INTRODUCTION

SCOPE

RESEARCH METHODOLOGY

Chapter-1
CHAPTER – I
INTRODUCTION, SCOPE AND RESEARCH METHODOLOGY

Public administration means systematic execution of law and policy to serve the people and their interest and it constitute the integral part of the Government, it is a government in action, to emphasize further, it is the executive, operative and most visible part of the government. It has been rightly claimed that public administration consists of all those operations having for their purpose the fulfillment or enforcement of public policy. It deals with the problems and powers of the organization and techniques of management involved in carrying out the law and policies formulated by the policy-making agencies of the government. Public administration means action, it means the executive branch of the government through it touches the activities of others two branches of the government namely, legislature and judiciary. It comprises all activities of persons or groups in government or their agencies, whether these organizations are international, regional or local in their scope, to fulfill the public purposes. Public administration as a field of study, thus, moved from a simple study of executive to the complex comprehension of the government, and now encompasses even some of the legislative and judicial functions too.

The word, administration has been derived from the Latin word ‘ad’ and ‘ministrare’ which means ‘to care for’, to look after people, or to manage affairs’ Administration is a process permeating all collective efforts, be it public or private, civil or military, large-scale or otherwise, and is, thus, of universal nature. It is a cooperative effort, directed towards the realization of a consciously laid down objectives. The use of the word ‘public before ‘administration’ restricts its coverage to the activities of the Government, which is the only organization which covers all the people living in the State.

Historically, public administration has a great role in every important field of endeavor, agriculture, engineering, mining and metallurgy, commerce and manufacturing, medicine, transportation, engineering, education and others. The increased involvement of public administration in the actions and activities of organized society has continued over the period of time. This involvement inevitably brings public administration more and more into the realm of what is thought of traditionally as “politics”. Governmental decision-making is the product of the interaction of both administrators and politicians.
Public administration is an essential part of a society and a dominant factor in life in the modern age, which has seen the emergence of what has aptly been called the ‘Administrative State’. A country’s progress is thus, largely determined by the quality of its public administration.

Public administration as a specialized academic field deals essentially with the machinery and procedures of Government- as those used in the effective performance of Government activities. The administration has been defined as a cooperative human effort for achieving pre-determined common goals. Thus defined, administration can be found in various institutional settings such as a health care, education, maintenance of law and order or any government department and so on. In a general sense, public administration is that branch of administration which operates within a specific political setting. It is the action part of Government through which the purposes and goals of Government are realized.\(^5\)

As a process, public administration is as old as the state is, that is, as soon as there is sufficient institutional evolution and differentiation to enable one to speak of the Government of a society, there are actions by which law is made and actions by which an attempt, more or less successful, is made to carry law into the effect.\(^6\)

Public administration lies at the centre of a web composed of many different relationship that extend to the citizen, to the State, to society and its values, to the economy and its development, and many more. The citizen and the future administrator alike should learn to think clearly about these relationships and the values and balances they effect, for they constitute the synthesis that is public administration.\(^7\) The public administration is the main point of contact between citizens and the State. The average citizen will encounter the postal clerk, the tax collector and the policeman much more frequently than their elected representatives. This contact between the state and society has two important consequences for the Government; One is that the implementation of laws by the lowest echelons of the public service defines what the laws actually mean for citizens. Secondly, the laws are implemented, by the lower echelon employees like policemen, social workers, teachers and others. Often there is substantial discretion over how implementation occurs and who actually gets what from the Government.\(^8\)

The public administration controls vast resources, operates frequently at an increasing distance from elected officials, and is a major source of regulation. All this contributes to
making it attractive to a wide variety of societal groups, ranging from trade unions and employers’ association with local environmental protection groups and neighbourhood organizations. Above all, the more the man has ventured out into the field of advancement the more insecure the life has become. It is becoming imperative for the society and the state to protect its subjects and this need becomes more pronounced in largely populated country like ours which is still going through the phase of development.

To provide security and maintain order, the police and police administration assumes significance. The police are the most visible executive arm of the Government involved in multifarious functions, which essentially centre around crime prevention, maintenance of order and conflict management, day to day problems of public are solved by the police and on each and every movement they come in contact with each other. In every community, laws exist to regulate society. Within society, usually the police ensure that these laws are enforced to ensure safety and security. The police prevent or solve crime, capture criminals and hand them over for trial, and also protect and aid the public. In the course of these duties, the police may undertake many different tasks, such as directing traffic, controlling riots, or investigating murder and other serious crimes. In times of emergency, they may be asked to find shelter and protection for victims of fires, floods, or other disasters.

The role of police in India is the maintenance of law and order and the prevention and detection of crime. In earlier times, the charter of police duties was confined only to the prevention of crime against person and property and punishment to the offenders but with the times fresh manifestations of crime both white collar as well as overtly violent forms have emerged as a fresh challenge to police. The advent of terrorism as a new genre of violent crime has posed an unprecedented threat to the social order. To match this threat the police have to prepare themselves both for a preventive as well as a combative role.

**Meaning of Police**

The term ‘Police’ has been derived from the Greek word ‘Polis’, i.e., a city, though the Latin word ‘Politia’ which means the condition of a state or government. In the past it means a system of administration, but now it indicates an organized body of civil officers engaged in the preservation of law and order, detection of crime and enforcement of laws.
Police means an official body of persons established and maintained for keeping order in the state.

According to the New-Zealand Police “The key issue which were taken into account by Police Administration are Governance, Organizational Structures, Work Culture, Accountability, Service Delivery, Purchasing Major Supplies and Services related to the society, providing quality services to the community, Comprehensive strategic plan for surveillance and maintaining internal and external peace in the society.”

The Police Administration means “administrative direction, plans, manages, oversees and directs the operations and services of the Police Department which includes law enforcement, crime suppression and prevention, neighbourhood policing, and code enforcement activities; coordinates activities with other officials, departments, outside agencies and organizations; provides responsible and complex staff support to the district and local administration performs other duties as required.”

**Historical perspective of the Police in World**

The history of police and police administration, organized defense, security and justice is as old as the history of human society and the process of settlement of human beings. However, it is quite difficult to trace down the history of police administration as a separate administration. Egyptian records suggest that police was prevailed there from the early times and the police of ancient Egypt was invested with both administrative and judicial powers; they tried cases, passed the judgments and executed the sentences.

The first police force was set up in Egypt in about 1340 BC, to protect merchants on the river Nile from pirates. In Britain, the Bow Street Runners were set up in 1750 AD, to capture criminals all over the country; the metropolitan police, the world’s oldest existing police force, replaced them in 1829. In the USA, a force similar to the metropolitan police was set-up from the 1840. Roman kings ruled the country with the help of framed rules and the latter years the King was replaced by the two praetors, later counsels. Roman law of the twelve tables was then drawn up which inducted the commencement of the legal history of the Romans. The laws related to civil procedure, inheritance and property, crimes, public and sacred law, and so on.
The Police in France is directly controlled by the Government, whereas in USA, its control is decentralized at all these levels. In Australia each state has its own Police Force in addition to the Federal Police. The Italian Corps of Agents Public Safety, a part of the national armed forces is responsible to the Ministry of the interior for the protection of life and property and the prevention of crime throughout Italy. It has three sanctions, the territorial operating force fixed police stations, with a central bureau in each province, the mobile, heavily armed and specially trained in dealing with strikes, riots and revolutionary movements, and the special section, which controls road traffic and railways and guards the frontiers. The larger towns, such as Rome and Milan, have city police forces, but their duties have been confined to traffic control. The Agents of Public Safety enforce all the major laws and are responsible for public safety. Now there is at least one police force in every country, but how they are run and who controls them.

**Historical perspective of the Police in India**

The origin of the police in India can be traced to the earliest Vedic period of Indian history. The two Vedas, the Rig Veda and the Atharva Veda, mention certain kinds of crime and punishment known in Vedic India. The Kings in ancient India had their own network of secret intelligence to keep themselves well-informed about the nature and incidence of crime, and awarded adequate punishment to the criminals. In the ‘Lanka Khand’ of the Valmiki’s Ramanayana described that in the Kingdom of Ravan, when Hanuman was engaged in espionage there, armed with ‘Lathis: these police men of the demon King could be compared with the police constables on the patrol duty today.

As early as the Law of Manu, we find reference, necessarily vague to police system in India. The chief duty of a King according to these laws was to restrain violence and punish evildoers. Later in the Arthashastra of Kautilya, which is believed to have been written about 300 BC, there exist detailed and fascinating descriptions of the use of spies in the criminal administration. Kautilya advises the King to have his spies controlled by reliable and capable ministers.

The Afgan and the Mughal rulers, who followed their own concept of police administration, superimposed the Arabic-cum-Feudalistic institution of Faujdar and Kotwal on the existing structure of policing in the village. The Foujdar represented the executive
authority of the government within the limits of a rural district. He was principally a military
officer but also functioned as the chief police officer for the area under his command. Under
Ashoka, Akbar and the Peshwas the principles were the same, with considerable difference in
details. The ruler and his principal and agents combined own their persons the function of the
Military Commander for internal security purposes, Revenue Collector, Judge, Magistrate
and head of the police. Subedars Incharge of provinces, Faujdars and Deshmukh Incharge of
subdivisions of provinces head these powers.

Later, Shivaji also adopted the Mughal system of administration except that he
modified it on Hindu traditions by giving Sanskrit names in place of Persian names. He also
abolished the hereditary system of recruiting - officials and in their place appointed officials
who could be transferred from one place to another. Shivaji also had a good system of spies
and intelligence collection system.

Police during the British India

British rule in India emerged with the declaration of right to Dewani in year 1772 but
virtually Britshers entered India in the guise of East India Company with intention to trade
and with hidden desire to colonies the country. Therefore the operation designed by them to
administer the country was to sustain its rule and in the whole administrative system the
police renamed the kingpin. Indian police force was trained in the past to serve the objectives
of colonial rule. As we know that various functional aspects such as public services,
education system, political setup, recruitment, training, office procedures, district
administration, local administration, revenue administration, budgeting, auditing had their
roots in the British rule and police system was no exception. The history of police in British
India that of a long series of experiments, often unsuccessful experiments.

Warren Hastings (1772-1785) brought some changes in policing system, took away
police powers from Zamindars and Set up Doroga System. It was in 1772 Warren Hastings
had set up a police administration in Bengal with the appointment of Foujdars.

Lord Cornwallis (1786-1793) issued orders on 7th December, 1792 for establishing a
uniform system of police in the country. The Regulation declared. Separate Police Force
under District Magistrate (1792). Lord Cornwallis the then Governor General of India took
police administration out of the hands of the Zamindars and established in their place a
uniform police force responsible for controlling everything and act as agents of the company. He issued orders on 7th December, 1792 for establishing a uniform system of police in the country.

Wellesley (1798-1805), after becoming the Governor-General was keen to know the position of policing in the country. He issued a number of questionnaires for formulating a plan, for the improvement of the police in India. Lord Bentinck the next Governor General of India had set up a police committee to enquire into the state of the police in several provinces. The next major development in the history of police administration took place in 1808 under Regulation X, with the appointment of a Superintendent of Police analogous to the modern Inspector General of Police. He functioned under the general control of the judicial secretary.

In Madras presidency the process of police re-organization commenced with the enactment of Regulation XI of 1816 which rescinded Regulation XXXVI of 1802. The provincial government appointed Sir Thomas Munro and Mr. Starraton as Commissioners to examine the feasibility of ‘Bengal Reforms’ as recommended by the police committees of 1801, 1806 and 1813. Although valuable, the recommendations of the Commissioners remained in cold storage. Impressed by reforms in police administration in Sindh, the Madras government in 1885 appointed the Torture Commission which examined the then existing organization of Madras Police. The Commission observed; The inquest in the organization and working of police in the presidency of Bombay began as early as 1813. A police committee was appointed that year and its recommendations were put into operation in 1827. The Committee wanted to structure the Bombay police on the pattern of Madras police, Consequently, the duties of the judges and the magistrates in Bombay were separated, from each other.

Sir Charles Napier experimented with the Royal Irish Constabulary model of policing in Sind in 1843 and bits and pieces of this experiment were adopted in other parts of India. This Napier experiment in Sindh impressed Sir George Clark, the Governor of Bombay, who in 1847 decided to re-organize the police of his presidency on similar lines. Napier took as his model the Irish Constabulary, as the circumstances of the newly conquered province required a semi-military rather than a purely civil police force. The reforms of 1853, thus, modeled the Bombay police on the Sindh pattern.
Till the year 1855, the control of the provincial government was operative through the Judicial Secretary of the provincial government. As the arrangement later proved unsatisfactory, the Bombay government deemed it desirable to transfer it to a Commissioner of Police, who was concurrently holding the position of the Inspector of Prisons in the province.

On 28 April 1848, Sir George Clark, the then Governor of Bombay, in his famous minute ascribed the inefficiency of the Indian Police “to the faulty and absurd system of combining the police, the revenue and the judiciary system into one”. He also strongly disapproved the semi-military characters of the police corps, and wanted to divest the police force from everything military in their dress and equipment.

