POLICE PUBLIC INTERFACE
AN ASSESSMENT

Chapter-5
The State comes into being to serve the society and while doing so it has to protect ‘one and all’ within law reemphasizing the importance of ‘rule of law’. Laws are enforced by the state through its agencies and one such most powerful agency has been known as police throughout the world. The police are embodied with a symbol of state power and this makes it more vulnerable to misuse.

It has been seen and observed that often police fall prey to various influences; political, economic or social. Thus, it is imperative on the part of every government and society to ensure that police provide proper service without considerations.

No police can serve the society without public support but it has been hard fact that both police and public have never enjoyed the cordiality in their relations thereby accusing each other for high handedness or callous attitude. The attitude of both the major stake holders by paving the way for their increased partnership in managing law and order and bringing the two closer to each other, the issue can be resolved through comprehensive approach called better police-public relations.

Of late, the emphases of the governments have been to improve on the front of police-public interface and there has been consistent efforts to better the police-public capabilities by:

- Updating the victims regularly about the status of their lodged reports
- And ensuring that local communities are alert enough to trigger police action to the problems of the area
- Assuring public satisfaction and making it a yard stick to measure police performance.

Meaning of Police-Public Interface

The word ‘Public’ is taken from Latin word ‘publicus’ means ‘belonging to’, ‘concerning’, or ‘pertaining to the people of a nation, state or community as a whole’. The word ‘Interface’ means ‘a surface that lies between two parts of matter or space and forms their common boundary’ or a boundary across which two independent
systems meet and act on or communicate with each other is called Interface. The term ‘Police’ has already been discussed in chapter I.

Police service is, therefore, an art directed to the protection and safety of man from all kinds of danger-material-psychological, physical and mental. It is an institution which is devoted to the service of the people at all times and in all circumstances. A police citizen’s partnership is essential to reduce crime and shaping this partnership in positive way requires effective police-public relations practices.

Good practices in Police-Public interface establish computerized control room facility with online interaction with the public, introduction of mobile counselling centres for public, participation of NGOs and other vulnerable groups and constitution of various committees for communal harmony backed by a scheme of reward and recognition for promotion of communal harmony and prevention of communal violence were some of the examples of programmes involving people's participation successfully. In this chapter the researcher has made an attempt to examine the Police-Public interface in the state of Himachal Pradesh while specifically discussing the initiatives undertaken by Police District Solan. The police-public interface has been dealt with emphasizing discussion on two major aspects of interface:

(A) Community Policing inclusive of good practices.

(B) Web Protocol to ensure transparency and accountability.

(A) Community Policing inclusive of Good Practices

The community policing focuses on the police being proactive in delivering the services and having increased interface of police with community. It is a bridge between police and common man. Police administration, in any country can fulfil its duties successfully only with the assistance of the people and healthy relationship between police and public can be helpful in controlling the crime and make the society fear free. Public support is required for prevention, detection, investigation and prosecution of cases, and also for maintaining peace during all important social, cultural, economic and political events. Police-public relations remain sensitive and complex because of constantly changing interactions among representatives of the police organization and an assortment of governmental agencies, public groups, and private individuals representing a wide range of competing and often conflicting interests. Police need the assistance of the public as
witnesses, informers and supporters. In community policing, police generate the consciousness among the public to help them in case of need. The purpose to serve the public, to understand the problems of public and a commitment to public for their security lead to healthy police-public relations.

Eventually, public relations produce and sustain mutually supportive relationships between police and public, something that is needed by both, to inspire active public support, including cooperation in crime control and crime prevention.

**Definitions of Community Policing**

“Community policing requires a substantial change in both structure and form, including attitudinal, organizational, and sub cultural changes. It represents a ‘new’ philosophy of policing whereby police officers and the public work together to solve public problems of crime and related social ills. This means giving citizens... a direct say in the solutions and activities that regulate crime”. Community policing or neighbourhood policing as “a policing strategy and philosophy based on the notion that community interaction and support can help to control crime, with community members helping to identify suspects, and bring problems to the attention of police.”

However, this is a very narrow definition in its scope as citizens are expected to only interact and support police. The term as envisaged in the current study has a wider role for the citizens who not only identify their problems and issues but also solve them and police are the facilitators.

The community policing model balances immediate responses with pro-active problem solving, centred on the causes of the crime and disorder. Community policing requires police and citizens to join together as partners in the course of both identifying and efficiently addressing issues. The citizens and the police work together to reduce crime, prevent delinquency and criminal behaviour, maintain the peace, and reduce local problems that are the mutual responsibility of the police and the people.

**Characteristics of Community Policing**

Following are some main Characteristics of community policing:

**Public Participation:** The community policing encourages the use of public to
assist the law enforcement agency, in their own protection and security. Essentially, community policing is an inclusive concept which involves public from all strata and occupations to solve their own problems. It is a broad concept and gives space to the vulnerable sections of the society including women, and senior citizens. The police works together with community members and other agencies to address to the underlying problems that contribute to crime and disorder by identifying and analysing problems, developing suitable responses and assessing the effectiveness of the solutions. Community policing is an invitation to the people to contribute in day-to-day policing. It is a way to remind everyone that it is a mutual partnership to help in making the area a safe and place to live and work. Community policing is a grass-root effort that allows the police to build new bridge with the community.

**Police-Community-Consultation:** Police-community-consultation is the most valuable component of community policing, a police officer is not expected to decide the issues unilaterally, nor is it expected to be so on the part of public to act unilaterally. Every work done by a policeman in the discharge of his duties is, directly or indirectly, affect the community, and the policeman cannot expect to accomplish his numerous tasks without active and positive help from the community. The objective of consultation is to create an environment, which enhances acceptability zone and ensures effective and efficient delivery of services. In community policing the policemen consult the community not only to find out the community’s ‘service needs’ but also to find out the manner, in which these needs are going to be delivered.

**Transparent Functioning:** The community policing involves both server (police) and the servee (public) hence the process will lead to transparency in their interaction. Consultative process by definition is expected to be transparent and thus identified threats are discussed threadbare and the strategies are worked out to tackle the problems.

**Problem solving:** Problem Solving is an important feature of Community Policing. Police and citizens meet not for simple interaction but with the specific purpose to demarcate the difficult issues and resolve the same. Initially, most community policing initiatives were rambling exercises until a clear pattern of problem solving emerged. Community policing ensures co-operation from the community and development of a partnership in crime prevention and ensuring
security in the local area. Thus, problem solving is one of essential of community policing.

**Quick Decision Making:** Community policing empowers field level police personnel to identify the problem with the help of local public, devise and execute a strategy to solve the same. The tackling of issues at local level leads to quick response and increased efficiency and through various interactions decentralized decision making is achieved.

