CHAPTER – III

COMMUNITY POLICING IN ANDHRA PRADESH: AN OVERVIEW

“Maithri” is the name given to a systematic endeavour in community policing by the Andhra Pradesh (AP) police. Realizing the systemic limitations of reactive policing and the sense of alienation in the public due to authoritarian police methods in the field, the AP police were compelled to have a re-look at the very philosophy of policing as practiced in the State. This was more essential as the traditional strong arm mould of policing was not efficient enough to confront and resolve the continuing left wing extremist problem in North and North-Eastern AP, faction feuds in Southern Andhra and the general dominance of casteist elites in the community. As such, a systematic programme in community policing (CP) was embarked upon in the form of “Maithri” to mitigate the adverse fallout of traditional police methods (Dixit 2004: 33).

With Andhra Pradesh government adopting good governance principles, it became imperative on every service department including the Police service, to provide responsive administration, effective, accountable and efficient service delivery systems in a consistent and institutionalized environment. Moreover, the basic idea behind the philosophy of community policing is citizen participation and decentralized decision making. An effort has also been made to apply tools of information technology to simplify cumbersome processes and procedures of police departments and agencies and
The ISO 9001:2000 Quality Management System (QMS) provides an opportunity for the organizations to standardize the quality and delivery measures. In this backdrop, the Cyberabad Police Commissionerate management had realized the need for adopting the ISO 9001:2000 system for its integral approach of quality management based on a process approach with a special focus on improving:

- Service Quality
- Overall Management Quality to actively identify and satisfy customer and stakeholder needs and expectations – citizen and the society.
- Continuously improving all the managerial, technical and service delivery processes to achieve operational efficiency and service quality excellence.

Cyberabad Police has a unique distinction of becoming the first police unit in the country to get its police stations certified to this quality process.

**Maithri: Community Policing Initiative in Andhra Pradesh**

‘Maithri’ strives to create a positive shift in the role of the police from “working against the bad people” to “working with the good people” in the society. As a result, police no longer remain law enforcers but take the role of facilitators and mentors in the society.

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2 Ibid.

Maithri was launched on April 5, 2001 throughout the State through an executive order. All the details regarding the role and responsibilities of the police officials and the Maithri members has been given in the AP Police Manual, Part – 1, Volume – 1. Apart from this detailed guidelines were provided in the “Maithri Manual” issued by the Director General of Police, AP in 2001.

Maithri was launched in the year 2001 throughout the State through an executive order with the following objectives (Dixit 2004: 34):

a. To meet the felt and expressed needs of small and varied groups of people in the community by actively involving them in the process. Constant and active interaction with various socio-economic groups was deemed necessary to make them fully express their felt needs in day-to-day life and to solve their problems on priority.

b. To organize proactive measures to prevent and detect crime. Active participation of the community enables the police to design and implement locally acceptable prevention programmes with active public support.

c. To provide personalized high quality service to the people at the decentralized level. Maithri programme is organized at the decentralized level, i.e., at the village level in the rural areas and at locality level in urban areas. It brings the police close to the people especially the elders, women, children, minorities and other vulnerable groups, which enables the police to know the citizen’s problems at the individual level and thereby provide suitable and timely service to them.
The programme became a great success, as people started appreciating police-public partnership in making the society safer. Up to the end of year 2000, 1630 Committees were formed in the State. Taking into view the success of Maithri Programme as many as 3,970 Committees were formed newly during the year 2001. By August 2002, as much as 25% of the habitations were covered under Maithri, with as many as 6900 Maithri Committees with a membership of about 2.7 lakh citizens (Dixit 2004: 34).

Following was the membership of Maithri committees by the end of 2002.

