Impact Assessment Report

Traffic Police Assistance Booths Project

Promoting Education - Creating Road Safety Awareness

FY 2024 - 25

SGS

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Acknowledgements

SGS would like to place on record its sincere appreciation to Aavas Financiers Ltd. for the opportunity to undertake this impact assessment of the Traffic Police Assistance Booth initiative. We are grateful for the trust placed in us and for the continued guidance and support extended throughout the study. The organization's commitment to strengthening public systems through infrastructure support has provided a strong foundation for this assessment.

We extend our heartfelt thanks to the traffic police personnel and senior officials who participated in the study and shared their valuable time and insights during field interactions. Their perspectives on on-ground operations, challenges, and utilization of the infrastructure have been instrumental in understanding the role of the intervention within the traffic management system.

We would also like to acknowledge the contributions of community stakeholders, including shopkeepers, nearby residents, commuters, and local transport operators such as rickshaw drivers, who participated in the survey and shared their experiences and observations. Their inputs have helped capture a broader understanding of public interaction and accessibility at the junction locations.

We also appreciate the support extended during field visits by local authorities and stakeholders who facilitated site access and coordination. Their cooperation enabled the smooth conduct of the assessment across selected locations.

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Executive Summary

Road safety remains a significant concern in India's urban environment, where increasing vehicle movement, mixed traffic conditions, pedestrian use, and frequent rule violations continue to place pressure on junction-level traffic management. The Ministry of Road Transport and Highways reported 4,80,583 road accidents and 1,72,890 deaths in India in 2023, underlining the continued need for stronger enforcement support and safer road infrastructure. At the global level, the World Health Organization estimates that road traffic injuries cause around 1.19 million deaths annually, highlighting the importance of visible traffic control systems and timely response mechanisms.

In this context, Aavas Foundation supported the installation of 39 Traffic Police Assistance Booths across 5 states, Gujarat, Rajasthan, Madhya Pradesh, Uttar Pradesh, and Maharashtra covering locations such as Ahmedabad, Jaipur, Reengus, Indore, Lucknow, Prayagraj, and Pune, with the objective of improving road safety, supporting traffic management, and strengthening on-ground law enforcement. The present impact assessment was undertaken by SGS to examine the relevance, effectiveness, efficiency, impact, and sustainability of the intervention.

The assessment adopted a mixed-methods approach, combining surveys, key informant interviews, field observations, and project-document review. Primary data collection covered 28 traffic police personnel, 93 nearby stakeholders, and 6 senior traffic police officials. The analysis was guided by the OECD-DAC evaluation framework and focused on how the booths were being used in routine traffic management and perceived in the surrounding local environment

Key insights:

Findings indicate that the intervention was highly relevant to the selected locations. Nearby stakeholders were fully aware of the booths, and traffic police personnel viewed the booth infrastructure as suitable for traffic-management needs at their assigned junctions. The booths also emerged as active public-facing support points, with citizens approaching them for directions, dispute-related matters, emergency support, and other roadside assistance.

The assessment further suggests that the booths have improved day-to-day traffic operations. Police respondents reported better traffic flow, improved congestion handling during peak hours, and stronger support in monitoring and discouraging common violations such as wrong-side driving, signal jumping, and illegal parking. Nearby stakeholders also reflected improvements in congestion and overall traffic discipline near the booth locations.

The introduction of Traffic Police Assistance Booths appears to have strengthened routine traffic regulation, improved accessibility of traffic personnel, and supported more responsive junction management at the visited locations.

The intervention also demonstrated positive operational efficiency. Most traffic police personnel reported that the booths were functional and usable on a daily basis, with essential facilities broadly adequate for routine duty requirements. Field observations also indicated that the booths were generally in usable condition, though a few practical gaps were noted in some locations, including electricity-related issues, non-use of water dispensers, and restricted booth access where keys remained with one constable.

A positive impact was also evident. Traffic police personnel reported more disciplined public behaviour near the booths, improved accident response and coordination, and reduced accident-related disruptions. Nearby stakeholders also viewed the booths positively in terms of safety and area-level improvement, indicating that the intervention is functioning not merely as a static structure, but as practical support infrastructure for visible policing and quicker junction-level response.

The assessment suggests that the intervention has reasonable sustainability potential. The booths have been handed over to the concerned authority, and continued daily usage indicates that the infrastructure is being absorbed into routine traffic-management practice. Their usefulness during long duty hours, and in conditions such as summer, rain, and accident situations, further supports their continued relevance as practical traffic-support infrastructure.

At the same time, long-term value depends on regular upkeep of utilities

and more consistent public-facing information display.

Field observations and qualitative interactions highlighted a few practical concerns, including non-uniform display of traffic control room numbers, helpline numbers, and emergency contact details across visited locations. Standardizing these features, along with improving access and utility upkeep, can strengthen the continued usefulness of the booth model.

Way Forward

The findings indicate that the booth model has practical value as a structured support point for traffic management in busy urban locations. Future strengthening may focus on maintaining minimum utility standards, improving shared booth access, standardizing branding and helpline display, and strengthening booth identification and location traceability for future monitoring. Field feedback also suggests that similar support infrastructure may be useful at other traffic-heavy junctions where police personnel remain deployed for extended duty hours

Traffic Police Assistance Booths installed

39

Booths installed across 8 cities in 5 states, supporting junction-level traffic management.

Improved Traffic Flow

85.7%

of traffic police personnel reported better traffic movement at the junction after installation.

Support in Enforcement

76.6%

of traffic police personnel reported improved monitoring and enforcement of traffic violations.

Daily Functional Use

96.4%

of traffic police respondents reported that the booths are functional and used regularly.

MoHFW (2022). Rural Health Statistics 2021–22.

