

POLICE-PUBLIC RELATIONSHIP: A STUDY OF AMBALA RANGE

SUMMARY

Of the

THESIS

Submitted to

KURUKSHETRA UNIVERSITY, KURUKSHETRA

For the award of the degree

of

DOCTOR OF PHILOSOPHY

IN

PUBLIC ADMINISTRATION

Under the Supervision of:

DR. MOHINDER SINGH

Professor (Retired)

Department of Public Administration

Kurukshetra University, Kurukshetra

Submitted by:

SUNET RANI



**DEPARTMENT OF PUBLIC ADMINISTRATION
KURUKSHETRA UNIVERSITY
KURUKSHETRA
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CERTIFICATE

Certified that Ms Sunet Rani has completed her Ph.D. thesis entitled, **“Police-Public Relationship: A Study of Ambala Range”** under my supervision and guidance. This is her original work and fit for submission and evaluation for *the award of Ph.D. degree in Public Administration.*

(Prof. Mohinder Singh)

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Dated:

(SUNET RANI)

LIST OF ABBREVIATIONS

ADGP	Additional Director General of Police
AIGP	Additional Inspector General of Police
ASI	Assistant Sub-Inspector
CFSL	Central Forensic Science Laboratory
CHRI	Commonwealth Human Rights Initiative
CI	Circle Inspector
CJM	Chief Judicial Magistrate
CM	Chief Minister
COP	Community Policing
CPMF	Central Para-Military Forces
Cr.P.C.	Code of Criminal Procedure
DGP	Director General of Police
DSP	Deputy Superintendent of Police
D.M.	District Magistrate
DCRB	District Crime Records Bureau
DR	Detail Report
FIR	First Information Officer
GOI	Government of India
HC	Head Constable

IGP	Inspector General of Police
IB	Intelligence Bureau
INC	Indian National Congress
IO	Investigating Officer
IPC	Indian Penal Code
IPS	Indian Police Service
JMFC	Judicial Magistrate First Class
LO	Law and order
MHA	Ministry of Home Affairs
NCRB	National Crime Records Bureau
NHRC	National Human Rights Commission
NICFS	National Institute for Central Forensic Sciences
NPC	National Police Commission
NWS	Neighbourhood Watch Scheme
OIC	Officer In-Charge
PCR	Police-Community Relation
PIL	Public Interest Litigation
POP	Problem-Oriented Policing
SC	Scheduled Caste
SD	Station Diary
SDJM	Sub-Divisional Judicial Magistrate

SDPO	Sub-Divisional Police Officer
SHO	Station House Officer
SI	Sub-Inspector
SSP	Senior Superintendent of Police
SP	Superintendent of Police
SPO	Special Police Officer
Sec.	Sections
ST	Scheduled Tribe
VDP	Village Defence Party

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CHAPTER-I

INTRODUCTION

In all societies, one of the basic responsibilities of government is ensuring the safety of life and property of its people. It is by creating and maintaining an efficient police force that the government provides a feeling of security enjoyed by the people. Security alone is not enough; in a democratic society, people also want to enjoy their individual freedom and rights without unwanted and illegitimate interference by a coercive and insensitive police force.¹ India has been a primitive society with tradition of associating people in governance during the ancient times. Establishment of a police organization with preventive, investigative and prosecuting duties can be traced back to “Kautilya”². Being peaceful by nature, policing was not a major issue in the Indian society. The administrative and other needs of the society were met through various forms such as “Panchayats”. The spate of violent crimes like dacoities/robberies during the British rule created the need of formal police force in India. Initially the police was carried out at elementary level and later it was carried out in more developed form.

The police touch the very life of people. The main role of the police is to prevent and investigate crimes against person or property and to maintain public order in the society. Police and society themselves, have a vital bearing on their expectations and hence it affect the relationship of both. The developments in policing at national level can provide us with important lessons for improvement in police-public relations. The political factor also played a vital role in the development of police-public relationship. Because the police is the most powerful arm of a state, so the system of a state has a profound impact on police-public relationship. The area of police-public relations has been of major concern in the country for over few years, because improved police-public relations will not only lead to greater levels of personal security, but also have a significant role to play in the resolution of public conflicts and the development of more harmonious relations between various groups of public in the society. By preventing criminal activity and apprehending offenders, the police play a significant role in providing safety and dignity to the people. The police also impact the social, economic and political situations and thereby contribute to the development and integrity of the nation.³

Meaning and Definitions of Police

Police force is a governmental organisation charged with the responsibility of maintaining law and order in the society. The Oxford dictionary defines police as an official organization whose job is to make people obey the law and to prevent and solve crime.⁴ The word police comes from the French word, and less directly from the Greek word '*polis*' through the Latin word '*politia*'⁵, which refers to government or administration. The word police was invented in France in the 18th century. The police may also be known as constabulary named after constable derived from the Latin term '*stabuli*' , which means 'master of the horse' – a title given to the master of the horse of the East Roman emperors⁶. The title was inherited by the French and it denoted a military rank. So, in France the rank of constable was given to military officers. It was imported into England by the Normans with its military implications and was generally used to designate certain officers who were appointed by the King as commanders of his castle. Later on, the Normans gave this name to local officers whose duty was not only to detect and apprehend lawbreakers and bad characters, but also to enroll men in the militia. These men were an early manifestation of police officers. Initially it meant a system of governance or 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.⁷

According to the Encyclopedia International, police are agents charged with enforcing the law and maintaining order.⁸ The Laxicon universal encyclopedia states that 'police' in modern society is department of government concerned with public order, providing protection and breaches of law. Police duties include crime detection, apprehension and arrest of criminals, patrolling, riots control and traffic regulation.⁹

Thus, in general, police may be defined as uniformed agency of the government which is responsible for protecting people and property, and also maintaining the order, preservation of peace, enforcement of laws, crime detection and control, riot control, traffic regulation, patrolling, making people obey the law, finding out about and solving crime, and catching people who have committed a crime etc in the society.

Historical Background

Every system starts due to previous circumstances and changes according to the time and environment. The socio-economic and political circumstances particularly

affect the system of society or country. The police system in India is not originated at once. It is the result of the socio-economic and political circumstances in India. In the prehistoric age, man lived in the jungles. He lived by eating salads and raw meat of animals. At that time, he led a natural life and lived in the lap of nature. He searched the fire and wheel. He learned how to cultivate the land and then he started to lead a family life. He started to settle in a hut or house and did not waste time by wandering here and there. Now his family was large and he started to think about his family and after some time he started to live in group in slums. He lived an austere life with honesty but due to the increase in population, he lived in small groups and his life became complex. The vices like dishonesty, selfishness and greed started to be prevalent in his community. The good qualities were replaced by the bad qualities. The rule of Might is Right was followed by the people of the community. The mighty people started to snatch the food from the weaker people and showed their cruelty on them. This cruelty became very dangerous because the poor or weaker people were murdered by the mighty people for food and other precious goods. The senior and learned people collectively made a 'code of conduct' later it was called 'Dharma', for the maintaining order in community and also to prevent the society or community from the cruel people.

Those, who violated 'Dharma' were supposed to be punished by the supernatural power "God" and the followers to be awarded with peaceful life and reach heaven after death. These emotions helped to establish a place of peace and sympathy. But there was no committee behind this code of conduct that could implement these rules by force and to punish those who violated these rules. Due to this reason, the code of conduct failed but there was still the impact of God and supernatural power in the society. But some people did not believe in this system and they continuously violated this code of conduct and the illegal deeds were still prevalent in the community. It became necessary to think about this situation and people started to think to establish a committee that could implement the rule of code of conduct and establish peace and prosperity in the society. Subsequently, the state was originated. The ruler of this state was called king that could do the work for the welfare of the people of the state and establish peace in the society. For this reason, the king made army and recruited the soldiers so that the internal and external security could be established in the state.

Ancient Period

There were the establishments of such committees in the ancient age also. The references of such kinds of committees are found in the books and epics of that time. There are adequate references to certain crimes and their punishments even in the ‘Vedas’ like ‘Rigveds’ and ‘Atharveda’ where there is mention of certain crimes and punishments. In the ancient age the kings kept such soldiers and spy in the emissary department, who gave them information about all kind of events and crime that occurred in their state. Through the department the kings kept themselves aware about the prevalent crime and criminal of the state and punish the criminal so that peace could be established in the society. The arts and intelligence of secret deals, facts, discussions, investigations, preventions, and detection of crime are available in the ‘ManuSmriti’. In the Ramayana of ‘Valmiki’, it is found that there were squads of police to captivate ‘Hanumana’ in Lanka. ‘Valmiki’ speaks of ‘DandayudhaDharakas’ (i.e. armed with batons) seen in Lanka of ‘Ravana’ doing patrolling. Then in the same work there is a mention of mob control duties and traffic control when the whole population of ‘Ayodhya’ turned up en-mass to great return of Lord Rama from exile. The ‘Arthashastra’ written by ‘Kautilya’ also describes the police system in broader manners. According to this epic, we come to know about the investigation system policy, punishment policy and crime prevention policy. He also mentioned the role of women spies, the people with good family background, the loyalists, the people who are at their best in disguise, and people with the knowledge of a multitude language and art. The king retains classified information pertaining to the movement of ministers, priests and commanders so as to assess any possible ‘coup’.¹⁰ It is also said in ‘Arthashastra’ that the police system was divided into two parts-regular police and spy police. At that time, their duties included the examination of accidental death, the post-mortem and investigation of dead body.

Poets and ancient literary geniuses specialized in the languages of Sanskrit, Pali, Prakrit have traced and elaborated the ancient system of the police administration of ancient India. There is a good discussion about police administration in ‘ManuSmriti’. It is also mentioned in ‘ManuSmriti’ how the king took the help of police and spies to arrest the criminals. The modern police station or police choki are organized from the ancient stations. According to Manu, a police station should be established for two, three or five villages, or for several group of villages. In ‘ManuSmriti’, it is also mentioned that criminals are usually found in committee halls, hotels, pubs, and gambling houses. To

catch these criminals the King should send his soldiers for patrolling in these places. However, in ancient India no separate department for the police existed, the police remained as a part of other administration agency.

Mughal Period

In the medieval age, almost all the areas were ruled by the muslim rulers and they were known as 'Badshah' or 'Sultan' of their provinces. The medieval period in India was by and large ruled by the muslim rulers. In the Mughal period, the mention of the officers like subedar, faujdar, thanedar did find place indicating in abundance that there was existence of strong police system at that time. During the Mughal period, the empire was divided into Subas (Provinces) under the charge of Subedars (Governors) who had a number of Fauzdars under him to administer their sub-divisions. The sub-division was divided into Thanas (Police Station) under the charge of Thanedars (Station House Officer). In the cities and large towns the Kotwal had the responsibility of maintaining law and order and arranging night patrolling. The Mughal system of the administration of law and order could not, however, bear the stresses and strains of political instability which followed in the wake of disintegration of the central authority of Mughal Empire. Kotwal was a key official of police department, the main duty of Kotwal and his attendants included the patrolling at night, vigilance of the important places and to keep the record of the visitors and other regular duties. The Kotwal was assigned to report and regulate the law and order administration. The Kotwal used to maintain a register of all the inhabitants of his area and monitor their movement. 'Ain-e-Akbari' written by AbulFazal describes the police systems and its functions of that time. The Kotwal was the chief of the police, who had a number of employees under him; his acts and duties were that of a chief of police, magistrate and municipal officer. The main duties of the police were to supervise the streets and community, to appoint the police employees on the platform of the community to vigilance the pick pockets and criminals, to supervise and take care of the jails and implement the orders of the King. During Akabar's period the head of the provincial government was called a 'Subedar' or 'Nazim', who had a number of Fouzdars under him to administer the sub-divisions. The main duties of Fauzdar were guard of highways and note the dacoit gangs, to suppress disorders and rebellions, realization of revenue dues from the defaulting villages and exercise show of force to those who opposed. Thus, during the Mughal Rule the police system was divided into

rural and urban system. At the village level, the responsibilities of the police system were on Fauzdar, the judiciary and police system was kept under 'MukhyaSadar' and 'MukhyaKazi' and both the posts were given to one person. On the other hand the urban police system was given to the 'Kotwal', who was given the power to solve the small criminal cases.

British Period

East India Company came into India in 16th century with commercial purpose. The British took over the reins of administration from Mughals, the law and order situation in the empire was at very low ebb. The company rulers evolved a concrete policy of gradual but piecemeal reforms in the organisation and working of police machinery in India. They retained the village system but relieved the Zamindars of their liability for police duties. The company administration appointed magistrates and Darogas and put the latter under the administrative control of the former. The cities continued with system of Kotwal, who had a number of Darogas to assist him. In some sub-divisions the medieval institution of Faujdar was not only retained but systematically strengthened.¹¹ Warren Hastings did deep study of the then criminal judiciary system in which the police was also included and he improved according to the needs. For the first time Lord Cornwallis tried to improve it totally. He thought that the need of the company and people were similar. So the security of the happiness and rights of people were important for the stability of the government. In 1792, Lord Cornwallis introduced a uniform pattern by organizing a separate police post under the district magistrate of Bangal and abolished the Zamidar and Thanedar system when the system was analyzed by those police improvement committee, the suggestion was given that the more rights should be given to police system. In addition, for revenue duties, the police administration was given to district collector. In 1808, the superintendents of police were appointed in Calcutta, Dhaka and Murshidabad and through them the police administration was controlled skillfully. In Madras in 1816, the police superintendents were freed from the control of judges and kept under the control of the collectors. And other states implemented the system immediately as the Madras presidency regulation act in 1816 was passed, the improvisation of police system was started when it considered the first police manual that was made to guide the police administration which Influence the reforms of police administration in Sindh.¹²

In 1829, the office of the Superintendent of Police was abolished and this was replaced by office of the Divisional Commissioner of Revenue and Circuit. All the powers of the Superintendent of Police were transferred to the Divisional Commissioner and executive charge was still left with the Collectors who got hold of the functions of the district Magistrate. The District Magistrate became the head of the police.¹³ The abolition of the office of Superintendent of Police from the hierarchy put negative impact on police administration. The Darogas got ample opportunities to misuse their powers in absence of effective supervision. Hence, in 1837 the Bengal Government reintroduced the office of Superintendent of Police in the hierarchy of police administration to look after the police functions.¹⁴ In 1843, Sir Charles Napier took control of Sindh Province. He setup the Royal Irish Constabulary model of police force for his Province. According to this Model, police force was kept under the collector. It was given to such authorities who could maintain and control the police. Napier made a separate police organization. The work of direction in the Sindh was given to Director General of Police and in the district it was given to superintendent of police.¹⁵

The Model of police was based on two basic principles; first, the police must be completely separated from the military and second they must act as independent body, to assist Collectors in fulfilling their duties for law and order, but under their own offices.¹⁶ In Napier's system, Inspector General of Police was responsible for the administration of the police and also for law and order in whole Province. Superintendents of Police were appointed in each district to look after the police force.¹⁷ The model for police administration given by Napier soon spread to all the other parts of the country under the control of the East India Company. The main principles of the model were not even changed by the Police Commission of 1860, which designed the present police of India.¹⁸

Due to the revolution of 1857, there emerged a disorder in India that made the organization of police very necessary. A commission was appointed for thorough study of police organization in 1860. It gave its recommendations after thorough discussion on the basis of these recommendations, a police Act was made in 1861 and these recommendations were included in it. The act was about the organization of police system and the prevention of crime and research was made necessary tool in it. This Act still exists in Indian police.

There was rampant disorder in Indian society after the revolution of 1857. To get rid of this, it was necessary to build a well organized police system. For the purpose, the court of directors of East India Company made liberal and developing plan of police organization for British Indian police in 24 September 1857 the government was worried about the expenditure of police especially of the military expenditure. So Indian government setup a commission for the examination of police administration and to give suggestions to enhance the working process, abilities, and efficiency of the police.

The role envisaged by British for the civil constabulary was to maintain internal tranquility, protect life and property, prevent and detect crime, to furnish guard for public property and public installations like jails, treasuries etc. and to perform a Variety of civil duty.¹⁹

The Government of India appointed an all India Police commission in 1860 to insure exhaustively into the police needs of the country. The recommendations of the commission were incorporated into the Police Act 1861 which continues to govern the basic structure of the police organization in India till today.

1. Adoption of military police.
2. Retention of village police.
3. Constitution of single homogeneous police force of civil constabulary for the performance of all police duties.
4. A police system on provincial basis with an Inspector General as the head of the provincial police organisation.
5. A district based police system headed by a superintendent police who was to function under the general direction and supervision of the District Magistrate
6. A subordinate police force which was to consist of inspector's, head constables, sergeants and constables.

The police reforms of 1860 remained a matter of debates and controversy for the rest of the century. And the second commission, known as Fraser Commission, was setup by Lord Curzon in 1902 to examine the present set up of police organization, strength,

recruitment, and pay-scales etc.²⁰ This commission also provided some basic structure modalities and more importantly the Indianization of the higher echelons. The basic recommendations of the commission were:

1. A criminal investigation department was to be established in each province with a Deputy Inspector General of Police as its administrative head to control and supervise the organization and working. The separate provincial organization was to collect, collate and distribute information pertaining to organized crimes and other serious offences against the state.
2. The province as a unit of administration was to be divided into several ranges and each such range was to be controlled and commanded by a DIG of police to be appointed for the purpose.
3. The office of the superintendent of police of the district was to be strengthened. A Deputy Superintendent of police was to be appointed to assist the superintendent of police. The new post was to be created in the police hierarchy, very much on the lines of an SDO in the civilian administration of the district.
4. A separate and independent police organization, to be known as railway police force, was also to be constituted on the basis of the existing jurisdiction of the provinces. A police official of the rank of IG (CID) was to head this organization.
5. The divisional commissioner was no more to interfere directly in the day-to-day affairs and working of the police administration. Yet general control and direction of the commissioner were to stay in terms of supervision and advice with the district collector.
6. At the lower rungs of administrative hierarchy, there were going to be several police circles within a district. Each of these circles having an approximate area of 150 miles as operational jurisdiction was to be under Sub-Inspector. The cadre of SI was to be raised for the first time in India.
7. The pay and other remunerative benefits of the police officers right from the lowest constable to the highest IGP of the state were also to be raised quite substantially.

8. An armed police force was to be constituted at the headquarters of each district to serve as a reserve police force to handle emergent situations and other special kinds of police job of an adhoc nature.
9. The institution of the village headman was to continue. He was to perform the rural police duties through the deployment of village watchmen, who in turn were not to be the members of the regular police force of the state.²¹

The recommendations of 1902 provided a meaningful challenge and reformation to fight with the existing corruption and criminalization of the society. It strengthened the district police and ignored the decentralization, and opportunities to the dynamic and meritorious Indians. The commission recommended the establishment of a public service commission based on competitive examination to deal with the issues of promotion and recruitment into police of the Indian and European people, absorption of personnel from the military and all other impediments in the country. In 1912, the Indian meritorious were recommended for the senior level in the police. But in year 1919, the quota of 33% in IPS was fixed for the Indian subsequently in 1924, on the recommendation of Lee Commission it was increased up to 50%.²²

Police System in Post Independence

British rule ended in 1947 and India became independent on 15th August, 1947 but this independence did not bring any distinguishing change to police administration. The administrative and political contexts of the police defined by India's republican constitution enacted on 26 January, 1950. Redefining federalism is a 'strong centre' framework; the constitution of India located the responsibility of maintaining 'law and order' and internal security with the states. Thus Article 246(3) and complementing List II (commonly known as the State List) in the Seventh Schedule of the constitution of India make the maintenance of 'public order' as sole responsibility of the state and give them the exclusive power to make laws in respect of the aforesaid matters²³. The center government has taken many initiatives for the reforms in the police by constituting expert commissions and working groups. The commissions and committees made for reforms provided various recommendations for aforesaid matters but there have been no sustained implementation of the recommendation. The commissions and committees constituted by the Union Government for the reforms in the police were:

The Santhanam Committee on corruption was appointed in 1964. Thereafter, on the recommendations of the committee the Central Vigilance Commission was also established by the government. The Administrative Reforms Commission was established in 1966 setup Working Group on police reforms which argued strongly for abolishing the control of District Magistrates wielded over the district police. Gore committee 1971 examined the state police training programs in the country and made various recommendations to improve its quality. Shah Commission was appointed by the government in 1977 to look into excesses committed on citizens by the police and other administrative function arises during the emergency (1975-77). The establishment of the National Police Commission was fallout of the Shah Commission report.

The National Police Commission was appointed by the government of India in 1977 with wide terms of reference covering the police organization, its role, functions, accountability, relations with the public, political interference in its work, misuse of powers, evaluation of its performance etc. This was the first commission to exclusively review the Indian Police system and it produced eight reports. The eight reports of the commission suggested all together 291 recommendations. Most of the recommendations have not been implemented. It was headed by Mr. DharmVir, a former Governor. National Police Commission wrote the following eight reports in four years:

The first report addresses the constabulary and administrative issues such as pay-structure, housing, redressal of grievances, career planning for constabulary etc.

The second report deals with duties, powers and responsibilities of the police. Other recommendations were on criminal justice commission; political interference in police work.

The third report focused on weaker sections and corruption; its other important recommendations included officers' postings; guidelines for arrest; guidelines for the use of handcuffs; petty cash etc.

The fourth report concentrated on the issues of investigation, trial and prosecution, industrial issues, social legislation and prohibition. The suggestions dealt with registration of the first information report, recording of statements of witnesses, arrest, remand, confession etc.

The fifth report focused on the method of recruitment, code of conduct, behavior and women police officers. Other areas included control of the district magistrate; police conduct; victims of crimes; transparency etc.

The sixth report took up the issue of the IPS, police and students, communal riots and urban policing.

The seventh report focused on the organization and structure of the police, state armed police battalions and district armed reserves, delegation of financial powers to police officers, traffic regulation, disciplinary control etc.

The eighth report concentrated on the police accountability, future of policing and appended a draft police act for replacing the century old law of the British days etc²⁴.

National Human Rights Commission 1993 was established under the Protection of Human Rights Act to attend to citizens' complaints about alleged violation of rights and provide relief in genuine cases. A former Director General of Police, Prakash Singh, filed public interest litigation in the Supreme Court against the Union of India and others in 1996 asking for initiatives to be taken on the National Police Commission recommendations and introduce reform measures across India. In the course of ten-years-long proceedings, the Supreme Court ordered the state governments to implement several reforms in the police force. On 22 September 2006, the Supreme Court delivered its judgment in the Prakash Singh case, directing the central and state government to comply with set of seven directives to kick-start police reforms. Ribeiro Committee was established in 1998 under the chairmanship of J F Ribeiro, IPS, (retired) on the order of the Supreme Court and the committee produced two reports. The committee proposed five major recommendations related to state security, selection of DGP and complaints against the police etc. The committee argued for the replacement of Indian Police Act 1861 with new police Act. The central government put together another committee and established Padmanabhaiah Committee in January 2000 to look at police reforms. This committee inspected the recruitment process of the police force, training, duties, responsibilities, police officers' behavior etc. This committee suggested 99 recommendations. The Union Government established the Police Act Drafting Committee under the chairmanship of Shree Soli Sorabjee in 2005. The committee submitted a Model

Police Act to the government in October 2006. The committee's terms of reference were to draft a new police act in light of the changing role and responsibilities of the police²⁵.

History of Haryana Police

The state of Haryana came into existence on 1st November 1966. The state was carved out from Punjab state on the recommendations of Shah Committee constituted for the separation of the states. Prior to the date of separation the police was administered in state according to the police act which was applied to the Punjab. On the pattern of the colonial Irish constabulary, Sir Charles Napier had established a police system in the Sindh in 1843. The British army officers closely supervised and controlled forces which were resultantly more disciplined, efficient and not corrupt. Influenced by the success of Napier's police, the court of directors of East India Company suggested that a common system of police be established on the pattern of Irish Constabulary. The British Indian Government setup a police commission headed by Mr. H.M. Court in 1860. One of the policy directives to police commission 1860 was that 'though the duties of the police should be entirely civil, not military, the organization and discipline of the police should be similar to those of military body'. The present police system in our country has been established under this charter.

The Punjab Police Rules were framed in 1934, which still govern the police organization in the north Indian states of Punjab, Himachal Pradesh, Delhi, Chandigarh, and Haryana. When the state was carved out of the Punjab on 1st November 1966, at that time it comprised one police range and six districts and had strength of 12165 personnel. Now, there are 21 districts in the state and divided into four ranges and three police commissionerates. At present, Haryana Police has a total strength of 56,979 personnel. Now the state government passed its own Police Act 2007. This act of the Legislature of the State of Haryana received the assent of the Governor of Haryana on the 28th May 2008²⁶.

Trends in Police Administration

Every organization has various administrative activities that must be completed on regular basis. These activities include planning, budgeting, hiring and training employees and purchasing and maintaining equipment and facilities. The police organization also performs these activities on regular basis. Police administration has developed in terms of

how police have been organized and what they consider their core strategy for providing value to the communities they serve. Presently, the Indian police organization is in front of hastily changing new social, business and political environments. The Indian police system is based on Police Act, 1861, which at that time was enacted for the suppression of activities against the colonial rule and performing basic functions according to this Act. Since India is a democratic country and this democratic nature of the country put a huge burden on the police for which they were not designed. The police organization has to be reformed in accordance with social needs of changing Indian society. In spite of this, government hardly made attempts to reform the police system. So far, last few years have observed a range of changes in policing. The community policing has observed one of the widely diffused change in policing among all changes. It is not that there is a complete absence of changes and use of technologies in Indian police system. Innovative changes took place in the Indian police but very few in numbers. The innovative changes in Indian Police can broadly be categorized into two parts: qualitative changes and quantitative changes. Providing training for capacity building, attitudinal change, etc. comes under the qualitative changes but use of information and communication technologies and other modern scientific equipments comes under the quantitative changes. Following are some new trends in policing in India:

Community Policing: An important theory named Community Oriented Policing is being developed, it is not just a program but it is an operational philosophy that influences every part of police organization²⁷. The Padmanabhaiah Committee 2000, strongly recommended that the Indian police should adopt the philosophy Community Oriented Policing. There are three core elements of community oriented policing; first partnership, second problem solving, and third change management which it applies to the specific community served. The experiments of community policing being implemented in the various state police of India, such as ‘friends of police’ community policing experiment in Tamilnadu, ‘SamrthYojna’ in Coimbatore City, ‘Prahari’ in Assam, ‘Aaswas’ in Himachal Pradesh, Community Policing Ludhiana, and Amritsar in Punjab, ‘The ParivarParamarh Kendra’ in Punjab, Community Policing in Chhattisgarh, Gram/Nagar RakshaSmitiin Rajnandgaon, Chattisgarh, Community Policing initiative in Kolkata, West Bengal, ‘Sahayata’ in Nadia, West-Bengal, ‘Maithri’ in Andhra Pradesh, Mohalla Committee Movement Trust in Mumbai and Pune, Maharastra, ‘Raigarh’ in

Madhya Pradesh²⁸ but out of them Trichy Community Policing is unique in terms of its new managerial philosophy.

Complaints against the Police: In the process of law enforcement the police must be accountable at every step for the success of democracy. It is the core characteristic of democracy that there must be sufficient and easily accessible channel where citizens can file complaint without fear against police officers regarding the acts of misconduct and for proper investigation. People are dissatisfied with the policing in the country and complaints against the police are increasing constantly. After considering these facts the Supreme Court also ordered the setting up of State and District level Police Complaints Authorities (PCAs). However, since 2006, fifteen states have set up police complaints authorities but most of these exist only on papers²⁹.

Women Police: While considering the history of India several acts were passed for the benefits of women's empowerment at large. But no specific act was passed for the recruitment of women in the police force. In India the need of recruitment of women police was felt in 1938 in Kanpur district during a labour strike, where women protestors were required to be lifted up physically. After this event from the year 1942 onwards women were regularly recruited at lower ranks in the police force. Dr. Kiran Bedi was the first woman who was inducted for elite Indian Police Service in 1972³⁰. The women participation in law enforcement is still at an alarming slow rate. But now some states have taken initiative for this purpose such as Haryana police is increasing the strength of women police in the state and the state police also have established two women police stations in the city Khanpur Kalan of district Sonapat and district Sonapat in the state.

E-Policing in India: The developments in Information and Communications Technologies (ICTs) are leading the change in governance but vital sectors such as law enforcement and judiciary are lagging behind in this regard. Though, some states in India have taken the initiative to use ICTs in this regard and launched some schemes for effective governance. In this regard, Rajasthan has introduced a project called 'Aarakshi', in which token number is given at the time of registration of complaint to the complainant that can be used for future reference. This program brings high degree of accountability in the investigation. Andhra Pradesh has built a state-wide computerized network of all police stations that is called 'e-cops' (e-computerized Operations for Police Services). A complainant is given a printout copy of FIR after the registration of case in the police

station and once the case is registered, the status of FIR can be viewed from anywhere by accessing e-cops. The Thiruvananthapuram city police have opened its website to the citizen to register any type of complaint such as traffic problems, thefts, eve teasing, pick pocketing etc. online. The State Gujarat introduced e-police station and converted all stations into e-police station in which a complainant can register a paperless FIR/online FIR³¹. Nagpur Rural Police has introduced 'LokSamwad' in which all the district police stations are connected with the superintendent's and other senior officer's office³². Haryana police has also implemented various ICT techniques such as CIPA (Common Integrated Police Application), CCMS (Court Case Management System), and CIMS (Crime Investigation Management System), EMPMS (Ex-gratia/Missing Person Management System), CCTNS (Crime and Criminal Tracking and Network System). The Chandigarh police implemented the scheme 'Know Your Case' in this process.

Police Helpline Numbers: Indian Police introduced some specific telephone numbers such as police helpline number 100 and women helpline number 1091 for the help of citizens and also to detect the crime in the society. Delhi police introduced helpline numbers such as senior citizen helpline number 1291, crime against women helpline number 1096, Missing children and women helpline number 1094 for the help of citizens. Haryana Police has introduced toll free 1800-180-2200 and special mobile number 9216353111, women and child helpline number 0124-2335100 for crime detection. Chandigarh police introduced a helpline number 0172-2749194, 0172-2744100 for dropping the women to their houses who reach the city in late night.

Use of Social Media: The Haryana police have taken an initiative to use social media to stop the corruption in the police and also to detect the crime in the society. In this regard, Kaithal city police introduced 'Whatsapp' number 9729990271, on which the citizens can post the clips and information related to corruption and crime in the city, to the city police.

Review of Literature

An attempt has been made to review the available literature. **Chaturvedi**³³ analyzed the status of police services, criminal administration in India, police practices in access to justice, police mission, corporate criminal liability, police

system and organization in India. He has also described The Police Act 1861 and policing in India and challenges of the future.

Chain³⁴ focused on a wide range of characteristics and in the context of the community, necessitates an understating of the sociology of police. He identified three major issues. Even though the context of the study is in the U.K., there may be germane to other situations as well. The first question arises from a concern with public rights and about police modes of operations and the exercise of police discretion. The second question related to why policemen operate the way that they do? It is reported that for the second question, answer has 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 awakes and why.

Former, Kowaleroski³⁵ 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 role of police represents a variety of functions 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 a 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.

Joshi's³⁶ paper is based on an analysis of the existing system of performance evaluation as it exists in respect of officers in charge of police stations in this country. The analysis reveals a number of basic shortcomings and inadequacies from which the system suffers. The paper, therefore, suggests that insofar as the basic operational philosophy of the system is concerned, the emphasis must be shifted from its being used as some sort of a reward and punishment mechanism to being used as a means to improve the performance of the employees. The paper also recommends that formal course of

short duration should be organized at the police training institutions to impart training in all aspects of performance evaluation to the supervisory officers in the police.

Baratan³⁷ analyzed that the crime detection and law enforcement, the two basic objectives of police force, should be viewed in the context of rapid social change. White collar crime has relegated conventional crime to the second place. The police have to cope with unreasonable demands of politicians. Effective steps against politicians by the police are necessary. Due to lack of employment opportunities more and more graduates are joining as sub inspectors and constables. They have legitimate hopes for career advancement. Therefore new avenues of promotion should be opened for junior officers and constabulary. The rigid command oriented administrative structure should be modified and serious efforts should be made to close the communication gap between senior officers and lower strings of hierarchy.

Nath³⁸ discussed about the police system in India. He has focused on the different ranks in Indian police like sub-inspector, the Superintendent of Police, The Inspector General, etc. He also observed the working system of the police stations, districts, state police head quarters, crime control and investigation, riots and civil disorder , patrolling, law and prosecution of police, cases in courts, police wings and personnel policy of the police. But the study is very old and could not examine the problems of police system and community.

Khan³⁹ explained about the police, power and the relations of the police with public. In this book the author has discussed the police system in ancient India. He gave the historical background of Indian police system. The study is specially based on Indian police system. He explained about the image of police in Public, selection and training of police. The author has also presented the enforcement of law and personality of policemen. But he did not explain about the various problems which spread in Indian society and policing system.

Prashar⁴⁰ deals with organization and structure and the police personnel administration. In this connection, he deals with the birth of police setup in British India and answers questions such as “why did the police Act of 1861” conceive the police force as an instrument of coercion and not as a service organization dealing with the police agitations and unionism in India. The other impresses upon police management that if

unionism in police can't be allowed because the organization is entrusted with the important task of maintaining internal security, then there exists the urgent need for an effective machinery to redress the genuine grievances of policemen. However, the author has only mentioned the external reasons for corruption and totally ignored the internal influences as they have no bearing.

Gupta⁴¹ examined the problems of popular control over police and the latter's accountability to the people at large before drawing some tentative conclusions, such as fundamental reorientation and restructuring of the police system for which the initiative must come without delay. But this performance appraisal in the Police is a very limited contribution.

Saksena⁴² discussed the issue like integrity in administration, delays in courts massive concealment of crimes, excessive use of third degree methods, riots, hypocrisy of politicians, misuse of section 144 of the code of criminal procedure etc. The author admits that many of the charges leveled against the police are correct but passes on the blame to the political leaders whom he calls greatest sinners. The author is of a considered view that political leaders have ruined the police system for their selfish political ends. However, he doesn't recommend any specific measures, legal or constitutional on the plea that this is beyond the scope of the book.

Mathur⁴³ emphasized on internal security challenges in a developing society, international security training, research and reforms, political demonstrations, public protests and the role of police, internal security problems and perspectives, computerization of records of criminals and crime in police. He also analyzed administrative coordination between civil police, Magistracy, central police organisation and army. But this book did not explain police public relationship.

