

**INFLUENCE OF
JANAMAITHRI SURAKSHA PROJECT ON THE COMMUNITIES
With special reference to Kollam East Police Station Limit**



Submitted to:
**Home Department
Govt. of Kerala**

Submitted by:
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INTRODUCTION

1.1 Background of the Study

Law Enforcement in a democracy is a process by which public security is ensured by securing and enlisting the willing co-operation of people who are simultaneously the beneficiaries of such enforcement. Citizens are subject to the law which they themselves create by means of established legislative processes; therefore they also need to proactively participate in the process of preventing violations of enacted law.

Community policing is the process which seeks the responsible participation of the citizenry in crime prevention at the level of the local community, conserving the resources, both of the community and of the police, in fighting against crimes which threaten the security of the community. It has gained currency across the world and is becoming the norm in all democratic countries. Their experience shows that by seeking the active co-operation of the public in performance of police duties, the process of Law Enforcement has become far more effective.

Community Policing projects taken up individually at various places have gained much acceptability in Kerala over the years. Therefore Government of Kerala has decided to integrate, in a phased manner, Community Policing into the structure of normal policing. '**Janamaithri Suraksha Project**' is the name given to the Community Policing Programme being adopted by the Kerala Police. The pilot project was initiated in 20 police stations across Kerala in 2008. It was further extended to 23 more police stations in the year 2009. The year 2010 witnessed an

expansion of the same to yet another 100 police stations. The Global Conclave on Community Policing held in Kochi on 3rd and 4th November added more value to the efforts done by the Kerala Police so far.

Lawlessness & rising crimes rate and the paucity of the strength of the police vis-a-vis the increasing responsibilities, have contributed for the rethink on the existing police system and introduction of the Janamaithri Suraksha Project.

A number of activities have been planned and carried out by the beat officers appointed and trained under the Janamaithri Project for the prevention and minimization of crime and anti-social activities. The major activities in this regard are:

1. Pride Suraksha Scheme (A Night Watch Scheme)
2. Subhayathra (Traffic Awareness Campaign)
3. Navodayam (Anti Drug Awareness Campaign)
4. Sthree Suraksha Sandesam (Protection of Women & Children)
5. Suvarnavarsham (Awareness campaign)
6. Police-Security Agencies coordination Scheme
7. Police Foreigners Assistance Programme
8. Police- Manpower Association Coordination programme
9. Janamaithri Suraksha Paddhathi (Ensure Safety and Security of the Community with active co-operation of Public)

These activities are being carried out by the relentless efforts of the beat officers of the particular beats with the help of the Janamaithri Samithis formed in the communities. It thus attempts to abridge the gap between the police and the general public.

From the year 2008, the project has expanded or enhanced its presence to a number of regions believing it to be an effective medium for building up police-public relationship. Nevertheless, such an expansion does require a scientific base wherein the impact or effectiveness of the same is being assessed and loopholes be cemented.

With this intent of critically analyzing the project focusing on its pros and cons, the present study has been undertaken to analyze the effectiveness of Janamaithri Suraksha Project in relation to the crime prevention and police-public relationship and thereby take steps to make it more appealing, receptive and educative to a greater population of the state.

1.2. Objectives

1. To understand the socio-economic profile of the respondents
2. To study the Knowledge/awareness about Janamaithri Suraksha Project (JSP)
3. To assess the activities carried out by the beat officers
4. To analyze the visits undertaken by the beat officers
5. To find out the impact/effectiveness of the Janamaithri Suraksha Project.
6. To identify the weaknesses/limitations of the project in its implementation.
7. To suggest appropriate measures for improving the effectiveness/impact of the Janamaithri Suraksha Project

1.3. Methodology

Geographical Area

Kollam Corporation east, of the Kollam district of the state of Kerala formed the Geographical area of the study.

Kollam East police station limits has 10 Janamaithri Beats and each beat is looked after by 1 beat officer and 1 assistant beat officer (woman)

Profile of the study area

Kollam known to the Portuguese as Quilon is a city and a municipal corporation in Kollam district in the Indian state of Kerala. It lies 71 Kilometres north of the state capital Thiruvananthapuram. It is bound on the south by Trivandrum district, on the north by Pathanamthitta and Alappuzha, on the east by TamilNadu and on the west, the Arabian Sea. The town is very famous for cashew processing and coir manufacturing. It is the southern gateway to the backwaters of Kerala, and a tourist destination.

Kollam is one of the oldest towns of Kerala. It is the headquarters of Kollam district and the major service centre of the district. It is also an important commercial and industrial centre in the southern part of the State. Kollam is a historically important place from the ancient period having trade relations with foreign countries.

Kollam City is, for purpose of governance, divided into 55 wards/ divisions. On an average every ward may consist of a population of about 7000. The city area accommodates 361560 persons (2001) in 78182 households spread out in 55 wards of the city



Universe

The population of the 10 beats of the Kollam East police station limits formed the universe of the study.

Sampling

From the 10 beats of Kollam East police station limits, 250 respondents were randomly selected from different locations viz. households, roads, business centres, educational institutions, government offices and worship centres. Special attention was given to include a good gender representation of women.

1.4. Methods & Tools of Data Collection

Methods

Interviews, Informal discussions and desk review were the methods used for the data collection.

Tools of Data Collection

Interview schedule: the pre-tested interview schedule, which was prepared in consultation with experts, was administered among the respondents.

1.5 Sources of Data

The primary data was obtained through this 250 people interviewed. The study reports and other documents pertaining to the subject of study made the source for the secondary data.

1.6 Data Processing & Analysis

Statistical Package for Social Sciences (SPSS) which is a brilliant analytical tool for research analysis was made use of in the computer, for processing and analyzing the data collected.

JANAMAITHRI SURAKSHA PROJECT – AN OVERVIEW

Though Community Policing is not a new concept , its implementation in Kerala under the title Janamaithri Suraksha Project is a new effort with an aim to bridge the gap between the police and public on countering crime and anti-social activities. This chapter sketches in brief an overview of the project since its inception.

2.1 The Beginning

It's very critical that a law enforcement agency enjoy respect from the people of the country, otherwise it will not be able to serve the society effectively. Today the society expects the police to be providers of security, safety and succour. Presently, more than ever, there is a growing realization of the need for efforts on the part of the police themselves to promote the welfare and interest of the citizens. Recognizing the pressing need for improving relation between the police organization and the people of the state and with the aim of ensuring all round security of citizens, the Govt. of Kerala has taken steps to facilitate the adoption of community policing initiative.

Government of Kerala appointed Justice K.T Thomas Commission, in order to get suggestions for police reforms submitted its report in 2006. The report recommended that the government should implement community policing on an experimental basis. Accordingly the government asked the Police Department to prepare and submit a draft scheme. The draft scheme submitted by the department

in 2007 was discussed elaborately at various levels and based on suggestions/recommendations by various persons a final project was prepared by the police department. The project in a nut shell is discussed below.

2.2 Objectives of the Janamathri Surakasha Project

This project of Janamathri Suraksha Project has been designed and is structured so as to facilitate closer community involvement in ensuring security and safety within communities.

The objectives of the project were:

1. To prevent crime in the society.
2. To elicit co-operation of the police and the public in security matters.
3. To ensure mutual co-operation of members of the public in the domain of security

The project envisages to strengthen the community policing theme by achieving the support of the local community. It is not a project aimed at bettering the image of the Police. It is also not a project wherein police duties are performed by the citizens. Rather it is a project to professionally strengthen Police and increase its accessibility to the needy public through close interaction with a better understanding of the public. Through the Beat Officers, every citizen living in the area will be known to the police and every citizen will be acquainted with the Beat Officers.

2.3 The Components

Janamathri Beat is the major component which centers around Beat officers who are police constables/Head Constables/ Asst. Sub Inspectors specially selected and

trained. The other components included in the project for better and effective results are; Janamaithri Suraksha Samithi and Janamaithri Kendrams are the other components which are designed in the project for the

2.3.1 Janamaithri Beat

A Janamaithri Beat Unit is a local area that includes 500 houses. A Police Station jurisdiction may be divided into as many 'Janamaithri Beats' as required. One Beat area should not exceed 3 Square Kilometers. The idea is that a Beat Officer should be able to cover a 'Janamaithri Beat' within a few hours' time. An example is a Post Man who is able to cover his beat area on an everyday basis. Similarly a Beat Officer also should be able to cover his beat area completely during a day's duty. Within 3 months of taking charge, every Beat Officer should personally know at least one member of every household in his beat. Every road, lane and by-lane in the beat should be well known to the Beat Officer. The Beat Officer should know not only the houses but also all other establishments in the beat area. He should constantly interact with service providers in the area like postmen, linemen, milkmen, gas agencies etc because they are the persons who frequent the area practically on a daily basis and should have constant channels of communications open with them at a personal level. The Beat Officer should also keep a rough map marking the major junctions, buildings etc. of the area. He should also keep a diary containing the phone numbers and address of all important establishments and persons. A copy of the map and the diary should be kept in the Police Station also.

Janamaithri Beat Officer and his Duties

Each 'Janamaithri Beat' will be in charge of an Assistant Sub-Inspector or a Head Constable. The serving of summons, execution of warrant, locating the address, handling the Complaint Box and all other duties to be performed by the police in

the area will be coordinated and done by the Beat Officer, subject to the supervision by the Station House Officer. Within 3 months of taking charge, every Beat Officer should personally know at least one member of every household in his beat. Every road, lane and by-lane in the beat should be well known to the Beat Officer. The Beat Officer should know not only the houses but also all other establishments in the beat area. He should constantly interact with service providers in the area like postmen, linemen, milkmen, gas agencies etc because they are the persons who frequent the area practically on a daily basis and should have constant channels of communications open with them at a personal level. The Beat Officer should also keep a rough map marking the major junctions, buildings etc. of the area. He should also keep a diary containing the phone numbers and address of all important establishments and persons. A copy of the map and the diary should be kept in the Police Station also. The name and identity of the Beat Officer may be exhibited at important places in the beat area. This will help the public to know their Beat Officer. The name and identity of the Beat Officer may be exhibited at important places in the beat area. This will help the public to know their Beat Officer. At least thrice a week the Beat Officer should reach a pre-announced place at a pre-announced time so as to contact the public as well as to receive complaints from them. The details of such public contact programmes such as place, date, nature of complaints and suggestions received etc. may be entered in the beat diary by the Beat Officer, who may get it countersigned by the Station House Officer. Apart from the beat diary, a beat register should also be kept by the Beat Officer. This register, containing the details of daily matters, petitions etc., should be countersigned by the Station House Officer. The Beat Register should be kept in the Police Station. For, at least 20 hours in a week, the Beat Officer should go around the beat area on foot and do his work by contacting the public. The Beat Officer should gain the confidence of the public in his area in such a manner that

any common citizen would feel free to approach him in a fearless and comfortable manner. The Beat Officer should be a role model to any citizen as far as his manners, etiquette and character are concerned

2.3.2 Janamaithri Suraksha Samithi

A 'Janamaithri Suraksha Samithi' is an essential mandate to be formed in every police station. It's the responsibility of the Samithi to undertake and implement the 'Janamaithri Suraksha Project' within the limits of the respective Police Station. The Circle Inspector may suggest the names of persons to be included in the Samithi and Station House Officer may help the C.I in this regard. The Sub-Divisional Police Officer may examine such names and such list of names will be submitted to the District Police Superintendent. After due consideration and such consultation as he may deem proper, the District Police Superintendent will constitute the Samithi and inform the concerned. The Samithi should have proportionate representation from among women and the Schedules Castes and Tribes. Respectable citizens from the locality who are active in the educational and cultural field should be included in the committee. High School/College Headmaster/Principal, Teachers, Retired Officers, Ex-servicemen, Corporation/Ward councillors, Merchants, NGOs, Workers' representatives, Residents' Association office-bearers, postmen, Kudumbasree office bearers etc. may be included in the Committee. Preference may be given to include office bearers of Residential Associations. Those who are involved in any criminal case should not be included in the Committee. Office bearers of any Political party need not be excluded from the Committee if they fulfill other conditions. Care should be taken to pre-empt allegations that any communal or political interest is treated with any special advantage. The structure of the Samithi should be in such a way that, ordinary citizens with civic sense and sense of social responsibility get an

opportunity to utilize their talents for the greater safety of society at the local level. The process of constitution of the samithi should be above board, and the members should be persons who command the respect of the community. The Samithi should have at least ten members, and preferably not exceed 25. From amongst the Samithi members, the District Superintendent of Police may nominate one member as the Convener. The meetings of the Samithi will be chaired by the Circle Inspector of Police and the Station House Officer will officiate as Secretary. An Additional Sub Inspector or an Assistant Sub Inspector from the Police Station may be designated as the Community Relations Officer by the Station House Officer. The Community Relations Officer should dedicate himself to the cause of implementation of the 'Janamaithri Suraksha Project' and should render all help to the Station House Officer for the success of the programme. The Samithi may be reconstituted every two years. The District Superintendent of Police may remove any member, who involves himself in any crime case or acts involving moral turpitude.