SDGs Alignment

SDG	Target	Contribution Pathway
	11.2 – Provide access to safe, affordable, accessible, and sustainable transport systems for all 11.7 – Provide universal access to safe, inclusive, and accessible public spaces	Supports improved traffic management and accessibility at urban junctions by providing designated operational spaces for traffic personnel, enabling better coordination and public interaction.
	16.6 – Develop effective, accountable, and transparent institutions at all levels	Strengthens frontline public systems by improving working conditions of traffic police personnel and supporting effective on-ground functioning of traffic management services.
	3.6 – Reduce the number of global deaths and injuries from road traffic accidents	Contributes indirectly to safer traffic environments by enhancing visibility and coordination at junctions, supporting ongoing traffic management efforts linked to road safety.

https://sdgs.un.org/goals

Introduction

Urban Traffic and Road Safety Context

Urban centres in India are witnessing sustained growth in vehicular population, resulting in increasing pressure on traffic management systems. High traffic density, mixed road usage, and limited road space contribute to congestion and safety risks, particularly at busy intersections and arterial corridors. These challenges require continuous on-ground traffic regulation, coordination, and public interface to ensure orderly movement and reduce conflict points on urban roads.

National road safety data underscores the magnitude of this challenge. As per the Ministry of Road Transport and Highways (MoRTH), India reported over 4.6 lakh road accidents in 2022, with urban areas accounting for a substantial proportion of these incidents. Junctions and intersection-heavy corridors are consistently identified as high-risk locations, where effective traffic management and on-ground presence play a critical role in mitigating risks.

Traffic Policing in Urban Settings

Traffic police personnel form the frontline of urban traffic management systems. Their responsibilities extend beyond enforcement to include congestion management, accident response, pedestrian facilitation, coordination with emergency services, and interaction with citizens. In high-density urban environments, these responsibilities often require prolonged on-site deployment under challenging environmental and operational conditions.

The effectiveness of traffic policing is influenced not only by regulatory authority and manpower, but also by the availability of basic operational infrastructure at duty locations. Designated spaces that support coordination, rest, and public interface can contribute to improved operational readiness, visibility, and continuity of on-ground traffic management efforts, particularly at high-demand junctions.

Institutional Capacity and Infrastructure Gaps

India's policing capacity continues to face structural constraints in relation to population growth and urbanisation. Data from the Bureau of Police Research and Development (BPR&D) indicates that the police-to-population ratio is approximately 155 personnel per 1,00,000 population, which is lower than the internationally referenced benchmark of 222 per 1,00,000 population. This gap places additional operational pressure on frontline police personnel, including traffic police deployed in urban areas.

In this context, strengthening traffic management systems requires not only enforcement mechanisms, but also enabling infrastructure that supports day-to-day operations of traffic personnel. National road safety and urban transport frameworks increasingly emphasize a systems-based approach that combines enforcement, institutional capacity, and infrastructure support to improve road safety outcomes.

CSR and Public Systems Support

Corporate Social Responsibility (CSR) initiatives that align with public systems can play a complementary role in addressing operational gaps faced by frontline service providers. Infrastructure-focused CSR interventions, when aligned with institutional priorities, have the potential to strengthen service delivery environments while supporting broader governmental objectives related to road safety and urban mobility.

Source: Ministry of Road Transport & Highways (MoRTH)
Bureau of Police Research & Development (BPR&D)

About the Project

Phase wise implementation

Phase 1
Need Identification with Traffic Police

Phase 2
Site Selection & Approval

Phase 3
Booth Installation, Branding & On-Ground Setup

Phase 4
Handover to Police Department for Operational Use

The Traffic Police Assistance Booth initiative is implemented as an infrastructure support intervention integrated with the existing traffic management system. The approach focuses on strengthening on-ground operational support for traffic police personnel at identified urban junctions while keeping operational control with the respective government authorities.

Under this initiative, 39 Traffic Police Assistance Booths were installed across 8 cities in 5 states. The covered locations include Ahmedabad (6 sites), Pune (5), Indore (5), Jaipur (8), Reengus (2), Udaipur (3), Lucknow (5), and Prayagraj (5). The project objective, as stated in the RFP, is to enhance road safety, improve traffic management, and support efficient law enforcement at selected junctions.

The implementation process begins with consultation between the Foundation and local traffic police authorities to identify junctions requiring on-site operational support. Locations are selected based on traffic movement patterns, duty deployment requirements, and accessibility for public interaction. Following confirmation, installation arrangements are undertaken through designated vendors.

Prefabricated assistance booths with basic operational amenities are installed at the approved sites. The installation includes placement of the structure and provision of basic facilities required for official use. Upon completion, the booths are handed over to the respective traffic police department for regular operational use.

Traffic police personnel utilise the booths as designated points for coordination, presence at junctions, and public assistance during routine duty hours. Maintenance support is provided for a defined period, after which the infrastructure continues to remain part of the public system.

Project Coverage

- Total Sites: 39
- States Covered: 5
- Cities Covered: 8
- Intervention Type: Traffic Police Assistance Booths

About the Organizations

Aavas Financiers Limited

Aavas Financiers Limited is a publicly listed housing finance institution headquartered in Jaipur, India. Incorporated in 2011, the company received its registration as a Housing Finance Company from the National Housing Bank in August 2011 and formally began operations in March 2012. Over the years, Aavas has built a strong presence across multiple Indian states, focusing on extending housing finance to low- and middle-income households in semi-urban and rural regions—segments often excluded due to informal income sources and limited documentation. Its operations now span hundreds of branches, supported by specialised appraisal methodologies tailored for financially underserved customers.

As a publicly traded entity listed on the Bombay Stock Exchange and National Stock Exchange since 2018, Aavas maintains a strong corporate governance framework, including a dedicated CSR & ESG Committee. The organisation's CSR policy outlines commitments in thematic areas such as education, healthcare, rural development, women's empowerment, and environmental sustainability. These commitments are disclosed transparently through its CSR policy pages and annual reports, reflecting the company's structured approach to responsible business and community development

Aavas Foundation

Aavas Foundation is the not-for-profit organisation established to implement the corporate social responsibility initiatives of Aavas Financiers Limited. Registered under the Rajasthan Public Trusts Act, the Foundation operates with a focus on improving the socio-economic well-being of underserved and marginalised communities across several states. Guided by the principles "Engage, Enable, Enrich," the Foundation's work spans multiple sectors, including education, healthcare and wellbeing, livelihoods and women's empowerment, environmental sustainability, and sports promotion.

