

## 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 16<sup>th</sup> 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 Carnwallis' 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 15<sup>th</sup> 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 1<sup>st</sup> 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.