CHAPTER 6

CONCLUSION

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Chapter 6

Conclusion

6.1. PRELUDE

The study has explored a unique comprehensive relationship between police, policing and new technology. Apart from the expected benefits, ICTs sometimes result in marginalization and deprivation if not implemented rationally and systematically. In the previous chapters, I have studied the role of ICTs on police and policing with special reference to the Kolkata Police. Technologies are shaped by the society and are improvised in order to meet the demands of the time. Accordingly the Kolkata Police has incorporated ICTs in police work keeping in mind the demands of the present time. Increasing number of motor vehicles, cases of errant driving and e-crimes has put the Kolkata Police on guard. Again terrorist activities in different parts of the country have put forward new challenges to police organizations. The present study has paved the way for analyzing the impact of new technologies in police organizations and policing activities with special reference to the police commissionerate of the metropolitan city of Kolkata. In recent times the budding civil society in Kolkata has made the city police introspect to shed some of its inhibitions in order to establish itself as a people-friendly police force. The repressive and authoritarian tag of the city police can be scrapped with greater transparency and accountability. The principles of participatory democracy if implemented can make the city police a proactive police force. In this regard, new technologies can be a handy tool in developing good relation and for restoring the faith of the people in the police force. The e-modernization of the Kolkata Police can be successful only if the people concerned and the police are equipped and competent enough to face the challenges involved. In this light let me summarize the leading findings of this dissertation and also suggest measures which will improve the quality of work of the Kolkata Police.

6.2. MAIN FINDINGS OF THE STUDY

In the first chapter, the terms police, policing and new technology/ICTs are conceptualized by reviewing relevant literature. With the introduction of ICTs in
police work the latter has become more accurate, transparent and accountable to the people at large. Police organizations though not a universal phenomenon of every society, have often been blamed for misuse of power, political bias, authoritativeness and turning a deaf ear to the cause of the people. In India too, police have distanced itself from the people due to its colonial stigma and political favoritism. Policing on the contrary has been present in all societies to ensure social control and maintain social order and solidarity. The 80s saw the introduction of a new era in policing – the community policing era whereby the new ideology promised to restore people’s faith in the police through attitudinal change in police work. Subsequently new technologies got popularized in each and every aspect of work and police organizations were also influenced by its diverse functions. The misuse of ICTs also made the police take note of a new form of crime that operates at the cyberspace. One of the main reasons why ICTs have gained prominence in police organizations is to check rising cybercrime.

The positive role of ICTs has made a great impact in policing. Several police technologies have been operative in police work as an aid to policing. They can not only make police work less strenuous but also more effective, accurate and people friendly. The use of these ICTs, result in greater transparency and accountability of the police. In India too, many states like Maharashtra, Rajasthan, Andhra Pradesh, Delhi have incorporated ICTs in policing to reach out to the people. However the effectiveness of ICTs depends on infrastructural changes and development of skill and aptitude on the part of the police officers. Any dearth in skill and access to ICTs creates marginalization and new form of digital divide for those who are deprived of its benefits. The digital divide operates not only among the lower ranks of officers but also the marginals of the society for e.g. women, children, elderly, disabled and the poor who do not have access, aptitude and knowhow about these technologies.

In the second chapter, the different theoretical perspectives on police, policing and new technology have been discussed. Technology is shaped on the basis of the needs of the society. It is determined by culture and can become successful only when it fulfills the demands of the people it is required to serve. Police technologies are no different and have evolved on the basis of social changes. Starting off with the stick to the highly sophisticated ICTs all seem to be shaped by the social circumstances. Policing too has earlier been repressive and with the passage of time social
consciousness is forcing the police to shed its inhibitions and become proactive and people friendly. In this knowledge society, police also deals with primary, secondary and tertiary information which can be procured easily through ICTs. In police organizations ICTs can result in greater performance level and be more efficient administration. Computers, internet, mobile telephones, laser radar, photo radar, global positioning system, CCTVs, webcams, electronic breath alcohol test, DNA sample kit, night vision systems can bring about a revolution in eradicating the traditional means of police work.

The theoretical framework of the study views the police as a proactive people-friendly force and not as a repressive organ of the state. Policing is identified with the principles of community policing whereby it is upheld that the police not only need public support in order to accomplish their goal, but that they have an obligation to involve the community in the process of deciding what they do and how they do it. The new professionalism implies that police serve, learn from and are accountable to the community. In this regard ICTs can play a very determining role in ensuring greater transparency and accountability from the state in general and the police in particular. Drawing from the approach of Social Shaping of Technology, technology is believed to be a social product patterned by the condition of its creation and use. Technologies being cultural reshape the environment where they are put in use, be it productivity or performance of human actors involved. Hence the incorporation of ICTs in police work is meant to involve meaningful changes in the work culture and more so policing activities to match up with the transformations that are taking place in the society.