The Foundation implements its programmes through structured verticals - Aavas Gurukul, Aavas Aarogya, Aavas Aajivika, Aavas Green, and Aavas Khelodaya - each aligned with specific Sustainable Development Goals and designed to create long-term, community-centric impact. These initiatives address key development challenges such as access to quality education, improved health outcomes, livelihood enhancement, environmental conservation, and inclusive community engagement. By anchoring its projects within national development priorities and global SDG frameworks, the Foundation demonstrates a strong commitment to sustainable and measurable social progress

APPROACH & METHODOLOGY

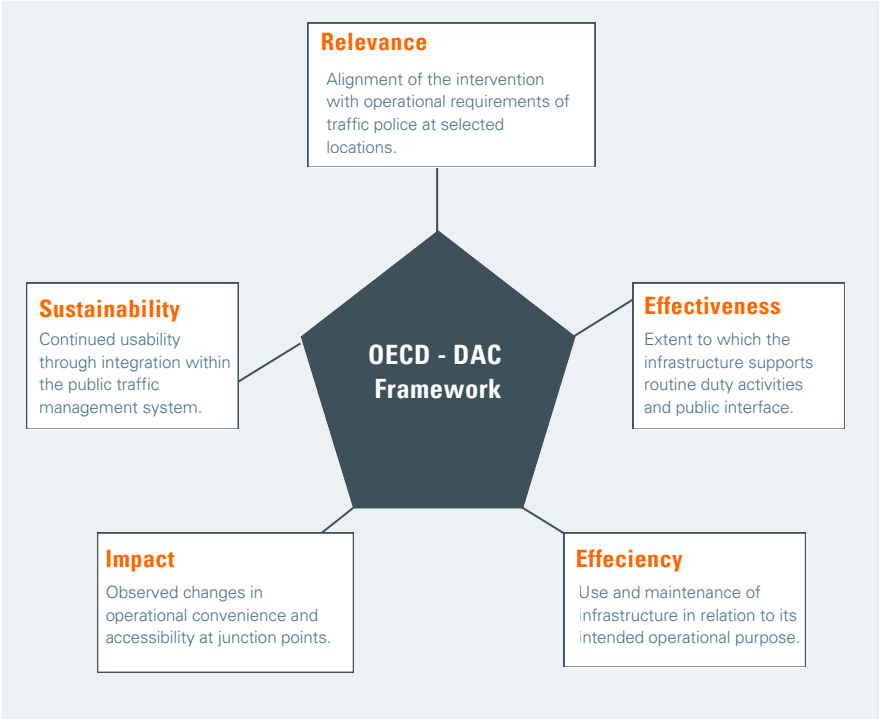
Approach & Methodology

The impact assessment was undertaken using a mixed-method approach, combining quantitative and qualitative techniques to understand the utility and operational relevance of the Traffic Police Assistance Booth project. The assessment focused on how the booths are being used in day-to-day traffic management, the extent to which they support traffic police personnel during duty hours, and how they are perceived by nearby stakeholders. Primary data collection included structured surveys with traffic police personnel and nearby respondents such as residents and shopkeepers, along with Key Informant Interviews with senior traffic police officials. This approach helped in capturing both user-side and community-level perspectives for a balanced assessment.

Field visits were conducted across 19 Traffic Police Assistance Booths located in Jaipur (6 booths), Reengus (2 booths), Indore (5 booths), and Ahmedabad (6 booths). In total, the study covered 28 traffic police personnel and 93 nearby stakeholders, along with 6 KIIs with senior traffic police officials. In addition, project documents, installation-related records, and qualitative observations from the field were reviewed to understand the intended purpose, site suitability, and usage of the booths. The methodology relied on triangulation of evidence from multiple stakeholders and sources to ensure that the findings reflect both operational realities and local context.

SGS Team with a beneficiary for survey

OECD DAC Dimensions



OECD–DAC Framework

The impact assessment is guided by the OECD-DAC evaluation framework to ensure a structured and widely accepted approach for reviewing infrastructure-based interventions. The framework provides a systematic lens to examine the relevance, effectiveness, efficiency, impact, and sustainability of the initiative. Using these dimensions, the assessment reviews both the design and operational use of the intervention within the public system context.

Theory of Change

Inputs

- CSR funding support from Aavas Foundation
- Traffic police assistance booths with basic infrastructure
- Site approvals and coordination with local authorities
- Traffic police deployment and vendor installation support

Activities

- Installation of booths at selected traffic junctions
- Provision of basic operational facilities and safety signage
- Use of booths for traffic regulation and violation monitoring
- Public assistance and incident coordination at busy locations

Outputs

- Functional booths installed at approved locations
- Visible and accessible traffic police presence
- Improved infrastructure support for on-ground traffic management
- Better point-based support for commuters and road users

Outcomes

- Improved traffic flow and congestion management
- Better monitoring and control of traffic violations
- Increased public discipline and safer movement near junctions
- Improved coordination during accidents and traffic disruptions

Impact

- Improved road safety at selected locations
- More disciplined and better-managed traffic environment
- Safer experience for commuters, pedestrians, and nearby communities
- Stronger support to urban traffic management and law enforcement

The Theory of Change for the Traffic Police Assistance Booth project is based on the idea that visible and functional roadside infrastructure can strengthen day-to-day traffic management. By providing traffic police with a designated operational point at busy junctions, the project aimed to improve regulation, increase public-facing police presence, support commuter assistance, and enable better response during incidents. Over time, these changes are expected to contribute to safer and more orderly road environments.