Thus, community policing in the Indian scenario as well as internationally, involves attitudinal change as earlier in most of the countries semi-military and highly hierarchical model of policing has been prevalent. It involves intensive training and sensitization of police officers to accept the equal role of citizens. Police as a service provider is not directly accountable to citizens is an alien concept and needs attitudinal change at the organizational level and at the personal level for police officers. It also means training the citizens for meaningful participation and change in their thinking.

**Significance of Community Policing**

Some of the important parameters of community policing are as follow:

**Responsibilities Sharing:** Community policing redefines the relationship between the police and the public. In a democratic society, police are required to be responsive as well as accountable. Restructuring of policing priorities according to public, expectations is an important component. This also presupposes opening of channels of communication with all law-abiding members of the society and not merely the 'community leaders', and using their goodwill and help in preventing crime and disorder.

**Increases Public Awareness about Policing:** Community policing increases the awareness of public towards the police functioning. The police is expected to actively mediate in respect of broad functions as traffic safety (education and awareness), drug abuse, absenteeism of children from school, domestic violence, rehabilitation of victims of crime, security of women and maintenance of order in public places and streets.
Efficient delivery of Services: Community policing emphasizes on quality of service, citizens satisfaction, and police responsiveness to the community as there is need of greater flexibility of response to emerging problems. Orientation of personnel to treat citizens as most valuable components of the system and not merely as numbers is essential. Attitude of officers heading the police needs to be helpful and flexible rather than bureaucratic and overbearing.

Participative Decision Making: Community Policing requires an institutionalized internal philosophical support to promote decision making, risk taking, creativity and innovation which will empower the frontline policemen, by giving them the authority, and support, to take decisions. The goal is to free officers so that they become enthusiastic about the possibilities and not to get bogged down by paper work and red tape. Such empowerment will earn the policemen the trust and support of the community and make delivery of quality service possible.

Define the Role of Non-Governmental Organisations: Police have to perform within limitations and often those areas of service which do not fall within the ambit of police functions are looked after by the Non-Governmental organisations. Thus, Non-Government organizations are also used for community policing. These NGO’s act within the role they have defined for themselves and then play as mediators between the police and the public in achieving certain objectives may be like traffic awareness or generating awareness on other important issues.

Empowers the People: Community policing means public empowerment as the people are given the feeling that they are handling their own issues and police are meant to serve them. The community policing demands making a subtle but sophisticated shift among the police officers so that everyone in the department understands the need to focus on solving community problems in creative, and often ways, that can include challenging and enlightening people in the process of policing themselves. Within the community, citizens must share the rights and responsibilities implicit in identifying, prioritizing, and solving problems, as full-fledged partners with the police.

Builds Mutual Trust and Respect: Community policing implies some kind of a contract between the police and the citizens they serve. This relationship is based on mutual trust and respect. It also suggests that the police can serve as a
catalyst, challenge people to accept their share of responsibility for regulating and improving the overall quality of life in the community. Community policing means that citizens will be asked to handle more of their minor concerns themselves, but in exchange, this will free police to work with people on developing immediate as well as long term solutions for community's concerns such as crime, drugs, vice and gambling, in ways that encourage mutual accountability and respect.

**Expanding the Police Mandate:** Community policing adds a vital proactive element to the traditional reactive role of the police, resulting in a full spectrum of policing services. As the only agency of state and social control which works must maintain their ability to respond immediately to crises and crime incidents. Community Policing also broadens the police role with a promise of making communities safer and more attractive places to live.

**Feel of Working Together:** Community Policing promotes the judicious use of technology, but it also rests on the belief that nothing surpasses what dedicated human beings, talking and working together, can achieve. It invests trust in those who are on the frontlines together on the street, relying on their combined judgment, wisdom, and experience to fashion creative new approaches to contemporary community concerns and problems, and it devises innovative solutions.

**Cooperative Efforts:** The police identify laws that need to be amended or enacted in partnership with the community. This allows the police agency to address the underlying conditions that lead to crime while strongly enforcing breaches in the laws. In the community policing, other government agencies are called upon and recognized for their abilities to respond and address crime and social disorder issues. A number of neighbourhood crime watch teams are formed to decrease in a particular type of crime in a given neighbourhood.

Community policing is a philosophy based on the concept that Police and Public work together in a creative way to help solve contemporary community problems related to crime, fear of crime, disorder and neighbourhood decay and developing a new relationship with law-abiding people in the community, allowing them a greater say in setting local policing priorities, and involving them in efforts to improve overall quality of life in their neighbourhood putting the Police personnel in face-to-face daily contact with people.
Community Policing: Indian Scenario

Some of the institutional arrangements in India involving the people to support police work are Gram Rakshak Dais, Special Police Officers, Thikari Pehra, Village Defence Units, and Neighbourhood Watch Schemes. In the field of community policing, various initiatives have been the Friends of Police in Tamil Nadu, the Community Policing Project in West Bengal, the Thana Level Committees, the Senior Citizens Scheme and unstructured system of holding periodical meetings with different interest groups in a police station. None of these schemes are institutionalized and none of these have endured the taste of time. In India, some state governments have initiated several practices to enhance police-public interaction and cooperation to secure better policing. Some of the initiatives taken by the state governments, many related to the establishment of a detailed computerized control room facility with online interaction with the public, introduction of Mobile Counselling Centres for Women participation of NGOs and other weaker sections of society in policing. State governments have initiated following practices to enhance police-public interface:

Kerala Police has introduced several police-public contact programmes which were known by the term “catch” or community action against thief culprits and hooligans. Under this scheme, the resident associations meet regularly with the police personnel of the station and the commissioner of police once a month. This is a successful project and the response has been enthusiastic. A crime stopper call system which is a special telephone number where information regarding any crime which is committed can be given and this is relayed to the patrol team, has been set up in Kerala.

Madhya Pradesh Police also launched various programmes to improve police public interface. Family Counselling Centres aimed at alleviating the suffering of women in the family set up in society. These centres included members like social workers, lawyers, medical professionals and others, Town Defence Committee aimed at creating a group of right thinking citizens without any criminal record and they help the police for organized social work, such as blood donation/grouping/HIV testing.
This has helped in improving Police–Public relations and ensured coordination. De-Addiction Camp, involved three government doctors and one private practitioner. An effort is also being made to provide training and loans where possible, to the cured persons for their rehabilitation. Village Defence Committee responsible for patrolling, local law and order maintenance during festivals and other events. Mobile Police Thana, has been novel initiative towards providing social justice to villagers. Bal Mitra Thana, under this scheme, Police Stations acquaint school students with the working of the Police station and give them the opportunity to interact with the Police Officers. Medical Relief to injured Persons to provide immediate relief to the injured in any accident. Each nursing home dedicated one ambulance to this effort. Coordination was done through the Police Control Room. Police help the Visually Impaired for the over-all developments of visually impaired students, the Police have made available to the school for visually impaired, “Audio Cassettes” which covered all important topics of the syllabus.

