Chapter - 5

Concepts & Definitions Of Social Control:

A Conceptual Perspective: Social Control & Crime Rate, Cyber Crime Cell, Proactive Policing & Miscellaneous Pro- Active Programs
CHAPTER-5
Social Control and Crime Rate

Introduction

In this chapter an attempt is made to analyze the role performance of police in the context of Social Control and the crimes reported and detected between the years 2003-2005. Theories, definitions and explanations are stated and the crime rate is examined.

Definitions of Social Control

The concept of Social Control is associated with normative aspect of life. It was first used and explained by E.A. Ross (1901) he employed this term to denote public opinion, law, belief systems, education, persuasion and religion as the means of Social Control. In early literature Social Control was referred to almost all the human practices and arrangements that contribute to Social order, in particular that which influence people to conform (c.f. Donald Black : 1984).

According to Bernard “Control itself is a process by which stimuli are brought to bear effectively upon some person or group of persons, thus producing responses that function in adjustment. Berndt explains that “Social Control...... covers all the processes and procedures which regulate behaviour, in that they exert pressure on persons or groups to confirm to the norms.” In the words of Cohen “.........., we have been using Social Control to refer to social processes and structures tending to prevent or reduce devianec.” The expression is also used to referred to anything the people do that is ‘socially defined’ as ‘doing something about deviance, whatever that something is: prevention, deterrence, reform, vengeance, justice, reparation, compensation, the moral enhancement of the victim (ex. by turning the other cheek).’ According to Sites the concept of power is the basis of Social Control. Wood defines Social Control as the use of
power with the intention of influencing the behaviour of others (Donald Black: 1984).

From the above definitions and explanations two things are clear. They are as follows:

1. Social Control refers to processes and procedures.
2. Social Control is meant to influence, exert pressure, bear effectively upon persons or groups to confirm to the norms, to prevent or reduce deviance.

In the light of the above definitions some questions that need to be answered are: Do the police as a formal agency of Social Control exert any influence or pressure on persons or groups to prevent or reduce deviance? To what extent they are able to do this? What is the consequence of such influence? These questions are important because it is a police who are assigned the task of enforcing law, preventing and detecting crime. The answer to these questions can be given by highlighting the number of cases reported and detected year wise. An increase in the number of cases reported and a decrease in the number of cases detected indicates that police are not able to reduce or prevent crime nor they are able to increase the detection of cases. Hence an examination of the performance of police on the basis of the objective data i.e. crimes committed, reported and detected is essential.

The crime statement showing the number of cases reported and detected in Bangalore city between the years 2003-2005 is the index of police performance (See Table-12).
## Table - 12