Assessment - Deep Dive

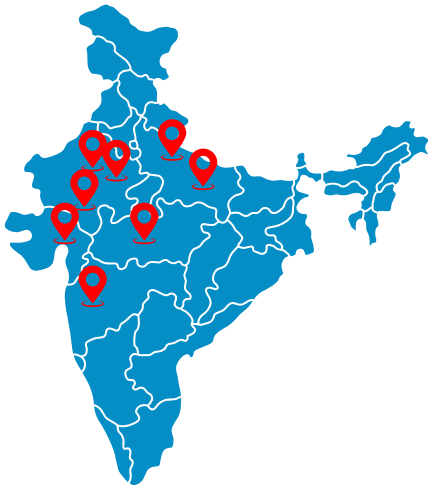
TABLE 2 Stakeholder Coverage and Methods Used

STAKEHOLDER GROUP	PURPOSE OF ENGAGEMENTEL	METHOD USED	SAMPLE / COVERAGE
Traffic police personnel	Understand utilisation and operational convenience	Surveys	28
Senior Traffic Police Officials	Understand supervisory perspective and administrative relevance	Key Informant Interviews	6
Residents & Shopkeepers near Junctions	Perceptions on congestion, discipline, parking behavior, pedestrian safety, and booth utility	Surveys	93

To build a practical understanding of how the infrastructure functions at junction locations, the assessment combined primary field interactions with review of available operational information. Field activities included time-bound observations at selected junctions, interactions with traffic police personnel posted at the booths, discussions with supervisory officials, and short intercept interactions with nearby residents and shopkeepers.

Observations focused on routine conditions during duty hours, including presence of personnel at the booth, public approachability, and general traffic management activities around the junction. Interactions with officials and local stakeholders were used to understand how the booths are utilised within daily operations and how they fit within existing traffic management practices.

Assessment locations were selected from the list of installed project sites to ensure representation across different traffic environments and junction conditions. Stakeholder interactions were conducted at the identified locations during duty hours to understand typical usage situations and interaction patterns associated with the infrastructure

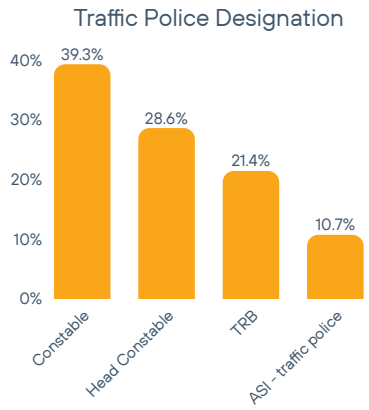


Assessment Findings & Analysis

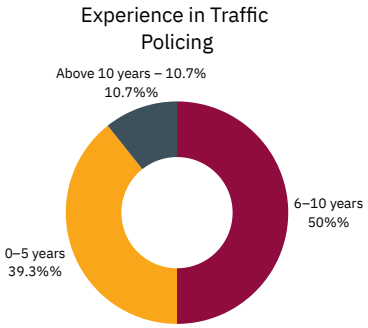
This section presents the profile of respondents covered under the assessment of the Traffic Police Assistance Booth project. The analysis is based on field visits to 19 booths across Jaipur (6), Reengus (2), Indore (5), and Ahmedabad (6), along with surveys with traffic police personnel and nearby stakeholders, and key informant interviews with senior traffic police officials. The respondent profile provides important context for interpreting the findings, as it reflects both the operational perspective of booth users and the perspective of people experiencing traffic conditions around the booth locations.

Demographic Profile

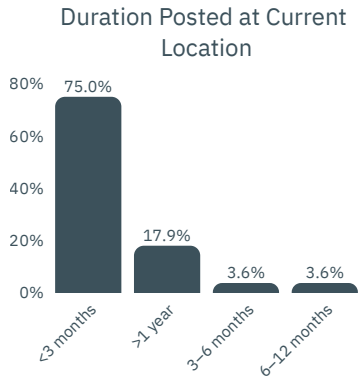
A total of 121 respondents were covered through the survey, including 28 traffic police personnel and 93 nearby stakeholders such as residents, shopkeepers, and local road users. In addition, 6 key informant interviews were conducted with senior traffic police officials to capture supervisory perspectives on the utility and functioning of the booths. This mix of respondents provides both operational and community-level insights for the assessment.



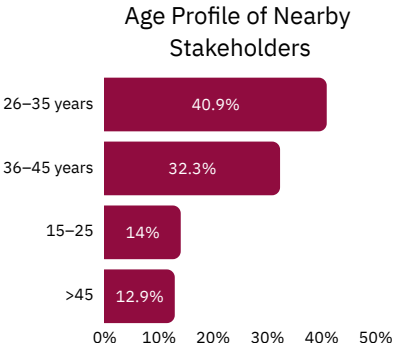
Among traffic police respondents, Constables (39.3%) formed the largest share, followed by Head Constables (28.6%), Traffic Regulation Brigade personnel (21.4%), and ASI–Traffic Police (10.7%). This shows that the assessment largely captured the views of frontline personnel who are directly involved in booth use and day-to-day traffic regulation.



In terms of experience, 50.0% of police respondents had 6–10 years of experience in traffic policing, 39.3% had 0–5 years, and 10.7% had above 10 years of experience. This indicates that the survey covered a mix of moderately experienced and senior personnel, making their views relevant for understanding booth utility in traffic management.

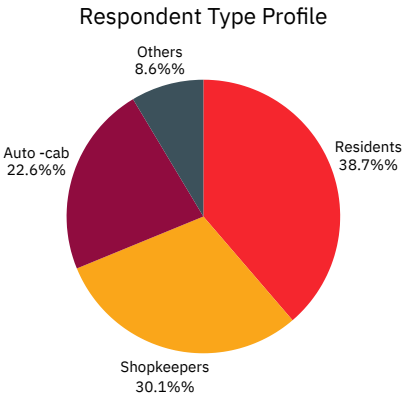


A large majority of police respondents (75.0%) had been posted at the current booth/location for less than 3 months, while 17.9% had been posted for more than 1 year and 7.2% for 3–12 months. This suggests that while many respondents were experienced in traffic policing overall, a large share were relatively new to the present location.



