CHAPTER-VII

Police-Public Relations in Chittoor District
This chapter deals with the Police-public relations in Chittoor District.

7.1 Police-Public Relations in Chittoor District

It has been a matter of common experience that the Police need the utmost Public co-operation to maintain and improve the law and order situation. The Police entrusted with a gigantic and multitudinal functions should seek Public co-operation and assistance to safeguard them from the bad characters and evil doers of the society. The effective Public participation along with the Police if and when required not only accelerates the Police functioning, but also elevates the Police image and their relationship with the Public in the society.

The Public to a larger extent are unaware of the Police functioning. The latter expect that the Public to cooperate by helping and educating themselves about the difficulties of distortions made by the people in the investigation process. A large number of cases are poorly investigated because of non-cooperation of the people or they have distorted the proof and witness needed for investigation.

The Police on the one hand is an organized body of individual having sufficient training, arms and equipment to fight against unlawful and illegal sections of the society. They are disciplined and active round the clock. They are always in possession of intelligence knowledge and react to the unforeseeable situation spontaneously. They gather a lot of information of the Public, the K.D’s bad characters and keep them under their surveillance. The safety and security of the Officers, industries and residences besides the people’s lives is their main function. The Police function is orderly and is in a regular organized system of official and departmental hierarchy. They are one for all and all for one. They have a good communication system through television and wireless systems.

On the other hand the people are disorganized, emotional and unbalanced. Further, they enjoy multitudinal constitutional rights of freedom of thought, speech, religion, action and movement. The people
take recourse to action lawful or unlawful, constructive or destructive. They enmesh all issues and create law and order problems in the society. It is at this juncture that the Police rescue the people in such situation and regulate their behaviour in a better and a desirable direction.

In order to emphasize and enquire into the Police-public relations in Chittoor District, a structured questionnaire was designed and administered to a randomly selected one hundred individuals of different categories of people. They were asked to exercise their choice of Police-public relations in Chittoor District. They were further asked to give reasons for the Public reluctance to lodge a complaint in the Police station in Chittoor District. They were also asked to provide their opinion on the various programmes that were introduced in recent past namely MAITHRI, SANNIHITHAM, RECEPTION COUNTERS, CITIZEN CHARTER and YOUTH CLUBS. These programmes are structured in such a way to improve the Police-public relations at state as well as District levels. An attempt is made to give a brief analysis and interpretation on the basis of the responses of different sections of the people.

Sample Survey

The Public sample of one hundred respondents were selected at random from the whole of the Chittoor District. The groups identified to represent a cross section of the society were Intelligentsia, Government Employees, Advocates, Doctors, Journalists, Public Representatives, Social Workers, Business men, Students and Others.

The data was collected from the respondents through a structured questionnaire by personal interview method. A copy of the questionnaire is given in the Appendix-I.

Intelligentsia

The Intelligentsia generally contributes to the development of the society. Obviously the changing problems and the role of Police are very
well perceived and understood by them. Their response on the queries may be considered very valuable from the view point of Police Administration. The group consists of teachers, professors, and other learned academicians who had at least once come into contact with the Police.

**Government Employees**

Government Employees are the servants of the Government. The Police also serve the Government. Hence, various domestic or official relations are there between the Police and the Government Employees. Both understand each others' psychology very well. Therefore, a few Government Employees have also been selected as respondents for their valuable suggestions on Police Administration.

**Advocates**

The lawyers study the Constitution, the Indian Penal Code and are well aware of the Public rights and Police limitations and functions. They can judge the Police Administration in their own District based on their enormous Court experience. The Advocates' perceptions on Police Administration will have an in-depth analysis and critical judgment.

**Doctors**

Government Doctors quite often come into contact with the Police when they attend to medico-legal cases. The Doctors' reports are sometimes challenged at the Court. Hence, dealing with the Police Administration is a common phenomenon, as far as Doctors are concerned. Hence, their views also can be considered valuable on Police Administration.

**Journalists**

The Police consider the Journalists as the people who are always behind their inefficiencies and expose them. They do not appreciate at length their Herculean tasks and adventures and risk of life. However, the
Journalists are always behind the Police to extract some sensational news of peoples' interest. Hence, the Journalists' opinions on the Police Administration and its performance will add a lot to the survey.

Public Representatives

The political leaders who emerge from the masses have sufficient knowledge of the peoples' problems and as to how the Police assistance has contributed to solve their problems. Hence, the Public Representative at any level is a person who can assess the Police Administration and its functioning to the larger extent and is therefore identified to be one of the respondents to the questionnaire.

Social Workers

Social Workers are the people who think that they are to transform and modify the culture of the society. They educate people of their fundamental rights and make them to realize and exercise their rights for a better society. They have a lot of knowledge and experience of the Police Administration. Hence, Social Workers' viewpoints on Police Administration are considered significant and valuable.

Businessmen

The Businessmen have a different way of thinking, who consider the "Government Employees and Police as their friends and foes. Friends because they are their customers and foes because the Government imposes taxes strictly, and takes away much of their profits. Hence, the Businessmans' perception of Police is quite different. They generally respond very tactfully and diplomatically to each question. However, as part of the society their perceptions have to be elicited.

Students

Students were selected from graduates onwards and maximum number of post-graduates was interviewed. This was done because the postgraduate Students have wider perspective and perception on the Police
functioning than Others. They would justifiably understand the situation and reply suitably on the quarries related to Police Administration.

Others

This is a heterogeneous group, other than those mentioned above. Particularly, the freedom fighters, artisans, and common people come under this category. The views of such people are also important in considering the Police Administration of the District.

Age Structure of the Respondents in Chittoor District

The Age structure of the respondents is divided into five groups. The minimum age was taken as 20 years and the maximum age 60 plus. Each class was divided into a 10 years range.

It can be seen from Table-7.1 that 75 per cent of the Intelligentsia, the Social workers, the Businessmen and Others were below 50 years of age. All Government Employees were found below 60 years. All the Advocates were below 50 years and one hundred per cent of Doctors below 40 years. The Journalists were in the age group of 20-40 years. 50 per cent of the Public Representatives had an age above 60 years. One hundred per cent of Students were below 30 years and there was no age limit in politics in the study.
Table 7.1: Age Structure of the Respondents in Chittoor District (Value in %)

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Groups</th>
<th>20-30</th>
<th>30-40</th>
<th>40-50</th>
<th>50-60</th>
<th>60+</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Intelligentsia</td>
<td>25.00</td>
<td>-</td>
<td>50.00</td>
<td>25.00</td>
<td>-</td>
</tr>
<tr>
<td>2.</td>
<td>Government Employees</td>
<td>16.60</td>
<td>16.60</td>
<td>33.40</td>
<td>33.40</td>
<td>-</td>
</tr>
<tr>
<td>3.</td>
<td>Advocates</td>
<td>25.00</td>
<td>25.00</td>
<td>50.00</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>4.</td>
<td>Doctors</td>
<td>-</td>
<td>100.00</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>5.</td>
<td>Journalists</td>
<td>50.00</td>
<td>50.00</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>6.</td>
<td>Public Representatives</td>
<td>-</td>
<td>25.00</td>
<td>25.00</td>
<td>-</td>
<td>50.00</td>
</tr>
<tr>
<td>7.</td>
<td>Social Workers</td>
<td>25.00</td>
<td>-</td>
<td>50.00</td>
<td>25.00</td>
<td>-</td>
</tr>
<tr>
<td>8.</td>
<td>Businessmen</td>
<td>25.00</td>
<td>25.00</td>
<td>25.00</td>
<td>25.00</td>
<td>-</td>
</tr>
<tr>
<td>9.</td>
<td>Students</td>
<td>100.00</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>10.</td>
<td>Others</td>
<td>66.60</td>
<td>16.60</td>
<td>-</td>
<td>-</td>
<td>16.60</td>
</tr>
<tr>
<td></td>
<td>Total</td>
<td>33.34</td>
<td>25.82</td>
<td>23.34</td>
<td>10.84</td>
<td>6.66</td>
</tr>
</tbody>
</table>

Age Structure of the Respondents Value in Percentages in Chittoor District

![Age Structure Chart]
Educational Qualifications of the Respondents in Chittoor District

The Educational Qualifications of the survey respondents were tabulated (Table-7.2). They were divided into four categories. Special care was taken to include more number of the postgraduates. This would strengthen the survey analysis and provide a better understanding of the Police Administration.

