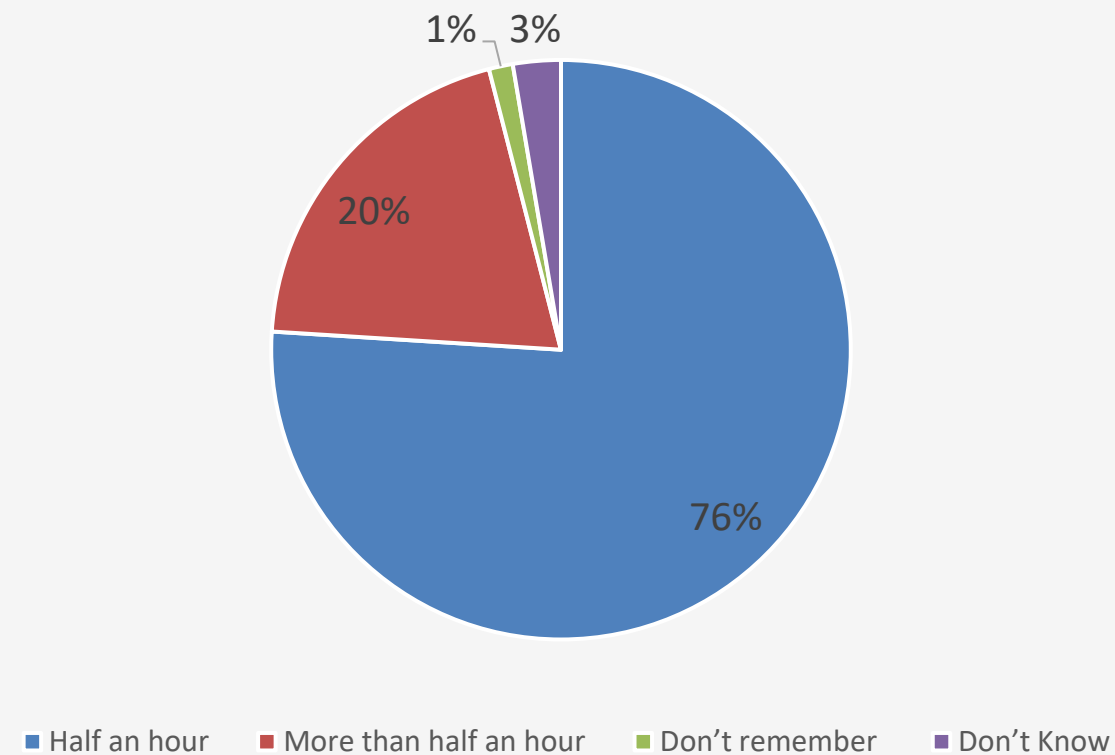
How long did it take for the police to arrive?



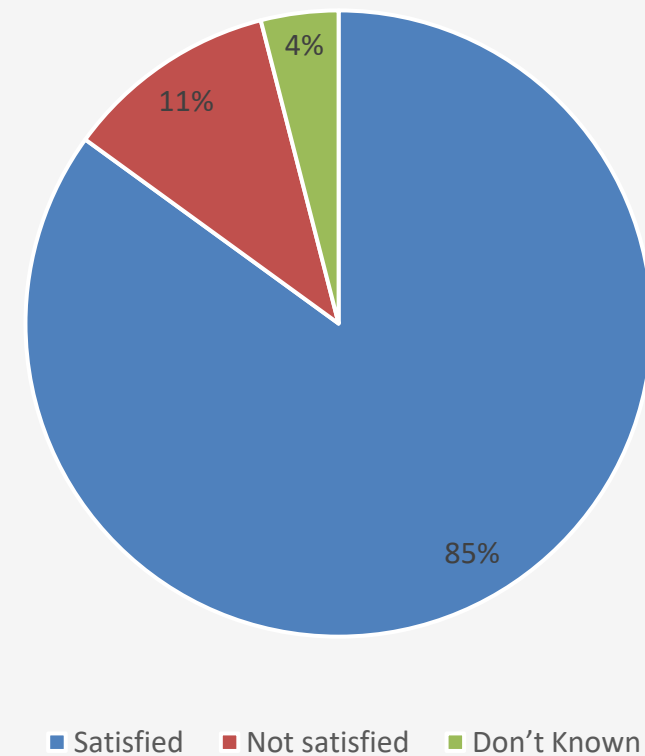
N= 129

Police Khidmat Center

How long did it take to provide the service?



How satisfied were you with the availability of all facilities at one place?

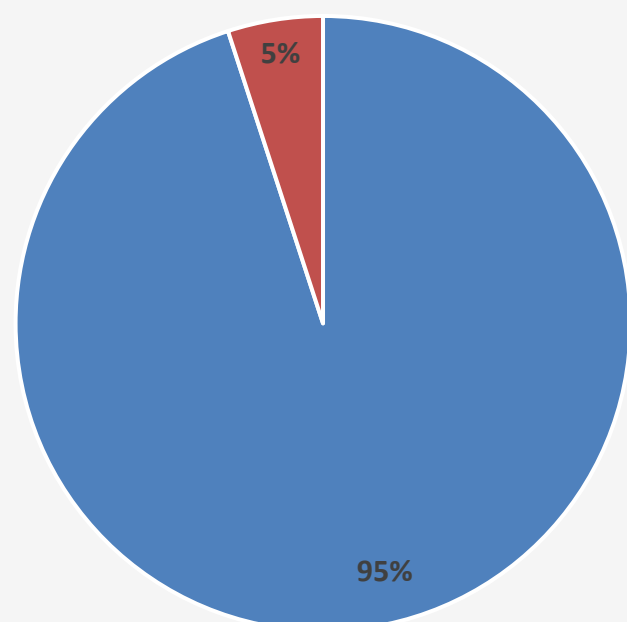


Most respondents (76%) received service within 30 minutes. Also, the majority (85%) were satisfied with having all facilities available in one place.