**Statement Showing Crimes Reported and Detected for the Years 2003, 2004 and 2005.**

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Part I</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Murder</td>
<td>203</td>
<td>168</td>
<td>198</td>
<td>158</td>
<td>231</td>
<td>189</td>
</tr>
<tr>
<td>Murder (Gain)</td>
<td>14</td>
<td>7</td>
<td>16</td>
<td>9</td>
<td>11</td>
<td>10</td>
</tr>
<tr>
<td>Dacoit</td>
<td>46</td>
<td>38</td>
<td>37</td>
<td>28</td>
<td>35</td>
<td>17</td>
</tr>
<tr>
<td>Robbery</td>
<td>172</td>
<td>113</td>
<td>268</td>
<td>166</td>
<td>399</td>
<td>205</td>
</tr>
<tr>
<td>Chain Snatching</td>
<td>139</td>
<td>96</td>
<td>187</td>
<td>131</td>
<td>195</td>
<td>131</td>
</tr>
<tr>
<td><strong>Snatching</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>HBT (Day)</td>
<td>339</td>
<td>187</td>
<td>369</td>
<td>115</td>
<td>386</td>
<td>78</td>
</tr>
<tr>
<td>HBT (Night)</td>
<td>1,374</td>
<td>719</td>
<td>1,505</td>
<td>317</td>
<td>1,385</td>
<td>272</td>
</tr>
<tr>
<td>House Thefts</td>
<td>1352</td>
<td>862</td>
<td>1,420</td>
<td>616</td>
<td>1,520</td>
<td>490</td>
</tr>
<tr>
<td>MV Thefts</td>
<td>2,682</td>
<td>1,279</td>
<td>3,205</td>
<td>1,103</td>
<td>3,770</td>
<td>663</td>
</tr>
<tr>
<td>Ordinary thefts</td>
<td>3,078</td>
<td>1,623</td>
<td>3,549</td>
<td>1,799</td>
<td>4,266</td>
<td>1,008</td>
</tr>
<tr>
<td>Cattle thefts</td>
<td>11</td>
<td>9</td>
<td>67</td>
<td>35</td>
<td>50</td>
<td>28</td>
</tr>
<tr>
<td>Rec. Stolen property</td>
<td>01</td>
<td>01</td>
<td>02</td>
<td>02</td>
<td>11</td>
<td>11</td>
</tr>
<tr>
<td>Cheating</td>
<td>1,780</td>
<td>1,642</td>
<td>1,534</td>
<td>1,305</td>
<td>1,633</td>
<td>1,328</td>
</tr>
<tr>
<td>Counter Feting</td>
<td>87</td>
<td>58</td>
<td>22</td>
<td>14</td>
<td>90</td>
<td>38</td>
</tr>
<tr>
<td>Cr.Br.Trust</td>
<td>241</td>
<td>213</td>
<td>145</td>
<td>115</td>
<td>172</td>
<td>119</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>11,519</strong></td>
<td><strong>7,015</strong></td>
<td><strong>12,524</strong></td>
<td><strong>5,913</strong></td>
<td><strong>14,154</strong></td>
<td><strong>4,584</strong></td>
</tr>
<tr>
<td><strong>Part II</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>304 (A) IPC</td>
<td>832</td>
<td>736</td>
<td>864</td>
<td>810</td>
<td>800</td>
<td>773</td>
</tr>
<tr>
<td>279,337,338 IPC</td>
<td>9,835</td>
<td>8,342</td>
<td>8,267</td>
<td>8,094</td>
<td>6,909</td>
<td>6,802</td>
</tr>
<tr>
<td>307 IPC</td>
<td>279</td>
<td>267</td>
<td>289</td>
<td>247</td>
<td>288</td>
<td>260</td>
</tr>
<tr>
<td>Rioting</td>
<td>273</td>
<td>247</td>
<td>319</td>
<td>204</td>
<td>361</td>
<td>171</td>
</tr>
<tr>
<td>Hurts</td>
<td>3,847</td>
<td>3,698</td>
<td>3,542</td>
<td>3,357</td>
<td>3,474</td>
<td>3,332</td>
</tr>
<tr>
<td>Kidnapping</td>
<td>132</td>
<td>126</td>
<td>175</td>
<td>145</td>
<td>131</td>
<td>106</td>
</tr>
<tr>
<td>354 IPC</td>
<td>213</td>
<td>213</td>
<td>151</td>
<td>151</td>
<td>167</td>
<td>165</td>
</tr>
<tr>
<td>498(A) IPC</td>
<td>213</td>
<td>213</td>
<td>227</td>
<td>27</td>
<td>287</td>
<td>287</td>
</tr>
<tr>
<td>376 IPC</td>
<td>34</td>
<td>34</td>
<td>32</td>
<td>32</td>
<td>38</td>
<td>38</td>
</tr>
<tr>
<td>304 (B) IPC</td>
<td>34</td>
<td>34</td>
<td>44</td>
<td>44</td>
<td>39</td>
<td>39</td>
</tr>
<tr>
<td>Other IPC cases</td>
<td>2049</td>
<td>1,827</td>
<td>2,092</td>
<td>1,992</td>
<td>2,400</td>
<td>2,175</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>17,741</strong></td>
<td><strong>15,737</strong></td>
<td><strong>16,002</strong></td>
<td><strong>15,303</strong></td>
<td><strong>14,888</strong></td>
<td><strong>14,149</strong></td>
</tr>
<tr>
<td><strong>Total IPC cases</strong></td>
<td><strong>29,260</strong></td>
<td><strong>22,752</strong></td>
<td><strong>28,526</strong></td>
<td><strong>21,216</strong></td>
<td><strong>29,042</strong></td>
<td><strong>18,686</strong></td>
</tr>
</tbody>
</table>