Jha⁴⁴ discussed the historical and legal aspects of police surveillance in India and highlights the 1975 historic judgment of the Supreme Court in *Govind vs State of M.P.* The author has examined the threat to community security caused by economic offences, Narco terrorism, smuggling, corruption and drug-trafficking. New techniques and methods made available to us by the technological revolution of our times must have to be made available to us. The book has not touched or analyzed the delicate subject of political surveillance, surveillance over political opponents, trade union leaders, and even

own party men who are likely to cause dangers to the political masters have not been discussed and analyzed in the present work.

Roy⁴⁵ has probed into the dynamics of effective functioning at the district level so that the police could contribute its maximum to the well being of the citizens. District policing is the pivotal point of contact between the citizen and the administration in the sphere of law enforcement. It is necessary that a welfare state must be preceded by an orderly state and police has its own important role to play to ensure order in a society. The range of theme is wide. But the focus is on desirability of sharpening the edges of the organisation to make it service oriented, with a view to protecting the society, caring for social justice and maintaining an orderly set-up. It aims at creating an attitudinal change, empathy and responsiveness among the district police officers.

A collection of nine thought provoking essays written at different points of time by **Kumar**⁴⁶ is an admirable attempt towards probing what challenge the Indian police in the face of changing time, is facing and what needs to be done in order to make it responsive. The author suggests that if policing is to be effective in the years ahead, we need to bring both structural as well as behavioral changes in police. In so far as the behavioral aspect is concerned, the author has devoted one essay “Humanizing the Police” which speaks volumes on the subject. The author also suggests changes in the system of the ACR of men and officials which, in no way, reflects the qualities or capabilities or the lack thereof presently.

Sen⁴⁷ has authored a book on Indian police. He divided his book into three sections. In first section, he explained about the training, role of trainers in police, training Institutions, the cope and the crowd, role of the police supervisors, police and press in India. In second section he highlights crime, society, police, juvenile delinquency, policing in 21st century, likely problems of crime control and order maintenance, rural policing in the context of Agrarian unrest and police leadership. In last section, he described about role of the police in communal strife, communal riots in India before and after 1947, new face of terrorism and nuclear terrorism. But this study is not so effective because the problems of the society have increased in fast changing world.

Sharma⁴⁸ discussed about criminal law and criminal justice, administration, relations with police and criminal justice, the Bar and criminal procedures, judiciary and

criminal procedures. He also discussed about the prison administration in India and Indian police and administration of Juvenile delinquency. But this study is confined to the police system and crime in India. It has not explored police-public relationship in society.

Rao⁴⁹ gave a description of Andhra Pradesh Police Academy. He presented a research of this institution and the system of police recruitment, training and career advancement in Andhra Pradesh Police. But the study highlighted only about a state and not about vital area or a country so it is less useful for a broad system of policing.

Sharma⁵⁰ examined the issues involved in the emerging academic discipline of internal security. Taking a position that internal security is not an extended form of law and order, the author who is a celebrated Police Scientist of International standing conceptualizes 'Internal Security' as a para-military exercise in threat perceptions and cleavage identification. Democracy, Development and social change have been examined in depth as basic causes of political disorders and social disorganization in India. Highlighting the nature of collective violence, the study has addressed itself to the multi faceted problems of terrorism and insurgency with special reference to nation-building in India. It very scientifically analyses the nature of police response to processes of democratic insensitivity, developmental chaos and social disorder in a quasi violent society of India's size and plural dimensions. Subjects like collective violence, sabotage and subversion, VIP security, communal unrest and Industrial security have been taken up for discussion as a part of internal security exercises. The study quite innovatively suggests a policy planning cell for handling cleavages with professionalization and secularization of security forces as a logical answer.

Mathur's⁵¹ work is the final outcome of four year research work carried out "stress in India: Recognition, Diagnosis and coping strategies". This is the first seminal work on stress in police in India, carried out with good all India sample. He presented the research study covers all ranks of police organizations and samples from various states and central police organizations have been analyzed. He highlights the causes of stress, the extent of stress and its impact on the health of the police officers and suggests various coping strategies for managing stress. Stress has become inevitable in life of police personnel leading to a number of ailments including heart attack, stomach ulcer, nerves breakdown and burn out symptoms. He has suggested various methods and techniques which police officer can use in controlling and managing stress.

Vadackmchery⁵² has discussed being a leader, leading others, leading effectively. They form the trilogy on leadership and effective management in police service. Police officers so far were considered as enforcement officers, but henceforth they will be treated as enforcement officers with leadership qualities. India is a democracy where transparency and accountability are recognized and the police can no longer remain as executives of law alone. Law enforcement with desirable personality traits. The members of the constabulary today are aware of their strength in a democracy and precisely therefore they demand and administer with leadership qualities– a leadership which accepts the value and dignity of each human being, of his grandeur and worth. The author deals with leadership in police service. How to become an effective leader in police organization with desirable leadership qualities, has been hitherto not cared for, but the situation has changed how.

Alexander⁵³ has examined the nature of police-public support in normal situation and extraordinary or special situations in generally dissimilar, strikes, riots and such other instances of ruptures in social order might disturb the delicate balances 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 has surfaced is the comparative invisibility of law and order machinery, other than the police.

Agarwal⁵⁴ expressed his views about police-public relationship. In his article 'Need for a Police-Public Relations Department' he emphasized to establish a police-community relations department. He said that our laws cast certain legal duties on the public to assist the police in the prevention and investigation of crime. But people generally refrain from rendering this valuable assistance to the police. Any criminal justice system cannot succeed without public participation and cooperation. Police community relation is the most neglected area. There is a need for a police community relations department in the state, district and police station level to identify area of public cooperation for the police. It is also essential to sensitise and train the public by a liaison officer at district and police station level. But this is not also a complete study in police-public relationship area. There is lack of other dimensions about police and public.

Mukherjee⁵⁵ showed a picture of the district level police system through his article 'Rationalizing the Rank Structure of District Police Management'. He told that the Indian Police system is based on the police act of 1861 which was enacted in the wake of

first war of Independence, essentially to subserve, uphold and promote the interests of British Raj. The rank structure evolved in the police at the time was very much akin to the British army. The main duties of the police were maintenance of peace and order, prevention and detection of crime and were quite different from the army. In view of difference in duties and job expectations of the police force, the rank structure should have been more rational and different from the army. However, this rank structure exists even today. This article deals with the staffing pattern and rank structure of police force in the district and suggests measures to rationalize the rank structure. But this article did not do a vital study about the police-public relationship. It only examined the structure of district police management.

Jafa⁵⁶ examined the emerging social, economic and cultural milieu that has thrown up challenges of a newer kind before the police administration of the country. Its task is no more confined to maintaining law and order. It encompasses now a greater responsibility of coping with the awareness and fostering the new social order in more responsive and human way. The author, a seasoned and experienced police officer, lists the major ills in the set up, behavior, organization and preparedness of the law enforcing agency. He 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.

Sharma's⁵⁷ article is based on the findings of a study survey to assess the modes, level and depth of corruption in police administration. It gives some startling and some not so startling facts about patron-client role in police hierarchy, psychological and social causes of corruption, ignorance of relevant rules and laws; level of corruption and largely any possibility to root-out corruption. The author puts forward some suggestions to give a fresh try at eliminating or reducing corruption. But he explained only about the corruption. He did not explain about the various problems which spread in Indian society and police department.

Singh⁵⁸ examined police get flake, whenever anything goes wrong in the country. They make one of the most misunderstood organization under the government when a crime occurs the citizen not only want prompt arrest, but prompt punishment too. In the perception of the common man, the distinction between the prosecution and the judicial wings gets blurred or obliterated or forgotten. It is true that maladies in the police are a

part of sickness, which manifests itself every day. But police are patients and somebody else has to act as physician to rectify the lapses. He also identifies the problems of the police and suggests how and what should be done to correct the wrongs. But this book did not explain police public relationship.

Pattanaik⁵⁹ in his study discussed history of the police, police organization, functions of police stations, crime scene of the four Thanas, theoretical perspective on policing in democracy, processing of complaint, the process of investigation and police-community relations. He concluded that the public generally avoid to go alone to police station because they consider the police unsympathetic and officious. The police and public relations are affected by persistent distrust. This affects their perception about the police and hence creates obstacles for cordial relationship between the two. But this study is very limited; it was conducted in district and cannot be generalized for the concept of police-public relationship.

Patel⁶⁰ expressed that the British established the police organization in India with the aim of maintaining and expanding empire. Its structure has practically remained unchanged though the country became independent nation and has undergone tremendous changes at all levels. The police has failed to fulfill the needs and aspirations of the people of India. One of the main problems is the constabulary oriented manpower structure and the officer oriented work culture. We employ too many constables and we don't take enough work from them. They are underutilized and the officers are overworked. This article highlighted only the work structure in police organization.

In the article named 'Police from the Perspective of People' by **Bawa**⁶¹ discussed the perspective of people about police. He discussed that people want to be treated in a dignified manner when they come to police station. They also want a better image of police, prompt response to mandatory items, police to be incorruptible. But this article is not sufficient for police-public relationship.

Sharraf⁶² expressed in his article titled 'Unified Police Services Centre' about a scheme of Andhra Pradesh executed under police department. In this scheme to achieve the goal of promoting/developing/fostering police-public friendly relation by rendering them a time bound service, the "Unified Police Services Centre" was launched on 18.12.2014 in Vijayawada city. In this centre, a novel system aimed at bringing all the

services rendered by the police to the public under one roof. It works as a single window system to receive applications from the people for various services. This was really a good step to improve a good relationship between police and public. But it was a limited scheme which was related to only one state.

In this article **Tumpa Mukerjee**⁶³ highlighted the problems of senior citizens and role of police. He said that home burglary, purse snatching, financial crimes, real estate fraud, telemarketing fraud are the most frequent crimes committed upon senior citizens. The article highlights crimes such as murders committed upon senior citizens by known assailants. At the end, the article tries to describe the schemes adopted by the police personnel to prevent crimes committed upon senior citizens globally as well as in India.

Mohan's⁶⁴ article titled 'Stress Dimensions of Police Fighting, Terrorism, Extremism and Insurgency' highlighted about the three types of crime. He also explained about the stress among the police. He explained many types of police stressors like police external stressors, police internal stressors, task related stressors and individual stressors. He also gave many reasons for stress in police. But he did not give more information about police-public relationship.

Rao⁶⁵ examined in his article named 'Police Expectations and Realities about Indian Police'. He said the Indian Police was constituted in 1861 but after 143 years, there is no more change in it. He also highlighted that police are a part of community. Good police, community relations, therefore, play a vital role in any society. But both police and community misunderstand and misinterpret each other and the growing antagonism is leading to a point of total distaste and dissatisfaction. He also expressed his view that the police should be accountable to the law and to the people through independent bodies such as security commissions as suggested by the national commission.

Borwankar⁶⁶ in his study examined the community policing. In his study, he focused on selected urban centers in Maharashtra. He explained the meaning and concept of community policing in India. He analyzed the data of application and administration of community policing in India. He found that community policing cannot be a substitute for other equally important police processes and strategies. It is one of the strategies to maintain order and for prevention, detection and investigation of crime. There are many

other tools too, over emphasis on a particular strategy shall not be beneficial to the performance of the organization.

Salins⁶⁷ examines the need and feasibility of setting up a civic police in an entirely new paradigm outside the current conceptual understanding of crime fighting constabulary. This would supplement the already prevalent policing system to help in addressing the several problems experienced in rural and urban administration. This new wing of civil police would deal with the circumstances beyond its management, such as garbage disposal; all could be supplemental activities of the new force. The current problem of inadequate numbers, unavailability of trained personnel for handling law and order situation during catastrophes as well as the simple gesture of awakening the social consciousness of the civic society to its responsibilities—all these can be easily dealt with without exhausting the resources of the police itself. The police my need to be there to assess and depute the necessary manpower but it is civic police or the peoples' police themselves who have to work. A distinction in the scope and context between the kinds of force has sought to be drawn, with the civic police under the case of civil administration. But this paper is not a complete idea for a strong police-public relationship.

Muthukumaran⁶⁸ in his article Naked Cyber Crime Scenario in India examined that cyber crime is emerging as a serious threat. Indian police has initiated special cyber cell across the country and have started educating the personnel. This article is an attempt to provide a glimpse on cyber crime in India. But this article is based only on cyber crime. It avoided the police-public relationship.

Loimoa et al⁶⁹ in his research article, 'Comparing the police and citizen views on biased policing', state that the police departments are facing the issue of bias-based policing all over the country. While police engage the public in many ways, traffic stops are possibly the most common way. Their research sought to broaden the approach to assessing bias-based policing beyond traffic stop data by surveying the officers and the citizens to compare the views of both of these groups. They find that citizens and police alike believe that it is possible for police and the citizens to hold open and honest dialogue between the two groups. Their research also shows that there is scope for improvement in this area with both sides recognizing the benefit of talking to one another. Another finding of their research is that the police officers believed it was possible to find workable solutions to address bias-based policing practices as did the white and black

citizens. This suggests that opening a dialogue between the two groups could lead to a better understanding of each group's concern, thus improving police community relations.

Bradford et al⁷⁰ in their article, 'Contact and Confidence: Revisiting the Impact of Public Encounters with the Police', state that the public confidence in policing has become an important issue in the United Kingdom. The police depend on legitimacy and public support, and initiatives to improve levels of confidence are currently underway. The point of contact between citizens and officers is very important in such efforts for the change. The authors tried to know, how are encounters judged and how important for public confidence are assessments of the quality of contacts? They draw upon the data from the 2005-2006 Metropolitan Police Public Attitudes Survey to answer these questions. They demonstrate that unsatisfactory contacts are indeed associated with less favorable opinion about police effectiveness, fairness and engagement with the community. They conclude with some more positive thoughts on the ability of the police to improve the quality of contacts and, perhaps, public confidence.

Prabhu⁷¹ in his study, 'Community Policing in a Democratic Society' highlighted the new trend, community policing. He discussed the concept of community policing, theories, stages in the evolution of its movement. He also highlighted the relations among community, crimes and policing and the value of community policing and comparison between the traditional policing and community policing. He described the various community policing initiatives in Andhra Pradesh with special emphasis on Maithri program. But the study was limited to Andhra Pradesh only.

Zothansanga⁷² in his study the theoretical implantations of police and administration, law and order, attempts to analyze police administration from theoretical perspective are done. Furthermore, he devoted to tracing the history of policing Mizoram from the Mizo chief to till the year 2005. He discussed the origin, growth and features of Mizoram police administration. He analyzed the perceptions of police and policing both from the perspectives of the people and police personnel, but the study did not explain the concept of police-public relationship.

Sinha⁷³ in her article, 'Social Work in Police Stations: Challenges for Front Line Practice in India', discusses the need for social work practice in police stations. The first part presents the current state of the Indian Criminal Justice System. The next section

situates Criminal Justice System within the mandate of a welfare state. The issues related to policing and corrections in the country precede the section elucidating the role of and challenges faced by a social worker in the police station. It suggests that Social Work practice within the Criminal Justice System would facilitate a tactical shift in its approach to address the domain of civil and political rights. The article concludes that while there is need for a partnership between social workers and police, the divergent cultures and mandates of the two professions make it difficult, even though both have a commitment to protection.

Bradford⁷⁴ in his study 'Policing and Social Identity: Procedural Justice, Inclusion and Cooperation between Police and Public', states that accounts of the social meaning of policing and of the relationship between police and citizen converge on the idea that police behaviour carries important identity relevant information. Opinions of and ideas about the police are implicated in the formation of social identities that relate to the social groups it represents—nation, state and community. The author says that procedural justice theory suggests that judgments about the fairness of the police will be the most important factor in such processes. Fairness promotes a sense of inclusion and value, while unfairness communicates denigration and exclusion. Furthermore, positive social identities in relation to the police should, on this account, promote cooperation with it. This article presents an empirical test of these ideas in the context of the British policing. Data from a survey of young Londoners are used to show that perceptions of police fairness are indeed associated with social identity, and in turn social identity can be linked to cooperation. Yet these relationships were much stronger among those with multiple national identities. Police behaviour appeared more identity relevant for people who felt that they were citizens of a non-UK country, but for those who identified only as British there was a weaker link between procedural fairness and social identity, and here legitimate judgments were the main 'drivers' of cooperation. Theoretical and policy implications are discussed.

Nulla et al⁷⁵ state that one of the ways in which the ideals of policing mirror democratic governance is the role played by citizens in dealing with matters relating to police accountability. While many western developed democracies have mechanisms for civilian oversight of police that include an active citizen role, the extent to which citizen oversight exists in new and emerging democracies is unclear. In this exploratory study,

they examine the nature and extent of police accountability in emerging and new democracies in Asia, their efforts to democratize police organizations, and the extent to which civilians are included in police oversight mechanisms.

Perry and Zamir⁷⁶ in the first part of their study ‘Lessons from empirical research on policing in Israel: policing terrorism and police–community relationships’ reveal the implications of policing terrorism for crime control and police-community relationships. And in second part, studies show a long-term drop in public support for the police. They also address the implementation of community policing, the relationship between the Israel National Police and the Arab sector, and the importance of procedural justice to Israeli citizens. In their discussion, they take a broad perspective and suggest that the drop in public support is at least partly the result of an excessive focus on counterterrorism, which, over time, came at the expense of crime control and service orientation, and weakened the relationship between the police and Israeli Arabs.

Morris⁷⁷ in his study ‘An international study on public confidence in police,’ investigates public confidence in police and identifies country-level factors that contribute to its variation cross-nationally. From Rawls’s conception of political legitimacy, he hypothesizes that stable and high-level democracy increases confidence in the police, while governmentally exaggerated among ethnic minority groups. Collectively, results suggest that reduction of government corruption is the most important thing any nation can do to garner public confidence in police.

Joishnnkar et al⁷⁸ in their article state that use of latest technology like GIS will help the police in crime detection and effective policing in the country. The researchers said, though the police agencies of Bangalore, Hyderabad, Goa, Mumbai, Delhi, Kolkata, Chennai and Trivandrum use customized GIS, its application is still in a rudimentary stage. They advocate that there is a need for the fullest application of this potent technology in Indian policing. The GIS is a much more compatible means of crime pattern analysis than current processes because of its geographic referencing capabilities. This research has provided valuable information concerning property crimes in Chennai city, including data on the social and physical characteristic of these areas that contribute to localized criminal activity.

The literature reviewed clearly shows that no specific study was conducted recently to examine the various facts of police-public relationship therefore the present study will fill the gap.

Significance of the study

The present study is highly significant because the police system has not been properly studied in the context of police-public relationship. In a democratic country, public participation is must in every field. So, cordial police-public relationship is necessary for reforming the society. This study is an attempt to explore the less explored area of research. It will be beneficial for removing the corruption and other weaknesses in the working of the police department and to establish good police public relations. It will also be useful for the researches, policy-makers and in administration.

Objectives of study

The objectives of the present study are:

- to discuss the police system from historical point of view;
- to study the administrative structure, powers, functions and working system of the police administration;
- to evaluate the police-public relationship specifically pertaining to examining the behavioural attitude of police personnel towards public and vice-versa;
- to study the role of training and reforms thereof in improving police-public relationship;
- to evaluate the relationship of role performance of police and its impact on police-public relationship; and
- to suggests the suitable measures for ensuring good relationship between the police and public.

Hypotheses

Following hypotheses have been formulated for the present study:

- It appears that both the size and role of police havebeen transformed over the years.
- It seems that the police personnel having too much work and unpalatable service conditions indulge in corrupt practices.

- The institutional weaknesses, incidence of political interference and indifferent attitude have a negative impact on the police performance.
- It is being felt that the police needs suitable training reforms in order to overcome harshness of behaviour, discourteousness, irresponsiveness to complaints and irresponsibility.
- The traditional system of working of police is said to be an obstruction in developing good police-public relations.

Research Methodology

The present study has been conducted on the state of Haryana because researcher belongs to this state and is fully aware of the area, people, officials and local language. Another reason for the selection of Haryana state is that so far no study has been conducted on this topic. For the effective maintenance of law and order in the state, there are four Police Ranges Ambala, Hisar, Gurgaon and Rohtak. From these ranges, Ambala range covering Ambala, Punchkula, Yamuna Nagar, Kurukshetra and Kaithal districts has been selected. From each of these districts, two police stations in urban and two in rural areas have also been selected randomly. Thus, in all these 20 Police stations have been selected. In the area of each police station, 10 male and 10 female have also been randomly selected hence the total sample of people was to consist of 400 persons but 20 persons were excluded from the sample as they did not come into contact with the police personnel and all the concerned police personnel have also been selected for interview.

Two sets of interview schedules were prepared and administered to the selected respondents. Discussions and observations have also been applied to get first hand information.

The secondary data have been collected from the books, journals, magazines, newspapers, statistical abstracts and annual reports.

Chapterisation

The chapterisation is as follows:

The first chapter on **Introduction** covers the meaning, concept, historical development of police, new trends in police functioning, review of literature, objectives, hypotheses, research methodology and tools of data collection and chapterisation.

The Second chapter on **Police-Public Relationship: Theoretical Prospective** has been devoted to examine the relationship among police and public in Haryana.

The third chapter on **Organizational Structure: Functions, Powers and Working** explain the organizational structure of police in Haryana. It also discusses the functions, powers and working of the police.

The Fourth chapter on **Police-Public Relationship: An Empirical Analysis** examines their relationship. The data collected have been empirically analysed and inferences drawn.

The last chapter dwells upon the main findings, conclusions and suggestions. The broad conclusions and suggestions emerged from the data analysed.

In nutshell, it can be mention that police administration in India has a very long history and tradition. An attempt has been made to study police administration in India throughout the history and during different periods like Ancient period, Mughal period and the British period. And police administration in India during the post-Independence period has also tried to study. An attempt has been made to express the new trends of police in India such as women policing, e-policing, use of social media and community policing, etc.

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CHAPTER-II

POLICE-PUBLIC RELATIONSHIP – THEORETICAL DIMENSIONS

India was a colony of British Empire. The British established the police organization in India with the aim of maintaining and expanding empire. The structure of the police has practically remained unchanged though the country became independent nation and undergone tremendous changes at all levels. Indian society since independence has changed beyond recognition and after the advent of cable TV, mobile phones, internet based computer technology etc. the transition has accelerated manifold. The transformation is more pronounced and visible in matters related to social institutions that have manifested in break-up of joint family system, coming into open issues related to dowry, domestic violence, sexual performances of people leading to crime, high stake gambling, live in relationship etc. Nature of crime has become highly complex due to changed priorities of political parties, falling standards of bureaucratic contribution to administrative processes; emergence of politico-criminal syndicates, lack of sensitivity by practitioner in hitherto noble professions like medicine, education etc. in such a rubberless society, police is finding it more and more difficult to retain its image of a performing force as police cannot prevent crime and can act only after the offence has been committed that too without any support from public, victims or witnesses.¹ Though police is an important instrument of every state authority which asserts its sovereignty and independence, its relevance as a major organized civil force to ensure status due or on orderly transition in evolving society is paramount. India is passing through one of the darkest phases in its history after independence. Forces of violence and disruption have become active in different parts of the country. Deteriorating economic situation has further companied the political crisis. In this critical juncture, when the country is convulsed by lawlessness of unprecedented magnitude; the importance of the role of the police in the society can't be over-emphasized.² But it has failed to fulfill the need and aspiration of the people of India. Compared to police in developed countries police in India work very hard and undergo lot of hardships.³ Everyone agrees that a healthy relationship between the police and the public has still to be established. The people

aspire to receive a different type of behavior towards them from the police rather than cherished as the agents of the 'rulers'. This expected relationship between the police as an organization in welfare state and the public has to be of trust, understanding and mutual regard in place of arrogance, lack of Co-operation, exploitative attitude and apathy towards other's feelings or point of view. That by including a change in the attitude and functioning of the police, the public attitude will also change is not the best way to tackle the situation. ⁴

A healthy police-public relationship is vital to secure the desired measure of public involvement in the police operations to make it acceptable to society. The very basis of the law and order in the society is public support, without the support of the public no government can maintain law and order in the society. The same applies to the relationship between the public and the police, no policeman can succeed unless he gets public support. Police and public relations are often discordant and unpleasant. People approach the police station only when they are victims of crime. When they felt upset and badly jolted and rattled than they expect relief and eventual justice. It is a painful commentary on the times that more often than not, as victims of crime, people find their hopes dashed. People are against the police is understandable because they do not understand the complexities and the infirmities of the process – from registration of a crime to its eventual prosecution. This is because most of our policemen are trained and are expected to be generalists. They lack the skills for authentic detection and thorough investigation. With cases dragging on for years, sometimes by design, officers get transferred, evidence is destroyed and prosecution loses out in the process of attrition. The weakness of police-public relations in many parts of the country is today perhaps the greatest obstacle to effective policing. The law of land and various regulations provides the basis, upon which police operate but in general do not determine what police should do. This means that policing is a discretionary activity. The powers of police combined with the discretionary nature of policing initiate the action of the police which are easily seen as threatening and unjustified and people perceive them cruel and against the interests of society. This difficult nature of policing means one of the "most important regulating factors is that the police must secure public approval for their actions" (Pike 1985).

Police and society themselves, have a vital bearing on their expectations and hence it affect the relationship of both. The developments in policing nationally can provide us with important lessons for the improvement in police-public relations. The area of police-public relations has been of major concern in the country for over few years, because improved police-public relations will not only lead to greater levels of personal security, but have a significant role to play in the resolution of public conflicts and the development of more harmonious relations between various groups of public in the society. Community Policing is an affective philosophy for making cordial relations among police-public and is being tried by the police all over the world and police in India is also working on this concept.

Police-Public Relationship

There is often a concern for the police public relations, community policing, people-friendly police and a lot of variety on this theme. The objective has been to woo the people, so that police becomes acceptable, popular and effective. When there is good police-public relations, police have a better understanding of the public's concerns (especially those that are crime related), and citizens are more inclined to report crime that occur to the police, provide tips/intelligence to law enforcement, willingly serve as witnesses, and are happy to participate in jury trial. By extension, police also become more proactive, thereby preventing crimes before they occur or minimizing there impact, instead to simply reaching to calls for service. Good police-public relations prevent the possibility that the public thinks that police are simply a mechanism for intelligence collection. When there are poor police-public relations, the police typically lack a basic understanding of community problem, goal, and desires, and the community, particularly those citizens who are experiencing high rates of crime, poverty, and homelessness, perceive police as an occupying and out-of-touch force that does more harm than good. In these situations, police department primarily assume a reactive mode of response to community problems.

In sum, police-public relations refer to the on-going and changing relationship between the police and the communities they serve. This includes issues of cooperation, race, relations, fear of police, violence and corruption.

Meaning of Police-Public Relationship

In fact police-public relation is a new concept and a relatively new area of study. Police-Public relationship is a major issue that had caught the attention of enlightened police throughout the world. A review of the most important societal aspect of policing, viz., interaction between people and police is the subject matter of this study. This interaction between people and police determines to a very large extent how acceptable the police are and how people view the whole government system itself.

Police are a part of community. It is the community that maintains the police and to serve the community the police exist. Good police public relations therefore, play a vital role in any society and more so in a democratic society like ours where the police need the continuous support, respect and approval of the citizen for their functioning. Accordingly, a good community police relations programme which aims emphasizing the mutual interdependence of the two in the maintenance of law and order as well as in the prevention and detection of crime is a necessity. Good program aims at developing natural respect and understanding between the police and the people and promotes an atmosphere conducive to greater public cooperation and eventual police effectiveness.⁵

Concept of Police-Public Relationship

The concept of police-public relationship has gained a secure level of acceptance in the law enforcement establishment, this acceptance alone is a sign of progress, it is only a first step toward implementation, it is much easier to agree with the reasonableness and justice of a proposal than to implement it and live with the consequences of its implementation.⁶ Like most other originations in this pattern, which might try to explain their programs and activates the public, for whose benefit these are intended. In a manner of speaking, this was just selling the police to the public in a planned effort to influence public opinion through socially acceptable performance, based on mutually satisfactory two-way communication.⁷

According to Radelet, Police-Public relations to mean, “the reciprocal attitude of the police and the public to the expected and performed tasks of the police, and to involve general public relations, community services and community participation.”⁸

The British Institute of Public-Relations explained public relations as “the process of establishing and maintaining mutual understanding and appreciation between an organization and its public, through affective two-way communication.”⁹

In this context, it is relevant to cite also the terse statement of William J. Boop, made a century and a half later that “police cannot operate affectively without the willing cooperation and support of the public it serves.”¹⁰

Although the police have either assumed or have been assigned responsibility of dealing with many more complex social problems, it folly to think that they alone can solve any of them. In reality, the police are only able to provide limited specialized attention to the most crucial problems, usually in a crisis reactive fashion real solution require much broader efforts by many segments of the community. Even affective crisis reactions often require the involvement of non-police resources. In turns of citizens involvement, public relations and community relations activities provide a definite contrast.

Historical Background of Police-Public Relationship

The present police set-up, as is well known, is what we inherited from the British rulers from the time of the country’s independence. Since then no worthwhile changes have been made in either its organization or working methods obviously, the British had organized the police to serve their colonial interest and evidently it cannot be suitable for a country which is committed to a democratic way of life and which has adopted the ‘Rule of Law’ as the guiding principle of administration. The bases for the police-public relationship, as it exists today, are the Indian Police Act of 1861, which was enacted as a result of the recommendations made by the Indian Police Commission of 1860. The original recommendations were whittled down for political reasons as a result of conspiracy.

Consideration of economy over-looked the interest of the general public and police force was only provided for the elitist section of society. In the process, the rural population was sadly neglected. We thus find large tracts of inaccessible areas controlled by a police station and 10-12 constables. The village police system had even during

British rule, become completely ineffective and after independence, in some states it had been abolished all together.

In India, the police was organized in its present shape during the British colonial days and therefore, there are allegations that the police in India continues to be essentially a colonial or ruler appointed police. The ruler appointed police, as its very name implies, looks after mainly the interest of the ruler whether he be a monarch or a dictator or a selfish political leader. Its important function is that function of the government which protects its existence against unlawful attack.¹¹ In such a context, it becomes more important for the police to protect the government rather than the public. All these may ultimately lead to the use of the police as a powerful instrument of oppression against the people. No real friendship was possible during the British period between the public and the police because the police being agents of the foreign power, were used by them for oppression and suppressing popular movements.

Police-public relations were far from ideal. Apart from courtesy, rectitude of conduct and a high degree of integrity were very essential for getting public cooperation. The causes of distrust were the harshness of the police, their rough manners and their lack of courtesy. The behavior of the police in pre-partition days with the public was very arrogant and discourteous as it suited those times, and thus some hatred was caused in the public mind against the police, that impression still lingers on. Mutual trust and confidence between the police and the public for the maintenance of law and order was lacking because of the over-bearing attitudes of the police varying on harassment and the avoidable inconvenience to which the witnesses etc., were put. The police and public were never allowed to come near to each other by the foreign rulers and that had resulted the present situation. There was not the desired degree of mutual trust and confidence between the police and the public. This distrust was engendered on account of occasional delays in the registration of cases and the harsh treatment given to the complaints and suspect. However, the public was as much responsible for this distrust and their own attitude was rather prejudicial and biased against the police. There was no mutual trust and confidence between the police and the public. The roots of mistrust lay in the remote past when the police were considered to be an instrument of oppression. Every act of the police was viewed with suspicion. The main causes of distrust were historical; the

ignorance of the general public in their civic duties after independence; the use of third degree methods, discourtesy and impoliteness.

People Friendly Police

It is difficult to think of any department of the civil administration whose dealings with the public may not bring the police into contact with greatly varied segments of society at some stage or other. In the street, the policeman meets political group fighting; the drunk; the gambler; the smuggler; the motorist in a hurry; the injured run over by a speedy automobile; hawkers encroaching the rite of passage; sexual assault; the armed criminal chased by the public etc. so our society has to pay increasing attention in the building up of people friendly police and equip them with all that is necessary for them to carry out the vital duties impartially and efficiently within the rule of law.

‘People friendly Police’ has not been succinctly defined; whatever has been written, it can be deduced that people friendly police behaves with the public in a friendly manner. It is participative in approach and involves the people in its operational working. It keeps them at the Centre stage. It is democratic in nature and has corroborative approach. It works in a fair and non-discriminatory manner. It promotes transparency in its working and its incorruptible. It shows alacrity to the people in need by extending prompt help thereby standing true to the message: “we are always with you”.

The police by the very nature of their origin need to be a people’s police that is a body of law enforcing civilians which grows out of the people themselves and enjoy the active support for the guidance of the erring individuals and the protection of society and maintaining its integrity. Their job is not only to protect and to help their fellow people but also to protect their fellow people against the government or against any other authority if the government or that authority acts illegally.

Characteristics of ‘People Friendly Police

1. People friendly police adopts participative approach and involves people in crime detection.
2. Impartial treatment is meted out to all sections of society by the people friendly police.

3. It has a humanistic approach. It is supportive, sympathetic and caring and approaches all human beings compassionately.
4. People friendly police responds promptly to the citizens complaints and comes into action very swiftly.
5. People friendly police is trustworthy and the people bank upon it.
6. Since people friendly police is not frightful, people approach it without any inhibitions.¹²

Community Policing

The concept of “Community Policing” means, community taking initiatives in identifying the issues of crime and order in their area with police playing the role of facilitators for enabling the community to attend to those issues. Sir Robert Peel established the London Metropolitan Police in 1829, he then set out some specific principles, “...the police are the public and the public are the police” is one of them, which could be considered as seed of community policing.¹³ Now this strategy is being tried by police all over the world and the police in India started these initiatives at local police station, district and state level and many of these have successfully brought the police-public together.

Community policing is a philosophy which support the systematic use of partnerships among police and the community to address the conditions such as crime, social disorder and fear of crime. The success of community policing depends upon the partnership among police and the community so the police must develop positive relationships with the community. Northport police department schedules “coffee with a cop” session to promote the harmony and confidence between police and community relations.¹⁴

There are many definitions of community policing out which few are mentioned below:

Wikipedia describes Community policing as “a policing strategy and philosophy based on the notion that community interaction and support can help the police to control crime, with community members helping to identify suspects, and bring problems to the attention of police.”¹⁵ Although this definition is a very limited in its scope as public are expected to interact and support the police. The current study is conducted to assess the role of the citizens in identify their problems and issues and also to solve them with the help of police.

Bureau of Police Research and Development (BPR&D) has referred it as “normal policing of a society in consultation, cooperation and partnership with the community at large”.¹⁶ According to bureau the objective of community policing are “To minimize the gap between police and public to such an extent that the policemen become an integrated part of the community they serve and they earn the acceptance and trust of the community leading to impulsive co-operation from people in crime prevention and security in local area and resulting in a lasting partnership between the police and the community”.¹⁷ As for the mission of community policing the Bureau recommends “To prevent and detect crime, maintain order and ensure safety and security of the community in partnership with the people and to provide the community efficient, transparent and responsive law-enforcement machinery which perpetuates the rule of law”.