Table-7.2: Educational Qualifications of the Respondents in Chittoor District (Value in %)

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Groups</th>
<th>SSC / Inter</th>
<th>Graduate</th>
<th>Post-Graduate</th>
<th>Other Qualifications</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Intellectuals</td>
<td>-</td>
<td>25.00</td>
<td>50.00</td>
<td>25.00</td>
</tr>
<tr>
<td>2.</td>
<td>Government Employees</td>
<td>-</td>
<td>42.00</td>
<td>14.20</td>
<td>42.00</td>
</tr>
<tr>
<td>3.</td>
<td>Advocates</td>
<td>-</td>
<td>-</td>
<td>75.00</td>
<td>25.00</td>
</tr>
<tr>
<td>4.</td>
<td>Doctors</td>
<td>-</td>
<td>-</td>
<td>100.00</td>
<td>-</td>
</tr>
<tr>
<td>5.</td>
<td>Journalists</td>
<td>-</td>
<td>50.00</td>
<td>25.00</td>
<td>25.00</td>
</tr>
<tr>
<td>6.</td>
<td>Public Representatives</td>
<td>-</td>
<td>25.00</td>
<td>75.00</td>
<td>-</td>
</tr>
<tr>
<td>7.</td>
<td>Social Workers</td>
<td>25.00</td>
<td>50.00</td>
<td>25.00</td>
<td>-</td>
</tr>
<tr>
<td>8.</td>
<td>Businessmen</td>
<td>50.00</td>
<td>25.00</td>
<td>25.00</td>
<td>-</td>
</tr>
<tr>
<td>9.</td>
<td>Students</td>
<td>-</td>
<td>25.00</td>
<td>50.00</td>
<td>25.00</td>
</tr>
<tr>
<td>10.</td>
<td>Others</td>
<td>33.30</td>
<td>33.30</td>
<td>16.70</td>
<td>16.70</td>
</tr>
<tr>
<td></td>
<td>Total</td>
<td>10.83</td>
<td>27.62</td>
<td>45.59</td>
<td>15.96</td>
</tr>
</tbody>
</table>

Educational Qualifications of the Respondents in Chittoor District

<table>
<thead>
<tr>
<th>Per cent</th>
<th>Qualifications</th>
</tr>
</thead>
<tbody>
<tr>
<td>120</td>
<td>SSC / Inter</td>
</tr>
<tr>
<td>100</td>
<td>Graduate</td>
</tr>
<tr>
<td>80</td>
<td>Post-Graduate</td>
</tr>
<tr>
<td>60</td>
<td>Other Qualifications</td>
</tr>
<tr>
<td>40</td>
<td>Intellectuals</td>
</tr>
<tr>
<td>30</td>
<td>Government Employees</td>
</tr>
<tr>
<td>20</td>
<td>Advocates</td>
</tr>
<tr>
<td>10</td>
<td>Doctors</td>
</tr>
<tr>
<td>20</td>
<td>Journalists</td>
</tr>
<tr>
<td>10</td>
<td>Public Representatives</td>
</tr>
<tr>
<td>20</td>
<td>Social Workers</td>
</tr>
<tr>
<td>10</td>
<td>Businessmen</td>
</tr>
<tr>
<td>20</td>
<td>Students</td>
</tr>
<tr>
<td>10</td>
<td>Others</td>
</tr>
</tbody>
</table>
It is observed from the Table-7.2 that of the overall respondents 45.59 per cent were postgraduates, 27.62 per cent graduates and the rest either matriculates or possessed other qualifications.

There were 50 per cent Businessmen, 25 per cent Social Workers and 33.3 per cent Others who had just passed SSC/Intermediate. Another 50 per cent of the Journalists and 25 per cent Businessmen were graduates. Fifty per cent of the Students and the Intelligentsia, 75 per cent of the Advocates and the Public Representatives and 100 per cent of the Doctors were postgraduates. A large number of the Government Employees were either graduates or possessed other qualifications.

A simple effort to know the Police-public relations in Chittoor District was made by asking the people to franchise their choice on poor, satisfactory and good. This would enable the researcher to begin with the simple views and thereupon ask for various other related questions. The replies received are shown in the Table-7.3.

It can be seen from the Table-7.3 that 44.84 per cent viewed the Police-public relationship as satisfactory and cordial. Another 34.82 per cent considered the relationship as poor and hostile in nature, only 20.34 per cent presented their view as good and excellent. The combined percentage of satisfaction and good amounted to 65.18 per cent, still the percentage of poor and hostile was quite high.

The people who declared the Police-public relationship as good and excellent constituted hundred per cent of the Journalists, 33.4 per cent of Others 20 per cent of Intelligentsia. A quarter of Advocates and Students have felt the relations as excellent.
Table 7.3: Police-Public Relations in Chittoor District
(Value in %)

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Groups</th>
<th>Poor / Hostile</th>
<th>Satisfactory / Cordial</th>
<th>Good / Excellent</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Intelligentsia</td>
<td>40.00</td>
<td>40.00</td>
<td>20.00</td>
</tr>
<tr>
<td>2.</td>
<td>Government Employees</td>
<td>16.60</td>
<td>83.40</td>
<td>-</td>
</tr>
<tr>
<td>3.</td>
<td>Advocates</td>
<td>75.00</td>
<td>-</td>
<td>25.00</td>
</tr>
<tr>
<td>4.</td>
<td>Doctors</td>
<td>50.00</td>
<td>50.00</td>
<td>-</td>
</tr>
<tr>
<td>5.</td>
<td>Journalists</td>
<td>-</td>
<td>-</td>
<td>100.00</td>
</tr>
<tr>
<td>6.</td>
<td>Public Representatives</td>
<td>50.00</td>
<td>50.00</td>
<td>-</td>
</tr>
<tr>
<td>7.</td>
<td>Social Workers</td>
<td>50.00</td>
<td>50.00</td>
<td>-</td>
</tr>
<tr>
<td>8.</td>
<td>Businessmen</td>
<td>25.00</td>
<td>75.00</td>
<td>-</td>
</tr>
<tr>
<td>9.</td>
<td>Students</td>
<td>25.00</td>
<td>50.00</td>
<td>25.00</td>
</tr>
<tr>
<td>10.</td>
<td>Others</td>
<td>16.60</td>
<td>50.00</td>
<td>33.40</td>
</tr>
</tbody>
</table>

| Total  | 34.82              | 44.84          | 20.34                  |

Police-Public Relations in Chittoor District

Per cent

![Graph showing Police-Public Relations in Chittoor District]
It is further found that 83.4 per cent of the Government Employees and 75 per cent of the Businessmen considered the Police-public relationship as satisfactory and cordial. The choice of one half hostile and other half cordial was proclaimed by Doctors, Public Representatives and Social Workers. However, 50 per cent each of the Students and Others also regarded the relationship as cordial.

The Police-public hostile attitude was presented by the very responsible people of the society. They can understand the gravity of the situation of both the Police and the public. They understand that the Police and public do not confide in each other so easily. As long as they do not come close together on any occasion, they remain strangers, once coming into contact creates a different situation relationship. Hence, the reasons for the hostile attitude of the people towards Police are multipurpose in nature.

7.2 Public Apathy in Chittoor District

The Police-public relationship is initiated from the moment the people reach, the Police station to seek the Police assistance. However, it is found that the people themselves dislike and resent to get involved in the eyes of the Police and legal complexities. This aggregates the crime rate. Crime not reported in itself is a crime. Distorting the crime situation, proof and witness is yet another crime.