Meetings of the Samithi

The meeting of the Samithi should be held at least once in a month, at a pre-announced date and place. In the meeting, the public residing in the Beat of that area, (or of other areas, if they so desire) can attend and give their suggestions. The participation of maximum number of people from the local Beat may be ensured. In case the participation of the public is very meagre, the Samithi may examine the reason for the same and give necessary advice to the Beat Officer. The minutes of such meetings should be prepared by the Station House Officer (Secretary) and a copy of the minutes should be sent to the Deputy Superintendent of Police and the Superintendent of Police. The supervisory officers should examine the minutes, assess the quality of the meeting, and in case it is felt necessary, provide advice to

the Station House Officer. The Sub-Divisional Police Officers may attend such meetings once in three months; and the Superintendents of Police may attend such meetings at least once in a year. Apart from the monthly meetings, the Samithi may hold such other meetings as and when need arises.

Activities of the Samithi

Different projects, chosen as per need, may be implemented after discussions and decisions in the Samithi meetings. As per local needs, the following types of projects, inter alia, may be implemented.

- Night patrolling with public co-operation
- Coordinating with private security guards
- Knowing new residents and strangers
- Fitting Burglar Alarm and security systems
- Helping senior citizens and physically challenged citizens
- Protection of women and children
- Awareness programmes
- Traffic Warden Systems
- Organizing Counselling centres to resolve family discords, drinking habits etc. may be started
- Monitoring maintenance of street lights, traffic lights etc.
- Implementation of projects encouraging blood donation, eye donation, organ donation etc.
- Organizing Self Defence Courses
- School -based safety & vigilance programmes
- Cooperating with Kudumbasree Units etc.
- Preventing illicit sale of liquor and drugs

- Monitoring illegal financial institutions
- Complaint Card Systems
- Disaster Management and Mitigation
- Trauma, Rescue and First Aid Projects
- Victim Support Cells

If so required, for the implementation of a particular project, sub-committees may be appointed for a particular area or for a particular project. Formation of such sub-committees can be done during the Samithi meetings and such Sub Committees can include persons appropriate to the task intended. The membership of such sub committees need not be confined to the members of the Station Level Samithi.

District Advisory Samithi

It's an Advisory Committee headed by the District Superintendent of Police that ensure proper supervision regarding the functioning of 'Janamaithri Suraksha Project' at District level. Members of Parliament, Members of Legislative Assembly, Municipal Chairmen / Mayor as well as other important personalities nominated by the Superintendent of Police may be included in the Committee. Normal size of this committee is with a member strength varying from 10 to 20. This committee is scheduled to convene a meeting once in three months and review the working of Janamaithri Suraksha Samithis of the concerned District and give necessary suggestions, instructions etc. for improvement of their performance

2.3.3 Janamaithri Kendrams

Janamaithri Kendrams were opened in some places keeping in mind to Popularize the concept of Janamaithri Suraksha Project. They function in some districts and in some battalions. These centers help people to come and interact with police. Also

these centers organizes classes on traffic safety, career guidance etc. in an effort to bring people closer and to solve some of their problems and concerns. It is proposed to start Janamaithri Kendrams in 10 more places.

The main objectives of the Kendarm is to function as an information kiosk, developing Janamaithri Yuvakendram, to provide sports and youth training facilities, counseling space and facilities for women, giving career planning and self employment training, anti drug campaign, palliative care training, traffic education centre/traffic education park and any other activities facilitating police – community interface helping police to serve the community in a better manner.

A notice board may be put up giving various news items, photographs etc on Janamaithri Suraksha Project. Various posters inculcating traffic sense, Civic sense etc among student community may be put up.

Kendrams also take effort in putting posters depicting helpline numbers, awareness posters on drug abuse, crime against women etc which would come as instant help for them.

The centre has the scope to be developed as a community interaction centre. Here help from the public is sought in reducing traffic accidents, natural calamities etc.

Voluntary groups/organizations etc which are working in the field of promoting peace, National Integration and communal harmony may be encouraged to associate with the centre.

Youth are also encouraged to work in the project, under ‘Janamaithri Yuvakendram’.

ANALYSIS AND INTERPRETATIONS

Janamaithry Suraksha Project which aims at the responsible participation of the citizens in crime prevention at the level of the local community, conserving the resources, both of the community and of the police, in fighting against crimes which threaten the security of the community has already made a progress and is gradually getting rooted in the soil of Kerala. Nevertheless, it is not yet known how far the project has been effective or whether it has started yielding fruits. The present study has attempted to gauge into this aspect in a detailed manner. This chapter presents a detailed analysis of the same through the following 7 sections viz., section-1: Socio-economic profile of the respondents; section-2 Knowledge /awareness on Janamaithri Suraksha Project (JSP); section-3 Activities carried out by the Beat officers; section-4 Beat officers' visits and allied matters; section-5 Effectiveness/impact of the project; section-6 Weaknesses / limitations of the project and section-7 Suggestions for improvement.

3.1 Socio-Economic Profile

Ability of the stakeholders to respond critically is essential while evaluating or assessing a programme/scheme. Accordingly an effort has been made here to elicit basic socio-economic characteristics of the respondents under study using the variables: age, sex, education, marital status & religion, occupation and income.

Age

Janamaithry Surksha project is not restricted to any one segment or section of the community. Rather it embraces the entire community. Subsequently, perceptions of people from all age groups are paramount to have a holistic view on the same. The data on age clearly spells out that the study had considered this factor to a great extent as the respondents included youngsters, middle aged and elderly. Their age varied between 24 and 87. Majority (66.8%) however, were in their middle age i.e., between 35 and 60 yrs. The youth (24-35 yrs) and elderly (above 60 yrs) formed 18.8% and 14.4% of the total respondents respectively. (*Refer to table 3.1.1*)

Age-wise thus, the study has attempted to cover all groups who had comparatively a higher ability to respond to a query in a critical manner which naturally contributed in eliciting a true picture on the Janamaithry Suraksha project.

Sex

Sex-wise, females outnumbered the males by a margin of 8 per cent wherein while the males constituted 44%, the females formed 56% of the total sample size. The figures clearly showed that the study had taken into consideration the perceptions /views of both the sexes of the society on the subject of study obliterating the bias in the views. (*Refer to table 3.1.1*)

Religion

In concurrent with the religion-wise distribution of the households in Kerala wherein the Hindu households outnumbered the other communities, a higher number (70.8%) of respondents under study hailed from Hindu religious background. The Christians and the Muslims on the other hand formed 20.8% and 8.4% of the total universe of the study respectively. (*Refer to table 3.1.1*)

Education

Here again, people from all educational background participated in voicing their perception on the assessment of the project which makes the picture more accurate.

It is seen from the figures in the following table that the educational background of the respondent varied from illiterate to post-graduate. Nevertheless, most belonged to high school and graduate level of education with 43.6% and 28% respectively. Those with post-graduation and professional degrees were comparatively lesser with 7.6% and 3.6% each. (Refer to table 3.1.1)

Table No. 3.1.1
Profile of the Respondents

Age group	Frequency	Per cent
24 - 35	47	18.8%
35 - 45	58	23.2%
45 - 60	109	43.6%
Above 60	36	14.4%
Total	250	100%
Sex		
Male	110	44%
Female	140	56%
Total	250	100%
Religion		
Hindu	177	70.8%
Christian	21	8.4%

Muslim	52	20.8%
Total	250	100%
Education		
Illiterate	4	1.6%
Primary school	39	15.6%
High School	109	43.6%
College	70	28%
Post Graduate	19	7.6%
Professional	9	3.6%
Total	250	100%

Marital status

Marital status of the respondents showed that excluding a minor per cent of 2.4% all the others were married. The figures thus indicated that most of the respondents were people with a varied experience to respond to any query in a critical and practical manner. (Refer to table 3.1.2)

Table No. 3.1.2
Marital Status of the Respondents

Marital Status	Frequency	Per cent
Married	244	97.6%
Unmarried	6	2.4%
Total	250	100%

Employment status

Kerala is a state known for a higher number of unemployed and under employed people especially youth and women. The empirical data too goes in line with the state trend wherein the unemployed formed a major group with 63.6%. A reason for the high number of unemployed in the present study might be due to the fact that majority of the respondents were women and they were mostly housewives who were unemployed. (*Refer to table 3.1.3*)

Table No. 3.1.3
Employment Status of the Respondents

Employment status	Frequency	Per cent
Employed	91	36.4%
Unemployed	159	63.6%
Total	250	100%

Annual Income

The analysis on the annual income of the households showed that majority (64.4%) of the households were earning an income of below Rs. 25000/- only. Those earning an income between Rs.25000/- and 50000/- followed next with 17.2%. The remaining 18.4% were earning an annual income or Rs. 50000/- and above. The data on annual income thus portrayed that the survey had representation from different income levels and that majority were from a lower economic strata. (*Refer to table 3.1.4*)

Table No. 3.1.4
Annual Income of the Family

Annul income (in Rupees)	Frequency	Per cent
Below 25000	161	64.4%
25000-50000	43	17.2%

50000-75000	14	5.6%
75000-100000	1	0.4%
100000-150000	19	8.4%
150000-200000	2	0.8%
200000-250000	2	0.8%
Above 3 Lakhs	6	2.4%
Total	250	100%

The socio economic profile of the respondents under study thus highlighted that the study in order to have a comprehensive picture on the subject of study had covered all age, sex, income, religious groups. Coverage of people of diverse characteristics does contribute in eliciting a complete and real impact of the Janamaithry Suraksha Project.

3.2 Knowledge/Awareness on Janamaithri Suraksha Project (JSP)

Any project or scheme to realize its objectives has to penetrate into the minds of people. Same is with the Janamaithry Suraksha Project. Hence, a probe was carried out to look into the knowledge/awareness level of the people regarding the project using the variables: Extent of knowledge/awareness about the JSP, period of receipt of such knowledge, Beneficiaries of the project and the source of information about the project.

Extent of knowledge/awareness about the JSP

The data in relation to the knowledge/awareness showed that an overwhelming majority (98.8%) had obtained at least basic information regarding the Janamaithry Suraksha Project. However, a minor percentage of 1.2% reported on the negative. Variation according to sex was only minimal. The negative responses in this regard

indicated to the fact that the information regarding the project still requires to reach out to every nook and corner of the society to make its effect to the maximum. (Refer to table 3.2.1)

**Table No. 3.2.1
Knowledge /Awareness about Janamaithri Suraksha Project
and Sex of the respondents**

Sex	Knowledge /Awareness		Total
	Yes	No	
Male	108	2	110
	98.18%	1.82%	100%
Female	139	1	140
	99.29%	0.71%	100%
Total	247	3	250
	98.80%	1.20%	100%

Period of receipt of knowledge

Kollam police station limits were covered during the first phase of the implementation of the Janamaithry Project in 2008. The duration of the awareness level of the people on the project hence varied between several months to years. Majority (76.1%) however, had heard about the project for a year or below. Those who reported of awareness for the past two years or more constituted 23.8%. (Refer to table 3.2.2)

The figures thus portrayed that most of the people had received the information about JSP from its initiation stage at Kollam. The efforts of the home department thus are found to be fruitful as at least a good number of people acquired knowledge about the project. However, efforts are required to be made for linking

the knowledge/awareness about the project with the practice of associating with the police in undertaking various activities in the community. This does invite for wide coverage about the project through various media in an in-depth manner.

Table No. 3.2.2
Period of knowledge/awareness

Sex	Period of Knowledge				Total
	Below 1 Yr	1 Year	2 years	Above 2 Yrs	
Male	38	37	28	5	108
	35.19%	34.25%	25.93%	4.63%	100%
Female	53	60	22	4	139
	38.13%	43.17%	15.83%	2.87%	100%
Total	91	97	50	9	247
	36.85%	39.27%	20.24%	3.64%	100%

Sources of Information

The sources of information regarding the Janamaithry Suraksha project varied from various media to persons. Three fourth (75.7%) reported that they received the information from the Janamaithry police. Print media was the second major source of information as 27.9% reported about the same. The other sources viz., Govt. Public Programmes, relatives and friends and govt. publication were reported only a minimum number of respondents i.e., 4.04%, 2.83% and 1.21% respectively. (*Refer to table 3.2.3*)

The secondary sources related to the project in Kollam showed that a number of other activities such as visits by the police, seminars, workshops, tableaux, public

meetings, creation and distribution of IEC materials were carried out for the information dissemination on the Janamaithri Suraksha Project.

The field visits and interaction by the police found to be the major source of information.