<table>
<thead>
<tr>
<th>Category</th>
<th>No of Memberships</th>
</tr>
</thead>
<tbody>
<tr>
<td>Youth</td>
<td>73,560</td>
</tr>
<tr>
<td>Professionals</td>
<td>24,080</td>
</tr>
<tr>
<td>Women</td>
<td>31,859</td>
</tr>
<tr>
<td>SC/ ST’s</td>
<td>27,471</td>
</tr>
<tr>
<td>Senior Citizens/ Freedom Fighters</td>
<td>22,478</td>
</tr>
<tr>
<td>Minorities</td>
<td>14,293</td>
</tr>
<tr>
<td>Miscellaneous such As NGO’s Trade Unions</td>
<td>24,612</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>2,18,353</strong></td>
</tr>
</tbody>
</table>

Andhra Pradesh is the first State in the country to launch Community policing in a big way throughout the state by creating a special post of Deputy Inspector General of Police, Maithri in the Country.

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4 The Hindu, September 1, 2002.
5 Ibid.
Process of Maithri

The process of implementation of Maithri can be explained in brief using the acronym CAMP (C- Consultation, A- Adaptation, M- Mobilization and P- Problem solving) in the following way. 6

CONSULTATION: Consulting members of the society on their felt needs and their priorities. For instance, all the socio-economic groups in the area are consulted by the police on a regular basis to know and enumerate their needs in order of priority.

ADAPTATION: Making changes in policing methods and using the most appropriate legal measures. For example, changing the timings of the day beat covering colleges for preventing eve-teasing or counseling a delinquent child, or a drug addict, instead of arrest and prosecution.

MOBILIZATION: Mobilizing the man power and material resources of the police and other governmental, non-governmental and community agencies. For example, for removing encroachments on the streets the services of the local municipality or panchayat or the revenue department are needed. Similarly, machinery, equipment and transport may be required for removing encroachments and transporting the seized material.

PROBLEM SOLVING: Actual participation in the work for eliminating the problem. After mobilizing resources, as explained above, for removing street encroachments, the police and others have to actually go to the areas encroached upon and do the physical act of removing encroachments, which may include taking legal action, if there is resistance from the encroachers.

Maithri Committees: Size and Composition

Police-Public partnership under ‘Maithri’ is operationalized by organizing local citizens into committees called “Maithri Committees”. These committees are divided into two categories, viz., Law and Order Maithri Committees and Traffic Maithri Committees. These Committees consisting of about 50 members of the local community are formed by all the Station House Officers (SHO) of law and order police stations in the State for making them partners in police efforts broadly with the following composition (www.apstatepolice.org):

- Senior Citizens ..... 05%
- Women ..... 15%
- Youth ..... 40%
- Members of SC/ST ..... 15%
- Minorities ..... 05%
- Professionals and others ..... 20%

The above representation is aimed at giving due representation to all the sections of the society so that their problems and views are taken into consideration while formulating the local Maithri programmes (www.apstatepolice.org).

Traffic Maithri Committees

The traffic police also play an important role in forming separate Traffic Maithri Committees. It consists of various ‘stake holders’ like local shop keepers, hoteliers, cinema hall owners, school and college principals, auto or taxi drivers, members of other
departments like Electricity, Water works, Municipal administration, etc., who are affected directly by the traffic problems in that area. Traffic Maithri Committees were formed locality-wise with a membership of about 50 people (Dixit 2004: 38).

**Role of Maithri Committees**

The role of Maithri Committees lies in identifying local problems, finding innovative solutions and helping the police in implementing the solutions. In day-to-day life Maithri members can maintain a watch over the movements and activities of criminals, rowdies, anti-social elements, organizers of vices like gambling, prostitution, black marketing, etc., and share the information with the police. They may also help the police in regulating traffic, managing big crowds, night patrolling, etc.\(^7\)

The members can also render their services in organizing Community Relation Programmes relating to issues such as (Dixit 2004: 38):

1. Eradication of superstitions like witchcraft and sorcery,
2. Family counseling,
3. Faction reduction,
4. Crime prevention,
5. Traffic awareness,
6. First Aid to accident victims,
7. Blood donation,
8. Prevention against drug addiction and AIDS among youth,

\(^7\) Interview dated May 28, 2009, with Vijay Kumar, DCP (Madhapur Zone), Hyderabad.
(9) Support to street children and search and identification of missing children,
(10) Protection of women and children,
(11) Promotion of Legal literacy among other community members, etc.