All these reforms in the major provinces of the country in the pre-mutiny period laid down the foundations of the police organization which was later to forge an identity of its own and grow in stature after the termination of the Company rule on the Indian soil. Embryonic efforts to emancipate the police for the magistracy were also made during this period.

The Mutiny broke out in 1857, shocking the British and ushered in a period of reassessment. As a result, the First Police Commission was appointed in (M. H. Court Commission) 1860 to study exhaustively the police needs of the country and government. The objectives before the Commission of 1860 was to set up civil constabulary primarily to enable reduction of the strength of “Native Troops” in Army to the minimum required so that the rule was not threatened again, since, the native troops, had also participated in the 1857 revolt against British Empire. The question of economization also got clubbed with this need. The proposed constabulary was expected to be an economically viable substitute for the Military police, and less dangerous too. The role envisaged by British for the civil constabulary was to maintain internal tranquility, protect life and property, prevent and detect crime, to furnish guards for public properties and public installations like jails, treasuries, etc. and to perform a variety of civil duties. The Act paid greater attention to the structure of the force but, did not lay down any new standards of recruitment, training and compensation.

Indian Police Act 1861 created a police force based on Irish Constabulary System. The Second Police Commission, known as Fraser commission after the name of A. H. L. Fraser was set up in 1902-03, also addressed some basic structural modalities, personal
matters and more importantly, the Indianization of the higher echelons and simultaneously Armed Police Force at District HQ and CID was created.

The British like their predecessors, never provided adequate police arrangement for the security of the rural areas, which were left to the whims and mercies of the Zamindars, assisted by their henchmen, the headman and the watchman. The British Government was an autocratic phenomenon where all the higher posts were reserved for the Indian Civil Services (ICS), and the question of the separation of the judiciary from the executive did not have the same effect after the establishment of the 1861 system, in which judicial and executive functions were confined in the hands of the magistrates. 25

Police in India after Independence

The structure of police administration has changed little since Independence and then structure was designated to serve the vested interest under, situational constraints existing a century ago, continued to serve India despite various limitations and shortcomings. It is strange that a police commissions appointed by the British, consisting mainly of Britishers pointed out various shortcomings of the Police system, though the then government turned down most of the recommendations of the commissions.

Even after independence no government ever thought of examining the working of the police administration and bringing necessary reforms. Considering the far reaching changes that has taken place in the country after the enactment of the Indian Police Act, 1861 and in the absence of any comprehensive review of the system at the national/state level of the police system the traditional system continued.

It was only in 1977 that a National Police Commission was appointed to review the working of the Indian police and it must be pointed out that the very philosophical foundations on which the system was based lost its credibility. This commission was appointed to examine the role and performance of the police both as a law enforcing agency and as an institution to protect the rights of the citizens as enshrined in the constitution. The commission was to redefine the role, duties, powers and responsibilities of the police with special reference to prevention and control of crime and maintenance of public order, evaluate the performance of the system, identify the basic weaknesses, examine if any changes were necessary in the method of administration, disciplinary control and
accountability, inquire into the system of investigation and prosecution, the reasons for delay and failure and suggest how the system may be modified or changed and made efficient, scientific and consistent with human dignity.

The commission was required to recommend measures and institutional arrangement to prevent misuse of power by the police, and ward off, political or other pressures, which were contrary to law and to ensure quick and impartial inquiry of public complaints made against the police about any misuse of police power.

The chairman of the police commission was a renowned and highly reputed former governor. A retired high court judge, two former Inspector General of Police and a professor of the TATA Institute of Social Science were members with the Director, CBI as a full time member secretary of the National Police Commission.

The Police Act which was enacted in 1861 with the object of re-organizing the police and making it a more efficient instrument for the prevention and detection of crime. Along with the Indian Penal Code 1860 and the Code of Criminal Procedure 1898 it put in place a uniform criminal justice system in the then British India. The Police Act 1861 has, however, continued for another 30 years after independence, though the National Police Commission (1977-1981) strongly recommended the immediate enactment of a new police act in order to not only change the system of superintendence and control over the police but also to enlarge the role of the police to make it functional as an agency which promotes the rule of law in the country and renders impartial service to the community.

The National Police Commission Report included, provision of the Model Police Act, which was extensively examined and various committees including the Rebeiro Committee on Police Reforms (1998), and the Padmanabhaiah Committee on Police Reforms (2000), were set up subsequently by Government of India to look into various aspects of policing and criminal justice, and recommended a number of modifications. In 2005, Government of India set up a Drafting Committee under eminent jurist Shri Soli Sorabji, which after going into the various recommendations made previously, finalized a Model Police Act draft which was circulated by the Government of India on 31-10-2006, to all the States to enact a suitable act keeping in view the main features of the Model Act.
Constitutional and Legal Provisions Related with Police in India

The police force in the country is entrusted with the responsibility of maintenance public order and prevention and detection of crimes as provided by the Constitution. Public order and police being state subjects under the constitution, thus police is maintained and controlled by the states. The Police Act, 1861 was enacted for the regulation of the police and the preamble to that act of 1861 laid down that it was expedient to recognize the police and to make it a more efficient instrument for the prevention and detection of crime. This act was amended by Act 3 of 1888, Act 8 of 1895, Act 1 of 1903, Act 4 of 1914 and Act 34 of 1920. In the State of Punjab, the Act was amended by Punjab Act 30 of 1948. The Police Act 1961 as amended, had been applicable in the State of Himachal Pradesh till the Himachal Pradesh Police Ordinance, 2007 came into force with effect from its publication in the official gazette i.e. 16 July, 2007. Further the ordinance was replaced by the Himachal Pradesh Police Act, 2007 which came into force w.e.f. 16 day of July, 2007 itself.27

Article 246 of the Constitution distributes the legislative powers between the Parliament and the State Legislative Assemblies. It refers to three lists of subjects mentioned in the Seventh Schedule of the Constitution:

**List 1: Union List** - includes subjects on which the Parliament has the sole power to make laws.

**List 2: State List** – includes subjects on which the State Legislature has exclusive powers to make laws.

**List 3: Concurrent List** - consisting of subjects on which both the Parliament and the State Legislatures have concurrent powers to make laws.

**Article 246** of the Constitution of India places the police, public order, courts, prisons, reformatories, borstal and other allied institutions in the State List.

To understand the police system it is necessary to make reference to the criminal justice system. It is important to discuss a few important characteristics of the system before explaining the organisation and working of the police in India. These are major Acts, i.e. the Police Act of 1861, Indian Penal Code (IPC) of 1860, Code of Criminal Procedure (Cr.P.C) 1898 and the Indian Evidence Act 1872, which were enacted by the British-rulers during the second half of the 19th century to supplement the criminal justice system. The IPC defines
Offences are classified under different categories—offences against the State, armed forces, public order, public justice, public health, safety, morals, human body, property and offences relating to elections, coins, government stamps, weights and measures, religion, documents and property marks, marriage and defamation. The IPC has 511 Sections, of which 330 relates to punishments. In the coming pages we have discussed the profile of the state and the Police of Himachal Pradesh.

Profile of Himachal Pradesh

Himachal Pradesh came into existence on 15th April 1948, as a part “C” state of Indian Union. The status as Union Territory for the state continued till the conferment of statehood. It was constituted by integrating the princely States of Chamba, Mandi, Suket, Sirmaur and 26 smaller States known as the Punjab Hill States. Subsequently, in 1954 Bilaspur, which was then a part ‘C’ State, was also merged with Himachal Pradesh. In 1960 district Kinnur was carved out of district Mahasu which was earlier constituted by merging 27 hill States. After the re-organisation of Punjab in 1966, Shimla, Kullu, Lahaul Spiti districts, Una Tehsil of Hoshiarpur district and Nalagarh Tehsil of Ambala district were also merged with the union territory Himachal Pradesh. Himachal Pradesh was conferred statehood on 25 January 1971. In 1972, Kangra and Mahasu were reorganized. District Kangra was trifurcated and Una and Hamirpur Tehsils were made separate districts. Some areas of Mahasu district were merged with Shimla while the others formed the new district of Solan.
Presently, the state is spread over 55673 Sq. km, with total population of 68,56,509, population density 123, sex ratio-974, literacy rate- 83.78 per cent, Nagar Nigam - 1 (Shimla), with 12 districts and 13 police districts. Himachal Pradesh is almost wholly mountainous with altitudes ranging from 350 meters to 6,975 meters above the mean sea level. It is located between Latitude 30° 22’ 40” N to 33° 12’ 20” N and Longitude 75° 45’ 55” E to 79° 04’ 20” E.
Police Profile of the State

In 1948, the States like Mandi, Chamba, Sirmour, Suket and Bilaspur had their regular police force. Other smaller States had a common police force. The rulers of Punjab hill States, with the exception of Sirmour and Bilashpur, realized the advantage of establishing a common system of policing in their States. This was, in the true sense, the beginning of Himachal Pradesh Police. For the proper administration of the scheme, an Executive Committee, consisting of 5 members was constituted out of which 4 members of this committee were elected by the rulers among themselves. The 5th member was nominated by the political agent of the Punjab Hill States to represent such States which may be under his direct administration due to a minority of the rulers or for other reasons. The committee elected one of them as its chairman.²⁸

In order to ensure proper administration of police an officer of the status of the Superintendent of Police in British India was appointed. He had authority to exercise general supervision over the police cadre of these States. In 1948 after the constitution of the union territory, efforts were made to streamline the police in the State to bring it at par with other forces of the Indian Union. The police force drawn from different States having varying backgrounds and traditions were amalgamated to form the Himachal Pradesh Police.

An Inspector General of Police for union territories of Delhi and Ajmer headed the police administration in the State. Sh. S. R. Choudhary IPS was appointed as first IGP. In 1953 a separate Inspector General of Police was appointed for Himachal Pradesh. This officer of the Imperial Police Services was from the Punjab cadre on deputation. The union territory of Himachal Pradesh was given Statehood on 25th January 1971. Initially there was one range in the entire State with headquarters Una, Kangra, Mandi, Lahaul and Spiti, Kullu and Hamirpur was placed under it. The Southern Range with headquarters at Mandi was created and 5 districts viz. Mandi, Kullu, Lahaul and Spiti, Hamirpur and Bilashpur were placed under its jurisdiction.

The Recruit Training Centre which was functioning at Chamba since the beginning was shifted in 1974 to Junga in Shimla district and on 25th July 1995, it was shifted to Drogarh in Kangra district, after it attained the status of full fledged Police Training College. It was headed by a Dy. Inspector General of Police as its principal. There exist four armed police battalions in Himachal Pradesh, three of them are Himachal Pradesh Armed Police and one is Indian Reserve Police.
Battalion. An Armed Police was raised as “Central Striking Reserve Force” in 1965 for providing security and trained manpower to deal with activities of terrorists. It was initially based near Shimla and later shifted to Dharmshala in 1974. Himachal Police Wireless Organization came into existence during 1954 and had two wings i.e. cryptography and wireless communication. An office of the rank of Dy. Inspector General of Police was the overall in charge of this organization. The Vigilance Department was established in 1965 to investigate cases involving corrupt public servants and those who misused their official position for pecuniary benefits. It was headed by a Drongarh officer of the rank of Addl. Director General of Police. There were two zones and 12 anti-corruption units. Today there have been 84 police stations, 127 police posts and 11 check posts located in the 13 police districts of the State. The present strength of Himachal Pradesh police included 72 IPS officers, 155 State police officers, 1471 NGOs and 11670 other ranks.

Profile of Solan District

Himachal Pradesh has been divided in twelve districts namely Kangra, Mandi, Chamba, Kullu, Shimla, Solan, Sirmour, Lahaul-Spiti, Kinnour Hamirpur, Bilaspur and Una. The Solan district was carved as district of Himachal Pradesh on first September 1972, and the Solan district of Himachal Pradesh occupies an area of 1936 sq. km. extending from 76.42 and 77.20 degree east longitude and 30.05 and 31.15 degree north latitudes, The Solan district has nestled in the lap of the Shivalik Ranges. The Solan district has been bounded by the Shimla district in the north, by Ropar district of Punjab and Panchkula district of Haryana in the south, by Sirmaur district in the east and by Bilaspur district in the west. Mandi district touches the boundary of Solan district in the northeast. Solan district has total population of 5,00,557. The local inhabitants depend on agriculture for their subsistence and adopt several traditional practices conducive for farming in sloping terrains. Solan with its sprawling brewery, horticulture and forest universities and pleasant climate has an opulent array of magnificent tourist spots.
The Solan district included important towns like Baddi, Nalagarh, Parwanoo, Subathu, Kasauli, Arki and Dagshai. Kasauli, Chail and Barog. Dagshai which remained the popular hill stations have been visited by tourists all the year round. Solan town, Baddi, Barotiwala, Nalagarh and Parwanoo have been the important industrial centres of the district. The famous Mohan Meakin's brewery, situated at Solan, has the reputation of India's oldest brewery. Besides the Dr. Y S Parmar University of Horticulture and Forestry at Nauni, other places of interest in Solan included the Shoolini Mata Temple (Solan has been named after the goddess
Shoolini), the population of the solan district included Hindus, followed by Sikhs and Buddhists and used languages like Hindi, English, Pahari and Punjabi.