Table No. 3.2.3
Sources of Information about Janamaithri Suraksha Project

N=247

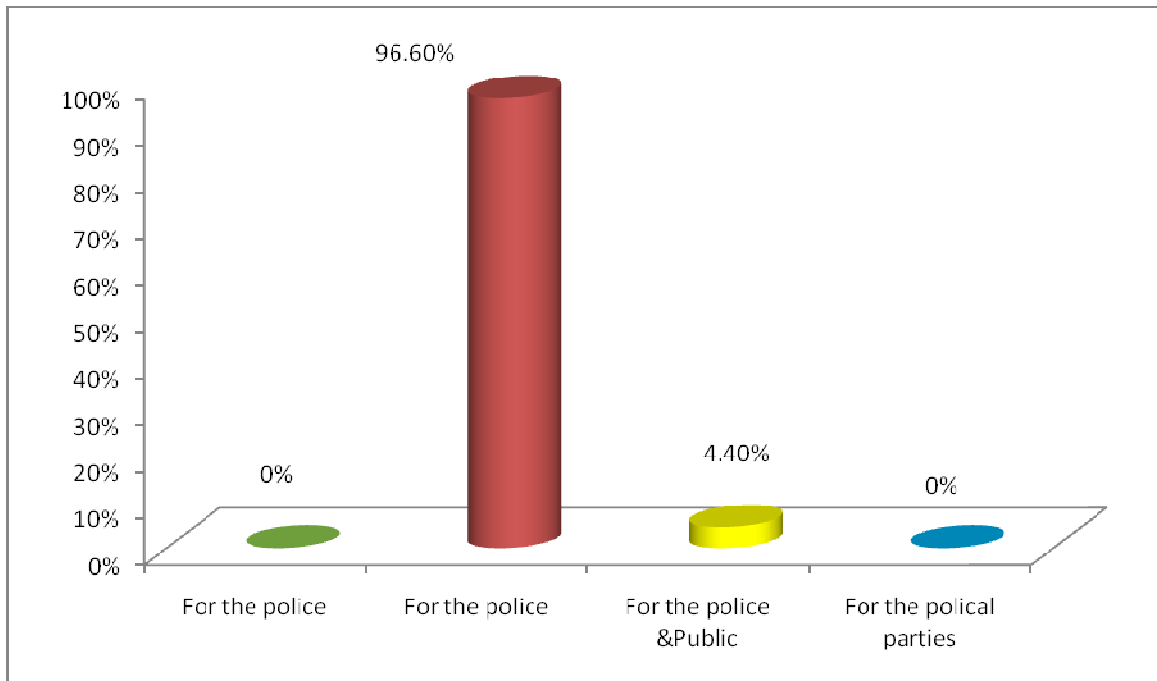
Source	Frequency	Per cent
From the Janamaithri Police	187	75.71%
Relatives and friends	7	2.83%
Print Media	69	27.94%
Govt. Public Programmes	10	4.04%
Govt. Publications	3	1.21%

Beneficiaries of the project

Clarity of any project/scheme depends greatly on the target group for whom it has been designed. The probe in this regard showed that an overwhelming majority (96.8%) of the respondents reported the beneficiaries of JSP as people in the community. A few others (4.04%) reported that the project stood for the welfare of public and the police. *(Refer to Figure 3.2.1)*

The responses in this regard highlighted that a great majority of the people had basic information regarding the project as they knew the target population for whom the project was envisaged.

Figure No. 3.2.1
Beneficiaries of the project



It is thus evident from the above that almost cent per cent of the respondents under study were aware of the project and most had gained the information from the Janamaithry police. However, not many had an in-depth understanding about the project. This naturally invites for extensive campaign about the same across the state.

3.3 Activities carried out by the beat officer

Janamaithri Suraksha Project aims to secure a safe and peaceful life for the community as a whole. Accordingly, the project envisages a number of activities of different dimensions ranging from traffic related activities to promotion of healthy life styles. A few of the activities envisioned in the project are: night

patrolling, co-ordinating private security guards, building up infrastructure for security which includes stranger check programme, protection of senior citizens, security and welfare of women and children, crime stopper system, traffic warden system, blood donation programme, school/college Jagratha Samithis, Vanitha Jagratha Samithis, Security for Taxi/Auto Drivers & other labour, Anti Drug / Liquor Programme, Complaint Box, Disaster Mitigation Voluntary Committee, Victim Support Cell and Environment Friendly Samithi

However, the activities are implemented on a location specific manner wherein activities suited for a particular area are selected for implementation. The selection of activities is based on a series of discussions and debates in the Janamaithri Suraksha Samithi on its presentation at the samithi by the Station House officer and Beat officer.

This section describes in detail the activities carried out in Kollam East Police station limit of Corporation of Kollam under the banner of Janamaithri Suraksha Project. The probe in this regard was undertaken by analyzing the activities carried out in relation to traffic, hygiene, interaction with children, night patrolling and protection of women

Traffic related

Active and constructive participation of the community in the local community issues is one of the envisioned objectives of the JSP. Congested roads and frequent traffic blocks are a common feature seen in Kerala. Accordingly community participation in solving or streamlining the problem has a vital role. Hence an inquiry was carried out to understand if any activities related to traffic have been carried out under the banner of JSP.

Responses showed that out of the 247 respondents who knew about the project and its activities, only 34.4% stated about the organization of the traffic related activities. The remaining however, remarked about either non-conduct or about their ignorance. A high percentage of responses on the negative end indicated either the non-publicity of the project/activity or the non-conduct of the same as an extensive and frequent manner.

Analysis according to age pointed out that comparatively the young and middle aged groups of 35-45, 45-60 and 24-35 age groups reported positively about the traffic related activities. (*Refer to table 3.3.1*)

The activities carried out by them in the study area were: enforcement of traffic rules near school premises and busy roads, enforcing use of seat belts and helmets, use of zebra lines and speed breakers, traffic warden system, traffic controls at bus stops, distribution of traffic rules, awareness classes on traffic rules and display of traffic rules.

**Table No.3.3.1
Conduct of Traffic Related Activities and Age of the Respondents**

Age	Conduct of Traffic Related Activities			
	Yes	No	Don't know	Total
24 to 35	16	22	9	47
	34.04%	46.81%	19.15%	100%
35 to 45	22	23	13	58
	37.93%	39.66%	22.41%	100%
45 to 60	37	45	24	106

	34.91%	42.45%	22.64%	100%
above 60	10	19	7	36
	27.78%	52.78%	19.44%	100%
Total	85	109	53	247
	34.41%	44.13%	21.46%	100%

Hygiene related

Yet another activity that was undertaken within Kollam East Police Station limits under the banner of JSP was that of Hygiene related activities. However, only 33.2% reported on the positive regarding it.

A cross analysis of the same in relation to sex showed that comparatively a higher number (39.6%) of females reported about the conduct of the hygiene related activities in Kollam East police station limits. (*Refer to table 3.3.2*)

Major activities carried out in this regard were: one week cleanliness drive, appointing people to collect waste, environmental cleaning and organization of community awareness classes.

Table No.3.3.2

Hygiene Related and Sex of the Respondents

Sex	Conduct of Hygiene Related Activities			
	Yes	No	Don't Know	Total
Male	27	61	20	108
	25%	56.48%	18.52%	100%
Female	55	65	19	139
	39.57%	46.76%	13.67%	100%
Total	82	126	39	247

	33.20%	51.01%	15.79%	100%
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Interaction with Children

Janamaithri Suraksha Project entitles to cover all sections of the people. Children or students are a major stakeholder group who is targeted through the project as they form the foundation for the future. Further, children are an easy entry point to the community. Subsequently, one of the major activities that are being carried out by the beat officers is the interaction with children and students either in the community or in educational institutions. It acts as one of the best means of propaganda about the project. Adding to the interaction, a number of activities could also be envisioned through these interactions and their strengths and energy could be utilized positively for the construction of the community whereby they can be moulded into responsive and responsible citizens.

As the interaction with children has a very effective role, a probe was carried out to find whether any such efforts were undertaken on behalf of the beat officers. The findings in this regard portrayed that only 36.8% of the respondents agreed of having conducted interaction with the children. Non conduct of the programme was stated by 45.7% and the remaining 17.4% were ignorant as to whether any such activity was carried out or not. Lesser number of positive responses to an extent exhibits low penetration of the project into the minds and lives of people in the community.

Analysis according to age depicted that the middle aged (35-60yrs) outnumbered the other age groups with respect to the number of positive responses. (*Refer to table 3.3.3*)

The activities carried out among the children were: awareness on traffic rules, awareness on road safety, awareness regarding Janamaithri, friendly interactions with children, talk about education, and class on public speaking

Table No.3.3.3

Interaction with the Children and Age of the Respondents

Age	Interaction with the Children			
	Yes	No	Don't know	Total
24 to 35	16	21	10	47
	34.04%	44.68%	21.28%	100%
35 to 45	25	25	8	58
	43.10%	43.10%	13.80%	100%
45 to 60	41	47	18	106
	38.68%	44.34%	16.98%	100%
above 60	9	20	7	36
	25%	55.56%	19.44%	100%
Total	91	113	43	247
	36.84%	45.75%	17.41%	100%

Night patrolling

One of the steps designed by the Janamaithri Suraksha project to safeguard the lives and property of the people is to form groups of night patrolling in the communities comprising of the community members and at times beat officers themselves. The Beat officer in consultation with the Janamaithri Suraksha Samithi members selects the Janamaithri Patrolling team and they in turn take rounds in the community during the night hours to prevent the occurrence of any illegal activities in their areas/community.

Night patrolling thus forms as one of the key focus of the project to safeguard the society. However, as seen from the data, only a lower percentage of 33.2% affirmed about the implementation of Night patrolling in their areas of residence. 20.6% expressed their ignorance while the rest i.e., 46.1% reported about the absence of any such activity. (Refer to table 3.3.4)

The activities implemented by the beat officers in the study area were: night patrolling to prevent illegal dumping of waste in the area, night patrolling in collaboration with residence association, arranging night squad and patrolling after 12 0' clock.

Table No.3.3.4
Night Patrolling and age of the respondents

Age	Night Patrolling			Total
	Yes	No	Don't know	
24 to 35	17	22	8	47
	36.17%	46.81%	17.02%	100%
35 to 45	18	26	14	58
	31.03%	44.83%	24.14%	100%
45 to 60	34	52	20	106
	32.08%	49.06%	18.86%	100%
above 60	13	14	9	36
	36.11%	38.89%	25%	100%
Total	82	114	51	247
	33.20%	46.15%	20.65%	100%

Activities for the Protection of women

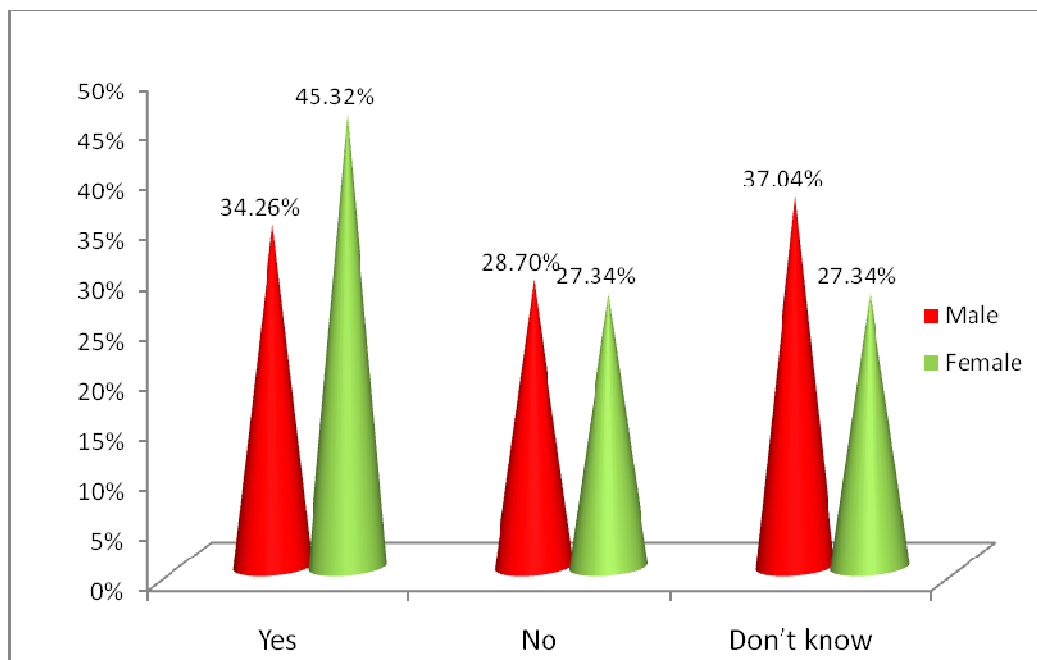
Considering the outgrowth of atrocities against women, JSP has taken measures and conceived activities for the protection of women. A few of the measures envisaged included: establishment of Women's Control Room and Women's Helpline, discussion on security issues & counter strategies relating to women and children in the Janamaithri samithi, organization of legal literacy programmes with the help of Panchayaths/Municipalities, Kudumbasree units, educational institutions etc.

Regarding the conduct of the activities related to the protection of women 40.5% of the respondents stated on the affirmative. Majority however, were on the negative.