The third chapter traces the historical transition of the Kolkata Police from the colonial to the present era. The Kolkata Police has an eventful history of more than 150 years. The organization, introduced in the colonial period has developed into its present form 60 years after independence (1947) from a mere squad to an organization with about 26,000 police personnel. (See Chapter 3) However in comparison to other states, West Bengal is lacking in several departments in so far as police department is concerned like the amount granted for modernization, number of computers available, motor transport, sniffer dogs, in-service training women police stations, number of urban police stations and so on. (See Table 3.1.) Kolkata Police being an arm of the state police though it operates independently suffers from these impediments. In the year 2007-08 the state government of West Bengal has not
allotted any grant to modernization of police and solely depended on the central government. At present the Kolkata Police maintains law and order in the city of Kolkata supplemented with a wide array of tasks through forty eight police stations. There are also several specialized departments to look into the multiple activities like detection of crime, traffic, security, cybercrime. However Kolkata Police lacks a special department to handle community policing programmes. It operates in an insignificant way through the police stations and the deputy commissioner of police of armed forces is in charge of it.

Kolkata is not lagging behind in terms of incidents of domestic violence, crime against women, cybercrime and other atrocities to other cities of India. The use of ICTs in this regard is noteworthy. The city police has introduced quite a few ICTs in police work and through face to face interview with the police officers of different ranks the role and impact of those technologies were explored.

The fourth chapter is based on empirical data and evaluates the impact of ICTs on the Kolkata Police with special emphasis on infrastructural, functional and hierarchical transformations. The Kolkata Police uses ICTs to meet an array of tasks like communication, intranet, internet, record management, and databanks. It also conducts several e services to cater to the people. However, the most popular tasks carried out through ICTs are communication, intranet and record management. Only the officers from the rank of Deputy Commissioner of Police have internet access through personal desktop computers. Others have one or two departmental computers with no internet connection and are deprived of a wide range of information. They do not have official email ids too. The IPS officers have been using ICTs for more than seven years, but the non-IPS officers have started two three years later (See Table 4.7.) The only network that is provided to them is intranet which connects them to the headquarters. The number of ICTs in the access of non IPS officers is far less and it is about five in number. (See Section 4.2.7) The IPS officers have access to about nine new technologies namely: computers, internet, intranet, mobile telephones, scanner printer, fax machines, photocopier and digital camera.(See Table 4.7.) The non- IPS officers have personal access to only mobile telephones; the rest is shared in the department or at the police stations. Thus there are discrepancies regarding access to technologies.

Only a special section of Detective Department of Kolkata Police has access to data bank on Criminal Justice Administration. Officers especially of local police
stations must have access to the details of people under their jurisdiction especially elderly, women, children, domestic helps and so on. Moreover surveillance is still not regarded as an important of work of ICTs in the Kolkata Police. New Technologies are an efficient medium of vigilance and which is a neglected area in the Kolkata Police, except a few CCTVs operating in certain important junctions of the city and is under the purview of the Kolkata Traffic Police. Police stations should also have CCTVs especially to monitor the activities of police men and offenders in police custody. Again the Kolkata Police is yet to have a computer operated car. The dearth of these technologies is depriving the Kolkata Police to work more effectively. (See Section 4.3.6)

The Kolkata Police lacks adequate infrastructure to encourage officers to use ICTs. There is dearth in percolation of new technologies bottom down and if officers from the rank of sub inspectors do not have access to personal computers the lower ranks below them are completely at the mercy of traditional means of policing. Again the in-service training that is offered to officers to make them conversant with new technologies is also not adequate. Most of the officers found the training unsatisfactory and some sought the help of other agencies to get acquainted with the ICTs. (See Table 4.11) Those not so interested remain uncomfortable with ICTs. The IPS officers are better off as they have been exposed to ICTs since their training days while the non-IPS officers continue to remain uncomfortable and shy to use these technologies. The comfort level of the officers in using ICTs is greater among the IPS officers. This may be because they are exposed to ICTs in their training period which the non-IPS officers are not. (See Table 4.12) Greater exposure and hands down training will help the officers to develop skill and interest in these technologies. Lack of comfort level will not actualize the functional utility of ICTs. The officers will continue to indulge in traditional means and there will be stagnation. The advantage of these technologies can be availed only if the lower ranks of officers who form the building blocks of the police force can make these technologies purposeful. If they remain shy then the technologies will be a burden and an extra load on the police force. The non-IPS officers were of the opinion that in-service training should be a continuous process and should be carried out frequently to put the officers on their toes and updated about recent developments. The officers also need to be refreshed and such training processes if carried out in a useful way can prove to highly beneficial. Not only expert police officers but social scientists, engineers, forensic
experts, lawyers and medical practitioners can make the officers acquainted about the recent developments of technologies in detection and investigation of crimes. (See Section 4.3.).