Among nearby stakeholders, the largest share belonged to the 26–35 years age group (40.9%), followed by 36–45 years (32.3%), 15–25 years (14.0%), and 46 years and above (12.9%). This indicates that the survey largely covered respondents from the active working-age population, who are more likely to interact regularly with traffic conditions around the booth.

All nearby stakeholders covered in the survey were male (100.0%). This reflects the respondent composition available during the field survey at the selected locations.

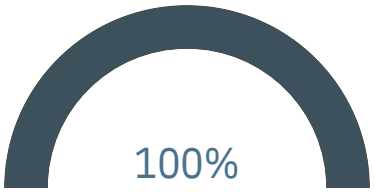


Among nearby stakeholders, Residents (38.7%) formed the largest group, followed by Shopkeepers (30.1%), Transport-linked respondents (22.6%), and Other occupational respondents (8.6%). The transport-linked group included rickshaw drivers, auto drivers, auto rickshaw drivers, cab drivers, conductor, can driver, and Rapido driver, while the other occupational group included construction workers, petrol pump workers, office staff, nearby traffic police officer, and local entertainer. This mix is useful, as it includes both people based near the booth and those who experience traffic movement more directly.

Relevance

This section presents the relevance of the Traffic Police Assistance Booth project based on responses from traffic police personnel and nearby stakeholders. It highlights whether the booths were visible in the local area, suitable for traffic management at the selected locations, and approached by citizens as a support point. The section also reflects the type of assistance commonly provided through the booths at junction level.

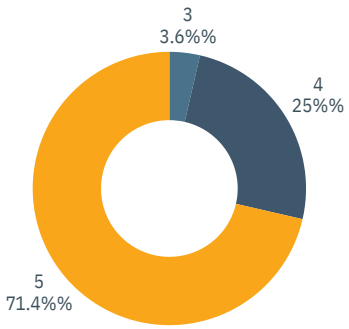
All nearby stakeholders surveyed (100.0%) reported that they were aware of the traffic police assistance booth near their area.



Awareness of Booth

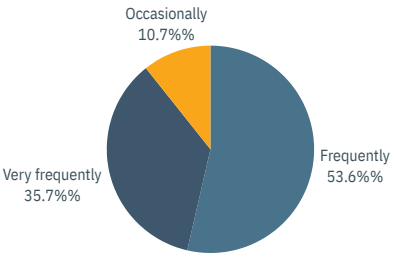
This indicates that the booths were clearly visible and had become a recognised part of the local traffic environment. It also suggests that the intervention was not isolated from the community, but was noticeable to people regularly using or living around these junctions.

Suitability for Traffic Management



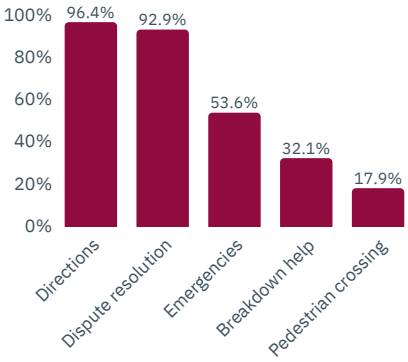
Traffic police responses also strongly indicate that the booth was relevant to the location where it was installed. On suitability of booth infrastructure for managing traffic, 71.4% respondents gave a rating of 5, 25.0% gave 4, and only 3.6% gave 3. This shows that a large majority of police personnel found the booth infrastructure well suited to the operational needs of traffic management at their assigned junctions.

Booth as a Public Support Point



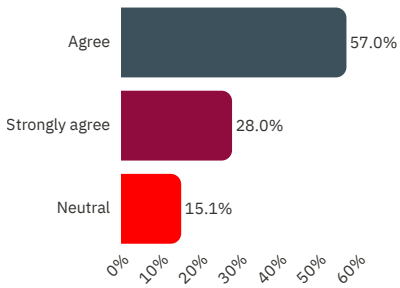
The relevance of the booth is further reflected in the frequency with which citizens approach it for help. According to traffic police respondents, citizens approached the booth frequently (53.6%), very frequently (35.7%), or occasionally (10.7%). This suggests that the booth is not merely serving as a physical structure for police presence but is also functioning as an accessible public-facing point for assistance at busy traffic locations.

Nature of Assistance Provided



The type of assistance most commonly provided also shows that the booths are responding to practical local needs. The most reported forms of support were directions (96.4%) and dispute resolution (92.9%), followed by emergencies (53.6%), breakdown help (32.1%), and pedestrian crossing support (17.9%). This indicates that the booth is relevant not only for traffic regulation, but also for addressing common commuter concerns and roadside situations that arise at junction level.

Visible Presence and Local Need



Nearby stakeholders also reflected positively on the role of visible police presence. On whether visible police presence discourages traffic violations, 57.0% respondents agreed, 28.0% strongly agreed, and only 15.1% remained neutral. This suggests that the booth-supported police presence was considered meaningful in the local context

Qualitative interactions also indicated that the booths are useful during long duty hours, summer and rainy conditions, and in situations involving disputes or accidents. In a few cases, respondents also expressed that similar booths would be useful at other nearby junctions, indicating continued relevance of such support infrastructure.

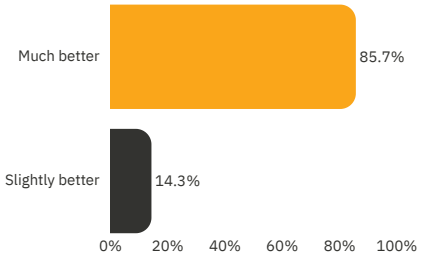
> “Overall, the booth location was found to be strategically appropriate and useful for managing traffic at the junction.