Source: Bangalore City Police, Crime Record Cell

193
Table - 13

Percentage - crimes reported

<table>
<thead>
<tr>
<th>Part</th>
<th>2003</th>
<th>2004</th>
<th>Difference in No. of cases Reported</th>
<th>2004</th>
<th>2005</th>
<th>Difference in No. of cases Reported</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Total</td>
<td>%</td>
<td>Total</td>
<td>Total</td>
<td>%</td>
<td>Total</td>
</tr>
<tr>
<td>Part I</td>
<td>11519</td>
<td>12524</td>
<td>1005</td>
<td>12524</td>
<td>14154</td>
<td>1630</td>
</tr>
<tr>
<td></td>
<td>8.72</td>
<td>13.02</td>
<td></td>
<td></td>
<td></td>
<td>13.02</td>
</tr>
<tr>
<td>Part II</td>
<td>17741</td>
<td>16002</td>
<td>1739</td>
<td>16002</td>
<td>14888</td>
<td>1114</td>
</tr>
<tr>
<td></td>
<td>9.80</td>
<td>6.96</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Source: Bangalore City Police, Crime Record Cell.

Table - 14

Percentage - crimes detected

<table>
<thead>
<tr>
<th>PART I</th>
<th>2003</th>
<th>2004</th>
<th>2005</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Total</td>
<td>%</td>
<td>Total</td>
</tr>
<tr>
<td>Detected</td>
<td>7015</td>
<td>60.90</td>
<td>5913</td>
</tr>
<tr>
<td>Part II</td>
<td>15737</td>
<td>88.70</td>
<td>15303</td>
</tr>
</tbody>
</table>

Source: Bangalore City Police, Crime Record Cell.

Discussion:
The number of cases reported under Part I indicate an increase between 2003-2005, however under part II there is a decrease in the number of cases reported during the same period. The number of cases detected under part I for the years 2003-2005, have decreased gradually. But under part II there is an increase in the number of cases detected during the same period.
(See table -13)

The number of cases reported for the years 2003-2005 under part II there is an over all decrease whereas the cases detected there is an over all increase. This indicates that the performance of police under part II has been on a positive note. On the other hand under part I increase in the number cases reported and
decrease in the number of cases detected indicates that police performance is not very encouraging.

The reasons for the increase in the crime rate reported and the decrease in the detection rate could be explained by highlighting the problems of police. Efforts to highlight the problems of police through various articles and studies by intellectuals, academicians and the police themselves have gone on ever since the establishment of an organized police force in India by the British. According to Sharma (1977) 'the odd hours of work, the strain of adventure, the irregularity of routine, the company of criminals and flatterers, the lack of leisure, the social stigma and above all the constant pressure and panic of disciplined existence create the mental void and renders the policeman, especially at the lower levels a pitiable picture of timidity and insecurity, indulging in vulgar display of power .... At the level of the Constable and the Sub-Inspector this neurosis is not only widely shared but evidently felt by the outsiders'.

As per Mathur (1991) 'police have very difficult and exacting roles which are conflicting with each other most of the times. In our democratic developing society, the police role is rightly comparable to tight rope walking on which tilts and tensions are often determined by the political leadership, political subculture, politico-socio-economic environment and general value orientation of the society and the police personnel in particular. While one section of society wants stern action against terrorists the other section wants more human approach. There is a conflict between policeman’s legal duties and his sense of compassion which he finds a semi naked, sick and feeble starving committing theft of few loaves of bread to feed his famished children’. Mathur suggests that a systematic analysis as to why police is unable to perform its expected role is essential. Pointing out to the variety of roles of police he makes a list of the roles expected to be performed by the police personnel in a day which are as follows: A police house officer is supposed to control a fire at 6 a.m, provide assistance to the injured scooter driver at 7 a.m, investigate murder case at 8 a.m, collect intelligence about terrorist activities at 9 a.m, supervise VIP police bandobust at 10 a.m, provide dynamic leadership to deal with student agitation at 11 a.m and intercede in a quarrel
between the wife and husband at 11.30 a.m and attend to the grievances of public from 2 p.m. In the context of this Mathur’s questions are: ‘How do we expect police to play so many roles? Is the present day police psychologically and situationally equipped to deal with kaleidoscopic array of human problems with their state of training, behavioural orientation and equipment?’ He says that the answer is certainly ‘NO.’