The non-IPS officers of the Kolkata Police complained that though they have to work for lengthy hours yet they do not get handsome salaries. The number of off-days in the case of non-IPS officers is very few. This sometimes gets tedious and they have to sacrifice familial responsibilities for their job. This can act as a psychosomatic pressure and can affect their work. (See Table 4.3, 4.4, 4.5.) They become restless and impatient and harsh on their juniors as well as common people. Even during festivals and Sundays, policemen are on their toes as their responsibility concerns the safety and security of the society. ICTs can reduce some of their work load if used effectively. Policing being a 24 hour service, ICTs can prove to be quite handy in speeding up the work process with not much labour and enable them to work while at home. (See Section 4.2.10)

Again, the non-IPS officers are unhappy as they have to bear the call cost and the price of the cell phone from their income. They have to report to their superiors frequently and the organization takes no liability for the cost that they have to incur. Again the superior officers are given mobile phones and the call charges are borne by the Kolkata Police. This disparity and discrimination does not create a healthy work environment. Cell phones have become a bare necessity and especially in police service it is an essential. Officers must feel comfortable in using the mobile phones and it should not be a burden on their income. The lack of access to technologies can prove to be an obstacle in effective policing. This is because the lower ranks continue to remain backdated, and technology shy. (See Section 4.3.4)

The job frustration and uneasiness at work place is also a common problem among women police officers. Discrimination due to their sex emanates from inadequate facilities (lack of restrooms) to stagnancy in promotion. This makes them frustrated and deprives them of the urge to excel in their work. The women officers are confident that if more women join the police force it will not only improve policing activities but also result in infrastructural developments to cater to the needs of the women officers. Moreover the stagnancy in women police force is a major reason for the women officers to lose motivation towards their job. The Kolkata Police is yet to offer its non-IPS women officers promotion to the post of Deputy Commissioner of Police. This discontent with the profession is not at all positive as it
results in ineptitude, smugness and aggravation. Police is an emergency service serving the masses at large. This job environment can have blatant implications in the lives of the citizens of the Kolkata especially the common people who live in vulnerable conditions. More women may be meaningfully used in Kolkata Police if new technology is adopted in the policing. (See Table 4.6.)

The city needs women police stations to enable the women folk to feel comfortable to visit the police station and lodge their complaints. With more women going out to work the incidents of eve teasing, molestation, domestic violence, sexual abuse at the workplace is on the rise. The private as well as the public life of women are in the open leading to greater atrocities on women. In this regard the police force especially women police officers can handle and solve these cases comfortably. The number of women police is very low in Kolkata police and should be increased. The plea of the women officers for greater representation at the top brass can prove to be beneficial for policing activities as well as future generations of women who aspire to become police officers. Moreover this can also make the principles of community policing a reality by including more women in police work as they form about half of the population. (See Section 4.2.6)

The fifth chapter assesses the impact of ICTs on police-public relations with special reference to the Kolkata Police. The police officers believed that most important function of ICTs is efficiency in work through accuracy, speedy response and easy exchange of information. These functions emphasize the communicative utility of the ICTs. This shows that the officers lack awareness about the dynamic applications of the new technologies. Mobile telephones and computers are only two of the various ICTs that are in use. There is even a great range of police technologies which are need-based and brings efficiency in police work. Most of the non-IPS officers lack information about the police technologies that are operative in developing societies. Among the most commonly used twelve police technologies (See Chapter 2) used by the police in developed countries, only two non-IPS officers had knowledge about 60% of those technologies. (See Table 5.5) This shows that the officers lack information of the ICTs that are in use by the Kolkata Police.