Traffice police constable

Effectiveness

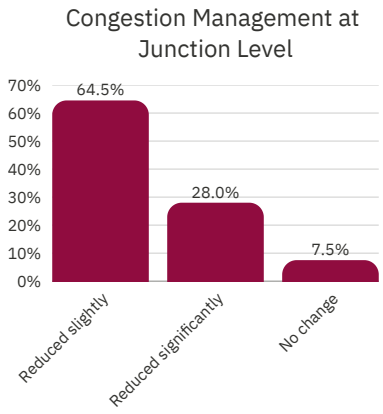
This section presents the effectiveness of the Traffic Police Assistance Booth project based on responses from traffic police personnel and nearby stakeholders. It examines whether the booths have improved day-to-day traffic management, congestion handling, enforcement support, and local traffic discipline at the selected locations.

Improvement in Traffic Flow

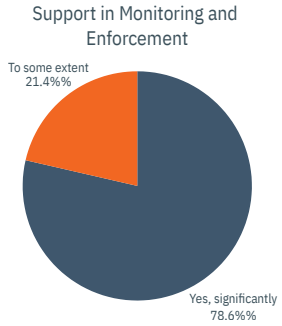


Traffic police responses show a strong improvement in traffic flow after booth installation. A majority of respondents reported that traffic flow at the junction is now much better (85.7%), while the remaining 14.3% stated that it is slightly better. This indicates that the booths have been useful in strengthening junction-level traffic regulation and supporting smoother movement of vehicles.

The effectiveness of the booths is also reflected in congestion management during peak hours. Among traffic police respondents, 92.9% said the booth had improved their ability to manage congestion, while 7.1% felt it had helped to some extent



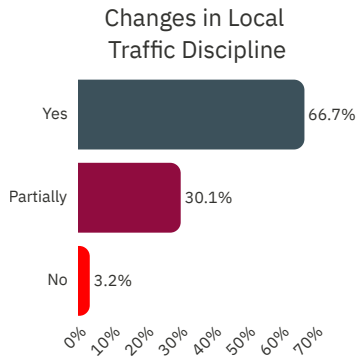
A similar pattern emerged from nearby stakeholders, where 64.5% reported that congestion had reduced slightly, 28.0% said it had reduced significantly, and only 7.5% observed no change. Together, these findings suggest that the booths are contributing to better traffic handling at busy locations.



Traffic police personnel also reported that the booths have strengthened enforcement-related functions. On whether the booth had supported better monitoring and enforcement of traffic violations, 78.6% said yes, significantly, while 21.4% said to some extent.

Effectiveness ratings

When asked to rate their overall effectiveness in managing traffic from the booth, 67.9% of traffic police respondents gave a rating of 5, while 32.1% gave 4. This indicates that the booths are seen as operationally useful and are helping personnel carry out traffic regulation duties more effectively



Responses from nearby stakeholders also indicate visible improvements in traffic discipline and common violations. On whether illegal parking and wrong-side driving had reduced, 66.7% said yes, 30.1% said partially, and only 3.2% said no.

Similarly, on whether overall traffic discipline had improved near the booth, 64.5% responded yes, 34.4% said somewhat, and only 1.1% said no. These responses suggest that the booths are not only supporting police operations but are also contributing to better traffic order in the surrounding area.

Qualitative feedback further supports these findings. Interactions with traffic personnel indicated that the booth provides a functional point from which they can regulate movement, observe junction activity more consistently, and engage with the public when required. This appears to have strengthened the day-to-day effectiveness of traffic handling at the visited locations

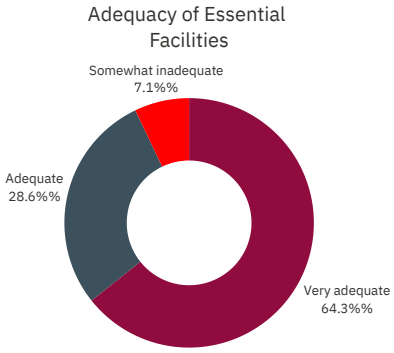
Effeciency

This section presents the efficiency of the Traffic Police Assistance Booth project based on responses from traffic police personnel, qualitative interactions, and field observations. It examines whether the booths are functionally usable on a daily basis, whether essential facilities are adequate for duty requirements, and how far the booth setup supports traffic personnel in carrying out their role more effectively at junction level.

96.4%

A large majority of traffic police respondents reported that the booth is functional and usable on a daily basis

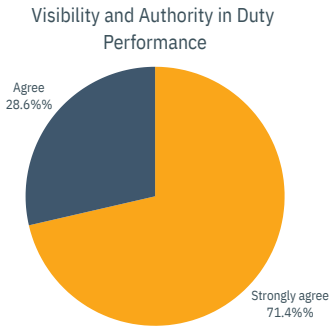
This indicates that, across most visited locations, the booths are serving as active operational units rather than just static infrastructure. Qualitative interactions also support this, with police personnel noting that the booth provides a fixed point from which traffic can be monitored and managed during routine duty hours.



On the adequacy of essential facilities such as power, lighting, seating, and ventilation, 64.3% respondents rated them as very adequate, 28.6% as adequate, and 7.1% as somewhat inadequate. This suggests that the booths are generally well-equipped for regular duty use. The observation checklist also supports this pattern, as the booths were largely found to have the basic structural and utility elements needed for use, including stable construction, secure walls and roof, internal wiring, lighting, seating, and basic amenities in most cases.

The booths also appear to improve operational ease in handling common traffic violations. According to traffic police respondents, it had become easier to manage or discourage wrong-side driving (92.9%), signal jumping (89.3%), helmet/seatbelt violations (78.6%)

illegal parking (67.9%), and crowd control or pedestrian movement (53.6%). This indicates that the booth is not only functioning physically, but is also helping personnel respond more effectively to routine enforcement-related challenges at the junction.