In the same vein Ghosh (1983) opines that the list of roles to be performed by the police is endless. He also says that whenever there is a civic problem one would find that somewhere in the country there is a policeman assigned to help solve it. In the context of this he raises a pertinent question that despite all this what do we give the police to prepare them for the omnibus duties which keep on expanding almost everyday. Ghosh’s answer to this question is: ‘Poor pay, no house to live in and no adequate training. The principle of political interference has been accepted in the police, the police remain undecided about the means and ends of such intervention. The growth of both trends has complicated the image and work of the police. They are the scapegoats of every disaster, the butt of every wrong-doer, the target of every bureaucrat, judge, politician or journalist. The police have been terribly insulted. They are confused, demoralized and in a total mess’.

According to K.M. Mathur (1991) “scientific and technological advances have not only conditioned and influenced society, it has also given a new turn and dimension to crime and its causes. Drastic dimensional change in the role of police is needed today. In India police have a big role to play in the combating terrorism, insurgency, internal disturbances and all kinds of law and order problems with the assistance of Para-military forces. During war police have to adopt and enforce civil defence measures and even black-out exercise in order to defend the towns and cities. Aviation security, VIP security, security of vital installations is some of the new dimensions of police role. Traffic regulation, investigation of computer offences, video piracy, economic offences and organized crime are responsibilities for the police. Economic development has increased corruption, misappropriation and organised economic crime. Special
economic wing of police with special training are needed to deal with such new variety of offences. Hoarding, smuggling, adulteration, of food articles, bank robberies bank frauds, narcotic offences, misappropriation and defalcation in cooperative societies, theft of power and water, evasion of taxes, contravention of controls and regulatory measures imposed by the government are some of the new areas where the police has to play a very important role. In the same vein S.K. Ghosh opines that “the role of policeman in our society goes far beyond the duties of enforcing the law and arresting lawbreakers. Modern-day computers would be taxed to process the thousands of special services performed for the public by policeman every day. Even a partial list would have to include unsnarling traffic; guarding dignitaries; recovering of missing or kidnapped women and children; keeping order with prisons, college and university campuses; guarding examination centers; industrial plants; carrying and cremating unidentified dead bodies which sweepers refuse to handle; checking black market of cinema and railway tickets; rounding up of ticket-less commuters; controlling crowds in sporting events, places of entertainments and on great public occasions; rescuing people during floods and fires and feeding them; rounding up prostitutes and lepers; shooting wild animals and stray dogs; rounding up stray cattle roaming in the streets; clearing encroachments on roads; ensuring integrity of elections; preventing eve-testing; collecting people for vasectomy or for cholera inoculation; intervening in landlord-tenant disputes; preventing illicit distillation and sale of liquor preventing circulation of obscene literature; guarding railway track and tele-communication lines. The list is endless”.