The Kolkata Police officers remain adequately unaware about various concepts related to ICTs like cyber crime, e-governance and IT Act 2000. Most of the officers especially the lower ranks are not conversant with the different types of the computer crimes. About two thirds of the officers have not yet received any training to fight
cyber crimes. Again all the officers were unsatisfied with the cyber crime cell of the Kolkata Police. They believed that there was lack of adequate infrastructure to detect cyber crimes. The Kolkata Police Cyber Cell lacks far behind to such cells in other cities of India. (See Section 5.2.1)

A maximum that is about four out of five officers have not read the Information Technology Act 2000. More than half of the non–IPS officers were unaware of the concept of e-governance. Again, the IPS officers were more verbose and updated about the ICTs that they wished to be introduced. (See Section 5.2.2 and 5.2.5) This shows that there is lack of regular orientation among the police officers in the usage and knowledge in ICTs. This is not a preferred situation because technology can yield positive results in an organization only if it is used by all the departments. (See Section 2.3)

In a situation where the lower ranks are not yet comfortable with new technologies, the Kolkata Police is further introducing several e-services as part of its community policing programmes. It has initiated e-services to cater to the people especially the elderly, women, non–residents and the sick. It has initiated a blog to make itself accountable to public grievances. The traffic department has also undertaken several reformative measures to check congestion and make the people aware of congested areas well ahead of time. The upsurge in the rate of cyber crimes has also been taken into consideration and hence a well equipped cyber crime cell is urgently needed. These measures though undertaken have not been able to produce much public enthusiasm and participation. (See Section 5.3 and 3.4). The lower ranks of officers do not have access to new technologies though they are the people who are in direct communication with the city dwellers. Their timidity with respect to technologies and lack of awareness of the innovations have resulted in continuation of the old measures. Again the technological skills and the technologies have not percolated bottom down making the lower ranks unable to connect with the new developments.

The colonial policy of repression and authoritarian policing are still very much ingrained in the minds of the officers. This is continuing owing to their lack of enthusiasm in the community policing activities of the Kolkata Police. Many of the officers lack awareness about the different community policing programmes that are conducted by the Kolkata Police. (See Table 5.7) There is lack of awareness among the officers as well as the citizens about the different services that the Kolkata Police
offers. Several incidents of police atrocities in recent years have reinstalled fear and apprehension about police activities. In order to build trust and accountability the Kolkata Police needs to make the city dwellers aware about its e-services and encourage them to make full use of them. They can do this through the electronic or the print media and even through hoardings.

Lastly, the e-services are in the access of only a few. The officers shared their personal experiences with people through ICTs and narrated that most of the communication is done through mobile telephones. Only NRIs and industrialists communicate to them via internet. This is because most people do not have access or knowledge of computers and therefore they cannot avail these facilities. Hence, only computer literate people and those who can SMS can take the benefit of these services. This creates a digital divide whereby only the privileged few especially the educated and higher income groups can take the benefits of these services. These people are further marginalized and segregated from the society. This increases their pathos even more as they live in vulnerable conditions and require constant help and support of the authorities. (See Section 5.3.6.) Since ICTs are quite useful in bringing the people close to the police, greater means of communication can help the police get rid of its stigma and restore public faith through e-governance in policing.

6.3. PROPOSED REFORMS FOR THE KOLKATA POLICE

The Kolkata Police needs to take several reform measures to overcome the lacunae that are evident in its adaptation to ICTs. Improving the technological infrastructure is not the only criterion that should be taken care of. The Kolkata Police needs to take the following measures to upgrade itself as a skilled, transparent and people-friendly police force:

6.3.1. The Kolkata Police requires the following technological modifications in order to accommodate the upcoming and already operative ICTs:

1. The Kolkata Police needs to provide access to technologies especially wireless handsets, computers, internet, and mobile telephones to all ranks of policemen.
2. Computers, wireless handsets, internet connection should be provided at all the police stations. Each police station should have a computer room with multiple computers with internet connection.
3. At the departmental level also the organization should initiate e-governance and computers should be installed in adequate numbers for the staff.

4. The Intranet Network should be updated and criminal databanks should be availed from there. This will help the officers to have access to all information at their respective departments. In that case, one does not have to visit the records section.

5. The Cyber Crime Cell should be developed with more skilled officers who should be adequately trained in detecting cyber crimes in the model of ‘Cybercops’ of Andhra Pradesh Police.

6. A Cyber Crime Laboratory should be developed with modern facilities to successfully detect and investigate computer crimes.

7. The Kolkata Police should take initiatives to have information about the recent new police technologies that are being used by police in Bangalore, Mumbai, and Delhi. They should also take note of police organizations in developed countries. This will help them to keep pace with new challenges of policing and establish itself as a high tech police force.