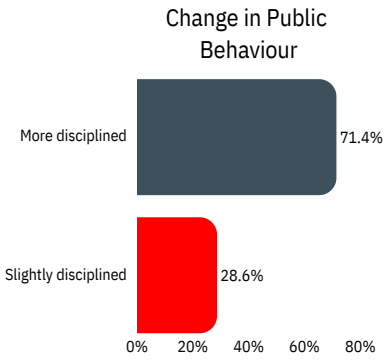
A majority of traffic police respondents felt that the booth strengthened their on-ground presence, with 71.4% strongly agreeing and 28.6% agreeing that they felt more visible and authoritative while performing duties.

Observational and Qualitative Insights

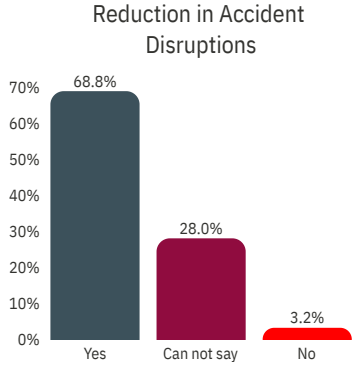
Field observations and qualitative inputs further help explain these findings. Most visited booths were reported to be in good condition and equipped with the intended basic amenities. At the same time, a few practical gaps were noted, such as lack of external electricity supply in one case, non-functional water dispensers in a small number of booths, and limited shared access where keys remained with one constable. These do not negate the overall utility of the booths, but they do indicate that operational efficiency can vary slightly depending on maintenance and day-to-day access arrangements.

Impact

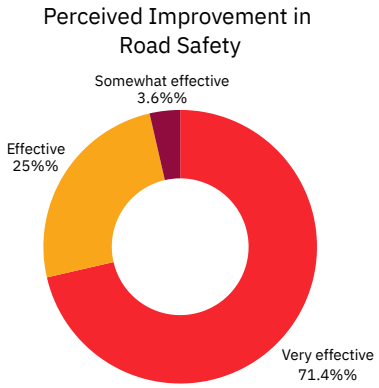
This section presents the impact of the Traffic Police Assistance Booth project based on responses from traffic police personnel and nearby stakeholders. It examines the broader changes observed in road-user behaviour, accident response, road safety, and the overall local impact of the booths at the selected locations.



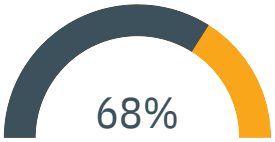
Traffic police respondents reported a visible improvement in public behaviour near the booths. A majority stated that behaviour had become more disciplined (71.4%), while the remaining 28.6% said it was slightly disciplined. This suggests that the booth-supported police presence has contributed to better compliance and more orderly road-user behaviour at the junction level.



One of the strongest impact findings relates to accident response. All traffic police respondents (100.0%) reported that response time and coordination during accidents had improved after booth installation. In addition, 78.6% observed that accident-related disruptions had reduced, while 14.3% could not say and only 7.1% felt they had remained the same. These findings indicate that the booths are helping traffic personnel respond more quickly and manage incident situations in a more organised way.



Traffic police personnel also viewed the booths positively in terms of broader road-safety outcomes. On overall effectiveness in improving road safety and enforcement, 71.4% rated the booth as very effective, 25.0% as effective, and only 3.6% as somewhat effective. This indicates that the booths are seen not only as operational support structures, but also as interventions contributing to safer and better-regulated junction conditions.



Nearby Stakeholder Safety View

Perceptions from nearby stakeholders also reflect positive area-level changes. On whether traffic accidents or near-miss incidents had reduced, 68.8% responded yes, while 28.0% said they could not say and 3.2% said no.

Similarly, on whether the booth had made the area safer for customers, residents, and pedestrians, 65.6% said yes, 33.3% said to some extent, and only 1.1% said no. These responses suggest that the intervention is being experienced as a meaningful safety support measure in the local traffic environment.

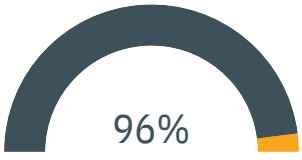
Qualitative interactions further supported these findings, especially in relation to the role of the booths during accidents, disputes, and high-pressure traffic situations. Police personnel noted that the booth helps them coordinate from a fixed point and respond more effectively when incidents occur at the junction.

Sustainability

This section presents the sustainability of the Traffic Police Assistance Booth project based on qualitative interactions, field observations, and operational insights from traffic police personnel. It examines whether the booths are likely to remain useful over time, and what practical factors may support or limit their continued value as part of traffic management infrastructure.

The sustainability of the Traffic Police Assistance Booth project depends on whether the booths continue to remain usable, accessible, and functionally integrated into routine traffic management. Field insights suggest that the booths have continuing practical value, as they provide traffic police personnel with a fixed operational point for managing traffic, handling public interaction, and responding during duty hours. Their usefulness during long shifts, and in seasonal conditions such as summer and rain, supports their continued relevance within the local traffic environment.

From an institutional standpoint, all booths have been officially handed over to the respective Traffic Police Departments, establishing clear ownership and improving prospects for long-term upkeep.

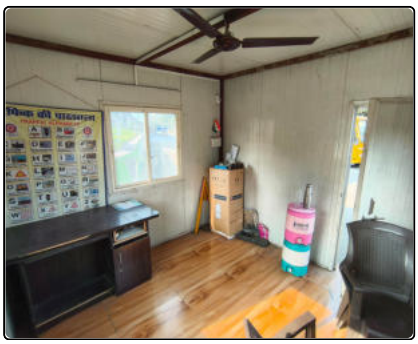


Continued Functional Use

96.4% of traffic police personnel reported that the booth is functional and usable on a daily basis, indicating strong post-installation operational continuity. This suggests that the intervention is not being treated as a one-time infrastructure asset but is being absorbed into routine traffic management practice.