**Chhattisgarh** introduced community policing as “developing successful strategies and problem solving techniques to effectively combat crime. Community policing is both an organizational philosophy as well as an operating strategy both to control crime and bridge the growing psychological division between the communities on the one hand and police on the other."5

**Tamil Nadu** police have operationalised a Subsidiary Multi-Agency Centre (SMAC) which has been linked to the Multi-Agency Centre of the Intelligence Bureau (IB) in New Delhi, the system is connected to all other intelligence units in the State. It provides high-speed connectivity for online transfer of voice and data. A dedicated team of the Special Branch CID that reports to the State intelligence chief operates it. Any threat perception is to be communicated to Centre, Priority for coastal and internal security matters. The SMAC became operational in a special control room with video conferencing facility.

**Jammu** inaugurated the police station that resembles a guest house and had been decorated with various fixtures and luxurious furniture. Lush green sprawling lawns and a fountain further add to the architectural splendor of the police station. To keep the records update online, a separate computer room had also been designed.6

**Delhi** traffic police are also introducing e-enforcement as a part of the modernization initiative. Police personnel have been provided with hand-held
electronic devices for challenging offenders. In order to prevent impersonation during recruitment, the Delhi Police have introduced the system of biometrics to fix and verify the identity of all candidates. All auto-rickshaw drivers and taxi drivers especially operating in airport area have a biometric ID card. In continuation of its overdrive to ensure the safety of senior citizens, the Delhi Police organized health camps in association with a private hospital offering free check-ups to the elderly. Senior Citizens came out and shared their problems with police and Resident Welfare Associations. Senior Citizens used this opportunity to familiarize with their neighbours. The Delhi Police also published in the newspapers the precautions to be taken by the Senior Citizens to ensure their security. One of the important precautions to be taken was to get their servants verified and not to allow any visitors to stay with him.

**Uttarakhand Police Website** elaborating on community policing describes it as “A collaborative effort between the Police and Community to identify problems of crime, disorder and involves all elements of the community in the search for solutions to these problems. This concept brings the police and community into a closer working relationship and calls for greater responsibility on citizens.”

**Rajasthan Joint Patrolling Committee:** The residents of new residential colonies have come forward to help the police in jointly patrolling the area and the patrolling was done in a structured manner and a regular roaster was maintained. In some areas, a form was introduced to procure information of each resident of a given locality. The Community was encouraged to fill up this form as a preventive measure of thefts. Similar kinds of forms were used for the new tenants in some areas. The rickshaw pullers were given license and appropriate identity cards. The exercise has helped the police to clearly differentiate between resident and floating population and in turn has helped them keep check on criminals.

**Orissa Initiative** has been promulgating a Home Department Resolution, providing an institutional framework to community policing. All Inspector Generals of Ranges and Superintendents of police have been directed to form “Suraksha Samities” by selecting volunteers from local areas, in consultation with magistracy. The objective is “to associate citizens with police in solving neighbourhood problems, in enforcing the law of the land, in minimizing crime against women and weaker sections of the community.”

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Assam introduced “Nagrik Samities” at the field levels and BPR&D supported the community policing initiative of Assam under a UNDP project. One of the outcomes of community policing has been the mobilization of the people against insurgency in Assam. Thus, in some areas, the people started guarding vital installations, bridges and railway tracks to prevent sabotage by extremists. Forums like the CLGs, Nagrik “Samitees” helped to wean people away from the extremists to the state and, to that extent, reduced the base on which extremism thrives. Assam Police now aims to cash in on the psychology of the urbanites for making urban area free from crimes and they plan to constitute better police-public relationship. Though SC has given a much-needed push to police reforms, it is being felt that directions like making police totally immune to political oversight may not prove beneficial. It may stop political interference but hardly takes into account the abuse of power that the police is often accused of.

Andhra Pradesh police launched “Maitri” scheme to promote Community Policing in Andhra Pradesh. It has been Police-Public partnership programme named Maitri. It provided an organizational strategy that motivated police officers to solve community problems in new and innovative ways. It envisaged that the police should work closely with the community by allowing average citizens a say in the police process, in exchange for their support and participation. “Maitri” believed that modern day policing required a decentralized and personalized police approach that involved citizens in the process of policing themselves. It created 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 remained law enforcers but played the role of facilitators and mentors to the society. The programme has been successful, as people have started appreciating police-public partnership in making the society safe.

Jammu & Kashmir A pilot project on community-oriented policing has been launched in Jammu city. The objective of the scheme was to promote citizen interaction and establish stronger bonds between police and the public and to involve the citizens in crime prevention and detection. Under the scheme, Police-public squads were set up for each sector/colony. The public has been represented through volunteers and the police by beat staff. A cluster of 10 houses formed a block and assigned to a constable. Four such blocks were put under a Sub
Inspector designated as beat police officer. Weekly meetings were to be organised between the beat officer and the volunteers and SHOs. The SP chaired the meeting to be held fortnightly. The block staff was expected to carry out crime prevention duties, such as surveillance of strangers/suspicious persons, verification of antecedents of hawkers/servants, collection of information regarding drug trafficking, eye-teasing etc.

**Maharashtra police** has also carried out a number of community policing projects and some that have lasted over a long period of time are “Mahila Dakshata Samites”, “Road Safety Patrol”, (RSP) involving school students and Mohala Committees. A highly successful and useful community-policing project in the form of “Mohala Committees”. Bureau of Police Research and Development also studied the “Mohala Committees” and found them a very useful tool of community policing.¹¹

**Community Policing: Himachal Pradesh Scenario**

The Himachal Pradesh Police has exhibited a high sense of professionalism and dedication due to which the state remained free from organized crimes, violence and major law and problems. The responsive attitude of the police has given a sense of security to the people including weaker sections of the society and people consider “KHAKI VARDIWALA’S” as their friend. The police department, which has launched various special programmes with public participation for winning the confidence of the people has gained the popularity in the State.

Police department in the state has introduced various public friendly schemes with a view to win the confidence of people in the police services. In order to avoid delay in registration of cases and harassment to the public, police department has introduced 'Suvidha Yojna' in the State under which, a complaint can be lodged at any police station irrespective of jurisdiction, which further transfers to the concerned police station, many cases have been registered in various police stations in the state under this scheme. In order to win the confidence of the people, ‘Vishwas Yojna’ has also been introduced, many school children were benefited under the scheme in the state.¹²
The Himachal Pradesh Police has produced a documentary film titled 'Aap Aur Hum' which is an educational film for school children. It also enlightens about the functioning of police personnel at various levels and rights and responsibilities of citizens vis-a-vis police working. Many video cassettes have so far been distributed free of cost. Judo-karate training was also being imparted to the school girls for instilling a spirit of self-defence and many girls have got this training so far. In order to mobilize the police support and involve active public participation in the prevention and detecting of crimes and maintenance of law and order. The Police Assistance Centres have also been established at important places for the convenience of people, especially tourists in the State. The introduction of innovative and people friendly schemes by the police department has brought about tremendous improvement in the functioning of the police organization in the state and people are considering the police as their friends and protector both.