Gender –wise, the females outnumbered the males in reporting about the conduct of the activities in this regard. (Refer to figure 3.3.1)

Figure No.3.3.1

Change in the protection of Women and Sex of the Respondents



In gist, it could be seen from the data that the activities carried out by the beat officers under the banner of JSP is quite low. There is a great room for improvement in this regard. There are a number of reasons for the low implementation such as lack of time, insufficient number of staff, busy life style of the people etc. Nevertheless, as the project is already in force in the area there is a dire need to make it more vibrant to the maximum extent so that the finance and energy invested receive an equal return

3.4 Visits by Beat Officers and Allied Matters

Beat officers play a pivotal in the Janamaithry Suraksha Project. They act as the liasioning agent between the police and public through their visits and interaction with the members of the Janamaithry units which are formed by around 500 homes each. The beat officers had a set of prescribed duties to perform which included: coordinating with the police on serving summons, execution of warrant, locating the address, handling the complaint box and all other duties to be performed by the police in the area are co-ordinated and done by the Beat officer.

The other ascribed duties of the beat officer included:

- Constant interaction with service providers in the area like postman, linemen, milkmen, gas agencies because they are the persons who frequent the area practically on a daily basis and should have constant channels of communication open with them at a personal level.
- Maintenance of a rough map marking the major junctions buildings etc.
- Maintenance of a diary containing the phone numbers and addresses of all important establishments and persons.
- Interact with the public at least thrice a week at a pre-announce place and at a pre announced time.

- Maintenance of a beat register containing the details of daily matters, petitions etc.
- Go around the beat area on foot at least 20 hours in a week and do his work contacting the public.

The above clearly pinpointed to the key role of the beat officers in relation to the success of the project. Hence, an elaborate probe was carried out on aspects related to the visits by the beat officer. For a clear and simple understanding, this section has been divided into 2 sub sections viz., beat officer's visits related and beat officer's behavior related.

Beat officers visits related

Visits being one of the principal role of the beat offices, an in-depth understanding of the same had been carried out in the study using the following variables: number of visits by the beat officer, time of visit, pre-information about the visit, place of interaction, number of polices at the time of visit, presence of vanitha police during the visit, nature of visit, participation of spouse in the interaction, topics/subjects of discussion and duration of discussion.

No of visits by Beat officer

Frequent meeting and interaction with people builds up a strong bond between both parties. The Janamaithry Suraksha project as seen in the preceding pages is founded upon these visits and interactions. Accordingly, it is suggested in the project that the beat officers are expected to visit the beat thrice a week and have interaction with the public. The empirical data in this regard showed that excluding 8.5% all the others had reported varying number of visits (1-7 visits) by the beat officers. 27.9% and 19.9% each stated the number of visits as 1 and 2 respectively.

Three visits on the other, was mentioned by 19.4%. More than three visits were reported by 24.1%. Non-visit was stated by 8.5%. (Refer to table 3.4.1)

The figures thus highlighted that though most reported about the visits, non visits mentioned by some and less number by a few others do call for strengthening this aspect by enhancing the number of visits by the Janamaithy Beat officers. It would also serve as a publicity means for the project.

**Table No. 3.4.1
Number of visits by Beat officers**

Number of visits	Frequency	Per cent
0	21	8.50%
1	69	27.94%
2	49	19.84%
3	48	19.43%
4	28	11.34%
5	12	4.86%
6	11	4.45%
7	9	3.64%
Total	247	100%

Regarding the time of visit, of the 226 who reported about the visit of the beat officer, most (58.8%) however, reported the time of visit as between 8a.m. and 12 p.m. Those who reported of the time of visit between 12 pm and 4 pm followed next with 38.5%. The rest stated it as between 4pm and 8pm. Time of visit was mostly in accordance with the convenience of the Janamaithri police officials. (Refer to table 3.4.2)

Table No. 3.4.2
Time of Visit

N=226

Time	Frequency	Per cent
8am-12pm	133	58.4%
12pm-4pm	82	38.5%
4pm-8pm	21	9.3%
8pm-12midnight	0	0%
12midnight-4am	0	0%

Prior information about the visit

Advance information about the visit of the Beat officers greatly contributes to the effectiveness of their visits as it will help the people to avail themselves during the visit of the beat officers. However, very often it does not happen due to several constraints from the part of the Janamaithri officials. Often they make the visit only when they are free from other routine/emergency works at the police station. The empirical data reiterates the same, as an overwhelming majority (92.5%) stated on the negative about any such prior information regarding the visits. Only 7.5% had reported on the affirmative. (*Refer to table 3.4.3*)

The data thus explicate the need for an effort to make the visit of the beat officers effective and useful.

Table No. 3.4.3
Prior Information about the Visit

Prior Information	Frequency	Per cent
Yes	17	7.5%
No	209	92.5%
Total	226	100%

Number of Police during the Visit & Presence of Vanitha Police

The success of the Janamaithry Project largely depended on the effectiveness of the visits undertaken by the beat officers. The number of the beat officers who visited the people of the community varied from 1-4 in the case of the Kollam police station limits. Normally, the team comprised 2 police persons as this is much accepted than visits by single police personnel. However, the empirical data showed that in most of the visits (79.2%), the presence of only one police personnel (beat officer) was reported. Those who stated about the presence of 2 police personnel followed next with 17.3%. More than 3 personnel in this regard were mentioned by 3.6%.

Concerning the presence of Vanitha police in the team, only 4% reported on the affirmative and their number was reported to be one. 96% on the other were on the negative. (*Refer to table 3.4.4*)

Visiting by teams comprising male and female police have an added effect as they will have an increased acceptability by the community. The presence of female beat officers will enable the womenfolk approach them freely which is an essential factor for the success and effectiveness of the project on Janamaithri. The figures from the field however was quite on the negative and requires meticulous planning wherein teams of beat officers be constituted comprising male and female police personnel before they make visits to the communities.

Place and Nature of visit

The place and nature of visit has a bearing on the success of the visit to a great extent as it contributes to building confidence and rapport between the police and the public. Unless and until this happens the project will not be able to move a

step forward. Often visiting the people at their houses and meeting them in person will be the effective mode for achieving the afore-mentioned objective. A probe hence, was carried out to understand about the place and nature of visit by the beat officers in the community. The figures in this regard highlighted that a great majority (93.4%) were visited by the beat officers in their homes. The rest however, reported about the visits at community halls and public places with 8.4% and 1.3% respectively.

Concerning the nature of visit, 76.14% stated that they were with their families. Personal visits or meeting in group or in public meeting was reported by 27.1% with a distribution of 18.1%, 3.5% and 3.5% respectively. (*Refer to table 3.4.4*)

The figures do emphasize that efforts have been taken to make the visit by the beat officers most productive and effective, whereby a better public-police relationship is developed contributing to the success of the Janamaithri Suraksha Project.

Table No. 3.4.4
Place of Visit and Allied Matters

N=226

Place of visit	Frequency	Per cent
House	211	93.40%
Public Place	19	8.40%
Community Hall	3	1.30%
No of police personnel present during the visit		
1	179	79.20%
2	39	17.30%

3	6	2.70%
4	2	0.90%
Total	226	100%
Presence of Vanitha Police		
Yes	9	4.00%
No	217	96.00%
Total	226	100%
No of Vanitha Police		
		<i>N=226</i>
1	9	3.60%
Nature of Visit		
		<i>N=226</i>
Personal	41	18.10%
Family	172	76.10%
Group	8	3.50%
Meeting	8	3.50%

Topics/Subject of Conversion

The beat officer apart from serving of summons, execution of warrant, locating the address, handling the Complaint Box and all other duties, the Beat Officers discussed with people in the community on various significant issues and concerns. A seek in this regard showed that the topics of their discussion extended from individual discussion, family visits, awareness campaign etc. to public meetings. Among all the topics, a good number (46.9%) reported about personal /individual discussion. Ward meetings and Security awareness discussions followed the above with 21.7% and 20.4% respectively. The other topics/subjects of conversation/discussion were: disaster management (7.5%), awareness on

sanitation/hygiene (6.6%), health awareness (4.9%), health awareness (4.9%), seminars (4.9%), Drug and alcohol (3.5%), Family Meeting (3.5%), and Night patrolling (3.5%). Apart from the above, less than 1% each reported about various other subjects of discussion such as blood group determination, blood donation camps, traffic awareness, campaign against tobacco, petitions through petition box and awareness on illicit liquor. (Refer to table 3.4.5)

The data thus clearly indicated that a wide range of areas are covered by the discussions and meetings of the beat officers held at the various beats of communities.

**Table No. 3.4.5
Topics/Subjects of Conversation**

Topic/Subject	Conversation		
	Yes	No	Total
Personal matters	106	120	226
	46.9%	53.1%	100.0%
Ward meetings	49	177	226
	21.7%	78.3%	100.0%
Seminars	11	215	226
	4.9%	95.1%	100.0%
Blood group determination	2	224	226
	0.9%	99.1%	100.0%
Blood donation camps	2	224	226
	0.9%	99.1%	100.0%
on eye donation camps	0.0	226	226
	0.0%	100.0%	100.0%

Night patrolling	8.0	218	226
	3.5%	96.5%	100.0%
Traffic awareness	2.0	224	226
	0.9%	99.1%	100.0%
Sanitation awareness	15.0	211	226
	6.6%	93.4%	100.0%
Security awareness	46.	180	226
	20.4%	79.6%	100.0%
Health awareness	11.0	215	226
	4.9%	95.1%	100.0%
Disaster management	17.0	209	226
	7.5%	92.5%	100.0%
Awareness on illicit liquor	2.0	224	226
	0.9%	99.1%	100.0%
Drugs and alcohol	8.0	218	226
	3.5%	96.5%	100.0%
Campaign against tobacco	1.0	225	226
	0.4%	99.6%	100.0%
Petitions through petition box	2.0	224	226
	0.9%	99.1%	100.0%
Collection of information on strangers and workers	0.0	226	226
	0.0%	100.0%	100.0%
Family meetings	8.0	218	226
	3.5%	96.5%	100.0%
Other issues	30.0	196	226
	13.3%	86.7%	100.0%

Duration of Discussion

The duration of the discussion extended from 10 mnts to 1-2 hrs. Most (59.7%) reported about 10-20 mnts of discussion. Discussion for half an hour and one hour followed next with 24.3% and 10.2% respectively. 45mnts and 1-2 hrs were reported by 3.1% and 2.7% respectively. The figures clearly spell out that more than 85% of the respondents reported about less than one hour of discussion during the visits of the beat officers. (Refer to table 3.4.6)

Table No.3.4.6
Duration of Discussion

Duration	Frequency	Per cent
10-20 Minutes	135	59.7%
half an hour	55	24.3%
45 minutes	6	2.7%
1 hour	23	10.2%
1-2 hrs	7	3.1%
Total	226	100%

Behaviour of the Beat Officer related

The beat officer is in a way the king pin of the Janamaithri Suraksha Project. The success of the project hence relies greatly on how he performs or how he conducts himself in the community while interacting with them. It is only by gaining the confidence of the public in his area that he/she can achieve the set objective of the project. The officer hence should behave himself in an exemplary manner and be a role model to any citizen as far as his manners, etiquette and character are

concerned. Accordingly, a probe was carried out to understand the perception of the people on the behavior or conduct of the beat officers. The variables considered in this regard were: Cordial dealing of the beat officer, the behavior of beat officer, satisfaction on the interaction with the beat officer and recalling the topics discussed by beat officer.

Cordiality of the beat officer

The figures in this regard depicted that almost cent percentage (98%) of the respondents reported about the cordial behavior of the beat officer during their visit to the community. Sex-wise however, a slight variation was marked wherein the females outnumbered the males in the positive responses. The responses are an indicator of the transformed face of the police by which they could easily gain the confidence of the public contributing to the effective implementation of the project. (Refer to table 3.4.7)

Table No.3.4.7

Cordial of the Beat officer and Sex of the Respondents

Sex	Whether cordial or Not		Total
	Yes	No response	
Male	97	2	99
	98.0%	2.0%	100%
Female	127	–	127
	100.0%	–	100%
Total	224	2	226
	99.1%	.9%	100%

Opinion on the Behavior of the Beat officers

Asked to rate the behavior of the beat officers on a seven point scale of very poor, poor, No opinion, satisfactory, good, very good and excellent, 47.8% and 37.2% each rated it as excellent and very good respectively. Only, a very minimum (0.9%) per cent had reported about the behavior as poor. It could be further observed from the table that there was not much variation in the opinion of males and females with regard to the behavior. Truly, it is a positive change as the respondents and the public began to have a positive view about the police force. No doubt, the change in the attitude of the public towards the police would assist in establishing a strong public-police relationship that could act as a watch dog for minimizing the atrocities/misconduct and law breaking incidents in the community. (Refer to table 3.4.8)

Table No. 3.4.8

Opinion on the Behavior of the Beat Officers and Sex of the Respondents

Sex	Rating of beat officers' behavior					Total
	Very Poor	No Opinion	Good	Very Good	Excellent	
Male	2	6	11	41	39	99
	2.0%	6.1%	11.1%	41.4%	39.4%	100.0%
Female	–	1	14	43	69	127
	–	.8%	11.0%	33.9%	54.3%	100.0%
Total	2	7	25	84	108	226
	.9%	3.1%	11.1%	37.2%	47.8%	100.0%

Their positive opinion about the police is further reiterated through their rating regarding the satisfaction about the interaction/intervention of the beat officers.