While the booths show strong potential for continuity, a few operational limitations emerged during site observations and interactions with personnel. At one booth, internal wiring and fittings had been completed, but the external electricity connection was not available, preventing the use of fans, lights, and the water dispenser. In 1–2 other locations, water dispensers were installed but not functional, limiting comfort for officers during long hours on duty. Some officers also pointed out that the booth key was held by a single constable, restricting timely access for other personnel posted nearby.

Branding and public information display are also relevant to sustained public usefulness. Field inputs noted that Aavas branding was present across all visited traffic booths, supporting identity and visibility of the intervention. However, traffic control room numbers, traffic helpline numbers, and other emergency numbers were visible on branding and outside walls in the visited sites of Jaipur and Reengus, but were not seen similarly in the visited booths of Indore and Ahmedabad. Consistent display of these elements can strengthen the booth's long-term public utility as an accessible support point.



A further operational limitation relates to the difficulty in identifying certain booths during fieldwork due to a lack of geotagging or precise location markers, suggesting that systematized digital mapping would support future monitoring and accessibility

Another positive sustainability signal is that some traffic personnel felt similar booths would also be useful at nearby junctions. This indicates that the intervention is being viewed as a practical support model with continuing relevance, rather than as a one-time capital provision. Overall, the sustainability of the project appears reasonably strong, as the booths address an ongoing operational need and continue to be used in day-to-day traffic management.

> “This junction will continue to need the booth. Even nearby chaurahas should get a similar one because the traffic pressure is just as high there

Traffice police constable

Key learnings & Reccomendations

Strengthen basic utility upkeep and shared access arrangements

The booths are functionally useful and continue to be used in routine traffic management, but their long-term efficiency depends on regular upkeep of basic facilities. In a few locations, issues such as lack of external electricity, non-functional water dispensers, or restricted access where keys remained with one constable affected ease of use. Ensuring uninterrupted utility support and shared booth access can improve continuity of use across duty shifts.

Use the booth model as a structured support point for junction management

The assessment indicates that the booths are helping traffic personnel manage traffic flow, monitor violations, and respond during congestion and accident situations more effectively. Their value lies not only in physical presence, but in providing a fixed operational point for regulation, coordination, and public assistance. Similar support infrastructure may be considered at other traffic-heavy junctions where long on-site deployment is required.

Standardize public information and helpline display across locations

Aavas branding was visible across visited booths, supporting identity and recognition of the intervention. However, traffic control room numbers, traffic helpline numbers, and emergency contact details were not displayed consistently across all visited sites. Standardising these public-facing details across locations can strengthen the booth's usefulness as an accessible support point for commuters and local road users.

Improve monitoring and location traceability for future oversight

Fieldwork showed that locating some booths required additional effort due to the absence of geotagged coordinates or standardised location markers. For a multi-city infrastructure intervention, better documentation of booth locations and basic status tracking can support smoother monitoring, maintenance follow-up, and future assessments. A simple location-mapping and upkeep record system would strengthen long-term oversight of the intervention.

Ethical Considerations

- The purpose of the assessment was clearly explained to all respondents before surveys and interviews, and participation was taken up only after obtaining their verbal consent.
- Participation was voluntary, and respondents were informed that they could choose not to answer any question or discontinue the interaction at any stage.
- No personal identifiers of respondents have been disclosed in the report, and findings have been presented in aggregated form to maintain confidentiality.
- During field visits and interviews with traffic police personnel and nearby stakeholders, care was taken to avoid unnecessary disruption to routine traffic duties and local movement.
- The assessment relied on respectful, non-intrusive interactions with respondents, and responses were recorded only for study purposes.

Study Limitations

- Since this was primarily an infrastructure support intervention, there was limited regular engagement history with end users, and traffic police duty postings also changed frequently across locations. In one case, this affected respondent availability for interaction.
- Some nearby respondents such as residents and shopkeepers were initially hesitant to participate in direct survey interactions, which may have influenced the pace of data collection.
- At one location, traffic police personnel declined to participate due to duty rotation and operational pressure, which limited the depth of perspectives from that site
- Locating some booths during fieldwork required additional effort due to the absence of geotagged coordinates or standardized location markers, which may have affected coverage.
- A part of the assessment relied on perception-based responses from traffic police personnel and nearby stakeholders, which may be subject to respondent interpretation.

Case Study

Anand Kumar, a Head Constable with over two decades of experience in traffic policing, has been recently posted at Luv Kush Chauraha in Indore. His role involves managing traffic flow, monitoring violations, and assisting commuters at one of the busy junctions in the city.

Before the installation of the Traffic Police Assistance Booth, Anand Kumar highlighted the challenges faced during daily duty. Traffic personnel are required to remain stationed at junctions for extended hours across seasons, intense summer heat, monsoon rains, and winter conditions, often without access to basic facilities such as a resting space, drinking water, or a designated area to take short breaks. Prolonged standing hours and continuous exposure to environmental conditions also lead to physical strain. During the interaction, he mentioned experiencing swelling in his legs, a common issue among traffic personnel due to long hours of standing duty.

With the installation of the assistance booth, Anand Kumar now has access to a dedicated and sheltered space at the junction. The booth is functional and adequately equipped with essential facilities such as seating, lighting, ventilation, and a water dispenser. This has provided a basic level of comfort during duty hours and a place for short rest intervals when required.

Anand Kumar considers the Traffic Police Assistance Booth to be effective in supporting his day-to-day duties. While the intervention does not replace enforcement mechanisms, it provides a structured and supportive environment that enables traffic personnel to perform their responsibilities more effectively under challenging working condition

- Name: Anand Kumar
- Designation: Head Constable, Traffic Police (Zone 1 West)
- Location: Luv Kush Chauraha, Indore
- Experience: 20 years

Annexure


TRAFFIC POLICE ASSISTANCE BOOTH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पुलिस
TRAFFIC POLICE ASISTANCE BOOTH JAIPUR

When you need to be sure

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