**Area of Operation**

Maithri Committees are formed to cover small and homogeneous local areas, the residents of which generally face the same problems so that the committee members will have a common agenda to discuss and to collaborate (Dixit 2004: 38).

(i) In urban areas the Maithri committees are formed locality-wise or colony-wise.
(ii) In rural areas the committees are formed village-wise.
(iii) Traffic Maithri Committees have been formed area-wise.
(iv) Maithri Committees are generally named after the village or locality.

**Qualifications of Members**

Every member of a Maithri Committee should be (Dixit 2004: 38):

- A respected member of the local community not involved in any criminal activity directly or indirectly
- A person not involved in any political or social controversy
- A person willing to voluntarily take up the cause of the community.
Maithri membership is purely voluntary. It does not carry any remuneration or other personal benefits. As such, only those who are prepared to spare their time to do free service to the community are given membership. Maithri members on enrolment are given Photo identity cards. The identity cards are given for the purpose of knowing the members of the committee when they come to attend meetings or programs and also to give them a sense of self esteem. Identity card is to be surrendered by the members whenever the membership ceases.⁸

**Tenure**

The tenure of members is normally two years. But at the end of each year the performance of the members and their eligibility is assessed and unsuitable members are removed. Useful and suitable members will be eligible for further tenure (www.apstatepolice.org).

**Maithri Meetings**

1. Maithri meetings are held in the villages in rural areas and localities or colonies in urban areas.

2. Every Maithri committee meets at least once a month. More meetings are advisable when there are several issues to be resolved.

3. The Station House Officer (SHO) attends to all the meetings and acts as the moderator. In his absence the officer immediately junior to him attends the meeting.

⁸ Interview dated May 28, 2009, with Sreenivasa Reddy, Inspector (Special Branch), Cyberabad Police Commissionerate.
4. A convenient date and time is fixed well in advance, after consulting committee members, so that most of the members are able to attend the meeting.

5. Apart from the committee members, local people who have a stake in any issue can also attend the meeting.

6. The meetings are conducted in a simple manner and the discussions cover specific local issues (www.apstatepolice.org).

Role of Various Police Officers

Station House Officers

The SHOs are responsible for setting up the Maithri committees at the local level after verifying the suitability of the members. They are responsible for organizing various activities in collaboration with the Maithri committees and other local agencies both public and private (Dixit 2004: 39-40).

Facilitators during Proceedings

An Assistant Sub-Inspector (ASI) or a Head Constable (HC) or a Constable acts as facilitator for each Maithri committee. He keeps a constant touch with the Maithri members, attends to day-to-day matters relating to Maithri, organizes Maithri meetings and works in the field to implement the decisions of the Maithri. When there are a large number of Maithri committees an ASI or a HC or a constable can act as facilitator for more than one committee.9

**Supervisory Officers**

All the supervisory officers like Inspectors, Sub-Divisional Police Officers (SDPO), Addl. Superintendents of Police (ASP), Dy. Commissioners of Police (DCP), etc., constantly guide and empower the SHOs in making Maithri work successfully. They review Maithri work whenever they visit or inspect police stations.\(^{10}\)

**Co-Ordination with other Government Agencies**

Co-ordination with other governmental and non-governmental agencies is the most important aspect in the Maithri programmes. As such, the SHOs, Inspectors, SDPOs and others, including the Unit officers, co-ordinate with other governmental and non-governmental functionaries broadly equal to their status and try to make Maithri activities successful.