UtarakhandPolice website describes Community policing as “A collaborative effort between Police and Community to identify problems of crime, disorder and involves all elements of the community in the search for solutions to these problems. This concept brings the police and community into a closer working relationship and calls for greater responsibility on citizens”.¹⁸ While emphasizing the collaborative approach of community policing, the above definition makes a point about greater responsibility of the citizens. It is an often observed phenomenon all over the world that citizens are quick to criticize law enforcement agencies without accepting any responsibility on their part. Through community policing role of citizens gets highlighted leading to their active involvement in policing related issues instead of passive criticism by them.

Community Policing Scenario of the State Police Organizations in India:

There are surviving examples of true community policing in the following states. Despite initial public support, many of the experiments failed to survive, probably for want of institutional support or individual commitment.

1. **Jammu & Kashmir:** A pilot project has been launched in Jammu city on community-oriented policing. The objective of the project is to encourage public interaction and establish stronger bonds between police and the public and to involve the citizens in crime prevention and detection. Police-Public squads will

be set for each colony under this project. A group of 10 houses from a block will be assigned to a constable. Sub Inspector designated as beat police officer will be allotted four such blocks. Weekly meetings will be organized between the beat officer and the volunteers and the SHO will head the meeting fortnightly. The block staff will carry out crime prevention duties, such as surveillance of strangers/suspicious persons, verification of antecedents of hawkers/servants, collection of information regarding drug trafficking, eve-teasing etc.

2. **Kerala:** The Crime Prevention Committees were formed at the Police station level in 1998. These committees provide platform for the local public and police to discuss crime problems locality-wise to control crime. The volunteers are called for monthly meetings with the police in Trivandrum city to devise strategies to control crime and to foster good police-public relations. The Kerala Police has also launched a program named Student Traffic Education. The people can call the police on toll free telephone number and share information about crime and criminals without disclosing the caller's identity on Crime Stopper facility of Kerala Police.
3. **Bombay City Police in Maharashtra:** Mohalla Committees were set up to provide a platform for t¹⁹he people of different communities to meet, plan and work together to solve common problems by the Bombay City Police. The local police have taken initiative in holding street plays on socially significant themes, organizing cleanliness drives and medical checkup camps. Libraries and study rooms have also been established in some locations to promote communal harmony. Joint patrolling with citizen participation in crime prone areas is another highlight. From May, 1998 an "Alert Citizens Program" has been successfully in operation, enabling people to pass on information to the police in confidence.
4. **Madhya Pradesh:** Madhya Pradesh Police has been experimenting on various community policing program, such as, Friends of Police (Police MitraYojna), Village Defense Societies (Gram RakshaSamities), Neighborhood Watch Scheme, Family CounselingCenters, Drug De-addiction Centers, Friends of Children Scheme (BalaMitraYojana), Special Police Officers, Traffic Safety Week

Programmes, Students Traffic Education - Programmes, Sports
Programmesorganised for Youth, and Career CounselingCenters.

Police-Public Relationship the Present Scenario:

In British period the police was made only to reach the colonial interest. This made the police functioning very brutal and unfriendly. It was not easy to faith on such police by the public. Thus, the old police style was no longer required in independent India. But the public has the same attitude to the present as was in British period. The government and police collectively made many efforts to create harmonious relations between police and public. The present scenario of police-public relation can be assessed with the help of following analysis made on the basis of information collected from the police and the public of Haryana with the help of interview schedule under the present study.

Public Expectations Vs Police Style

Police image in a society depends on the degree of equanimity it has with public expectation. For police, the public is not a homogeneous entity. It is composed of many diverse and at times opposite interest. The expectations of the public are changing 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 changing expectations of the public. Public opinion is depicted by the pictures inside the brains of the people. Police should have capacity to gauge changing aspirations of people. Expectations are changing over a period of time aspiration of people change.²⁰

In present time, public distrust and enmity of the police are very great. Lack of cooperation from the public is a major handicap for efficient policing. Several attempts have been made to study the state of the “Public image of Police”. These surveys reveled a number of important factors in regard to the worsening of the police-public relations. Partisan law enforcement and political interference is the day-to-day working of the police is mainly responsible for the loss of public confidence and respect of the police.

Role of Police in Maintaining Public Order

Maintenance of law and order is a state subject and state government and union territory administration exercise overall control over the police organizations. In the later phase of British regime the police were primarily concerned to suppress the national movement for independence. But after independence the duties and responsibilities of the police have been diversified. According to some writers the police and their functioning play a vital role in maintaining political stability and continuity of the country since independence.²¹ It is true that the police have to have co-operation and support from the general public for execution of their duties. In the present study, the sampled police personnel have been asked as to whether the success of the police depends upon the public support which shown in table (2.1)

Table -2.1

Opinion of Police Personnel about Dependence of Police Success on Public Support

S.No.	Does Police Success Depend upon Public Support?	Number	Percentage
1.	Yes	174	87.0
2.	No	9	4.5
3.	Can't Say	17	8.5
	Total	200	100

Table 2.1 depicts that an overwhelming majority 174 (87%) of respondents said that the success of police depends on public support whereas only 9 (4.5%) respondents were not agree with the statement and 17 (8.5%) did not express their views.

Prevention of Crime

The police play a major role in the preservation of the fabric of human societies. A study of the growth of human societies shows that slowly emerging out of the 'state of nature; man had to take steps for the formation of some sort of government and the government thus formed had to frame rules, laws and regulations for promoting the welfare of the people and restraining the activities of

the lawless elements. The police was the agency through which the enforcement of laws and maintenance of internal peace and order was done by the government.

For this task of law-enforcement the police have to wage a constant battle against crime and the criminals, a task which is difficult, hazardous and unbelievable thankless. The prevention and detection of crime constitutes the case of police functions.²² Today, democratic countries are haunted by the specter of rising crime and lawlessness. There is crisis about public security and at the centre to enforce laws and maintain order. People seem to feel that the police are not able to provide adequate protection to them. In the present study, all the sampled people has been asked about confidence and trust in police and their opinion about this is shown in table (2.2)

Table -2.2

Opinion of Public about the Trust in Police

S.No.	Confidence and Trust of People in Police	Number	Percentage
1.	To great extent	11	02.9
2.	To considerable extent	139	36.6
3.	Not at all	230	60.5
	Total	380*	100

*A total of 380 respondents came into with the police

Table 2.2 illustrate that majority 230 (60.5%) of people do not have trust in the police whereas 150 (39.5%) people said they have trust in police. It can be said that people hardly trust police.

There are studies to show that even when the number of police has been reduced in some area due to budgetary crisis even than strikes and crime rate have remained unaffected. During the police agitation in 1978 in Orissa's Rourkela (where this writer "SankarSen" was the Range DIG), policemen were not on the roads for nearly a week and the authorities had to organize night patrolling through citizen's groups and Home Guards. However, there was no increase of crime during this period. Indeed, there was a decline. It is increasingly felt that in the battle against crime, the police require active support and cooperation of the

public. Empirical researches demonstrate that arrests and better detection by the police, common indication of efficient police performance, do not have any significant impact on reduction of crime. It may sound strange, but it is a fact that crime rate not affected by the success of the police in solving crime. Consequently, police leaders and administrators have to think of using leaders and administrators proactively for meeting the challenges of crime. The police have to think of ways and means of preventing it. According to OstromElaner, crime prevention is an activity in which the public must also be actively engaged. They must become Co-producers of crime prevention seriously and purposively, the police will have to break with past practices and adopt new strategies.²³

Human Rights and Police

Police as the law-enforcement agency have a duty to see that they do everything to see that the people in a democratic society enjoy their rights freely free. Man has certain rights which are universal, inalienable, inherent, and fundamental and basic, the enjoyment of which is the foundation of freedom, justice and peace in the world. But history of mankind hitherto shows that man has not been allowed to enjoy these rights by diverse means of administrative, political, social economic, cultural, fiscal exertions of don'ts. The police, the coercive weapon of the governments in power have a lot of power invested on them. The improper use or the misuse of power and authority by the police has been found to be causally responsible for the denial of some of these inalienable rights of man in the past and even today. In doing so, some police officers do not understand that they are violating the human rights of the people for whose welfare and protection the service is created and maintained.²⁴ It has also been observed during this study that police use to violate fundamental rights of people, i.e., being a citizen of this country, everyone has right to get register their complaint as and when they victimized at first instance but it has been found that police generally not register the complaint of people which is shown in the table (2.3)

Table - 2.3

Opinion of Public about the Registration of Complaint by Police at First Instance

S.No.	Registration of Complaint by Police at First Instance	Number	Percentage
1.	Yes	84	38.7
2.	No	127	58.5
3.	Can't Say	6	02.8
	Total	380*	100

*A total of 380 respondents came into with the police

The sampled people were asked as to whether the police register the complaint at first instance or not and the responses are interpreted in table (2.3). 127 (58.5%) people said no, 84 (38.7%) said yes and 6 (2.8%) opined can't say about it.

The Protection of Human Rights Act, 1993 came into existence on 28th September, 1993. The Act provided for the constitution of a National Human Rights courts for better protection of human rights and for matters connected therewith or incidental thereto.

The Act defined "Human Rights" to mean the rights relating to life, liberty, equality and dignity guaranteed by the constitution of embodied in the International covenants and enforceable by courts in India. Among the fundamental rights, there are a number of rights relating to person had to his life, liberty and security. He should be free from police atrocities, torture, inhuman and cruel punishment. The protection of human right Act, 1993 clarifies that "International Covenants" means the International covenant on civil and political rights and the International covenant on economic, social and cultural rights adopted by the General Assembly of the United Nations on 16th Dec. 1966.

The commission is empowered to conduct inquiry on a petition presented to it by a victim or any person on his behalf, into complaint of –

1. Violation of human right or abetment thereof; and
2. The negligence in the prevention of violation by a public servant'

After the establishment of the National Human Rights Commission a number of complaints of human rights violations have been received and most of them were against police. In one case the commission has recommended that an amount of Rs. 50,000 to be paid to one Mohan Lal who died in police custody.²⁵

Weaker Sections and Police

Different social classes, often hostile, take their personal problem to the policeman. Socio-economic conflicts in the countryside are increasing and the police are required to intervene to prevent fragment of our society and preserve our democratic way of life.

A large majority of weaker sections of Indian society normally consists of individuals whom the accident of birth deprives of reasonable availability of money, power and social esteem for the generation of opportunities, so very essential for individual security and social competition.²⁶

Most disappointing has been the political development in which political parties became increasingly split by factionalism and fomented caste and class struggle. In place of nation unity, caste, religious, tribal and linguistic bodies multiplied violence spread from the field of politics to the depths of society-agrarian, caste and class relations, inter-communal relations, students and teacher relations, family affairs, employees and employer relations, police and public relations took a very toll of life, property and values. The nation character meanwhile, underwent contortion. We keep on wailing that liberty growing and order declining. In several matters ministers are themselves involved in instigating communal and caste riots while sermonizing the police to deal firmly with them. When things go wrong they blame the police and, as a face saving device, transfer or suspend the officers.

Most of these people live below the poverty line. Politically they are a subject class, who suffer exploitation that surrounds them. The point of view of weaker sections about police conduct, behaviour and performance may have emotive overtones and exaggeration of facet which emanate from a frustrated existence; yet, it is a point of view, a subjective experience, which even very

many policemen do not deny. To members of weaker sections of society in India, the world has not changed much and even if it has changed, it has brought fresher tensions to their already wearied existence. Because their perception of police has not changed, naturally their evaluation of police behavior, conduct and performance cannot change. An efficient and honest policeman, being a rare commodity is an inconceivable phenomenon for the poor and the down-trodden in India. Even if he does the opposite of what these people believe, they will call it a gimmick and will be panicky, if he persists genuinely in helping them quite contrary to their expectations and exploitation of a traditional image.²⁷ To check atrocities on Dalits and crime against weaker sections of society. A special police cell headed by inspector rank official had been constituted in Kaithal, Haryana. The cell will remain active round the clock to redress grievances of Dalits and other weaker sections.²⁸ Towards the protection of minorities and weaker section India's government assumed an attitude of moral obligation. Indian constitution provided several safeguards for them. The entire social order of this country is changing, many areas we find a restless, moving and ever-growing population, resulting in new tensions, new conflicts and new demands. Against this background, policemen in the country have a tremendous responsibilities; on the one hand, to recognize the quality of man without regard to caste creed or religion, and the other, to do their part to destroy the image that the police are the oppressors of the rights of minority groups.

The police must think about the future in terms of social equity and justice. Their thinking would profit, if they come out of their shell and concerned themselves with their role and human relations. Continued deprivation amidst plenty and failure in the redress of grievances breed widespread militancy. A police administration which fails in its task to ensure justice is likely to be bypassed.

Policemen themselves are fully aware how important it is for them not even to be suspected of any bias. The situation in the past when police were stern and authoritative to the poorer and weaker sections has been radically altered. Different social classes make use of the police in varying way; minority sections

often still generally hostile, approach the police seeking redress of their grievances.

Handling Crowds by Police

The crowd has been called by the psychologists as a direct contact group. The people with a variety of motives converge to form a crowd; but once the crowd has been formed the interaction between these individuals forms new patterns of behavior. In any crowd in which there is critical concentration of people who are likely to engage themselves in illegal behaviour; troubles are very likely to occur. The police have to take steps to remove the trouble-makers from the scene, particularly at the early “milling stage” when such participants find out if there are like-minded individuals present in the crowd.

Experience over the years shows that for affectively dealing with crowd disorders it is necessary to counter-act its sense of power and anonymity. The sense of power and omnipotence can be counter-acted by a show of force. A massive display of police strength has the definite advantage of minimizing the sense of power in the crowd and discouraging those joining it with the intention of committing offences.

Though there are some experts who advocate low profile techniques because show of force may have the effect of antagonizing and inflaming the crowd, it has been generally found that the show of force tactic has a deterrent effect on the crowd and it is better to err on the side of exhibiting too much force but never on the side of too little.²⁹

Senior Citizens and Police

Senior citizens are also an important part of our society. To help senior citizens and prevention of crimes committed upon them is also an important issue for police. In India elderly constitutes persons in the age group sixty years and above the problem of elder abuse and crimes committed upon senior citizens have increasingly assumed alarming rate in India. At the state, Haryana, Himachal Pradesh, Kerala and Punjab have a high old age dependency ratio.³⁰ The most

frequent crimes committed upon this vulnerable section of the society are home burglary, purse snatching, financial exploitation, legal exploitation, real estate fraud, telemarketing fraud and health fraud etc.

So it the duty of the police to protect senior citizens. The national policy on older persons as formulated by the government of India had focused on the roll police to control crimes against elderly persons. It has been pointed out that police will be directed to keep a friendly vigil on older couple and on old single person living alone and promoted mechanisms of interaction with neighborhood association.

In continuation of its overdrive to ensure the safety of senior citizens, the Delhi police organized health camps in association with a private hospital offering free checkups to the elderly in south west Delhi on 18th July, 2004. Senior Citizens came out and shared their problems with police and Resident welfare Association; senior citizens used this opportunity to familiar with their neighbors. The health camp also provided free health services to the family members of police personnel.

The Delhi police also published in the newspapers the precautions to be taken by the senior citizens to ensure their security. One of the important precautions to be taken was to get their servants verified and not to allow any visitors to stay with him.³¹ The Mumbai police have started an elder helpline 1090. Senior citizens can call up this helpline when they require help in any difficult situation.³² The Chennai City police have been creating a data base of aged couples and old women staying alone in houses. The name, age, address and details of the relatives of all senior citizens in Chennai City are recorded and maintained in the police data base. The policemen keep strict vigil and maintain affective night patrol.³³ In Haryana, Gurgaon police is also provide help line number 0124-2221559 for senior citizens.³⁴ In Fridabad, senior citizen citizens help line number is 2226264. To curb crimes arising out of family disputes, the police will involve the senior citizens of different area to help, to resolve the 'conflicts' within families and the community at large. In this direction Haryana

police (on Tuesday, 24 September 2013) set up a first-of-its kind community hub in Punchkula. The community hub has been set-up especially for senior citizens, women and children. The DGP Vashist said, “The initiative to set-up a police community hub has been taken to bridge the gap between the police and the people. The police community hub would strengthen the cooperation of people and the police and also help resolve conflicts without the intervention of the police.”³⁵

Women and Police

Women are the backbone of any society and need to be loved, nurtured, respected and celebrated in the trust form as a mother, daughter, sister, lover and a wife. But there is discrimination by gender in culture and institutions of almost every country. Many of the world’s great religions give an inferior status to women and place them in positions which given men rights over them. Discrimination has become a part of society’s values spilling into other fields and activities. In India the ancient Indian scriptures had an important role to play in lowering the image of woman in Indian society. According to Manu, the ancient Hindu law-giver, the woman reduces man and leads astray not only fools but even learned men. Manu’s laws epitomize complete submission of woman to man and they are still the sanctioned code of conduct for women. AdiSankaracharya, the great founder of Hindu Advaita Philosophy, called woman as the “gateway to hell and poison in the shape of nectar.”³⁶

In Present, the state of police credibility with women is hardly better. In recent year, atrocities on women have received wide attention of the national press and legislative forum. All discussion or references to crimes against women, police comes out in bad light. In the first place, women victims of crimes are deterred from approaching the police to seek relief due to lack of confidence in getting sympathetic response. Even in major urban centers, where we have working woman and other articulate groups, women hardly go to the police for redress. A large number of cases of atrocities upon women in rural areas and small towns go unreported. More importantly there are instances of policemen

themselves committing crimes like molestation and rape against women who came in contact with police either as victims or accused. Unfortunately, such incidents of sex crimes against women by policemen at the lower level appear to have become more frequent in recent time. May be, more such cases are coming to light now on account of growing consciousness among women public, whatever may be the actual incidence of such cases, any case of this nature tends to widen the gap between the police and its women public.³⁷ It is fact that a large number of cases is not registered in India and this is more so where offences against women are concerned. There is very often unfortunate delay in disposal of cases involving crime against women in courts of law.

If a woman goes in police station for registration of FIR by herself, she is abused and not heard. Some social workers said that foul language was used and uncomfortable comments might be passed when a woman visited the police station. The women were discriminated against because they belonged to a particular area (in this case an area where most residents were from the minority community) and the police made derogatory comments.³⁸

Urban and Rural Area and Police

In traditional India, a village was a political unit and the tribal and caste Panchayat were responsible for administration of justice and settlement of dispute. Regional units covering a number of villages were also existence to deal with inter-village disputes. A tribal Panchayat not only had the judicial power but also was beset with some ritual obligations. Most important part of this judicial system was that the public was also a part and parcel of the system. They could assemble in the place of justice to give witness and also to put their views.³⁹

In Present, in rural area the police are generally involved in tackling general criminal cases like theft, robbery, murder, etc. but in urban area the police not only provide security and protection to the public but also are involved in some welfare activities. In big cities the police direct the traffic, provide security during big sporting event, control the political procession and striker, tackle communal riots, terrorist and other anti-social activities etc. The state government

also has to depend on the police for tackling various political movements in different states; another vital function of the police is to provide security to the VIP. During natural calamities like flood, drought, etc., large number of police personnel is harnessed for welfare activities.⁴⁰

The rural police are also a good auxiliary to the normal police Force. They have hardly any police powers but have proved useful in many ways. Attached to the police station for operational purposes, they have served as sources of intelligence as well. In some part of country the rural police set-up is more independent of the police and is a parcel of the revenue department. Yet by and large the rural police are known to dance attendance on the uniformed police Force. Often times, they have even to provide money for appointment of their substitutes, whenever they fail to show up. Allied to this is the new village volunteer force tagged on to the panchayats, which perform a police function and are an admirable auxiliary. They can aid in setting up village resistance groups to fight against criminals particularly organized bandits. This large mass of untrained or ill trained heads, available for police work should be given some training or as to make them really useful.⁴¹

There also is a good deal of divergence in the patrol patterns in the urban and rural area. In the rural sectors the work is done by the village chowkidars part time police territorials. In several area where the panchayat system has come to stay, able bodied young men in the village in the age group 18 to 40 are also utilized in an entirely honorary capacity. However, in certain disturbed area or where insurgency has come to the fore, armed police units go about on a roving commission, generally in rather unplanned manner. In all the rural police station, the S.H.O. is held responsible for law and order maintenance which is achieved through a variety of deployments, almost entirely of the rural police. Armed police patrols are only an addendum to this arrangement. The more after S.H.O. prepare a chart of patrolling in advance. In this scheme village volunteer forces may be included. The pattern is of dividing the volunteers and others irregulars into groups for different job-performance allied with an alarm system- These charts

cannot work for any length of time, however energetic and wide awake the S.H.O. may be. The common failure is the lack of a check system, and the absence of any method of punishment including fines in case of default. In contrast, the urban areas have uniformed police patrol even though this is a generally neglected sector. Police constables usually move singly in patrol work but in some cases they go about in batches of 2 to 3 men. In eastern India a system of patrolling in bunches of three has been followed in where one constable stands at a street crossing which two others go singly in opposite directions for covering a pre-designated area. The constable performing the duties cover the entire exercise in a period of six hours in two hourly beats. There is also a system of patrolling by constables rightly, blowing whistles at intermittent intervals as reassurance of the police presence. Often times these patrols may be performed on cycles. For the last two three decades, some cases of mobile patrols to towns with W.T (Wireless Transmission) communication have also been in evidence, but cases in which constables go round with walkie-talkie set are indeed rare. Generally there is no separately patrolling Division in the police forces located in the cities and the bigger township. The patrolling police stations for other parties are in evidence some occasions and they usually loaf around aimlessly. All this adds to the possibility of stray shooting by armed policemen of which the instances are constantly and the increase. The average standard of responsibility displayed by these functionaries of law is not very high and such patrolling has therefore been hardly affective. There is need for a comprehensive plan of action, as the work of patrolling is squared within the ambit of the police department.⁴²

Political Inference and Police

In democratic society, each department of the government including the police is ultimately accountable for its performance to the people. In our country it has been constitutionally laid that the public service is accountable to the elected representatives of the people at the forums of parliament and state legislature through the minister/ministers concerned. While the ultimate accountability is to the people, the police have a proximate accountability to the law of the land, which in essence is the expression of its will.

The changing structure of society has left its profound impact on politics. These groups, as our experience shows, seek to introduce the practices of totalitarian forms of government, and the police, as guardians of the established system of government are objects of attacks by such group. The overriding problem of the future is that of the protection of police from political attacks.

The phenomena of political interference appears to have assumed larger dimensions particularly after 1967 when the continued stability of the elected government in some states get disturbed and a period of political instability started. Increased political interference in such a context meant the increased division of the police personnel into different cliques and group with different political leanings. A police force which does not remain outside politics but is constantly subjected to influences and pressures emanating within the system from the politicized police personnel themselves will in turn seriously disturb the stability of the elected political leadership in the state itself and thereby cause serious damage to the fabric of our democracy. This danger has to be realized with equal seriousness and concern by the politician as well as by the police. The police personnel have been asked about political interference in police functioning and their opinion are shown in table (2.4).

Table -2.4

Opinion of Police Personnel about Political Interference in Police Functioning

S.No.	Public Cooperation in Police Investigation	Number	Percentage
1.	Yes	142	71
2.	No	21	10.5
3.	Can't Say	37	18.5
	Total	200	100

The sampled police personnel were asked about the political interference in functioning of the police. Table 2.4 presents their view. As many as 142 (71%) police personnel said yes political interference was there. It was neglect by 21 (10.5%) police personnel and 37 (18.5%) did not opine on the issue of political

interference. Our hypothesis that there is political interference in the function of police has been proved.

There is sharp rise in corruption and criminality amongst politician, many of whom with a record of criminal offences emerged from the backstage and entered the political stream as M.Ps. and M.L.As. A direct result of this is the phenomenal rise of gangsterism and mafia rule and growing nexus between politicians and gangsters. These developments destroyed orderly rule, paralyzed the rule of law, balkanized the political system and threatened the survival of democracy. Politics has played havoc in our educational institutions. All students unions are politicized and operate at a political level. Elections to students unions are fought with guns and bombs. Admissions to universities are forced at gun point. Eve teasing and molestation of women students and even sex abuse, on the campus are not uncommon. Vice-chancellors and teachers beaten up confined for long hours and even killed. The police are frequently called to maintain order inside the campus, students in many places in the north-east states and in Punjab and Kashmir joined militant organizations.

Communal riots and Police

Our society is on the threshold of widespread violence as never before. Communal riots are increasing in number and no state is free from them. Insurgency and terrorism in their most diabolical and dangerous form have taken root. Laws have to be enacted to deal with these new crimes. Gangsterism, smuggling and gun running call for appropriate action by the people. There is large scale of unlicensed firearms, in circulation causing unnecessary killing of innocent people. In the countryside the villagers feel so insecure that they keep awake whole night, not knowing when they will be attacked by criminal gangs. Most disturbing development calendar; politicians hiring criminals to liquidate the rivals.

The public look to the police for protection. The man whose entire family has been wiped out by dacoit gang or communal riots or the man whose daughter has been raped wants to know what the police are doing, and why the persons

involved are not convicted and sent to jail. Working under pressure, anxious for his self image as the protector of society as such for his career prospects, frustrated by the breakdown of the judicial system, alienated from the public who are critical of him, short of moral authority and charged with the function of enforcement the policeman sinks into brutality.

Technological Challenge and Police

The twenty first century is the era of science and technology, which has changed the way we live and has affected mankind in all facets of life. The advances in science and technology have also placed superior tool in the hands of the criminals, who consequently become more lethal, more precise and more difficult to catch. The police leadership has not only to constantly sensitize itself and its ranks, about the latest sophisticated tools in the hands of the criminals so that intelligence can be collected about them and investigations can be suitably geared but also that suitable initiatives are taken to continuously upgrade the equipment available with police so that it can affectively match those available with the criminals, and also utilize the same in an optimum manner in discharging its multifarious duties in different aspects of policing. Modernization grants given by the government can be affectively put to use only if the right equipment is acquired and put to right use. This calls for a complete involvement of higher level police leadership in constantly planning for the future.

The police department in state needs reforms in all areas mention above to deal with the organized crime and to maintain the law and order in the modern society. And it is also required to establish harmonious relation of police with public. In the present study, sampled police personnel has been asked about the need of reforms in the police to meet out the need of modern era and their opinion is shown in table (2.5).

Table - 2.5
Opinion of Police Personnel about Need of Reforms in Police

S.No.	Need of Reforms in Police	Number	Percentage
1.	Yes	179	89.5
2.	No	07	03.5
3.	Can't Say	14	07.0
	Total	200	100
If 'Yes' mention the priority areas of reform			
a)	Police Acts and Rules		48
b)	Fixed duty time		148
c)	Service conditions		71
d)	Increasing the strength of police force		178
e)	Training		101
f)	Better infrastructural facilities		88
g)	Police-public rapport creating exercises		112
h)	Delegation of powers to the lower level officers		87
i)	Adoption of scientific methods of investigation		172
j)	Functional style of the police		47

The table (2.5) depicts that 179 (89.5%) sampled police personnel were in favour of reforms in police. 14 (7%) have expressed their views on the issue and only 7 (3.5%) said that there is no need of reforms in the police department.

Out of 179 personnel, (178) police personnel said that there is need of increasing the strength of police force; (172) said adoption of scientific methods of investigation; (148) said fixed duty time; (112) said police-public rapport creating exercises; (101) said training; (88) said better infrastructural facilities; (87) said delegation of powers to the lower level officers; (71) mentioned poor service conditions; (48) wanted improvement in police Rules and Acts; and (47) said functional style of the police are the major area of reforms in the police.

On the whole, it can be said that the most desired areas of reform are relating to increasing the strength of police and adoption of scientific methods of investigation so the Government should take action in this regard and should initiate the process of recruitment to increase the police strength.

Cyber crime is a generic term that refers to all criminal activities done using the medium of computers, the internet, cyber space and World Wide Web. The internet is fast becoming a way of life for millions of people and also a way of living because of growing dependence and reliance of the mankind of these machines. Internet, though offers great benefit to society, also present opportunities for crime using new and highly sophisticated technology tools. Today email and websites have become the preferred means of communication. This includes not only educational and informative material but also information that might be undesirable or antisocial. Increase in cyber crime rate has been documented in the news media. The increase in the incidence of criminal activity and the possible emergence of new varieties of criminal activity pose challenges for the police.⁴³ Hacking is a type of cyber crime. It means unauthorized attempts to bypass the security mechanisms of an information system or network. Spreading virus of worms, Identity theft, email spoofing, and data theft are also some types of cyber crime.

There is not really a fixed definition for cyber crime. The Indian law has not given any definition to the term 'cyber crime'. In fact, the Indian panel code does not use the term cyber crime at any point even after its amendment by the Information Technology (amendment) Act, 2008, the Indian cyber law. Cyber law is a term used to describe the legal issues related to use of communications technology, particularly 'cyberspace', i.e. the internet.

The I.T. Act 2000, as amended by the I.T. (Amendment) Act, 2008 is known as the cyber law. It has a separate chapter XI entitled 'offences' in which various cyber crimes have been declared as penal offences punishable with imprisonment and fine.⁴⁴

Police Image in Public

Police image in a society depends on the degree of equanimity it has with public expectation. For police, the public is not a homogeneous entity. It is composed of many diverse and at time opposite interests. Pandit Jawaharlal Nehru candidly speaks about the police image thus "the Duties that the police have to

perform are of great importance. Even more important is the measure of tact, which they use in performing them. Normally, a country can well be judged by the quality of its police force. Is it well trained and disciplined and do its work tactfully and yet firmly when the occasion demands? I think that our police force, by and large, does its work well and is competent. This does not mean that everything is well with it. There is much to do and much to improve. In the present study, all the sampled police personnel have been asked about the image of the police and their opinion is shown in table (2.6)

Table -2.6

Opinion of Police Personnel about Present Image of Police

S.No.	Satisfied with the Image of Police	Number	Percentage
1.	Yes	44	22
2.	No	120	60
3.	Can't say	36	18
	Total	200	100
	If 'No' indicate the reason.		
	a)	Police-Public discord	94
	b)	Hostile relation with politicians and political parties	98
	c)	Harsh disciplinary control	46
	d)	Poor pay and working conditions	93

The table (2.6) reveals that 120 (60%) police personnel were dissatisfied and 44 (22%) were satisfied with the present image of police and 36 (18%) have not expressed their views about the image of police. Out of 120 (60%) dissatisfied personnel, (94) indicated police-public discord; (98) hostile relation with politicians and political parties, (46) harsh disciplinary control; and (93) mentioned poor pay and working conditions, the major reason behind the poor image of police.

On the whole, most of the personnel felt that the image of the police is very poor so the department and the Government should try to improve the image of police.

We must lay stress on those essential qualities, which are necessary in a police force. It is by integrity, efficiency and tact that the police are to be judged. A heavy responsibility rests on the police force, as they represent, in the most obvious form, the power of the state. Those who have the power have to be very careful in using that power. A policeman should always endeavor to get the good will of the people he serves. Their good will is a test of his work. Indeed, without the good will and cooperation, His work will not bear much fruit.

So far as we have been able to gauge public feeling on this point, the relationship between the public and the police is not friendly. The general trend of opinion is that the public hate the police and that the police act harshly and oppressively towards the public. Here and there we have evidence that there is some improvement in this matter but it is not very appreciable. In the present study, all the sampled people have been asked about the image of the police and their opinion is shown in table (2.7).

Table -2.7

Opinion of Public about Performance of Duties Honestly by Police

S.No.	The Police Performs their Duties Honestly to the Satisfaction of Public	Number	Percentage
1.	Yes	80	21.1
2.	No	268	70.5
3.	Can't say	32	08.4
	Total	380*	100.0

*A total of 380 respondents came into with the police

The sampled respondents were asked as to whether the police perform its duties honestly to the satisfaction of public or not. The responses are interpreted in table (2.7). As many as 268 (70.5%) people said police did not perform their duties honestly to the satisfaction of the public; whereas merely 80 (21.1%) people said they perform their duty honestly and 32 (8.4%) did not express their views.

The maintenance of law and order in democratic society depends upon the police and public relation and their mutual confidence, but the mutual trust and confidence between the two do not exist. This distrust was engendered

on account of occasional delays in the registration of cases and the harsh treatment given to the complaints and suspects. However, the public was as much responsible for this distrust and their own attitude was rather prejudiced and biased against the police. Almost all the political parties today painted the police as black as possible. Every act of the police was viewed with suspicion. The causes of distrust of the public for the police were the discourteous and dishonest behaviour of the police delay in doing justice; non-observance of law and procedure by them, the resort of third degree methods and the inability of the police to give adequate protection to the public from anti social elements.

In this chapter, an attempt is made at analyzing police-public relationship from theoretical perspective. An attempt have also been made to analyze the concepts and notions like police people friendly police, community policing, and community policing present scenario in the context of police administration at a theoretical level in the state. Efforts to establish cordial relations among police and public made by almost all the state in India has also tried to study.

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CHAPTER-III

ORGANIZATIONAL STRUCTURE: FUNCTIONS, POWERS AND WORKING

An organization is a social system where in all its members try to achieve their individual goals while achieving the organizational goals. Every organization has some objectives which are attained by organizing the activities of their members under given environment, dynamic and ever changing needs of society. It is observed that men cannot achieve all of the desired goals individually that is why organizations are formed and developed. Different forms of organization are evolved according to their requirements. In fact, police are the agents of executives and empowered to maintain law and order in the society through the legitimized use of power. The police department of a state is authorized to exercise the police power of the state within a defined legal area of responsibility. The police are very important in the administration of criminal justice in the state for which it is responsible. This process gets ensured and initiated through the police. Besides, the key role in the criminal justice process, the police are also concerned with maintenance of law and order, and security of persons and property in the society. Thus, the police are the most important agency for enforcement of law and maintaining order and peace in the society.

This chapter is concerned with role and importance of police in criminal justice administration in the society. It could be explained with the help of organizational structure of police in the country and in the state. The structure of the police system in the country could be understood with different kinds of police system existing in the country and their operational aspects.

Meaning and Definition of Organization

An organization is a composition of people heaving different authorities and responsibilities to utilize existing resources for achieving the organizational objectives¹. Mooney and Reiley defined “organization as the form of human association for attaining common objectives.”²

Louis A Allen defined, “organization” as the process of identifying and grouping the work to be performed, defining and delegating responsibility and authority, and establishing relationship for the purpose of enabling people to work most effectively together in accomplishing objectives”³ An organization is formed for achieving certain well defined objectives.