The figures showed that excluding 0.4%, all the others were satisfied with the interaction/intervention of beat officers. (Refer to table 3.4.9)

Table No.3.4.9
Satisfaction at the Interaction/Intervention of the Beat Officers and Sex of the Respondents

Sex	Satisfaction		Total
	Yes	No	
Male	98	1	99
	99.0%	1.0%	100%
Female	127	–	127
	100.0%	–	100%
Total	225	1	226
	99.6%	.4%	100%

Regarding the extent of satisfaction, the respondents were asked to rate their opinion on a seven point scale, wherein 44.7%, 29.6% and 14.2% each rated it as excellent, very good and good respectively. Very poor or poor rating was recorded only by 1.7% of the respondents. There was not much variation between the opinions of males and females. (Refer to table 3.4.10)

It is indeed a sign of change from the part of the police force who once was considered or looked upon as fearful figures. The Janamaithri project hence could be viewed as a means to give a humane face to the police force.

Table No.3.4.10
Extent of Satisfaction on the Interaction of Beat Officer’s Visit and
Sex of the Respondents

Sex	Extent of satisfaction						Total
	Very Poor	Poor	Satisfactory	Good	Very Good	Excellent	
Male	1	2	12	16	29	39	99
	1.0%	2.0%	12.1%	16.2%	29.3%	39.4%	100 %
Female	-	1	10	16	38	62	127
	-	.8%	7.9%	12.6%	29.9%	48.8%	100%
Total	1	3	22	32	67	101	226
	.4%	1.3%	9.7%	14.2%	29.6%	44.7%	100%

Usefulness of the suggestions by the Beat officers

The beat officers do provide a number of suggestions during their visits to the communities/ houses. However, it was not known how far it was useful to the community or individual. A query in relation to the perception of the people in this regard, the data revealed that 93.4% stated them as useful. However, the remaining 6.6% reported on the negative. *(Refer to table 3.4.11)*

Education-wise analysis of the data showed that the post graduate, high school and college educated people were the ones who reported comparatively higher about the usefulness of the suggestions by the beat officers.

Table No.3.4.11
Usefulness of the Suggestions by the Beat Officers and
Education of the Respondents

Education	Usefulness		Total
	Yes	No	
Illiterate	2	2	4
	50.0%	50.0%	100%
Primary school	32	4	36
	88.9%	11.1%	100%
High School	101	3	104
	97.1%	2.9%	100%
College	57	5	62
	91.9%	8.1%	100%
Post Graduate	13	–	13
	100.0%	–	100.0%
Professional	6	1	7
	85.7%	14.3%	100%
Total	211	15	226
	93.4%	6.6%	100.0%

Extent of Usefulness of the suggestions

Rating of the usefulness of the suggestions given by the beat officers, 57.9% rated it as either extremely useful or very useful. Those who reported the usefulness of the suggestions as moderately useful and useful constituted 20.4% and 15% respectively. There was none who reported it as useless. Lower rating (though marginal percentage) came from the primary, High School and post graduate educated, when looked at the data based on Education. (Refer to table 3.4.12)

Table No.3.4.12
Extent of Usefulness of the Suggestions and
Education of the Respondents

Education	Usefulness					Total
	Not Applicable	Moderately useful	Useful	Very Useful	Extremely useful	
Illiterate	2	–	1	1	–	4
	50.0%	–	25.0%	25.0%	–	100%
Primary school	4	7	8	7	10	36
	11.1%	19.4%	22.2%	19.4%	27.8%	100%
High School	3	17	20	36	28	104
	2.9%	16.3%	19.2%	34.6%	26.9%	100%
College	5	6	11	21	19	62
	8.1%	9.7%	17.7%	33.9%	30.6%	100%
Post Graduate	–	2	4	3	4	13
	–	15.4%	30.8%	23.1%	30.8%	100.0%
Professional	1	2	2	1	1	7
	14.3%	28.6%	28.6%	14.3%	14.3%	100%
Total	15	34	46	69	62	226
	6.6%	15.0%	20.4%	30.5%	27.4%	100%

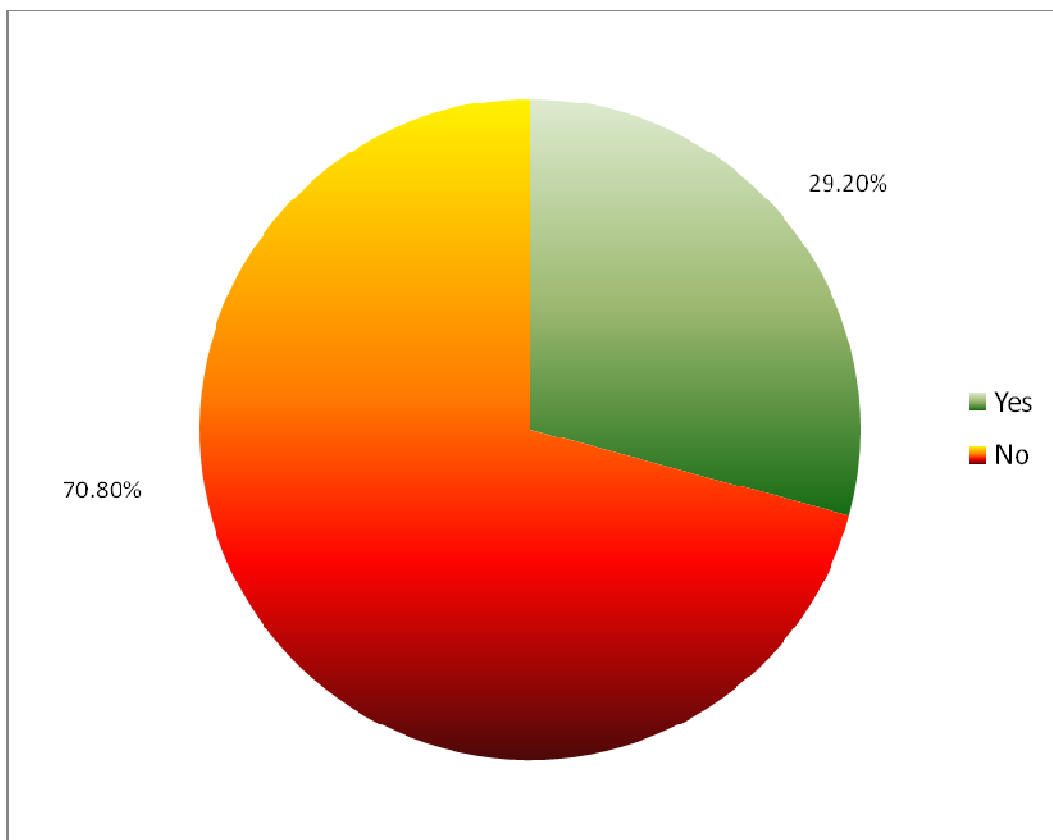
Implementation/practice of the suggestions

The usefulness of the suggestions however, becomes emphatic only when the suggestions are put into practice by the concerned. An inquiry in this regard, portrayed that only a minimal number (29.2%) had put the suggestions into practice. A great majority (70.8%) reported on the negative. The figures as found in the table are not quite encouraging as suggestions remain as suggestions in most of the cases. The project bears fruit only when the public and police together begin to practice what is being preached or suggested. It is therefore warranted that

efforts be taken to make the people/public to practice the suggestions put forward by the beat officers. (Refer to Figure 3.4.2)

Non-practice of the suggestions however, does not undermine the significance of the project. Rather, the data do pinpoint the gradual change that has taken place within the society through the project. Change cannot take place all of a sudden. Hence, the growth process which has already given a good start will do effect a great change in the long run.

Figure No.3.4.2
Implementation/practice of the suggestions



3.5 Effectiveness/Impact of the Janamaithri Suraksha Project

Has the highly beeped up project an effective one in securing peace and safety in the community was a prime concern of the present study. Two to three years have already been completed since the implementation of the project in Kollam police station limit and the time is ripe to assess how far it has effected a change in the community in terms of prevention and reduction of crimes and illegal activities. Accordingly, an assessment was carried out in this regard by analyzing the effectiveness of the project in terms of; the extent of overall reach, the effectiveness of the activities in relation to the social problems and the change in attitude towards the police and their activities.

a. Extent of Overall Reach of the Project

Creating Awareness about the project in every nook and corner of the community forms the base for the successful implementation of the project. The probe in relation to the extent of reach/awareness in the Kollam police station limits showed that out of the 250 respondents contacted excluding 3, all the others were aware about the project. However, most of them had only peripheral information regarding the project. The field visits of the beat officers and the publicity given through media have been the means through which they came to know about the project. Nevertheless, there is a dire need to impart in-depth information on a massive scale in the community and society at large to make it more pervasive.

b. Effectiveness in relation to the improvement in minimizing the social problems

Effectiveness of the project was also measured by analyzing the change that have been effected in family atmosphere, safety measures, presence of the police, change in robbery/snatching, igunda menace, illicit liquor and women atrocities.

Change in Family atmosphere

Interaction and family visits of the beat officers seemed to have a positive impact in the family atmosphere of the people. The responses of the people reiterated the fact further. Out of the 250 respondents, 50.2% stated about a positive change that has been effected after the implementation of the Janamaithri Project in the area. Sex-wise, males outnumbered females in the positive responses. (Refer to table 3.5.1)

Table No.3.5.1

Change in Family Atmosphere and Sex of the Respondents

Sex	Positive change	No difference	Negative change	Total
Male	57	51	0	108
	52.78%	47.22%	0%	100%
Female	67	72	0	139
	48.20%	51.80%	0%	100%
Total	124	123	0	247
	50.20%	49.80%	0%	100%

The constant presence of the beat officers as well as the existence of Janamaithri Surakha Samithis might have acted as a preventive mechanism of the quarrels and other family disturbances.

Change in safety

The ultimate aim of the JSP is to build up a police –public relationship whereby a feeling of security has been ensured within the public. Hence, one of the measuring rods to assess the impact of JSP was to analyze, if there has been any change in their security feeling since the implementation of the JSP in their community. The empirical data findings showed that 67.6% of the total respondents had reported

about an increase in their feeling of security in the society. 30.8% stated of no change in the feelings. Gender-wise, females outnumbered the males with respect to an increase in safety feeling with 72.8%. (*Refer to table 3.5.2*)

It is evident from the figures that the JSP has been instrumental in inculcating a feeling of security among the people to a great extent. However, there is still a long way to travel.

Change in robbery/snatching

Effect of JSP in relation to change in theft/robbery/snatching issues, 39.6% opined about a reduction. 53.2% stated about their ignorance of the same. A minor per cent however reported about an increase in this regard.

The figures do pinpoint to the need to strengthen the patrolling by the Janamaithri patrolling team of the community and if needed, form newer teams to combat the menace.

Presence of police

One of the key highlights and impact of the JSP as reported by 66% of the respondents was the increased presence of police in their area. However, here too quite a good number (23.4%) responded on the negative i.e. 22.8% reporting no change and 1.6% reported a decrease. It should be observed here that if the prescribed number of visits had been carried out by the beat officers as envisaged in the JSP, probably the number of negative responses could be reduced. Gender-wise, comparatively a higher number of females responded positively about the presence of police in the community. (*Refer to table 3.5.2*)

Going by the responses of majority of the people in the community it could be inferred that the JSP was able to achieve a positive output with respect to the presence of the police. However, the net result of the presence i.e., reduction and preventions of illegal and crime activities need to be reviewed in relation to the presence.

Gunda Menace

Yet another factor considered for assessing the effectiveness was the change happened in relation to the Gunda Menace. 34.4% of the community members were of the opinion that the problem has decreased to an extent. 63.6% on the other were ignorant about the change in this regard. (Refer to table 3.5.2)

Illicit liquor

The impact of Janamaithri Suraksha Project was also assessed against the problem of illicit liquor wherein it was concluded by the responses of 37.2% of the respondents that the problem of illicit liquor had decreased to a great extent. 57.6% were ignorant about the change in this regard. (Refer to table 3.5.2)

Change in women atrocities

Eve teasing being one of the commonest type of atrocities faced by women, the impact of JSP was assessed in relation to the above. The findings in this regard depicted that there was reduction in the same as per the responses of 36.8%. Ignorance in this regard was reported by a good number 57.2%.