Other agencies like Road and Buildings Department, Transport Department, Women and Child Welfare Department, Education Department, Prison and Correctional Services, Land Revenue Department, Electricity, Local Panchayat or municipality etc are also actively involved in solving the issues by regularly interacting with them and soliciting their help (Dixit 2004: 39-40).

**Rewards and Recognition**

In recognition of the services rendered by the members of the Maithri committees and by the police personnel, rewards are given. Certificates of Appreciation called Maithri Prashamsa Pathram are given to Maithri members and members of other agencies as and

\(^{10}\) Ibid.
when they substantially contribute to the success of Maithri programmes (Dixit 2004: 39-40).

**Role of Media in Maithri**

The media has a proactive role to play in the success of any police programme. Maithri is not an exception. Wide publicity is given to all Maithri activities through Television, Radio, News Papers, etc., so that the community knows and appreciates the activities and contribute in their own way in solving their local problems.

The Unit officers were permitted to publish their own “Maithri News Letters” giving details of all the Maithri programmes in their jurisdiction. Important photographs relating to Maithri activities are exhibited at important places in the police offices/departments that are visited by the public (Dixit 2004: 39-40).

**Records Maintained**

The following records pertaining to every Maithri committee are supposed to be maintained at the Police Stations (Dixit 2004: 39-40):

i. Maithri Membership Register

ii. Maithri Meeting Register
Maithri Reports

One of the important features of Maithri programme is the documentation of all the important initiatives taken up by the police and the public together. They are discussed below (Dixit 2004: 39-40):

Monthly Maithri Report

Monthly Maithri Report (MMR) consists of the meetings held, issues/ problems identified and solved, pending issues and the activity planned for the subsequent month, etc. The MMR is sent by the Inspectors to the Unit officers along with the Monthly Crime Reviews for discussion and assessment during monthly crime meetings or review meetings.

The Unit officers send a copy of the MMR every month, along with a brief executive summary to the Deputy Inspector General of Police (DIG) in charge of Community Relations and Maithri, who in turn co-ordinates and guides Maithri through out the State, by issuing administrative instructions and monitoring all the programmes.

Monthly Reports of other Senior Field Officers

Senior field officers like District Superintendents of Police, Dy. Commissioners of Police, and SDPOs also incorporate in their monthly reports all the important activities undertaken under Maithri and the programmes chalked out for the subsequent month.
Some Instances of Community Policing in Andhra Pradesh

Several attempts have been made ever since the Maithri programme was introduced in the State, to make the efforts towards community policing a success. Some of these examples have been listed below.

(1) In the Adilabad district of Andhra Pradesh (AP) an experiment in CP was carried on to control left wing extremism of CPI (Maoist) group in the year 2001 under the leadership of the then Superintendent of Police of Adilabad, Mr. Mahesh M. Bhagwat IPS (www.naxalwatch.blogspot.com).

Adilabad in North Telangana in AP was badly hit by naxalism. The People’s war Group of naxalites currently known as CPI (Maoist) were in control of the district and made it inaccessible, especially the remote villages to the police. The district faces extreme poverty and is one of the most backward areas in the country. The people in the area used to feel that the government was uninterested in their progress. This resulted in tribals becoming antagonistic towards the government. Several landmines had been detonated by the naxalites in the area since 1989.

The Andhra Pradesh government tried to tackle the issue on two fronts. Firstly, through development and rehabilitation. The primary plan in this whole initiative was to make the police partners in development in remote areas while tackling extremism.
Reforms were inducted into policing and the police tried to project its human face while discharging their duties. In Adilabad, the police department brought about rapid reforms and took up developmental programmes in rural areas under the name “Police Mee Kosam” (police for you). The major reform in policing was to respect tribal customs and sentiments by the personnel through gestures like greetings like Ram Ram (like Hello) or by removing their shoes while entering the home of the tribals (www.naxalwatch.blogspot.com).

A series of developmental programmes were taken up in collaboration with the district administration and the ITDA (Integrated Tribal Development Agency). The results were positive.