8. Global Positioning System should be installed and it will help the officers to keep a vigil of each nook and corner of the city.

9. E-governance should be strengthened and each department of Kolkata Police organization should be electronically connected to each other.

10. The Kolkata Police should make efforts to own computerized cars and each of the police stations should have access to at least one of these.

11. The Kolkata Police should take initiatives to develop a cyber forensic laboratory of its own.

12. All police personnel from the rank of constables should have access to mobile telephones. It should be given if not free of cost at subsidized rates or in easy installments. It must be made compulsory that the policemen should carry the mobile telephones always.

13. The policemen must be given a fixed amount as mobile telephone cost expenses to encourage them to remain connected all the time.

14. Political intervention, manipulation and control have scarred the Kolkata Police with the tag of being biased and repressive. In order to shed this inhibition of the people it needs to bring forth transparency which can be done through ICTs. The Kolkata Police website needs to be updated regularly and a
few more facilities should be provided to the citizens of Kolkata as for example: (a) Flashes of Community Policing and (b) Call for interested people to be volunteers of Community Policing Programmes as representatives of the area under the jurisdiction of a particular police station.

6.3.2. **Official statuses in the hierarchy should be reorganized in the background of ICTs along the following lines:**

1. New generation policemen should be trained in the application of ICTs in police work to help them to carry forward the legacy of the police organization successfully. Policemen who are new entrants must be imparted training in ICTs at the inception of training programme to enable them to understand its importance in police work.

2. The Kolkata Police needs to conduct regular in-service training to update the policemen about recent technological developments. In-service training should also be frequently conducted to make the officers be well conversant with ICTs. Officers who fair well in the in-service training should be rewarded in order to motivate others.

3. Awareness programmes should be carried out to sensitize police officers about legal developments, recent rulings of the Supreme Court and landmark judgments.

4. A special group of officers must be developed who are skilled in collection, storage, and, retrieval of digital evidence. Laboratory and skill development to maintain digital evidence is a need of the time.

5. Feedback of the officers must be collected after every in-service training to make an assessment of the drawbacks in the training programme which can be subsequently modified.

6. Women policemen should be encouraged to participate in the training programmes through incentives or rewards after successful completion.

6.3.3. **Infrastructural changes to be initiated to make the police force more proactive.**

1. The number of women policemen should be increased to at least 10% of the total police force. Each of the five divisions of the Kolkata Police should have at least one women police station which would be run by the women police. Crimes concerning atrocities on women and children should be given special attention in these police stations.
2. The Kolkata Police needs to encourage women to join the police force. Stagnation in promotion for women police officers deters many women from joining the police service. Special posts should be created at the upper ranks of the police force for women officers. This can act as an incentive not only for the present women police force but also for the aspirants of police service.

3. The Kolkata Police is yet to have a Woman Non-IPS Deputy Commissioner of Police. Kolkata police service continues to be a man’s world. Each of the police thanas should have adequate number of women police officers to provide security to women. Infrastructural developments like restrooms, changing rooms etc. should be provided to women officers in every police station.

4. A Special Cell must be formed for elderly people at every police station to cater to their problems and give a patient hearing to their troubles.

5. Policemen should be given adequate leisure time to make them refreshed and energetic. Leaves should be granted to officers especially lower ranks of police men and their problems in personal lives should be looked into. Lack of peace and guilt for not being able to shoulder familial responsibilities makes them lose their interest in police work. Otherwise policemen also become rude, lethargic and disinterested.

6.3.4. Programs to be initiated to make community policing a reality:

1. The policemen must understand the philosophy of community policing. The philosophy of community policing if incorporated through ICTs can make the police people friendly and incorporate the masses in police work. This will utilize the people in a wide array of policing services like surveillance, traffic control, organizing festivals, controlling eve teasing and other crimes like theft, burglary terrorism and so on.