**Police Public Interface through Web Protocol in Himachal Pradesh**

In India, some state governments have initiated several practices to enhance police-public interaction and cooperation to secure better policing through web portal services. They have taken initiatives related to the establishment of a detailed computerized control room facility with online interaction with the public, introduction of Mobile Counselling Centres, established ‘Help-Lines’ computerization and networking of police stations with facility of on-line registration of complaints and interactive sessions with citizens.

The demands made by society in terms of increasing technology and effective operations are difficult to cope with. This complexity, in turn, requires an effective organization and management within a democratic framework. Police officers operate with broad discretion and police are different from other public agencies because they have the authority to investigate, use force when necessary, and make arrests when necessary. Web portal Framework in police that would provide the centralized information repository, real-time information access across geographical locations, ability to coordinate operations across vast regions, data analytics and Intelligence extraction.

Himachal Pradesh has been one of the leading state in India venturing into web portal. Himachal Pradesh Police Web Portal (HIMPOL) a web based software
that can be accessed globally. The software has been designed and developed by National Informatics Centre (NIC) Himachal Pradesh using latest technology. The major online services available on the portal included Online Complaints/Information/FIR, Online Traffic Challan System and Content Management System (CMS). The portal can be accessed at http://hppolice.nic.in and it has impacted the functioning of the Police Department, leading to the transparency in the functioning and better monitoring of the activities, thereby increasing efficiency and reducing the gaps. It had social impact too because the quality of public services increased as the procedures have been simplified and the police services were available round the clock at any location.

Himachal Pradesh government launched various programmes based on web portal, these programmes have been discussed under these heads:-

**Intranet Server:** This server responsible for day-to-day governing works in the organization. It is responsible to track file movements inside the organisation, improve the messaging system, fixing the event manager for officials for ease of their day-to-day official work of police in Himachal Pradesh.

**Database Management System:** It has linkages with other servers. The various networking like, Integrated Services Digital Network (ISDN), Public Switched Data Network (PSDN), LAN and e-Projects taking the lead role in modernization of Himachal Pradesh Police through implementation of various technologies-intensive IT enabled projects. These projects will enhance the efficiency of the police department especially in innovative areas of field level policing and it will also immensely improve the quality of public services rendered by the department. All these projects have considerable relevance in day to day policing.

**Motor Vehicle Co-ordination System:** The application contains the details of stolen/recovered vehicles from all states & UTs of the country. Using this information, NOCs are given to the concerned RTOs of the state for registration/re-registration purpose of the vehicles. Verification reports of vehicles are given to various agencies like law enforcement, motor vehicle, etc. Details of stolen/recovered vehicles reported sent to NCRB using this software.

**Police Vehicle Tracking System:** 100 Global Positioning System (GPS) positioning devices have been issued to vehicles of Highway Patrols. With these, the
vehicle position can be traced on maps and the same can be accessed from any Police Station or location through internet. It helps the control room officer to locate the vehicle nearest to the spot/location of interest and he can monitor the movements of vehicles to ensure that they act promptly. Wherever Dial-100 system is implemented in Control rooms, it can be integrated with it. Various reports of significance can be generated from the system. It enhances reach of the police and cuts response time.

**Official Website:** Official website of Himachal Pradesh Police gives overall information about the State Police. It contains Press releases, latest news, alerts, announcements, look out notices, Circulars, Executive Directives, Tenders, seniority lists, information as per RTI act, contact information, crime and road accident statistics, criminal intelligence gazette etc. An online complaint facility viz, Citizen’s Watch is incorporated in the website.

**Talash:** Data relating to missing persons, un-identified dead bodies, arrested persons, deserters from Armed Forces and kidnapped persons are stored in the Program. The soft copy of the data is transmitted to NCRB once in a month. NCRB is collecting Talash Data from all the states and they are giving the matching reports to concerned districts SPs. Action is under way to enable field officers access the data online for search and retrieval.

**Common Integrated Police Application:** The Common Integrated Police Application (CIPA) is a multilingual application to automate the processes (workflow) at primary sources of data itself e.g. Police Station and to build a crime & criminal Information system based on CrPC. It provides an efficient way of organising crime records for generating queries/reports and crime analysis for decision support. At present, Police Stations of State are networked under this project and FIRs are being prepared on the computers in all police stations.

**Digitization:** This project deals with the Digitization of historical and current documents for ready reference is going on. The main areas already covered under digitization work are Departmental Circulars, Executive Directives, Training Manual, Departmental Enquiry Reports, National Police Commission & Inquiry Commission Reports.

**Online Form-C Registration:** This project provides facility for hotels, home stays, houseboats and other properties registered under Tourism department to register
Form-C online. SHOs, Foreigners Registration Officers (FROs) and Senior Police Officers can access, search and download these foreigners, information (Form-C) using authorized username and password. A daily report on Form-C registered is sent to SHOs and FROs based on jurisdiction automatically.

**Digital Criminal Gallery:** This is online digital gallery hosting details of criminals, suspects, arrested persons and criminal gangs involved in Property cases and NDPS offences. A wide variety of search criteria are available in the application. The application can be accessed by all investigating officers through an authorized username and password.

**Road Safety Management System:** RSMS is a web enabled, platform independent, GIS supported, accident database management solution with a powerful data analysis engine. Both recording and analysis of accident data can be facilitated by the use of RSMS. Standardized reports generated through this application are useful in providing statistics for traffic researchers and specialists.

**Digital Monitoring System:** To enhance the security arrangements in state and to improve crowd management and control measures of the Police, many high speed DOM cameras have been set up. These will provide high quality video feed round the clock. The video feed is also transmitted live to the DGP, Chief coordinator and other senior officers to help them in planning, coordinating and monitoring the Police deployment and crowd management in the state.

**ICT Enabled Citizen Helpdesk:** Project to provide essential information and other services to citizens in each police station through a single window process through the Helpdesk. The help desk will be installed in all Police Stations and will be connected to Internal Administrative Processing System Database (IAPS) and Crime and Criminal Tracking Network System (CCTNS) on its roll out to enable delivery of efficient services to citizens.