Beginning 2001, the Adilabad police conducted gram sabhas in rural areas, mainly in extremist affected villages. Over 1,000 gram sabhas (interaction with villagers) were conducted which were attended by an estimated 1.25 lakh people. At the gram sabhas the police identified problems facing the villagers. The problems mainly discussed were poor Medicare, lack of proper supply of drinking water, irrigation, lack of roads and electricity in remote areas. The police also identified a general lack of awareness among the tribals about the world outside their immediate confines. The tribals had remained untouched by the developments taking elsewhere in the world.

Based on the findings at gram sabhas, the police and other departments concerned launched “Police Mee Kosam” (www.naxalwatch.blogspot.com).
i) Under this banner over 110 free medical and health camps were conducted in villages mostly in inaccessible tribal villages. Over 1 lakh villagers were estimated to have been covered by the camps. There were also eye camps, which resulted in cataract operations on over 1300 near blind persons. 10 persons including six small children of an area known as Boath received new life because the police organized costly heart operations for them at Hyderabad.

ii) The police conducted jalayagnams (watershed development programme) and executed desiltation works in many irrigation and drinking water tanks across the district. The jalayagnams resulted in bringing more acreage under irrigation.

iii) In Dedra village the police constructed a drinking water over head tank besides repairing scores of bore wells and open wells used as drinking water sources in many villages in the district.

iv) Road brought prosperity to Gangapur village. Roads were constructed wherever there was a dire need for it. For example, a 12 km long road was laid with the help of the locals. Village Gangapur with population of 2500 is located near the backwaters of Kadam reservoir and was cut off from mainstream due to lack of road network and extremists were exploiting them, taking advantage of their remoteness. Socially and economically also this village was suffering as they were not getting good prices for their agricultural products and the percentage of deaths due to snake bites and other communicable diseases were on a high. For over 25 days, the police and tribals
worked together. This work earned the accolades of the BBC television and the former Chief Minister of AP, N. Chandrababu Naidu, sanctioned Rs. 25 lakh for other roads to be constructed in the area. This road brought prosperity to village and in turn villagers revolted against the extremists on two occasions and snatched their weapons and handed them over to police. Gangapur’s success story is a classic example of people's victory over extremists via community policing.

v) Many villages were connected with power supply. Like in Dedra, Koutegaon and Chorpally villages. New transformers were installed and power lines rigged to provide electricity to the villages.

vi) To open channels of communication and development Road Transport Corporation (RTC) bus services were initiated even in remote villages. For example, bus services were started in naxal infested villages of Agarguda from Bejjur. The villagers had seen an RTC bus plying on this route for the first time.

vii) The police also organized mass marriages for 106 Gond tribal couples at a function at Ichoda village after several months of negotiations. The mass marriages helped the tribals in saving money and time as the traditional forms of weddings are extremely costly.

viii) Under its Parivartana sadassu programmes (removal of attendance sheet of extremists and sympathizers) the police released from bondage the fringe extremists and
militants. In order to win them over, 1000 militants and sympathizers of the People’s War Group (PWG) were freed from their regular reporting to police station.

ix) The tribal youths were taken on trips to Hyderabad and nearby places under the Vignyana Vihara Yatras (excursion tours). These excursions helped the youth to see the world outside their own and get back new ideas for their community.

x) The police organized sports and games for the youth. The idea was to keep the youth engaged in some productive activity and prevent them from joining the extremist movement.

xi) 27 tribal organizations /associations were brought under one umbrella called Adivasi Mahasabha by the police. This ensured unified efforts for tribal development.

xii) Through programmes like Jayam Manade (victory is ours) new avenues opened to tribal youth for higher education and employment.