N= 75

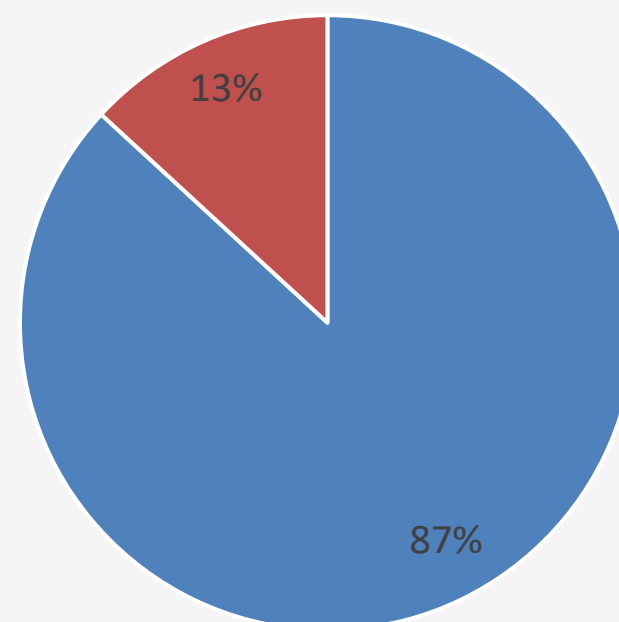
Women Enclave

How was the behavior of the female officers?



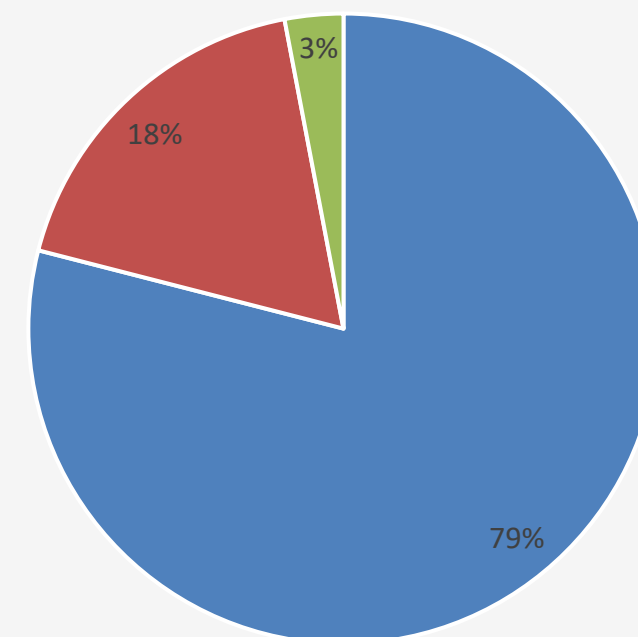
■ Professional ■ Unprofessional

Did you find a safe and trustworthy environment in Women Enclave?



■ Yes ■ No

How satisfied were you with the resolution of the issue?

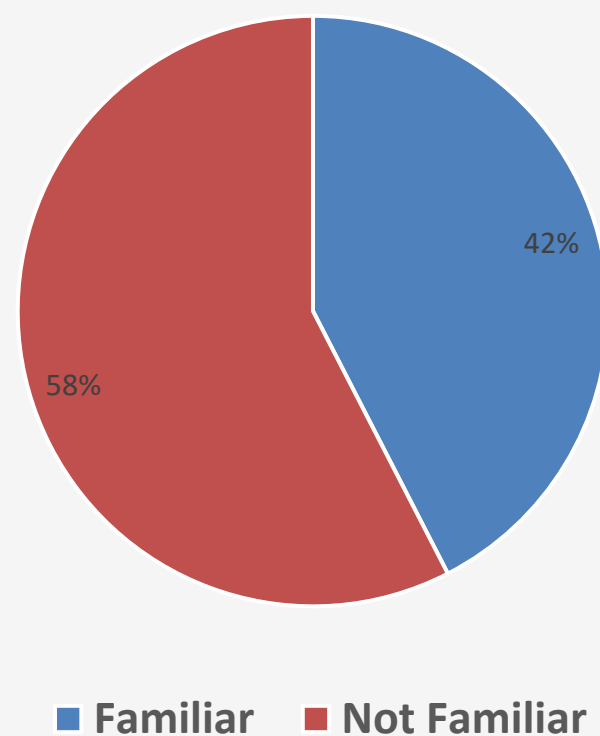


■ Satisfied ■ Not satisfied ■ Refused to answer

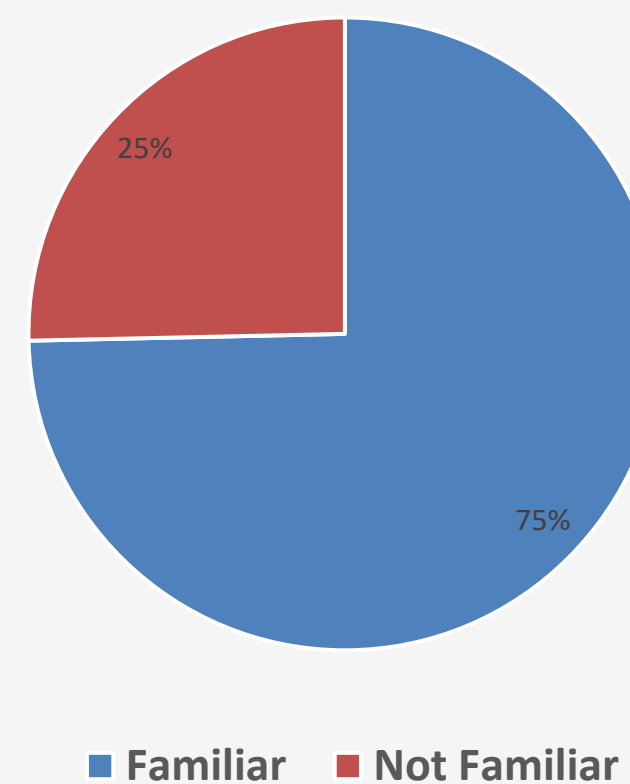
Majority 95% of respondents rated the behavior of female officers was professional, 87% felt the Women Enclave provided a safe and trustworthy space and 79% were satisfied with how their issue was resolved.