**Touch Screen Kiosks:** Aims at providing basic information to citizens on areas such as petition enquiry status, passport verification status and data on arms licenses, mike sanctions and such other services through touch screen kiosks. The kiosks will be installed in prime locations all along the state. These kiosks will be connected to the Internal Administrative Processing System (IAPS) and CCTNS when it becomes operational, to enable delivery of up-to-date information to the public.
**Video Conferencing System:** Video conferencing system for Police connecting PHQ, Zonal offices, Range offices and DPOs/CPOs. This will utilise existing connectivity and will activate instant video communication access down to district giving benefits of better communication, savings in time, money and effort.¹⁴

**Internet:** The term “Internet” has been defined as a vast global network of computers storing information on every conceivable subject interest to mankind. The Internet network developed after the introduction of World Wide Web (www.), through which it became graphical and interactive. The Himachal Pradesh Police has set the target of delivering maximum of its dealings and services electronically.¹⁵ In this regard, the Himachal Pradesh Police’s major policy measures have been defined in terms of computer density and connectivity.¹⁶

**Internet Guidelines for Children:** The objective of the guidelines for the children is not only for imposing restrictions or limiting to their access to restricted sites but also to help children in understanding the necessity of the rules to access the internet so that they can take the responsibility for their own actions and to develop their own judgment on their actions and consequences thereof. Some useful guidelines on web portal of state police for internet users:

- What types of sites are permissible (or safe) to access.
- Don’t reveal your password to others.
- Don’t open e-mails from people whom you don’t know.
- Others’ privacy and safety are equally important as ours.
- Don’t trust anyone online while using chat, e-mail or other online services.
- Don’t give out personal information, photos, family details online.
- Uncomfortable mails may be reported to parents or authorities.
- Avoid face-to-face meetings with online friends.
- Be aware of copyright issues while using the online information.
- Don’t click links or URLs that look suspicious.
- Avoid downloading free softwares which may contain viruses.

The state of HP is contemplating to launch police information exchange as the police department needs a secured centralized information repository that will be
accessible to all its personnel. Availability of information on an online basis will help in giving a strong boost to the overall productivity in policing activities. The Police Information Exchange will be accessible via a single secure biometric sign-on capability and would be capable of delivering voice, data and video. This will be a highly structured information network, enabling the Police Exchange, the Transportation Systems, Government Research Institutes, National Security Systems and other critical systems to integrate and share crucial information thereby saving lives and loss of property during critical or disaster situations. The network will also connect critical care facilities, enabling medical and paramilitary personnel to be kept informed as the events unfold, enabling them to prepare in advance. In areas where Police wireless networks are not in place, a mobile platform based on Networks across a physically large area can be created. This will enable wireless communications feed with data, voice and video to critical personnel allowing intelligence to be shared with the teams on the ground. In such a scenario, the satellite & thermal images can be transmitted to handheld devices in the hands of first responders. It will help online verification of people across different geographical locations and enable quick decision making on related security issues. Satellite imaging technology along with thermal recognition requires to be fully integrated into an overall Policing strategy to observe the movement of extremists, terrorists and it can help determine the path of retreat of Extremists / Naxalites they might adopt after an attack, with the highest probability. All information that is collected via all operations by the Police Department would be maintained in standardized manner for efficient storage, retrieval and analysis. This will be integrated with the data warehousing systems and help in data mining. This application will help track and maintain all the assets for the Police Department with the objective being to best utilize the existing resources.

The major Administrative and Social impacts of the web portal has been given below:

**Impact on Working Culture in Police Department**

❖ Effective monitoring of police working

❖ Transparency and efficiency in the working of Police
❖ Reduction in the gap of registration and disposal of Complaint
❖ Helping in controlling Malpractice in Challan system, No Challan remain unattended
❖ Proper Content Management and
❖ Enhancing professional skills of the police personnel
❖ Ready made information available for the queries under RTI Act
❖ Availability of data for analysis of the trends in Complaint/Information
❖ Paper minimization.

**Social Impact**

❖ Improved quality of police services and make Citizen Friendly Police
❖ No geographical limitation as portal is globally accessible
❖ Simplification of Complaint/Information registration procedures
❖ Fast disposal of Complaint/Information & optimal utilization of time
❖ Ease of making payment of traffic Challans
❖ Supporting Carbon-Credit policy of the Government

Police have issued strict guidelines to cyber café owners to prevent misuse of internet for terrorist activities. Police ordered that cyber café owners not to allow any internet user to use the computers without identification and also to maintain a ‘log register’ containing all the relevant details of the users and send the names of the users to the nearest police stations. Police officers get training in cyber crime’ discussed that, we need police officers who were not only computer savvy but are also able to investigate crime committed using computers. Because computers have increasingly become medium of communication, even terrorists and criminals were using computers to accomplish terrorists’ attacks, threats and scam.

**Community Policing and Web Protocol in Police Districts Solan and Baddi**

The concept of community policing and the web protocol have been discussed at length. In the discussion to follow, we will concentrate on community policing and
web protocol initiatives introduced by Solan and Baddi police districts. The chart 5.1 has given us the insight of such initiatives at the district level.

Chart 5.1:

Chart 5.1: Depicted the various community policing initiatives and good practices followed by the police department in Himachal Pradesh at the district, sub-divisional, police station and beat level. At the district level Maitri Yojna, at the sub-divisional level Sahyog Yojna and Samarth Yojna, at police station level Community Policing Schemes, Vishvas Yojna and Police Club, whereas, at the beat level three other schemes namely: Beat Policing Team, Sanrakshan Yojna and Police Sahayta Kaksh has been started by the Himachal Pradesh Police. These schemes have been discussed in detail in the proceeding pages:
Scheme-1: At the Beat Level

**Beat Policing Team:** This scheme has been initiated with the help of Active Group of six/seven respectable citizens of the area, one Himachal Home Guard (HHG), one Chowkidar and one Police officer (beat constable). The active group/beat policing team meets at least once a month, before or after the meeting of the Gram Panchayat/local body for taking up matters of Community Policing including review of cases pending trial, finding solutions to crime problems and local disputes, taking crime prevention measures and generating awareness regarding Community Policing in the Beat.

The Members of Active Groups were attending the meetings on regular basis. However, SHOs have been directed to make more efforts to identify the new members who were interested to join the Active Groups and such members may be stuck off who were not taking interest. Members of the Active Groups were being sensitized to provide valuable information to control crime and ensure better traffic management in the area.

<table>
<thead>
<tr>
<th>Name of Districts</th>
<th>Total No. of Beats</th>
<th>Number of Active Groups Constituted</th>
<th>Total no. of meetings of Active Groups held during the year 2012</th>
<th>Total no. of meetings of Active Groups held during the year 2013 (till July 2013)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Solan</td>
<td>71</td>
<td>71</td>
<td>423</td>
<td>237</td>
</tr>
<tr>
<td>Baddi</td>
<td>34</td>
<td>34</td>
<td>37</td>
<td>27</td>
</tr>
</tbody>
</table>

Sources: Himachal Pradesh Police

Table 5.2 indicates the beat policing teams in both police districts Solan and Baddi. The data shows that there were more of the beats (71) in the police district Solan, whereas in police district Baddi there were only 34 beats. The table also reflected that each police beat had constituted one active group were for controlling the crime. The table also reflected that 423 meetings of the active groups were held in the police district Solan during the year 2012, while in the police district Baddi, only 37 meetings were held. In the year up to July 2013, 237 meetings of active groups were held in police district Solan and only 27 meetings were held in police district Baddi to find the solutions of the crimes in the area.
Sanrakshan Yojna: Under this scheme, all Beat Officers were required to prepare lists of such citizens who were above sixty-five years of age and were living alone. These lists were prepared with the active cooperation of the local Community Policing Team. Following this exercise, a policeman or a community police volunteer designated to visit the residences of such citizens at least once a week to enquire about their welfare and to render reasonable assistance. Necessary instructions have been issued to the SOs/SHOs to make all out efforts to identify the reasonable Senior Citizens/handicapped etc. who needed their help and sought their feedback.