The Public on the other hand have ample reasons for not approaching Police for assistance. They suffer due to inferior complexity, loss of prestige and respect, unforeseen mental and physical agony, corruption, legal procedures and denial of justice. Hence unless and until the situation is grave and threatens life and property the people do not seek Police assistance because of fear of future repercussions.
Table 7.4: Public Reluctance to Lodge a Complaint in Chittoor District (Value in %)

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Groups</th>
<th>Afraid of Police</th>
<th>Previous Experience</th>
<th>Suspicious</th>
<th>Harassment</th>
<th>Loss of prestige</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Intelligentsia</td>
<td>16.60</td>
<td>16.70</td>
<td>16.70</td>
<td>50.00</td>
<td>-</td>
</tr>
<tr>
<td>2.</td>
<td>Government Employees</td>
<td>57.10</td>
<td>-</td>
<td>-</td>
<td>42.90</td>
<td>-</td>
</tr>
<tr>
<td>3.</td>
<td>Advocates</td>
<td>25.00</td>
<td>-</td>
<td>50.00</td>
<td>25.00</td>
<td>-</td>
</tr>
<tr>
<td>4.</td>
<td>Doctors</td>
<td>50.00</td>
<td>-</td>
<td>-</td>
<td>50.00</td>
<td>-</td>
</tr>
<tr>
<td>5.</td>
<td>Journalists</td>
<td>50.00</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>50.00</td>
</tr>
<tr>
<td>6.</td>
<td>Public Representatives</td>
<td>-</td>
<td>25.00</td>
<td>-</td>
<td>50.00</td>
<td>25.00</td>
</tr>
<tr>
<td>7.</td>
<td>Social Workers</td>
<td>33.30</td>
<td>-</td>
<td>16.70</td>
<td>33.30</td>
<td>16.70</td>
</tr>
<tr>
<td>8.</td>
<td>Businessmen</td>
<td>50.00</td>
<td>-</td>
<td>16.60</td>
<td>33.40</td>
<td>-</td>
</tr>
<tr>
<td>9.</td>
<td>Students</td>
<td>25.00</td>
<td>-</td>
<td>25.00</td>
<td>50.00</td>
<td>-</td>
</tr>
<tr>
<td>10.</td>
<td>Others</td>
<td>33.40</td>
<td>-</td>
<td>50.00</td>
<td>16.60</td>
<td>-</td>
</tr>
<tr>
<td></td>
<td>Total</td>
<td>34.04</td>
<td>4.17</td>
<td>17.5</td>
<td>35.12</td>
<td>9.17</td>
</tr>
</tbody>
</table>

Public Reluctance in Chittoor District

<table>
<thead>
<tr>
<th>Per cent</th>
<th>Opinion</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td><img src="chart.png" alt="Bar Chart" /></td>
</tr>
</tbody>
</table>
The Public's Reluctance to approach Police for help in Chittoor District was examined under the following responses viz., afraid of Police due to reasons or no reason, previous experience which no doubt was very bad, suspicious mentality of justice being denied or any other repercussions which may have to be eventually faced, harassment both from Public, Police and from those against whom the report is lodged, and anti-social elements. Lastly loss of prestige is considered as a factor of Public Reluctance to seek Police assistance or lodge a complaint.

Table-7.4 was the outcome of the responses of the people of the Chittoor District towards the reasons for not lodging a Police complaint on the eve of any offence or seek Police assistance when generally required.

It is found that harassment and fear of Police responses have topped, followed by suspicious mentality. The 35.21 per cent of people responded that they could not lodge a complaint to the Police because of fear of harassment. They realized that they would be subjected to lot of mental agony and torture at every step from the moment they lodged the complaint.

It is observed 50 per cent each of the Intelligentsia, Doctors, Public Representatives and Students, and also 42.9 per cent of Government Employees and 33.3 per cent of Social Workers and 33.4 per cent of Businessmen mentioned that they did not lodge a complaint to the Police because of fear of harassment.

Those who responded fear of Police as their cause of reluctance were 57.1 per cent Government Employees, 50 per cent each of Doctors, Journalists, Businessmen and 33.3 per cent of the Social Workers and 33.4 per cent of Others.
However, 50 per cent of the Advocates and Others predominantly responded that the people had a suspicious mentality because of which they did not lodge a Police complaint or seek any Police assistance.

It is also found that 50 per cent of the Journalists felt that it was a matter of loss of prestige to approach the Police and the people in general might have thought similarly. However, only 4.17 per cent people did not approach the Police due to previous bitter experience and they were negligible.

7.3 Malthri Programme in Chittoor District

The modern civilization in today’s society has brought new challenges to face peacelessness and turmoil in new structures which have become obstacles to development. Crimes and atrocities are not in the decline trend abnormally increasing day after a day. A single day is not left for the news papers without covering the news on looting, murder, bomb blast, violence, narcotics supply / transport, atrocities on women and terrorism, culminating the minds of the people. There are continuous insistences of disturbing societal peace. Its reflection is more on the Police, it has to safeguard peace and security an increased burden on the Police in these issues. This has also resulted the Police to bear physical and psychological pressures and hard work.

Police stations have become shelter sheds for all petty quarrels, which in turn develop into big issues. It is believed that Police alone has to safeguard the peace and security in the society, but it is an collective effort of all citizens. When it is the duty of Police to prevent crime, at the same time the Public should cooperate with the Police in identifying the criminals and providing the required correct information. The Police could succeed in their responsibilities with the Public cooperation when there are criminals the Public should never be mere spectators.
Once there is to be local stipulated conditions accepted and followed by all people. There was also a head man in the areas who was respected and agreeing his judgments on Public disputes brought to his notice. This has reduced the crime rate and quick solutions to disputes occurred. This method has reduced the work load to Police.

The primary aim to introduce Maithri programme in Andhra Pradesh is to provide right understanding about the Police in the minds of the Public and encourage their cooperation and responsibility in safeguarding societal peace and crime reduction. This programme also aims at making the Public as partners in Police responsibility. It is noteworthy to find many achievements of Police in their various activities through the estimated voluntary service of the Public.

The very aim of Maithri is Public involvement in Police duties and togetherness working of Police and Public paves the way for development.

In the past there were instances of human committees such as peace committee, mohalla committee, Police mithra, Grama Rakshakadal, santhivahini which looked after traffic regulation peace and security aspects taking into account these aspects the ‘Maithri’ programme is structured as a principle between the Police and Public. This is an effort and aim to establish Police well in democracy. The purpose of it is to seek Public opinion and cooperation but not as an alternative.

In view of the above benefits on 5th April, 2000, the Maithri programme was formally launched for the first time in India by N.Chandrababu Naidu, the then Chief Minister of Andhra Pradesh in Gundla Pochampalli village, Medchel Mandal, Rangareddy District and on the same day this programme was launched in all Districts by concerned Superintendents of Police.
After launching the Maithri programme in 2001, in the purview of 1443 Police stations 5,000 Maithri committees were formed with 2 lakh members. In 2002 in 1443 Police stations purview 5,321 Maithri committees were formed with the strength of 2,18,373 members, whereas in 2003 this member of Maithri committees increased to 7000 Maithri committees with 2,75 lakh members. These figures indicate that increased Public interest in Police responsibilities.

Objectives of Maithri

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.

B. To organize proactive measures to prevent and detect crime.

C. To provide personalized high quality service to the people at the decentralized level.

Size and Composition

Each Maithri committee consisting of 50 to 100 members of the local community, shall be formed by all the Station House Officers of law and order, Police stations in the state, for making them partners in Police efforts broadly with the following composition:

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

Special Maithri Committees

Traffic Police stations, wherever they exist independent of the law and order Police stations shall form Traffic Maithri committees
consisting of various stakeholders in matters relating to traffic management having a membership of around 50 citizens.

**Qualifications of Members**

Every member of a Maithri committee should be:

- Respected members of the local community, not involved in any criminal activity directly or indirectly.
- Persons not involved in any political or social controversies
- Persons willing voluntarily to take up the cause of the community.
- Membership should be given after due verification of the antecedents of the willing citizens.

