



CITIZEN FEEDBACK REPORT

AUGUST 2018



POLICE

Central Police Station



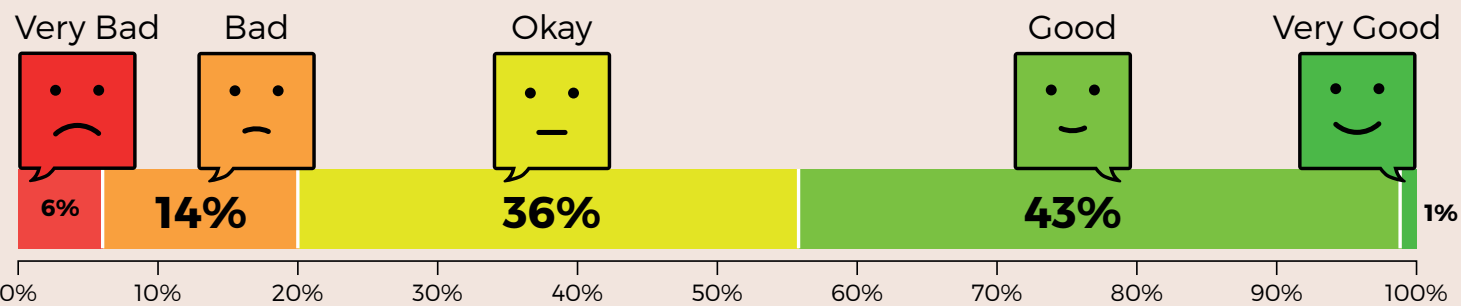
133 In-Person
Interviews



52% English
46% Luganda
2% Other



63% Men
37% Women



**SERVICE
SATISFACTION
RATE 3.2(64%)**

Compared to:

↑ **3.0**



MAY
2018

↑ **3.2**



Ntinda
Police
Station

↑ **3.0**



Old Kiira
Police
Station

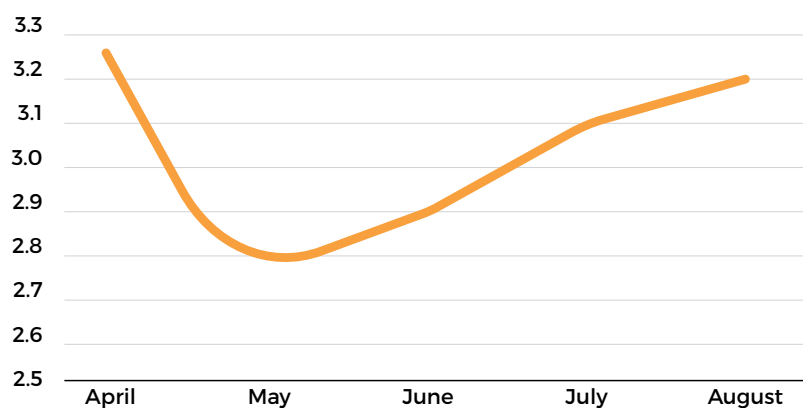
⌚ **27**
minutes
**Average
Waiting Time**

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

Reasons for visiting & The average satisfaction rating

- 23 Visited a prisoner ↓ **2.7**
- 18 Came for a letter ↑ **3.6**
- 18 Reported a case ↑ **3.2**
- 30 Came to follow up on a case ↓ **3.0**
- 9 There was an issue with boda or car ↓ **3.0**
- 28 Other ↑ **3.5**

Average satisfaction at CPS over time



Number of incidences where citizens felt they had to pay something outside of regular fees:
4 (3%)



"The police [at Central Police Station] has helped me with my case of domestic violence, and I really appreciated the reception services at the station."

Compared to last month, general satisfaction improved again, **the waiting times dropped drastically** and less corruption incidences were reported at Central Police Station. However, more citizens were sent around from office to office without getting a resolution to their problem.

What could still be worked upon?

Citizens who come to visit suspects should be better informed about the whereabouts of their relatives who are kept in custody. Sometimes the suspects have already been transferred to court or another station, without giving them the ability to notify their family.

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