Table 1.1: Police Strength in District Solan in Himachal Pradesh

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<th>Police District</th>
<th>U/R</th>
<th>Police Station</th>
<th>U/R</th>
<th>Insp.</th>
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Source: Data obtained from office of SP, Solan, HP, 2011-12.

Table 1.1 shows the Police Strength of Police district Solan and Police district Baddi at police station level in Himachal Pradesh.

Apart from the unique features related to the district, Police setup of Solan district has been divided into two police districts in the state. The local setting of Solan district boarding Punjab on one side and Haryana on other side is making it entry and exit point for these two state, thus bearing the burden of the cross border illegal activities of mafia, smuggling, tax evasion of goods and other notorious and criminal activities. The industrial belt of the district (Baddi, Barotiwala, Nalagarh and Parwanoo) attracts labour migrants from all over the country, as result of this all the district has been crucial from the policing point of view. The reported crime has been on the increase, the district being the hilly poses further challenge on the front of law and order and crime. In nutshell, the district being sensitive to the crime, therefore had sample evidence to be investigated as research problem. The present research topic police-public interface: A case study of district Solan of Himachal Pradesh has assumed much of significance these days in back drop of the geo-political setting of the district.

In the light of the above stated facts, the researcher has, thus, revised the related literature on the topic to comprehend the problems and formulate the objectives and hypotheses of this study.
Review of Literature

The Hindu (2012)\textsuperscript{30} in this paper successful model of the Student Police Cadet (SPC) Project is being discussed and analysed at the national revel. A resolution was passed at the 41\textsuperscript{st} All India Police Science Congress at Dehra Dun, where it was recommended that all States should adopt the Student Police Cadet (SPC) project. The model has the potential for being married to the concept of education for peace’ mooted by the National Council for Educational Research and Training (NCERT), as both are aimed at promoting the concept of peace and enabling children to handle conflict situations. Also, the Student Police Cadet (SPC) project has been documented well, right from its initial stages.

Chandigarh Tribune (2011)\textsuperscript{31} In this article focus on the e-challan (fines issued electronically) project which was introduced by the Punjab Police. In January, the police had launched its hitech project in Mohali, but cops in the district are still facing initial hiccups. The project was introduced to enable expeditious and on-the-spot disposal of challans. Handy machines like the ones used by bus conductors were issued to cops. The article also discussed about a number of problems were faced by cops while using the machine. Sources in the traffic police said after challaning traffic violators they did not know where to deposit the money. Earlier, they were depositing the money in the DTO’s office. They added that battery back-up of the machine was not good. The sources said the machine could only accept fines for 11 out of 101 compoundable offences. An official said another reason behind the failure of the project was the incapability of the machine to issue challans for subsequent traffic violation. He added that for certain violations, including triple riding, wrong parking, using red beacon without permission and others, challans prescribed for the first offence were less than the subsequent offences, but the machine could only issue challans at a rate fixed by the department, the official added.

Satya Parkash (2009)\textsuperscript{32} described that the Sikkim and Manipur have become the first two States in the country to implement the Supreme Court’s order on police reforms. All other States either expressed their opposition to the court’s directions or sought time. Delhi and Chandigarh have expressed their inability to implement most of the directions.

Hindustan Times (2009)\textsuperscript{33} in this article ‘Delhi Police officers get training in cyber crime’ discussed that, we need police officers who are 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 are using computers to accomplished terrorists attacks, threats and scam. Cyber Crime Investigation and Computer forensics; conducted by the University School of Information and Technology of Guru Gobind Singh Inderapristha University.

Virender Kumar (2008) in this article has discussed that in the absence of structural changes, the situation had become very grave. Moreover, there was total uncertainty as to when the requisite reforms would be introduced by the Government. Without going for structural changes, crime rate is increasing. According to the National Crime Report Bureau, Ministry of Home Affairs, during 1999-2000, on an average, about 50 lakh crimes are registered in each year in the State and union territories.

The Times of India (2008) highlighted that in order to improve the quality of the Indian police force; the Government is planning to set up a full-fledged police university. Under the three-month programme the university will train around 624 newly-recruited sub-inspectors. As part of this programme to be imparted at police training school, Wazirabad, these sub-inspectors will be provided inputs on the basics of law and legal education covering subject areas like Indian Penal Code, Criminal Procedure Code, Indian Evidence Act and Constitution of India. They will also get to discuss and deliberate on several case studies during their training.

The Pioneer (2008) has emphasized that as a measure to prevent possible terror attacks, the police issued strict guidelines to cyber café owners. Police have issued guidelines to cyber café owners to prevent misuse of internet for terrorist activities. Hyderabad 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.

The Hindu (2008) this article focused that a Government is only as good as its servants. If the ever-climbing public expectations of the Government are to be fulfilled, a well-paid work force drawn from the country’s most talented brains and hands is a must. While the Fifth Central Pay Commission linked the pay like to a downsizing of the Government, the Sixth Central Pay Commission has laid more emphasis on bringing about greater accountability and introducing performance-related incentives. Downsizing was always going to be difficult to implement and indeed the challenge of effective deployment of
manpower remains. The salary bringing about a better public grievance redresses and services delivery mechanism.

The Hindu (2008)³⁸ this article ‘Prison System and Reform’. highlighted the some major problems in jails in India. The riot in Jalandhar Central Jail, in which about 1,500 prisoners went on the rampage in protest against the intolerable behavior of jail authorities, draws painful attention to the uncivilized State of most Indian Prisons. The Jalandhar blow-up was not very different from what happened last month in Bihar’s Beur jail: agitated inmates, mainly left-wing extremists, temporarily took control of the prison complex. The Administrative Reforms Commission recently noted that Jharkhand’s jail has 300 per cent more people than the total stipulated capacity; and in Delhi, it is 250 per cent. It is vital to look at the reform through the prison of human rights.

The Hindu (2008)³⁹ in this article discussed that, Chennai Commissioner of police launched a mobile police station. The vehicle is equipped with gadgets such as computers, fax and global positioning system. The facility has been launched to cater to petitioners, particularly senior citizens, women and others who are unable to reach the jurisdiction police station. It cover entire police district between 6 a.m. to 8 p.m. The mobile police would gather information from the public and keep tabs on anti-social elements. The vehicle will also be used to create awareness of the provisions of free legal aid services.

The Hindu (2008)⁴⁰ in the article ‘Criminals in Uniform’ discussed that corruption seems to have struck deep roots in the police force. According to many police officers, a sustained campaign against corrupt practices at all levels can bring about the desired reformation in the system. The emphasis should be to expose the entire network and not merely close the case by catching the small fish. A corrupt lower functionary cannot escape from the law for long, unless and until he is being protected.

Srinivas Hobbar (2008)⁴¹ in this article ‘All Talk No Action’ has discussed that this time a series of series, of bomb blasts and the talk of a federal intelligence is revived, whether it is Melegaon, Maharashtra-2005, Hyderabad- 2007, or Bangalore, Ahmedabad and Surat-2008, after each atrocity, there is much breast beating about the failure of the intelligence gathering agencies. There is then some desultory discussion on the need for a central investigation of the US, to collect process and interpret data collected by agencies across the country. But soon enough the idea passes into limbo, till the next calamity.
Satya Prakash (2008) examined that Sikkim and Manipur have become the first two States in the country to implement the Supreme Court’s order on Police reforms. All other States either expressed their opposition to the court’s directions or sought time. Delhi and Chandigarh have expressed their inability to implement most of the directions. On the Public Interest Litigation field by former Uttar Pradesh DGP Prakash Singh, a branch headed by chief Justice of India Y.K. Sabharwal had issued a series of directions to the centre and the States to reform the police machinery with a view to check political influence and corruption. It had ordered States to setup State security Commission, fixed tenures for police officers, procedure for selection of DGP, IGP and other senior officers, separation of law and duty from investigation, setting up of Police Establishment Board and Police Complaint Authority.

S. Vijay Kumar (2008) analyses several problems of police that the National Police Commission (NCP) Report (1979) dealt exhaustively with the entire gamut of policing including law and order, internal security, crime prevention, criminal investigation and prosecution of offences etc. Unfortunately in the 20 years that have elapsed, the NCP recommendations got enmeshed in bureaucratic and political wrangling.

Pushkar Raj and Shobha Sharma (2008) have discussed that effective policing is an important component of Good Governance. The Punjab Assembly recently approved a New Police Bill for the State, having replaced the Police Act of 1861. Himachal Pradesh and Haryana have already passed their Police Bills. The archaic and colonial Police Act of 1861 and the Punjab Police Rules, 1934, have hitherto Government Himachal Pradesh, Haryana and Punjab. Admittedly, Himachal Pradesh is the most progressive of the three States. The people of this region must not be let down in their right to have an accountable, performance-oriented, people-friendly police services free from undue political interference.

Pamela, Thomas and Ronald (2008) in this study the authors provide an overview of police-community relations and its impact on the police system, media commitment to the reporting of crime news. Explain how police-community relations are complex interactions among a multitude of internal and external communities. Define the people’s police and community, perception and role conflict. Describe the evolution of police community relations programs in the United States, and factors and conditions of change in our society. Identify the current status of and prospects for Police-Community relations and major purposes of community relations activities.
Mike Stephens (2008) in this book discussed the criminal justice system in England and Wales in an accessible and engaging manner and also discussed about the balance between the power of the State to punish criminals and the procedural safeguards that should apply to all citizens, even if they are the metaphorical equivalents of some crazy kid hurtling down the slope and crash. The whole purpose of the criminal justice system is not simply about detecting, processing, and punishing wrong doers; it is also about protecting those who are innocent and ensuring that justice is administered in an even-handed manner. The author guides through the system’s complexities, reviewing its history, highlighting current problems, and offering recommendations as to where and how it can be improve.

Hiranmay Karlekar (2008) described that community support in the form of mobilizing local elders in cooling young hotheads, keeping the latter away from drugs, crimes and fundamentalist doctrines, securing leads helpful in investigation and intelligence-collection, is also needed to control purely criminal offences. Even the most helpful conditions, however, will not matter if police inefficiency prevents investigations from leading to convictions and the criminal justice system leases to have a deterrent effect. Also, other things being equal, a good police force should be able to prevent crime through measures like effective patrolling. Strategic deployment and surveillance on vulnerable areas.

B. D. Jayal (2008) in the article ‘National Security is Above Politics’ has emphasized that we need political will to implement security recommendations that will counter the threat of terrorism. Leadership at all levels must inculcate a culture of national security into legislative and governance consciousness police reforms are not being implemented due to lack of political will. The execution of proposals of high powered committees must be looked after by a parliamentary oversight committee.

The Hindu (2007) this article ‘Centre to Promote Community Policing’ highlighted that the Union Government plans to promote community policing. The Union Government provides Rs. 1,000 crore to States for modernizing the police force every year. The States can expect more financial support. The Union Government laid the foundation for a Traffic Training School at the Kerala Police Academy. Community interaction and support can help control crime, and maintain law and order. The Police People ratio is law in India. One Policeman is expected to provide security to 700 citizens. In all, 6.5 lakh villages have only
13,000 police stations. Approximately 400 km comes under the jurisdiction of a single police station. In this context, community policing assumes importance.

R. D. Kewalramani (2007) examined the existing system of Indian police. In India the Police force is quite understaffed. The UN norm suggest 222 police-men per one lakh people. In European countries, it has been found between 250 to 450 police-men per one lakh people. In India, it is 122; in Bihar, it is 5; in Andhra Pradesh, it is 98 police-men per one lakh people. Many of Indian criminal justices laws are outdated such as the Penal Code was enacted in 1860, the Evidence Act in 1872 and the Police Act in 1861. The Police need quick and efficient services of experts in handwriting, blood and semen samples recovered from the scene of crime. The Government should implement the recommendations given by various Commissions and Committee to update the laws.

M. Orr and D. M. West (2007) has discussed about the citizen evaluation of local Police. The authors use attitudes about local police to examine whether public assessments are linked more to people’s direct experience with crime and the police, or whether such impressions are associated with more abstract attitudes about politics and law enforcement. They find that personal experience mattered more than symbolic attitudes when it came to views about police courtesy and fairness. However, both personal experience and symbolic attitudes were important in regard to opinions about crime seriousness and assessments of overall police performance. These results have important implication for how citizen evaluate local Government services.

Hasmukh Patel (2007) has observed that the behavior and attitude towards people is a very important issue for police to perform effectively. The present system of police training doesn’t give importance it deserves. Various training strategies are suggested to bring about behavioral and attitudinal change, ethics, values, strategy, and paradigm shift, free registration of complaints, constabulary empowerment and competence development. The problem with these strategies is that the organizational culture may still play a major role in determining the behaviour and attitude of police personnel towards people. Thus solution to the problem lies in chaining this culture.

Gautam Ghose (2007) discussed that the objective of policing is the maintenance of peace, security and reduction of crime and conviction of the offender and ensuring protection in the community. Police discharges these functions conveniently in an authoritarian system.
But in a plural social and democratic political setup where individual offender and victims equally have certain rights and State is supposed to implement laws for social welfare, where there is lot of gap between ever rising demands of the people and the response of the State apparatus in fulfilling them and where socio-political economic and cultural tensions brew up. Police walks on a double edged dagger of authority and accountability in an effort to maintain a balance between the two.