**Tenure**

The tenure of members is normally 2 years, but in every January suitability of members should be reviewed and unsuitable members should be continued for the balance period of tenure and are eligible for tenure extension.

**Identity Cards**

Photo Identity cards are issued for all the Maithri members.

**Process of Maithri**

The process of implementation of Maithri can be explained in brief using the acronym CAMP in the following ways:

**Consultation**

Consulting the members of the society on their felt needs and their priorities.

**Adaptation**

Bringing changes in policing methods and using the most appropriate legal measures.
Mobilisation

Mobilising the manpower and material resources of the Police and other governmental, nongovernmental and community agencies, to achieve the aims of the committee.

Problem Solving

Actual participation in the work for solving the problem.

Area of Operation

Maithri committees shall be formed for local areas, the residents of which generally face the same issue so that the committee members have common agenda to discuss and collaborate. As such in the rural areas Maithri committees should be formed village wise, whereas in the urban areas the committees should be formed locality or colonywise.

Maithri Meetings

Maithri meetings should be held with the following guidelines:

- Meeting should be held in the villages in the rural areas and locality or colony wise in the case of urban areas.
- Every Maithri committee should meet at least once in a month.
- The Station House Officer should attend all the meetings and act as the moderator.
- The proceedings of the meetings should be recorded in a permanent register.

Records

The following records shall be maintained covering Maithri programme separately for each and every Maithri committee.

- Maithri membership register
- Maithri Meeting register
Reports

Details covering the work done under Maithri programme should be incorporated in the following reports submitted by various Officers as indicated below.

- Monthly crime review
- Monthly reports of subdivision Police Officers and other senior Officers in the field

Role of various Police Officers

The unit Officers are responsible for organizing and monitoring the Maithri programme regularly. The Station House Officer is responsible for setting up Maithri committees at the local and taking up various community policing activities with the active support of the local people. A Head Constable or a Constable shall act as the facilitator who should be in constant touch with the Maithri members and attend day-to-day matters relating to Maithri. All the supervisory officers should constantly guide and empower the Station House Officers in making the programme work successfully.

Coordination

Coordination with the other governmental and nongovernmental agencies is the most important aspect if Maithri programme has to succeed. As such Station House Officers, Inspectors, Sub-Division Police Officers and Others including the Unit Officers should coordinate with other governmental and nongovernmental functionaries, broadly equal to their station and make the Maithri activities successful.

Rewards and Recognition

Rewards should be given liberally to all the Police Officers for organizing useful Maithri activities. Certificates of Recognition should be given to Maithri members who do outstanding work, and due Publicity should be given through the media for all the Maithri activities.
In Chittoor District the Maithri programme was inaugurated by the then Minister for Information and Public Relations N. Sivaprasad on 5th April 2000. In his inaugural address the Minister highlighted the aims of Maithri programme. He stressed that the societies would develop efficiency and responsibility in Police and also remove misunderstanding on the Police in the minds of the Public and acts as a bridge between the Police and Public. On this occasion A. Thripati, the then Superintendent of Police explained the aims of these committees as to develop confidence in the Public, to discharge their duties consciously and efficiently, to curb the least Public opinion on Police – the importance of Public cooperation and to discharge Police responsibilities. The Police had a strenuous work in serial murders cases which took place in Chittoor town, where Public cooperation lacked to disposed the cases. The success of Police in capturing the interstate human settlers was possible with the Public cooperation.

Every Maithri committees will have six sub committees. They are Peace committee, Defense committee, Road Safety committee, Women committee, Youth committee and Moral committee. The peace committee looks after maintaining peace and tranquility in the area. The Defense committee takes care of preventing the crime. The Road Safety committee looks after traffic regulations and accidents prevention. The Women committee functions on the issues of eve teasing, dowry deaths and other atrocities on women. The Youth committee extends medical services, conducting games, sports and other cultural, social programmes. The Moral committee concentrates on drinks, narcotics, gambling, black marketing, corruption and roudism.

To assist the committee members one head constable and constable is deputed, also the Deputy Superintendent of Police, Circle Inspector and Sub-Inspector will act as motivators.
### Size, Composition, Members

<table>
<thead>
<tr>
<th>Year</th>
<th>Police Stations</th>
<th>Maithri Committees</th>
<th>Maithri Members</th>
</tr>
</thead>
<tbody>
<tr>
<td>2000</td>
<td>77</td>
<td>280</td>
<td>8000</td>
</tr>
<tr>
<td>2001</td>
<td>77</td>
<td>324</td>
<td>18,595</td>
</tr>
<tr>
<td>2002</td>
<td>88</td>
<td>464</td>
<td>25,383</td>
</tr>
<tr>
<td>2003</td>
<td>88</td>
<td>517</td>
<td>28,800</td>
</tr>
</tbody>
</table>

Source: District Police Office, Chittoor District.

Size, Composition, Members

In 2000 immediately after the inauguration of Maithri committees inauguration in April in the area of, 77 Police stations 280 committees were formed with 8000 members. In 2001, in 77 Police stations the Maithri committees were increased to 324 with an increased strength of members 18,595. In 2002 Maithri programme was covered by all Police stations (88) in the District contributed for the formation of 464 Maithri committees with 25,383 members. The coverage of this programme by all Police stations throughout the District with an increase in the number of committees and membership shows the mutual patronage extended between the Police and Public for the common cause. In 2003 in the area of 88 Police stations 517 Maithri committees were formed with 28,800 members. This year a further increase was noticed in the number of Committees and the members when compared to the previous year.

Meetings of Maithri Committees

After launching Maithri committees programme in the state, in Chittoor District regularly meetings are conducted by all the Maithri committees in the area to identify the problems/to bring the problems to limelight and find solutions for salvation. In 2000 in the area of 77 Police stations, the 280 Maithri committees conducted nine meetings in nine months in which overall 8000 members had participated. In 2001 in an area of 77 Police stations the 324 Maithri committees had twelve meetings in twelve months in which 18,595 members had participated. In 2002, in
an area of 88 Police stations of 464 Maithri committees held twelve meetings with 25,383 members. So also in 2003 in an area of 88 Police stations of the 517 Maithri committees in twelve months duration had 12 meetings with 28,800 members.

The result of Maithri committees meetings and undertaken activities have not only encouraged them also made them partners of the committee.

**Important achievements of Maithri Committees in Chittoor District**

The very aim of introducing Maithri committees in Chittoor District is to curb the misunderstanding in the minds of the people on Police and to extend Public cooperation in the Police responsibilities. On instituting Maithri committees the Public efficiency and interest has increased and worked as a bridge between the Police and Public. On the other side by starting Maithri committees, it has built confidence in the Police to discharge their duties consciously and efficiently and was successful in getting full Public cooperation in discharging this duties. The launching of Maithri committees in Chittoor District was successful in solving the Public problems in District places. They are:

1. Detection and banning of manufacture and transport of illicit liquor to adjacent Karnataka State.
2. Maithri committee members constructed checkdams in the District.
3. Husband – wife family cases were solved.
4. The Maithri members laid the approach road to the burial ground through sramadanam in a few mandals.
5. Police could arrest accused based on the information provided by Maithri members.
6. Maithri members gave information to Police about the transit of illicit liquor.
7. Accused in the theft of Indian Bank, Sodum was taken into custody by the Police on the information given by Maithri members.
8. Police seized a lorry carrying 236 bags of rice meant for food for work programme and arrested five persons, who were transporting the rice to Tamil Nadu.

9. Medical Camps were organized by Maithri members. Where thousands of patients were benefited in this Mega Medical Camps.

Rewards and Recognition

The formation of Maithri committees in Chittoor District has achieved best results. Particularly these committees have helped the Police in their responsibilities. Keeping this view in mind, the Superintendent of Police has selected one Maithri committees in the District as a model committee every year, and has honoured with cash award of Rs. 1000. The idea behind selecting the model Maithri committee is to stimulate interest in the Maithri committees activities and to generate competition between them to increase efficiency.