Forms of Organization

An organization can be formed with certain properties and specific characteristics. Since it is an association of persons, the manner of forming and objectives of the association decide the form of organisation. The dynamics of individuals and the organisation are used to gain maximum benefits. They work in a particular manner to obtain the objectives. They can form formal or informal organisation.

Formal Organisation: A formal organisation develops in a well-defined system and has specific properties. It bears definite measures of authority, responsibility, obligation and accountability for attaining the specific objective of the organization. Although there is no uniform structure of formal organisation, the formal structures will carry out their responsibilities to the organisation as a whole. A formal organisation has command and other specific properties.

Informal Organisation: An informal organisation is an association of persons without any formality and having no binding rules. Persons having common characteristics and motives form an organisation. They form a natural association. An informal organisation may or may not have legal identity, but its force is much more useful. An informalorganisation is spontaneous and its people do not need formality and well-defined activities for organizing such an association. These associations function effectively by honouring the sentiments of the employees⁴.

Process of Organization

An organisation is an operation within the structure. It is just like a body structure where the functions of each organ of the body are defined and specifically performed. An organization is like a human body in an ongoing process of structure. It is a process of managerial function. It aims at organizing communication and providing an organizational climate. The organisation is concerned with the organizing process,

including the decision of the course of action, division of various activities, assignment of tasks to proper persons, delegation of authority and responsibility, coordination of the various tasks and the decisions of the management. The organizational process includes breaking up the entire work into different segments, assigning a definite role to each person, and coordinating and integrating the different functions to achieve the objective with minimum effort and resources⁵.

Meaning of Organizational Structure

The organizational structure is a system that represents the skeletal framework for organizational behavior. Organizational structure is an important factor which identifies behavior of an individual and group and how it is influencing organizational behaviour.

It is a form of work division, inter relationship between organisational goal and culture. Organizational structure is a system of constant interaction with the environment, goal, people and technology. Structure is a system associated with people, environment and technology. Stephen P. Robbins has defined organizational structure as “how job tasks are formally divided, grouped and coordinated.”⁶ It tells how specialized and non-specialized tasks are performed. The framework of an organisation is the structure, wherein the job of each and every person is defined, described and coordinated to achieve the organizational goals. The control, command, division of work and placement of jobs are considered under the organizational structure. Centralization, differentiation and related factors are considered under the organizational structure⁷.

Origin of Police

The development of the police organization could be traced back to an ancient time which finds mention in the ancient Greek, Roman, Chinese and Indian texts. In India, by comparing the historical references of ancient time, the police system had mentioned in Mahabharata, Ramayana, and Manusmriti and also in secular texts of Gupta dynasty, Maurya dynasty and Mughals. The first police was established in 1667 under kingship of King Louis XIV in France, even though present day police traced their origin to the 1800 as establishment of the Marine Police in London, and Napoleonic police of Paris. But the first modern police force was established in 1829 as London Metropolitan Police in Britain.

Organization of Police

The government is responsible for policing at different level in the country for the establishment of peace. Sometimes government has to take various strong steps about the deployment of multiple police forces according to the type of crime and circumstances. In India the state police is primarily responsible for policing in the state but however specialist units exist at the national level in the country. The modern police system in India was established by the colonial British government. The various police commissions and the police act 1861 established by colonial British government had important contribution in the development of police system in India. Thus, the colonial interest of the Empire had great impression over the organization and structure of police system in India.

Organizational Structure of Indian Police

The structure of police administration has derived its basic format from the traditional Mughal administration which was later on adopted and reformulated by the British colonial government in India. The police organizational structure has under gone very few changes after the British left India in 1947. India got independence on 15th August, 1947 and promulgation of India as a Sovereign Democratic Republic through a new constitution on 26th Jan., 1950 created a new order and a radical transformation is observed in terms of political, social, economic and technological development of India. The constitution guaranteed to all citizens' rights and freedom, the country became a democratic, secular, socialistic and planned economy making rapid strides from Agricultural to Modernity. All these changes made the police role more complex with new ideas, approach and functions in India. Re-orientation of police and public attitude became inevitable⁸. India is a union of 29 states and 7 union territories. The powers and responsibilities of the union and states are demarcated in the constitution.⁹ The Police is a state subject and its organisation and working are governed by rules and regulations framed by the state governments. These rules and regulations are outlined in the Police Manuals of the state police forces.¹⁰ The Police Act of 1861 which provides the state framework of police bureaucracy from Inspector- General of police to the constable is the nucleus structure around which the various central and varying state laws have grown to organize policing at village, tehsil, district, state and union levels. As evident the law and

order is in the state list of the VII schedule. Besides it, police training, fire arms, preventive detention and several police agencies are in the union list. The Indian Constitution with its unique kind of centralized federalism puts law and order in the state list which makes clear demarcation of the operational area of the centre and states. Item I of list II vests in the states the exclusive authority in regard to public order and the centre cannot claim any share in it.

The historical experience of over last 155 years have resulted in proliferation of innumerable police agencies of the state and centre which can be broadly categorized as the armed and unarmed wings of the police organisation. The two sets of police organisations differently organized are entrusted with different sets of purposes and functions. They are answerable to two different levels of Centre Government and the states.¹¹

The police administration in India is now being controlled by the Ministries of Home at the Centre as well as in the states. The constitution itself enumerates a long list of subjects like All India services, preventive detention, arms, ammunition, passports etc. in the union list. The central Government's role in Police Administration is related to making laws on subjects included in Union and concurrent lists and making amendments to the basic police laws like Indian Penal Code, the code of criminal Procedure, Evidence Act, etc. Administration of the state, policing the Union Territories, management of Indian Police service, matters relating to arms and ammunition are also the responsibility of the Central Government. The Ministry of Home Affairs and the Department of personnel plays the administrative and coordinating role. In maintenance of law and order, whenever required, the central Government provides aid and assistance to the states. To discharge this function the central Government maintains a network of line and staff units all over the country. The Central Reserve Police Force, Border security Force, Railway Protection Force, Central Industrial Security Force are some of the reserve units. Similarly Central Forensic Institute, Police Wireless and Sardar Vallabhbhai Patel Police Academy are the staff units at the central level. These apart, there are central bureau of Investigation (CBI) and Central Intelligence Bureau (CIB) also to aid the central Government. These agencies, under the control of the central Government provide assistance to the state police organisation in the field of law and order, security and administration of justice in the country.¹²

At state level, the police administration is more or less uniform throughout the country. The Chief Minister or the Home Minister is largely responsible for policy and supervisory functions. The Home Department coordinates and supervises the police administration in the state. It acts as a link between central and state Government. The Director General of Police (DGP) who is the Head of the state police undertakes the real work. States are divided territorially into administrative units known as districts. An officer of the rank of superintendent of police heads the district police force. A group of districts form a range, which is looked after by an officer of the rank of (DIG) Deputy Inspector General of Police. Some states have zones comprising two or more ranges, under the charge of an officer of the rank of an Inspector General of Police. Every district is divided into sub-divisions and a sub-division is under the charge of an officer of the rank of ASP/DSP. Every sub-division is further divided into a number of police stations, Between the police station and the sub-division, there are police circles in some states, each circle headed generally by an Inspector of Police.¹³ The police station is the basic unit of police administration in a district. A police station is divided into a number of beats which are assigned to constables.

Table - 3.1

The Basic Police Data for the Country as on 01.01.2013

Sr. No.	Particulars	India
1	Area (Sq. Kms.)	31,66,414
2	Population (1st October - 2012) in thousands	12,17,327
3	Sanctioned Civil Police Force	17,65,404
4	Sanctioned strength of State Armed Police Force	4,43,623
5	Total State Police Force	22,09,027
6	Population per Policemen	551
7	Police Ratio per lakh (one hundred thousand) of population	181.5
8	Police Ratio per hundred square kms. area	69.8
9	Number of Police Stations	14,360
10	Number of Police -Posts	8,583
11	State Armed Police Battalions	430+4 Coys

Source: Data of Police Organization in India as on 01.01.2013, Bureau of Police Research and Development, Delhi.

The above table describes the actual position of the police in the country as on 01.01.2013. In which the total area, population in thousands, sanctioned police force, sectioned state armed police force, total state police force, population per policemen,

police ratio per lakh, police ratio per hundred of population, number of police stations, police posts, and state armed police battalions has mentioned.

Characteristics

Indian police forces are largely governed by the Police Act 1861. It gives the power of establishment of its own police to each state. The police system in India is also regulated by some other laws in addition to the police act such as criminal procedure code. On the base of police act of 1861, the Indian police have three basic characteristics:

1. The police force is organized, maintained and directed by several states of Indian Union;
2. The Indian police system is horizontally stratified like military forces organized into different cadres; and
3. The police in each state are divided vertically into armed and unarmed branches.

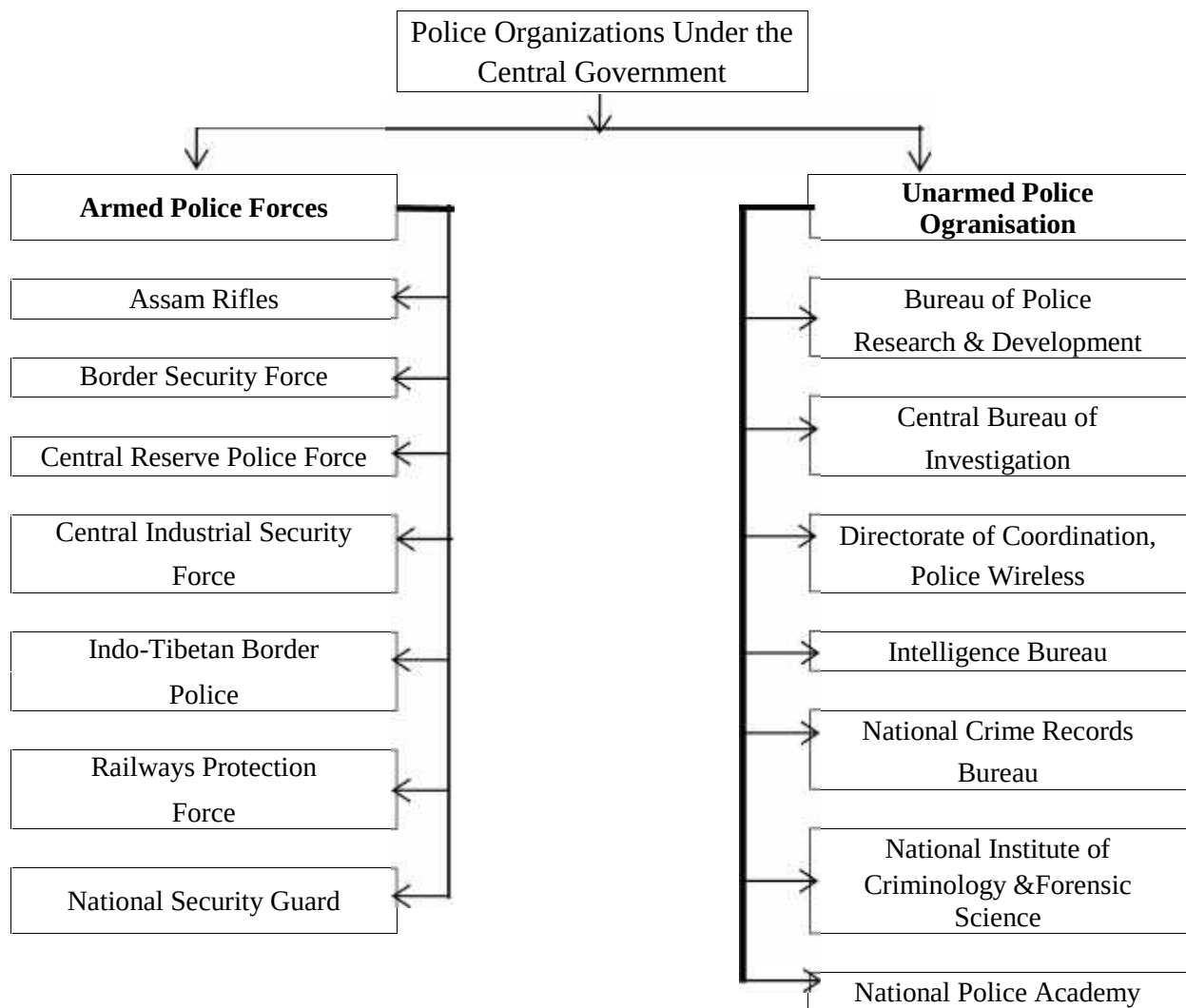
Organizational Structure of Police at Central Level

Though the constitution of India has mandated 'Police' and Public Order' to be state subject, there are certain provisions in the constitution, which empower the central Government to intervene in some situations or perform special functions in police matters. It is the duty of the centre to protect the states against internal disturbances and to ensure that the governance of every state is carried on in accordance with the provisions of the constitution (Article 355) as per list 1 of the 7th Schedule; the Parliament has exclusive powers to make laws with respect to:

1. The armed forces of the union, which includes the Central Para Military Force;
2. The central bureau of Intelligence and Investigation;
3. The union agencies and institutions for training of police officers, promotion of special studies or research scientific and technical assistance in the investigation or detection of crime.
4. All India Services and extension of the powers and jurisdiction of members of one state police force to another with the content of that state or to outside railway area.¹⁴

The role of the Central Government in the working of the police administration in the states is largely played through the Ministry of Home Affairs. The Ministry has a special

function of giving guidance and assistance to its counterparts in the states in important matters pertaining to criminal administration and specialized problems of law and order. It can provide special assistance to state police organisation by arranging for deputation of extra forces, either from central reserve or from other states. It can be explained with the help of following chart of forces at center level in India:



Central Armed Police Forces

The management of paramilitary forces is the responsibility of the Ministry of Home Affairs. The armed police forces are: The Central reserve Police Force (CRPF). The Force was formed in 1939 and was known at that time as the crown Representative Police and was utilized to maintain law and order in the then princely states of the central India. After Independence, the Force was given statutory status with the passage of the central Reserve police Act in 1949. Its main role is to help the states in maintaining law and order. Besides dealing with various types of riots occurring in different parts of the

country, it has over the past few years also been deployed on anti-insurgency and anti-terrorist operations, VIP security, aviation security, election duty, guard duties and army convoy protection duties.

Assam Rifles

Assam Rifles is the oldest force of the central armed police forces. It is directed by a Director General, an officer of the rank of lieutenant General. This force functions under the control of ministry of home affairs. Major function of the force is maintaining security of the north eastern sector of the International border, helping states in the north east formaintainlaw and order, to take counter insurgency measures in state of the north east.

Border Security Force (BSF)

The B.S.F. was raised in 1965 to check incidence of crime on the borders. Its functions are (i) to police and patrol the Indian Pakistan and Indian-Bangladesh borders and give a high sense of security to the people living in border area by providing special protection to their persons and property against depredators from across the border: (ii) to deal effectively on the spot with incidents of minor instructions, illegal infiltrations and trans-border smuggling in the sensitive area of the border; and (iii) to coordinate the activities of various law and order agencies involved in the detection and prevention of crime in the border area. The BSF is headed by a Director General.

Central Reserve Police Force (CRPF)

The CRPF is the largest force of the central armed police force. The CRPF includes the rapid action force, commando battalion for resolute action.

Central Industrial Security Force (CISF)

CISF was created in 1969 to provide security in the major industrial undertaking of the Government of India in the public sector. It is meant to prevent violence and labour unrest which sabotage work and retard protection in public sector units. The force is posted to selected industries on the basis of need and convenience. It is headed by a Director General of Industrial security.

Indo-Tibetan Border Police (ITBP)

The ITBP's was formed in the wake of Chinese aggression in 1962 to police the Indo-Tibetan border covering a vast expanse of 2115 Kilometers. It checks crime on the Indo-Tibetan Borders and illegal infiltration from across the border and provides security to the people living in the border areas.¹⁵ It makes clear that the central government plays a significant role in terms of coordination, special responsibilities and staff unit of professional nature. The central Government may also invoke Article 356 and dismiss the state Government in case the administration of a state fails to maintain law and order.

Railways Protection Force (RPF)

The Railway Police are divided into Government Railway police and Railway Protection Force. The former is a special branch of the state police and is normally controlled by a deputy & Inspector general of Police. This force is responsible for preventing and investigating crimes committed on the railways. The Railway Protection Force is a central Government Force to guard and protect railway property, tracks and property entrusted to railways. It is headed by an independent Director General in the Railway Board.

National Security Guard (NSG)

The National Security Guards is an elite counter terrorist and rapid response force. Its major functions are conducting anti-sabotage checks, neutralizing terrorist threats to vital installations, rescuing hostages, engaging terrorist, and responding to hijacking, piracy and protecting the VIPs.

Unarmed Police Organizations

The central government has established a number of unarmed police organizations. A brief explanation of these is given below:

Bureau of Police Research and Development (BPR&D)

The BPR&D was established under the Ministry of Home Affair in 1970. The functions of BPR&D are to promote a systematic study of police challenges in a highly changing and democratic society and to facilitate application of development in science and technology to police work.

Central Bureau of Investigation (CBI)

The government of India has established the Central Bureau of Investigation in 1963. But initially it was originally established as the special police establishment in 1941. The new organization's charter included the work done by the Delhi special police establishment and also investigation work relating to breach of central fiscal law, it was also given the work of maintaining crime statistics working as the national crime bureau for international police organization (INTERPOL) etc.

Directorate of Coordination, Police Wireless (DCPW)

The DCPW is responsible for coordination and development of police telecommunication system in the whole country. It provides communication between the center and state on the subjects relating to law and order and other matter.

Intelligence Bureau (IB)

The Intelligence Bureau is India's internal intelligence agency. It is world's oldest intelligence agency. It was recast in 1947 under the ministry of home affairs. The role of IB is vast and extensive to cover a broad range of issues and dealing with many problems, like terrorism, subversion etc. Its major task is to collect intelligence about many activities and adopt strategies to counter threats to internal security of the country.

National Crime Record Bureau (NCRB)

NCRB was set up as an Indian governmental agency in 1986, which is responsible for collection and analysis of the crime data as defined by the Indian Penal Code. National Crime Record Bureau is the part of the ministry of home affairs, government of India.

National Institution of Criminology & Forensic Science (NICFS)

National Institute of Criminology and Forensic Science was set up in 1973 by government of India as a part of the Bureau of Police Research & Development. It was separated from BPR&D in 1976 and became a separate agency under ministry of home affairs.

National Police Academy (NPA)

The National Police Academy is the premier police training institution in the country. The academy's major activity is to train officers of the Indian Police Services.

Organizational Structure of Police at State Level

The real head of the state administration is chief Minister. Generally, state Home Ministers hold the charge of the police administration. To assist the Home Minister, there is an IAS (home secretary/Commissioner). He exercises general control and supervision over the department for which he is answerable to the legislature. The secretary aids and advises the Minister in performance of his duties. He is generally a senior IAS officer who generalist and coordinates and supervises all the activities of the police administration into the directive of the central Government and the activities of the district level official below him.

The actual power of supervision and control over police administration vests in the Director General of Police in all states. The Director General is assisted by a number of Inspectors General of Police, the Deputy Inspectors General and the Assistant. Inspector Generals, superintendents of police, Deputy Superintendents of police, Inspectors of Police, sub-Inspectors /Assistant Sub-Inspectors of Police, Head constables and constables.

Generally states are divided into various police ranges mostly at the commissioneratehead quarters for the purposes of field administration and each range is headed by Deputy Inspector General of Police (DIG). The Senior Superintendent of Police/ Superintendent of Police is the head of the district police force, assisted by Deputy Superintendent of Police at sub division/ taluka level and other subordinate office of the police force at various levels. In the police Headquarters at the state level there are officers to assist the Director General. There are also officers in charge of the armed battalions of the state, crime branch, special branch armed police training, Anti Corruption, Home Guards, Traffic, Women Police, Finger Print Bureau, Forensic Laboratories, training and other wings as per requirements of the state or Districts. Some districts in the state for operational purpose are divided into various units like superintendent of Police (City) and Superintendent of Police (Rural) and they are further divided into well-knit hierarchies. The metropolitan cities have a commissioner of police

with a number of Additional / Joint Commissioners (DIG), Deputy Commissioners of Police (SPs), and Assistant Commissioner (Dy.SP) and other ranks to assist the Commissioner.

The chief feature of the Metropolitan police system is that the responsibility for law and order and prevention of crime vests in one single authority, the Commissioner of Police. Such unified control is essential when dealing with problems of large areas control and expanding population in big cities, where firmness of action, speed of decision and singleness of purpose, have to be synonymous with the effective maintenance of law and order and control of crime.¹⁶

Thus, the state level police organization at the headquarters has to perform the following roles in relation to the state government and the people:

1. To collect relevant information or data for feeding into policy decisions;
2. To advise the political masters in the areas of critical decision-making;
3. To supervise, Co-ordinate, direct and control the line agencies and keep a check on the implementation of details through procedural tracks;
4. To keep a network of staff-com line agencies functioning as a clearing house and to conduct the administration of special police services through there specialized agencies;
5. To arrange for the training of state police personnel, especially the Dy. SPs and SHOs who form the linchpin of the entire edifice of police organization at the state level; and
6. To assist the union Government in discharging its constitutional responsibilities in the maintenance of peace and tranquility in the entire country or any part thereof during peace time as well during emergency.¹⁷

Organisation at Range Level

Many states are too big to be administered effectively and efficiently from a central point. It is not possible for the Head of the police that is the police chief or the DGP/IGP to keep in touch with the functioning of the entire organization. Therefore, the police organization in a state is divided into ranges for operational convenience. This is above the district and below the state level. Deputy Inspector General of Police heads each range. Each police rang comprises of a few districts. The number of districts in each

range varies from 2 to 8 depending upon the size of the district, population, and importance of the district. Some states have zones comprising, two or more ranges, under the charge of an officer of the rank of an Inspector General of Police.

The DIG functions as a staff officer to the state police chief and as a line officer to the district police. His functions include periodic inspections, receiving and processing reports and returns from districts, and issuing instructions to the district police functionaries. A major function of the range DIG is to coordinate the activities of district police and also take measures for inter-district co-operation. He is personally responsible for the enforcement of discipline among the police personnel under his charge. He exercise power or transfer and discipline over certain categories of personnel. He keeps a watch on the crime situation in the district particularly over grave offences like dacoit, murder etc. he also exercise control over police funds. The range of DIG's functions, thus, includes personnel management, budgetary control and coordination. He is responsible for the maintenance of efficiency and discipline of his staff. He ensures uniformity of procedure and securing co-operation between the police functioning in the districts within his range. He has to ensure harmonious relations between the police and the executive magistracy.

He is an appellate authority for all ranks subordinate to that of a Sub Inspector. He instructs his superintendents to take measures for the welfare activities of his cops and the offences such as dacoity and murder. He in turn, informs his I.G.P. and together they evolve police policy for the state in general and the district in particular. The police measures may need inter-districts co-operation within and between the ranges in the state which the I.G.P. brings about. The D.I.G. also scrutinises and controls the disbursement of police funds by his SPs. He provides for the equipment requirements of his range or department. The annual budget estimates are sent by him to the I.G.P., who, in turn, forwards them to the Department of Home.

These functions and duties of the D.I.G. presented him in a double role as staff adviser to the I.G.P. and as line Commander of the range, controlling the administration of police in districts under him. In the latter category his functions include operational control over the working of the organization through personnel management and

budgetary execution. He is a delegator, a coordinator and a controller, and much of his role depends upon the way he conducts himself with his seniors.¹⁸

Organisation at District Level

States are divided territorially into administrative units known as districts. An officer of the rank of superintendent of police heads the district police force but in the scheme of the Indian administrative system the criminal administrative head in the district is the District Magistrate. Administratively the District Magistrate is the boss at the district level. The District Magistrate (DM) is held responsible to undertake criminal investigation and enforcement of law and order at the district level.

The police administrative set-up at the district level although vested under the superintendent of police, the collector and District Magistrate is the head of the criminal administration of the district. The 1881 act conferred complete powers on the District Magistrate in respect of criminal jurisdiction and the superintendent of police is to carry out and execute the orders of the District Magistrate.

Role of District Magistrate in Police Administration

- (i) Almost every police manual emphasizes the fact that the District Magistrate is the head of criminal administration in the District and is incharge of the maintenance of law and order in the District. Superintendents of police are to uphold the authority of the District Magistrate and assist him in all ways to discharge his responsibilities.
- (ii) The postings and removal of officers particularly of the rank of station house officers cannot be done without the prior permission of the District Magistrate.
- (iii) In respect of those officers, whom the superintendent of police is not empowered to transfer, the DM can move the Inspector General of police, who is expected to comply with his suggestions.
- (iv) In most states Inspector General of police has to consult the DM in regard to the movement of forces from the district.
- (v) In almost all state the Annual Confidential Reports of gazetted police officers including that of SPs are initiated by the DM. In some state this position has been slightly modified by the provision that the ACRs. Of S.P will be initiated by the

DIGs but the views of the DM on the performance of the SP of his district will also be obtained from him and will be incorporated in the ACR of the SP.

- (vi) The District Magistrate's most important duty is inspection of police stations. The DM can also assess the state of crime and public order in the area.
- (vii) Superintendents of police in most state cannot leave their headquarters without obtaining the prior permission of the DM.
- (viii) The correspondence relating to housing buildings and other items routed through the DM.
- (ix) In several states the proposals for creation of new police stations or additional police force are required to be submitted to the IG and the Government through the DM.
- (x) In some states, matters relating to disciplinary proceedings against subordinate police officers have to be forwarded to the DIG through the DM.¹⁹

It is said that the DM is the head of the criminal administration in the district. He can inspect the police station; ask for any information, statement and record dealing with crime. The police officers are duty bound to obey his orders. As executive Magistrate, he has power to disperse unlawful assemblies, remove public nuisances and can kind people to keep peace. The functioning of the DMAS as intermediary is insulating the public and the police against renewed impulses from each other are an obstacle in the development of control in police public relations.

Powers and Functions of Police

The police Act of 1861 laid down the following duties for the police officers:

- i) To obey and execute all orders and warrants lawfully issued by any competent authority;
- ii) To collect and communicate intelligence affecting the public peace;
- iii) To prevent commission of offences and public nuisances;
- iv) To detect and bring offenders to justice;
- v) To apprehend all persons to whom he is legally authorized to apprehend and for whose apprehension sufficient ground exists.
- vi) To reduce the opportunities for the commission of crimes through preventive patrol and other prescribed police measures.

- vii) To aid individuals who are in danger of physical harm;
- viii) To create and maintain a feeling of security in the community;
- ix) To facilitate orderly movement of people and vehicles;
- x) To provide necessary services and afford relief to people in distress situations;
- xi) To collect intelligence relating to matters affecting public peace and crimes in general including social and economic offences, national integrity and security; and
- xii) To perform such other duties as may be enjoined on them by law for the time being in force.²⁰

Powers and Functions of Director General of Police

The Director General of Police is the head of the police department in the state. He plays the role of adviser to the Government in all matters relating to the administration of the police in the state. He is responsible for efficient organization of police for preventing and detecting crime and maintaining law and order in the state. He is also responsible for the efficient discharge of duties by officers of all ranks.

The Director General of Police is empowered to make some Rules under Police Act implemented in state. These Rules and Orders may be issued with the prior approval of the Government.

The Director General of Police is the central authority to police action and dispositions to combat strikes, industrial disputes, riots or political movements spread over a wide area. All such movements will be under his general direction and control.

Powers and Functions of Additional Directors General of Police

The Additional Directors General of Police assists the DGP in administration of all activities of department for maintaining the law and order in the state. Their functions powers and responsibilities are laid down in the form of Standing Orders by the state Government.

Powers and Functions of Inspector General of Police

Inspector General of Police works in the Ranges and assists the DGP or ADGP in the administration of activities of the department. They may exercise all the

administrative and financial powers delegated to the head of the department. They shall inspect all the units under their charge in accordance with the scale of inspections prescribed by the DGP.

He shall control, instruct and advise all the DIGs and Superintendents of Police to careful discharge of their duties and responsibilities. His duties are to advise and instruct the officers under him regarding propriety in their conduct and performance of duties. He is responsible for maintaining the discipline among the officers of all ranks under him. All his powers in the matters of appointments, postings, leave, rewards and appeals will be in accordance with the orders and rules notified by the government.

He shall be easily accessible to all members of the public. He shall hear their grievances and do his best to redress them. He shall meet the members of the public at convenient centers in various talukas, and take steps to improve police-public relations.

He is also responsible for the constant supervision over the course of investigation of cases and ensures that Superior officers take adequate part therein. He shall closely watch the investigation of complicated and important cases.

Powers and Functions of Superintendent of Police

The SP at district level performs the following function:

1. To prevent crimes, investigation of crimes of serious nature and to maintain up-to-date records of criminal's;
2. To take steps to maintain law and order ensure peace in the district;
3. To maintain supply of vehicles, arms and ammunition and equipments to the police force in the district;
4. To supervise operations of special branches, like CID, CBI and CIB;
5. To inspect the police stations so as to active their functioning;
6. To handle recruitment, training, promotion and disciplinary matters;
7. To evaluate the performance of his subordinates and take appropriate actions;
8. To maintain and develop friendly and cordial police-public relations at the district level; and

9. Close watch over the movements and activities of bad character and foreigners by his fleet.²¹

We can say that the functions and duties of a S.P. in a district are fairly wide, varied and far-reaching. The S.P. deals with his juniors, seniors, non-colleagues, people, political parties and endless variety of political and pressure groups.

Powers and Functions of Additional Superintendent of Police

The big district have additional SPs and Additional SPs stationed at district headquarters, assist the SP and perform such duties as are assigned to them by the district chief. Some of these functions are delegation in nature and the SP may seek their assistance in the areas of crime control, personnel discipline, organizational efficiency or any other special problem of local variety, demanding special attention of his office. As aids, they function as arms, ears and eyes of the SP. They may also hold temporary charge as officiating SPs. Assistant SPs also belong to the IPS cadre and are posted to the job in the early years of their career. The deputy SPs are recruited to the police service of the state and may be new entrants as well as old promotes from among the inspectors. Functionally both of them do almost similar jobs but an ASP is higher in the hierarchy and gets his promotion as SP in precedence to a deputy SP.

Powers and Functions of Deputy Superintendent of Police

DSP when holds the administrative charge of a sub-division in a district has to discharge the following powers and functions:

1. Maintenance of law and order in the sub-division or any part thereof;
2. Crime control and supervision of special cases in his area;
3. Collection and communication of intelligence from the sub-division;
4. Submission of periodic reports, returns and statements to the office of the S.P.;
5. Inspection of police circles, police station and police outposts lying in the sub-division;
6. Initiation of programs aimed at the development of friendly relations between the police and the community in the area; and
7. Touring the area extensively and making himself available on the spot to undertake relevant measures necessary for the discharge of above duties.

Thus, these functions pertain to police administration of a small sub-division, but they do encompass much more than this unit and as such have a bearing on the wide area of police administration of the state, even the country. The additional S.P. or the S.P. heading the sub-division functions as an administrative link between the stations and the inspectors on the one hand and the SP and other senior officials of the state on the other.

Powers and Functions of Circle Inspector

1. Keep the Deputy SP and SP informed of every occurrence leading to disaffection towards the government;
2. Take command of a police force in suppressing a riot or otherwise in actively maintaining order, when he is the senior most police officer present;
3. Keep a diary regarding his movements and also a confidential note book recording notes not covered by inspection reports: and
4. Keep the Deputy SP and SP informed of the conduct of the subordinate police officers of his circle and the manner in which they perform their duties.²²

The circle Inspectors are assigned their duties and duties by the SPs as their line officers. They submit routine reports and give required information about police work in respect of their circles to the higher authorities of the state through district chiefs.

Powers and Functions of Sub-Inspectors

The police station is the basic unit of police administration. In smaller police stations and in rural areas, the officer in charge is usually a sub-inspector of police. The powers and functions of sub-Inspectors are:

To pertaining to law and order: On apprehension of breach of peace within the jurisdiction of his police station, an SI is expected to organize and undertake preventive measures, which may include.

- i. Arrests of suspects under provisions of the code of criminal procedure of India;
- ii. Preventive action to avoid undesirable situations of violence and public disorders;
- iii. Timely dispersal of unlawful assemblies threatening breach of peace;

- iv. Submission of reports to competent and relevant authorities for punitive and preventive actions under provisions of the code of criminal procedure of India, if the situation warrants emergency operations by the police or the magistracy; and
- v. Arranging of police reinforcements and developing the force for purposes of speedy crowd-control and mob-management.

Duties pertaining to prevention and control of crime and vice: The prevention and control of crime and vice is a standing function of the police in all societies and a systematic policy of policing and policy actions is needed to meet this obligation. The S.I. has therefore, to

- i. Keep a close watch over the movement and activities of the notorious bad characters, history-shelters, ex-convicts and professional offenders living or operating in the jurisdiction of his police station;
- ii. Organize and launch preventive actions against suspects and criminal characters before they indulge in law-breaking activities; and
- iii. Arrange effective patrols and night vigil in the four corners of a police station, especially in the pockets infested with criminals, and gangs and in vice dens.

Duties pertaining to detection of crime: An S.I. in the police station has to detect and investigate crime with skill in cognizable cases according to the procedure prescribed by the laws of the land. In this regard he has to:

- i. visit the scene of crime;
- ii. scrutinize and work out the available clues;
- iii. study the modus operandi;
- iv. arrange intelligent interrogation of relevant persons;
- v. submit regular case diaries;
- vi. investigate and search persons and documents;
- vii. arrest suspects and confiscate incriminating materials; and
- viii. Attend courts during trials.²³

Duties pertaining to Intelligence: An S.I under police law is also an intelligence officer of his police station. He is personally responsible for the collection assessment and communication of relevant intelligence pertaining to commission of cognizable offences in his area. He also collects intelligence and other factual information affecting peace and security of the state and passes the same for analysis and study his administrative seniors and other specialists at the C.I.D. headquarters of the state.²⁴

Duties pertaining to Legal Matters: To execute the law and to assist in the administration of justice, an S.I has to work in close liaison with the magistracy and the courts lying within the periphery of his police station. They entrust him with additional duties which, among others include servicing of court summons, execution of court warrants and implementation of all lawful orders issued by competent judicial authorities.

Duties pertaining to Traffic, Public Assemblies and Procession: In metropolitan and town police stations the S.Is. have to arrange for the regulation of vehicular traffic of heterogeneous modes on the busy thorough fares and crowded public streets in cities.²⁵ They have to enforce the observance of various laws, rules by-laws and administrative regulations which ensure road safety, speedy public transport and a right of passage to the pedestrians.