Bharti Jain (2007)\textsuperscript{54} observed that the centre will be underlining the urgency required on part of the States to improve the police-to-population ratio and strengthen their special branches with additional manpower and equipment. The centre especially concerned at the poor police-population ratio (1:699), is expected to forcefully take up with the States the need to fill up existing vacancies in the police and ensure training of police personnel. States like Bihar (with 19,624 vacancies), UP (15836), Jharkhand (13,198) and West Bengal (12,918) will specifically be told to expedite the recruitment process.

Anand Kumar Tewari (2007)\textsuperscript{55} has discussed that the expectation of the public are chaining with time. There is a challenge in front of the police to meet these expectations. Community policing will go a long way in meeting the chaining expectation of the public. He also discussed about public expectations, role of media, empowerment of women, community policing, police manual, PIL (Public Interest Litigation) etc.

W. J. Closs and P. F. McKenna (2006)\textsuperscript{56} this article traces the “precipitating events” that led to this project, and discusses the definitions relevant to racially biased policing, racial profiling, and bias-free policing, as well as providing some background on current research and practice in these areas in Great Britain and the United States. There is a consideration of the context within the Kingston Police data collection project operated, including previous commissions of inquiry in Ontario that made recommendations in support of such practices, and recent testimony before the Senate Special Committee on the Anti Terrorism Act, which involved an examination of matters pertaining to racial profiling. The article challenges Canadian police leaders to consider the value of replicating the Kingston Police data collection and offers some insights derived from being the first police service in Canada to undertake such an initiative.

Urmi Nanda and Divyasikha Gupta (2006)\textsuperscript{57} examines that the perception of quality of work life and self image has tremendous impact on the life of the individual and consequently the choices the individual makes. When the performance of the police is always
criticism and public scrutiny, it is worth understanding the perception of quality of the life and image of the police personnel have about themselves and apply it to analyze their work performance. The police department should develop a gender sensitive administrative rules keeping in views the adverse conditions woman force in society, a separate set of rules specifically for women police personnel is called for. These rules should encourage position discrimination for the women police.

Tumpa Mukherjee (2006)\textsuperscript{58} the present study deals with the problem of elder abuse and crimes committed upon senior citizens in India. The most frequent crimes committed upon the senior citizens are home burglary, purse snatching financial exploitation etc. The study highlight crimes such as murders committed upon senior citizens by known assailants. The study tries to describe the schemes adopted by the police personnel to prevent crimes committed upon senior citizens globally as well as in India. Especially the study deals with Real Estate Fraud, Tale-Marketing Fraud, Trial Program, Senior Citizen Security Cell, and Servant Verification Scheme.

R. Pain and R. MacFariane and K. Turner (2006)\textsuperscript{59} in this study, they report on research carried by them on policing and crime. First, GIS crime hotspot maps and lighting coverage maps were analyzed to identify potential areas to target. Qualitative rapid appraisal techniques were then used in these areas to explore local resident’s perceptions and understandings of the relationships between street lighting, victimization, and fear of crime. The research demonstrates that people’s experiences of crime and fear, and their understandings of the relationships with respect to street lighting, are complex and reflective. They conclude that qualifying the outputs of GIS mapping was essential in this case, and has wide potential in critical policy research to promote more inclusive knowledge and more effective decision making.

R. H. Adler (2006)\textsuperscript{60} has discussed that in Chambersburg, a neighborhood in Trenton, New Jersey, an ethnic transition is under way. Just several decades ago, the district was a solidly Italian enclave. Today, the few remaining Italians must contend with an influx of new immigrants from Latin America. The transition from Italian to Latino has been infused with conflict, which is not immediately obvious, but rather lingers just under the surface. Add to this already tense situation the activities of Immigration and Customs Enforcement, which has been conducting frequent immigration raids, banging on doors, with deportation orders.
for individual Guatemalans, in the wee hours of the morning. This article explores the implications of residency status in a post-PATRIOT Act United States and argues that it is fundamental to understanding ethnic relations both among migrants from different nations and between immigrants and non-immigrant.

Pankaj Saxena (2006) observed that the HR Benchmarking strategy for police organization is an essential step for improving processes in an organization. It is a continuous process of measuring products, services and practice against the toughest competition or management practices, including strategic planning, quality management and employee involvement/empowerment. This process of reengineering in HR department of Government from the perspective of bench-marking systems in Government are generally procedure oriented, elaborate and contain lots of checks and balances but they compromise on cost effectiveness, efficiency and at times are not result oriented.

P. M. Collier (2006) has discussed the effective knowledge management is as important to policing as to any other public (or private) sector organization in terms of improving performance. This article reviews the literature of knowledge management in policing, set in the context of the public criticism of Intelligence systems sin the aftermath of the Soham murders, but exemplified by the National Intelligence Model (NIM).

P. M. Collier (2006) has analyzed the notion of police performance needs to be unpacked into what is done, how it is done, and the results of what is done. But performance indicators are inextricably bound up with the objectives of policing. The change in these objectives and in police performance indicators that have taken place between their inception in 1992 and 2004 in England and Wales reflect political priorities but portray a continual shift in focus. Without a fuller public discussion about the objectives of policing, efforts to improve public satisfaction with policing are likely to fail.

O. P. Mishra (2006) the present study examines some of the issues which need to be taken care of by the Indian Police System in the 21st century. It can be divided into three phases:- Pre-Independence, Post-Independence, and New Millenium. In this study, he also discussed about industrialization, urbanization, formal organization, methodology prevention and detention intelligence modernization and transparency, etc.
M. Marks and J. Fleming (2006)\textsuperscript{65} this (normative) article explores the importance of police unions in the quest for democratic policing. The authors argue that if we are to expect police to behave democratically, it is important for police themselves to experience democratic engagement within the organizations in which they work. That is, if police are expected to defend democracy, they should not be denied basic democratic rights, such as the right to collective bargaining and the right to freedom of association. The authors contend that police unions, through networking with other social justice groupings and through encouraging democratic practice, constitute a real forum for the promotion of democratic policing.

M. Innes (2006)\textsuperscript{66} the article explores how counterterrorism policing strategies and practices in the United Kingdom have changed in the face of recent terrorist attacks. It considers the evident limitations of these developments and how a local, democratic style of neighborhood policing could be used to manufacture the community intelligence “feed” that offers the best probability of preventing and deterring future forms of such violence. These substantive concerns are set against a theoretical backdrop attending to how policing can respond to risks where the contours of the threat are uncertain. The analysis informed by interviews with U.K. police officers involved in intelligence and counterterrorism work conducted during the early part of 2005.

K. V. Thomas (2006)\textsuperscript{67} in this study the research project could bring out the following major findings: - (A) though the State and its agencies like police, guaranteed the protection and promotion of human/civil rights to ‘some extent only’. (B) The emphasis of NGOs was on the promotion of economic and social rights of marginalized sections. (C) The awareness of general public about their rights as well as the basic elements of human rights pertaining to individual freedom and liberties and also discussed about Land Reforms, Untouchability, Cast-Conflicts, Tribals, Women, Child-labour, Empowerment, Net-work and Police bashing etc.

K. J. Meier and J. Nicholson Crotty (2006)\textsuperscript{68} examined the representative bureaucracy; this paper investigates the relationship between women police officers and sexual assault reports and arrests. The theoretical contribution is to establish a case in which representation is likely to occur, even without a conscious effort on the part of the bureaucrat involved, but simply because of the shared experiences of the bureaucrat and the client.
Based on a pooled time series of 60 urban areas over an eight-year time frame, this study finds that the percentage of women police officers is positively associated with the number of reports of sexual assault and with the number of arrests for sexual assault.

J. M. Wilson (2006)\textsuperscript{69} this study examines the reconstruction by the United Nations of Kosovo’s internal security infrastructure from 1999 to 2004. It analyzes United Nations and other activities to build democratic police and justice systems. Through a model of security reconstruction, it examines in detail the primary security challenges facing Kosovo, the specific efforts the United Nations made to address these challenges, the ultimate effectiveness of the reconstruction in establishing stability and rule of law, and the linkages between reconstruction efforts and democracy. It concludes with several lessons for improving the effectiveness of such efforts in the future.

I. Loader (2006)\textsuperscript{70} in this article, the author reflects on the question of how policing institutions can help to foster and sustain the values and practices of democracy. The author’s overarching concern is to outline and defend a conception of democratic policing that highlights the role of policing agencies in recognizing the legitimate claims of all individuals and groups affected by police actions and affirming their sense of belonging to a political community. From this perspective, the author offers a critique of certain prominent forms of what he calls ambient policing” and aims to cast some new light on the issue of how policing contributes to – or undermines – citizen security in democratic societies.

H. Sung (2006)\textsuperscript{71} has examined the democracy and criminal justice in cross national perspective. In this article, the author argues that the transformation of justice administration in democratizing countries is a transition from crime control to a due process orientation. In authoritarian States, criminal justice systems rely on a larger law enforcement-punishment apparatus for order maintenance and produce higher rates of arrest, prosecution, conviction, and incarceration. By contrast, in liberal democracies, justice is sought as the defense of civil liberties through the due process of law, which leads to a heavier investment in the judiciary and a higher rate of case attrition in the criminal justice process.

G. Smith (2006)\textsuperscript{72} this article examines Police Complaints Reform in England and Wales during the course of the last 40 years. In that time, four separate complaints systems have been in operation, and each has been established at the end of a reform cycle characterized by stages of mounting public concern, appointment of formal inquiries, the
legislative process, and inception. Recurrent themes identified over the decades have been the trend towards independence, under representation of complainants’ interests, the longevity of the reform process, and changing police priorities. It is argued that marginalization of complaints interests in the reform process is the principal reason for the endurance of the police complaints problematic.

B. N. Williams and J. E. Kellough (2006)\(^7\) have studied the leadership trait in Police department. According to him, on January 13, 1978, after nearly 30 years of public service, Burtell Jefferson became the first African American to serve as chief of the Metropolitan Police Department of Washington, D.C. This profile describes his personal and professional journey and describes– from the perspective of a cadre of active and retired police chiefs and chief executive officers–the impact of Jefferson’s career on the Metropolitan Police Department and policing in America more broadly. Jefferson’s story, an exemplary illustration of public sector leadership, has profound implications for contemporary efforts to ensure the equality of employment opportunity. Jefferson’s career provides a model of effective leadership that is applicable across organizations and sectors.

A. Hills (2006)\(^7\) has analysed that the purpose of U.S. foreign assistance has shifted in the wake of 2001, and Washington have resurrected practices previously associated with police aid during the Cold War. In particular, the Bush administration has broadened the remit of the United States Agency for International Development (USAID) in such a way as to make it a quasi-security agency. The consequences of this could be significant for both USAID and democratic-style police assistance programmes more generally, for today’s threat-driven policies are part of a trend that in the past has had worrying consequences.

R. Grattet and V. Jenness (2005)\(^7\) in this study, the authors examine how Police and Sheriff’s agencies in California collectively make sense of State hate crime laws. To do so, they gathered formal policy documents called “Hate Crime General Orders” from all 397 Police and Sheriff’s departments in the State and conducted interviews with law enforcement officials to determine the aggregate patterns of local agencies responses to higher law. They also construct a “genealogy of law” to locate the sources of the definitions of hate crime used in agency policies. Together, these findings paint a picture of policing organizations as mediators between law-on-the books and law-in-action that are embedded in interorganizational networks with other departments, State and federal agencies, professional
bodies, national social movement organizations, and local community groups. The implications of an inter organizational field perspective on law enforcement.

E. W. Steinman (2005) this article contributes to this debate and the legal mobilization framework in particular, theoretically, by identifying and empirically documenting ways through which the constitutive power of law may be effectively used by challengers to more directly pursue changes in institutionalized practices themselves.

D. Thacher (2005) there has been considerable discussion since September 11 of the enormous resource that local Police potentially represent in the fight against terrorism. This article identifies limits to the local role in homeland security by analyzing a case study of Dearborn, Michigan. Partly because Dearborn is home to one of the largest concentrations of Arabs in the United States. This finding has more general implications for our understanding of the police role and the politics of policing, showing how both are shaped by the structural location police occupy in federalist systems of Government.

A. K. Donahue and J. M. Miller (2005) the study focuses more directly on preference formation and explores the nature of the relationship between citizen’s attitudes about police services and their willingness to pay for them. The authors pay particular attention to the role of demographic traits, television media, and direct contact with service providers. They present data from a survey of Connecticut adults and use these data to test direct and indirect effects models with regression analysis. The authors find evidence that attitudes about police predict willingness to pay for police services, holding the demographic attributes of respondents constant. They also find that the effects of some demographic traits on demand for services are mediated by preferences, as are some types of experience and media exposure.

Carlos Wing-Hung Lo and Albert Chun-Yin Cheuk (2003) conducted a study in Police Public Project in Hong-Kong. According to his study, the Hong Kong police force has endeavored to improve its capacity to work with people and to seek active public support for crime control and law enforcement. An institutional structure has been established for formulating community relations strategies and implementing community programmes. Five major public projects have been adopted to translate this community strategy into action. However, this community effort has met with mixed results. The force has been able to break the communication barriers with the public and to cultivate a more harmonious police-public
relationship. But it has been less successful in building mutual trust to enlist active public support for police operations. On the whole, the interaction between the police and the public has become more friendly and collaborative, while public involvement has been restricted to the operational level. Suffice it to say that a solid foundation of police-public relations has been built for the police to work actively and closely with the public in combating and preventing crimes.