**Evaluation**

The Police Mee Kosam initiative buttressed the point of view that extremism prospered wherever there was lack of development. Invariably, the areas of naxal influence remained poor. But reaching out to the poor and earning their confidence certainly yielded the desired results.
One of the tangible results was that in a period of three years naxalism was reduced by 80 per cent in the district. Of the 215 naxalites cadre strength at the beginning of 2001, only 25 odd remained active as on June, 2004. The rest either surrendered or availed rehabilitation. The naxal units also came down in number from 17 to only three units or dalams and to only half a platoon from 2 platoons. A reverse revolutionary trend began in the villages. In over 26 villages people openly opposed the PWG (www.naxalwatch.blogspot.com).

The improvement of relations between tribals and police department in the district could be gauged by the fact that villagers started approaching the police often to discuss their problems.

The Andhra Pradesh government conducted a survey in 2004, which found that the Adilabad police was the least corrupt in the state and was also found to be the least partisan towards the public. It scored a high of 74 marks for police public relations in that survey. The Adilabad police was also found to be more transparent and accountable (www.naxalwatch.blogspot.com).

(2) Yadgirigutta a town in Nalgonda District in Andhra Pradesh had the unwanted distinction of being the major source for women and sexual exploitation. An Anti-trafficking project called “Aasara” was launched in April 2005 by the Nalgonda District police in partnership with government and non-government agencies sought to prevent organized human trafficking using a two-pronged strategy to fight crime and institute
rehabilitation. Partnership with non government agencies like Prajwala & Ankuram of Hyderabad, Prakasham, and Sthree of Anantpur, Child and Police Foundation (CAP) of Hyderabad and Government departments like women and child development agency, district Rural Development agency was there. Among other measures, trafficking organizers were identified and prosecuted. Seventy-five cases were registered in one year, and Victims of Commercial and Sexual Exploitation and Trafficking received training for alternative sources of livelihood. A bridge school helped in preventing second generation trafficking, while regular health checkups and advocacy helped to halt HIV/AIDS. Since implementation, prostitution had been reduced by 90 percent in a prominent temple town Yadgirigutta, and by the order of the then Chief of police, Department of Andhra Pradesh, the project was taken as a pilot project to be implemented in the entire state (www.changemakers.net).

Traffickers were identified & stern action was taken by prosecuting them under IPC sections and immoral Traffic Prevention Act. 225 organizers, procurers & brothel keepers were arrested and prosecuted in 75 cases that were registered in one year (www.changemakers.net).

With the help of the District Administration, loans were provided to the trafficking victims for self-employment and to initiate small scale production. Working in groups was also encouraged. As part of rehabilitation and to have alternative source of livelihood training was imparted to trafficking victims at Yadgirigutta under a project
with 100% Employment guarantee. Education was also provided to vulnerable children to halt 2nd generation trafficking (www.changemakers.net).

This project aimed at confidence building measures to create trust with the government, the police and the victims. Due to control of antisocial behaviour crime rate was controlled to a considerable extent. This Project was thus selected as a Pilot Project as per memo dated 29 August 2005 of Andhra Pradesh State by the then Director General of Police (DGP) Sri Swaranjit Sen. This Project is a recipient of 2006 IACP/Motorola Webber Seavey Law Enforcement award & Civil Rights award of International Association of Chief of Police (IACP), USA. Same methodology has since then been used for anti trafficking activities in the state and Project aasara was institutionalized (www.changemakers.net).

(3) The Karimnagar rural police opened a help desk for women called mahila sahaya kendram at the police station level in December 2005 as a sequel to the on-going movement to check crime against women by constituting woman protection committees (mahila rakshana committees) in the district.11

The Karimnagar rural police, who constituted the women protection committees in the Bahupeta village succeeded in curbing ID (illicitly distilled) liquor in the village, located on the outskirts, with the help of the local women by destroying the dens. The

help desk for women functioned according to the guidelines of the National Women's Commission (NWC).  

A woman constable headed the woman help desk and was in-charge of receiving petitions from women and provided necessary guidance to them and would send the petitions to the respective departments.