In addition to this Policeman comes in contact with different sections of the society while discharging his duties. S.K. Ghosh (1983) has listed out the different occasions, places wherein different groups and individuals with whom the police interact. In the Streets he meets political group fighting; the drunk; the gambler; the motorist in a hurry; the injured run-over by an automobile; hawkers encroaching upon the right passage; the prostitute; the pimp; the girl wandering and beyond control, exposed, to moral danger; the abandoned child,
victim of cruelty and neglect; the armed criminal engaged in looting shops and banks; the fleeing criminal chased by the public; the well-dressed educated youth earning his livelihood by snatching or cheating. In the police station he meets the complainant; suspect and the hardened criminal. In the hospital, he meets the victim of rape; the person fighting for life after being grievously injured by a criminal; the person who had attempted suicide; the doctor and the nurse. In the university campus, he meets students on rampage. In the factory, he meets the workers and the management fighting for their rights. In the court, he meets magistrates, judges and lawyers, who by and large, are very critical of the police and believe that they are corrupt, brutal and untrustworthy. In the underworld, he meets unsocials and those evading the law. He seldom meets the public at its best and it seldom welcomes him.

Ghosh also points out that, more significantly, the police deal with people when they are most threatening and when they are most vulnerable, when they are angry and when they are frightened, when they are desperate and when they are violent, when they are drunk and when they are ashamed. Through all of this, through the performance of duty, whether stalking a dacoit or rapist or recovering a kidnapped woman or girl, the police officer has to exercise the ultimate act i.e. restraint and force.

In order to confirm the validity of the reasons highlighted by different authors, the researcher had an informal discussion with the policemen. They were asked to express freely their difficulties and problems they experienced directly or indirectly while discharging the duties expected of them. Most of the policemen were more than willing to respond to. Hence a set of questions linked to their work-set-up, relations with the public, their colleagues and senior officers and most important the problems of their families were posed to them.

Most of the policemen pointed out to the over – burdening, 24 hours of duty with no extra remuneration or any benefits, no time to be with family and friends on any occasion. The ASIs, HCs and PCs in particular pointed out that their pay and promotional opportunities have to be considered seriously. The next
chapter deals with some of these aspects in the context of role satisfaction of police.

Table – 15
Details of property lost, recovered and returned to the complainants between the years 2003-2005 in Bangalore city.

<table>
<thead>
<tr>
<th>Year</th>
<th>Value of property lost (in Rupees)</th>
<th>%</th>
<th>Value of property recovered (in Rupees)</th>
<th>%</th>
<th>Value of property returned to the complainant (in Rupees)</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>2003</td>
<td>26,20,88,936=00</td>
<td>27.78</td>
<td>11,75,87,564=00</td>
<td>26.14</td>
<td>10,53,27,993=00</td>
<td>31.73</td>
</tr>
<tr>
<td>2004</td>
<td>31,38,54,177=00</td>
<td>33.27</td>
<td>15,08,61,995=00</td>
<td>33.53</td>
<td>11,24,43,542=00</td>
<td>33.88</td>
</tr>
<tr>
<td>2005</td>
<td>36,73,32,932=00</td>
<td>38.94</td>
<td>18,14,53,759=00</td>
<td>40.33</td>
<td>11,41,46,811=00</td>
<td>34.39</td>
</tr>
<tr>
<td>total</td>
<td>4,32,76,045=00</td>
<td>100</td>
<td>44,99,03,318=00</td>
<td>100</td>
<td>33,19,18,346=00</td>
<td>100</td>
</tr>
</tbody>
</table>

Source: Bangalore City Police, Crime Record Cell.

There is increase in the value of property lost, increase in the value of property recovered and also in the property returned. This is indicative of the efforts in the context of their role to prevent & detect crime. (Table-15)

Conclusion:

According to Verma, (India Together, January-2004) ‘many complaints are not recorded or the gravity of offense is minimized to claim that crime is under control. A vast number of crimes are simply not being registered by the Indian police. This so called minimization of crime is a serious and wide-spread problem at all the police stations in the country. The Crime in India-1999, a compilation of police crime reports by the National Crime Records Bureau brings this out in an outrageous manner.’ When the complaints or the crimes are not recorded properly, question of preventing and detecting crime does not arise at all. The consequence of this is serious leading to increase crimes and criminals.
The very purpose of having police and police station is defeated. Hence, reforms at police station level, as suggested by many police officers, is a must to prevent, detect and reduce crimes.

The most important aspect to be noted is that efficiency of police according to Police Manual lies in: (1) Absence of crime and disorder since it is the primary duty of police to prevent both. (2) Efficiency also means not the visible evidence of police action in dealing with crime and disorder. (3) The extent of ready co-operation they receive from the public.