R. C. Dikshit, (2002)\(^8\) has studied public administration in detail and evolved that various theories were mostly concerned with identification of tasks, grouping of departments and other factors responsible for effective functioning of the police organization. Police is not alone to be blamed for maintaining law. Police has to work within a parameter established by law of land and strictly speaking, police is to be treated as the most important arm of the judicial system, the other functionaries of the system being courts, prosecutors and public.

Y.S. Jafa (2001)\(^9\) in this article the author, outlines the factors that have tarnished the image and effectiveness of this important arm of civil administration and suggests in details various measures required to overcome the present inadequacies. Challenges for Police in the 21\(^{st}\) Century THAT IS that is Overpopulation, Rise of the Middle Class that is traffic-related crime on city streets and, highways, like drunken driving and hit-and-run cases, night clubs, restaurants and pubs, are multiplying apace, call-girl business, drunken brawls and use of illegal drugs, are the emerging crimes. IT Revolution that is cyber crime, including bank frauds, cyber gambling, pornography, cyber stalking, corruption of digital data through viruses, disruption of the computer security systems, He gives some suggestions that is Attitudinal Reform, Organisational Reform, Community-aided Policing, requiring more resources, including police stations, manpower, vehicles, weapons and other equipment Use of Modern Equipment and Technologies, Better Professional Knowledge and Technical Skills, Improving Image and Physical Fitness

T. N. Dhar (2000)\(^10\) in this study provides the backdrop of traditional values of Governance in India. The author focuses on police as the major tool of governance. He first discusses widening role and functions of the police, measures needed to enhance police effectiveness and accountability at professional level to improve police’s public perception; followed by the need to improve situation regarding administration of criminal justice; and the present scenario of human rights in India highlighting problems being faced in enforcing
human rights. Before concluding, he prescribes a list of suggestions to be carried out, which, according to him, can bring about significant change.

P. S. Bawa (2000)\textsuperscript{83} concluded that the police public interface has been non-existent in India as the colonial police was designed to retain a hold on the empire. Thus the system had very little room for public police interface. The position has changed since independence.

The people have become more assertive and with it the demand for police services has tremendously increased. But the people’s participation in the system has not been explored except through the method of democratic representation. That is why efforts at public interface have not delivered results. The author examines several propositions in the context of police-public interface.

James Vadac Kumchery (2000)\textsuperscript{84} laid stress on criminological studies. In the interest of realism, criminology may be defined as the scientific study of crime and criminal behavior. If so, crimes committed by police and other enforcement officers will also come under the scope of criminology. Police service needs members who possess enviable mental and physical qualifications to perform many intricate tasks in the field of human relations. There is no room for the use of filthy expressions and epithets in professional police-human relations. If the laws are violated by those who are bound to enforce them, then it comes under the scope of criminology.

Susan Rose (1999)\textsuperscript{85} viewed that the both theory and practice suggest that there is no single, simple response that should be adopted across board once the basic anticorruption statutes are in place. Instead, there are two different but related types of corruption: corruption involving high-level officials that often implicates multinational corporations or large domestic firms, and corruption that is endemic in the way the Government carries at its routine activities such as tax collection, customs, licensing and inspections. Within each of these categories, some payoffs facilitate illegal activities and some area paid to obtain benefits to which one is legally entitled.

R.P. Joshi (1998)\textsuperscript{86} in this paper the author discussed about police methods of dealing with citizens, particularly at the district level, at this level of administration that the citizens interact with police to the greatest extent. The relations between the police and the public in India have also been considerably strained for want of public co-operation in dealing with grievances. It has often been argued that public co-operation will have to be necessarily
obtained in devising and operating any grievance-redressal system by the police. The police stations or thanas constitute the most significant visible organizational units of police at the grassroots level. It is basically at this point that maximum police-public interactions take place.

Krishna Mohan Mathur (1998) in this article the author lists out the changes in the profile, features and role of Indian Police over the past 50 years. He then attempts an appraisal of Indian Police, highlighting its various weaknesses, and deficiencies as well as stresses and strains suffered by policemen in performing demanding tasks. He concludes emphasizing the urgency of undertaking systemic reforms in Indian Police.

Arvind Verma (1998) analysing the scope of abuse of police power, the author takes a closer and critical look at the existing three channels of police accountability in India- i. e., external (Judicial review and Public Interest Litigation), internal (departmental inquiry) and other channels (supervision by the District Magistrate, civilian bureaucratic control, etc.) to expose their inadequacies. He then proceeds to briefly familiarise the readers with international (mostly western) practical in this regard with a critique thereon. He concludes by suggesting some lessons that India possibly can draw to its advantage from these models of police accountability.

Alfred R. Stone and Stuart M. Deluca (1998) throughout this study author has been concerned principally with the internal operations of police agencies, particularly with the duties of administrator to ensure that their agencies operate effectively and efficiently.

Pamela D. Mayhall, Thomas Barker and Ronald D. Hunter (1995) In this book author stressed the need for the police to develop relationships with the public that are based on mutual respect and trust in order to provide proper police services to that public. The author in this book focus the discussion of police and community interaction on both the external communities outside the police organization and the internal communities within the police organization. Their primary contention is that successful police-community relations must take into account exchange relationships among community groups located both within the police that is Citizens, Media, Legislature, Police, Human Service Resource, Local Government, Courts and Other Justice Jurisdictions and without the police organization or the external communities that is Ethnic/Racial Minorities, Women, Gays, Youth, The Elderly, The Poor, The Media, Religious Organizations, Civic Organizations,
Economic/Business Organizations, Community Interest Organizations Clients, Governmental Agencies and Labor Unions.

**P.D. Malaviya (1995)** in this article author discussed that the operationalisation of police ethics, protection of citizens’ right and breaking of the nexus between criminals, politicians, and the bureaucrats are intricately interconnected issues and they all depend upon effective and efficient functioning of the Criminal Justice Systems. The starting point for any reform must, therefore, be the Criminal Justice System. It must be noted thought that all its sub-systems will need to be revamped simultaneously—piece-meal reforms would not work at all.

**T. Ananthachari (1994)** in this article the author discussed that the police is one of the important pillars of democracy. It has to ensure order and good stability in society. When social changes take place, they have to "manage" change so as not to disrupt harmony and continuity. It is often itself the instrument of change. Societies are known to depend upon the police to nurture and sustain democratic norms. In this regard, the legislature, the judiciary and the executive expect and depend on the police to enforce democratic norms. There should be no further hesitation or delay in implementing this recommendation of the National Police Commission. The other area of urgent reform is to set up on an institutionalized basis, internal monitoring mechanisms within the police departments. This arrangement will also help in infusing public confidence in the departmental hierarchy. Without these measures, it is doubtful if the Indian police can be an efficient instrument of democracy and justice.

**P.D. Malaviya (1994)** in this article the author discussed about the interface between politician-police-citizen. He stress on the need to evolve a new healthy relationship between the three sections of the society and a vigorous implementation of police reforms. He is suggested that monitoring committee should be formed at the police-station level which should have statutory authority to seek any information from the police, except secret information, and statutory right to place any matter before higher police officers, the Government and the public as the committee consider fit.

**V. V. Devasia and Leelamma Devasia (1992)** has discussed about the capital punishment in various countries: In many countries capital punishment has been the subject of heated debate for many years. In India the controversy has only recently developed. It
indicates that the educated public is taking increasing interest in questions relating to the death penalty. The Royal Commission (1949-1953) thus concludes its findings: “The evidence that we ourselves received in these countries was also to the effect that released murderers who commit further crimes of violence are rare, and these who become useful citizens are common”. One can draw a conclusion, that capital punishment does not afford a better deterrent or a better way of punishing a criminal than imprisonment.

M. S. Parmar (1992) has studied of police administration in Himachal Pradesh. This study highlighting the problems of recruitment, promotion, job satisfaction and administration of police stations, it deals extensively with the meaning and scope of training, its different patterns and tools and the problem of human resource development in police. It is based on Police Training School, Junga, in Himachal Pradesh.

Anjali Nirmal (1992) this Study undertakes an in-depth examination of history, evolution, role, organization, functions, utility, post performance, needs and future plans of all the Central Police Organization (CPOs). Each and every CPO has been critically viewed and evaluated in the term of its successes, failures and constraints and then suggestions have been offered for bringing about requisite improvements therein. Constitutional provisions regarding the union’s role in the police function have been analyzed with reference to the general scheme of centre State relations as envisaged in the constitution of India.

K. M. Mathur (1991) discussed the basic tenants of personnel policies of the police organization, it throws light on the training of the police for law and order and internal security duties and draws attention to the need for training analysis and identification of training objectives.

Jaytilak Guha Roy (1991) this article discussed the problem of electoral violence and growth of this problem has been at length in this article. Since electoral violence is an integral part of the general level of violence in the society, there cannot be any instant solution to this multidimensional problem. However, a modest attempt has been suggested some measures to improve the role-performance of law and order administration in curbing this problem.

R. D. Sharma (1990) laid stress on police public relations. According to the study, public relations aim at developing favorable public attitude to an agency. The public attitude towards the police is largely determined by the activities of the police itself. In India, the
relations between the police and the public have been vitiated by her historical experience and even after the independence the public image of the policeman has, unfortunately, not improved perceptibly. National Police Commission (1977) has found that police-public relations are very unsatisfactory and important factors which contribute to this are police partiality, corruption, brutality and failure to register cognizable offences.

Vimala Veenaraghavan (1987)\textsuperscript{100} emphasis of this study has been mainly on the socio-demographic characteristics, social relationships the very act itself including the situations in which the rape is likely to occur, the causes that led the rapist to indulge in the act, the consequences of the rape episode on the victim, her family and on her rehabilitation. In the main study, patterns were sought regarding category and types of rape, age, marital status, type of family, educational level etc. of the rape victim, temporal patterns, monthly, seasonal, yearly variations of rape, relation between rapist and victim, presence of alcohol or drug, degree of violence and reporting of the event to parents and police and the time lapse between the occurrence and reporting of the event.

K. K. Mishra (1987)\textsuperscript{101} has discussed the ancient police system in India. The study is based on the principle of local responsibility and mutual cooperation. In the village, which formed the basic unit of administration, security and peace was a matter of collective responsibility and shared by every resident of the village. The most common activities of police force embrace uniformed patrol, criminal investigation and identification, prevention and detection of crime. With the growth of larger kingdoms, stringent laws come to be framed for detection and punishment of criminals.

A. P. Singh (1987)\textsuperscript{102} the study examines the pattern and the causes of crime in Sajanpur district of the State of Rajasthan. In this study and emphasis has been given on people’s versions of causes of the crime and also as reported in the printed mass media. In it an effort has been made to arrive at certain conclusions well after examining the incidents as made public, this reflected the cognition of the people who were directly or indirectly concerned with the perceptual world of crime, criminal and with preventive and curative steps.

Ranjit Das Gupta (1986)\textsuperscript{103} in this paper discussed that the fundamental orientation, structure and functioning of Indian Police have remained unchanged for over a century. The three basic statutes pertaining to police work, viz., the Indian Penal Code the Code of

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Criminal Procedure and the Indian Evidence Act were enacted in the years immediately following the Great Rebellion of 1857. The author gives some suggestions are put forward in order to provoke discussion. A point that needs to be reiterated is that fundamental reorientation and restructuring of the police system in India involving active participation of the people are urgently called for. Here, marginal changes in the existing system cannot meet the needs of a rapidly changing socio-economic situation.

**John L. Lambert (1986)** discussed that accountability in its narrow sense, is an ex-post facto process by which actions are scrutinized after they have occurred. In this sense, the police may be said to be accountable to the law for the exercise of their powers. A lawful exercise of police power can be challenged through the courts and civil remedies obtained where the challenge is successful. In this way, courts are given an opportunity, albeit rarely exercised, to give a ruling on the extent of police powers which in a loose sense, may then be seen as controlling future police action to the extent that the police are prepared to the limits thus imposed by the courts.

**John C. Alderson (1985)** has discussed the major problems like increasing disorder and lawlessness, which has begun to appear in the Britain’s society. Local democracy has been weakened, continuing tendency towards bureaucratic centralism, confused police accountability. Finally he suggested new arrangement, technologies, ways and new policing strategies for the study results. He also suggested a new setup of police system. Overall the British Governmental institutions including parliament itself are insufficiently democratic.

**National Police Commission –II (1983)** has discussed that the healthy police-public relationship on a continuing day-to-day basis is vital to secure the desired measure of public involvement and cooperation in police work to make it meaningful and acceptable to society and to further the cause of law enforcement. One objective of the police-public relations should be the direct involvement of the people in the prevention and detection of crime and in the maintenance of order.