Table No. 3.5.2
Impact/Effectiveness of Janamaithri Suraksha Project (JSP) and
Sex of the Respondents

Improvement in Security feeling					
	Increased	No change	Decreased	Don't know	Total
Male	67	40	3	-	110
	60.91%	36.36%	2.73%	-	100%
Female	102	37	1	-	140
	72.86%	26.43%	0.71%	-	100%
Total	169	77	4	-	250
	67.60%	30.80%	1.60%	-	100%
Problem of Robbery /Snatching					
Male	3	6	36	65	110
	2.73%	5.45%	32.73%	59.09%	100%
Female	3	6	63	68	140
	2.14%	4.29%	45%	48.57%	100%
Total	6	12	99	133	250
	2.40%	4.80%	39.60%	53.20%	100%
Presence of Police					
Male	69	22	3	16	110
	62.73%	20%	2.73%	14.54%	100%
Female	96	35	1	8	140
	68.58%	25%	0.71%	5.71%	100%
Total	165	57	4	24	250
	66%	22.80%	1.60%	9.60%	100%

Gunda menace Problem					
Male	-	3	31	76	110
	-	2.73%	28.18%	69.09%	100%
Female	-	2	55	83	140
	-	1.43%	39.29%	59.29%	100%
Total	-	5	86	159	250
	-	2%	34.40%	63.60%	100%
Problem of Illicit Liquor					
Male	4	4	32	70	110
	3.64%	3.64%	29.08%	63.64%	100%
Female	1	4	61	74	140
	0.71%	2.86%	43.57%	52.86%	100%
Total	5	8	93	144	250
	2%	3.20%	37.20%	57.60%	100%
Problem of Eve teasing					
Male	-	9	37	64	110
	-	8.18%	33.64%	58.18%	100%
Female	2	4	55	79	140
	1.43%	2.86%	39.29%	56.43%	100%
Total	2	13	92	143	250
	0.80%	5.20%	36.80%	57.20%	100%

An overview of the impact of the JSP portrayed the volume of effect has not been that extensive in preventing/reducing the various kinds of illicit and illegal activities in the community. Nevertheless, it should be noticed and observed from the above figures that change has taken place though at a lesser pace and quantum. Rectifying the problems in the implementation of the project and by

appointing more beat officers and providing much publicity to the project could in fact double the impact of the project which has already been sprouted.

c. Change in the Attitude towards Police and their Activities

Effectiveness was also measured by assessing the change in the attitude of people towards the police and their activities. Variables considered in this regard were: reluctance in approaching the police station, perception on the helpfulness of police, performance of police and approachability of police and behavior of police.

Reluctance to approach the police station

One of the prime aims of the Janamaithry Suraksha Project is to build up a strong police- public relationship. Once such a relationship is created, the public will feel free to approach and inform the police about any illegal incidents happening or might happen in the area. Subsequently, an assessment was carried out to find out the attitude of the people in relation to willingness to approach the police station.

The data in this regard showed that majority (77.2%) of the respondents expressed no reluctance to approach the police station rather they vowed to approach the police station in case of noticing any illegal activities in their area. The remaining 22.8% however, stated about their reluctance to approach the police station even after the cordiality shown by the police personnel. It however does not undermine the significance of the project as the lasting imprints about police in the minds of the people can not be rubbed off all of a sudden. The responses of the majority itself are a great sign of change and the impact that Janamaithri Suraksha Project has made in the minds of the people and communities. *(Refer to table 3.5.3)*

The responses were further segregated according to age, sex and education in order to find out if these variables had any relation with the reluctance. Co-relation between age and the reluctance however did not show much variation across the various age groups.

Sex-wise, reluctance was reported at a higher number by the females with 30%. The corresponding figure for the males in this regard was only 13.64%.

Educationally, a wide gap could be noticed between the illiterates and the literates wherein as against the 25% of illiterates who reported about non-reluctance, the figures in the literate category were between 72% to 88.8%. (*Refer to table 3.5.3*)

The figures thus clearly indicated that a progress has been made with reference to approaching the police station by the public without reluctance irrespective of age and sex differentiation. However, the journey has to go a long way to achieve the same in its fullest measure.

Table No. 3.5.3
Perception on the Reluctance to Approach the Police Station and Age/Education/Sex of the Respondents

Age & Reluctance to Approach the Police Station			
	Yes	No	Total
24 - 35	13	34	47
	27.66%	72.34%	100%
35 - 45	14	44	58
	24.14%	75.86%	100%
45 - 60	21	88	109
	19.27%	80.73%	100%

60 and above	9	27	36
	25%	75%	100%
Total	57	193	250
	22.80%	77.20%	100%
Education & reluctance to Approach the Police Station			
Illiterate	3	1	4
	75%	25%	100%
Primary school	7	32	39
	17.95%	82.05%	100%
High School	24	85	109
	22.02%	77.98%	100%
College	19	51	70
	27.14%	72.86%	100%
Post Graduate	3	16	19
	15.79%	84.21%	100%
Professional	1	8	9
	11.11%	88.89%	100%
Total	57	193	250
	22.80%	77.20%	100%
Sex & Reluctance to Approach the Police Station			
Male	15	95	110
	13.64%	86.36%	100%
Female	42	98	140
	30%	70%	100%
Total	57	193	250
	22.80%	77.20%	100%

Helpfulness of the police

Helpfulness of police was yet another factor that was considered to measure the impact of the Janamaithri Suraksha Project. The figures in this regard depicted that 92% of the respondents felt that the police are helpful. Among the rest, 4.4% and 3.6% each reported it as not helpful and about their ignorance regarding the same.

Cross-analysis between age and helpfulness of police depicted that almost an equal number of respondents (between 93%-94%) from the 24-35 yrs, 35-45 yrs and 45-60 yrs age categories responded positively about the helpfulness. However, the number of positive responses was comparatively lower with 83.3%.

Sex-wise too, the affirmative answers were almost equal in number in both the sexes with a distribution of 92.7% males and 91.4% females. (*Refer to table 3.5.4*)

Education-wise, a marked difference could be noticed among the illiterates and the educated wherein only 50% stated favourably towards the helpfulness of the police. The corresponding figures from the educated categories in this regard were between 84% to 100%.

It is clear from the above figures that most of the people irrespective of age, education and sex responded positively about the helpfulness of the police. There were a few who did not positively respond to the query. This might be due to the fact that they may not have been the direct beneficiaries of the project or they were ignorant about the same.

Table No.3.5.4
Perception on the Helpfulness of the police and
Age/Education/Sex of the Respondents

Age and Helpfulness of the Police				
Age	Yes	No	Don't Know	Total
24 - 35	44	1	2	47
	93.62%	2.13%	4.26%	100%
35 - 45	54	2	2	58
	93.10%	3.45%	3.45%	100%
45 - 60	102	4	3	109
	93.58%	3.67%	2.75%	100%
60 and above	30	4	2	36
	83.33%	11.11%	5.56%	100%
Total	230	11	9	250
	92%	4.40%	3.60%	100%
Sex and Helpfulness of Police				
Male	102	5	3	110
	92.73%	4.55%	2.73%	100%
Female	128	6	6	140
	91.43%	4.29%	4.29%	100%
Total	230	11	9	250
	92%	4.40%	3.60%	100%
Education and Helpfulness of Police				
Illiterate	2	1	1	4
	50%	25%	25%	100%
Primary school	39	0	0	39
	100%	0.00%	0.00%	100%

High School	102	5	2	109
	93.58%	4.59%	1.83%	100%
College	63	4	3	70
	90%	5.71%	4.29%	100%
Post Graduate	16	0	3	19
	84.21%	0.00%	15.79%	100%
Professional	8	1	0	9
	88.89%	11.11%	0.00%	100%
Total	230	11	9	250
	92%	4.40%	3.60%	100%

Performance of Police

Perception about the performance of the police too showed a positive change due to the impact of the Janamaithri Suraksha Project. It was seen from the empirical data that 63.6% of the respondents rated the performance of police as either good or very good or the best. 32.8% on the other stated the performance to be average. Low rating in this regard was given by 3.6% who perceived the performance as either poor or very poor or the worst.

Analysis of the same across the different age groups depicted a similar trend to that of the overall perception wherein most (52% to 74%) from all age groups rated the performance as either good or very good or the best. However, a small percentage each of all age groups had reported the performance as negative (poor, very poor and worst).

Cross analysis of the rating in accordance with the education of the respondents showed that the number of respondents who rated as good, very good and best

were comparatively lower among the higher educated. While 44.4% and 41.9% of the professionals and post graduates respectively rated the performance in the above line, the corresponding figures in all the other educational categories were between 50% and 77%. (Refer to table 3.5.5)

Sex-wise, a slight variation of 9.6% could be noticed between the high ratings by the males and females. Females outnumbered the males with respect to high rating. Regarding the poor rating too the females outnumbered the males. However, average performance was reported at a higher number by the males than the females.

It could be noticed from the above that people in general had a positive outlook towards the performance of the police. This might be probably due to the efforts taken by the home department to give a new face to the police force through the Janamaithri Suraksha Project.

Table No.3.5.5
Perception on the Performance of the Police and
Age/Education/Sex of the Respondents

Age and Performance of the Police								
Age	Worst	Very poor	Poor	Average	Good	Very good	Best	Total
24 – 35	1	1	-	16	7	13	9	47
	2.13%	2.13%	-	34.04%	14.89%	27.66%	19.15%	100%
35 – 45	1	-	-	14	13	17	13	58
	1.72%	-	-	24.14%	22.41%	29.31%	22.41%	100%
45 – 60	1	-	3	37	15	28	25	109
	0.92%	-	2.75%	33.94%	13.76%	25.69%	22.94%	100%

60 and above	-	1	1	15	4	6	9	36
	-	2.78%	2.78%	41.67%	11.11%	16.67%	25%	100%
Total	3	2	4	82	39	64	56	250
	1.20%	0.80%	1.60%	32.80%	15.60%	25.60%	22.40%	100%

Education and Performance of the Police

Illiterate	1	-	1	-	1	-	1	4
	25%	-	25%	-	25%	-	25%	100%
Primary school	-	-	-	9	4	8	18	39
	-	-	-	23.08%	10.26%	20.51%	46.15%	100%
High School	1	-	1	34	18	30	25	109
	0.92%	-	0.92%	31.19%	16.51%	27.52%	22.94%	100%
College	1	2	1	24	15	18	9	70
	1.43%	2.86%	1.43%	34.29%	21.43%	25.71%	12.86%	100
Post Graduate	-	-	1	10	1	6	1	19
	-	-	5.26%	52.63%	5.26%	31.58%	5.26%	100%
Professional	-	-	-	5	-	2	2	9
	-	-	-	55.56%	-	22.22%	22.22%	100%
Total	3	2	4	82	39	64	56	250
	1.20%	0.80%	1.60%	32.80%	15.60%	25.60%	22.40%	100%

Sex and Performance of the Police

Male	-	-	2	44	15	24	25	110
	-	-	1.82%	40%	13.64%	21.82%	22.73%	100%
Female	3	2	2	38	24	40	31	140
	2.14%	1.43%	1.43%	27.14%	17.14%	28.57%	22.14%	100%
Total	3	2	4	82	39	64	56	250
	1.20%	0.80%	1.60%	32.80%	15.60%	25.60%	22.40%	100%

Perception on the Extent of Approachability of the Police

Easy approachability to the police is a matter of great significance in preventing or reducing illegal activities and crime. In the past, people kept themselves aloof from the police even if they knew about the law breaking incidents. Janamaithri Suraksha Project aims to make a difference to this face and attempts to build the police-public relationship to reduce the law breaking incidents in the community and society. Accordingly, an attempt has been made here to find out the impact of the project in relation to the improvement in the extent of approachability of the public towards the police. The figures in this regard portrayed that majority of the respondents had reported about an easy approachability to the police. 54.4% on the other, rated the approachability as 'somewhat possible' or 'average.' Difficulty or impossibility in approaching the police was reported only by a few.

A cross analysis according to age showed a similar trend to that of the overall picture in which those who reported the extent of approachability to the police as very easy (possible and very well) were less than 50% i.e., between 30% and 44% in all age categories. Easy approachability (possible and very well) was reported least by those above 60 yrs. Among the rest, rating of approachability as average or to an extent was reported by 51% to 64% of the people of all age groups. Higher (63.2%) in this regard was reported by those aged above 60yrs. Difficulty in approaching was rated by only a few across the different age groups of whom the above 60yrs age topped the others.

Educationally, excluding the primary school category, in all the other groups the number of respondents who rated the approachability to the police as possible or very well possible was found to be to less than 50% with least reporting by the professionals (22.2%).