When the ideal of police efficiency based on the above three factors is examined, it is seen that such expectations from police will remain a myth. In other words, despite all efforts by the police to prevent crime and disorder, there is no society which is free from deviance and crime. Making use of phenomenological views it can be said that an expectation of the absence of crime and disorder is beyond reality. According to Durkheim (1958) a society without criminality would necessitate a standardization of the moral conceptions of all the individuals which is neither possible nor desirable. Durkheim points out that a society will always have a certain number of deviants and that deviance is normal condition. But he also opines that if there were no system of moral repression, a system of moral heterogeneity would exist which is irreconcilable with a very existence of society. Hence, quick action in preventing and detecting crime would be the apt thing because this is what people expect of the police. The public also expects the police to be approachable, attend to them at police stations promptly and solve their problems in a just manner as quickly as possible. In the light of this it is essential to examine what strategies and coping mechanisms are adopted by the police in Bangalore city to attend to the unique problems of the expanding city.

City Police is responsible for the overall policing in the city. The City Police has a network of beats manned by foot patrol and vehicle patrol during day and night. These are backed by special mobile patrol units called Hoysala, traffic patrol and a number of armed striking force, mobile units stationed in important areas. The Hoysala (Jeeps) are meant for taking quick action in the eventuality of
any crime in any part of the city. The Cheetah Police (motor-bike) take necessary action in case of vehicles parked in prohibited areas and other traffic related issues.

**Cyber Crime Cell**

In addition to the above arrangements, a Cyber Crime Cell was started at Corps of Detectives - Head Quarters, Bangalore to deal with Cyber Crime, vide Govt. Notification No. HD 173 POP 99 dt. 15-10-1999. The Cyber Crime Cell started functioning at Corps of Detectives - Head Quarters, Bangalore from 21-10-1999, with one Deputy Superintendent of Police and four Police Inspectors along with supporting staff.

The Cyber Crime Cell was declared as Cyber Crime Police Station on 13th September 2001 vide Govt. Notification No. HD 173 POP 99 dt. 13th September 2001. It was duly notified in the Karnataka Official Gazette, vides Part IV-A No. 1840, on Monday, the 22nd October 2001 and from then it has been functional.

The Cyber Crime Police Station has jurisdiction in respect of all the offences committed under 'The Information Technology Act, 2000' (Central Act. No. 21 of 2000) or offences relating to Intellectual Property Rights.

**Working of Cyber Crime Police Station**

The Cyber Crime Police Station has strength of four Deputy Superintendents of Police and four Police Inspectors assisted by supporting staff. There is one legal adviser of the rank of Deputy Director of Prosecution assisting the Police Officers on legal issues. Depending upon legal and technical requirement, assistance from outside experts is also taken. Functioning of Cyber Crime Police Station is supervised by Superintendent of Police (COD), Deputy Inspector General of Police - Economic Offences (COD), Inspector General of Police - Economic Offences (COD), under the overall supervision and guidance of Director General of Police - Corps of Detectives - Training, Special units and Economic Offences, Bangalore. ([www.cyberpolicebangalore.nic.in](http://www.cyberpolicebangalore.nic.in))
Pro-active Policing

Bangalore City Police have evolved the Pro-active Policing system. Policing as a remedy to deal with the problems of the helpless and needy in the following areas:

I. HELLO NEIGHBOUR

The fact that City is growing perpetually in all directions and with the impact of urbanization, people are loosing contact even with their immediate neighbours. In a city like Bangalore, criminals are taking advantage of anonymity and lack of proper neighbourhood feeling. The safety and security of the people in the city has become a major concern for policemen. Hence neighbourhood watch scheme was introduced in Bangalore City by the Police. As a step further, a new scheme called "Hello Neighbour" movement is introduced by the Bangalore Police, all over Bangalore City.