Table 5.3: Sanrakshan Yojna in the Police Districts Solan and Baddi

<table>
<thead>
<tr>
<th>Police Districts</th>
<th>No. of Senior citizens</th>
<th>No. of senior citizen with whom contact was made</th>
<th>No. of citizens with whom contacts were not made</th>
</tr>
</thead>
<tbody>
<tr>
<td>Solan</td>
<td>NA</td>
<td>36</td>
<td>10</td>
</tr>
<tr>
<td>Baddi</td>
<td>NA</td>
<td>39</td>
<td>19</td>
</tr>
</tbody>
</table>

Sources: Himachal Pradesh Police Department

Table 5.3 indicates about the Sanrakshan yojna, which has been running in the both police districts Solan and Baddi. The data shows that there were 36 identified senior citizen in Solan out of which only 10 persons were contacted and 26 were not contacted, whereas, in the police district Baddi, there were 39 senior citizens but only 19 persons were contacted and 20 were not contacted by the police, which shows the yojna was not providing adequate support to the senior citizens. However, shortage of staff was projected as the reason.

Police Sahayata Kaksh: Police Sahayata Kaksh/Police Assistance Centres established at important places in the beat especially at bus stands, district entry points, tourist places, temples, important road junctions, residential areas, shopping complexes and at hospitals to help and assist residents/visitors to these areas to take care of policing needs and duties, as well as, encourage sense of safety and security in the minds of general public and tourists.

Police Sahayata Kaksh has already been established in the district at new Bus Stand Solan, Bye Pass, Saproon, toll tax barrier, Baddi and other Tourist Places, Road Junctions and Hospitals etc. Modernized staff have been posted in these booths for providing necessary assistance to the general public, school children, women and tourist. However, three new Police Assistance Booths on NH at Parwanoo-Pinjore
by pass, Kumarhatti Chowk and Bhararighat have been opened by the district police. Concerned officers have been advised to take necessary steps to activate these booths.

<table>
<thead>
<tr>
<th>Table 5.4: Police Sahayata Kaksh in Police District Solan and Baddi</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Police Districts</strong></td>
</tr>
<tr>
<td>Solan</td>
</tr>
<tr>
<td>Baddi</td>
</tr>
<tr>
<td>Sources: Himachal Pradesh Police Department</td>
</tr>
</tbody>
</table>

Table 5.4 shows the total number of police sahayta kaksh in police district Solan and Baddi. The data shows that there were 11 police assistance centres in district Solan, whereas, in police district Baddi there had only 2 police assistance centres to help and assist the residents and visitors to their area. The number of these kakshs were not adequate to meet the public needs of safety and security.

**Scheme-2: At the Police Station Level**

Community Policing Committee/Samudayak Police Samiti has been formed in all Police Stations by the SHOs with the approval of S.P. This committee is requested to meet every three months to review the functioning at Police Station level. This Samiti comprised of respectable local residents with unimpeachable character and experience, including retired public servants/heads of teaching institutions and other representatives of the community. This committee advised the police in identifying the policing needs of the community and monitor the functioning of the Police at Station level. The fair representation was given to all segments of the society in villages/towns falling in jurisdiction of the Police Station. Not less than one-third of the Samiti comprised of women. This Samiti had a representative from each village Panchayat, Municipal Committee/Nagar Panchayat from within the jurisdiction of the concerned Police Station.

All efforts have been made to improve the image of District Police among the general public for integrity, efficiency, effectiveness, transparency in the working of Police and to provide the better service delivery to the general public through Community Policing Scheme meetings. Directions have been issued to all SHOs to encourage the retired Government servants, teachers and women of the various organizations to join the Community Liaison Groups. School girls are being sensitized to be aware of such type of hoax with the pretext of marriage and to
provide job so that the day to day incidents of kidnapping and rape could be avoided. All SHOs of both police districts have been directed to make aware the general public of SMS (9459100100) through print and electronic media, Community Policing Schemes, through pamphlets and by way of visiting the stake holders like colleges, schools, professional and technical institutions, NGOs, Anganwari, worker Unions/ various associations etc.

Table 5.5: Table Community Policing Meeting in District Solan and Baddi

<table>
<thead>
<tr>
<th>Police Districts</th>
<th>Total number of meetings held year 2012</th>
<th>Up to the year July, 2013, total no. of meeting held</th>
</tr>
</thead>
<tbody>
<tr>
<td>Solan</td>
<td>144</td>
<td>74</td>
</tr>
<tr>
<td>Baddi</td>
<td>26</td>
<td>24</td>
</tr>
</tbody>
</table>

Sources: Himachal Pradesh Police Department

The table 5.5 reflected about the community policing meetings held in the year 2012 in the police district Solan and Baddi. The data shows that in the police district Solan 144 meetings were held and 26 meetings were held in the police district Baddi during the year 2012, and 74 meetings in Solan and 24 meetings in Baddi up to July 2013, for advising and identifying the representatives of the community.

**Vishwas Yojna:** Visit of public groups and school children to Police Stations: Under this scheme, school children are invited to Police Stations where they were taken around the premises and exposed to the general atmosphere and working of Police. The step has been providing very useful in removing the fear of Police from the minds of the children and adding to better understanding of police functioning. In addition now, it has been decided, to invite groups of public, opinion makers, media persons, mahila mandals, trade unions etc. to visit police stations with the purpose of interaction with the staff of local police station and assess the working of the Police Station on:

- Condition of hygiene and cleanliness of police station premises;
- Facilities provided to victims/complainants/witnesses;
- Implementation of Community Policing Schemes;
- Efforts being made by the Police Station to catch criminals and prevent crime.
- Police Station's response in distress/disaster situations.
In order to wipe out the fear of police from the minds of children and adding to better understanding to police work among them, necessary directions have been given to all SOs and SHOs to keep continue for invitation of school students and members of various organizations in Police Stations and Police Posts to provide the knowledge of routine working of Police. SOs are advised to make more efforts to achieve better outcomes by interacting with the school children and people of the various groups.