2. The people of Kolkata should also be made aware of the community policing programmes of the Kolkata Police. This will make the people take interest in policing activities and help the police in its mission to make the city peaceful. The police can thereby ward off the stigma of being authoritarian, repressive and biased in the following ways:

   a) Young people from each of the neighborhoods should be given the responsibility of patrolling at night under the supervision of officers from the police station. They should be remunerated for doing this job.
b) Frequent foot patrolling by officers everyday to make their presence felt among the citizens of Kolkata.

c) Conduct regular, if possible, monthly meeting with the seniors of each neighborhood to discuss problems, if any, and also seek their suggestions for possible remedies. Developing a rumour control program as a useful forum for discussing common police problems in many neighborhoods where exaggerated rumours can be identified and eliminated.

d) Form community based teams under a commander or a coordinator to deliver police services to particular neighbourhoods. The activities should include developing closer, more stable ties with neighbourhood residents, ensuring citizen’s participation in planning and delivery of services. Team members should be counseled and motivated to mount their team spirit.

e) Ensure special programs to include elderly citizens in community policing initiatives as they are a prime target of criminals.

f) Include children and adolescents of the locality in the drive towards pollution control. Sensitization programmes on traffic rules and other safety measures mainly aimed to sensitize children and can even be accompanied by films and demonstrations to make the sessions interesting and attractive.

g) Ensure greater transparency in the activities of the police station by informing the residents the developments in cases lodged against injustice by the people of the locality.

6.4. RECOMMENDATIONS FOR FUTURE RESEARCH AND LIMITATIONS OF THIS STUDY

The present study has brought to light a wide array of information about the Kolkata Police and encourages further research. It has focused different aspects like leave, leisure hours, job stress, benefits with regard to access to technologies, dearth in in-service training programmes, lack of awareness about different concepts relating to ICTs that the non-IPS officers are subjected to. The study engrosses information about the function of ICTs in Kolkata Police organization and the new technologies that the officers desire that should be incorporated in police work. It explores the opinion of the officers themselves
about their relationship with the community relationship. This reestablishes the fact that ICTs result in greater marginalization of the vulnerable groups of people.

Police and policing in India has aroused discussions and criticisms in the public sphere mainly through the print and electronic media. Considering the dearth in relevant literature resulting from lack of systematic research work in India on police and policing in general and the effect of ICTs on police and policing in particular, it is not possible to address all the issues in a single research. This study ensures further scope of research in the following areas which also encompass the limitations of this study:

1. The views of the people about the Kolkata Police, impact of ICTs on community policing programmes have not been taken into consideration.
2. More in-depth research on women police and their role in police and policing with special reference to ICTs is required to estimate the role of ICTs in ensuring gendered digital divide.
3. Role of new technologies in specialized departments of Kolkata Police like Bomb Squad, Traffic, and Security Control Organization has not been explored.
4. A survey with a larger sample of greater number of policemen from all the ranks to help make generalizations about their opinion regarding new technologies and their applications has not been carried out.
5. A trend study over a definite span of time to assess whether the performance and effectiveness of new technologies is being enhanced through more experience in handling of these technologies is needed to explore the relationship between ICTs, police and policing.

ICTs if popularized and implemented effectively can play a very crucial role in altering traditional approach and attitude towards work. The Police officers have to be constantly motivated and made to realize that it is not simply a job but a service to the nation. Any sort of inhibitions, political affiliation, and power craving can harm not only the society but also can harm their own future. The officers should constantly make efforts to reach out to the people and take full use of the technologies. The fear and apprehension that are there in the minds of the people regarding the police should be eradicated to have a peaceful and ideal society. This blockade can be cured if the police themselves shed their
authoritarian mentality. Policemen should project themselves as the friends of the society and not as another arm of government.

ICTs can act as an accessory which will help the Kolkata Police to become a people-friendly police force. They will not only help them to reduce stress at work but also reach out to the people concerned faster and more effectively. The principles of community policing can be made a reality through ICTs. They can not only help the police to reach the people quickly but also enhance improved communication from the side of the citizens too. The diverse functions of new technologies are shaped to meet the demands of the organization and hence until and unless they are utilized they will fail to fulfill the purpose for which they have been created. While assessing the impact of ICTs on police and policing it has been one of the major observations of the researcher that percolation of ICTs to the bottom ranks can result in greater functional utility. Regular improved training and technology-friendly work environment can yield powerful and positive results for the police force. Unless that is made a reality, the police will continue to use traditional methods and police work will remain sloppy, authoritative and repressive. ICTs will help the police to address a wide array of task effectively and make police work proactive and problem-solving. It is time to initiate these reform measures to ensure that the Kolkata Police is responsive of the population it serves and that internal accountable mechanisms are well resourced and are fair and firm. It should also enjoy the support and confidence of the public as well as police personnel. These reforms are too important to neglect and too urgent to delay as they send a strong signal that as an organization the Kolkata Police should achieve maximum possible transparency to build public confidence in the police and trust in police community relationship. If implemented these reform measures can make the Kolkata Police a 21st century police force which is of the people, by the people and for the people.