**Patrick Edobor Ighinovia (1982)** the focus of this article is the problems confronting the Nigeria Police Force their causes. It is suggested that the problem facing the organization can be seen as falling into two broad categories – internal and external. It is further argued that most of the problems in the Nigeria Police Force come in the form of
external factors rather than internal and that the former actually contribute to bringing about some of the latter problems. It is felt that both external and internal problems can be reduced if not completely eliminated. As a result, specific solutions are advanced for the specific problems.

M.A. Khan and K.P. Krishna (1982)\textsuperscript{108} The present study enquires into the dynamics of change in the attitude of the adolescents towards the police. In view of the growing importance of news media in contemporary times, an attempt has been made to assess the changes a verbal communication is capable of making in the adolescents’. The contention that the public attitude towards police is subject to modification and change is reinforced by the experimental manipulation carried out in the study. Yet another observation possible is that the changes in the attitude of the adolescents, when exposed to the negative communication, are larger than when they are exposed to the positive communication.

S.C. Misra (1981)\textsuperscript{109} in this paper the author has discussed that the system of appraising police performance at present is neither scientific nor logical. The objectives of police performance then were merely the maintenance of law and order and suppression of crime. While the primary function of any police force will remain ‘prevention and detection of crime and maintenance of law and order’, in a democratic society, even this task has to be performed with a difference, to the satisfaction of the people whom the police are meant to serve, and not rule. Unfortunately, no mechanism has been evolved to incorporate the ‘citizen satisfaction’ factor in the appraisal system. The traditional appraisal method is becoming increasingly unreliable and unrealistic as criticism of police inefficiency and non-performance increases.

Vicent I. Cizanckas and Donald G. Hanna (1980)\textsuperscript{110} examined that police administration is increasingly becoming a subject of study both by the academics and practitioners. The tasks of the police in a democratic society are complex. 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.
P.J. Alexander (1980) has examined the nature of police-public support in normal situation and extraordinary or special situations in generally dissimilar, striker, riots and such other instances of ruptures in social order might disturb the delicate blames between police and public; extraordinary situations like natural calamities, communal tensions etc. may be often of total dependence on the police machinery. Another interesting feature that law surfaced is the comparative invisibility of law and order machinery, other than the police.

Trilok Nath (1978) laid stress on criminology. According to the study crime prevention and the connected police working is the prime responsibility of the State. This can be annoyingly interfering. The larger the dose of self-imposed discipline bolstered up by the accepted moral code, and the fewer the curbs imposed by the State, the better would it work for the common man. It would present a very favorable picture of the State and would also result in a better police services. On the other hand, a developing economy requires a large measure of control to achieve integration in society and to develop a social conscience which does not exist in the country in areas like corruption, nepotism etc.

R. K. Bharadwaj (1978) has traversed wide areas of relevance to police administration in India ranging from the Police Act of 1861 to the plea for disarming the police force. The role of police, law and order, delinquency and crimes, indiscipline, public cooperation, corruption, the study contains chapter on planning the police organization, district police and the need for police commissioner for big cities, desirability to amend police acts and criminal laws, centre-State relations to control law and order.

O. W. Wilson and Roy Clinton Mclaren (1977) described that police administration has been very much a part of general administration in India from times immemorial. However, its study as a science of management may be regarded as of recent origin. In recent years police administration has indeed attracted special attention of students, academics and practitioners of administration. In India’s surge towards a just and stable social order the role and functions of the police force assumes increasing significance. Even so, the subject of police administration has not received as much attention as it deserves in India. This was clarified by the Administrative Reforms Commission (1967) which felt that ‘the position of the police as an agent of law not of the Government in power needs to be emphasized at levels’.

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Maurice J. Fitzgerald (1977) discussed about the various investigative techniques. According to them successful criminal investigative techniques are usually gained through experience, but can be gained through reading. A study of the basic facts plus experience in applying these facts is the ideal combinations. Many large city police departments, the Federal Bureau of Investigation, and the department of defence give courses of instruction in criminal investigation. All the investigations, to be successful, must have the cooperation of many people. The complaint of the victim and the witnesses must give the investigators them co-operations.

Charles D. Hale (1977) observed that the field of police administration is getting more and more complex in recent years. It is a subject not only of professional debate but also of public concern. Mentions that few police administrators have attempted to apply the principles developed in the social sciences to the problems of police administration, even in the face of ample proof of relevance and applicability.

Sir Edmund C. (1976) discussed that the works involving crime control and detection are full of temptations for the weak and Kautilya’s dictum that it is very difficult not to taste honey passing one’s hands is of some relevance. It is, however, to the credit of the policemen that despite their role in the pre-independence period, they have come nearer to the people and today there is a greater awareness amongst the people about the role of the police than ever before. It is a measure of success that policeman today, whether in villages or in towns, do not evoke either the same kind of authoritarianism or instill the same kind of fear as they did half a century ago.

Richard E. Former, Victor A. Kowaleroski (1976) have discussed about the police-community services. According to the study, the role of the police has come under close examination in recent years. Numerous debates have occurred concerning the role of police, with both professional practitioners and academics offering their enlightened positions. The police role represents a variety of function to a variety of individuals. There are those who maintain that the police officer should be philosopher, guide, and friend or that the police officer should be helper. Others strongly maintain that the line officers should be concerned with the preservation of peace, protection of life and property, enforcement of laws, and detection of law breakers. The enforcement functions are also proposed as the only functions for police, it is considered they should not be called upon to perform other duties.
Paul M. Whisenand (1976) According to study this police supervision should immediately prepare for a break with the post. This is the prospect that police heads, and most of them are unprepared to cope with it. Mainly they should concern themselves with the human side of tomorrow. Moreover, police supervision should take steps by which they are likely to reach tomorrow, taking these steps, in turn, will require major changes and strong leadership. The requirements for the role of police supervision follow a new leadership, participative supervision, group progress etc.

J. C. Curry (1976) described that the concepts of law and order in ancient and mediaeval India, a survey of the various models of police organization in the provinces ruled by the company, and a detailed analysis of the organization and working of the district police. The author offers shrewd observations on the relationship between the districts police and the magistracy as typified by the interaction of the district magistrate and the superintendent of police. The former was the overlord of the police, but the latter was master in his own house. This dumvir worked because both of them played the game according to rules, forever conscious of the common imperial purpose, and with no politicians around to set them by ears.

Paul M. Whisenend, James L. Cline and George T. Felkenes (1974) have discussed about police-community relations. The most frequently suggestions as follows:- extending human-relations training of recruits and officers, creating police-community relations units within police department developing program to educate the public about the police, such as visits of school children to precinct stations, lectures by police officers to adults or youth groups, and school courses concerning police work. Developing procedures to handle citizen complaints within the police department which are fair and designed to impose real discipline.

O. Glenn Stahl and Richard A. Staufenber (1974) opined that the success deployment of police forces for various purposes, better investigative techniques, improved public image, and technological improvements, depend to a great extent on the proper selection, training and utilization of the police personnel and also on the building up of right attitudes and values in their orientation, outlook and behavior. The present study seeks to emphasis this fact for police administrators in the United States, who, despite technological
improvements in crime detection and investigative techniques have done precious little to improve their personnel system.

Maureen E. Cain (1973) focused on a wide range of characteristics and in the context of the community, necessitates an understanding of the sociology of police. Here three major issues have been identified and pursued by the author. Even though the context of the study is in the UK, these may be germane to other situations as well. The first question arises from a concern with citizen rights and about police modes of operation and the exercise of police discretion. The second relates to why policemen operate the way that they do? It is reported that for the second question, answers have been sought and found-in the area of community structure, police organization, the policeman’s interpretation of his task, and the policeman’s view of particular sub-groups within the population. The final question arises from a concern with the effects of the policeman’s action leading to a concern for the choices in work the policeman actually makes and why.

G.C. Singhavi (1972) in this paper the author discussed about police training. He says that training is the “process of developing skills, habits, knowledge and attitudes in employees for the purpose of increasing the effectiveness of employees in their present positions as well as preparing employees for future Government position”. The function of training is to help employees grow not only from the stand point of mechanical efficiency but also in terms of broad outlook and perspective which public servants need. The author also discussed about specialized subjects, like investigation of specialized crimes, scientific aids to investigation of crime, intelligence, traffic, crowd control, prosecution of offenders, had not come up as independent subjects of study.

Alan Coffey, Edward Eldeforison and Walter Hartinger (1971) have studied law enforcement and the equal administration of justice has become major national concerns in recent years. Services have accentuated these concerns and have been highlighted by the increasing urban concentration of minority groups. Author also discussed that the crime rates have generally been higher in those areas where poverty, family disintegration, unemployment, lack of education is more. Foremost among these difficulties are the relationships among police, minority groups, and the general community.
G.C. Singhvi (1935) has discussed three major innovations in police training as the most significant and meaningful. The first, would belong to the domain of institutionalized training, the second to non-institutionalized training, and third to top level management of training. To flourish, these innovations in police training it requires an atmosphere of trust, a. willingness to experiment and exchange ideas, an ability to learn from past successes and failures, for better police administration.