Familiarity – Gujranwala City Police Measures

How familiar are you with the case registration timelines under the Gujranwala Police?



The measures taken by the Gujranwala city Police against kite makers, sellers, and flyers?

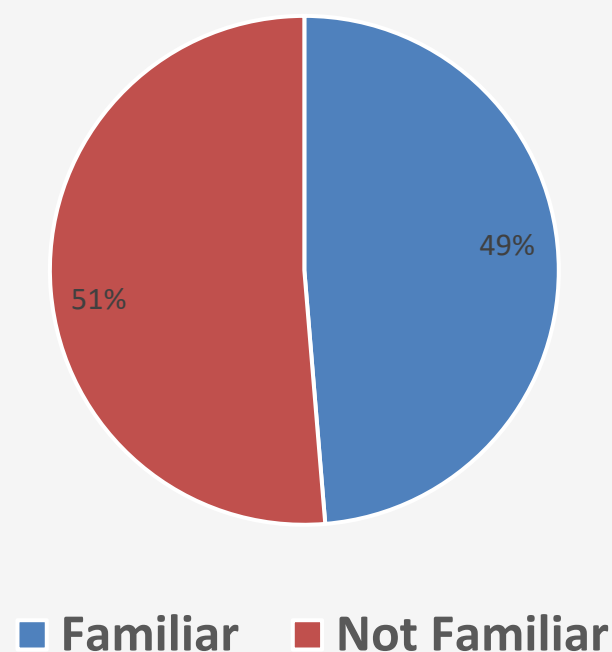


42% of respondents reported being familiar with the case registration timelines under Gujranwala city Police, while a significantly higher 75% were aware of the measures taken against kite makers, sellers, and flyers.

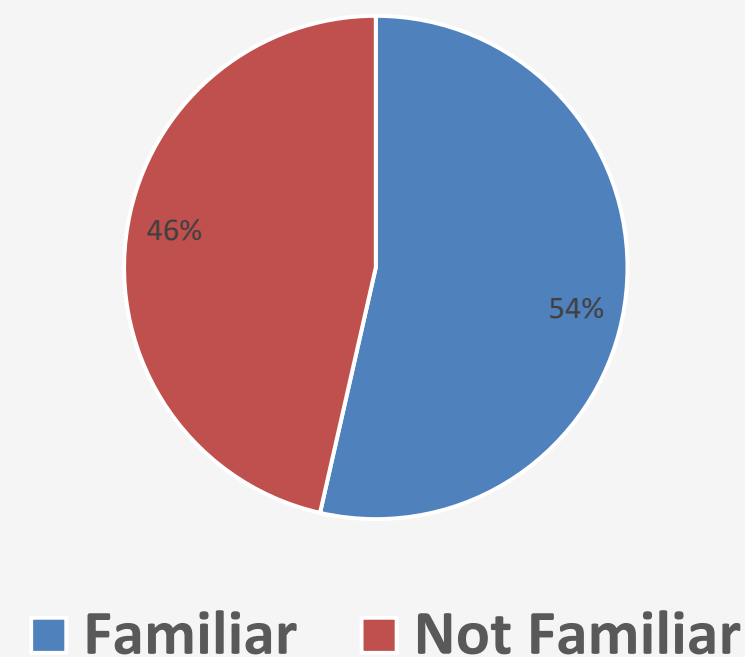
N= 801

Familiarity – Gujranwala City Police Measures

The measures taken by the Gujranwala Police for women's protection?



The measures taken by the CPO Gujranwala to prevent theft, robbery, and dacoity?

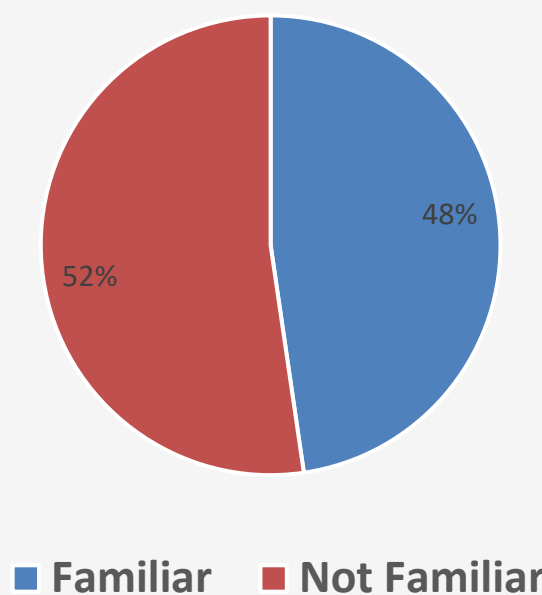


49% of respondents were familiar with the police's initiatives for women's protection, while 54% reported awareness of the CPO's efforts to prevent theft, robbery, and dacoity.

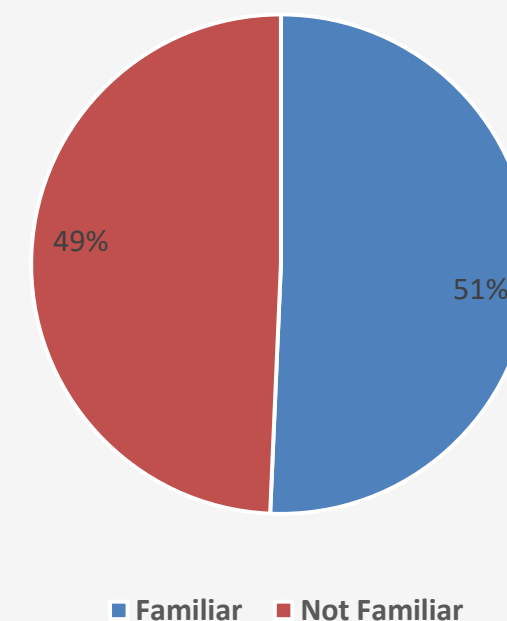
N= 801

Familiarity – Gujranwala City Police Measures

The measures the police are taking to prevent unnecessary rumors?



