

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 Fauzdar 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.²⁰This 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 create 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 term 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 Gujrat 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 change 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 proton-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 may 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.

Muthukumar⁶⁸ 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.

Joishnkar 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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