The movement on crime against women increased in the district with the constitution of women protection committees in various mandals like in Ibhrahipatham mandal, Huzurabad and Sircilla mandals. The police in the district succeeded to a large extent in empowering women by involving them in policing to check crime against women such as dowry harassment, domestic violence, eve teasing and other social evils such as gambling, ID liquor, child marriages, etc.  

(4) In Etikoppaka village, in the district of Vishakapatnam, as a part of the “Maithri” organization, a Security Committee, an SC/ ST Committee, a Women’s Committee and Red Ribbon Club were created to check crime against women and for the prosecution of the offenders. The local people were encouraged to extend their sincere support to the police with actual participation in policing activities and to act as a force multiplier of the police. The programme succeeded to a great extent.  

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12 Ibid.
13 Ibid.
14 The Hindu, December 8, 2008.
(5) Considered as the first of its kind in the State police department, the initiative christened “Culture Change Management Programme” (CCMP) was introduced at Cyberabad Police Commissionerate in 2003 by the then Cyberabad Police Commissioner M. Mahender Reddy. It identified a set of core values with a three year (2004-2006) vision for best possible policing. Redefining service delivery process, community partnership in decision-making and policing, public awareness and education, community reach-out programmes, empowering constabulary, Sahrudayam (kind-heartedness) and performance management and reporting system were identified as the core values. Under the programme, Cyberabad Police embarked on a vision of achieving excellence in service delivery and improving the image of police through enhanced practices, supervision procedures, decentralization of power, and creation of a system to enforce accountability apart from changing the role and functions of the police in the society.15

The Commissioner also launched a unique initiative of providing 58 citizen-related services through eSeva centers in the jurisdiction of Cyberabad police under which the applicants could seek police permission and documents online, thus avoiding a visit to the police stations.16

The Cyberabad Metropolitan Area, home to the hi-tech city and leading information technology companies, also had the distinction of having the first ever police station (Jeedimetla Police Station) in the country to secure ISO 9001: 2000 certification.

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16 The Hindu, October 19, 2006.
for Quality Management System, which also included community policing services.\textsuperscript{17} As of now all the 34 police stations in the Cyberabad police commissionerate are ISO certified. As such the Cyberabad police have now become a role model agency predominantly because their force have brought about the change, while others continue to talk about the change.\textsuperscript{18}

(6) The Hyderabad police rescued over 100 women victims of sex trafficking from various parts of the country with the help of a city based NGO Prajwala on March 10, 2007. In another case the Crime Investigation Department (CID) of the State raided two brothels in Uppal, Hyderabad and rescued the women with the help of a voluntary organization called Ankuram on March 8, 2007. The police later conducted a day long consultation programme with the victims of trafficking in association with the voluntary organizations of the State to chalk out their plan of action to spread the message of anti-trafficking in various parts of the State.\textsuperscript{19}

(7) The Kurnool Range Police in the State, under the supervision of the D.I.G, Kurnool Range, Vinoy Kumar Singh (IPS), made an initiative to ensure a crime-free society and economic transformation of villages by improving police-public relations and through public cooperation (Singh 2006: 8-9).

\textsuperscript{17} The Hindu, October 29, 2005.
\textsuperscript{18} Interview dated July 16, 2009, with M. Mahender Reddy, I.G.P., Greyhounds Academy, Hyderabad, A.P.
\textsuperscript{19} The Hindu, March 9 and March 11, 2007.
The following concepts were introduced to make police match with modern and progressive society (Singh 2006: 8-9):

i. *Reception counters* – Reception counters were introduced as a system for the first time in the Medak district. In 1996 wherein the police recruited educated girls as lady Home-Guards, trained them in the art of reception and deputed them to all the police stations to receive complaints and victims. The same process was started in Kurnool district as well.