Government of Punjab's police policies and their effects on public safety and the policing system?

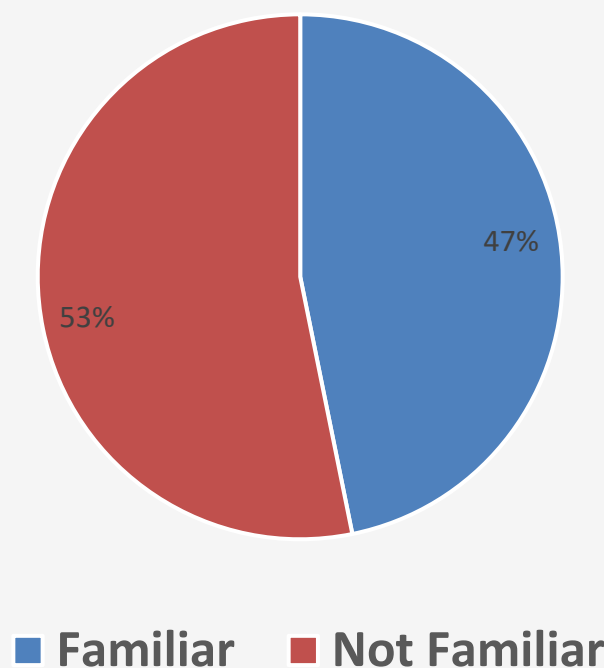


48% of respondents were aware of the police's efforts to prevent unnecessary rumors, while 51% expressed familiarity with the Punjab Government's police policies and their impact on public safety.

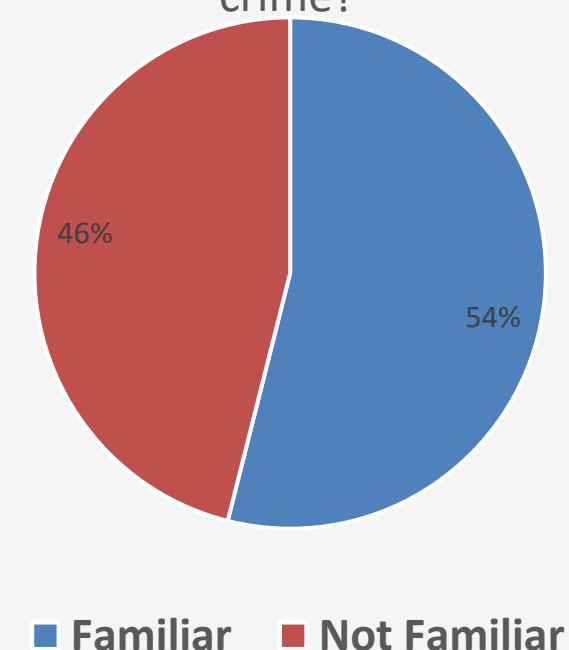
N= 801

Familiarity – Gujranwala City Police Measures

The measures taken by the Gujranwala Police to promote interfaith harmony?



The measures taken by the Gujranwala Police to prevent crime?

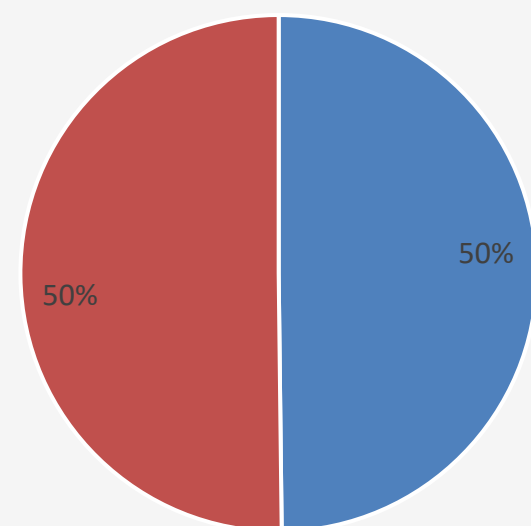


47% of respondents were aware of efforts to promote interfaith harmony, while 54% reported familiarity with crime prevention measures.

N= 801

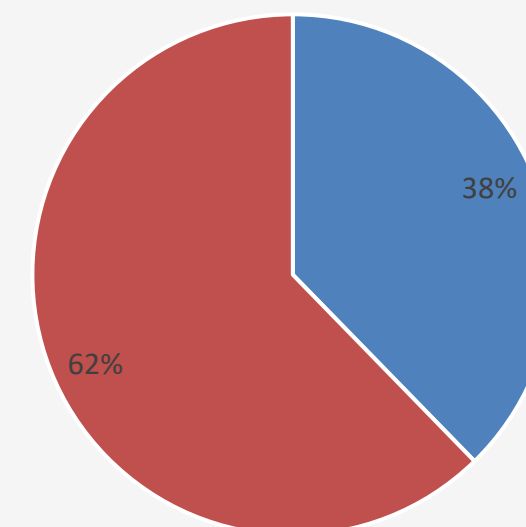
Familiarity – Gujranwala City Police Initiatives

The Executive Police Service Center in Gujranwala?



■ Familiar ■ Not Familiar

The Meesaq Centers for minority citizens' issues?