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<td>The Hindu (2012)</td>
<td>In this paper successful model of the Student Police Cadet (SPC) Project is being discussed and analysed at the national level.</td>
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<td>Chandigarh Tribune (2011)</td>
<td>In this article focus on the e-challan (fines issued electronically) project which was introduced by the Punjab Police.</td>
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<td>Satya Parkash (2009)</td>
<td>Described that the Sikkim and Manipur have become the first two States in the country to implement the Supreme Court’s order on police reforms.</td>
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<td>Hindustan Times (2009)</td>
<td>In this article ‘Delhi Police officers get training in cyber crime’ discussed that, we need police officers who are not only computer savvy but are also able to investigate crime committed using computers.</td>
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<td>Virender Kumar (2008)</td>
<td>This article has discussed that in the absence of structural changes, the situation had become very grave. Without going for structural changes, crime rate is increasing.</td>
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<td>The Times of India (2008)</td>
<td>This article highlighted that in order to improve the quality of the Indian police force; the Government is planning to set up a full-fledged police university, discuss and deliberate on several case studies during their training.</td>
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<td>The Hindu (2008)</td>
<td>This article ‘Prison System and Reform’, highlighted the some major problems in jails in India.</td>
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<td>The Hindu (2008)</td>
<td>This article focused that a Government is only as good as its servants. If the ever-climbing public expectations of the Government force drawn from the country’s most talented brains and hands is a must.</td>
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<tr>
<td>The Hindu (2008)</td>
<td>In the article ‘Criminals in Uniform’ discussed that corruption seems to have struck deep roots in the police force. A corrupt lower functionary cannot escape from the law for long, unless and until he is being protected.</td>
</tr>
<tr>
<td>The Hindu (2008)</td>
<td>In this article discussed that, Chennai Commissioner of police launched a mobile police station. The mobile police would gather information from the public and keep tabs on anti-social elements</td>
</tr>
<tr>
<td>Srinivas Hobbar (2008)</td>
<td>In this article ‘All Talk No Action’ has discussed that this time a series of series, of bomb blasts and the talk of a federal intelligence is revived.</td>
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<tr>
<td>Author/s</td>
<td>The Review of Literature</td>
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<tr>
<td>Satya Prakash (2008)</td>
<td>Examined that Sikkim and Manipur have become the first two States in the country to implement the Supreme Court’s order on Police reforms. It had ordered States to setup State security Commission, fixed tenures for police officers, procedure for selection of DGP, IGP and other senior officers, separation of law and duty from investigation, setting up of Police Establishment Board and Police Complaint Authority.</td>
</tr>
<tr>
<td>S. Vijay Kumar (2008)</td>
<td>Analyses several problems of the polices of police that the National Police Commission (NCP) Report (1979) dealt exhaustively with the entire gamut of policing including law &amp; order, internal security, crime prevention, criminal investigation and prosecution of offence etc.</td>
</tr>
<tr>
<td>Pushkar Raj and Shobha Sharma (2008)</td>
<td>Have discussed that effective policing is an important component of Good Governance, accountability, performance-oriented, people-friendly police services free from undue political interference.</td>
</tr>
<tr>
<td>Pamela, Thomas and Ronald (2008)</td>
<td>In this study the authors provide an overview of police-community relations and its impact on the police system. Identify the current status of Police-Community relations.</td>
</tr>
<tr>
<td>Mike Stephens (2008)</td>
<td>In this book discussed the criminal Justice system in England and Wales in an accessible and engaging manner and also discussed about the balance between the power of the State to punish criminals and the procedural safeguards that should apply to all citizens.</td>
</tr>
<tr>
<td>Hiranmay Karlekar (2008)</td>
<td>Described that community support in the form of mobilizing local elders in cooling young hotheads, keeping the latter away from drugs, crimes and fundamentalist doctrines, securing leads helpful in investigation and intelligence-collection, is also needed to control purely criminal offences.</td>
</tr>
<tr>
<td>B. D. Jayal (2008)</td>
<td>In the article ‘National Security is Above Politics’ has emphasized that we need political will to implement security recommendations that will counter the threat of terrorism.</td>
</tr>
<tr>
<td>The Hindu (2007)</td>
<td>This article ‘Centre to Promote Community Policing’ highlighted that the Union Government plans to promote community policing. Community interaction and support can help control crime, and maintain law and order.</td>
</tr>
<tr>
<td>R. D. Kewalramani (2007)</td>
<td>Author observed the existing system of Indian police, as the Police force is quite understaffed, criminal justices laws are out of date.</td>
</tr>
<tr>
<td>M. Orr and D. M. West (2007)</td>
<td>Authors discussed about the citizen evaluation of local Police. The authors use attitudes about local police to examine whether public assessments are linked more to people’s direct experience with crime and the police, or whether such impressions are associated with more abstract attitudes about politics and law enforcement.</td>
</tr>
<tr>
<td>Hasmukh Patel (2007)</td>
<td>Author observed that the behaviour and attitude towards people is a very important issue for the police to perform effectively. Various training strategies are suggested to bring about behavioural and attitudinal change, ethics, values, strategy, and...</td>
</tr>
<tr>
<td><strong>Author/s</strong></td>
<td>The Review of Literature</td>
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<tr>
<td>Gautam Ghose (2007)</td>
<td>Author discussed that the objective of policing is the maintenance of peace, security and reduction of crime and conviction of the offender and ensuring protection in the community.</td>
</tr>
<tr>
<td>Bharti Jain (2007)</td>
<td>Author observed that the centre will be underlining the urgency required on part of the States to improve the police-to-population ratio and strengthen their special branches with additional manpower and equipment.</td>
</tr>
<tr>
<td>Anand Kumar Tewari (2007)</td>
<td>Author discussed that the expectation of the public are chaining with time. He also discussed about public expectations, the role of media, empowerment of women, community policing, police manual, PIL (Public Interest Litigation) etc.</td>
</tr>
<tr>
<td>W. J. Closs and P. F. McKenna (2006)</td>
<td>This article traces the “precipitating events” that led to this project, and discusses the definitions relevant to racially biased policing, racial profiling, and bias-free policing, as well as providing some background on current research and practice in these areas in Great Britain and the United States.</td>
</tr>
<tr>
<td>Urmi Nanda and Divyasikha Gupta (2006)</td>
<td>In this study the author says that the police department should develop a gender sensitive administrative rules. These rules should encourage position discrimination for the women police.</td>
</tr>
<tr>
<td>Tumpa Mukherjee (2006)</td>
<td>The present study deals with the problem of elder abuse and crimes committed upon senior citizens in India and tries to describe the schemes adopted by the police personnel to prevent crimes committed upon senior citizens.</td>
</tr>
<tr>
<td>R. Pain and R. MacFarlane and K. Turner (2006)</td>
<td>In this study, the report on research on policing and crime, qualitative rapid appraisal techniques were used to explore local resident’s perceptions and understandings of the relationships between street lighting, victimization, and fear of crime.</td>
</tr>
<tr>
<td>R. H. Adler (2006)</td>
<td>This article explores the implications of residency status in a post-PATRIOT Act United States and argues that it is fundamental to understanding ethnic relations both among migrants from different nations and between immigrants and non-immigrant.</td>
</tr>
<tr>
<td>Pankaj Saxena (2006)</td>
<td>Author observed that the HR Benchmarking strategy for police organization is an essential step for improving processes in an organization. It is a continuous process of measuring products, services and practice against the toughest competition or management practices, including strategic planning, quality management and employee involvement/emPOWERment.</td>
</tr>
<tr>
<td>P. M. Collier (2006)</td>
<td>Author analysed the notion of police performance needs to be unpacked into what is done, how it is done, and the results of what is done.</td>
</tr>
<tr>
<td>P. M. Collier (2006)</td>
<td>Discussed the effective knowledge management is as important to policing as to any other public (or private) sector organization in terms of improving performance.</td>
</tr>
<tr>
<td>O. P. Mishra (2006)</td>
<td>The present study examines some of the issues which need to be taken care of by the Indian Police System in the 21st century, he also discussed about industrialization,</td>
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45
<table>
<thead>
<tr>
<th>Author/s</th>
<th>The Review of Literature</th>
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</thead>
<tbody>
<tr>
<td>M. Marks and J. Fleming (2006)</td>
<td>The authors contend that police unions, through networking with other social justice groupings and through encouraging democratic practice, constitute a real forum for the promotion of democratic policing.</td>
</tr>
<tr>
<td>M. Innes (2006)</td>
<td>The article explores how counterterrorism policing strategies and practices in the United Kingdom have changed in the face of recent terrorist attacks.</td>
</tr>
<tr>
<td>K. V. Thomas (2006)</td>
<td>In this study the research project emphasis of NGOs was on the promotion of economic and social rights of marginalized sections, awareness of the general public about their rights as well as the basic elements of human rights pertaining to individual freedom and liberties and also discussed about Land Reforms, Untouchability, Cast-Conflicts, Tribals, Women, Child-labour, Empowerment, Network and Police bashing etc.</td>
</tr>
<tr>
<td>K. J. Meier and J. Nicholson Crotty (2006)</td>
<td>Examined the study of representative bureaucracy; this paper investigates the relationship between women police officers and sexual assault reports and arrests.</td>
</tr>
<tr>
<td>I. Loader (2006)</td>
<td>In this article, the author reflects on the question of how policing institutions can help to foster and sustain the values and practices of democracy.</td>
</tr>
<tr>
<td>H. Sung (2006)</td>
<td>Author has examined the democracy and criminal justice in cross national perspective.</td>
</tr>
<tr>
<td>G. Smith (2006)</td>
<td>This article examines Police Complaints Reform in England and Wales during the course of the last 40 years. It is argued that marginalization of complaints interests in the reform process is the principal reason for the endurance of the police complaints problematic.</td>
</tr>
<tr>
<td>B. N. Williams and J. E. Kellough (2006)</td>
<td>Authors have studied the leadership trait in Police department and effective leadership that is applicable across organizations and sectors.</td>
</tr>
<tr>
<td>A. Hills (2006)</td>
<td>Author analysed that the purpose of U.S. foreign assistance has shifted in the wake of 2001, and Washington has resurrected practices previously associated with police aid during the Cold War.</td>
</tr>
<tr>
<td>R. Grattet and V. Jenness (2005)</td>
<td>In this study, the authors examine how Police and Sheriff’s agencies in California collectively make sense of State hate crime laws.</td>
</tr>
</tbody>
</table>
| D. Thacher (2005) | This article identifies limits to the local role in homeland security by analysing a case study of Dearborn, Michigan. This finding has more general implications for our understanding of the police role and the politics of policing, showing how both are
<table>
<thead>
<tr>
<th>Author/s</th>
<th>The Review of Literature</th>
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<tbody>
<tr>
<td>A. K. Donahue and J. M. Miller (2005)</td>
<td>The study focuses more directly on preference formation and explores the nature of the relationship between citizen’s attitudes about police services and their willingness to pay for them.</td>
</tr>
<tr>
<td>Carlos Wing-Hung Lo and Albert Chun-Yin Cheuk (2003)</td>
<td>According to his study, the Hong Kong police force has endeavoured to improve its capacity to work with people and to seek active public support for crime control and law enforcement.</td>
</tr>
<tr>
<td>R. C. Dikshit, (2002)</td>
<td>The Author has studied public administration in detail and evolved that Police is not alone to be blamed for maintaining law. Police have to work within a parameter established by the law of the land.</td>
</tr>
<tr>
<td>Y.S. Jafa (2001)</td>
<td>In this article the author, outlines the factors that have tarnished the image and effectiveness of this important arm of civil administration and suggests in details various measures required to overcome the present inadequacies.</td>
</tr>
<tr>
<td>T.N. Dhar, (2000)</td>
<td>In this paper the author focuses on police as the major tool of governance. He discusses widening role and functions of police, measures needed to enhance police effectiveness and accountability.</td>
</tr>
<tr>
<td>P. S. Bawa (2000)</td>
<td>Author concluded that the police public interface has been non-existent in India as the colonial police was designed to retain a hold on the empire.</td>
</tr>
<tr>
<td>Susan Rose (1999)</td>
<td>Author discussed about different types of basic anticorruption statutes.</td>
</tr>
<tr>
<td>R.P. Joshi (1998)</td>
<td>In this paper the author discussed about police methods of dealing with citizens, particularly at the district level and discussed about maximum police-public interactions.</td>
</tr>
<tr>
<td>Krishna Mohan Mathur (1998)</td>
<td>In this article the author lists out the changes in the profile, features and the role of Indian Police over the past 50 years. He emphasises the urgency of undertaking systemic reforms in Indian Police.</td>
</tr>
<tr>
<td>Arvind Verma (1998)</td>
<td>Analysing the scope of abuse (also dis-use) of police power, the author takes a closer and critical look at the existing three channels of police accountability in India-ie., external Judicial review and Public Interest Litigation), internal (departmental inquiry) and other channels (supervision by District Magistrate, civilian bureaucratic control, etc.) to expose their inadequacies.</td>
</tr>
<tr>
<td>Alfred R. Stone and Stuart M. Deluca (1998)</td>
<td>Throughout this study author has been concerned principally with the internal operations of police agencies, police community relationship and public information staff.</td>
</tr>
<tr>
<td>Pamela D. Mayhall, Thomas Barker and Rronald D. Hunter (1995)</td>
<td>In this book author stressed the need for the police to develop relationships with the public that are based on mutual respect and trust in order to provide proper police services to that public.</td>
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<tr>
<td>Author/s</td>
<td>The Review of Literature</td>
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<tr>
<td>P.D. Malaviya (1995)</td>
<td>In this article author discussed that the operationalisation of police ethics, protection of citizens’ right and breaking of the nexus between criminals, politicians, and the bureaucrats are intricately, interconnected issues and they all depend upon effective and efficient functioning of the Criminal Justice Systems.</td>
</tr>
<tr>
<td>T. Ananthachari (1994)</td>
<td>In this article the author discussed that the police is one of the important pillars of democracy. Societies are known to depend upon the police to nurture and sustain democratic norms.</td>
</tr>
<tr>
<td>P.D. Malaviya (1994)</td>
<td>In this article the author discussed about the interface between political-police-citizen. He stresses on the need to evolve a new healthy relationship between the three sections of the society</td>
</tr>
<tr>
<td>V. V. Devasia and Leelamma Devasia (1992)</td>
<td>Has discussed about the capital punishment in various countries which has been the subject of heated debate and was concluded that capital punishment does not afford a better deterrent or a better way of punishing a criminal then imprisonment.</td>
</tr>
<tr>
<td>M. S. Parmar (1992)</td>
<td>Has studied of police administration in Himachal Pradesh. This study highlighted the problems of recruitment, promotion, job satisfaction and administration of Himachal police.</td>
</tr>
<tr>
<td>Anjali Nirmal (1992)</td>
<td>This Study undertakes an in-depth examination of history, evolution, role, organization, functions, utility, post performance, needs and future plans of all the Central Police Organization (CPOs).</td>
</tr>
<tr>
<td>K. M. Mathur (1991)</td>
<td>Discussed the basic tenants of personnel policies of the police organization and draws attention to the need for training analysis and identification of training objectives.</td>
</tr>
<tr>
<td>Jaytilak Guha Roy (1991)</td>
<td>This article discussed the problem of electoral violence and growth of this problem has been at length in this article. Electoral violence is an integral part of the general level of violence in the society.</td>
</tr>
<tr>
<td>R. D. Sharma (1990)</td>
<td>Author gave stress on police public relations, which unfortunately has not improved perceptibly.</td>
</tr>
<tr>
<td>Vimala Veenaraghavan (1987)</td>
<td>In this study emphasis has been mainly on the socio-demographic characteristics, social relationships.</td>
</tr>
<tr>
<td>K. K. Mishra (1987)</td>
<td>Has discussed the ancient police system in India, in which the village formed the basic unit of administration</td>
</tr>
<tr>
<td>A. P. Singh (1987)</td>
<td>The study examines the pattern and the causes of crime in the Sajanpur district of the State of Rajasthan. In this study, emphasis has been given on people’s versions of causes of the crime.</td>
</tr>
<tr>
<td>Ranjit Das Gupta (1986)</td>
<td>In this paper discussed that the fundamental orientation, structure and functioning of Indian Police have remained unchanged for over a century. Here, marginal changes in the existing system cannot meet the needs of a rapidly changing socio-economic situation.</td>
</tr>
<tr>
<td>John L. Lambert (1986)</td>
<td>Discussed that accountability in its narrow sense, In this sense, the police may be</td>
</tr>
<tr>
<td>Author/s</td>
<td>The Review of Literature</td>
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<tr>
<td>John C. Alderson (1985)</td>
<td>Has discussed the major problems like increasing disorder and lawlessness, and. Finally he suggested a new arrangement, technologies, ways and new policing strategy.</td>
</tr>
<tr>
<td>National Police Commission –II (1983)</td>
<td>Has discussed that the better police-public relationship on a continuing day-to-day basis is vital to secure the desired measure of public involvement and cooperation in police work to make it meaningful and acceptable to society.</td>
</tr>
<tr>
<td>Patrick Edobor Iginovia (1982)</td>
<td>The focus of this article is the problems confronting the Nigeria Police Force their causes.</td>
</tr>
<tr>
<td>M.A. Khan and K.P. Krishna (1982)</td>
<td>The present study inquires into the dynamics of change in the attitude of the adolescents towards the police. They observed that the changes in the attitude of the adolescents, when exposed to the negative communication, are larger than when they are exposed to the positive communication.</td>
</tr>
<tr>
<td>S.C. Misra (1981)</td>
<td>Has discussed the primary function of police force will remain prevention and detection of crime and the maintenance of law and order in a democratic society.</td>
</tr>
<tr>
<td>Vicot I. Cizanckas and Donald G. Hanna (1980)</td>
<td>Examined that the tasks of the police in a democratic society are complex. The demands made by society in terms of increasing technology and effective operations are difficult to cope.</td>
</tr>
<tr>
<td>P.J. Alexander (1980)</td>
<td>has examined the nature of police-public support in normal situation and extraordinary or special situations in generally dissimilar, striker, riots etc.</td>
</tr>
<tr>
<td>Trilok Nath (1978)</td>
<td>Analysed that the need for reform and reorganization of the Indian police can brook no further delay.</td>
</tr>
<tr>
<td>R. K. Bharadwaj (1978)</td>
<td>Discussed about the police administration in India, Police Act of 1861 and study contains chapter on planning the police organization.</td>
</tr>
<tr>
<td>O. W. Wilson and Roy Clinton Mclaren (1977)</td>
<td>Described that police administration has been very much a part of general administration in India from times immemorial. However, its study as a science of management may be regarded as of recent origin.</td>
</tr>
<tr>
<td>Maurice J. Fitzgerald (1977)</td>
<td>Discussed about the various investigative techniques and criminal investigative techniques.</td>
</tr>
<tr>
<td>Charles D. Hale (1977)</td>
<td>Observed that the field of police administration is getting more and more complex in recent years due to implementation of the principles developed in the social sciences to the problems of police administration.</td>
</tr>
<tr>
<td>Sir Edmund C. (1976)</td>
<td>Discussed that the works involving crime control and detection are full of temptations for the weak and Kautilya’s dictum that it is very difficult not to taste honey passing one’s hands is of some relevance.</td>
</tr>
<tr>
<td>Richard E. Former, Victor A. Kowaleroski (1976)</td>
<td>Suggested that the line officers should be concerned with the preservation of peace, protection of life and property, enforcement of laws, and detection of law breakers.</td>
</tr>
<tr>
<td>Paul M. Whisenand</td>
<td>Discussed about police supervision.</td>
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<tr>
<td>Author/s</td>
<td>The Review of Literature</td>
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<tr>
<td>J. C. Curry (1976)</td>
<td>Described the concepts of law and order in ancient and mediaeval India. The author offers shrewd observations on the relationship between the districts police and the magistracy as typified by the interaction of the district magistrate and the superintendent of police.</td>
</tr>
<tr>
<td>O. Glenn Stahl and Richard A. Staufenber (1974)</td>
<td>Opined that the success of police forces for various purposes, better investigative techniques, improved public image, depend to a great extent on the proper selection and police training.</td>
</tr>
<tr>
<td>Maureen E. Cain (1973)</td>
<td>Focused on the major issues concern with citizen rights, police operation and the effects of the policeman's action leading to a concern for the choices in work the policeman actually makes.</td>
</tr>
<tr>
<td>G.C. Singhavi (1972)</td>
<td>In this paper the author discussed about police training. The author also discussed about specialized subjects, like the investigation of specialized crimes, scientific aids to investigation of crime, intelligence, traffic, crowd control, prosecution of offenders, had not come up as independent subjects of study.</td>
</tr>
<tr>
<td>Alan Coffey, Edward Eldeforison and Walter Hartinger (1971)</td>
<td>Studied law enforcement, the equal administration of justice and reasons of crime.</td>
</tr>
<tr>
<td>G.C. Singhvi (1935)</td>
<td>Author has discussed major innovations like police training, management of training, innovations in police training and for better police administration.</td>
</tr>
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</table>

