



CITIZEN FEEDBACK REPORT

NOVEMBER 2018

66.5%
SERVICE
SATISFACTION RATE



POLICE

Wandegeya Police Station



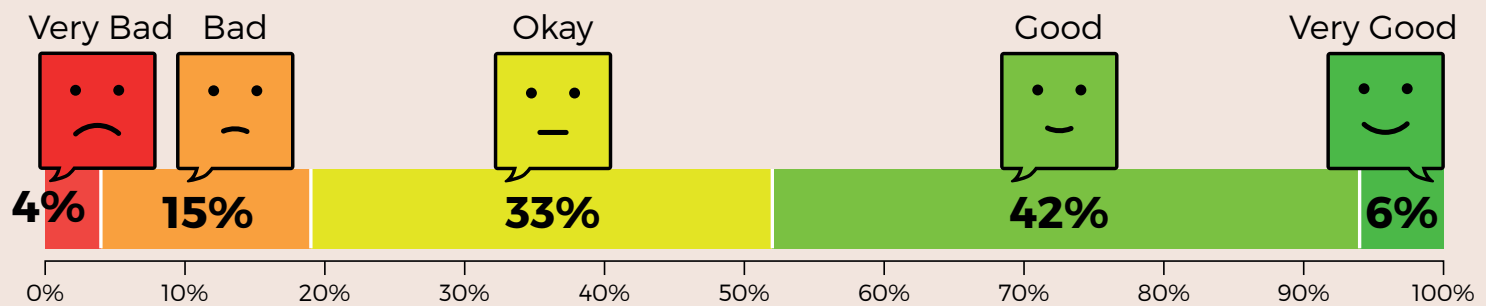
195 In-Person
Interviews



48% English
51% Luganda
1% Other



70% Men
30% Women



Compared To:

67.9%
Measured In
October

Average
waiting time:

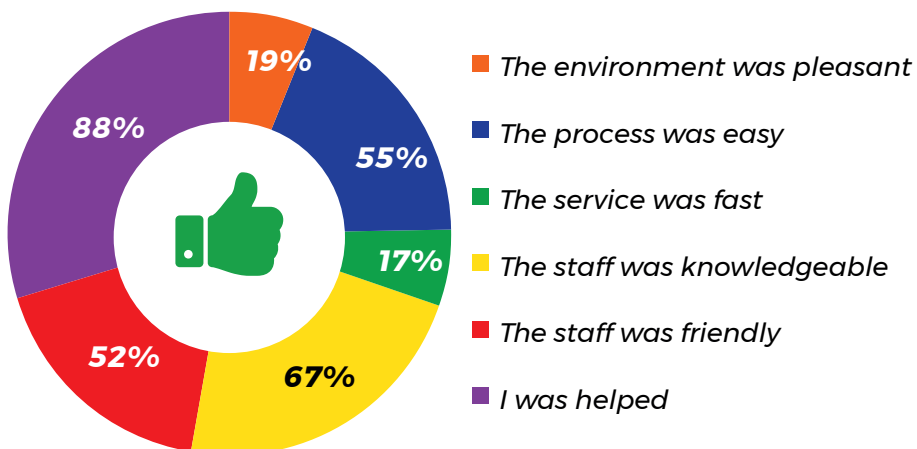


20Min

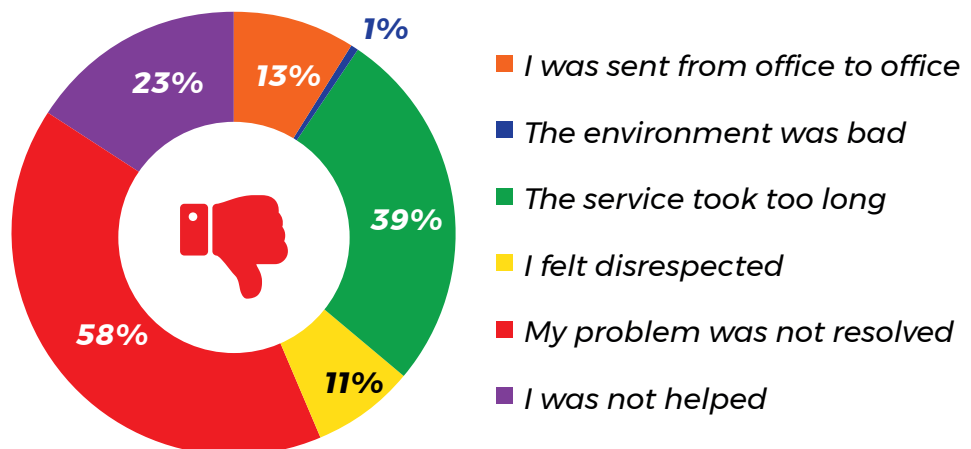
Police Station Citizen Satisfaction Ranking for November

1. Wandegeya 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 Wandegeya Police Station?



What was **bad** about the services at Wandegeya Police Station?



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

6.7%
13 People

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

Which office did you come for?	Satisfaction
Administration / OC Station / DPC	74.4%
Charge Office (Reporting case & suspects)	67.0%
CID	68.2%
Traffic	59.1%

Gender of the
police officer

Average satisfaction
given by citizens

Average waiting time
for citizens

Female	66.2%	21 Min
Male	66.8%	18 Min



What can be improved at Wandegeya Police Station?

Citizens complain that they are not treated fairly, in particular when it comes to waiting in order to be helped. The officers should be fair in their working on clients, that is to say, applying first come first serve basis rather than working on clients randomly and thereby making some people to wait for much longer periods of time than others.



"My husband has refused to provide for me and my family. When I came [to Wandegeya Police Station], I was told to wait for a lady who is in charge, so that she joins me to my home to come to an agreement with my husband. I am so happy because these officers didn't even doubt me when I told them my story."

- Citizen visiting Wandegeya 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