<table>
<thead>
<tr>
<th>Police Districts</th>
<th>Total No. of School children visited PSs during the year 2012</th>
<th>Total No. of public groups visited the PS during the year 2012</th>
<th>No of school children visited the police station up to July, 2013</th>
<th>No of public groups visited the PSs up to July, 2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>Solan</td>
<td>219</td>
<td>24</td>
<td>50</td>
<td>11</td>
</tr>
<tr>
<td>Baddi</td>
<td>396</td>
<td>NA</td>
<td>NA</td>
<td>7</td>
</tr>
</tbody>
</table>

Table 5.6: Vishwas Yojna in the Police Districts Solan and Baddi

Table 5.6 shows the data relating to vishvas yojna in the both police districts Solan and Baddi. The data shows that 219 school children and 24 public groups visited in the police district Solan, whereas in the police district Baddi, 396 school students visited police stations in the year 2012. Further, 50 school students and 11 public groups also visited the police stations in the police district Solan while, in the police district Baddi 7 public groups visited the police stations up to July, 2013 to get apprised to the working of the police in the area.

**Police Clubs:** Road Safety Clubs; Students, youth, sports & welfare clubs; Under this scheme, measures have been initiated to help in implementation of social legislation, enforcement of duties of citizens as provided in the constitution, generate funds for undertaking activities of Community Policing and welfare of police personnel on self help basis by organizing sports and welfare activities for police personnel, their families and the community. The directions have been issued to all concerning officers to organize the meetings of Road Safety Clubs in positive manner to achieve the better result, so that life of people/ passengers could be saved.
Table 5.7: Meetings of Police Clubs in the Police District Solan and Baddi

<table>
<thead>
<tr>
<th>Police Districts</th>
<th>Designation of the officer who presided over the meeting</th>
<th>Total No. of Meetings held during the year 2012 up to date</th>
<th>Total no. of meetings held up to July, 2013</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Road Safety Clubs at police station level</td>
<td>Police Club at district (HQ)</td>
<td>Road Safety Clubs at District (HQ)</td>
</tr>
<tr>
<td>Solan</td>
<td>SHOs</td>
<td>NA</td>
<td>88</td>
</tr>
<tr>
<td>Baddi</td>
<td>SHOs</td>
<td>NA</td>
<td>43</td>
</tr>
</tbody>
</table>

Sources: Himachal Pradesh Police

Table 5.7 shows the number of meetings held in the police district Solan and Baddi. The data reveals that 88 meetings in district at police station level and 3 meetings at head quarter level were held in the police district Solan, whereas in Baddi district 43 meetings at police station level were held during the year 2012. Further, in the police district Solan 45 meetings and 27 meeting in police district Baddi at police station level up to July 2013 to help them in improvement of law and order situation. All these meetings were presided by the SHOs of both districts.

**Scheme-3: At the Sub-Divisional level**

**Sahyog Yojna:** Visit of Gazetted Police Officers to villages, Panchayats, schools, colleges, jails and juvenile homes etc. This scheme is to boost the cooperation and coordination among police and public institutions and seek participation/involvement of all people of the society in Police work. The Police Officers visiting schools, colleges and villages to apprise the students and community about the role and working of Police. They will also be educating the youth and village community about the danger of drugs and other social evils prevailing in the area and the need to fight these collectively through Community Policing Schemes.

In order to reduce space between people and police, all government officers posted in this district will be visiting villages, panchayats, educational institutions and jails and interacting with general public to enhance the cooperation and coordination among police, public, educational institutes, school/college students to sensitize about the bad effect of drugs.
Table 5.8 No. of Visits in the Police District Solan and Baddi

<table>
<thead>
<tr>
<th>Name of Police Districts</th>
<th>Place of visit</th>
<th>Total visits during the year 2012 up to date</th>
<th>Total visits up to July 2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>Solan</td>
<td>Village</td>
<td>284</td>
<td>162</td>
</tr>
<tr>
<td></td>
<td>Panchayats</td>
<td>47</td>
<td>24</td>
</tr>
<tr>
<td></td>
<td>Schools/ Colleges</td>
<td>13</td>
<td>7</td>
</tr>
<tr>
<td></td>
<td>Jail</td>
<td>NA</td>
<td>NA</td>
</tr>
<tr>
<td></td>
<td>Juveniles Home</td>
<td>NA</td>
<td>NA</td>
</tr>
<tr>
<td>Baddi</td>
<td>Village</td>
<td>78</td>
<td>41</td>
</tr>
<tr>
<td></td>
<td>Panchayats</td>
<td>25</td>
<td>13</td>
</tr>
<tr>
<td></td>
<td>Schools/ Colleges</td>
<td>53</td>
<td>21</td>
</tr>
<tr>
<td></td>
<td>Jail</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td></td>
<td>Juveniles Home</td>
<td>-</td>
<td>-</td>
</tr>
</tbody>
</table>

Sources: Himachal Pradesh Police

Table 5.8 shows the numbers of visits made by the police officers in police district Solan and Baddi, the table indicates that the police officers visited 284 villages, 47 panchayats and 13 schools/colleges in police Solan district as against the 78 villages, 25 panchayats and 53 schools and colleges which were visited by the police officers in Baddi police district.

**Samarth Yojna:** Under this scheme girl students of schools and colleges in the State will be imparted training in unarmed combat by police personnel in order to instil confidence in them while dealing with eve-teasers and other anti-social elements.

Any other scheme considered suitable by the Community and the Local Police for adoption by the Police Station/Battalion/Police unit will be provided. This scheme will be adopted with the approval of district S.P./Battalion Commandant and implemented at the level of S.D.P.O./Dy.S.P.

Table 5.9: Total no. of Girls Students Trained in the Police District Solan and Baddi

<table>
<thead>
<tr>
<th>Name of Districts</th>
<th>Total No. of Girls students trained in the year 2012</th>
<th>Total No. of Girl students trained up to July 2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>Solan</td>
<td>40</td>
<td>05</td>
</tr>
<tr>
<td>Baddi</td>
<td>NA</td>
<td>NA</td>
</tr>
</tbody>
</table>

Sources: Himachal Pradesh Police

Table 5.9 shows the number of girl students trained in the police district Solan and police district Baddi. The data shows that in the district Solan 40 girl students were trained in the year 2012, whereas 5 students were trained Up to July 2013 to build their confidence. The data for this activity was not available in Baddi Police district.
All SHOs of both police district have been directed to implement Samarth Yojna in their respective jurisdictions as per target fixed in the Annual Police Plan and Priorities 2012-13. Yet many police stations have not been able to initiate this yojna.

**Scheme-4: At the district level**

**Maitri Yojna** (Victim and witness care Scheme): Under this scheme, care and protection of the victims and witnesses will be ensured by devising suitable strategies and mechanism. There is need to institutionalize the system keeping in view the need to enhance the conviction rate and generate more faith/respect for the criminal justice system in the minds of the general public and the Community, especially the poor and weaker sections of society.