Duties pertaining to Tours and Beat in the Area: The efficiency of police job requires that an S.I. is always on his toes and collects detailed information about people and their living conditions and habits touring his command area both intensively and extensively.

Duties pertaining to Police Prosecution

The prosecuting S.I. is responsible for the performance of the following duties:

- i. Produce before the court all prisoners who are under trial and to obtain its orders for their detention in the lockup. Both in the first instance and whenever a remand is necessary.
- ii. To see that criminal cases are ready for hearing witnesses in attendance and in terms of production of exhibits;

- iii. Keep order in court and to ensure the safe custody of prisoners there and to see that handcuffs of prisoners are taken off in the courts;
- iv. Perform such of the duties of the Prosecuting Inspectors and Magistrate or SP may direct:
- v. Make the witness recognize the accused in custody; and
- vi. To take the accused into custody under courts orders.

Duties pertaining to Police Station Management

In order to manage the day-to-day affairs of a police station he has to:

- i. Maintain a number of police registers and several kinds of classified records in his own hand-writing and under his own signatures (which constitutes the basic documents of criminal administration and their validity is accepted by law courts);
- ii. Co-ordinate the activities of all the junior police officer, the head constables and constables, who make his team and he may also be asked by his seniors to extend co-operation to the border police stations and other police agencies for effective control of crime, apprehension of absconders, and surveillance over the movement of bad characters operating in contiguous police stations; and
- iii. Supervise the work of his subordinate staff and keep them in high morals through physical drill, oral instructions, delegation of responsible work and enforcement of punitive measures in the administration of crime and vice.²⁶

Power and Function of Assistant Sub-Inspectors

The assistant S.I.s are often appointed to cope with heavy volume of work in town and metropolitan police stations. The institution of ASI serves three useful proposes:

- i. It provides a promotional avenue to the qualified head constables, who are quite numerous and have very few opportunities for professional advancement in their career;
- ii. It provides a valuable aid to the SI, the incharge of a police station as there is too much police work for one single officer to be handled in a responsible manner; and

- iii. It provides a training ground for promising juniors who can learn and profit a great deal in practical field situations.

The duties of an ASI depend upon the size and location of the police station. Most of them, in any case pertain to investigation, detection, intelligence and prevention of offences and crimes which are common in urban situations. In some police stations the ASIs work as senior clerks and office superintendents and their position in the hierarchy lies between the head-constable and the SI. The ASI officiates as station-house-officer in case of absence or long leave of SI. He enjoys delegated responsibility but, unlike an SI, he cannot take major administrative decisions independently or in his own discretion.

Powers and Functions of Head Constable

The routine jobs of SI in a police are generally shared by one or two head constables. They are generally literate and do various kinds of clerical or ministerial work with regard to the maintenance or reports and records in the police station. They are used as station writers, office clerks, record-keepers and accountants in a police station. His duties include routine administrative functions of official nature, a part of which are delegated by the SHO but a bulk of which flow from the organisation of the police station and the procedures employed in investigational and preventive police work. A Head constable performs some of the following functions in a typical police station:

- i. He is incharge of office administration and supervises the work done by junior police officers. The work includes writing of FIR, preparation of routine reports and periodic returns, maintenance of cash accounts and stamps, including malkhana registers.
- ii. It is his responsibility that office orders issued from time to time in the police station are duly circulated and important matters and decisions received and dispatched in the mail are properly recorded in registers of the police station. He brings relevant information to the notice of his S.H.O.
- iii. The Head constables are generally incharge of the safe custody of government property assigned to the police stations.
- iv. The head constable acts as an independent executive and also a staff adviser to the S.I.

- v. The head constable or the head constables undertake several line functions in the field. They supervise the drill and turnout of the constables placed under their charge. They assign duties to the constables who in turn report back to them. Most of the police stations in India give them independent charge of beat-patrols.

Powers and Functions of Police Constables

Some of the routine powers and functions of a police constable are as under:

- i. Perform such guard and escort duties as are assigned to him by his seniors from time to time.
- ii. Patrol the area of his beat during night and to regulate traffic during day, depending upon the nature and volume of work at his police station.
- iii. Regular processions and assemblies, to suppress public disturbances, to enforce orders for search and seizures, and to execute summons and warrants as routine duties.
- iv. To serve as orderlies and peons in police stations and police officer. They are often employed to do non-police jobs of routine and manual nature inside police stations and in the offices.
- v. Accompany and assist senior police officials in investigational work in regard to crime and on occasions such as those of post-mortem examinations, police funerals and hospital operations of the convicts under trial and police custody.

Working of Police

While performing its duties, the police have to accomplish various types of tasks. These tasks can be purely administrative or field jobs. Apart from the routine departmental procedure the police have to perform different tasks in its public dealing. To maintain the law and order the police has to deal with various types of reporting activities like arrest, detention, trials and procedures of bails and bounds etc.. These are the works/functions through which, the police can either protect the human rights or on the opposite, can become the violator of the same. If the police perform these works efficiently and effectively, it can become the protector of the human rights, but if

performs them inefficiently or does not perform at all, it can endanger those very rights. Therefore it would be appropriate to analyse the legal provisions for the working procedure as well as the changes and modifications made in them from time to time. All these are given below:

Police Reports

One of the most important functions of the police is criminal investigation and all the procedures or the functions of the police regarding it are conducted and concluded in the form of various types of police reports. Under section 2(1)(r) of the code of criminal procedure 1973, “The police report means a report forwarded by a police officer to a magistrate.”²⁷

These reports are mainly of three types –

- a) Initial or Preliminary Report, which can also be termed as ‘First Informatory Report’;
- b) Supplemental or Progressive Report;
- c) Closing or Final Report.

a) Preliminary Report or First Informatory Report: First Information Report (FIR) is the earliest and the first information which is received about the commission of the ‘cognizable offence’. It sets the ball of the criminal justice process rolling. This may include different types of preliminary reports and FIR is one of them. Under section 154 of the Cr.P.C., if any information disclosing a cognizable offence is given at the police station, the officer incharge must register it. The Supreme Court has asserted that it is not open to the police to question the “reasonableness or credibility of the information” at this stage.²⁸ The Officer Incharge of the police station has to send the copy of FIR to the magistrate for information. The FIR should be registered immediately even before proceeding with the preliminary investigation. As mentioned in the first schedule of the Cr.P.C., ‘cognizable offence’ is a serious criminal offence that poses an immediate danger to society, such as murder, rape, or robbery.

As far as the non-cognizable offences are concerned, the police officer can not register a case or start any investigation without a magistrate's order and cannot carry out an arrest without a warrant from a magistrate. Under section 2(1) of Cr. P.C., as mentioned in first schedule, the non cognizable offence is an offence in which a police officer has no authority to arrest without a warrant.²⁹ In case of non registration of FIR, the aggrieved person can approach the District Superintendent of Police³⁰ or the concerned Magistrate³¹ to get his complaint registered.

- b) Report Of Arrest :** Under section 58 of the Cr. P.C, when a police officer makes an arrest without warrant, then the officer incharge has to inform the magistrate of the 'Ilaka' or the area. It is also mandatory for SHOs in compliance of the judgment of Supreme Court in D.K.BasuVs West Bengal.³²
- c) Report of Death in Police Custody:** Under section 174 and 176 of the Cr. P.C, an investigating officer or officer incharge of the police station, shall inform the magistrate of any suspicious killing or suicide cases. In case of custodial death of any suspect the officer incharge of the police station is duty bound to inform the magistrate for making an enquiry into the cause of death.
- d) Report on Search and Seizures:** Under section 100 of the Cr.P.C, whenever a search is conducted with or without search warrants by the police officer, a list of articles should be prepared and a copy shall be delivered to occupant. All this is required u/s 38, 70, 72,74, 77, 78 and 79 of the Cr.P.C when the search warrant are issued u/s 93, 94, 95 and 97 of the Cr.P.C . In case of the recovery of suspicious unclaimed property, the information has to be sent to magistrate.³³
- e) Report on Search of Confined Person:** Under section 97 of the Cr.P.C., if during the course of search, a confined person is recovered, he shall be produced before a Judicial Magistrate, District Magistrate or Sub Divisional Magistrate, who had issued the search warrant, shall also be informed accordingly.

f) Progress Report or Supplemental: A Progress Report or Supplemental is submitted after conducting the preliminary investigation. Such reports are of two types, namely, Cancellation Report and Untraced Report.

i. Cancellation Report

If the investigating officer concludes that there are not sufficient grounds for entering into further investigation after the preliminary investigation, then under section 157 (1) of the Cr.P.C, the officer incharge of the police station can submit a cancellation report to the Magistrate, for canceling the FIR.

ii. Untraced Report

Under section 169 and 173 (2) of the Cr.P.C, if on completion of investigation, there is no sufficient evidence on record against the accused for trial, then an untraced report will be submitted to magistrate, by the officer incharge of the police station.

g) Final Report: The final report is also termed as charge sheet. It is sent to the Magistrate for taking cognizance under section 170, 173(2) of the Cr.P.C. This report is submitted on the completion of the investigation if it is concluded that there is sufficient evidence against the accused.

h) Supplementary Police Report: Under section 173(8) of the Cr.P.C. if, after the submission of final report, the investigating officer collects certain additional evidence against the accused, then a supplementary police report may be submitted to the Magistrate before closing the prosecution evidence by the trial court.

Investigation

After registering the First Information Report, the police starts the investigation. The police is an independent investigation agency of the State and must act only in accordance with the law and the evidence before it. The ‘Preliminary Investigation’ included following steps:

- **Proceed** to the scene with assisting teams
- **Render** assistance to the injured at the scene of crime
- **Effect** the arrest of a criminal if identified at the spot

- **Locate the clues and identify the witnesses**
- **Maintain the scene of crime and protect evidence**
- **Interrogate suspects**
- **Note down all clues of events and remarks**
- **Arrange the collection of evidence**
- **Report the incident fully and accurately**
- **Delegate responsibility to other assistant supporting staff³⁴**

Arrest

One of the most prominent functions or actions of the police is to make an arrest after the required investigation. Article 22(1) of the Constitution of India lays down that no person, who is arrested, shall be detained in custody without being informed, as soon as may be, the grounds of arrest nor shall he or she be denied the right to consult and be defended by a legal practitioner of his/her choice. Under section 57 of the Cr.P.C., the arrested person cannot be kept in the custody for more than 24 hours without the order of the Magistrate. Under Article 22 (2) of the Constitution of India, the police has to inform or to present the arrested person before the magistrate of the area, within 24 hours of the arrest.

Even public assistance and participation is implicit in the law and structured in the system as far as the procedure of arrest is concerned. Under section 43 and 37 of the Cr.P.C., the citizen has the duty to aid a law enforcement officer who demands help in arresting or preventing the escape of any person whom he is authorized to arrest. Under section 39 of the Cr.P.C., a citizen has the obligation to inform the police about the commission of heinous offences. The police should acknowledge that the citizen and community have a role to play in this regard.³⁵

- a) **Legal Aid to the Arrested Person:** Under Article 39(a) of the Constitution of India, the Directive Principles cast a duty on the State to secure the operation of the legal system that promotes justice on the basis of equal opportunity. Fundamental Rights under Article 14 of the Constitution of India also provides Right to Equality before law. The police must inform the nearest Legal Aid Committee as soon as the

arrest is made and the person is taken to the lockup. The Legal Aid Committee should take immediate effect to provide legal assistance to the arrested person at State cost, provided such person is willing to accept the legal assistance.

- b) **Women in Police Custody:** Under Section 51(2) of the Cr.P.C., it is the duty of officer in-charge of police station to ensure that women are not harmed and searches of their persons are carried out only by women with strict regard of decency.

Preventive Detention

The preventive powers are also given to police under section 107, 109, 110 of the Cr.P.C., Under Section 107 Cr.P.C., if the police believes that a person is likely to commit a breach of peace, disturb public tranquility, he can be made to execute a bond for “keeping peace” before the executive magistrate. Under Section 109 of the Cr.P.C., a person whom the police believes to conceal his/her presence with the view to committing a cognizable offence, he can be made to execute a bond for “good behaviour” before the executive magistrate. Under section 110, the police can make the people whom they believe to be “habitual offenders, desperate or dangerous person” to execute a bond for good behaviour before an executive magistrate.

Handcuffing

Under Article 14, 19 and 21 of the Constitution of India, use of handcuffs and fetters on prisoners violates the guarantee of basic human dignity and this has been stated by the Supreme Court in various cases³⁶ but still the handcuffs can be used by the police and Supreme Court has laid down following directives regarding it: -

- i. Handcuffs are to be used only if a person is:
 - a) involved in a serious non-bailable offence and has been previously convicted of a crime and /or
 - b) is of desperate character – violent, disorderly or obstructive; and /or

- c) is likely to commit suicide; and /or
- d) is likely to attempt escape
- ii. The reason why handcuffs have been used, must be clearly mentioned in the daily diary report. They must also be shown to the court.
- iii. Once an arrested person is produced before the court, the escorting officer must take the court's permission before handcuffing her/him to and fro from the court to the place of custody.
- iv. The Magistrate before whom an arrested person is produced must inquire whether handcuffs or fetters have been used. If the answer is yes, the officer concerned must give an explanation.³⁷

Bails and Bonds

Bail is another important aspect regarding the arrested person. Under Section 2(A) of the Cr.P.C., an offence is bailable if it is included in the first schedule. Under section 436(1) of the Cr.P.C., the police is duty bound to release the arrested person if he/she is willing to give bail. Under Section 440(1) of the Cr.P.C., the amount of bail bond shall be fixed with due regard to the circumstances of the case and it shall not be excessive. Under Section 440 (2) of the Cr.P.C., the High Court and the Sessions Court are empowered to reduce the bail amount fixed by the police or the magistrate.³⁸

Organizational Setup of Haryana Police

“There is a region called Haryana which is like a heaven on earth”

– VikramiSamwat, 1385

Haryana is a state of India. It lies between Latitude **36°57''N** and Longitude **58°50''E**. It was carved out of the Indian state of Punjab on 1st November 1966 on the basis of Language. This state was formed on the recommendation of the SardarHukam Singh Parliamentary Committee. The formation of this committee was announced in the Parliament on 23 September 1965. The state of Haryana has been divided into four divisions for administrative purposes and they are the Rohtak Division, Ambala Division, Hisar Division and Gurgaon Division. The state comprises 47 subdivisions, 21 districts,

45 sub-tehsils, 67 tehsils, and 116 blocks. The state is home to 81 cities and 6,759 villages. Haryana is now well on its way to rapid industrialization through coordinated development of small, Medium and Large scale industries. Haryana in general and Gurgaon in particular is being chosen, as the destination for international corporate houses. Haryana has been declared fast growing state of India and need attention regarding policing.



The Haryana state has a well designed structure of police for maintaining the law and order in fast growing state which is presently headed by ShriShriniwasVashisht, IPS, Director General of Police. The State Police Headquarter located in sector 6, Panchkula. Haryana Police has a total strength of 56747 (Gazetted officers-352, Inspectors-779, Sub-Inspector-1836, Assistant sub Inspectors-4581, Head Constables-9215, Constables-39984).³⁹

Table - 3.2
The Basic Police Data of Haryana as on 01.01.2013

Sr. No.	Particulars	Haryana
1	Area (Square Kms.)	44,212
2	Projected Population (1st October - 2012) in thousands	26,099
3	Sanctioned Strength of Civil Police including District Armed Reserve Police	56,979
4	Actual Strength of Civil Police including District Armed Reserve Police	35,400
5	Sanctioned Strength of State Armed Police	4702
6	Actual Strength of State Armed Police	3841
7	Actual Strength of Women Police	2,807
8	Sanctioned Strength of Total State Police Force as on 1.1.2013	61681
9	Actual Strength of Total State Police Force as on 1.1.2013	39241
10	Population per Policeman (i) Sanctioned Police Strength (ii) Actual Police Strength	423 665
11	Policemen per lakh of Population (Police-Population-Ratio) (a) Civil Police (i) Sanctioned Police Strength (ii) Actual Police Strength (b) Total Police (i) Sanctioned Police Strength (ii) Actual Police Strength	218.3 135.64 236.33 150.35
12	Policemen per 100 Sq. Kms. Area (Police-Area-Ratio) a) Civil Police (i) Sanctioned Police Strength (ii) Actual Police Strength b) Total Police (i) Sanctioned Police Strength (ii) (ii) Actual Police Strength	128.88 80.1 139.51 88.76
13	Number of Police Zones	0
14	Number of Police Ranges	4
15	Number of Police Districts	21
16	Number of Police Sub-Divisions	47
17	Number of Police Circles	0
18	Number of Police Stations	269
19	Number of Police Out-Posts	322
20	Number of State Armed Police Battalions	9

Source: Data of Police Organization in India as on 01.01.2013, Bureau of Police Research and Development, Delhi.

The table number explains the real position of the police in the state. In which the sanctioned and actual strength of the police in the state has been mentioned as on 01.01.2013. Total number of police zones, state, sub-divisions, circles stations, out-posts and armed police battalions has also been mentioned.

The Functional Divisions of Haryana Police

Following are the main functional divisions of Haryana Police for fulfilling the requirement of maintaining law and order in the state.

1. **The District Police Setup:** The Haryana State is divided into 21 policing districts for maintaining effective law and order in the state besides the Railway Police district. A Superintendent of Police heads each district. The districts of the state are divided into four Ranges, each being headed by an Inspector General of Police. At the apex is the Director General of Police who is assisted by an array of senior officers.
2. **The Central Investigation Department:** The Central Investigation Department is the intelligence wing of the Haryana state Police and is responsible for collecting intelligence pertaining to security, crime and State polity. Because collection of Intelligence is a very vital instrument for maintenance of law and order. It is also responsible for overseeing VIP security arrangements in the state. The CID training school is located in Punchkula.
3. **Haryana Armed Police:** This is the paramilitary arm of Haryana Police and comprises five battalions, three of which are based at Madhuban near Karnal two are based at Ambala and Hisar, each headed by a Commandant of the rank of Superintendent of Police, who, under the direction of Inspector General and Director General of Police control and manage the force. It has its headquarters at Madhuban.
4. **Forensic Science Laboratory:** Forensic Science Laboratory developed from its nascent state at Rohtak in the year 1973 and later shifted to MadhubanKarnal in 1976, the Forensic Science Laboratory, Haryana, has been making consistent strides in the field of scientific activities. Now a days, it is one of the best known Laboratories in India. It comprises of eight divisions namely, Chemistry, Physics, Biology, Serology, Ballistics, Documents, Instruments and Lie Detection and three sections-Photo, General and Information. Four scene of crime vehicles are stationed at range headquarters to provide on the spot and comprehensive services to the investigating agencies.

5. **State Crime Records Bureau:** State crime Records Bureau is responsible for the creation and maintenance of a State level database on crimes, criminals, stolen property and organized criminal gangs for use by law enforcement agencies in the state. In order to render effective, accurate and prompt assistance to the investigating agencies, a dire need was felt to setup an organization and build up system to keep up-to-date record of crime, criminals and their activities. It is based at Madhuban, Karnal. The following four wings constitute the State Crime Record Bureau In Haryana:

- I. **State Finger Print Bureau:** The State Finger Print Bureau was founded in Haryana in October, 1972. It started working independently from first October, 1974 at Rohtak. It was shifted to Madhuban in 1976. The State Finger Print bureau is responsible for obtaining, processing and disseminating finger print records of criminals including foreign criminals to establish their identity. The finger print found on an object is an authentic proof that there was contact between a person and the object. There is a stamp of individuality about it. Mother nature has an inexhaustive store of such finger prints design and no two persons on earth can have identical finger print.
- II. **Computer Wing:** The first computer center of Haryana Police came into existence in the year 1979. It was located at Chandigarh under the administrative control of CID. At that stage, it was more of a data collection center. Actual computerization started in 1988, when 75 PCXT computers were procured under the scheme of modernization, 76 computers were purchased in 1989 and computers reached different units in Haryana Police. The SCRB is working as nodal agency for the work of computerization in Haryana.
- III. **Modus Operandi Bureau:** The Modus Operandi Bureau, which was initially started under the CID, was later merged in the SCRB

on 01/04/1987. It is rendering useful assistance in crime investigation. Tracing the criminal by their Modus Operandi is an aspect of great importance in crime Investigation.

IV. **Statistical Wing:** The Statistical Wing of SCRB consolidates records relating to theft/recovery of automobiles, fire-arms, cultural property, passports, counterfeit currency, dacoity and kidnapping of children for ransom etc.

6. **Haryana Police Academy:** Haryana Police Academy located at Madhuban, Karnal has been imparting training to the IPS probationers of Haryana (State Training Part) since 1977. It is also imparting training to the directly recruited Deputy Superintendent Police. This HPA imparts training as per the recommendation of Gore Committee on Police Training and the guidelines of Bureau of Police Research and Development (BPR&D), Government of India.
7. **Telecommunication:** The telecommunication wing is responsible for running the wireless network of Haryana Police. The telecom staff manages all District Police Control Rooms and the State Police Control Room. The Wing is also handling the implementation of the satellite-based Police Telecom Net (POLNET) as well as the Wide Area Networking project to link all police stations and district police headquarters to the State Police Headquarters. This wing came into existence on the bifurcation of Punjab state on 01/11/1966 and was known as wireless wing. At present the Headquarter of Telecommunication wing is functioning at Moginand, Panchkula. The state level police Telecommunication training center along with workshop are located at Moginand, Panchkula.
8. **Railway Police:** The Government Railway Police of Haryana functions as one Railway Police District. The Haryana GRP headquarter is located at Ambala. It has its sub-divisions located at Ambala and Hisar. There are eleven railway police stations in the state. The Government Railway Police is busy in providing safety and security to the travelling public.

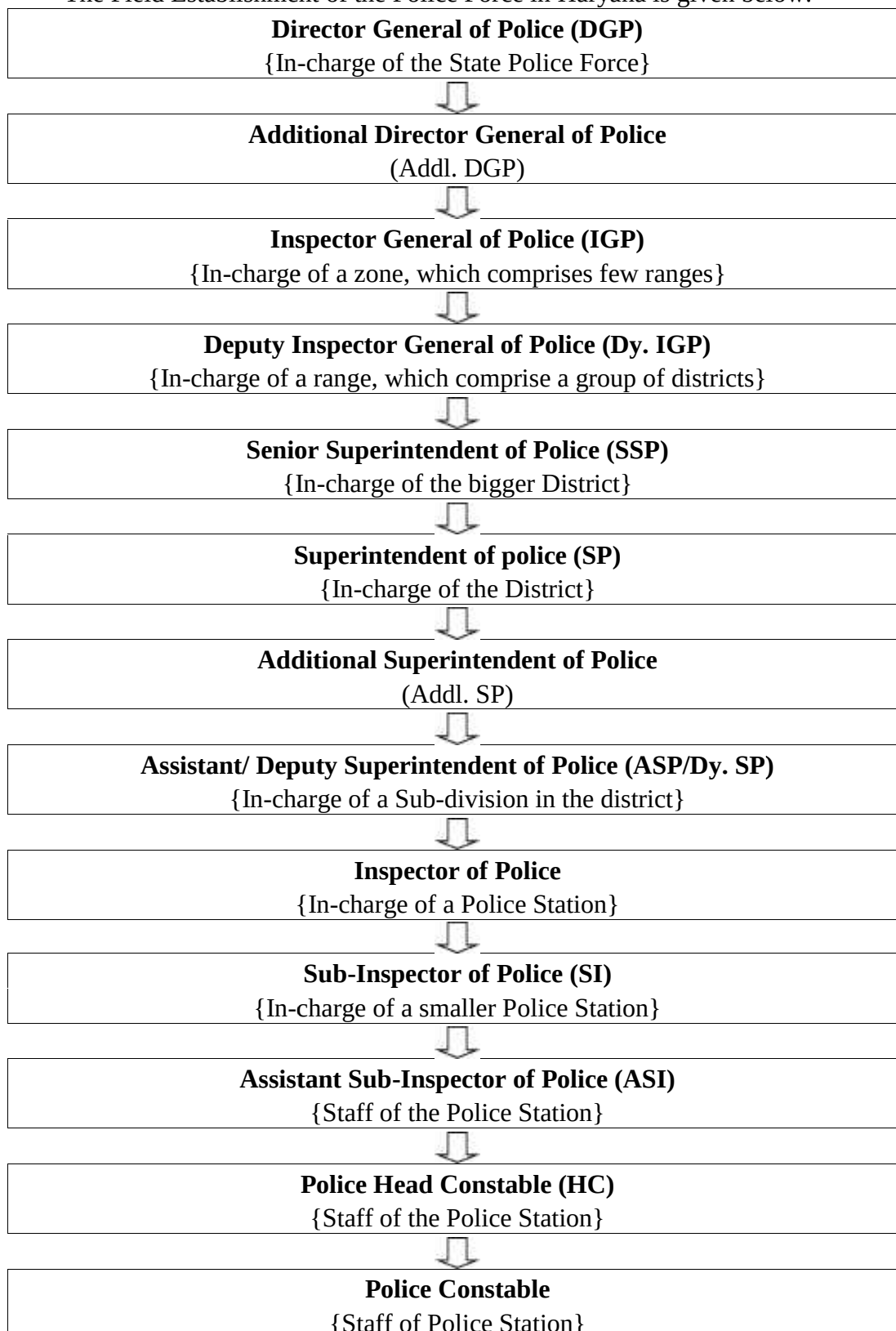
9. **Commando:** Haryana Police has one trained commando battalion that is mainly deployed for VIP security duty. The commando complex is located at Newal, Karnal. This wing was established in the state in the year 1988-89 for antiterrorist operational requirements. Commandos are trained in the art of self-defense, field craft and tactics, handling of semi automatic weapons and explosives.
10. **India Reserve Battalions:** Haryana has three paramilitary battalions funded by the Central Government that are called the India Reserve Battalions. These battalions have been trained and equipped on lines of the central paramilitary forces. The India Reserve battalions are normally deployed for law and order duty within Haryana. The Central government may, however, require their deployment in any part of the country for maintaining law and order. The India Reserve Battalions are headquartered at Bhondsi, Gurgaon.
11. **Highway Patrol & Road Safety Police:** Highway Patrol & Road Safety Police is Haryana's dedicated force responsible for traffic management and road accident victim assistance on the national highways. The Highway Patrol has its headquarters at Karnal.⁴⁰

Organization Structure of Police Department in Haryana

The structure and functions of the police in the different states of India are almost the same as they emanate from the same legislative source-the Indian Police Act, 1861.

In Haryana the police department is headed by the Director General of Police. Below the Director General of Police is a hierarchy of officers-Additional Director General of Police, Inspector General of the Police, Deputy Inspector General of Police, Senior Superintendents of Police, Superintendents of Police, Deputy Superintendents of Police, Inspectors, Sub Inspectors, Assistant sub Inspectors, Head Constables, Constables. These ranks, other than the police station staff have territorial as well as functional jurisdictions.

The Field Establishment of the Police Force in Haryana is given below:



Source: CHRI, 2005

Operational Divisions

In Haryana there are 21 Districts. For effective implementation of law and order in the state, these districts have been clubbed into four ranges and three commissionerates.

I. Commissionerates in Haryana

In this commissionerate system, a senior experienced and a mature police officer has complete authority over his force and function autonomously. He is directly accountable of the Government. The conferment of magisterial powers on Police Commissioner brings efficiency in prevention and detection of crime and maintenance of law and order in major cities. Following are the three commissionerate in Haryana:

1. Gurgaon
2. Faridabad
3. Ambala-Panchkula

Geographical Area under Commissionerates in Haryana: All the three commissionerate has been divided in various geographical areas for effective administration of policing. Following are the geographical distribution of the commissionerate of Haryana.

1. Geographical Area under Gurgaon Commissionerate
 - a. East Gurgaon
 - b. West Gurgaon
 - c. South Gurgaon
2. Geographical Area under Faridabad Commissionerate
 - a. Central Faridabad
 - b. NIT Faridabad
 - c. Ballabgarh
3. Geographical Area under Ambala-Panchkula Commissionerate
 - a. Ambala
 - b. Panchkula
 - c. Rural Ambala

II. Organisational Structure of Police at Range Level in Haryana

In Haryana the range is headed by the Inspector General of Police. Below the Director General of Police the hierarchy of officers-Additional

Director General of Police, Inspector General of the Police, Deputy Inspector General of Police, Senior Superintendents of Police, Superintendents of Police, Deputy Superintendents of Police, Inspectors, Sub Inspectors, Assistant sub Inspectors, Head Constables, Constables. These ranks, other than the police station staff have territorial as well as functional jurisdictions.

Ranges in Haryana:

1. Karnal
2. Hisar
3. Rohtak
4. South

Districts in Ranges:

1. Districts in Karnal Range:
 - a. Karnal
 - b. Yamuna Nagar
 - c. Kurukshetra
 - d. Kaithal
2. Districts in Hisar Range:
 - a. Hisar
 - b. Fatehabad
 - c. Sirsa
 - d. Jind
 - e. Bhiwani
3. Districts in Rohtak Range:
 - a. Rohtak
 - b. Jhajjar
 - c. Sonapat
 - d. Panipat
4. Districts in South Range:
 - a. Rewari
 - b. Palwal
 - c. Mahendergarh
 - d. Mewat

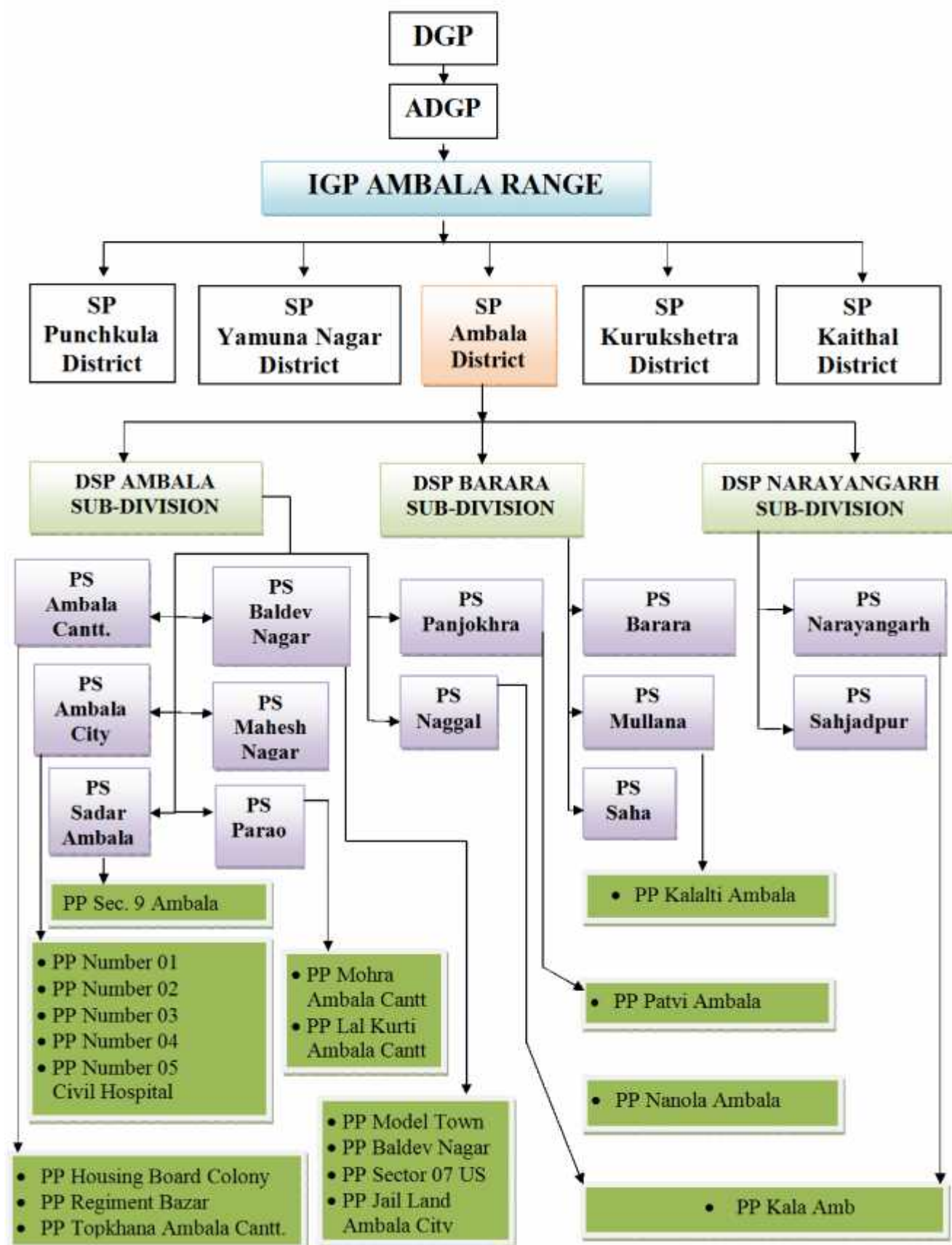
Organisational Structure of Ambala Range

When the study was initiated the Ambala Range was existing in the operational divisions of Haryana Police and it was selected for field of research for this study. But as per the requirement of the efficiency in the maintaining law and order in the state, the operational divisions of Haryana police was rearranged in 2011 and the Ambala Range was replaced with Commissionerate and all the district of Ambala Range except Ambala and Panchkula, (Yamunanagar, Kurukshetra and Kaithal) were rearranged under the four ranges namely, Karnal Range, Hisar Range, Rohtak Range and South Range. The present study is based on the old operational divisions of Haryana police when the Ambala range was the part of Haryana Police. The organisational structure of Ambala Range is shown with the help of flow chart.

The range is headed by the Inspector General of Police below the Additional Director General of Police and the ADGP work under the command of Director General of Police. The hierarchy of officers in range from top to bottom is explained in the flow chart of Ambala Range. In the hierarchy Director General of police is at the top and followed by Additional Director General of Police, Inspector General of the Police, Superintendents of Police, Deputy Superintendents of Police, Inspectors, Sub Inspectors, Assistant Sub Inspectors, Head Constables and Constables. These ranks, other than the police station staff have territorial as well as functional jurisdictions. There were five districts in jurisdiction of Ambala Range namely:

1. Ambala District
2. Kaithal District
3. Kurukshetra District
4. Yamunanagar District
5. Panchkula District

Ambala District: The district is headed by the Superintendent of Police. Ambala district is divided into three subdivisions namely Ambala, Barara and Narayangarh. For efficient working, there is one Deputy Superintendent of Police each. The structure of police in Ambala district is as under:



Following seven police stations come in the jurisdiction of Ambala subdivision:

1. Police Station Ambala City
2. Police Station AmbalaCantt.
3. Police Station AmbalaSadar
4. Police Station Baldev Nagar
5. Police Station Mahesh Nagar
6. Police Station Parao
7. Police Station Traffic Mohra

Following three police stations come in the jurisdiction of Barara subdivision:

1. Police Station Barara
2. Police Station Mullana
3. Police Station Saha

Following two police stations come in the jurisdiction of Narayangarh subdivision:

1. Police Station Narayangarh
2. Police Station Shahzadpur

Furthermore the subdivisions are divided into 14 Police Stations which are headed by the SHOs. Inspectors generally appointed as SHOs in the police stations. The police posts can also be generated as per the requirement of law and order situation in the district.