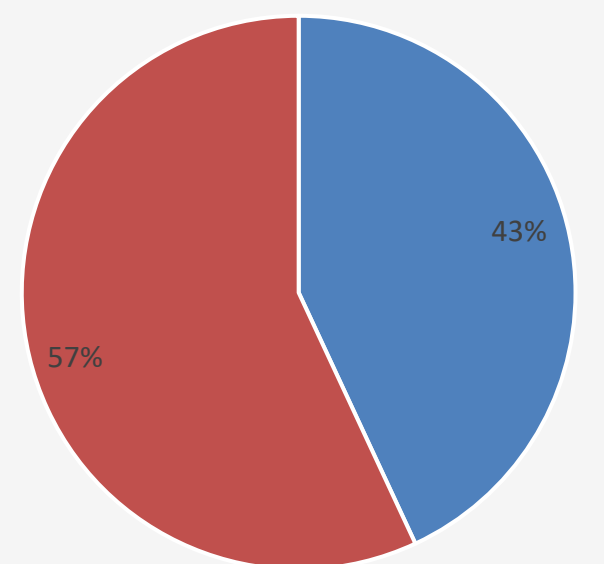
■ Familiar ■ Not Familiar

Half of the respondents (50%) were familiar with the Executive Police Service Center, indicating solid visibility of this facility. Meanwhile, 38% were aware of the Meesaq Centers for minority citizens' issues,

N= 801

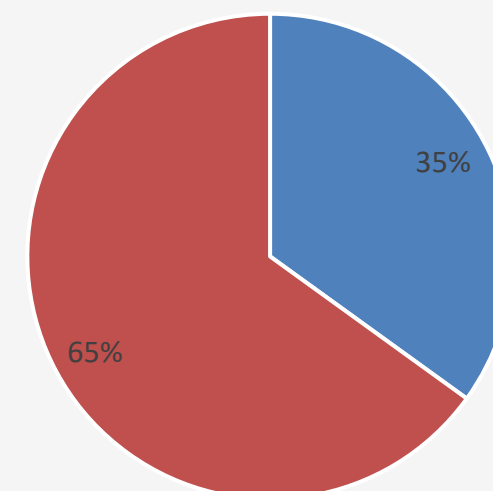
Familiarity – Gujranwala City Police Initiatives

“Women Enclave” initiative in Gujranwala?



■ Familiar ■ Not Familiar

“Pink Wheels” pilot project launched by the Gujranwala Police?



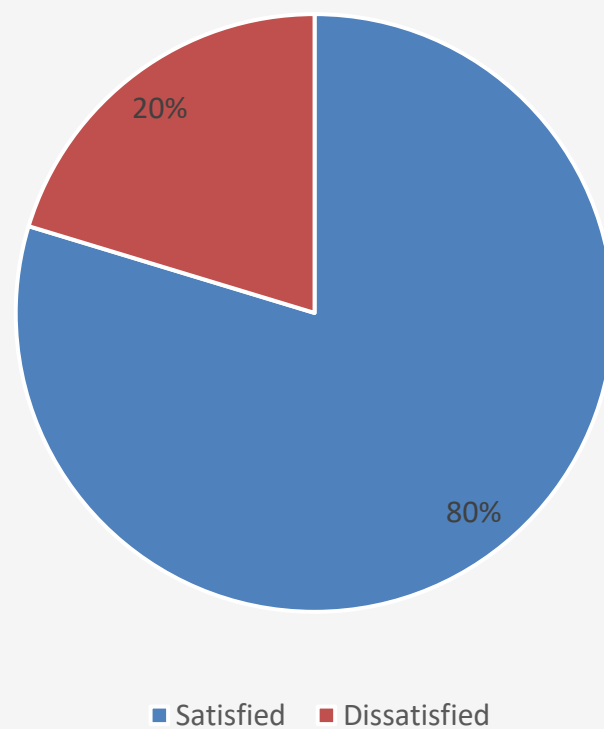
■ Familiar ■ Not Familiar

43% of respondents were familiar with the Women Enclave initiative, while 35% recognized the Pink Wheels pilot project launched by the police.

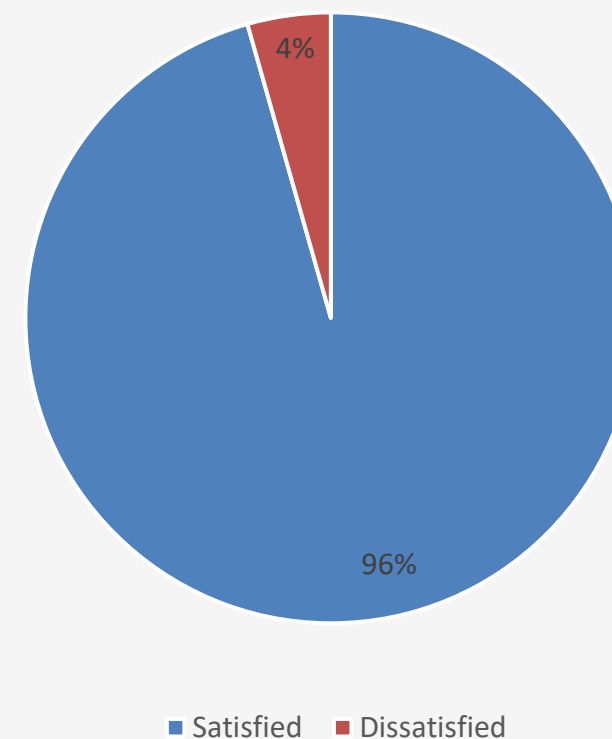
N= 801

Satisfaction – Gujranwala City Police Measures

case registration timelines?