The performance of Maithri programme in Chittoor District is presented in Table-7.5. In general it was satisfactory. However, 37.99 percent respondents considered 32.14 percent as good. However, 29.87 percent respondents rated it as poor in the District.

The performance of Maithri programme in Chittoor District was regarded as poor by 57.10 per cent of the Public Representatives and Social Workers group. This was followed by 42.9 per cent of Government Employees, 33.3 per cent each of Doctors and Others and 25 per cent of Intelligentsia, Advocates and Students.

This Maithri programme was regarded as satisfactory by fifty per cent of Intelligentsia, Advocates, Journalists, Businessmen, and Others 33.4 per cent of Doctors, 28.6 per cent of Public Representatives and Social Workers, 25 per cent of Students and 14.3 per cent of Government Employees.
Table 7.5: Performance of Maithri Programme in Chittoor District (Value in %)

<table>
<thead>
<tr>
<th>SL No.</th>
<th>Groups</th>
<th>Poor</th>
<th>Satisfactory</th>
<th>Good</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Intelligentsia</td>
<td>25.00</td>
<td>50.00</td>
<td>25.00</td>
</tr>
<tr>
<td>2</td>
<td>Government Employees</td>
<td>42.90</td>
<td>14.30</td>
<td>42.80</td>
</tr>
<tr>
<td>3</td>
<td>Advocates</td>
<td>25.00</td>
<td>50.00</td>
<td>25.00</td>
</tr>
<tr>
<td>4</td>
<td>Doctors</td>
<td>33.30</td>
<td>33.40</td>
<td>33.30</td>
</tr>
<tr>
<td>5</td>
<td>Journalists</td>
<td>-</td>
<td>50.00</td>
<td>50.00</td>
</tr>
<tr>
<td>6</td>
<td>Public Representatives</td>
<td>57.10</td>
<td>28.60</td>
<td>14.30</td>
</tr>
<tr>
<td>7</td>
<td>Social Workers</td>
<td>57.10</td>
<td>28.60</td>
<td>14.30</td>
</tr>
<tr>
<td>8</td>
<td>Businessmen</td>
<td>-</td>
<td>50.00</td>
<td>50.00</td>
</tr>
<tr>
<td>9</td>
<td>Students</td>
<td>25.00</td>
<td>25.00</td>
<td>50.00</td>
</tr>
<tr>
<td>10</td>
<td>Others</td>
<td>33.30</td>
<td>50.00</td>
<td>16.70</td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td>29.87</td>
<td>37.99</td>
<td>32.14</td>
</tr>
</tbody>
</table>

Performance of Maithri Programme in Chittoor District

Per cent
Fifty per cent of Journalists, Businessmen and Students 42.8 per cent of Government Employees, 33.3 per cent of Doctors, 25 per cent of Intelligentsia and Advocates, 16.7 per cent Others 14.3 per cent of Public Representatives and Social Workers have expressed their opinion as good on Maithri programme.

7.4 **Sannihitham Programme in Chittoor District**

Literally in Telugu 'Sannihitham' means 'to bring closer'. To reduce the gulf of gap between the Public and Police, Sannihitham programme was planned by the then Home Minister, T. Devender Goud. On 18th January 2001 he had formally launched the Sannihitham programme, aimed at bringing out improved policing for citizens, at the Nizamabad Police parade grounds. He also inaugurated a round the clock centralized complaint cell established in the Office of the Superintendent of Police.

On the same day such centralized complaint cells were instituted in all Districts of Police Superintendents Offices and in the Commissionerates.

On 18 January 2001 in a special programme at Chittoor, in the Office of Superintendent of Police, N. Sivaprasad, the then Minister for Information and Public Relations opened Sannihitham complaint cell.

Those people who are afraid to go to Police station can lodge the complaint at Sannihitham centres. In these centres along with general complaints, complaints on Police personnel are also accepted. In these centres one sub-inspector is incharge to receive the complaints. The sub-inspector is facilitated with wireless media sets connected to all Police stations in the District, and two well trained constables. They are supported by the Superintendent of Police and Public relation Officer as and when necessity arises.

To any individual if justice is not done, he can complaint at the Sannihitham Centre. The person incharge receives such complaints and will issue acknowledgement to the complaintee. The collected complaints in Sannihitham centre are sent to the concerned Police stations for
necessary action. Out of this, the Public are relieved of the routine reply from the Police that this complaint did not come under their jurisdiction.

Necessary care is taken to solve the problem of complainant within fifteen days. Everyday the Superintendent of Police Supervises the cell. The Superintendent of Police Chittoor announced that those poor people who could not come to meet him personally from distant places could complaint to him through a post-card. On this announcement there was a flow of many complaint cards to his Office. Based on the card complaints the Superintendent of Police personally directed his subordinates to attend to those complaints and solve them. This has enhanced the Public confidence.

The Chittoor District Sannihitham Centres and their Achievements

The Sannihitham programme was launched with the aim to bring closer the Police and Public and to do justice to the common man. This programme fetched good response from the Public and the aimed purpose was achieved in all six sub-divisions of the District. Abstract tables were prepared year wise covering six sub-divisions of the District from 2001 to 2003 regarding the total number of different petitions received on land disputes, dowry and family disputes, and financial cheatings and Others. The number of petitions disposed off and the pending cases are furnished in the following Tables.
The Abstract of Sannihitham Programme 2001
(Sub-Division wise)

<table>
<thead>
<tr>
<th>Name of Sub-division</th>
<th>Total Petitions Received</th>
<th>Land Disputes</th>
<th>Dowry and Family disputes</th>
<th>Financial Cheatings</th>
<th>Others</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chittoor</td>
<td>129</td>
<td>57</td>
<td>19</td>
<td>14</td>
<td>39</td>
</tr>
<tr>
<td>Palamaneru</td>
<td>40</td>
<td>17</td>
<td>6</td>
<td>1</td>
<td>16</td>
</tr>
<tr>
<td>Madanapalli</td>
<td>37</td>
<td>6</td>
<td>8</td>
<td>9</td>
<td>14</td>
</tr>
<tr>
<td>Srikalahasti</td>
<td>12</td>
<td>6</td>
<td>-</td>
<td>-</td>
<td>6</td>
</tr>
<tr>
<td>Tirupati</td>
<td>9</td>
<td>4</td>
<td>2</td>
<td>-</td>
<td>3</td>
</tr>
<tr>
<td>Tirumala</td>
<td>2</td>
<td>-</td>
<td>-</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>230</strong></td>
<td><strong>91</strong></td>
<td><strong>35</strong></td>
<td><strong>25</strong></td>
<td><strong>79</strong></td>
</tr>
</tbody>
</table>

Total Number of petitions received = 230
Number of petitions disposed off = 227
Pending cases = 3
Source: District Police Office, Chittoor District.

The Abstract of Sannihitham Programme 2002
(Sub-Division wise)

<table>
<thead>
<tr>
<th>Name of Sub-division</th>
<th>Total Petitions received</th>
<th>Land disputes</th>
<th>Dowry and Family disputes</th>
<th>Financial Cheatings</th>
<th>Others</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chittoor</td>
<td>54</td>
<td>36</td>
<td>8</td>
<td>4</td>
<td>6</td>
</tr>
<tr>
<td>Palamaneru</td>
<td>42</td>
<td>23</td>
<td>6</td>
<td>8</td>
<td>5</td>
</tr>
<tr>
<td>Madanapalli</td>
<td>35</td>
<td>28</td>
<td>2</td>
<td>4</td>
<td>1</td>
</tr>
<tr>
<td>Srikalahasti</td>
<td>26</td>
<td>16</td>
<td>4</td>
<td>2</td>
<td>4</td>
</tr>
<tr>
<td>Tirupati</td>
<td>22</td>
<td>9</td>
<td>6</td>
<td>4</td>
<td>3</td>
</tr>
<tr>
<td>Tirumala</td>
<td>3</td>
<td>-</td>
<td>-</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>182</strong></td>
<td><strong>112</strong></td>
<td><strong>26</strong></td>
<td><strong>23</strong></td>
<td><strong>21</strong></td>
</tr>
</tbody>
</table>