ii. *Praja Diwas* – All the officers right from the Superintendent of Police (SP) down to the SHOs were directed to be present at their offices on every Mondays to receive the complaints from the villagers. They were also asked to be present in the first half of the working day at the police station to be accessible to the people.

iii. *Grievance Cell* – To ensure a quick and responsive police administration, the district police started registering the grievances of people police station wise at the Police Control Room (PCR) from all over the district and ensured action on all those complaints within 48 hours.

iv. *People’s Council / Maithri Sanghams* - Maithri Sanghams of A.P. are direct take-off from the people’s council that started in the Medak district. It was designed to work for all-round socio-economic development and law and order maintenance in the village. The People’s council helped in strengthening information system that wiped out naxalism in the subsequent two years in
Medak district. The same Maithri Sangham concept was introduced in Kurnool district.

v. *Social and Development Cell* – A Social and Development Cell was set up in the district wherein all the police officers were made to report the socio-economic problems of the villages, the stage of implementation of Government schemes, malfunctioning of Government machineries and anomalies in implementation of Government programmes to this cell. All these issues were catalogued by the Development and Social Welfare Cell in the district and were dispatched to the concerned departments for proper action. This concept was worked out later on a broader scale.

vi. *Family Counseling Centers* – Family counseling centers were started to solve the marital disputes at all sub divisional headquarters.

vii. *Police - Public relations* – Through Maithri Sanghams the district police started organizing big sports functions and inter-mandal athletic and games championships. Rewards were announced to any person who proved a corruption charge against the police officers. This brought immense credibility and transparency to police functions.

viii. *Emergency Card System* – Pre-paid cards addressed to the SP were distributed to all the far flung and distant villages, so that those villagers, who had no means or money to approach any police officer, could write on the already distributed emergency card their problems. Quick action was ordered on all these emergency cards.
These schemes helped to some extent to bring tremendous good will within a short time. For the first time initiative was made to improve basic policing in order to tighten the monitoring mechanism and to make police a good delivery system. These programmes and initiatives helped to a great extent to give the police the trust of people, a modern image and people’s help to police to prevent and detect crime.  

Maithri, the community policing initiative in Andhra Pradesh was a big success during the initial periods of its implementation. The programme was taken up seriously by all the police stations across the State under the supervision of the senior police officials for a period of 4-5 years (2001-2006). However, from the above discussed cases of community policing in the State it can be rightly concluded that most of these were individual initiatives i.e., those initiated by the police officers heading a particular district or a commissionerate and there has not been any uniformity regarding the implementation of this programme in the State. There has not been any attempt at institutionalization of such arrangements although individual initiatives by energetic and enterprising police officers have always been a success in the state. It can however be maintained that the police organization in state of Andhra Pradesh has always resorted to the issue of executive instructions for implementing community oriented police strategies since there has not been any legislative effort towards this direction.

21 Interview dated May 29, 2009, with Ajay, SHO, Jeedimetla Police Station, Cyberabad Police Commissionerate, A.P.
Executive fiats in the state appear to have not attempted to the cardinal issue of power and responsibility sharing to make policing participatory in nature. On the contrary, the direction in which these attempts proceeded indicate that the community or the individual citizen was being told more explicitly and more firmly than before, that the task of policing, especially community policing entails specific responsibilities on the recipient of police services and that the executive reserves the right to decide what these responsibilities should be and in what manner and to what extent these should be performed by the community (Kurien 2000: 99). It is probably for this reason that even an otherwise forward looking Maithri programme in the state did not find favor with different communities in the state, apart from other structural weaknesses which are amenable to correction. Similar is the case with regard to community policing in the cyberabad police commissionerate in Andhra Pradesh. Although CP programs in the commissionerate started with great enthusiasm and active participation by police and community members alike, it could not last long and was ultimately abandoned. The next chapter deals in detail with the community policing program that was introduced in the cyberabad police commissionerate with a main focus on the implementation of these programs under the jurisdiction of Jeedimetla and Madhapur police stations.