Objectives of “Hello Neighbour” Scheme:

a) To know each other well amongst neighbours
b) To make advantage of having friends.
c) To share common problems.
d) To live cohesively
e) To share the joy of knowing each other irrespective of community, religion, race, creed, gender, economic status, etc.
f) To build a "Hello Neighbour " commune in your locality.
g) To have a nice feeling of LIVE AND LET LIVE
h) To have Happiness in commune living in your locality, ablest in the road you live.
i) To help each other in good and bad times.
II. MAKKALA SAHAYAVANI (MSV):

Another initiative of the Bangalore City Police is in the direction of attending to the problems of children. MSM was established in the premises of the office of the Commissioner of Police on 30th December 1997. This is a helpline for children with a toll free telephone No.1098. The primary objective of the Makkala Sahaya Vani is to respond to the immediate needs of any child in crisis. The other objectives are providing shelter, medical care, legal-aid, counselling and protecting children and helping them to realise their rights.

Makkala Sahaya Vani has received active support from various organisations, individuals, corporate sectors, institutions and community groups.

MSV is manned by trained women police constables and volunteers. In addition to the activity of helping children Makkala Sahaya Vani in collaboration with the UNICEF has organised several training courses to officers and men of City Police to sensitize them to the rights and problems of children.

Bangalore City Police has the unique distinction of being the first force in the country to have established an exclusive helpline for children.

Makkala Sahaya Vani responds to calls ranging from:

- Counselling for emotional problems
- On harassment, exploitation and sexual abuse
- Shelter for lost / missing children and to re-unite them with families
- Legal & Medical services
- Calls from public and parents of children who are mentally and physically handicapped
- Children denied of their earnings
- Children who just want to speak to MSVs
III. ELDERS HELPLINE

In collaboration with Nightingales Medical Trust, a Bangalore based NGO; Bangalore City Police has been doing pro-active policing in relation to the needs of senior citizens. In this direction the Elders Helpline was started. This Helpline is professionally managed and in close partnership with police officials, legal and security experts, volunteers and members of Nightingales Elders Enrichment Centre and other NGOs. The helpline deals with problems which include family problem, legal disputes, harassment, rehabilitation and medical help.

IV. PARIHAR

Parihar is a centre for research, training and development of women and children, with an objective to improve the welfare of women and children, to help mentally and physically handicapped, unemployed and distressed women, and abandoned / street / run away children by counseling and training. The Commissioner of Police, Bangalore City, is the Ex-Officio President of the Governing Body.

V. VANITHA SAHAYA VANI

The Bangalore City Police has initiated the women helpline named Vanitha Sahaya Vani (Women helpline) on 22.1.99. Any person can dial to telephone No. 1091 in respect of any Women in crisis situation. Vanitha Sahayavani coordinates Police and volunteer organizations and individuals working for the cause of women.

The main aspects of Women’s helpline are:

- It works from 8 a.m. to 8 p.m. in the office of the Police Commissioner, Bangalore City.
- It functions in close co-ordination with the family counseling center located next door.
- Vanitha Sahayavani which has a toll free no. 1091 can be reached from any part of the city.
• Crisis intervention with immediate rescue.
• Moral and supportive counseling by professional counselors.
• Short stay facilities to the needy.
• Psychiatric and medical facilities.
• Police assistance.
• Legal assistance.
• Rehabilitation.
• Empowerment.

Networking:
Vanitha Sahayavani has network with:
• Women Police Station, local police station of Bangalore city.
• Hoysala Services.
• NGOs of Bangalore Urban and Rural District.
• Hospitals, de-Addiction center.
• Karnataka Legal Aid Authority.
• Government: Departments like women and child, Social Welfare, Karnataka State Commission for women etc.
• Family court.

Training and allied activities by VSV:
• Legal awareness programs.
• Legal aid and advice through legal clinic attached to Vanitha Sahayavani.
• Gender sensitization to the police personnel.
• Training in counseling to different NGOs and police personnel.
• Social mobilization of women through counseling and legal education.
Vanitha Sahayavani looks ahead:

- To extend its services for all the 24 hours.
- To extend its services to rural women by starting VSP at Bangalore District.
- Addressing domestic violence by educating women through mass media.
- Improve women’s economic and social capabilities by providing income opportunity by networking with organizations (VSV pamphlet).