Following are the police posts under the jurisdiction of Police Station Ambala City:

1. Police Post Number 01
2. Police Post Number 02
3. Police Post Number 03
4. Police Post Number 04
5. Police Post Number 05
6. Police Post Civil Hospital

Following are the police posts under the jurisdiction of Police Station AmbalaCantt.:

1. Police Post Housing Board Colony
2. Police Post Regiment Bazar

3. Police Post Topkhana Ambala Cantt.

Following is the police post under the jurisdiction of Police Station Ambala Sadar:

1. Police Post Sector 9 Ambala City

Following are the police posts under the jurisdiction of Police Station Baldev Nagar:

1. Police Post Model Town
2. Police Post Baldev Naga
3. Police Post Sector 07 Urban Estate
4. Police Post Jail Land
5. Police Post Ambala City

Following are the police posts under the jurisdiction of Police Station Parao:

1. Police Post Mohra Ambala Cantt
2. Police Post Lal Kurti Ambala Cantt

Following is the police post under the jurisdiction of Police Station Pinjokhra:

1. Police Post Patvi

Following is the police post under the jurisdiction of Police Station Nagal:

1. Police Post Nanola

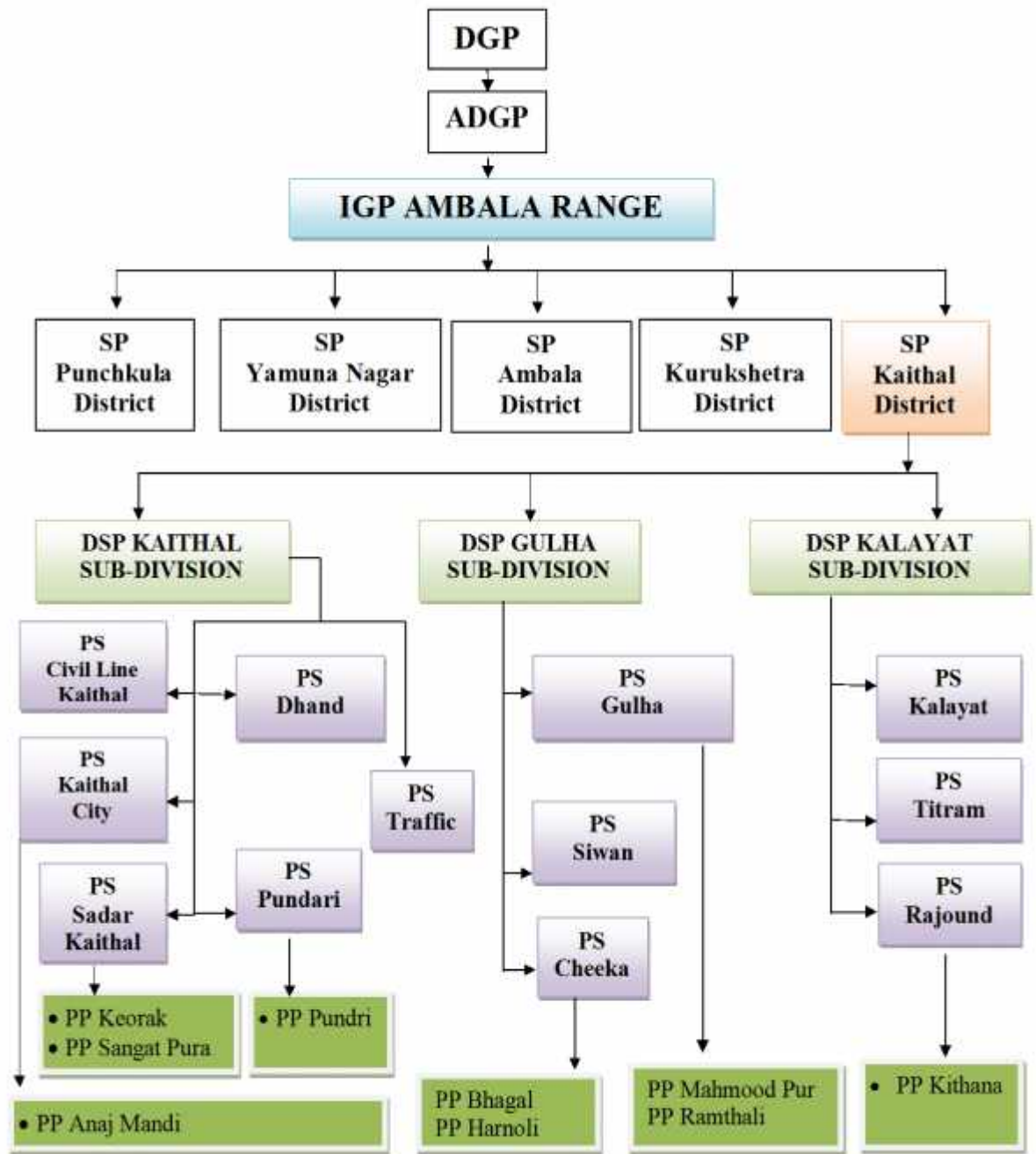
Following is the police post under the jurisdiction of Police Station Mullana:

1. Police Post Kalalti

Following is the police post under the jurisdiction of Police Station Narayangarh:

1. Kala Amb

Kaithal District: The Kaithal district is headed by the Superintendent of Police. The district is divided into three subdivisions namely Kaithal, Gulha and Kalayat. Each subdivision is headed by Deputy Superintendent of Police. The structure of police in Kaithal district is as follows:



Following six police stations come in the jurisdiction of Kaithal subdivision:

1. Police Station Civil Line Kaithal
2. Police Station Kaithal City.
3. Police Station SadarKaithal
4. Police Station Dhand
5. Police Station Pundari
6. Police Station Traffic

Following three police stations come in the jurisdiction of Gulha subdivision:

1. Police Station Gulha
2. Police Station Siwan
3. Police Station Cheeka

Following three police stations come in the jurisdiction of Kalayat subdivision:

1. Police Station Kalayat
2. Police Station Titram
3. Police Station Rajound

Furthermore, the subdivisions are divided into 12 Police Stations which are headed by the SHOs. Inspectors are generally appointed as SHOs in the police stations. The police posts can also be created as per the requirement of law and order situation in the district.

Following is the police post under the jurisdiction of Police Station Kaithal City:

1. Police Post AnajMandi

Following are the police posts under the jurisdiction of Police Station SadarKaithal

1. Police PostKeorak
2. Police PostSangatPura

Following is the police post under the jurisdiction of Police Station Pundari:

1. Police Post Pundari

Following are the police posts under the jurisdiction of Police Station Gulha:

1. Police PostGulha
2. Police PostMahmoodPur

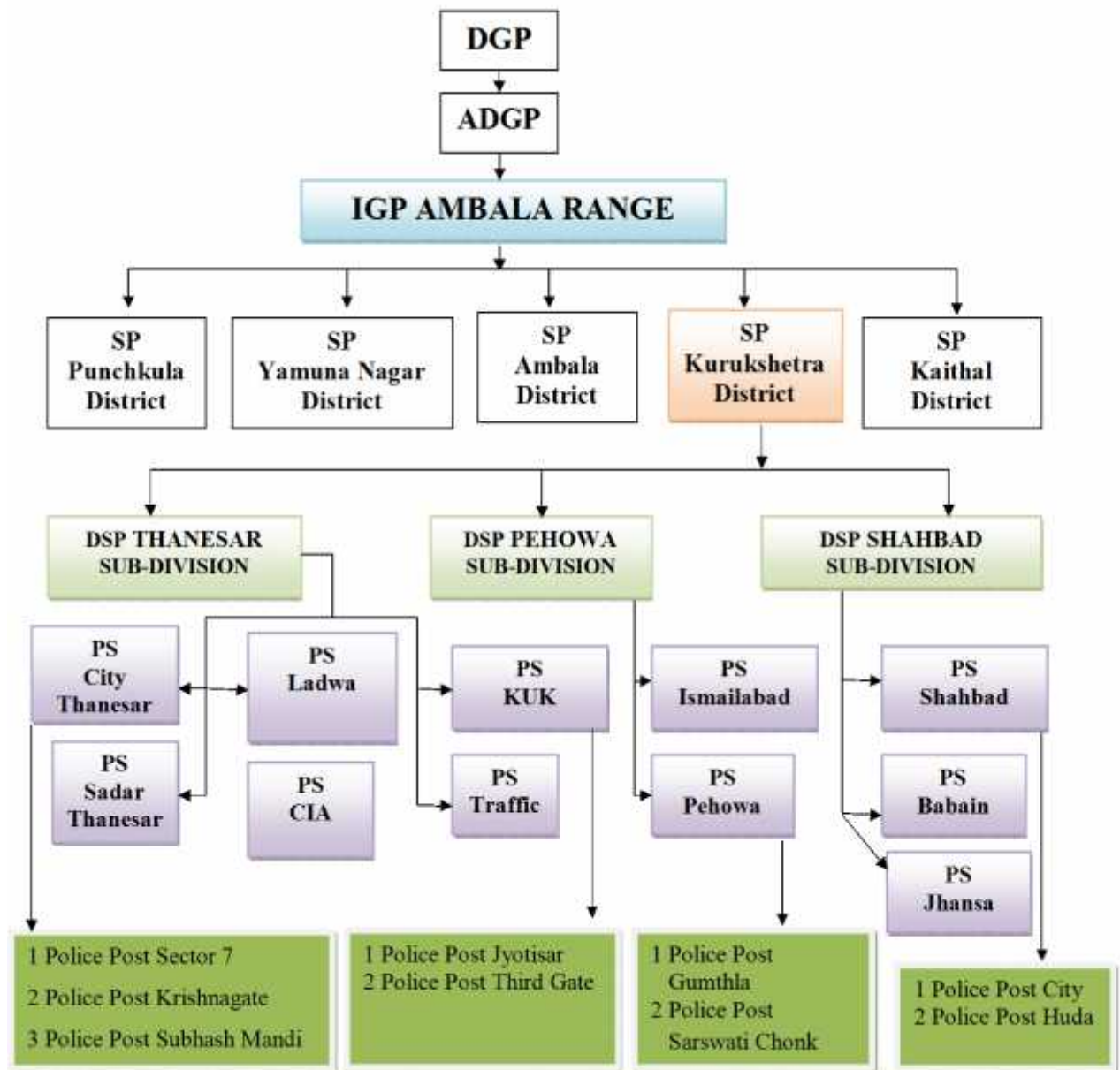
Following are the police posts under the jurisdiction of Police Station Cheeka:

1. Police Post Bhagal
2. Police Post Harnoli

Following is the police post under the jurisdiction of Police Station Rajound:

1. Police Post Kithana

Kurukshetra District: Kurukshetra district is headed by the Superintendent of Police and is divided into three subdivisions namely Thanesar, Pehowa and Shahbad. Each is headed by Deputy Superintendent of Police. The structure of police in Kurukshetra is given below:



Following five police stations come in the jurisdiction of Kurukshetra subdivision:

1. Police Station City Thanesar
2. Police Station SadarThanesar
3. Police Station KUK
4. Police Station Ladwa
5. Police Station CIA

Following two police stations come in the jurisdiction of Pehowa subdivision:

1. Police Station Pehowa
2. Police Station Ishmailabad

Following three police stations come in the jurisdiction of Shahbad subdivision:

1. Police Station Shahbad
2. Police Station Babain
3. Police Station Jhansa

Furthermore, the subdivisions are divided into 10 Police Stations which are headed by the SHOs. Inspectors are generally appointed as SHOs in the police stations. The police posts can also be generated as per the requirement of law and order situation in the district.

Following are the police posts under the jurisdiction of Police Station CityThanesar:

1. Police Post Sector 7
2. Police Post Krishnagate
3. Police Post SubhashMandi

Following are the police posts under the jurisdiction of Police Station KUK

1. Police PostJyotisar
2. Police PostThird Gate

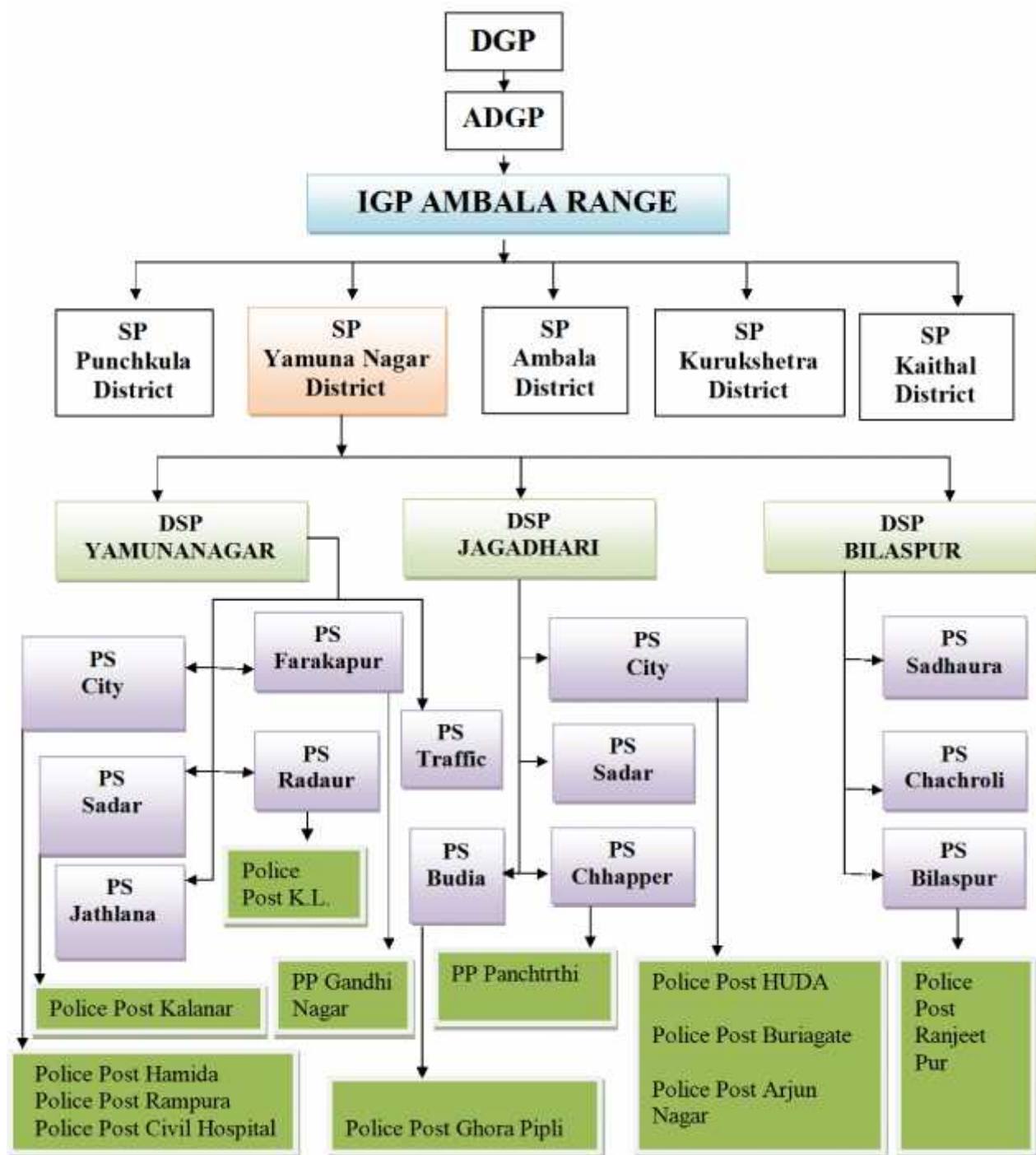
Following are the police posts under the jurisdiction of Police Station Pehowa:

1. Police Post Gumthla
2. Police Post SarswatiChonk

Following are the police posts under the jurisdiction of Police Station Shahbad:

1. Police Post City
2. Police Post Huda

Yamunanagar District: The district of range headed by the Superintendent of Police. Yamunanagar district is divided into two subdivisions namely Jgadhari, and Bilaspur for efficient working which is headed by Deputy Superintendent of Police. DSP Yamunanagar has also been designated for effective management of big geographic area. The structure of police in Kurukshetra district is explained below:



Following six police stations come in the jurisdiction of DSP Yamunanagar:

1. Police Station City Yamunanagar
2. Police Station Sadar Yamunanagar
3. Police Station Radaur
4. Police Station Jathlana
5. Police Station Farakapur
6. Police Station Traffic

Following four police stations come in the jurisdiction of DSP Jagadhari:

1. Police Station City Jagadhari
2. Police Station SadarJagadhari
3. Police Station Chhapper
4. Police StationBuria

Following three police stations come in the jurisdiction of DSP Bilaspur:

1. Police Station Sadhaura
2. Police Station Chhchhrauli
3. Police Station Bilaspur

Furthermore, the subdivisions are divided into 12 Police Stations which are headed by the SHOs. Inspectors are generally appointed as SHOs in the police stations. The police posts can also be created as per the requirement of law and order situation in the district.

Following are the police posts under the jurisdiction of Police Station CityYamunanagar:

1. Police Post Hamida
2. Police Post Rampura
3. Police Post Civil Hospital

Following is the police post under the jurisdiction of Police Station SadarYamunanagar:

1. Police PostKalanar

Following are the police posts under the jurisdiction of Police Station City Jagadhari:

1. Police Post HUDA
2. Police Post Buria Gate
3. Police Post Arjun Nagar

Following is the police post under the jurisdiction of Police Station Frakpur:

1. Police PostGandhi Nagar

Following is the police post under the jurisdiction of Police Station Buria:

1. Police Post GhoraPipali

Following is the police post under the jurisdiction of Police Station Bilaspur:

1. Police Post Ranjeetpur

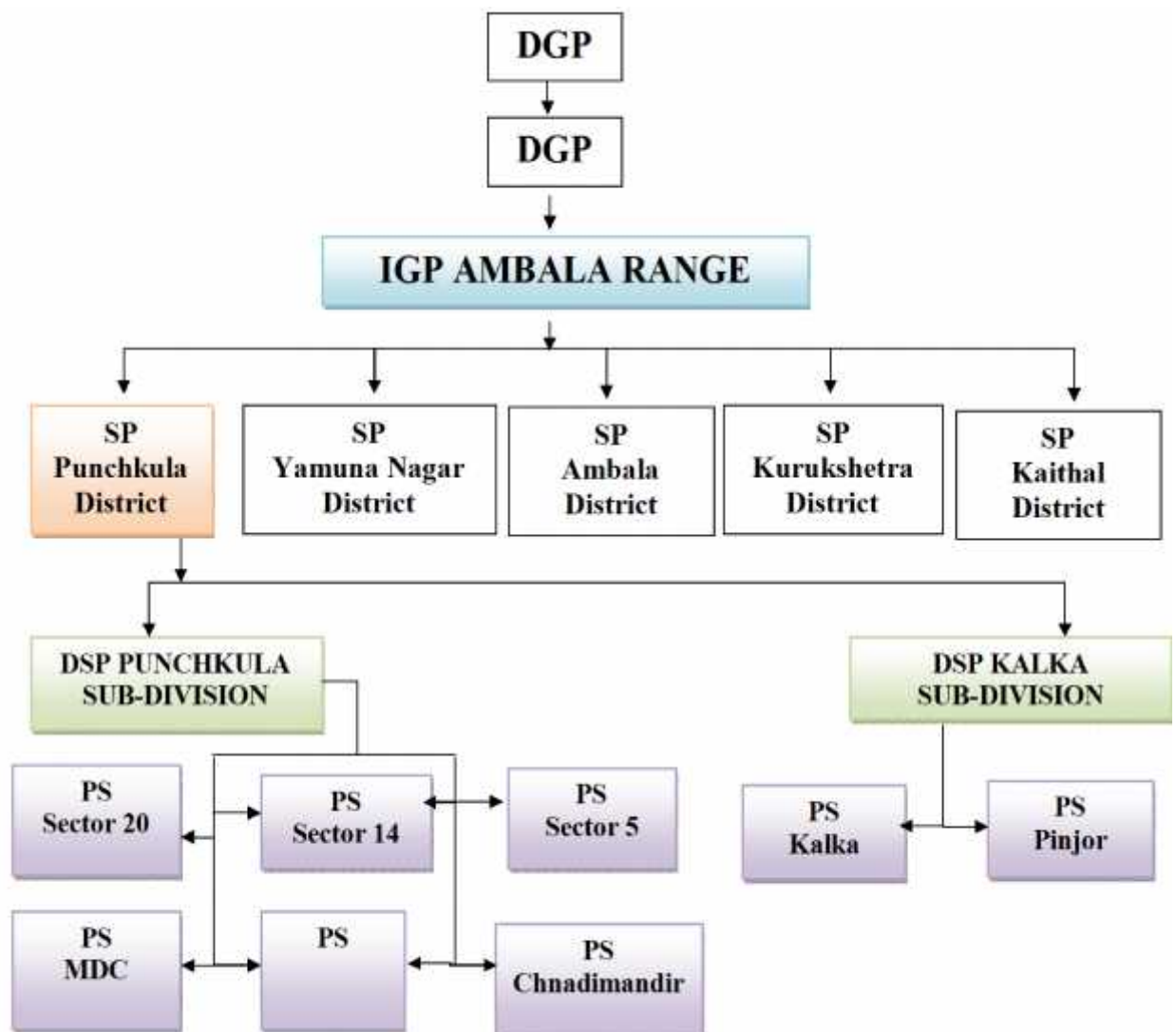
Following is the police post under the jurisdiction of Police Station Chhappar:

1. Police Post Panchtrrthi

Following is the police post under the jurisdiction of Police Station Radaur:

1. Police Post K.L. Saini

Punchkula District: Like other districts Punchkuladistrict of range is headed by the Superintendent of Police. Punchkula district is divided into two subdivisions namely Punchkula, and Kalka for efficient working which is headed by Deputy Superintendent of Police. The structure of police in Punchkula district is as per the following chart:



Following six police stations come in the jurisdiction of Punchkula Subdivision:

1. Police Station Sector 20
2. Police Station Sector 14
3. Police Station Sector 05
4. Police Station MDC
5. Police Station Chandimandir
6. Police Station Traffic

Following six police stations come in the jurisdiction of Kalka Subdivision:

1. Police Station Kalka
2. Police Station Pinjore

In this chapter, the attempt is made to record the police administration in Haryana in a systematic and coherent manner. It is an attempt to place the record of the police administration in Haryana in proper light of the functions generally entrusted to them.

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CHAPTER-IV

POLICE-PUBLIC RELATIONSHIP-AN EMPIRICAL ANALYSIS

The present chapter is devoted to assess the police-public relationship in Ambala Range. First of all, the socio-economic background of the police personnel and public has been discussed. It is followed by the views of police personnel about the present police system. Moreover, the views of public have also been examined in the later part of the chapter.

Socio-Economic Background of Police Personnel

The demographic background of sampled police personnel is analysed on the basis of their age, gender, caste, family structure, education, salary and designation. The related data have been presented in 4.1 to 4.8 tables.

Gender Wise Classification

The gender wise classification of the sampled police personnel is shown in Table - 4.1

Table - 4.1

Genderwise Classification

S.No.	Category	Number	Percentage
1.	Male	174	87
2.	Female	26	13
	Total	200	100.0

The table 4.1 shows that out of 200 sampled police personnel, 174(87%) were males and 26 (13%) females. This clearly indicates that the number of female police personnel is low as compared to the male counterparts. The government should recruit more females in Haryana Police.

Agewise Classification

Agewise classification of police personnel is given in Table 4.2.

Table - 4.2

Age-wise Classification

S.No.	Age groups	Number	Percentage
1.	Up to 25 Years	09	04.5
2.	26-50 Years	170	85.0
3.	51 & Above	21	10.5
	Total	200	100.0

It shows that out of 200 sampled police personnel, 170 (85%) were in the age group of 26-50 years followed by 21 (10.5%) who were 51 year and above. The rest 4.5% were up to 25 years of age. Most of the police personnel were mature enough.

Education Level of Police Personnel

Education plays an important role in the life of an individual. An educated person can understand the things easily and perform his activities or work quickly and efficiently. The table 4.3 shows the level of educational qualification of police personnel.

Table - 4.3

Educational Qualification-wise Distribution of Police Personnel

S.No.	Education Qualification	Number	Percentage
1.	Matric	34	17
2.	10+2	74	37
3.	Under Graduation	62	31
4.	Post Graduation	26	13
5.	Any Other	04	02
	Total	200	100.0

The table 4.3 depicts the educational qualifications of the police personnel. Out of 200 personnel, 74 (37%) were 10+2 level of education; 62 (31%) and 34 (17%) were educated up to under graduate and matriculate level and 13% were post graduate. The remaining 2% were having M.Phil level of education.

To infer it can be said that more qualifies people have stated entering the police department. It a good sign.

Caste-wise Classification

The police personnel have been classified into three categories, i.e., General Caste, Schedule Caste and Other Backward Class the classification is presented in Table4.4.

Table - 4.4
CastewiseClassification

S.No.	Category	Number	Percentage
1.	General	109	54.5
2.	Other Backward Class	61	30.5
3.	Schedule Caste	30	15.0
	Total	200	100.0

The table 4.4 shows that out of 200 sampled police personnel, 109 (54.5%) were fromgeneral category; 61 (30.5%) were fromother backward classesand 30 (15%) were fromSchedule Caste category.

Marital Status

The police personnel have been classified in two categories i.e. married and unmarried. The data have been presented in Table4.5 below.

Table - 4.5
Marital Statuswise Classification

S.No.	Marital Status	Number	Percentage
1.	Married	174	87
2.	Unmarried	26	13
	Total	200	100.0

It is evident from the data that an overwhelming majority i.e. 87% police personnel were married whereas the rest 13% were unmarried.

Family Structure-wise Classification

The family structure of the police personnel has been shown in Table 4.6.

Table - 4.6

Family Structure-wise Classification

S.No.	Family Structure	Number	Percentage
1.	Nuclear	73	36.5
2.	Joint	127	63.5
	Total	200	100.0

The family structure-wise classification of police personnel shows that out of 200 sampled police personnel, 127 (63.5%) had nuclear family and 73 (36.5%) were having joint family.

Designation-wise Classification

The police personnel have been classified in five categories i.e. Inspector, Sub Inspector, Assistant Sub Inspector, Head Constable and Constable the resulted data have been shown in Table 4.7.

Table - 4.7

Designation-wise Classification

S.No.	Designation	Number	Percentage
1.	Inspector (SHO)	17	8.5
2.	Sub Inspector	15	7.5
3.	Assistant Sub Inspector	30	15.0
4.	Head Constable	48	24.0
5.	Constable	90	45.0
	Total	200	100.0

The table 4.7 shows that out of 200 sampled police personnel, 17 (8.5%) were Inspectors; 15 (7.5%) Sub Inspectors; 30 (15%) Assistant Sub Inspectors; 48 (24%) Head Constables and 90 (45%) were Constables.

Salary-wise Classification

The salarywise classification has been presented in Table 4.8.

Table - 4.8

Salary-wise Classification

S.No.	Salary Structure	Number	Percentage
1.	Below And Equal to 25000	33	16.5
2.	Rs. 25001-50000	145	72.5
3.	Rs. 50001 And Above	22	11.0
	Total	200	100.0

The table shows that out of 200 sampled police personnel, 145 (72.5%) were having the salary in the range of Rs. 25000-50000; 33 (16.5%) were getting salary upto Rs. 25000; and only 22 (11%) were getting the salary Rs. 50001 and above.

OPINION OF POLICE PERSONNEL

The sampled police personnel were asked to express their views about police system and relationship with the public. Their views on various aspects have been presented in Table 4.9 to 4.31.

Opinion of Police Personnel about Salary Structure

The salary is the financial benefits given to the personnel for their work. The respondents were asked as to whether they were satisfied with the salary structure. Their opinion has been shown in Table 4.9.

Table - 4.9

Satisfaction with Salary Structure

S.No.	Opinion	Number	Percentage
1.	Satisfied	75	37.5
2.	Dissatisfied	125	62.5
	Total	200	100.0

The table 4.9 indicates that out of 200 sampled police personnel majority, i.e., 125 (62.5%) personnel were not satisfied with their salary structure and 75 (37.5%) were

satisfied with the salary structure. Thus, there is a need to look into the matter so that the police personnel might have good salary structure.

Views on Training

The training enhances the skill of personnel and provides them knowledge of working techniques and procedures. Table 4.10 presents the views of police personnel on training.

Table - 4.10

Views of Police Personnel on Training

S.No.	Undergone Training	Number	Percentage
1.	Yes	159	79.5
2.	No	41	20.5
3.	Can't say	-	-
	Total	200	100.0

The table 4.10 indicates that 159 (79.5) % personnel have undergone training and the remaining 41 (20.5%) did not undergo training. On the whole, it can be said that most of the personnel have undergone training.

Satisfaction over Training

As many as 159 police personnel who had undergone the training were asked to express their views about the training imparted to them. Their views are shown in Table 4.11.

Table - 4.11

Views of Police Personnel about their Training

S.No.	Views about Training	Number	Percentage
1.	Satisfied	130	81.8
2.	Dissatisfied	09	05.7
3.	Can't say	20	12.5
	Total	159	100.0

It is illustrated from the data that as many as 130 (81.8%) out of 159 police personnel were satisfied about the training imparted to them. There were 12.5% who did not express their views and the rest 5.7% were dissatisfied with the training.

Opinion of Police Personnel about Impact of Training on their Attitude, Behaviour and Habits

The police personnel were asked to opine about the impact of training on their attitude, behaviour and habits. Table 4.12 shows the extent of impact.

Table - 4.12

Opinion of Police Personnel about Impact of Training on their Attitude, Behaviour and Habits

S.No.	Impact of Training on Attitude, Behaviour and Habits	Number	Percentage
1.	Not at All	7	3.5
2.	Considerable	55	27.5
3.	Great Extent	138	69.0
	Total	200	100.0

Table 4.12 reveals that 138 (69%) police personnel were of the opinion that the training changed the attitude, behaviour and habits of personnel to a great extent; 55 (27.5%) opined that the impact of the training on attitude, behaviour and habits was to a considerable extent. And only 7 (3.5%) did not agree with the statement.

On the whole, it can be said that there is impact of training; therefore, more efforts should be made in this direction.

Opinion of Police Personnel about the Choice of their Profession

All the 200 sampled police personnel were asked about the choice of their profession. Table 4.13 has been devoted to show the opinion of the respondents.

Table - 4.13

Opinion of Police Personnel about the Choice of Their Profession

S.No.	Proud on their Choice	Number	Percentage
1.	Yes	161	80.5
2.	No	32	16.0
3.	Can't say	7	3.5
	Total	200	100.0

The table 4.13 depicts that 161 (80.5%) police personnel feel proud on their choice of profession but 32 (16%) are not proud of their professional choice. Only 7 (3.5%) personnel did not express their views. On the whole, it can be said that most of the personnel feel proud on their choice of profession.

Opinion of Police Personnel about the Major Handicaps of their Profession

The police personnel were asked about the major handicaps of their profession. Their opinion is shown in Table 4.14 below.

Table - 4.14

Opinion of Police Personnel about the Major Handicaps of their Profession

S.No.	Handicaps in Profession	Number	Percentage
1.	Yes	190	95.0
2.	No	03	01.5
3.	Can't say	07	03.5
	Total	200	100.0
	If 'Yes' express the handicaps		
a)	No timely promotion		70
b)	Heavy work and continuous duty		131
c)	Poor working conditions		85
d)	Poor pay and allowances		125
e)	Political Interference		140
f)	Lack of modern tools for scientific investigation		185
g)	Lack of exposure to modern developments in policing		90
h)	No meaningful powers to the lower level officers		81
i)	Low level of participation from the public		89
j)	Inhuman treatment by senior officers		53

The table 4.14 depicts that 190 (95%) police personnel admitted handicaps in profession. Whereas 7 (3.5%) have not been given their views on the issue. Merely 3 (1.5%) felt no handicap in their profession. As many as 190 (95%) police personnel who admitted various handicaps in their profession were further asked to tell the handicaps: (185) personnel mentioned lack of modern tools for scientific investigation; (140)

said political interference; (131) said heavy work and continuous duty; (125) reported poor pay and allowances; (90) said lack of exposure to modern developments in policing; (89) said low level of public participation; (85) said poor working conditions; (81) said no meaningful powers delegated to the lower level officers; (70) assigned no timely promotion; and (53) said inhuman treatment by senior officers as the major handicaps in their profession.

On the whole, most of the personnel find handicaps in the profession. So the Government should work on these handicaps to ensure the welfare of the police personnel.

Opinion of Police Personnel about Public Behaviour with Police

The police personnel were asked to rate the public behaviour with police. Their rating has been shown in Table-4.15

Table - 4.15

Opinion of Police Personnel about Public Behaviour with Police

S.No.	Public Behaviour with Police	Number	Percentage
1.	Bad	126	63
2.	Good	34	17
3.	Can't say	40	20
	Total	200	100

The table 4.15 depicts that 126 (63%) police personnel rated the behaviour of the public towards the police as bad. 40 (20%) personnel did not express their views on the statement and 34 (17%) personnel rated the behaviour of public with police as good. Thus, the police in majority did not find public behaviour as good.

Opinion of Police Personnel about the Extent of satisfaction with behavioural Attitude of Public with Police

In the other query the sampled police personnel were asked as to whether they were satisfied with the behavioural attitude of public with the police. Their responses have been presented in Table - 4.16.

Table - 4.16

Opinion of Police Personnel about their satisfaction with Behavioural Attitude of Public

S.No.	Satisfaction with Behavioural Attitude of Public	Number	Percentage
1.	Yes	34	17
2.	No	152	76
3.	No Response	14	7
	Total	200	100

The above table (4.16) depicts that 152 (76%) police personnel were dissatisfied, 34 (17%) were satisfied and 14 (7%) were neither satisfied nor dissatisfied with the behavioural attitude of public towards the police. On the whole, it can be said that most of the police personnel are dissatisfied with the behavioural attitude of public.

Opinion of Police Personnel about Fear of Police Among Public

All the 200 sampled police personnel were asked as to what extent, the public afraid of police. Their opinion has been shown in Table - 4.17.