Sex-wise too, a similar trend was noticed wherein only less than 50% reporting the extent of approachability as possible or very well possible in both the sexes i.e., males 40.9% and females 44.2%. (Refer to table 3.5.6)

Table No.3.5.6

Perception on the Extent of Approachability of the Police and Age/Education/Sex of the Respondents

Age and Extent of Approachability								
Age	Impossible	Very difficult	Difficult	Average	Somewhat possible	Possible	Very well	Total
24 – 35	-	1	1	18	6	12	9	47
	-	2.13%	2.13%	38.30%	12.76%	25.53%	19.1%	100%
35 – 45	1	0	1	16	14	14	12	58
	1.72%	0.00%	1.72%	27.59%	24.14%	24.14%	20.7%	100%
45 – 60	1	-	1	42	17	31	17	109
	0.92%	-	0.92%	38.53%	15.60%	28.44%	15.6%	100%
60 and above	-	-	2	18	5	9	2	36
	-	-	5.55%	50%	13.89%	25%	5.6%	100%
Total	2	1	5	94	42	66	40	250
	0.80%	0.40%	2%	37.60%	16.80%	26.40%	16%	100%
Education and extent of Approachability								
Illiterate	-	1	1	1	-	1	-	4
	-	25%	25%	25%	-	25%	-	100%
Primary school	-	-	1	15	3	10	10	39
	-	-	2.56%	38.46%	7.69%	25.64%	25.64%	100%
High School	1	-	-	39	23	28	18	109
	0.92%	-	-	35.78%	21.10%	25.69%	16.51%	100%
College	1	-	3	21	14	22	9	70
	1.43%	-	4.29%	30%	20%	31.43%	12.86%	100%
Post Graduate	-	-	-	12	1	4	2	19

	-	-	-	63.16%	5.26%	21.05%	10.51%	100%
Professional	-	-	-	6	1	1	1	9
	-	-	-	66.67%	11.11%	11.11%	11.11%	100%
Total	2	1	5	94	42	66	40	250
	0.80%	0.40%	2%	37.60%	16.80%	26.40%	16%	100%
Sex and extent of Approachability								
Male	-	-	1	44	21	27	17	110
	-	-	0.91%	40%	19.09%	24.55%	15.45%	100%
Female	2	1	4	50	21	39	23	140
	1.43%	0.71%	2.86%	35.71%	15%	27.86%	16.43%	100%
Total	2	1	5	94	42	66	40	250
	0.80%	0.40%	2%	37.60%	16.80%	26.40%	16%	100%

Perception on the Behavior of the Police

Yet another rod to measure the impact of Janamaithri Suraksha Project was to assess the change in the behavior of the police. Accordingly, the respondents were asked to mark their perception about the behavior of the police on a seven point scale of worst, very poor, poor, average, good, very good and the best. The responses of the people showed that 64.8% reported the behavior as either good or very good or the best. 33.6% on the other reported about the behavior as ‘average.’ Those who rated the behavior as poor was found to be only nominal i.e., less than 2%.

Analysis according to age showed that those who rated the behavior of police as good or very good or the best were reported by most of the respondents (52% to 73%) of all age groups with highest in the 35-45 yrs age category (72.3%) and lowest in the above 60 yrs age group (52.8%).

Education-wise, lowest rating with respect to good/very good/best behavior was reported by those with professional education with 33.3%. Highest was (71.7%) reported by those with primary school level education. Average rating was reported highest by the professionals with 66.6% followed by illiterates with 50%.

Sex-wise, females outnumbered the males in rating the behavior of police as good/very good/best with 69.9%. The corresponding figure for the males was only 58.1%. (*Refer to table 3.5.7*)

It could be perceived from the above figures that the change with respect to the behavior of the police was gradual. Hence, the rating of their behavior as good/very good/best was found to be comparatively at a lower rate. Nevertheless, the lesser number of rating in the poor performance reiterated the positive change that has occurred in the behavior of the police over the years. The implementation of the Janamaithri Suraksha Project might have also contributed to this positive change.

Table No.3.5.7
Perception on the Behavior of the Police and
Age/Education/Sex of the Respondents

Age and Behavior of the Police							
Age	Very Poor	Poor	Average	Good	Very good	Best	Total
24 - 35	-	-	16	4	14	13	47
	-	-	34.04%	8.51%	29.79%	27.66%	100%
35 - 45	1	-	15	8	18	16	58
	1.73%	-	25.87%	13.80%	31.03%	27.57%	100%
45 - 60	2	-	37	13	24	33	109
	1.83%	-	33.94%	11.93%	22.02%	30.28%	100%
60 and above	-	1	16	6	8	5	36
	-	2.78%	44.44%	16.67%	22.22%	13.89%	100%
Total	3	1	84	31	64	67	250
	1.20%	0.40%	33.60%	12.40%	25.60%	26.80%	100%
Education and Behaviour of the Police							
Illiterate	-	-	2	-	1	1	4
	-	-	50%	-	25%	25%	100%
Primary school	-	-	11	5	9	14	39
	-	-	28.21%	12.82%	23.08%	35.90%	100%
High School	1	-	30	12	29	37	109
	0.92%	-	27.52%	11.01%	26.61%	33.94%	100%
College	1	1	26	11	21	10	70
	1.43%	1.43%	37.14%	15.71%	30%	14.29%	100%
Post Graduate	1	-	9	3	3	3	19

	5.26%	-	47.37%	15.79%	15.79%	15.79%	100%
Professional	-	-	6	-	1	2	9
	-	-	66.67%	-	11.11%	22.22%	100%
Total	3	1	84	31	64	67	250
	1.20%	0.40%	33.60%	12.40%	25.60%	26.80%	100%
Sex and Behaviour of the Police							
Male	1	-	45	15	25	24	110
	0.91%	-	40.91%	13.64%	22.73%	21.82%	100%
Female	2	1	39	16	39	43	140
	1.43%	0.71%	27.86%	11.43%	27.86%	30.71%	100%
Total	3	1	84	31	64	67	250
	1.20%	0.40%	33.60%	12.40%	25.60%	26.80%	100%

Overall, it could be inferred from the analysis of the extent, impact of the project in relation to the activities,, reluctance to approach the police, helpfulness of police, performance of police, extent of approachability of police and the behavior of police that the implementation of the Janamaithri Suraksha Project did effect certain positive changes in the overall image of the police force in relation to their role as law enforcing agency. It could be observed from the figures that only a very few respondents have reported or rated the above variables as worst or poor or very poor. A good number had reported it as very positively. It only indicated that the project had already made a momentum in the society and enhancement of implementation of the project could bring about a much effective result in preventing and reducing the crimes and illegal activities in the community/ society.

3.6 Weaknesses/Limitations of Janamaithri Suraksha Project

Becoming aware of the limitations and rectifying them is the best and only method for improving the implementation and functioning of any project. Same too is right with the Janamaithri Suraksha Project. Accordingly, an attempt has been made to identify the strengths/ weaknesses/limitations of the project in relation to its implementation.

This section highlights the strengths and weaknesses as perceived by the people in the community. As seen from the preceding pages, most of the people across all age, sex and educational groups had highlighted the positive responses towards the project and its effectiveness in relation to the reduction in criminal and anti-social activities. However, the project still confronts with a number of weaknesses which limit its effectiveness inviting for an intervention to rectify them and to make the implementation effective and fruitful so that more and more communities and people experience the positive effect of the same.

As per the empirical data only 10.8% of the respondents had perceived about any limitations of the project. 88% on the other reported of no weakness/limitation. Probably, lack of an in-depth understanding about the JSP might have been a factor for the high number reporting of no weakness.

Asked to pinpoint the limitations as per their perception, the respondents readily spoke about certain aspects of the project which if improved could produce better results. The major weaknesses highlighted by them were related to Influence of anti socials on the Janamaithri Officials, Absence of fear towards police and law,

Indecent behaviour of the Beat officers of JSP, and Indecent behaviour of the members of Janamaithri Suraksha Samithi.

Influence of anti socials on the Janamaithri Officials

Liasioning with anti-socials or favouritism shown towards them often becomes a formidable hurdle for the effective implementation of the project. As per the data from the field 2.4% of the total respondents had affirmed about the linkage of beat officers with anti socials and subsequent negative effect in the community. Linkage of this nature often keeps the people aloof from the project and a suspicious eye on the police officials which will lead to the failure of the project. Hence this weakness is a matter of serious concern as this could destroy the good effect expected from the project.

Absence of fear towards police and law

Fear of police and law is considered as a factor that contributed to the prevention and reduction of crime in the society. Such an attitude created a wide gap between the two. JSP to an extent intended to cement this gap through purposeful and creative interaction by the beat officers. However, 3.2% of the respondents under study stated that these interactions would lead to the absence of fear and increased lawlessness and criminalization in the society. Nevertheless, it remains to be assessed whether it could be treated as a limitation because interaction if done properly will never give room for fear but yet guard the respect entitled to them.

Indecent behaviour of the Beat officers of JSP:

The role of beat officer is crucial for the success of the JSP as they formed the link between the public and the police. Success hence depends to a large extent on how they interact. The number of respondents who cited this as a limitation was only

0.4%. Yet measures need to be taken to curb even this as their role is a base for the success of the project.

Indecent behaviour of the members of Janamaithri Suraksha Samithi

This was yet another limitation cited by 0.8% of the respondents Janamaithri Suraksha Samithi is a representative platform of the community who charted out the activities to be carried out in the community in unison with the beat officers. Their rude behaviour could lead to non co-operation of the community by which it could contribute to the failure or less effectiveness of the project. (Refer to table 3.6.1)

Apart from the afore-mentioned weaknesses, a few respondents each reported the following limitations which hampered the JSP in Kollam police station limit.

1. Lack of awareness on the Janamaithri Suraksha Project and its activities.
2. Less number of house visits by the beat offices
3. Inadequate participation by the people in the community
4. Rare conduct of the activities on a larger scale.
5. Infrequent visit by the beat officers.

Table No.3.6.1

Weaknesses/Limitations of the Janamaithri Suraksha Project

N=247

Weaknesses/Limitations	Frequency	Per cent
Influence of anti socialists on the Janamaithri officials	6	2.43%
Absence of fear about Police and Law	8	3.24%

Indecent behavior of Janamaithri officials	1	0.40%
Indecent behavior of Janamaithri Suraksha Samithi members	2	0.81%
None	220	89.07%
Others	12	4.86%

Voicing of the limitation however does not underscore the good that has been effected through the JSP in Kollam district and entire Kerala state. Highlighting the weaknesses are only an eye-opening to the aspects that needed to be concentrated more to make the implementation and its effect more fruitful. Hence, it is warranted that serious care and attention be given to these and other limitations/weaknesses, rectify and provide a faster momentum for the project.

3.7 Suggestions for Improvement

Limitations and suggestions are two sides of the same coin. Enumeration of the weaknesses/limitations naturally gives rise to the suggestions which if implemented could transform them to strengths whereby the project could reach to its maximum heights of success. This section highlights the following suggestions drawn from the respondents to make the JSP more effective and efficient. These suggestions are indeed indicators for designing and developing appropriate action programme for an effective implementation of the project.

The major suggestions highlighted by them were:

1. Give due care in the appointment of the Janamaithri Beat Officers.

2. Make the Janamaithri Suraksha Samithi more vibrant and active through frequent meetings and organization of activities
3. Provide much publicity on the project and the activities carried out under its banner.
4. Take efforts to increase the number of beat officers.
5. Increase the number of Beats by reducing the number of houses under each beat.
6. Increase the frequency of house visits and interaction by the beat officers
7. Monitor effectively the works carried out by the beat officers
8. Organize periodical meeting of the Samithi and beat officers by the SPs
9. Organize training programmes for the beat officers, public and the JS samithi members.
10. Enhance the involvement of community based organizations (CBOs)

FINDINGS AND RECOMMENDATIONS

Sustainable development can take place only if peace and order are guaranteed. The improvement of policing hence is a part of the development process in itself. Against the backdrop of growing threats of terrorism and globalization of crime, ensuring community participation in the maintenance of the public order and crime reduction are major challenges before all societies. Police-community partnership is needed not only to ensure economic and social development but also to achieve global peace.

Forging partnerships between police and people is therefore a need of the hour. Over the past, a silent revolution in this partnership has taken place in several police station limits in Kerala in the form of a community policing project, Janamaithri Suraksha based on the recommendations of the Justice K.T. Thomas Commission on Kerala Police Performance and Accountability. The basic objectives are to reduce crime levels, detect crimes and forge a partnership between the police and the public in the area of security. The project centres on a beat officer who is in daily contact with the people in a locality, typically with around 1,000 houses. The officer knows the area and gains the support and trust of the people.

The present study titled '**Influence of Janamaithri Suraksha Project on the Communities, with special reference to Kollam police station limits**' attempts to identify the effectiveness of the project in relation to the prevention/reduction of

criminal and other anti-social activities as perceived by the community people where the project has been implemented. The study has also probed into the limitations/weaknesses of the project whereby it could be rectified and takes measures to accelerate its effectiveness by improving its functioning.

The major objectives of the study were:

- 1) To understand the socio-economic profile of the respondents
- 2) To study the Knowledge/awareness about Janamaithri Suraksha Project (JSP)
- 3) To assess the activities carried out by the beat officers
- 4) To analyze the visits undertaken by the beat officers
- 5) To find out the impact/effectiveness of the Janamaithri Suraksha Project.
- 6) To identify the weaknesses/limitations of the project in its implementation.
- 7) To suggest appropriate measures for improving the effectiveness/impact of the Janamaithri Suraksha Project.

To attain the afore-mentioned objectives, the required data were elicited from 250 respondents of all age and sex groups residing in the Kollam police station limits. They were selected on a random basis. The required data on various aspects were gathered from the selected respondents through the administration of pre-tested interview schedules and the conduct of informal discussions.