VI. MISCELLANEOUS PRO-ACTIVE PROGRAMS

- Pre-paid Auto services:

  In order to solve the problems of commuters at railway stations, the Railway Police introduced ‘Pre-paid Auto services.’ According to a report in Deccan Herald dated 14/01/2006, ‘Even as the newly-opened pre-paid auto stands at M G Road and Dickenson Road are struggling to lure autos to their counter, the one outside Cantonment Railway Station seems to have already accept defeat. For many commuters, a tiring train journey is followed by haggling with the auto-drivers, who stand right outside the counter but refuse to go in accordance with the system. One commuter complained that, the staff at the pre-paid counter is powerless against the autocratic auto drivers. “The autos do not park on the pre-paid line, and insist on using the meter, which is often faulty. I have to fight with the driver to take me home without charging extra.”

  A visitor to Bangalore said, “As I am an outsider, I don’t know the distance and the auto charge to my destination. I have been cheated on both my visits to Bangalore. I would prefer taking an auto from a pre-paid counter, but they are not available.”

  The DCP Traffic (concerned area), when enquired about this said, “We have noticed that these prepaid counters have failed to provide proper service to customers, resulting in harassment by auto-drivers. But the Bangalore Traffic Police have little control over them,” he said. However, he revealed that the traffic police is planning to raise this issue with the Railway Police, and take over if necessary. “The harassment can be curbed only by the
Traffic Police. If we take over, then the Railway Police could also save on the commission they pay to the private parties,” he said. “The Traffic Police also has the right to prosecute the erring driver,” he added.

When the Superintendent of Police (Railways), was informed about this, he said that the prepaid counter is working successfully, recording 1,000 bookings a day, and they will “never agree to the Traffic Police’s proposal”. “We have not received a single complaint against auto-drivers. The commitment of the Traffic Police is short-lived, so we do not want to transfer it to them. We are running the counter successfully,” the SP added.

This indicates that there is a lack of co-ordination between Traffic police and the Railway police. Hence, something needs to be done in this direction to help the commuters.

*Popular Drives:

Certain measures were taken up by Law & Order Police to check disorderly behavior of the public. In an article, ‘Popular drives that did not last long’ (The Hindu, dated 21/01/2006) senior police officials (‘LAW & ORDER’) say that because of shortage of staff and other important tasks, they cannot continue such programmes for long. Though most of these programmes had made a positive impact, the police have reportedly not made serious efforts to sustain them. Some of the reports about the ‘popular drives’ are as follows:

1) ‘Some time ago, the police conducted surprise checks on Bangalore Metropolitan Transport Corporation (BMTC) buses and booked cases against men occupying seats reserved for women. Such persons were arrested and produced in court, which released them after imposing fines. In the past two years, the police have not conducted such checks.’

2) ‘To create road awareness among the public, the traffic police had launched a drive against jaywalkers in the city’s upmarket areas such as Mahatma Gandhi Road and Brigade Road. Cases were booked and fines collected from jaywalkers. This drive, also did not last long.’
3) ‘Similarly, the drive against people travelling on the footboards of BMTC buses, those smoking in public places, those urinating in public places and people dumping construction material on roads, thereby hindering traffic, were also given up within a short.’

4) The report further states that, ‘unlike in the past, the police have not taken up special drives against eve-teasers and those selling film tickets in the black market. The police had taken up these programmes with the dual intention of sensitising the people on the need for maintaining public order and also to create a fear in the public mind that they would be penalised if they were found violating the rules.’

The report concludes with the note that ‘though many of these drives were restricted to the central parts of the city, the programmes had made a positive impact and were well received by the public. Senior police officials say that because of severe shortage of staff and more important work, they cannot continue such programmes for long and also extend them to different parts of the city.’

The following chapter deals with the role satisfaction of police, the expectations and the image and the opinion of the public regarding police performance with special reference to Bangalore city.