Total Number of petitions received = 182
Number of petitions disposed off = 178
Pending cases = 4
Source: District Police Office, Chittoor District.
The Abstract of Sannihitham Programme 2003
(Sub-Division wise)

<table>
<thead>
<tr>
<th>Name of Sub-division</th>
<th>Total Petitions received</th>
<th>Land disputes</th>
<th>Dowry and Family disputes</th>
<th>Financial Cheatings</th>
<th>Others</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chittoor</td>
<td>19</td>
<td>11</td>
<td>5</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>Palamaneru</td>
<td>7</td>
<td>4</td>
<td>2</td>
<td>-</td>
<td>1</td>
</tr>
<tr>
<td>Madanapalli</td>
<td>12</td>
<td>8</td>
<td>1</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>Srikalahasti</td>
<td>10</td>
<td>5</td>
<td>2</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>Tirupati</td>
<td>5</td>
<td>3</td>
<td>1</td>
<td>-</td>
<td>1</td>
</tr>
<tr>
<td>Tirumala</td>
<td>1</td>
<td>-</td>
<td>-</td>
<td>1</td>
<td>-</td>
</tr>
<tr>
<td>Total</td>
<td>54</td>
<td>31</td>
<td>11</td>
<td>5</td>
<td>7</td>
</tr>
</tbody>
</table>

Total Number of petitions received = 54
Number of petitions disposed off = 53
Pending cases = 1
Source: District Police Office, Chittoor District.

On observing the Sannihitham programme Tables of 2001 to 2003 it reveals that in 2001 the total number of petitions were 230 which were reduced to 182 complaints in 2002 and further reduction of complaints to 54 had taken place in 2003. This shows that almost all pending cases were disposed of in these three years through sannihitham programme. The purpose of launching this programme has fetched good results and people are very much, benefited.
Table-7.6: Performance of Sannihitham Programme in Chittoor District (Value of %)

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Groups</th>
<th>Poor</th>
<th>Satisfactory</th>
<th>Good</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Intelligentsia</td>
<td>33.30</td>
<td>33.30</td>
<td>33.40</td>
</tr>
<tr>
<td>2</td>
<td>Government Employees</td>
<td>33.40</td>
<td>50.00</td>
<td>16.60</td>
</tr>
<tr>
<td>3</td>
<td>Advocates</td>
<td>33.30</td>
<td>16.70</td>
<td>50.00</td>
</tr>
<tr>
<td>4</td>
<td>Doctors</td>
<td>-</td>
<td>75.00</td>
<td>25.00</td>
</tr>
<tr>
<td>5</td>
<td>Journalists</td>
<td>-</td>
<td>25.00</td>
<td>50.00</td>
</tr>
<tr>
<td>6</td>
<td>Public Reps.</td>
<td>-</td>
<td>-</td>
<td>100.00</td>
</tr>
<tr>
<td>7</td>
<td>Social Workers</td>
<td>-</td>
<td>25.00</td>
<td>75.00</td>
</tr>
<tr>
<td>8</td>
<td>Businessmen</td>
<td>-</td>
<td>50.00</td>
<td>50.00</td>
</tr>
<tr>
<td>9</td>
<td>Students</td>
<td>-</td>
<td>-</td>
<td>100.00</td>
</tr>
<tr>
<td>10</td>
<td>Others</td>
<td>28.00</td>
<td>43.00</td>
<td>29.00</td>
</tr>
<tr>
<td>Total</td>
<td>-</td>
<td>15.30</td>
<td>31.80</td>
<td>52.90</td>
</tr>
</tbody>
</table>

Performance of Sannihitham Programme in Chittoor District

Per cent

Performance

[Graph showing performance with categories: Intelligentsia, Government Employees, Advocates, Doctors, Journalists, Public-Scope, Social Workers, Businessmen, Students, Others]
On observation of the Table-7.6 shows that 52.9 per cent of various groups of people in the District considered Sannihitham programme as basically good, 31.8 per cent of people regarded it as satisfactory. However 15.3 per cent of people considered it as poor.

On Sannihitham programme 33.3 per cent of intelligentsia and Advocates 33.4 per cent of Government Employees, 28 per cent of Others, 25 per cent of Journalists expressed their opinion as poor. Whereas 75 per cent of Doctors, 50 per cent of Government Employees and Businessmen, 43 per cent of Others, 33.3 per cent of Intelligentsia, 25 per cent of Journalists and social workers, 16.7 per cent of Advocates expressed satisfactory opinion on Sannihitham programme. While on Sannihitham programme, 100 per cent of Public Representatives and Students, 75 per cent of Social Workers, 50 per cent of Advocates, Journalists and Businessmen, 33.4 per cent of Intelligentsia, 29 per cent of Others, 25 per cent of Doctors, 16.6 per cent of Government Employees rated as good.

7.5 Reception Counters Programme in Chittoor District

Generally, when the Public goes to Police stations with a complaint the Police deny either to accept the complaint or the register it. In order to remove such practice in the Police stations. T.Devendargoud, the then Home Minister started a programme of Reception counters. The people who are unable to come to Sannihitham centres to lodge their complaints can submit such complaints at reception counters. In the entire District there are 88 Police stations and in each station reception counters were opened on January 25, 2001. The complaints lodge at the reception counters will have an immediate action.

Functions of Reception Counters

1. The primary aim of the reception counter is to develop cordiality in the Police and friendly behaviour will the Public.
2. The Police always should try to extend necessary respect to the Public.

3. The Police while the complaint should not feel proud or angry on the complainant.

4. The reception counter will function from 7 AM to 12 noon and from 4 PM to night at 8'0 clock.

5. In the break time of the reception counter center on duty or Police personnel will be in-charge.

6. The Police constable in the reception counter should have the knowledge to read and write the complaints.

7. The sign board of the Reception counter should be written in Telugu language.

8. In each reception counter two Police constables are deputed to receive complaints.

**Duties of Reception counter Police Constables**

1. A separate room is squared with required furniture to the Police and Public.

2. The moment the complainant enters the reception counter the on duty constable has to welcome him.

3. The constable on duty patiently should hear the problems of the complainant and on receiving the complaint, should be registered and receipt should be given to the complainant.

4. If the complainant is unable to draft the complaint, the constable should draft the complaint, register and should tender the receipt.

5. The on duty constable in the reception counter, the complainant should be introduced to the Sub-Inspector / Station house Officer/ and writer also should be provide them the gist of the complaint.
6. If the complaintee makes any enquiring at the reception counter lodged about the complaint, the constable on duty should inform the action in progress on it.

7. The Sub-Inspector of the station has to solve the problem of the complaintee within fifteen days otherwise the matter should be communicated to the higher authorities, also should tender explanation to the Superintendent of Police.

**Petitions Received at Reception Counters**

**Abstract: 2001-2003**

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Reception Counters Petitions</th>
<th>2001</th>
<th>2002</th>
<th>2003</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Total No. of petitions received</td>
<td>12778</td>
<td>14749</td>
<td>8207</td>
<td>35734</td>
</tr>
<tr>
<td>2.</td>
<td>Total No. of petitions disposed of</td>
<td>12778</td>
<td>14749</td>
<td>8183</td>
<td>35710</td>
</tr>
<tr>
<td></td>
<td>Total No. of Petitions pending</td>
<td>-</td>
<td>-</td>
<td>24</td>
<td>24</td>
</tr>
</tbody>
</table>

Source: District Police Office, Chittoor District.

The above Table reveals the introduction of Reception counters had a tremendous response from the Public, good number of petitions were registered in three years 2001, 2002 and 2003 respectively and total petitions were solved in 2001 and 2002, but only 24 petitions were pending in 2003. The Public were very much benefited in terms of money and time to solve their problems. The Police also played an active role in this regard. The purpose of introducing Reception Counters served very well. The year wise particulars of number of petitions registered and solutions are furnished in the table.