Table - 4.17

Opinion of Police Personnel about Fear of Police among Public

S.No.	Public Afraid of Police	Number	Percentage
1.	Not at All	127	63.5
2.	To Considerable Extent	71	35.5
3.	To Great Extent	2	1.0
	Total	200	100.0

The above table (4.17) shows that 127 (63.5%) police personnel were of the opinion that the public did not have any kind of fear of police. While 71 (35.5%) police personnel said that public is afraid of police to a considerable extent. Only 2 (1%) reported that they afraid of police to a great extent.

Should the public afraid of police?

It was acquired from the police personnel as to whether the public should afraid of police. The views expressed have been shown in Table - 4.18.

Table - 4.18

Opinion of Police Personnel about, “Should the public afraid of police?”

S.No.	Should the public afraid of police?	Number	Percentage
1.	Yes	8	4
2.	No	173	86.5
3.	Can’t say	19	9.5
	Total	200	100.0

The above table (4.18) depicts that 173 (86.5%) police personnel said that the public should not be afraid of police, 19 (9.5%) did not respond. However, 8 (4%) personnel said that the public should be afraid of police.

The police department should encourage the public to take help and cooperation freely from the police.

Support from Public

The police personnel were asked as to whether they got adequate support from the public in crime investigation and maintaining the law and order. Table 4.19 shows the opinion of police personnel.

Table - 4.19

Opinion of Police Personnel about Support from Public

S.No.	Does the Public Support the Police?	Number	Percentage
1.	Yes	63	31.5
2.	No	118	59.0
3.	Can’t say	19	9.5
	Total	200	100.0

The figure shown in above table (4.19) depict that a majority 118 (59%) of police personnel said that they did not get public support. It is followed by 63 (31.5%) whose response was positive. The rest 9.5% did not express their views.

The analysis of the data indicates that the police do not get adequate support. The government should try to build the image of police so that people themselves should come forward to extend the requisite support.

Awareness among Public about their Rights

Table 4.20 presents the opinion of police personnel about the awareness of the people about their rights.

Table - 4.20

Opinion of Police Personnel about the Awareness of People about their Rights

S.No.	Are People Aware of Their Rights?	Number	Percentage
1.	Yes	142	71
2.	No	49	24.5
3.	Can't say	9	4.5
	Total	200	100.0

The data shows that in the opinion of 142 (71%) police personnel the people are aware of their rights but 49 (24.5%) responded in negative and the rest 4.5% did not express their opinion.

Awareness of People about Their Duties

Police personnel were asked as to whether the people are aware of their duties. Their responses have been presented in Table 4.21.

Table - 4.21

Opinion of Police Personnel about the Awareness of People about their Duties

S.No.	Are People Aware of Their Duties?	Number	Percentage
1.	Yes	77	38.5
2.	No	118	59.0
3.	Can't say	5	2.5
	Total	200	100.0

The table illustrates that in the opinion of 118 (59%) police personnel the people are not aware of their duties. It is followed by 77 (38.5%) who opined that the people are aware of their duties. The remaining 2.5% did not express their opinion on the issue.

Opinion of Police Personnel about the People's Willingness to take Help and Guidance

All the sampled police personnel were asked as to whether the people freely seek the help of police and guidance when required. The opinion has been shown in Table 4.22.

Table - 4.22

Opinion of Police Personnel about Freely Seeking Help and Guidance by Public

S.No.	Do People Freely Seek the Help and Guidance?	Number	Percentage
1.	Yes	136	68
2.	No	20	10
3.	Can't say	44	22
	Total	200	100

The sampled police personnel were asked as to whether the public freely sought their help and guidance. Their responses are presented in table 4.22 which shows that 136 (68%) police personnel responded in affirmation. There are 20 (10%) who said no and 44 (22%) did not say anything.

Common People Cooperation in Police Investigations

A question, i.e., Do you think that common people cooperate with police during investigation(s)?, was put to the police respondents. Their responses have been shown in Table 4.23.

Table - 4.23

Opinion of Police Personnel about the Public Cooperation in Police Investigation(s)

S.No.	Public Cooperation in Police Investigation	Number	Percentage
1.	Yes	43	21.5
2.	No	133	66.5
3.	Sometimes	24	12.0
	Total	200	100.0

The figures clearly shows that 133 (66.5%) police personnel thought that the people do not cooperate with the police in investigation process. While 43 (21.5%) said

that people do so and the remaining 24 (12%) also reported that people cooperate sometimes.

Opinion of Police Personnel about following of Directions by People

The police respondents were asked to express their views on the issue as to whether people followed the directions given from time to time. The data presented in Table 4.24.

Table - 4.24

Opinion of Police Personnel about the following of Directions by People

S.No.	Do People Follow the Directions?	Number	Percentage
1.	Yes	61	30.5
2.	No	114	57
3.	Can't say	25	12.5
	Total	200	100.0

Table 4.24 shows that in the opinion of 61 (30.5%) respondents people follow the given directions whereas the majority i.e. 114 (57%) responded in negative. The rest 25 (12.5%) did not opine. Had the people followed the given directions the things would have been different.

Opinion about Ruthlessness Technique to deal with Erring Citizens

Table 4.25 shows the opinion of respondents about ruthlessness technique to deal with the erring citizens.

Table - 4.25

Opinion of Police Personnel Ruthlessness Technique to deal with Erring Citizens

S.No.	Is ruthlessness the only technique to deal with Erring Citizens	Number	Percentage
1.	Yes	30	15
2.	No	150	75
3.	Can't say	20	10
	Total	200	100

In the above table as many as 150 (75%) respondents opined that ruthlessness was not only the technique to deal with erring citizens. However, there are 30

(15%) respondents who are of the opinion that was the only technique to deal with erring citizens and the rest 10% did not express their opinion.

Opinion of Police Personnel about Work-Load and 24 Hour Duty

An attempt has been made to gather the views of the respondents about the work-load and 24 hour duty.

Table - 4.26

Opinion of Police Personnel about Work-Load and 24 Hour Duty

S.No.	Satisfaction with Work-Load and 24 Hour Duties	Number	Percentage
1.	Yes	6	3
2.	No	166	83
3.	Can't say	28	14
	Total	200	100

Table 4.26 reveals that 166 (83%) respondents were not satisfied with their work load and 24 hour duty. Merely 3% of them were found satisfied with their work-load and 24 hour duty. No opinion was given by the rest 28 (14%) respondents.

Public Opinion about Working of Police in Haryana

The selected subjects were personally interviewed with the help of well-structured interview schedule administered to them. The data collected was tabulated and inferences have been drawn.

Demographic Background of Sampled People

The information pertaining to age, gender, caste, family structure, education, salary and occupation was collected. The data have been presented in tables 4.27 to 4.57.

Gender wise Classification

The respondents selected from amongst the people were classified into male and female categories.

Table - 4.27

Gender-Wise Classification

S.No.	Category	Number	Percentage
1.	Male	200	50
2.	Female	200	50
	Total	400	100

It is evident from the data shown in table 4.27 that there were 50% males and 50% female among the selected respondents.

Age wise Classification

The respondents have been age wise classified and the selected data have been presented in Table 4.28.

Table - 4.28

Age wise Classification

S.No.	Age Groups (in Years)	Number	Percentage
1.	Upto25	48	12.0
2.	26-50	301	75.3
3.	51 & Above	51	12.7
	Total	400	100.0

The table shows that out of 400 respondents, 301 (75.3%) were in the age group of 26-50 years; 51 (12.7%) were 51 age years age and above; and 48 (12%) were upto 25 years of age.

Caste wise Distribution

Caste wise distribution of respondents has been presented in Table 4.29.

Table - 4.29

Caste wise Distribution

S.No.	Category	Number	Percentage
1.	General	211	52.7
2.	Other Backward Classes	67	16.8
3.	Schedule Caste	122	30.5
	Total	400	100.0

The data shows that 211 (52.75%) respondents belongs to general category. It is followed by 122 (30.5%) who belongs to the schedule caste and the remaining 67 (16.75%) hailed from the other backward classes.

EducationalQualification

Education plays an important role in the life of an individual. An educated person can understand the things easily and perform his activities or work more quickly and efficiently. The table 4.30shows the educational qualification of the selected respondents.

Table - 4.30

Educational Qualification wise Distribution of Respondents

S.No.	Education Qualification		Number	Percentage
1.	Illiterate		79	19.2
2.	Literate		321	80.8
	Total		400	100.0
	If Literate,Level of Qualification			
	a)	Primary	27	8.4
	b)	Middle	32	10.0
	c)	Matric	39	12.1
	d)	10+2	50	15.6
	e)	Under Graduation	72	22.4
	f)	Post Graduation	68	21.2
	g)	Any Other	33	10.3
	Total		321	100.0

The table 4.30 interprets the educational level of the respondents. It shows that out of 400 people 321 (80.8%) were literate andout of them 72 (22.4%) were educated upto under graduate; 68 (21.2%) havepost graduation education; 50 (15.6%) were educated upto 10+2; 39 (12.1%) were educated up to matric; 32 (10%) were educated upto middle; 27 (8.4%) educated upto primary level and 33 (10.3%) were B.Ed, D.Ed, C.P.Ed., D.P.Ed, M.Phil etc.

Marital Status wise Distribution

Table 4.31 has been devoted to present the marital status wise distribution of the respondents.

Table - 4.31
Marital Status-wise Distribution

S.No.	Marital Status	Number	Percentage
1.	Married	303	75.8
2.	Unmarried	97	24.2
	Total	400	100.0

The table 4.31 shows that out of 400 sampled respondents, 303 (75.8%) were married and 97 (24.2%) were unmarried.

Family Structure

Family structure wise distribution of respondents has been shown in Table 4.32.

Table - 4.32
Family Structure-wise Distribution

S.No.	Family Structure	Number	Percentage
1.	Nuclear	144	36
2.	Joint	256	64
	Total	400	100

The data clearly indicates that as many as 256 (64%) respondents had joint family and the rest 144 (36%) had nuclear family.

Profession of Respondents

The respondents have been classified according to their profession. Table 4.33 shows the profession of the respondents.

Table - 4.33
Profession-wise Distribution

S.No.	Profession	Number	Percentage
1.	Business	65	16.3
2.	Service	115	28.7
3.	Agriculture	108	27.
4.	Artist	8	02.0
5.	Labour	75	18.8
6.	Any other	29	07.2
	Total	400	100.0

The data presented in table 4.33 shows that 115 (28.7%) respondents were in service; 108 (27%) were agriculturists; 75 (18.8%) were labourer; 65 (16.3%) were the owner of business; 8 (2%) were artists and 29 (7.2%) were housewives and students.

Opinion of Public about Working of Police

The selected respondents were asked to express their views on various aspects pertaining to the working of Haryana police. Their views have been presented in different tables.

Contact with Police

The sampled respondents were asked as to whether they had come into contact with police.

Table - 4.34

Opinion of Public about their Contact with Police

S.No.	Have You Ever Come Into Contact With Police?	Number	Percentage
1.	Yes	380	95
2.	No	20	5
	Total	400	100
	If 'Yes' in what capacity?		
	a) As complainant		217
	b) As witness		73
	c) As accused		14
	d) As advocate		9
	e) As intermediary		27
	f) As official		40

Table 4.34 shows that out of 400 respondents 380 (95%) had come into contact with the police. While 20 (5%) did not come into contact with the police. These 20 respondents who did not come into contact were excluded and the views of the remaining 380 have presented. The respondents in majority interacted with the police as complainants.

Means of Contact with Police

The respondents were asked to tell as to how did they come into contact with the Police.

Table - 4.35

Means of Contact with Police

S.No.	How They Have Contact the Police?	Number	Percentage
1.	At Own	265	69.8
2.	In Response to Summon	66	17.3
3.	Through Intermediaries	49	12.9
	Total	380*	100.0

The responses of respondents presented in Table 4.35 stand as evidence that 265 (69.8%) respondents contacted at their own; 66 (17.3%) contacted because of summons; and 49 (12.9%) contacted through intermediaries.

Level of Contact with Police

The respondents were asked as to at what level they had contacted the police. Their responses have been shown in Table 4.36.

Table - 4.36

Level of Contact with Police

S.No.	Level of Contact With Police	Number	Percentage
1.	Police Station Level	290	76.3
2.	Supervisory Level	58	15.2
3.	High Ups	32	8.5
	Total	380	100.0

Out of 380 sampled respondents, 290 (76.3%) contacted at police station level; 58 (15.2%) contacted at supervisory level; and 32 (8.5%) contacted at high ups levels such as Head office, Ministers, CMs, etc.

Opinion about the Behaviour of Police

It is expected that the police personnel should behave with the people properly and their behaviour ought to be satisfactory in the eyes of the masses. It is in this context

that views of the respondents have been collected and the same have been shown in Table4.37.

Table - 4.37

Opinion of Public about Behaviour of Police

S.No.	Behaviour of Police With People		Number	Percentage
1.	Satisfactory		292	76.9
	Satisfactory because of:			
	a)	Pressure from departmental high ups	121	
	b)	Political pressure	37	
	c)	Approach of an influential person of the locality	74	
	d)	Avoiding public criticism	124	
	e)	Any other	13	
2.	Dissatisfactory		88	23.1
	Dissatisfactory because of:			
	a)	Rudeness and discourteousness	27	
	b)	Impatience	24	
	c)	Non helpful attitude	39	
	d)	Tendency of lingering on	27	
	e)	Any other	31	
3.	Can't say		-	-
	Total		380	100.0

As many as 292 (76.9%) respondents said that the behaviour of the police was satisfactory; out of these (124) said the behaviour was satisfactory because of avoidance of public criticism; (121) said because of pressure from departmental high ups; (74) said because of approach of an influential person of the locality;(37) said political pressure and (13) said it was because of bribe.

Out of 380 respondents, 80 (23.1%) said that they were dissatisfied with the behaviour; out of these (39) said it was because of non helpful attitude, (31) said it was because of any other (i.e. dilatory tact, scolding the innocents, etc.); (27) said because of rudeness, discourteousness and tendency of lingering on, and (24) said it was because of impatience.

Use of Polite Language by Police

Table 4.38 shows the opinion of the respondents about the use of polite language by the police.

Table - 4.38

Opinion of Public about Polite Language used by the Police

S.No.	Police Use Polite Language	Number	Percentage
1.	Yes	48	12.7
2.	No	296	77.9
3.	Can't say	36	9.4
	Total	380	100.0

The figures presented in Table 4.38 indicate that in the opinion of 296 (77.9%) respondents, the police did not use polite language. There are 48 (12.7%) respondents who said the police used polite language. The rest 36 (9.4%) did not express the views.

Views on Issuing of FIR Copy

The views of the respondents were sought on the issuing of copy of FIR by the police. Their views are shown in Table 4.39.

Table - 4.39

Opinion of Public about the Copy of First Information Report

S.No.	Was Copy of FIR Given?	Number	Percentage
1.	Yes	96	44.2
2.	No	107	49.3
3.	Can't say	14	06.5
	Total	217*	100.0

*A total of 217 respondents contacted the police for the registration of complaint.

The data shows that as many as 96 (44.2%) respondents were given copy of FIR. While 107 (49.3%) respondents that the same was not given to them. The rest 14 (6.5%) had no opinion thereon.

Registration of Complaint by Police

The respondents were asked about as to when their complaints were registered by the police.

Table - 4.40

Opinion of Public about the Registration of Complaint by Police

S.No.	Police Registered the Complaint	Number	Percentage
1.	At the First Instance	84	38.8
2.	After two Visits	80	36.8
3.	After Three or More Visits	53	24.4
	Total	217*	100
	Police Generally Register Complaint		
	a) After politician's intervention		69
	b) After senior police officer's intervention.		41
	c) Under the pressure of public.		86
	d) After taking bribe		112
	e) At their own.		84

*A total of 217 respondents contacted the police for the registration of complaint.

The data presented in table 4.40 shows that 133 (61.2%) respondents had to visit two and more times to get their complaints registered; 84 (38.8%) respondents' complaints were registered at the first instance. The police should stop this practice of not registering complaints at the first instance.

As many as (112) respondents said complaint is registered after taking bribe; (86) said it is registered under the pressure of public; (84) said it is registered at their own; (69) said it is registered after politician's intervention; and (41) said it is registered after senior police officer's intervention.

On the whole, it can be said that a considerable number of respondents felt that police registers complaint at the first instance. However, there is further scope of improvement in this regard. The police department should make some positive change in this process so that people may get their complaints registered without delay.

Opinion of Public about Recording of Facts in First Information Report

The respondents were asked to tell as to whether the facts are correctly recorded. Their views have been shown in Table 4.41.

Table - 4.41

Opinion of Public about Recording of Facts in First Information Report

S.No.	Were Facts Recorded Correctly in FIR?	Number	Percentage
1.	Yes	168	77.5
2.	No	13	05.9
3.	Can't say	36	16.6
	Total	217*	100.0

*A total of 217 respondents contacted the police for the registration of complaint.

The table reveals that it was admitted by 168 (77.5%) respondents that facts were correctly recorded in the FIRs; 13 (5.9%) reported that facts were not correctly recorded and the remaining 36 (16.6%) respondents did not say anything.

Impression after the Interaction with Police

The sampled respondents were asked as to what impression they had after the interaction with police. Their views have been shown in Table 4.42.

Table - 4.42

Impression after Interaction with Police

S.No.	Impression Carried out after Interaction with Police	Number	Percentage
1.	Good	98	25.8
2.	Bad	212	55.8
3.	Worst	70	18.4
	Total	380*	100.0

*A total of 380 respondents came into with the police

The respondents in majority, i.e., 212 (55.8%) had bad impression. Those who had mentioned impression as worst were 70 (18.4%). Those who had good impression were 98 (25.8%).

To infer it can be said that on the whole the impression was either bad or worst in the views of the selected respondents.

Information about the Progress in Investigation

It was acquired from the respondents as to whether they were informed by the police about the progress in investigation. Table 4.43 shows their views.

Table - 4.43

Opinion of Public about Information Given by Police about Progress in Investigation

S.No.	Were you Informed about Progress in Investigation by police?	Number	Percentage
1.	Yes	101	26.6
2.	No	260	68.4
3.	Can't say	19	05.0
	Total	380*	100.0

*A total of 380 respondents came into with the police

A close examination of the data presented in Table 4.43 indicated that 260 (68.4%) respondents said that the police did not inform about the progress in investigation. It is followed by 101 (26.6%) who admitted that they were informed; and the rest 19 (5%) did not respond.

Opinion of Public about Solution of Problems

The opinion of the respondents was obtained to find out as to whether their problems were solved.

Table - 4.44

Opinion of Public about Solution of Problems

S.No.	Were the Problems Solved?	Number	Percentage
1.	Yes	215	56.5
2.	No	99	26.1
3.	Can't say	66	17.4
	Total	380*	100.0

*A total of 380 respondents came into with the police

Table 4.44 illustrates that in the opinion of 215 (56.5%) respondents their problem were solved; 99 (26.6%) opined that there problems remained unsolved. No opinion was given by 66 (17.4%) respondents.

Action Taken by Police

Table 4.45 depicts that in the views of 196 (51.6%) respondents the police took action of the information provided while 128 (33.6%) said that the police did not take action. There are 56 (14.8%) respondents who did not express their opinion.

Table - 4.45

Opinion of Public about Action Taken by Police on Information Provided

S.No.	Police Took Action on Information Provided	Number	Percentage
1.	Yes	196	51.6
2.	No	128	33.6
3.	Can't say	56	14.8
	Total	380*	100.0

*A total of 380 respondents came into with the police

Views on Help from Police

The respondents were asked as to whether they felt free to seek help from the police. Their responses have been illustrated in Table 4.46.

Table - 4.46

Opinion of Public about the Help from Police

S.No.	Whether you feel easy to ask help from police?	Number	Percentage
1.	Yes	148	38.9
2.	No	80	21.1
3.	Can't say	152	40.0
	Total	380*	100.0

*A total of 380 respondents come into with the police

Table 4.46 indicate that 148 (38.9%) respondents said that they feel free in seeking help from the police whereas 80 (21%) did not feel free in doing so. No opinion was given by 152 (40%) respondents.

Views on Dealing of Police

The respondents were put a question, i.e., how was the dealing of the police when you were sitting in the police station. Their views have been presented in table 4.47.

Table - 4.47

Opinion of Public about the Dealing of Police Personnel

S.No.	How was the Dealing of Police Personnel	Number	Percentage
1.	Very Good	12	3.2
2.	Good	70	18.4
4.	Bad	298	78.4
	Total	380*	100.0

*A total of 380 respondents came into with the police

In the views of 12 (3.2%) the dealing of police was very good; it was good reported by 70 (18.4%). It is surprising to record that 298 (78.4%) respondents mentioned that dealing was bad. The matter is serious in nature, therefore, special attention is required on the part of politicians and the administrations/police officers.

On the whole, it can be said that most of the people felt that the police dealing requires improvement.

Satisfaction with Promptness of Service Provided by Police

The respondents were asked as to whether they were satisfied with the promptness of the service provided by the police. The views expressed by them are presented in Table 4.48.

Table - 4.48

Opinion of Public about Satisfaction with Promptness of Service Provided by Police

S.No.	Were you Satisfied with Promptness Service Provided by Police?	Number	Percentage
1.	Yes	88	23.1
2.	No	231	60.8
3.	Can't say	61	16.1
	Total	380*	100.0

*A total of 380 respondents came into with the police

The table 4.48 presents the data about the satisfaction of people with the promptness of the service provided by the police. It shows that out of 380,213 (60.8%) respondents were not satisfied, 88 (23.1%) were satisfied and 61 (16.1%) did not express their views.

So the people are not satisfied with promptness of services provided by the police. The Police department should use modern techniques of investigation and crime detection for providing prompt services to the public. They should be trained well about the use of modern techniques so that promptness in services could be enhanced.

Satisfaction with the Service Received from Police

When the services are provided, it is desired that these should satisfy the needy. The views of the respondents have been presented in Table 4.49.

Table - 4.49

Satisfaction with Service Received from Police

S.No.	Are you satisfied with the Service Received from the Police?	Number	Percentage
1.	Satisfied	70	18.4
2.	Dissatisfied	302	79.5
3.	Can't say	8	02.1
	Total	380*	100.0
	If Dissatisfied 'what are reasons' therefore?		
	a)	Inadequacy of laws	107
	b)	Inability of the police to apply law strictly	60
	c)	Political pressure	157
	d)	Indifference on the part of the police	70
	e)	Lack of proper training	83
	f)	Lack of accountability	115
	g)	Corruption	300
	h)	Any other	10

*A total of 380 respondents came into with the police.

Out of 380 persons 302 (79.5%) were dissatisfied; 70 (18.4%) were satisfied and 8 (2.1%) did not express their views. The dissatisfied respondents were asked to tell the reasons for their dissatisfaction. As many as 300 said it was due to corruption; (157) said political pressure; (115) mentioned lack of accountability; (107) point out inadequacy of laws; (83) reported improper training; (70) said indifference of the part of the police; (60) said inability of the police to apply law strictly; and only (10) mentioned any other reasons.

Deficiencies in Police Functioning

The sampled respondents were asked to tell the deficiencies in the functioning of the police. Table 4.50 shows the factual position.

Table - 4.50

Deficiencies in Police Functioning

S.No.	Deficiencies in the Police Functioning	Number	Percentage
1.	Yes	341	89.7
2.	No	12	03.2
3.	Can't say	27	07.1
	Total	380*	100.0
	If 'Yes', mention the deficiencies:		
	a)	Registration and investigation of crime.	154
	b)	Handling of law and order situation.	124
	c)	In keeping proper statistics and records.	99
	d)	Maintaining good public relations or image.	222
	e)	In dealing with weaker sections including women.	162
	f)	Any other	15

*A total of 380 respondents came into with the police

The major deficiencies in the police functioning have been shown in table (4.50). Out of 380 persons, 341 (89.7%) agreed with the statement that there were deficiencies in functioning of police; 12 (3.2%) said there were no deficiencies; and 27 (7.1%) did not express their views of the issue of deficiency. Among the dissatisfied persons (222) said there was lack of maintaining good public relations or image; (162) mentioned deficiency in dealing with weaker sections including women; (154) said these were in registration and investigation of crime; (124) pointed the deficiency in handling of law and

order situation; (99) reported deficiencies in keeping proper statistics and records; and only (15) mentioned other deficiencies in functioning of police.

Opinion of Public about Corruption in Police

The respondents were asked as to whether there was corruption in the police. Their responses have been shown Table 4.51.

Table - 4.51

Opinion of Public about Corruption in Police

S.No.	Is the Police Corrupt?	Number	Percentage
1.	Yes	360	94.8
2.	No	2	0.5
3.	Can't say	18	4.7
	Total	380*	100.0

*A total of 380 respondents came into with the police

As many as 360 respondents (94.8%) opined that there was corruption in the police. Only 2 (0.5%) said the police was not corrupt and the remaining 18 (4.7%) kept themselves silent and did not reply anything on this.

Thus, we find that most of the respondents felt that there was corruption in Haryana police. It should be stopped with immediate effect to achieve the objective of good governance. This would also require commitment on the part of those who are at the helm of affairs.

Opinion about Biasness in Police Functioning

Table 4.52 presents the opinion of respondents in regard to biased approach of police in its functioning.

Table - 4.52

Opinion of Public about Biasness in Police Functioning

S.No.	Is the Police Biased?	Number	Percentage
1.	Yes	234	61.6
2.	No	34	08.9
3.	Can't say	112	29.5
	Total	380*	100.0

*A total of 380 respondents came into with the police

A close examination of the opinion expressed by the respondents about the biased functioning of police clearly stand for evidence that the respondents in majority, i.e., 234 (61.6%) expressed biasness of police in its functioning. However, 34 (8.9%) did not favour the argument of biasness of police in its functioning. The rest 112 (29.5%) did not express their views.

Views on Feeling Safe and Secure

A question, i.e., “Do you feel safe and secure in your district?” was put the selected respondents. Table 4.53 highlighted the real position.

Table - 4.53

Opinion of Public on the Issue of Feeling Safe and Secure

S.No.	Do you Feel Safe and Secure in Your District?	Number	Percentage
1.	Yes	275	72.4
2.	No	90	23.7
3.	Can't say	15	3.9
	Total	380*	100.0

*A total of 380 respondents came into with the police

The data shows that in the opinion of 275 (72.4%) respondents they felt safe and secure in their district. Those who did not feel safe and secure were 90 (23.7%). There are 15 (3.9%) remaining respondents who could not say anything in this regard.

Opinion of Public about Capability of Police

The sampled persons were asked as to whether they felt that the police as capable enough to protect their lives and property. Table 4.54 has been devoted to present the real picture.

Table - 4.54

Opinion of Public about the Capability of Police

S.No.	Is Police Capable to Protect Life and Property?	Number	Percentage
1.	Yes	106	27.8
2.	No	194	51.1
3.	Can't say	80	21.1
	Total	380*	100.0

*A total of 380 respondents came into with the police

Whether the police is capable enough to protect the lives and property of the respondents was a query raised before the respondents. Their response shows that 194 (51.1%) people did not find the police being capable to protect their lives and property; 106 (27.8%) said it was capable whereas 80 (21.1%) did not express the opinion.

Opinion of Public about Need of Reforms in Haryana Police

The selected respondents were asked as to whether a need of reforms in Haryana police. Their responses are shown in Table 4.55.

Table - 4.55

Opinion of Public about the Need of Reforms in Haryana Police

S.No.	Is there Need of Reforms in Haryana Police?	Number	Percentage
1.	Yes	329	86.6
2.	No	14	03.7
3.	Can't say	37	09.7
	Total	380*	100.0
	If 'Yes' accord the priorities		
	a)	Acts and rules governing the police	213
	b)	Training and training methodology	142
	c)	Organization and structure of police	179
	d)	Any other	29

*A total of 380 respondents came into with the police

The table 4.55 reveals that in the opinion of 329 (86.6%) respondents there was a need of reforms in Haryana police; no need of reforms was expressed by only 14 (3.7%) respondents. The remaining 37 (9.7%) did not put forth their views.

Those who had felt the need of reforms were further asked to accord the priorities. Among those who had advocated the need of reforms in Haryana police, (213) accorded priority to acts and rules governing the police; (179) gave priority to organization and structure of police; (142) prioritized training and training methodology; and (29) for cussed on other things such as community policing, people friendly policing, etc.

Opinion of Public about their Awareness regarding Duties to Help and Cooperate the Police

The data pertaining to awareness among people about their duties to extend help and cooperation to the police has been presented in Table 4.56.

Table - 4.56

Opinion of Public about the Awareness of People about Their Duties

S.No.	Are People Aware about Their Duties to help and cooperate Police?	Number	Percentage
1.	Yes	282	74.2
2.	No	27	07.1
3.	Can't say	71	18.7
	Total	380*	100.0

*A total of 380 respondents came into with the police

In the response to the query regarding awareness, as many as 282 (74.2%) respondents said they were aware whereas 27 (7.1%) opined that the people were not aware about their duties to help and cooperate the police. There were 71 (18.7%) did not express their views.

Rating of Haryana Police for its Relationship with Public

In this question the respondents were asked as to how would they rate Haryana Police's relationship with public. Their opinions have been shown in Table 4.57.

Table - 4.57

Rating of Haryana Police for its Relationship with Public

S.No.	How do you Rate the Haryana Police's Relations with Public?	Number	Percentage
1.	Good	33	08.7
2.	Bad	310	81.6
3.	Worst	37	09.7
	Total	380*	100.0

*A total of 380 respondents came into with the police

Table 4.57 illustrates the rating of relationship of Haryana Police with public. It is a matter of grave concern that the respondents did not rate the Haryana Police's relationship as good because as many 310 (81.6%) rated it as bad. It is followed by 37 (9.7%) who rated it worst. Good relationship has been rated by merely 33 (8.7%) respondents. Special drive is required to motivate the police personnel to create a better rapport with the public. So in nut shell, public friendly police is the need of the hour.

In this chapter, an attempt is made to draw the real conclusion with the help of analysis of data which highlights the required changes to transform the present police system into an effective system for the public.

CHAPTER-V

CONCLUSIONS AND SUGGESTIONS

India was a colonial state of British Empire. The British established the police organization in India with the aim of maintaining and expanding empire. The structure of the police has practically remained unchanged though the country became independent nation and has undergone tremendous changes at all levels. This change increases the role of police in maintaining law and order in the society. The very basis of the law and order in the society is public support, without the support of the public no government can maintain law and order in the society. Police and public relations are often discordant and unpleasant in India. The weakness of police-public relations in many parts of the country is today perhaps the greatest obstacle to effective policing.

A healthy police-public relationship is vital to secure the desired measure of public involvement in the police operations to make it acceptable to society. Police and society themselves, has a vital bearing on their expectations and hence it effect the relationship of both. The developments in policing nationally can provide us with important lessons for the improvement in police-public relations. The area of police-public relations has been of major concern in the country for over few years, because improved police-public relations will not only lead to greater levels of personal security, but have a significant role to play in the resolution of public conflicts and the development of more harmonious relations between various groups of public in the society.

The present study is conducted to evaluate the police-public relationship. A sample of 600 respondents (i.e. 200 from police and 400 from public) was taken to evaluate the relationship of police and public. Percentage method has been used for the analysis.

Major Finding:

The major findings based on the facts and figures are given below:

- The hypothesis “It appears that both the size and role of police have been transformed over the years” is approved because it clearly show that the size and role have been transformed over the years. Haryana become a separate state on 1stNumber 1966. At that time it comprised of one police range, six districts with

strength of 12165 personnel only but now there are 21 districts, 4 ranges and 3 police commissionerates with a total strength of 56979 police personnel.

- It has been hypothesized that police personnel having too much work and unpalatable service conditions indulge them in corrupt practices and hence approved from the survey, it was found that majority, i.e., 62.5% of police personnel were dissatisfied with their salary structure; however, only 37.5% were satisfied with salary structure. It may be a cause of corrupt practices in the police to fulfill their financial needs. A big fraction of respondents, i.e., 60% said that the image of the police is not good. It was so because of hostile relations with politicians, police-public discord, political interference, poor working conditions, etc. The police force is deemed to be a disciplined force and the policeman is assumed to be on duty 24x7. In this regard an overwhelming majority (83%) of policeman say that they are not agreeing with it. An overwhelming majority (94.8%) of respondents said that there is corruption in police. They said that the police personnel generally asked the people who come into the contact to grease their palm. It has been found that a majority (60.8%) of people were not satisfied with the promptness in service provided by the police because there is corruption in the police department and it also works under political pressure.
- The hypothesis “The institutional weaknesses, incidence of political interference and indifferent attitude have a negative impact on the police performance” get approved when the police personnel were asked about the handicaps in their profession, 95% respondents opined that there were a lot of handicaps in their profession such as lack of modern tools for scientific investigation, heavy work and continuous duty, no timely promotion, political interference and no significant powers to the lower level officers. That is why an overwhelming majority (89.5 %) of police personnel were in favour of reforms in police. The police personnel were asked about the behaviour of public with them, 63% affirmed that the public behaviour was bad; however, a few number of respondents (17%) reported good behaviour of public. On the contrary, majority (78.4%) of people opined that police behaviour was not good with them when they came into contact with police. Hence, it can be said that the relationship of police-public is not good in the state and both of them don’t have trust on each other. The study shows that an overwhelming majority of respondents was of male in the selected police stations, whereas female police personnel were only 13% in the selected police stations.

The very basis of the investigation of crime is public support, without the support of the public no police can investigate the crime. As many as (66.5%) police personnel opined that the public don't help them in investigation of crime. Thus, the investigation of crime takes much time and resources of police which is a big hurdle in effective policing. The police department conveys the useful directions and information to public for maintaining law and order in the society from time to time. A majority (57%) of police personnel opined that the public doesn't follow the directions given by the police. On the other hand (30.5%) of police personnel said the people follow the directions of department.

Now-a-days, almost all the departments are suffering from the problem of political interference. The police department is also not untouched by it. A majority (71%) has responded that there is political interference in police department from top to bottom, which creates big hindrance in performance of their duties and honest functioning. Increase in anti-social factor in the society gives rise to misdemeanor, crime against women, and disarrangement in society and the police has to deal with them. Even then, a big (75%) number of police personnel opined that ruthlessness is not only the technique to deal with erring citizens.

The study shows that an overwhelming majority (89.7%) of respondents were of the opinion that there was deficiency in police functioning. They said that handling of law and order situation, registration and investigation of crime, in keeping proper statistics and record and maintaining good public relations or image and in dealing with weaker section including women are the major area of deficiency in functioning.