**Inferences Drawn from Review of Literature**

There is vast literature related to police and police administration in India encompassing the sphere of prevention and detection of crime and maintenance of law and order, police reforms, community policing, performance-oriented and people-friendly police services, perception and role conflict, prison system and reforms, major problems in jails in India, cyber crime investigation and computer forensics.

Thus, there has been no study on Police-Public Interface in the Solan district justifying the present research work.
A survey of literature shows that the importance and role of the police and police administration has been recognized by every society but still the system is not developed to the expectations of the people especially in the developing countries. In spite of various policies, programmes and schemes which have been introduced and implemented by the government, it has been unable to deal with the challenges and problems and the basic necessary infrastructure required for the running of the institutions has also been lacking. The literature also shows the existing police problems which focused predominantly on the relationship between police-public and magistracy, poor police-population ratio, absence of structural changes, the grave situation and that many of the Indian justice’s laws are outdated.

Various authors have suggested improving the police image in India. The police need quick and efficient services of experts in analyzing handwriting, blood, semen sample recovered from the scene of crime. To improve the police-population ratio, and structural changes, modernization and computerization in the police system, there is a need to continue research and experimentation.

The authors, further, have emphasized to strengthen the training facilities for police at all levels, and also suggested that strategy for improvement in police training is largely depended upon the information and infrastructure and emphasized the significance of the law and order. They focused on the different strategies regarding police and police administration.

However, as we proceed to narrow down our focus on police-public interface in the district Solan in Himachal Pradesh, it has been observed that there existed very limited literature on the police-public interface and mostly it was in the form of papers or articles and mention in some books.

**Scope of the Present Study**

The present study has analysed the interface between police and public of district Solan in Himachal Pradesh. The locale of the study has been two police districts in an administrative district of Solan. The study focussed to assess the existing police public interface at the police district level in district Solan. The present study has covered the five police stations (which had the highest police strength), under the five DSPs and two SSPs of
police district Solan and police district Baddi and these police stations were Baddi, Nalagarh, Solan, Dharampur and Arki.

**Justification of the Jurisdiction**

The State of Himachal has 12 administrative districts but for policing purposes there existed 13 police districts as the district Solan for the purposes of police administration has been divided into two police districts which were headed by two separate SPs. Thus, the district has a unique feature relating to district police set up and it has been another reason for the researcher to study the police-public interface of this particular district.

**Objectives of the Present Study**

The present study has been conducted with the following research objectives:

1. To study the existing organizational structure of State police administration, with special reference to district Solan in Himachal Pradesh.
2. To assess the satisfaction of the police personnel with the working conditions in Solan District.
3. To examine the satisfaction of the public with the functioning of the police in the Solan District.
4. To study the Police Public Interface in Solan District in the context of Community Policing initiatives and Web Protocol.
5. To suggest suitable steps to improve the police public interface.

**Research Questions**

The above objectives have been studied through the following research questions:

1. Whether the organizational structure of the police in Solan district is different from other districts of State Government?
2. Whether the police personnel are satisfied with their working in Solan District?
3. Whether the Public is satisfied with the functioning of the police in Solan District?
4. Whether the State Government takes initiatives towards the improvement of the Police Public Interface in the district?
5. Whether there existed satisfactory Police Public Interface in the district?
Research Methodology

For the purpose of study both primary and secondary data has been collected and used.

To draw the responses to assess the Police Public Interface, two samples were drawn:

1. Sample of 200 police personnel from 5 police stations out of total 12 police stations of the both police districts, police district Solan and police District Baddi
2. Sample of citizens (400) under the selected 5 police stations.
3. Sample of 100 respondents from each district (200)

The primary data of police personnel as well as of the public was collected with the help of two interview schedules. The sampling was based on the convenient sampling method. While collecting the sample, care has been taken that all the ranks of the personnel up to the level of ASI have fair representation where as the number of the head constables and constables were higher as they happened to be at the cutting edge level of the police-public interface. The Solan district for the purposes of Policing has been divided into two Police districts; Police district Solan and Police district Baddi. Both the Police districts had 12 police station. Both police districts were under the control of separate two SPs and they were assisted by five DSPs (five divisions) to carry out the policing in 12 Police stations. The researcher has taken only 5 police stations out of 12 police stations on the bases of the highest strength of police personnel in these Police Stations. Of these 5 police stations, the sample of 200 Police Personnel as respondents has been drawn. A separate interview schedule has been prepared to assess the satisfaction of the citizens with the police services provided by police in Solan district. The sample of 400 people have been drawn from the five selected police stations to draw responses to assess the level of satisfaction among citizens towards provided police services. Further, the sample of 200 citizens was drawn while conveniently selecting 100 respondents from each district to assess the awareness about the good practices followed in the districts.

The secondary data had been collected from various reports, journals, books, official documents, statistical abstracts, thesis, dissertation, records of the department of police
administration of Solan District in Himachal Pradesh and other sources related to the topic, wherever relevant. Newspapers and websites have been consulted and used wherever required.

**Research Tool**

The Interview Schedule has been used as a tool for the data collection which included various statements and questions on selected aspects of the research problem. The Interview Schedule has been tested on a three point Likert Scale i.e. Agree, Undecided, Disagree assigning each a rating of 3,2,1 score respectively. The Interview Schedule has been developed by searching the relevant literature on the subject and by consulting the experts in the field of public administration and allied disciplines.

**Data Analysis and Interpretation**

The primary data so collected has been analysed using cross tabulation with the help of the statistical package SPSS using relevant statistical techniques like Chi-square test, Karl Pearson’s coefficient of correlation to support the findings. The data analysed has been presented in the tabular form for easy understanding.

**Assumptions and delimitations for analysis of primary data**

In the present work certain devised assumptions and limitations have been used which have been presented below.

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Percentages</th>
<th>Values</th>
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<tbody>
<tr>
<td>1</td>
<td>0-10.99</td>
<td>Meager Inconsequential Proportion of Respondents</td>
</tr>
<tr>
<td>2</td>
<td>11-20.99</td>
<td>Insignificant Proportion of Respondents</td>
</tr>
<tr>
<td>3</td>
<td>21-30.99</td>
<td>Small Proportion of Respondents</td>
</tr>
<tr>
<td>4</td>
<td>31-40.99</td>
<td>Noticeable Proportion of Respondents</td>
</tr>
<tr>
<td>5</td>
<td>41-50.99</td>
<td>Highly Noticeable Proportion of Respondents</td>
</tr>
<tr>
<td>6</td>
<td>51-60.99</td>
<td>Majority of Respondents</td>
</tr>
<tr>
<td>7</td>
<td>61-70.99</td>
<td>Fair Majority of Respondents</td>
</tr>
<tr>
<td>8</td>
<td>71-80.99</td>
<td>High Majority of Respondents</td>
</tr>
<tr>
<td>9</td>
<td>81-90.99</td>
<td>Significant Majority of Respondents</td>
</tr>
<tr>
<td>10</td>
<td>91-99.99</td>
<td>Highly Significant Majority of Respondents</td>
</tr>
</tbody>
</table>

Source: The assumptions considered while analysing the primary data given in the Tables.
Pearson’s R and approximate significance

Table 1.4: Approximate significance

<table>
<thead>
<tr>
<th>Value of R is positive</th>
<th>Approximate positive significance</th>
<th>Value of R is negative</th>
<th>Approximate negative significance</th>
</tr>
</thead>
<tbody>
<tr>
<td>0.000</td>
<td>No relationship</td>
<td>(-) 0.000</td>
<td>No relationship</td>
</tr>
<tr>
<td>Below 0.499</td>
<td>Low relationship</td>
<td>Below (-)0.499</td>
<td>Low relationship</td>
</tr>
<tr>
<td>0.5-0.799</td>
<td>Moderate relationship</td>
<td>(-) 0.5 – (-) 0.799</td>
<td>Moderate relationship</td>
</tr>
<tr>
<td>0.8-0.899</td>
<td>High relationship</td>
<td>(-) 0.8 – (-) 0.899</td>
<td>High relationship</td>
</tr>
<tr>
<td>0.9-0.999</td>
<td>Significantly high relationship</td>
<td>(-) 0.9 – (-) 0.999</td>
<td>Significantly high relationship</td>
</tr>
<tr>
<td>1</td>
<td>Perfect relationship</td>
<td>(-) 1</td>
<td>Perfect relationship</td>
</tr>
</tbody>
</table>

Source: The assumptions considered while analysing the primary data given in the Table. Positive and negative values will be taken to indicate the direction of the relationship between the variables.

Chi-Square Test

Table 1.4: Assumptions of Chi-Square test in the present study

| Source: The assumptions considered while analysing the primary data given in the Table. |
|---------------------------------|---------------------------------|---------------------------------|
| 0.000 to 0.001                  | Highly significant               |                                 |
| Above 0.001 up to 0.050          | Significant                      |                                 |

Limitation of the Study

It has been experience of many social scientists and researchers in the field of social sciences that to procure data has always remained problem, this problem assumes more gigantic nature when the data relates to Police. Thus, researcher did find difficulties in accessing the data on the topic.

Scheme of Chapters

Chapter-1 Introduction, Scope and Research Methodology.
Chapter-2 Police Administration: Agencies, Setup, Functions and Working
Chapter-3 Satisfaction among Police Personnel with the Working Conditions
Chapter-4 Public Perception about Police and their Functioning
Chapter-5 Police Public Interface: An Assessment.
Chapter-6 Conclusions and Suggestions
References

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