Wide publicity is being made time to time by the district police through media and local channel well before the holding of victim/Complainant day. Time to time directions have been issued to all the senior officers and SHOs to depute case officers to follow reported cases which were lying pending trial in the various courts. Necessary instructions have been given to all the senior officers, Station House officers and Incharges of Police Posts to ensure that even in non cognizable offences where reports were registered in the jurisdiction of other police stations, the said information must be sent to the concerned district/Police Stations, so that the complainant/victim could pursue the matter easily.

- On analysing the tables 5.2 to 5.8, it became quite evident that police district Solan has been performing well in all the schemes launched at district level than police district Baddi. (Except couple of areas). The trend clearly reflected the rural bias.
- Both the police districts were performing poorly when it came to look after senior citizens.
- Both the districts had inadequate number of Sahayata Kaksh to help the people.
- In both the police districts the district level police clubs were non-functional.
- Both the police districts could not activate Samarth Yojana as per expectations.
- Similarly, both the districts failed to initiate Maitri Yojana at the district level.

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To validate the findings drawn from the above tables, further the sample of 200 citizens was drawn taking 100 citizens conveniently from each district to elicit the opinion of the public to access the community policing and other police initiatives undertaken by both the police districts. The respondents were put across certain posers and their responses have tabulated and presented in the table 5.8.

<table>
<thead>
<tr>
<th>Sr. No</th>
<th>Statements</th>
<th>Yes/Agree</th>
<th>No/Disagree</th>
<th>Undecided</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>You think that the police-public meetings are helpful in solving problems</td>
<td>51.3%</td>
<td>39.3%</td>
<td>9.5%</td>
</tr>
<tr>
<td>2.</td>
<td>You think that the public oriented initiatives of the police are working well.</td>
<td>43.5%</td>
<td>47.2%</td>
<td>9.3%</td>
</tr>
<tr>
<td>3.</td>
<td>You agree that public participation in policing can help in reducing the police-public conflicts</td>
<td>70.5%</td>
<td>15.8%</td>
<td>13.8%</td>
</tr>
<tr>
<td>4.</td>
<td>You think that the public is aware about the concept of community policing schemes</td>
<td>21.6%</td>
<td>44.4%</td>
<td>33.9%</td>
</tr>
<tr>
<td>5.</td>
<td>You think that the public is aware about Matri Yojna at district level</td>
<td>28.7%</td>
<td>40.1%</td>
<td>31.1%</td>
</tr>
<tr>
<td>6.</td>
<td>You think that the public is aware about the Sahyog and Samarth Yojna at sub-divisional level.</td>
<td>35.5%</td>
<td>45.5%</td>
<td>19.0%</td>
</tr>
<tr>
<td>7.</td>
<td>You think that the public is aware about the community policing committee, Vishwas Yojna and police club at police station level</td>
<td>40.5%</td>
<td>54.0%</td>
<td>5.5%</td>
</tr>
<tr>
<td>8.</td>
<td>You think that the public is aware about the Beat Policing team, Sanrakshan Yojna and Police Sahayta Kaksh at beat level</td>
<td>26.2%</td>
<td>52.8%</td>
<td>21.0%</td>
</tr>
<tr>
<td>9.</td>
<td>You think public like to visit police station to improve the police-public relation.</td>
<td>33.9%</td>
<td>44.4%</td>
<td>21.6%</td>
</tr>
<tr>
<td>10.</td>
<td>You think that the police help lines are available at any time.</td>
<td>40.5%</td>
<td>54.0%</td>
<td>5.5%</td>
</tr>
<tr>
<td>11.</td>
<td>You agree that the success of police depend upon the cooperation of public</td>
<td>63.4%</td>
<td>30.0%</td>
<td>6.6%</td>
</tr>
<tr>
<td>12.</td>
<td>You think that the computerisation can improve the working of police stations.</td>
<td>51.0%</td>
<td>40.5%</td>
<td>9.5%</td>
</tr>
</tbody>
</table>

Source: Computed from primary data. N=200
The responses of the public were not convincingly suggesting any good trends. It was reflected by the responses that the public was of the opinion that success of police depended on police cooperation (63.4%) and further they agreed that public participation can reduced the police-public conflicts. However, the many of the respondents (above 50%) ware agreement that police-public meetings can resolve certain problems and improve the functioning of police stations. Ironically, it was found that the majority of the responses were not aware of the various community centric initiatives and the good practices followed by the district police as the majority of the respondents were not aware of policing committees, Vishwas yojna, police clubs, and Sanrankshan yojna.

Overall, the public was not aware of the community policing concept and various public centric initiatives of the police in these two districts.

Reasons for unsuccessful working of Community Policing Schemes

- Lack of efficient administration and ability to make quick decisions.
- Lack of good relationships between police and public.
- Lack of committed, dedicated and responsive police staff.
- Lack of effective communication among police because many complaints come regarding tone and attitude.
- Dissatisfaction amongst police personnel with the police workings.
- Lack of prevalent adequate knowledge.
- Resistance to change according to the needs and aspirations of the society.
- Old and out-dated methods of police working.
- Lack of adequate training opportunities due to lack of funds.
- Large differences between sanctioned and posted strength of police personnel in the police department.
- Unresponsive attitude to people towards police
- Inadequate Supervision
- Geographical problems
- Police force with a bad image will be unable to attract and retain quality manpower.
The police organisation will find it difficult to get additional resources from the government.

Absence of public co-operation makes the policemen adopt shortcuts and use third degree methods.

Some Specific Suggestions to Better Public Relations

The expectations from the public relations organization of the police will be the same as in organisations and are briefly mentioned below:-

- Sharpen staff communication skills and maintain good media relations by both receiving and transmitting information of interest to the organization.
- Staff should keep the eyes and ears open to peoples’ reactions.
- Police should act as an ambassador of the police department.
- Police leadership should create an all-round understanding of management problems and actions.
- The Public Relation wing should serve as an antenna-cum-receiver by providing feedback information and disseminating department's policies both with the employees and the public.
- Identify problems and measures to solve them.
- Serve as facilitator lubricants of communication between the department and the public.
- Make the management public relations conscious.

Conclusion

The interaction of police with the citizens is thus mostly of an emergency nature when telephone calls are made to 100 numbers/police stations or otherwise crimes are reported. Police then swings into action. Under the scheme, a police station is divided into beats. All the members of households in a particular sector constitute the People Policing Committee of that sector. Each sector has an active group consisting of six respectable of the locality, one home-guard, one chowkidar and one police constable/head constable who act as a secretary. The citizens and the police work together to reduce crime, prevent delinquency and criminal behaviour, maintain
the peace, and reduce local problems that are the mutual responsibility of the police and the people.  

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