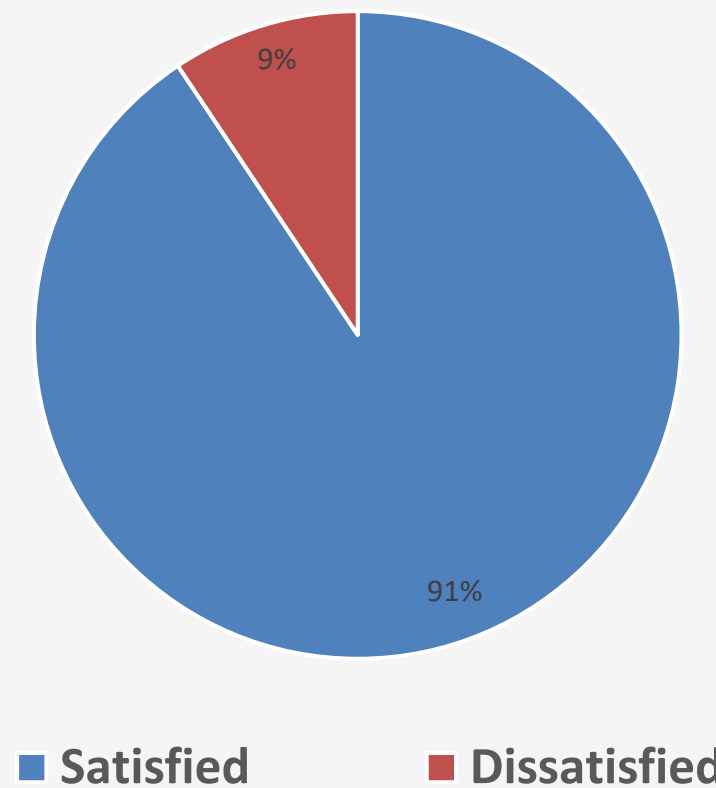
Gujranwala city Police's actions against kite makers, sellers, and flyers?



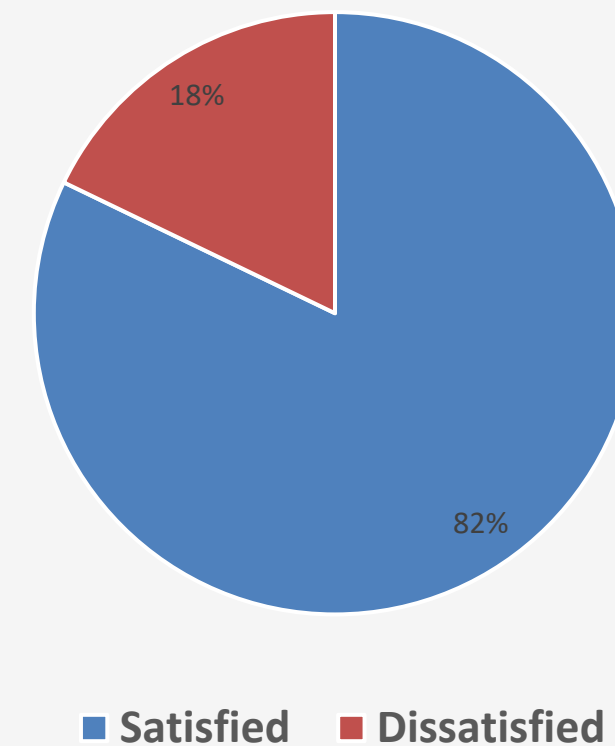
80% of respondents expressed satisfaction with case registration timelines, and an overwhelming 96% were satisfied with the police's actions against kite makers, sellers, and flyers.

Satisfaction – Gujranwala City Police Measures

Gujranwala city Police's performance in protecting women?



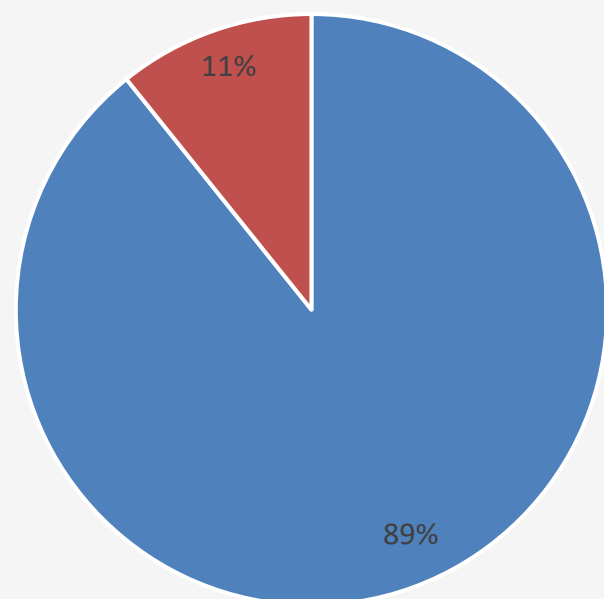
measures taken by the CPO Gujranwala to prevent theft, robbery, and dacoity?



91% of respondents were satisfied with the Gujranwala city Police's performance in protecting women, and 82% expressed satisfaction with the CPO's measures to prevent theft, robbery, and dacoity.

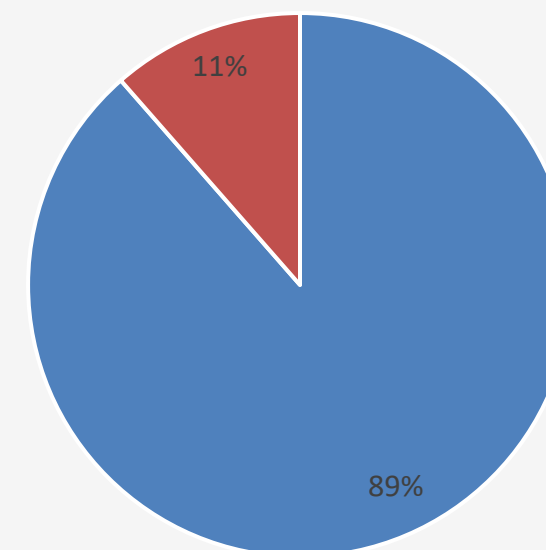
Satisfaction – Gujranwala City Police Measures

Measures the police are taking to prevent unnecessary rumors?



■ Satisfied ■ Dissatisfied

Effects of the Government of Punjab's police policies?