- The hypothesis "It is being felt that the police needs suitable training reforms in order to overcome harshness of behaviour, discourteousness, irresponsiveness to complaints and irresponsibility" is validate. The evidence of validation is as under:

As about the importance of training which is much necessary for effective and successful policing, a majority (79%) of police personnel agreed that training changes the attitude, behaviour, and habits of the trainee, whereas very few police personnel disagreed with it. A few number of police personnel were found dissatisfied with the training provided to them and said that field work training

was not provided to them. In the present study, the people have been asked about the behaviour of police and it has been found that a majority of (76.9%) people were dissatisfied with the behaviour of police and the rest (23.1%) people were satisfied with the behaviour of the police. Regarding the use of language by the police, most (77.9%) of the people said the police hardly use polite language. Police generally abuse during their usual conversation which creates poor image of police. When people approach police for reporting the crime, the police generally use casual approach to them and don't register the complaint at first instance. A majority (58.5%) of people said that their complaint was not registered at first instance. Whereas (38.7%) people said that their complaint was registered at first instance.

A majority (61.2%) of people said that the police generally register the complaint after two and more than two visits. Most of them told that they had taken the help of politicians, senior officers, public pressure and bribe for the registration of their complaints. About half of the respondents said that the copy of FIR was not given to them. And a few (5.9%) number of people said that the facts were not recorded correctly in the FIR by the police. It has also been found that the image of the police was not good on public. A majority of (55.8%) people opined that police dealt badly with them when they approached police station. Merely (18.4%) said that they had worst experience of dealing by police. As many as (68.4%) of people said that they had not been given any information about the progress of investigation in their case. Only (26.6%) people were informed.

When the people were asked about the solution to their problem by the police, a majority (56.5%) of people opined that their problem had been solved by the police. However, (26.1%) people opined that their problem had not been solved by the police. A big (61.6%) number of respondents were saying that the police is biased.

- Another finding has been that the strength of police personnel in Haryana is very less as compared to population in the state. The population per policeman has to be 423 people but in actual practice it is 665 people per policeman. This creates big hurdle in effective policing since the increase in the population gives rise to crimes. It has been found that 60.5% people said that they don't have faith and confidence in police. However, 36.6 % respondents said that they have

considerable trust and confidence in police. So, it can be said that the police-public relations are not good. An overwhelming majority (81.6%) respondents expressed their views that the police-public relationship is bad in Haryana in present time, it is necessary to improve the relations between police and public for effective maintenance of law and order in the society. An overwhelming majority (86.6%) of respondents were in favour of reforms in Haryana police. They said that Acts and Rules governing the police, organization and structure of police, training and training methodology are major areas where reforms are required in police. However, few (3.7%) respondents said that there is no need of reforms in Haryana Police hence the hypothesis “The traditional system of working of police is said to be an obstruction in developing good police-public relations” approved.

- It is interesting to note that (38.9%) people felt comfortable in taking help from police.
- A majority (74.2%) of respondents said that they are aware of the duties to help and cooperate with the police. Only (7.1%) respondents said that they don't have any idea about it.
- A large percentage (63.5%) of police personnel responded that the public are not afraid of the police. Whereas a large majority of police personnel opined that the public should not be afraid of the police because the police exist for service, security, cooperation and welfare of public. However, a few (4%) number of police personnel supported view that the public should be afraid of police and advocated, if the public don't have fear of police, then they will not follow the directions and guidelines given by the police for maintaining law and order in the society.
- The very basis of the law and order in the society is public support; without the support of the public no government can maintain law and order in the society. A higher number of police personnel agreed upon the statement that success of police depends upon the support of public but majority (59%) of police personnel opined that they don't get adequate public support. However, some (31.5%) personnel asserted that they get support from the public.
- A majority (71%) of police personnel opined that the people are more aware about their rights and (38.5%) police personnel opined that the people are also aware of their duties.

- In this survey, it has been found that people freely seek the help and guidance of police. A majority (68%) of police personnel opined in favour of this statement. However, a few (10%) of police personnel did not agree with it.
- It has been found that 72.4% respondents felt safe and secure in their district. However, (23.7%) respondents said that they don't feel safe and secure in their district, most of them were women and the remaining selected respondents did not reply.

Suggestions

During the study, a number of problems and challenges were observed and found about police functioning. An attempt has been made to suggest measures for improving the police and public relations.

- In view of the emerging trends in the crimes which are growing into complexity, the recommendations of various commissions and committees should be implemented to improve the old Police Act.
- The strength of police should be increased so that police can perform its duties and responsibilities of maintaining law and order in society effectively and efficiently. It will also be helpful in reducing the work load of 24 hour duty of police personnel. Moreover, the strength of women police should also be increased to stop the crime against women.
- The Government and police department should replace the old tools, weapons and investigative machineries with latest technology. For this purpose we can send our police personnel abroad to enable them to get themselves fully aware of the methods and techniques being used by the police in other countries. This will have direct bearing on their functioning and will also instill confidence among them.
- The police training should be made more effective. It should be equipped with the latest methods, methodologies and the skills which are useful for field work of police personnel, so that their knowledge and skill could be improved. The instructors/trainers should be motivated for taking interest in imparting training. To motivate them, they should be informed about the latest techniques and methods of training by conducting seminars, refresher courses, meeting with officers etc. Thus, there is an urgent need of continuous training of trainers.

- The Government should increase the salary of police personnel so that they do not face economic problems. The salary on the basis of Punjab and Chandigarh police would increase their morale and they will work with more enthusiasm. The govt. should take initiative in the identifying the sincere, dedicated and fully devoted police personnel who did not indulge in corrupt practices. These police personnel must be publicly honored this will definitely boost their morale.
- The facility of internet connection, Wi-Fi connection and CCTV should be installed in the department to instill confidence among women who go there for reporting crime. It would be better if NGOs of a repute are involved to motivate women and should train them to fight against crimes.
- The police and the public generally come into contact with each other only at the time of complaint registration, crime investigation and other some specific situations but the police department should make some provisions for regular meeting with community representatives to detect their problem and to make them aware of law and order situation in society. It would be better if open door administration camps are conducted time and again so that people should realise that the police is meant for redress of their grievance. It will definitely strengthen police-public relationship.
- The police should develop open, honest, and effective communication with public to create understanding and trust with people.
- The police personnel and members of society should be given training together to enable constructive participation in addressing the problems of law and order in the society. For this purpose seminar, conferences and workshops can be organised in the field itself. So that people in the general should not face any problem.
- The police department should encourage the employees for computer knowledge and they should be provided training in this regard so that e-policing could be made successful.
- The police should change its attitude towards public especially towards use of language. The police personnel should be given soft-skill training from time to

time to improve their language. For this purpose the police personnel should act as guide and friend to the common men.

- The police department should increase the number of Riders for surveillance and they should be made accountable for prevention of crime in their area.
- Police should have equal treatment with all categories, castes, religion and towards rich and poor people they should be sensitive towards their culture, custom and values, so that good relations could be maintain between public and police.
- The community policing should be a supporting point to increase the confidence and participation of public in the police. To make it successful the help of social scientists and latest researches should be taken in this matter.
- Police patrolling should be increased and the patrolling police employees should be responsible for the crime occurred during their duties.
- For effective law and order, the CCTV cameras should be installed on public places, crowded places and on cross-roads.
- To eradicate the fear of public and to increase the participation of public, the police should establish contact with the students at school level, college level and university level. Both of them, i.e., police and the people should share their opinions. They should be made aware about the public's responsibilities towards police and vice-versa.
- Police administration should be included in education policy as a compulsory subject. It will make strong police-public relation at the school level itself. The students will learn about police and understand their duty towards police and it will improve the police-public relations.
- These days efforts are being made for the achievement of basic objectives of good-governance, therefore, the time has come when stern actions should take place against corrupt police personnel. Those who are in the habit of collecting money by bad means, they should be brought to book.

If the above measures/suggestions are implemented sincerely, the government will be able to improve police-public relations.

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INTERVIEW SCHEDULE FOR POLICE PERSONNEL

Dear respondent, the information being collected through this schedule will be kept confidential and the same will be used only for research purposes. Please give unbiased answers to the questions freely and frankly.

- 1) Name:.....
- 2) Sex: Male/Female.....
- 3) Age (in years):.....
- 4) Educational Qualification: Middle/Matric/10+2/U.G./P.G./Any other (please tell).....
- 5) Category: General/SC/OBC.
- 6) Marital Status: Married/Unmarried.
- 7) Family: Single/Joint.
- 8) Designation.....
- 9) Name of police station where you are posted.....
- 10) What is your monthly salary?: (Rs).....
- 11) Are you satisfied with your salary?
 - a) Yes
 - b) No
 - c) Cannot say
- 12) Did you undergo any training after joining this post?
 - a) Yes
 - b) No
 - c) Cannot say
- 13) If 'yes', please, mention the name of course, duration and venue.....
- 14) Are you satisfied with the training imparted?
 - a) Yes
 - b) No
 - c) Cannot say
- 15) If 'no', please, tell the reasons.....

16) To what extent can training change attitudes, behaviour and habits of the police personnel?

- a) Not at all
- b) Considerable
- c) Great extent.

17) Do you feel proud of the choice of your profession?

- a) Yes
- b) No
- c) Cannot say

18) Are you satisfied with the present image of the police?

- a) Yes
- b) No
- c) Cannot say

If 'no' please tick the reason(s):

- i) Police-Public discord.
- ii) Hostile relation with politicians and political parties.
- iii) Harsh disciplinary control.
- iv) Poor pay and working conditions

19) Is there any handicap in your profession?

- a) Yes
- b) No
- c) Cannot say

If 'yes' tick the major handicaps

- i) Lack of timely promotion.
- ii) Heavy work and continuous duty.
- iii) Poor working conditions.
- iv) Poor pay and allowances.
- v) Political interference.
- vi) Lack of modern tools for scientific investigation.
- vii) Lack of exposure to modern developments in policing.
- viii) No meaningful powers delegation to the lower level officers.

- ix) Low level of participation of the public.
- x) Inhuman treatment by senior officers.
- xi) Any other

20) Do you want police reforms?

- a) Yes
- b) No
- c) Cannot say.

If 'yes', tick the priority areas:

- i) Police Acts and Rules.
- ii) Fixed duty time.
- iii) Improved Service conditions.
- iv) Increasing the strength of police force.
- v) Training.
- vi) Better infrastructural facilities.
- vii) Police-public rapport creating exercises.
- viii) Delegation of powers to the lower level officers.
- ix) Adoption of scientific methods of investigation.
- x) Functional style of the police.

21) How does public behave with police?

- a) Badly
- b) Good
- c) Cannot say

22) Are you satisfied with behavioural attitude of public towards police?

- a) Yes
- b) No
- c) Neither satisfied nor dissatisfied

23) To what extent is the public afraid of the police?

- a) Not at all
- b) Considerable
- c) To great extent.

24) Should the public have fear from police?

- a) Yes
- b) No
- c) Cannot say

- 25) Does the police get adequate public support?
- a) Yes
 - b) No
 - c) Cannot say
- 26) Do you think that the police success depends upon public support?
- a) Yes
 - b) No
 - c) Cannot say
- 27) Are people aware of their rights?
- a) Yes
 - b) No
 - c) Cannot say
- 28) Do you think that the people are aware of their duties?
- a) Yes
 - b) No
 - c) Cannot say
- 29) Does public freely seek your help and guidance?
- a) Yes
 - b) No
 - c) Cannot say
- 30) Do you think that common people cooperate with the police during investigation(s)?
- a) Yes
 - b) No
 - c) Sometimes
- 31) Do people follow the direction given by the police from time to time?
- a) Yes
 - b) No
 - c) Cannot say
- 32) Is there political interference in the functioning of the police?
- a) Yes
 - b) No
 - c) Cannot say
- 33) Do you think ruthlessness is the only technique to deal with erring citizen?
- a) Yes
 - b) No
 - c) Cannot say

34) Are you satisfied with work-load and 24 hours' duty?

- a) Yes
- b) No
- c) Cannot say

35) Do you think there is a need of reforms in police?

- a) Yes
- b) No
- c) Cannot say

36) If 'yes' give are your suggestions:

.....

(Thanks for your kind cooperation)

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INTERVIEW SCHEDULE FOR PUBLIC

Dear respondent, the information being collected through this schedule will be kept confidential and the same will be used only for research purposes. Please give your answers to the questions freely and frankly.

- 1) Name:.....
- 2) Sex: Male/Female.....
- 3) Age (in years):.....
- 4) Education Qualification: Illiterate/Literate if Literate please mention Qualification:
Primary/Middle/Metric/10+2/UG/PG/Any Other.....
- 5) Category: General/SC/OBC.....
- 6) Marital status: Married/Unmarried.....
- 7) Family: Single/Joint.....
- 8) Profession: Business/Service/Agriculture/Artisan/Labour/any other...
- 9) Name of District you belong to.....
- 10) Have you ever come into contact with the police?
 - a) Yes
 - b) NoIf 'yes', in what capacity?
 - i) As complainant
 - ii) As witness
 - iii) As accused
 - iv) As advocate
 - v) As intermediary
 - vi) As official.
- 11) How did you contact the police?
 - a) At my own
 - b) In response to summons
 - c) Through intermediate
- 12) At what level did you contact the police?
 - a) Station Level
 - b) Supervisory level
 - c) High ups.

13) How was the behavior of the police?

- a) Unsatisfactory because of :
 - i) Rudeness and discourteousness
 - ii) Impatience
 - iii) Non helpful attitude
 - iv) Tendency of lingering on
 - v) Any other.
- b) Satisfactory because of:
 - i) Pressure from departmental high ups
 - ii) Political pressure
 - iii) Approach of an influential person of the locality
 - iv) Avoiding public criticism
 - v) Any other.
- c) Cannot say..

14) Do you think that the police use polite language?

- a) Yes
- b) No
- c) Cannot say.

15) Whether your complaint was registered at the first instance?

- a) Yes
- b) No
- c) Cannot say.

16) When did the police generally register the complaint?

- a) At the first instance
- b) After two visits
- c) After three or more visits.

Explain as to how does the police generally register the complaint?

- i) After politician's intervention
- ii) After senior police officer's intervention.
- iii) On public pressure.
- iv) After taking bribe.
- v) At their own.

17) Was a copy of the F.I.R. given by the police?

- a) Yes
- b) No
- c) Cannot say.

18) Were the facts recorded correctly?

- a) Yes
- b) No
- c) Cannot say.

19) What impression do you carry about your interaction with the police?

- a) Good
- b) Bad
- c) Worst

20) Were you given information about progress in the investigation?

- a) Yes
- b) No
- c) Cannot say.

21) Whether your problem was solved?

- a) Yes
- b) No
- c) Cannot say.

22) Whether police took any action on the basis of your information?

- a) Yes
- b) No
- c) Cannot say.

23) Do you feel free to seek help from police?

- a) Yes
- b) No
- c) Cannot say.

24) When you were sitting in the police station, how was the dealing of the police personnel?

- a) Very Good
- b) Good
- c) Bad

25) Are you satisfied with the promptness of service provided by police?

- a) Yes
- b) No
- c) Cannot say.

26) Do you think that police is performing the duties honestly to the satisfaction of the public?

- a) Yes
- b) No
- c) Cannot say.

27) Were you satisfied with the service received from the police?

- a) Satisfied
- b) Dissatisfied
- c) Cannot say.

If not satisfied then, what are the reasons?

- i) Inadequacy of laws.
- ii) Inability of the police to apply law strictly.
- iii) Political pressure.
- iv) Indifference on the part of the police.
- v) Lack of proper training.
- vi) Lack of accountability.
- vii) Corruption.
- viii) Any other

28) Do you find deficiency in police functioning?

- a) Yes
- b) No
- c) Cannot say.

If 'yes', tick the deficiencies:

- i) Registration and investigation of crime.
- ii) Handling of law and order situation.
- iii) In keeping proper statistics and records.
- iv) Maintaining good public relations or image.
- v) In dealing with weaker sections including women.
- vi) Any other

29) Is the police corrupt?

- a) Yes
- b) No
- c) Cannot say.

30) Is the police biased?

- a) Yes
- b) No
- c) Cannot say.

31) Do you feel safe and secure in your district?

- a) Yes
- b) No
- c) Cannot say.

32) To what extent do you have confidence and trust in the police?

- a) To great extent
- b) To considerable extent
- c) Not at all

33) Do you feel that the police is capable enough to protect your life and property?

- a) Yes
- b) No
- c) Cannot say.

34) Would you suggest for the Haryana police reforms?

- a) Yes
- b) No
- c) Do not know

If 'yes', indicate the areas of reforms?

- i) Acts and rules governing the police.
- ii) Training and training methodology.
- iii) Organization and structure of police.
- iv) Any other.

35) Are you aware of your duty as a citizen to help and co-operate with the police?

- a) Yes
- b) No
- c) Cannot say.

36) How would you rate the Haryana police's relations with public?

- a) Good
- b) Bad
- c) Worst.

Kindly give suitable suggestions for improving the police public relations.....
.....

(Thanks for your kind cooperation)

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SUMMARY

In all societies, one of the basic responsibilities of government is ensuring the safety of life and property of its people. It is by creating and maintaining an efficient police force that the government provides a feeling of security enjoyed by the people. Security alone is not enough; in a democratic society, they also want to enjoy their individual freedom and rights without unwanted and illegitimate interference by a coercive and insensitive police force. India has been a primitive society with tradition of associating people in governance during the ancient times. Establishment of a police organization with preventive, investigative and prosecuting duties can be traced back to 'Vedas' like the 'Rigveda' and the 'Atharveda' where there is mention of crime and punishments. In the Ramayana of 'Valmiki', it has been found that there were squads of police to captivate 'Hanumana' in Lanka. Then in the same work there is a mention of mob control duties and traffic control when the whole population of the 'Ayodhya' turned up en-mass to great return of Lord Rama from exile. The 'Arthashastra' written by 'Kautilya' also describes the police system in broader manners. In this epic, it has been found that there were various policies in this regard (i.e. investigation policies, punishment policies, and crime prevention policies). The 'ManuSmriti' described that how the king took the help of police and spies to arrest the criminals. In the Mughal period, the mention of the officers like subedars, faujdars, thanedars did find place indicating in abundance that there was existence of strong police system at that time. When the British took over the reins of administration from Mughals in 16th century, the law and order situation in the empire was at very low ebb. They made various changes in the police system to control the law and order in the colonial state. First of all 'Lord Cornwallis' tried to improve it totally. He thought that ensuring happiness and rights of the people are important for the stability of the government. In 1843, Sir Charles Napier setup the Royal Irish Constabulary model of police force for his province. The model for the police given by the Napier soon spread to all the other parts of the country under the control of East India Company. Due to the revolution of 1857, there emerged a disorder in India that made the organization of police very necessary. A commission was appointed for thorough study of police organization in 1860. It gave its recommendations after thorough discussion and on the basis of these; a Police Act was made in 1861. The main principles of the Napier Model were not even changed by this commission. The Act

was about the organization of police system and the prevention of crime. This Act still exists in Indian police. The police reforms of 1860 remained a matter of debates and controversy for the rest of the century. And a second commission, known as Frasar Commission was setup by Lord Curzon in 1902 to examine the present police setup of police organization, strength, recruitment, pay-scales, etc.

The British Rule ended in 1947 and India became independent on 15th August, 1947, but this independence did not bring any significant change to the police administration. The central government has taken many initiatives for the reforms in the police by constituting expert commissions and working groups (i.e. Santhanam Committee, The Central Vigilance Commission, Administration Reforms Commission, Gore Committee, Shah Commission, The National Police Commission, National Human Right Commission, and Padmanabhaiah Committee). The commission and committees made for reforms provided various recommendations for aforesaid matters but there have been no sustained implementation of the recommendations. The union government established the police Act Drafting Committee under the chairmanship of ShriSoliSorabjee in 2005. The committee submitted a Model Police Act to the government in 2006. The committee's terms of reference were to draft a new police Act in the light of the changing role and responsibilities of the police in the society. The structure of the police has practically remained unchanged though the country became independent nation and has undergone tremendous changes at all levels. This change increases the role of police in maintaining law and order in the society. The very basis of the law and order in the society is public support, without the support of the public no government can maintain law and order in the society. Police and public relations are often discordant and unpleasant in India. The weakness of police-public relations in many parts of the country is today perhaps the greatest obstacle to effective policing.

Police and society themselves, have a vital bearing on their expectations and hence it affects their mutual relationship. The developments in policing nationally can provide us with important lessons for the improvement in police-public relations. The political factor also played a vital role in the development of police-public relationship. Because the police are the most powerful arm of a state, so the system of a state has a profound impact on police-public relationship. By preventing criminal activity and apprehending offenders, the police play a significant role in providing safety and dignity

to the people. The police also impact upon the social, economic and political situations and thereby contribute to the development and integrity of the nation. A healthy police-public relationship is vital to secure the desired measure of public involvement in the police operations to make it acceptable to society. The developments in policing nationally can provide us with important lessons for the improvement in police-public relations. Improved police-public relations will not only lead to greater levels of personal security but also have a significant role to play in the resolution of public conflicts and the development of more harmonious relations between various groups of public in the society.

Objective of study

The objectives of the present study are:

- to discuss the police system from historical point of view;
- to study the administrative structure, powers, functions and working system of the police administration;
- to evaluate the police-public relationship specifically pertaining to examining the behavioural attitude of police personnel towards public and vice-versa;
- to study the role of training and reforms thereof in improving police-public relationship;
- to evaluate the relationship of role performance of police and its impact on police-public relationship;
- to suggest the suitable measures for ensuring good relationship between the police and public.

Hypotheses

Following hypotheses have been formulated for the present study:

- It appears that both the size and role of police have been transformed over the years.
- It seems that the police personnel having too much work and unpalatable service conditions indulge in corrupt practices.
- The institutional weaknesses, incidence of political interference and indifferent attitude have a negative impact on the police performance.

- It is being felt that the police needs suitable training reforms in order to overcome harshness of behaviour, discourteousness, irresponsiveness to complaints and irresponsibility.
- The traditional system of working of police is said to be an obstruction in developing good police-public relations.

Research Methodology

The present study has been conducted on the state of Haryana because researcher belongs to this state and is fully aware of the area, people, officials and local language. Another reason for the selection of Haryana state is that so far no study has been conducted on this topic. For the effective maintenance of law and order in the state, there are four Police Ranges Ambala, Hisar, Gurgaon and Rohtak. From these ranges, Ambala range covering Ambala, Punchkula, Yamuna Nagar, Kurukshetra and Kaithal districts has been selected. From each of these districts, two police stations in urban and two in rural areas have also been selected randomly. Thus, in all these 20 Police stations have been selected. In the area of each police station, 10 male and 10 female have also been randomly selected hence the total sample of people was to consist of 400 persons but 20 persons were exclude from the sample as they did not come into contact with the police personnel and all the concerned police personnel have also been selected for interview.

Two sets of interview schedules were prepared and administered to the selected respondents. Discussions and observations have also been applied to get first hand information.

The secondary data have been collected from the books, journals, magazines, newspapers, statistical abstracts and annual reports.

CHAPTERISATION

The chapterisation is as follows:

The first chapter on **Introduction** covers the meaning, concept, historical development of police, new trends in police functioning, review of literature, objectives, hypotheses, research methodology and tools of data collection and chapterisation.

The Second chapter on **Police-Public Relationship: Theoretical Prospective** has been devoted to examine the relationship among police and public in Haryana.

The third chapter on **Organizational Structure: Functions, Powers and Working** explain the organizational structure of police in Haryana. It also discusses the functions, powers and working of the police.

The Fourth chapter on **Police-Public Relationship: An Empirical Analysis** examines their relationship. The data collected have been empirically analysed and inferences drawn.

The last chapter dwells upon the main findings, conclusions and suggestions. The broad conclusions and suggestions emerged from the data analysed:

- The hypothesis “It appears that both the size and role of police have been transformed over the years” is approved because it clearly show that the size and role have been transformed over the years. Haryana become a separate state on 1st Number 1966. At that time it comprised of one police range, six districts with strength of 12165 personnel only but now there are 21 districts, 4 ranges and 3 police commissionerates with a total strength of 56979 police personnel.
- It has been hypothesized that police personnel having too much work and unpalatable service conditions indulge them in corrupt practices and hence approved from the survey, it was found that majority, i.e., 62.5% of police personnel were dissatisfied with their salary structure; however, only 37.5% were satisfied with salary structure. It may be a cause of corrupt practices in the police to fulfill their financial needs. A big fraction of respondents, i.e., 60% said that the image of the police is not good. It was so because of hostile relations with politicians, police-public discord, political interference, poor working conditions, etc. The police force is deemed to be a disciplined force and the policeman is assumed to be on duty 24x7. In this regard an overwhelming majority (83%) of policeman say that they are not agreeing with it. An overwhelming majority (94.8%) of respondents said that there is corruption in police. They said that the police personnel generally asked the people who come into the contact to grease their palm. It has been found that a majority (60.8%) of people were not satisfied with the promptness in service provided by the police because there is corruption in the police department and it also works under political pressure.
- The hypothesis “The institutional weaknesses, incidence of political interference and indifferent attitude have a negative impact on the police performance” get

approved when the police personnel were asked about the handicaps in their profession, 95% respondents opined that there were a lot of handicaps in their profession such as lack of modern tools for scientific investigation, heavy work and continuous duty, no timely promotion, political interference and no significant powers to the lower level officers. That is why an overwhelming majority (89.5 %) of police personnel were in favour of reforms in police. The police personnel were asked about the behaviour of public with them, 63% affirmed that the public behaviour was bad; however, a few number of respondents (17%) reported good behaviour of public. On the contrary, majority (78.4%) of people opined that police behaviour was not good with them when they came into contact with police. Hence, it can be said that the relationship of police-public is not good in the state and both of them don't have trust on each other. The study shows that an overwhelming majority of respondents was of male in the selected police stations, whereas female police personnel were only 13% in the selected police stations.

The very basis of the investigation of crime is public support, without the support of the public no police can investigate the crime. As many as (66.5%) police personnel opined that the public don't help them in investigation of crime. Thus, the investigation of crime takes much time and resources of police which is a big hurdle in effective policing. The police department conveys the useful directions and information to public for maintaining law and order in the society from time to time. A majority (57%) of police personnel opined that the public doesn't follow the directions given by the police. On the other hand (30.5%) of police personnel said the people follow the directions of department.

Now-a-days, almost all the departments are suffering from the problem of political interference. The police department is also not untouched by it. A majority (71%) has responded that there is political interference in police department from top to bottom, which creates big hindrance in performance of their duties and honest functioning. Increase in anti-social factor in the society gives rise to misdemeanor, crime against women, and disarrangement in society and the police has to deal with them. Even then, a big (75%) number of police personnel opined that ruthlessness is not only the technique to deal with erring citizens.

The study shows that an overwhelming majority (89.7%) of respondents were of the opinion that there was deficiency in police functioning. They said that handling of law and order situation, registration and investigation of crime, in keeping proper statistics and record and maintaining good public relations or image and in dealing with weaker section including women are the major area of deficiency in functioning.

- The hypothesis “It is being felt that the police needs suitable training reforms in order to overcome harshness of behaviour, discourteousness, irresponsiveness to complaints and irresponsibility” is validate. The evidence of validation is as under:

As about the importance of training which is much necessary for effective and successful policing, a majority (79%) of police personnel agreed that training changes the attitude, behaviour, and habits of the trainee, whereas very few police personnel disagreed with it. A few number of police personnel were found dissatisfied with the training provided to them and said that field work training was not provided to them. In the present study, the people have been asked about the behaviour of police and it has been found that a majority of (76.9%) people were dissatisfied with the behaviour of police and the rest (23.1%) people were satisfied with the behaviour of the police. Regarding the use of language by the police, most (77.9%) of the people said the police hardly use polite language. Police generally abuse during their usual conversation which creates poor image of police. When people approach police for reporting the crime, the police generally use casual approach to them and don't register the complaint at first instance. A majority (58.5%) of people said that their complaint was not registered at first instance. Whereas (38.7%) people said that their complaint was registered at first instance.

A majority (61.2%) of people said that the police generally register the complaint after two and more than two visits. Most of them told that they had taken the help of politicians, senior officers, public pressure and bribe for the registration of their complaints. About half of the respondents said that the copy of FIR was not given to them. And a few (5.9%) number of people said that the facts were not recorded correctly in the FIR by the police. It has also been found that

the image of the police was not good on public. A majority of (55.8%) people opined that police dealt badly with them when they approached police station. Merely (18.4%) said that they had worst experience of dealing by police. As many as (68.4%) of people said that they had not been given any information about the progress of investigation in their case. Only (26.6%) people were informed.

When the people were asked about the solution to their problem by the police, a majority (56.5%) of people opined that their problem had been solved by the police. However, (26.1%) people opined that their problem had not been solved by the police. A big (61.6%) number of respondents were saying that the police is biased.

- Another finding has been that the strength of police personnel in Haryana is very less as compared to population in the state. The population per policeman has to be 423 people but in actual practice it is 665 people per policeman. This creates big hurdle in effective policing since the increase in the population gives rise to crimes. It has been found that 60.5% people said that they don't have faith and confidence in police. However, 36.6 % respondents said that they have considerable trust and confidence in police. So, it can be said that the police-public relations are not good. An overwhelming majority (81.6%) respondents expressed their views that the police-public relationship is bad in Haryana in present time, it is necessary to improve the relations between police and public for effective maintenance of law and order in the society. An overwhelming majority (86.6%) of respondents were in favour of reforms in Haryana police. They said that Acts and Rules governing the police, organization and structure of police, training and training methodology are major areas where reforms are required in police. However, few (3.7%) respondents said that there is no need of reforms in Haryana Police hence the hypothesis "The traditional system of working of police is said to be an obstruction in developing good police-public relations" approved.
- It is interesting to note that (38.9%) people felt comfortable in taking help from police.

- A majority (74.2%) of respondents said that they are aware of the duties to help and cooperate with the police. Only (7.1%) respondents said that they don't have any idea about it.
- A large percentage (63.5%) of police personnel responded that the public are not afraid of the police. Whereas a large majority of police personnel opined that the public should not be afraid of the police because the police exist for service, security, cooperation and welfare of public. However, a few (4%) number of police personnel supported view that the public should be afraid of police and advocated, if the public don't have fear of police, then they will not follow the directions and guidelines given by the police for maintaining law and order in the society.
- The very basis of the law and order in the society is public support; without the support of the public no government can maintain law and order in the society. A higher number of police personnel agreed upon the statement that success of police depends upon the support of public but majority (59%) of police personnel opined that they don't get adequate public support. However, some (31.5%) personnel asserted that they get support from the public.
- A majority (71%) of police personnel opined that the people are more aware about their rights and (38.5%) police personnel opined that the people are also aware of their duties.
- In this survey, it has been found that people freely seek the help and guidance of police. A majority (68%) of police personnel opined in favour of this statement. However, a few (10%) of police personnel did not agree with it.
- It has been found that 72.4% respondents felt safe and secure in their district. However, (23.7%) respondents said that they don't feel safe and secure in their district, most of them were women and the remaining selected respondents did not reply.

Suggestions

During the study, a number of problems and challenges were observed and found about police functioning. An attempt has been made to suggest measures for improving the police and public relations.

- In view of the emerging trends in the crimes which are growing into complexity, the recommendations of various commissions and committees should be implemented to improve the old Police Act.
- The strength of police should be increased so that police can perform its duties and responsibilities of maintaining law and order in society effectively and efficiently. It will also be helpful in reducing the work load of 24 hour duty of police personnel. Moreover, the strength of women police should also be increased to stop the crime against women.
- The Government and police department should replace the old tools, weapons and investigative machineries with latest technology. For this purpose we can send our police personnel abroad to enable them to get themselves fully aware of the methods and techniques being used by the police in other countries. This will have direct bearing on their functioning and will also instill confidence among them.
- The police training should be made more effective. It should be equipped with the latest methods, methodologies and the skills which are useful for field work of police personnel, so that their knowledge and skill could be improved. The instructors/trainers should be motivated for taking interest in imparting training. To motivate them, they should be informed about the latest techniques and methods of training by conducting seminars, refresher courses, meeting with officers etc. Thus, there is an urgent need of continuous training of trainers.
- The Government should increase the salary of police personnel so that they do not face economic problems. The salary on the basis of Punjab and Chandigarh police would increase their morale and they will work with more enthusiasm. The govt. should take initiative in the identifying the sincere, dedicated and fully devoted police personnel who did not indulge in corrupt practices. These police personnel must be publicly honored this will definitely boost their morale.

- The facility of internet connection, Wi-Fi connection and CCTV should be installed in the department to instill confidence among women who go there for reporting crime. It would be better if NGOs of a repute are involved to motivate women and should train them to fight against crimes.
- The police and the public generally come into contact with each other only at the time of complaint registration, crime investigation and other some specific situations but the police department should make some provisions for regular meeting with community representatives to detect their problem and to make them aware of law and order situation in society. It would be better if open door administration camps are conducted time and again so that people should realise that the police is meant for redress of their grievance. It will definitely strengthen police-public relationship.
- The police should develop open, honest, and effective communication with public to create understanding and trust with people.
- The police personnel and members of society should be given training together to enable constructive participation in addressing the problems of law and order in the society. For this purpose seminar, conferences and workshops can be organised in the field itself. So that people in the general should not face any problem.
- The police department should encourage the employees for computer knowledge and they should be provided training in this regard so that e-policing could be made successful.
- The police should change its attitude towards public especially towards use of language. The police personnel should be given soft-skill training from time to time to improve their language. For this purpose the police personnel should act as guide and friend to the common men.
- The police department should increase the number of Riders for surveillance and they should be made accountable for prevention of crime in their area.

- Police should have equal treatment with all categories, castes, religion and towards rich and poor people they should be sensitive towards their culture, custom and values, so that good relations could be maintain between public and police.
- The community policing should be a supporting point to increase the confidence and participation of public in the police. To make it successful the help of social scientists and latest researches should be taken in this matter.
- Police patrolling should be increased and the patrolling police employees should be responsible for the crime occurred during their duties.
- For effective law and order, the CCTV cameras should be installed on public places, crowded places and on cross-roads.
- To eradicate the fear of public and to increase the participation of public, the police should establish contact with the students at school level, college level and university level. Both of them, i.e., police and the people should share their opinions. They should be made aware about the public's responsibilities towards police and vice-versa.
- Police administration should be included in education policy as a compulsory subject. It will make strong police-public relation at the school level itself. The students will learn about police and understand their duty towards police and it will improve the police-public relations.
- These days efforts are being made for the achievement of basic objectives of good-governance, therefore, the time has come when stern actions should take place against corrupt police personnel. Those who are in the habit of collecting money by bad means they should be brought to book.

If the above measures/suggestions are implemented sincerely, the government will be able to improve police-public relations.