



POLICE

Jinja Rd Police Station



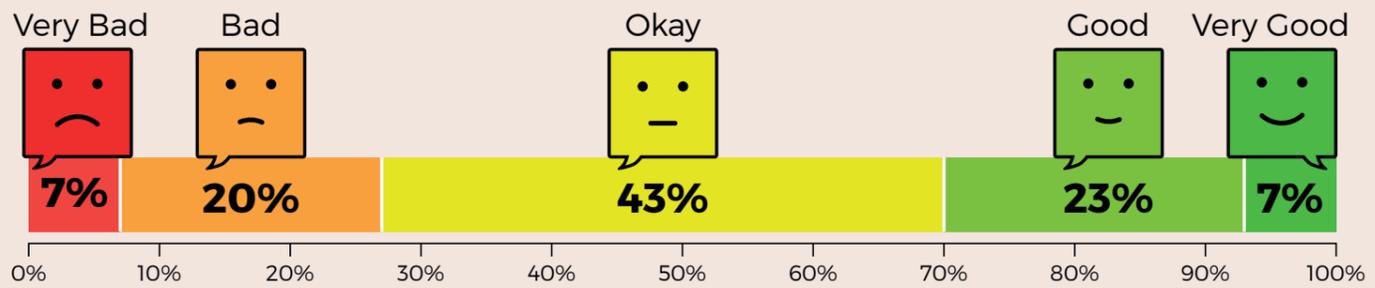
CITIZEN FEEDBACK REPORT

NOVEMBER 2018

60.7%

SERVICE SATISFACTION RATE

- 202** In-Person Interviews
- 133** Button Presses
- 48%** English, **50%** Luganda, **2%** Other
- 62%** Men, **38%** Women



Compared To:

64.4
Measured In October

86%
Measured With The Device

Average waiting time:

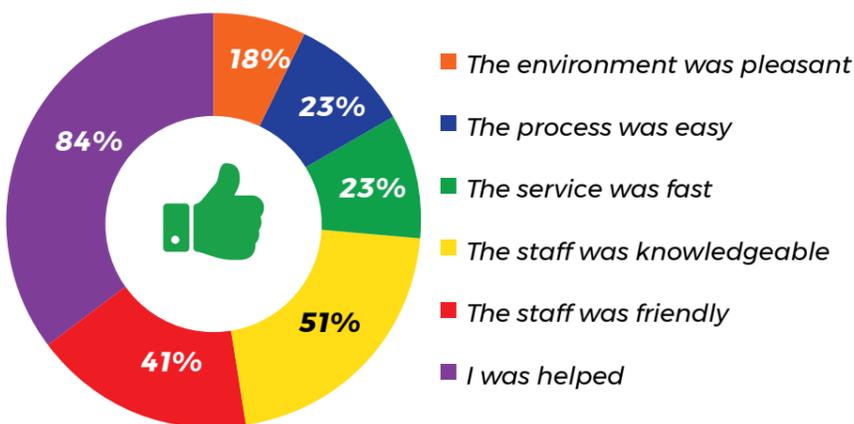


25 Min

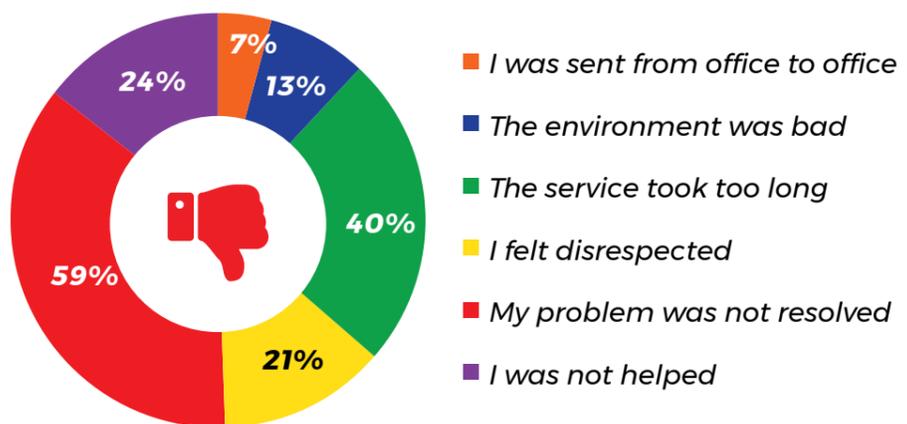
Police Station Citizen Satisfaction Ranking for November

1. Wandegaya Police Station 66.5%
2. Central Police Station 65.8%
3. Jinja Rd Police Station 60.7%
4. Ntinda Police Station 60.2%
5. Kiira Rd Police Station 57.1%

What was **good** about the services at Jinja Rd Police Station?



What was **bad** about the services at Jinja Rd Police Station?



Number of incidences where citizens felt they had to pay something outside of regular fees:

5.4%
11 People

Why did people come to Jinja Rd Station, and what was the average satisfaction rating related to the services they received?

Which office did you come for?	Satisfaction
Administration / OC Station / DPC	70.0%
Charge Office (Reporting case & suspects)	60.0%
CID	64.7%
Traffic	56.3%

Gender of the police officer	Average satisfaction given by citizens	Average waiting time for citizens
Female	60.3%	25 min
Male	61.0%	25 min

What can be improved at Jinja Rd Police Station?



Aside from citizens offering to pay for certain services, there are also many cases of police officers asking citizens for lunch/soda. This should be addressed since this can be considered as corruption. Few citizens can turn down these "requests", especially when an officer refuses to finalize the citizens case - and the poorest citizens can not afford to honour such requests.



"I came [to Jinja Rd Police Station] to get my car and number plate. The officer who worked on me was very helpful and even though I moved around the station a lot, the officer was moving with me step by step. I am happy about that."

- citizen visiting Jinja Rd Police Station.

SEMA is a not-for-profit enterprise gathering citizen's voices to improve public services in Uganda.

Do you have questions about this report or our data collection?

Contact us via info@talktosema.org | www.talktosema.org | social media: @talktosema | toll-free line: 0800 203 062