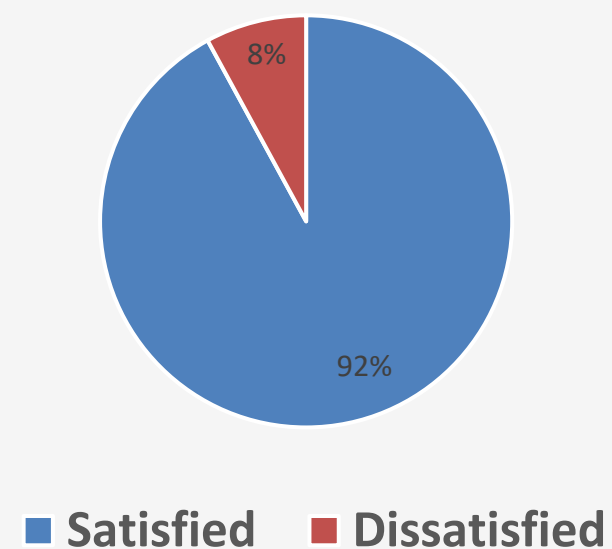


■ Satisfied ■ Dissatisfied

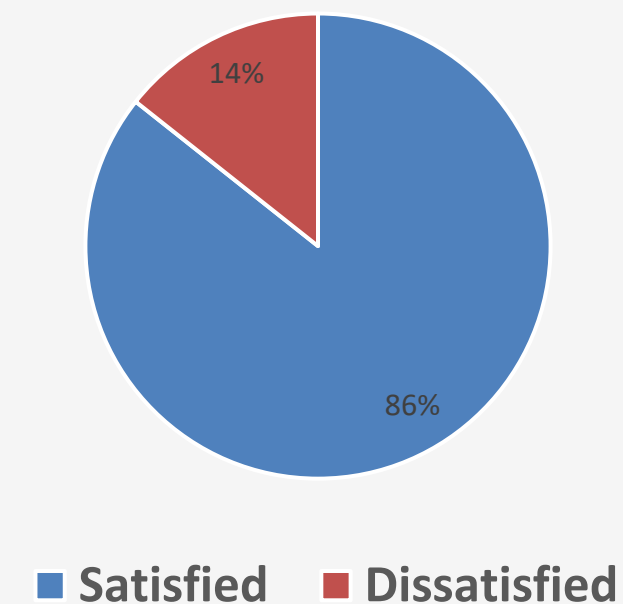
89% of respondents expressed satisfaction with the police's actions to prevent unnecessary rumors, while an equal 89% were satisfied with the effects of the Government of Punjab's police policies.

Satisfaction – Gujranwala City Police Measures

Gujranwala Police's performance in promoting religious harmony?



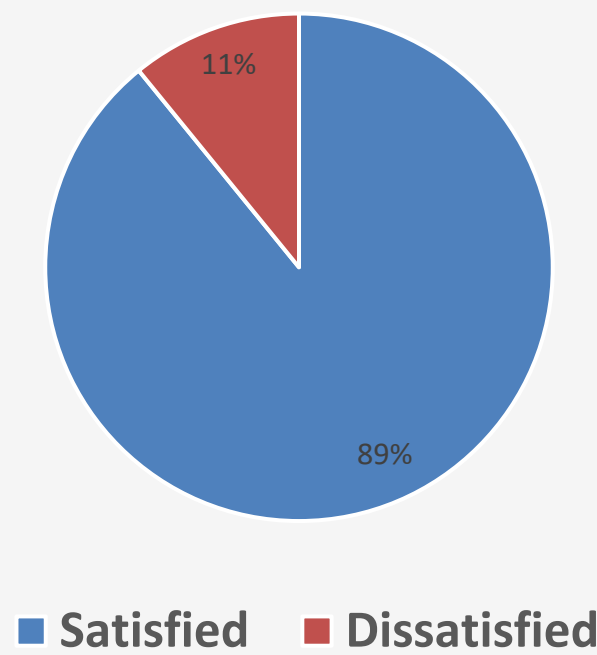
Gujranwala Police's performance in preventing crime?



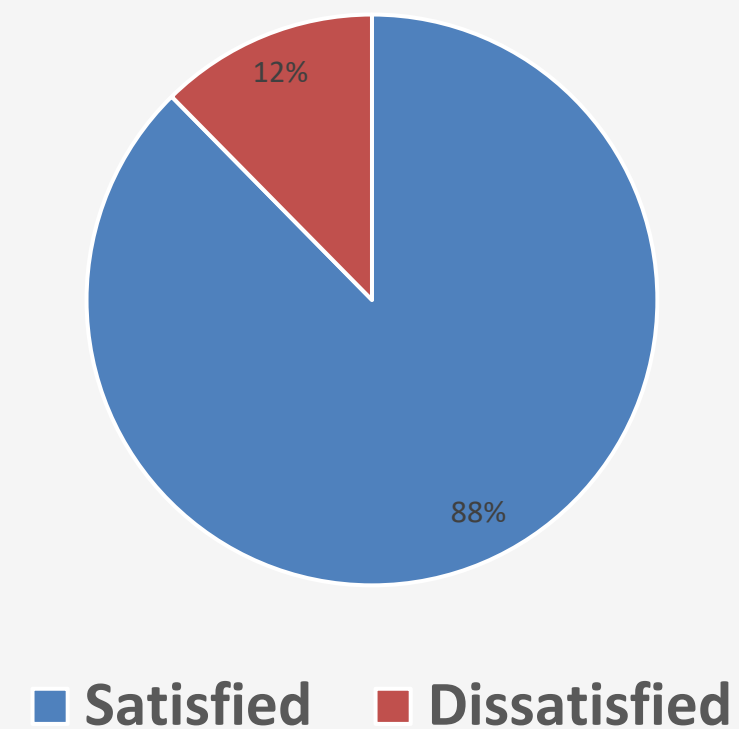
92% of respondents were satisfied with the police's performance in promoting religious harmony, and 86% expressed satisfaction with their efforts in preventing crime.

Satisfaction – Gujranwala City Police Initiatives

facilities and overall performance of the Executive
Police Service Center in Gujranwala?