The people of the District were asked to comment on the usefulness of Police Reception Counters. It was found that, 60.66 per cent of the Public expressed as good, 29.01 per cent of the people satisfactory and 10.33 per cent of people rated it as poor as shown in the Table-7.7.
Table 7.7: Usefulness of Reception Counters Programme in Chittoor District (Value in %)

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Groups</th>
<th>Poor</th>
<th>Satisfactory</th>
<th>Good</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Intelligents</td>
<td>20.00</td>
<td>40.00</td>
<td>40.00</td>
</tr>
<tr>
<td>2.</td>
<td>Government Employees</td>
<td>25.00</td>
<td>25.00</td>
<td>50.00</td>
</tr>
<tr>
<td>3.</td>
<td>Advocates</td>
<td>-</td>
<td>50.00</td>
<td>50.00</td>
</tr>
<tr>
<td>4.</td>
<td>Doctors</td>
<td>25.00</td>
<td>25.00</td>
<td>50.00</td>
</tr>
<tr>
<td>5.</td>
<td>Journalists</td>
<td>-</td>
<td>-</td>
<td>100.00</td>
</tr>
<tr>
<td>6.</td>
<td>Public Reps.</td>
<td>33.30</td>
<td>16.70</td>
<td>50.00</td>
</tr>
<tr>
<td>7.</td>
<td>Social Workers</td>
<td>-</td>
<td>25.00</td>
<td>75.00</td>
</tr>
<tr>
<td>8.</td>
<td>Businessmen</td>
<td>-</td>
<td>50.00</td>
<td>50.00</td>
</tr>
<tr>
<td>9.</td>
<td>Students</td>
<td>-</td>
<td>25.00</td>
<td>75.00</td>
</tr>
<tr>
<td>10.</td>
<td>Others</td>
<td>-</td>
<td>33.40</td>
<td>66.60</td>
</tr>
<tr>
<td></td>
<td>Total</td>
<td>10.33</td>
<td>29.01</td>
<td>60.66</td>
</tr>
</tbody>
</table>

Usefulness of Reception Counters Programme in Chittoor District

Per cent

<table>
<thead>
<tr>
<th>Usefulness</th>
<th>Poor</th>
<th>Satisfactory</th>
<th>Good</th>
</tr>
</thead>
<tbody>
<tr>
<td>Intelligents</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Government Employees</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Advocates</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Doctors</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Journalists</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Public Reps.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Social Workers</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Businessmen</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Students</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Others</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Total: 100%
The people who regarded the programme of reception counters as good were 100 per cent of Journalists, 75 per cent of Social Workers, and Students, 66.60 per cent of Others, 50 per cent of Government Employees, Advocates, Doctors, Public Representatives and Businessmen and 40 per cent of Intelligentsia.

It was rated as poor by 33.3 per cent of Public Representatives, 25 per cent of Government Employees and Doctors, and 20 per cent of Intelligentsia. The Advocates, Social Workers, journalist, Students and other considered the reception counters performance as good or satisfaction. Particularly the Journalists in total regarded this programme as good.

7.6 Citizen Charter Programme in Chittoor District

In Andhra Pradesh all government departments have citizen service centres, serving the Public in the related areas, but such centres are not there in Home Department. To have such centres in Police department T. Devender Gaud, the then Home Minister launched Citizen Charter on 30 August, 2003. Police citizens service centres were started in all Police stations in Andhra Pradesh. On the same day V. Navinchan the then Superintendent of Police in Chittoor District launched Citizen Charter 88 Police stations in Chittoor District. The primary aim of these centres is to safeguard human rights. A clear cut time schedule is fixed in these centres right from Public entry in the Police stations to the arrest. The principles to be followed in regard to complaint, arrest, and limitations on the Police activities are explained detail in these centres.

A. Complaints

1. Complaints have to be registered by the Police, at Police stations Telephonically or collecting from the reports.

2. Receipt of complaints denial does not occur on the pretext of Jurisdiction.

3. Action should be taken within thirty minutes from the time of receipt of the complaint.

4. Receipt or first information report will be issued within three hours duration.
5. Enquiries has to be done either by the head constable or the superior cadres only.

6. Action taken on the complaints has to be intimated within a week.

7. The final report has to be submitted within sixty days in non-serious cases within ninety days in serious cases.

8. Progress in the cases of investigation can be had from 10 AM to 6 PM in these centres.

B. Arrest / Forced detention

1. The Public are entitled to use Police stations phone to communicate their arrest matter to their relatives or to advocate.

2. In the case of women being arrested one lady should be permitted along with the women.

3. The Police enquiries, on old people, women and children below fourteen years have to be done at their residences. No arrest should be done at night and the arrest time is fixed between 8 AM and 6 PM.

C. Records or Documents

The record on postmortem and panchanama should be submitted within three days. The seized vehicle registration certificates, driving licences and insurance papers have to be returned by the Police to the owners within three days after following the prescribed rule procedure.

D. Property

Property through court directions can be done on any working Saturday.

E. Restricted matters or Aspects of Police

A few areas are restricted where the Police should not indulge in the matter of land disputes, financial transactions, bousing of cheques and in Public civil matters.

Police security should not be provided for private functions but in special cases Police security can be provided on collecting user charges.

F. Police Expects Public cooperation in the matters of

1. Transit of the wounded persons to the hospital and provide the Police known information on the incidents.

2. Public should come forward to give witness in the court pertaining to the cases.
3. Procession organization and usage of Public address systems should be made with the prior permission from the Police.

4. Information of social elements should be given to the Police without fear or at least by phone.

Table 7.8: Performance of Citizen Charter Programme in Chittoor District (Value in %)

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Groups</th>
<th>Poor</th>
<th>Satisfactory</th>
<th>Good</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Intelligentsia</td>
<td>75.00</td>
<td>25.00</td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td>Government Employees</td>
<td>-</td>
<td>75.00</td>
<td>25.00</td>
</tr>
<tr>
<td>3.</td>
<td>Advocates</td>
<td>-</td>
<td>100.00</td>
<td></td>
</tr>
<tr>
<td>4.</td>
<td>Doctors</td>
<td>-</td>
<td>100.00</td>
<td></td>
</tr>
<tr>
<td>5.</td>
<td>Journalists</td>
<td>-</td>
<td>-</td>
<td>100.00</td>
</tr>
<tr>
<td>6.</td>
<td>Public Reps.</td>
<td>16.60</td>
<td>33.40</td>
<td>50.00</td>
</tr>
<tr>
<td>7.</td>
<td>Social Workers</td>
<td>25.00</td>
<td>75.00</td>
<td></td>
</tr>
<tr>
<td>8.</td>
<td>Businessmen</td>
<td>-</td>
<td>50.00</td>
<td>50.00</td>
</tr>
<tr>
<td>9.</td>
<td>Students</td>
<td>-</td>
<td>25.00</td>
<td>75.00</td>
</tr>
<tr>
<td>10.</td>
<td>Others</td>
<td>16.60</td>
<td>50.00</td>
<td>33.40</td>
</tr>
<tr>
<td></td>
<td>Total</td>
<td>13.32</td>
<td>53.34</td>
<td>33.34</td>
</tr>
</tbody>
</table>

Performance of Citizen Charter Programme in Chittoor District

![Performance Chart]

- Chart showing performance of different groups with bars indicating per cent for each category.
Performance of Police Citizen Charter in general as endorsed by the Public in Chittoor District was classified as poor, satisfactory and good. It can be seen from the Table-7.8 that 53.34 per cent of various groups of people in the District expressed it as satisfactory, 33.34 per cent regarded it as good and 13.32 per cent of people considered it as poor.

As many as 100 per cent of Advocates and Doctors, 75 per cent of Government Employees and Social Workers, 50 per cent of Businessmen and Others, 33.4 per cent of Public Representatives and 25 per cent of Intelligentsia and Students expressed satisfactory opinion on Police Citizen Charter activity.