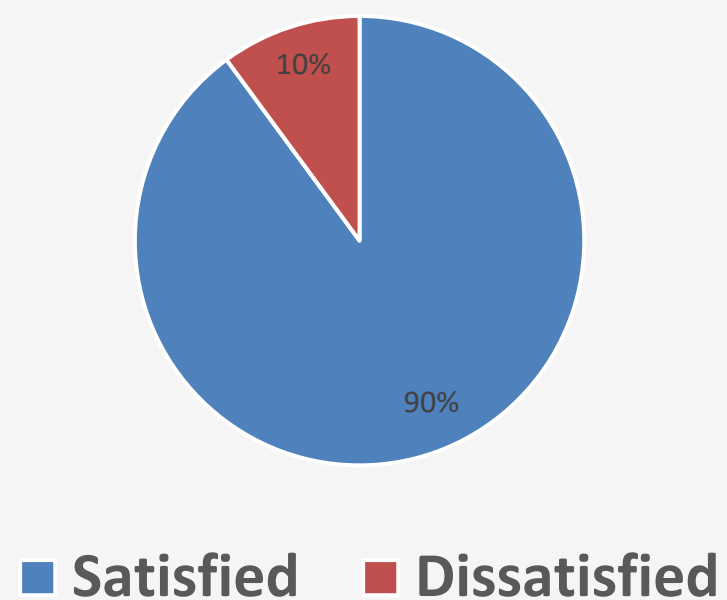
measures taken by the Meesaq Centers?



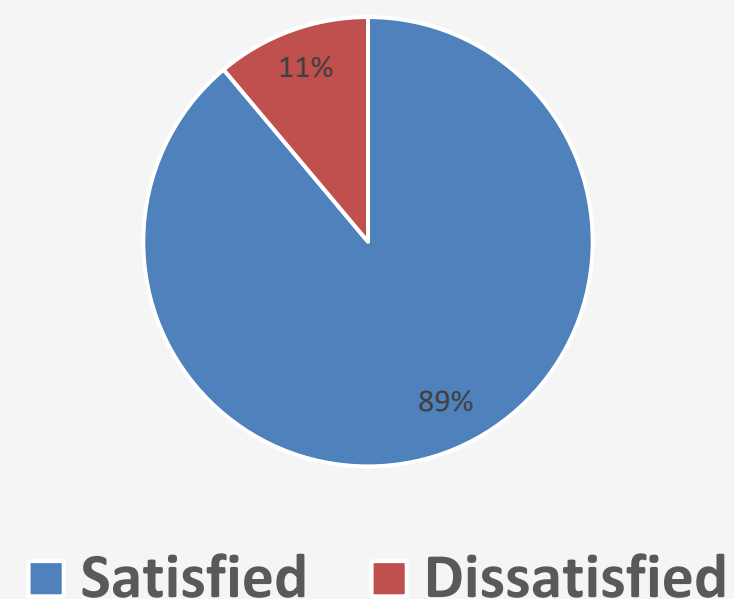
89% of respondents were pleased with the facilities and overall performance of the Executive Police Service Center, while 88% expressed satisfaction with the measures taken by the Meesaq Centers.

Satisfaction –Gujranwala City Police Initiatives

“Women Enclave” initiative?



performance of the “Pink Wheels” pilot project?



90% of respondents expressed satisfaction with the “Women Enclave” initiative, and 89% were pleased with the performance of the “Pink Wheels” pilot project.

Conclusion

Crime

A majority of respondents in Gujranwala reported a strong sense of safety in daily life over the past four months, particularly while walking during the day (77%), shopping (75%), and driving (72%). While 66% believe the police have sufficient resources for crime prevention, challenges remain—54% cite lack of public cooperation, and 65% highlight limited awareness about crime in their area. This suggests that while security perception is improving, community engagement and awareness need focused attention..

Investigation

- The Gujranwala Police Safe City Project has earned strong public approval, with 91% expressing satisfaction. While 84% were satisfied with police performance in arresting and investigating criminals, gaps remain. Only 33% said the judicial process was explained to them, and 31% received updates. However, most respondents felt officers acted diligently (46%), collected evidence effectively (45%), and followed legal procedures (50%). Notably, only 23% reported pressure or corruption—indicating progress toward more transparent and accountable investigations, though communication and procedural clarity still require improvement.

Conclusion

Traffic

- Public satisfaction with Gujranwala city police's traffic monitoring is exceptionally high, with 88% of respondents expressing approval—indicating effective enforcement and visible improvements in traffic management..

Public service delivery

- The Gujranwala city police have made strong strides in public service delivery, reflected in high satisfaction rates across safety, responsiveness, and initiative-based engagement. Most respondents acknowledged improved interactions, timely response to complaints, and professionalism—especially in female-led services like the Women Enclave. While overall satisfaction is high, familiarity with certain initiatives remains moderate, indicating a need for greater public outreach and awareness to match the positive service experiences already being delivered.

Recommendations

Crime

- **Enhance public awareness campaigns** to educate communities about crime and safety measures.
- **Strengthen community-police collaboration** by introducing neighborhood watch or liaison programs.
- **Leverage police resources** more effectively to maintain the positive perception of safety.

Investigation

- **Improve communication** during investigations by ensuring officers consistently explain processes and provide timely updates.
- **Increase training** on evidence handling⁵⁴ and legal procedures to reinforce public confidence.
- **Promote transparency** by adopting standardized protocols to minimize perceptions of pressure or misconduct.

Traffic

- **Sustain current performance levels** by recognizing and rewarding traffic personnel.
- **Invest in tech-based monitoring** (e.g., smart signals, CCTV analytics) to further streamline traffic flow and oversight.
- **Engage citizens** through campaigns on traffic rules and reporting mechanisms.

Recommendations

Public Service Delivery

- **Expand outreach** to promote underrecognized initiatives like Meesaq Centers and Pink Wheels.
- **Strengthen feedback loops** by collecting citizen input after service delivery for continual improvement.
- **Empower female officers** further and replicate safe spaces like the Women Enclave in other regions.

CONTACT US

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