About 100 per cent of Journalists, 75 per cent of Students, 50 per cent of Public Representatives and Businessmen, 33.4 per cent of Others and 25 per cent of Government Employees expressed good opinion on it. Poor opinion was expressed by 75 per cent of Intelligentsia, 25 per cent of Social Workers, 16.6 per cent of Public Representatives and Others. Whereas, the Government Employees, Advocates, Doctors, Journalists, Businessmen and Students expressed good or satisfactory opinion.

7.7 Youth Clubs Programme in Chittoor District

Youth capacity is the most powerful in the modern days and to make use of such power for social service, Youth Clubs were introduced in Chittoor District on December 3, 2003 by the then District Collector, A.Giridhar and the then Superintendent of Police, M.V. Ramachandra Raju in a special programme organized at Tirupati in Sri Venkateswara University Campus play ground. About 800 youth from Tirupati, Tirumala, Chittoor, Madanapalli, Palamaneru and Sri Kalahasthi attended this programme. In the purview of 88 Police stations in Chittoor District these Youth Clubs were introduced. In each youth club there will be 20 Youths with good character and social service. This youth will function under the direction of Sub-Inspectors. The Youth Club members extend their services during fire accidents, road accidents and floods by way of saving them and carrying the victims to the hospitals. They also face social atrocities and providing communication to the Police on social
elements and their dealings for necessary action by the Police. These Youth Club members are preferred in the recruitments of defense services, Police, central reserve Police force and home guards.

Table-7.9: Performance of Youth Clubs Programme in Chittoor District (Value in %)

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Groups</th>
<th>Poor</th>
<th>Satisfactory</th>
<th>Good</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Intelligentsia</td>
<td>-</td>
<td>50.00</td>
<td>50.00</td>
</tr>
<tr>
<td>2.</td>
<td>Government Employees</td>
<td>-</td>
<td>25.00</td>
<td>75.00</td>
</tr>
<tr>
<td>3.</td>
<td>Advocates</td>
<td>50.00</td>
<td>-</td>
<td>50.00</td>
</tr>
<tr>
<td>4.</td>
<td>Doctors</td>
<td>-</td>
<td>25.00</td>
<td>75.00</td>
</tr>
<tr>
<td>5.</td>
<td>Journalists</td>
<td>50.00</td>
<td>-</td>
<td>50.00</td>
</tr>
<tr>
<td>6.</td>
<td>Public Representatives</td>
<td>-</td>
<td>16.60</td>
<td>83.40</td>
</tr>
<tr>
<td>7.</td>
<td>Social Workers</td>
<td>-</td>
<td>25.00</td>
<td>75.00</td>
</tr>
<tr>
<td>8.</td>
<td>Businessmen</td>
<td>50.00</td>
<td>50.00</td>
<td>-</td>
</tr>
<tr>
<td>9.</td>
<td>Students</td>
<td>25.00</td>
<td>50.00</td>
<td>25.00</td>
</tr>
<tr>
<td>10.</td>
<td>Others</td>
<td>16.60</td>
<td>16.60</td>
<td>66.60</td>
</tr>
<tr>
<td></td>
<td>Total</td>
<td>19.16</td>
<td>25.82</td>
<td>55.02</td>
</tr>
</tbody>
</table>

Performance of Youth Clubs Programme in Chittoor District

Per cent

<table>
<thead>
<tr>
<th>Groups</th>
<th>Performance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Intelligentsia</td>
<td>Poor</td>
</tr>
<tr>
<td>Govt. Employees</td>
<td></td>
</tr>
<tr>
<td>Advocates</td>
<td></td>
</tr>
<tr>
<td>Doctors</td>
<td></td>
</tr>
<tr>
<td>Journalists</td>
<td></td>
</tr>
<tr>
<td>Public Representatives</td>
<td></td>
</tr>
<tr>
<td>Social Workers</td>
<td></td>
</tr>
<tr>
<td>Businessmen</td>
<td></td>
</tr>
<tr>
<td>Students</td>
<td></td>
</tr>
<tr>
<td>Others</td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>19.16</td>
</tr>
</tbody>
</table>
The people of the Chittoor District were asked to comment on the performance of Police Youth Clubs. It was found that 55.02 per cent of the Public expressed as good, 25.82 per cent as satisfactory and 19.16 per cent as poor as shown in the Table-7.9.

The people who regarded the performance of Police Youth Clubs as good included 83.40 per cent of Public Representatives, 75 per cent of Government Employees, Doctors and Social Workers, 66.80 per cent of Others 50 per cent of Intelligentsia, Advocates and Journalists, 25 per cent of Students.

The performance of Police Youth Clubs was considered satisfactory by 50 per cent each of the Intelligentsia, Businessmen and Students, 25 per cent of Government Employees, Doctors and Social Workers and 16.6 per cent of Public Representatives and Others.

It was rated as poor by 50 per cent of Advocates, Journalists and Businessmen, 25 per cent of Students and 16.6 per cent of Others.

7.8 An Overview

Thus, the survey conducted on Police-public relations in Chittoor District has shown that Police-public relationship measured in terms of poor / hostile, satisfactory / cordial and good / excellent has proved that 65 per cent of the people regarded their relationship as cordial and good. However, 35 per cent expressed that they had poor and hostile relationship. The latter were highly dissatisfied of the Police functioning and attitude. The time has come that the Police make all efforts to improve their relationship with the public. This can be done by taking up social activities, honest working, and rendering dedicated and disciplined service. The constabulary should prove themselves most effective to elevate their image and actions. Equal responsibility is placed on the Police officials to design and chalk out plans and programmes to bridge the gap between the Police and Public to streamline the Police Administration in Chittoor District.
The Police-public relationship is distorted further due to the people's disinclination to lodge a complaint or seek Police assistance under the situation which is serious and grave-out of the various causes for such reluctance, the two main causes from the survey are fear of Police harassment and suspicious mentality of Police.

The People of Chittoor District while expressing the above causes of their reluctance also expressed that the justice was so delayed that it was of no worth to wait, get harassed, and loose prestige at the cost of mental fear and agony. This keeps the Police-public apart and leads to more misunderstanding and distrust. People never report or delay or distort the facts and truth. This makes the Police job difficult. Subsequently, the relationship becomes hostile.

It is felt that the people cooperate, get educated of Police knowledge, utilize their services and assist them in whatever capacity it is feasible for them to contain the crime in the society. Both of them need each others' cooperation for a peaceful society. Public should remove Police frustration and Police should improve their image and performance by honesty, hardwork and by participating in the social activities of people protecting and safe guarding Public lives and properties would go a long way in strengthening and sustaining the Police-public relationship.

Also, the Police and Public should realize the nefarious and destructive designs of certain politicians and shall not allow their decisions to be influenced by such selfish individuals. The Public should also keep themselves away from the anti-social elements by getting them arrested by the Police and see that they are punished. This improves the Police-public relationship to a large extent as well as Police Administration in Chittoor District.

In an effort to make Public as partners in Police responsibility, many programmes were launched at state and District level.

The primary aim of 'Maithri' programme is to provide right understanding about the Police in the minds of Public and encourage their cooperation and responsibility is safeguarding societal peace and crime
reduction. On instituting Maithri committees the Public efficiency and interest has increased and it has worked as a bridge between the Police and Public, by successfully solving the Public problems.

The whole idea of the 'Sannihitham' programme is to show to the people that the Police care for them. The programme fetched good response from the Public and the aim is to achieve it in all divisions of Chittoor District.

'Reception Counters' is another programme to develop cordiality in the Police and friendly behaviour with the Public. The response to this programme was tremendous as good number of petitions were registered by Public and most of them were resolved by the Police.

'Citizen Charter' programme has helped the Public understand the principles to be followed by the Police in regard to complaint, arrest and limitations on the Police activities.

'Youth Clubs' is another programme through which the youth helps the Police by providing communication about anti-social elements and their dealings for necessary action.

On the whole, these programmes have tremendously helped improve the Police and Public relationship in Chittoor District as it can be seen from their performance data provided in this chapter.