This chapter presents the findings derived from the data gathered related to the subject of study and the subsequent recommendations out of it.

4.1 Major Findings

Major findings of the study were scripted under the heads; Socio-economic profile of the respondents, Extent of knowledge /awareness on Janamaithri Suraksha Project (JSP), Activities carried out by the beat officers, Visits of the beat officers and allied matters and Impact of the Janamaithri Suraksha Project/community policing on the communities.

Socio-Economic Profile

Age

- The age of the respondents varied between 24 and 87yrs.
- 66.8% were in their middle ages i.e., between 35 and 60 yrs.
- Youth (24-35 yrs) and elderly (above 60 yrs) formed 18.8% and 14.4% respectively.

Sex

- Females outnumbered the males by a margin of 8 per cent
- Males and females constituted 44% and 56% respectively.

Religion

- 70.8% hailed from Hindu religious background.
- Christians and the Muslims formed 20.8% and 8.4% respectively.

Education

- 43.6% and 28% each belonged to high school and graduate level of education.
- Those with post-graduation and professional degrees were only 7.6% and 3.6% each.

Marital status

- Excluding 2.4%, all the others in the sample were married

Employment status

- Unemployed formed 63.6% of the total population.
- As major group of the respondents were women who were housewives, the number of unemployed were found to be higher.

Annual Income

- 64.4% of the households were earning an income of below Rs. 25000/- only
- 18.4% were earning an annual income of Rs. 50000/- and above.

The socio economic profile of the respondents under study highlighted that the study in order to have a comprehensive picture on the subject of study had covered all age, sex, income, religious groups. Coverage of people of diverse characteristics does contribute in eliciting a complete and real impact of the Janamaithri Suraksha Project. Further, the data on annual income portrayed that the survey had representation from different income levels and that majority were from a lower economic strata.

Extent of knowledge/Awareness on Janamaithri Suraksha Project (JSP)

Extent of knowledge/awareness about the JSP

- 98.8% had obtained at least a basic information regarding the Janamaithri Suraksha Project

Period of receipt of knowledge

- The duration of the awareness level of the people on the project varied between several months to years.
- 76.2% had heard about the project for a year of below.
- 23.8% reported of awareness for the past two years or more.

Sources of Information

- 75.7% reported that they received the information from the Janamaithri police.

- Print media as the source of information was stated by 27.9%.
- The other sources were viz., Govt. Public Programmes, relatives and friends and govt. publication were reported only a minimum number of respondents i.e., 4.04%, 2.83% and 1.21% respectively.
- Secondary sources included: visits by the police, seminars, workshops, tableaux, public meetings, creation and distribution of IEC materials

Beneficiaries of the project

- 96.8% reported the Beneficiaries of JSP as people in the community.
- 4.04% stated that the project stood for the welfare of public and the police.

It is thus evident from the above that almost cent per cent of the respondents under study were aware of the project and most had gained the information from the Janamaithri police. However, not many had an in-depth understanding about the project. This naturally invites for the initiation of extensive campaigns across the state in this regard..

Activities Carried out by Beat Officers

Traffic related

- Only 34.4% stated about the organization of the traffic related activities.
- However, a higher number from young and middle aged groups of 35-45, 45-60 and 24-35 age groups reported positively about the traffic related activities.

Activities carried out were: enforcement of traffic rules near school premises and busy roads, enforcing use of seat belts and helmets, use of zebra lines and speed breakers, traffic warden system, traffic controls at bus

stops, distribution of traffic rules, awareness classes on traffic rules and display of traffic rules.

Hygiene related

- 33.2% reported on the positive regarding Hygiene related activities
- Females (39.6%) outnumbered the males with respect to the conduct of the hygiene related activities in Kollam East police station limits.

Activities implemented were: cleaning roads and canals, one week cleanliness drive, appointing people to collect waste, environmental cleaning, community awareness, to Kill Mosquitoes, and Cleaning of Temple.

Interaction with children

- 36.8% agreed of having interactions with the children.
- Middle aged (35-60yrs) outnumbered the other age groups with respect to the number of positive responses.

Activities carried out were: awareness on traffic rules, awareness on road safety, awareness regarding Janamaithri, friendly interactions with children, talk about education interaction with unknown, to be careful and talk about the Public Speech. The prominent one among them was friendly interactions with children.

Night Patrolling

- 33.2% affirmed about the implementation of Night Patrolling in their areas of residence.

Activities implemented were: night patrolling to prevent illegal dumping of waste in the area, night patrolling in collaboration with residence association, arranging night squad and patrolling after 12 0' clock

Activities for the Protection of women

- 40.5% reported of activities related to the protection of women.
- Gender –wise the females outnumbered the males in reporting about the conduct of the activities in this regard.

Visits by Beat Officers and Allied Matters

Beat officers visits related

No of visits by Beat officer

- Excluding 8.5% all the others had reported varying number of visits (1-7 visits) by the beat officers.
- 27.9% and 19.9% each stated the number of visits as 1 and 2 respectively.
- Three visits were mentioned by 19.4% respondents.
- More than three visits were reported by 24.1%.
- Non-visit was stated by 8.5%.

Time of visit

- The time of visit varied between 8 a.m. in the morning to 8 p.m. in the evening.
- 58.8% reported the time of visit as between 8a.m. and 12 p.m.
- 38.5% mentioned the time as between 12 p.m. and 4 p.m.
- The rest stated it as between 4p.m. and 8p.m.

Prior information about the visit

- Only 7.5% had reported prior information about the visit
- 92.5% stated on the negative.

Number of Police during the Visit & Presence of Vanitha Police

- The number of the beat officers who visited the people of the community varied from 1-4
- 79.2% mentioned about the presence of only one police personnel.

- 17.3% stated about the presence of 2 police personnel.
- More than 3 personnel were reported by 3.6%.

Presence of Vanitha police

- Only 4% reported about the presence of Vanitha police in the team

Place and Nature of visit

- 93.4% mentioned that they were visited by the beat officers in their homes
- Community halls and public places as the venues of visit were stated by 8.4% and 1.3% respectively.

Nature of visit

- 76.1% stated that they were with their families.
- Personal visits or meeting in group or in public meetings were reported by 27.1% with a distribution of 18.1%, 3.5% and 3.5% respectively.

The figures do emphasize that efforts have been taken to make the visit of the beat officers most productive and effective whereby a better public-police relationship could be developed which is a significant factor for the success of the Janamaithri Suraksha Project.

Topics/Subject of Conversation

- 46.9% reported the topic of discussion/ conversation as personal/individual.
- Ward meetings and Security awareness discussions followed next with 21.7% and 20.4% respectively.
- The other topics/subjects of conversation/discussion were: disaster management (7.5%), awareness on sanitation/hygiene (6.6%), health awareness (4.9%), health awareness (4.9%), seminars (4.9%), Drug and alcohol (3.5%), Family Meeting (3.5%), and Night patrolling (3.5%).
- Less than 1% each reported the subjects of discussion as blood group determination, blood donation camps, Traffic Awareness, campaign against tobacco, petitions through petition box and awareness on illicit liquor.

Duration of Discussion

- Duration of the discussion extended from 10 mnts to 1-2 hrs.
- 59.7% reported about 10-20 mnts of discussion.
- Discussion for half an hour and one hour followed next with 24.3% and 10.2% respectively.
- 45mnts and 1-2 hrs were reported by 3.1% and 2.7% respectively.

Cordiality of the beat officer

- 98% affirmed about the cordial behavior of the beat officer during their visit to the community.
- Sex-wise, a slight variation was marked wherein the females outnumbered the males in the positive responses

Opinion on the Behavior of the Beat officers

- 47.8% and 37.2% each rated it as excellent and very good respectively.
- Only 0.9% per cent had reported the behavior as poor.

Satisfaction at the interaction/intervention of the Beat officers

- Excluding 0.4%, all the others were satisfied with the interaction/intervention of beat officers.

Extent of satisfaction

- 44.7%, 29.6% and 14.2% each rated the satisfaction about interaction as excellent, very good and good respectively.
- Very poor or poor rating was recorded only by 1.7% of the respondents.
- There was not much variation between the opinions of males and females.

It is indeed a sign of change from the part of the police force that was once considered or looked upon as fearful figures. The Janamaithri project hence could be viewed as a means to give a humane face to the police force.

Usefulness of the suggestions by the Beat officers

- 93.4% stated the suggestions by the Beat officers as useful.
- Post graduates, high school and college educated people constituted comparatively a higher number who reported about the usefulness of the suggestions given by the beat officers

Effectiveness/Impact of the Janamaithri Suraksha Project

a. Extent of reach

- Out of the 250 respondents contacted excluding 3, all the others were aware about the project.

b. Effectiveness in relation to the improvement in minimizing the social problems

Change in Family atmosphere

- 50.6% stated about a positive change in the family atmosphere due to the implementation of the Janamaithri Project in the area.
- Sex-wise, males outnumbered the females in the positive responses.

Change in safety

- 67.6% expressed an increase in their feeling of security consciousness.
- Gender-wise, females outnumbered the males with respect to an increase in safety feeling with 72.8%.

Change in robbery/snatching

- 39.6% stated a reduction in robbery and snatching.
- 53.2% on the other mentioned about their ignorance in this regard

Presence of police

- 66% reported about an increased presence of police in the area.
- Gender-wise, comparatively a higher number of females responded positively about the presence of police in the community.

Gunda Menace

- 34.4% reported a decrease of Gunda Menace in the area
- 63.6% reported about either ignorance or no change about the same.

Illicit liquor

- 37.2% stated about a decrease in the problem of illicit liquor
- 57.6% were ignorant regarding the change in this regard.
- The remaining had reported as either increased or no change status.

Change in women atrocities

- 36.8% remarked about a reduction in eve teasing.
- Ignorance was reported by 57.2%.

Extent of Usefulness of the suggestions

- 57.9% rated the usefulness as either extremely useful or very useful.
- 20.4% and 15% reported it as moderately useful and useful respectively.
- There was none who reported it as useless.

Implementation/practice of the suggestions

- Only, 29.2% had put the suggestions into practice

Change in the Attitude towards Police and their Activities

Reluctance to approach the police station

- 77.2% expressed no reluctance to approach the police station.
- Co-relation between age and the reluctance did not show much variation across the various age groups.
- Sex-wise, reluctance was reported at a higher number by the females with 30%.
- Educationally a wide gap was noticed between the illiterates and the literates.

The figures clearly indicated that a progress has been made with reference to approaching the police station by the public without reluctance irrespective of age and sex differentiation. However, the journey has to go a long way to achieve the same in its fullest measure.

Helpfulness of the police

- 92% felt that the police are helpful.
- Age-wise, almost an equal number of respondents (between 93%-94%) from the 24-35 yrs, 35-45 yrs and 45-60 yrs age categories responded positively about the helpfulness.
- Sex-wise the affirmative answers were almost equal in number in both the sexes.
- Education-wise, a marked difference could be noticed among the illiterates and the educated.

It is clear from the above figures that most of the people irrespective of age, education and sex responded positively about the helpfulness of the police. There were a few who did not positively respond to the query. This might be due to the fact that they may not have been the direct beneficiaries of the project or they were ignorant about the same.

Performance of Police

- 63.6% rated the performance of police as either good or very good or the best. 32.8% stated it to be average.
- Low rating (poor or very poor or the worst) was given by 3.6%.
- Age-wise, 52% to 74% from all age groups rated the performance as either good or very good or the best
- Education-wise, the number of respondents who rated the performance as good, very good and best was comparatively lower among the higher educated.

- Sex-wise, a slight variation of 9.6% could be noticed regarding the high ratings between the males and females.

It could be noticed from the above that people in general had a positive outlook towards the performance of the police. This might be probably due to the efforts taken by the home department to give a new face to the police force through the Janamaithri Suraksha Project.

Perception on the extent of approachability of the Police

- 42.4% had reported about an easy approachability to the police.
- 54.4% on the other rated the approachability as ‘somewhat possible’ or ‘average.’
- Difficulty or impossibility in approaching the police was reported only by a few.
- Age-wise , the extent of approachability to the police as very easy (possible and very well) was reported to be less than 50% i.e., between 30% and 44% in all age categories.
- Easy approachability (possible and very well) was reported least by those above 60 yrs.
- Educationally, excluding the primary school category in all the other groups, only less than 50% rated the approachability to the police as possible or very well possible
- Sex-wise, only less than 50% reported the extent of approachability as possible or very possible in both the sexes.

Perception on the Behavior of the Police

- 64.8% reported the behavior as either good or very good or the best.
- 33.6% on the reported the behavior as ‘average.’
- Age-wise, 52% to 73% of all age groups rated the behavior of police as good or very good or the best

- Education-wise, lowest rating with respect to good/very good/best behavior was reported by those with professional education with 33.3%.
- Sex-wise, females outnumbered the males in rating the behavior of police as good/very good/best with 69.9%.

It could be perceived from the above figures that the change with respect of the behavior of the police was gradual. Hence, the rating of their behavior as good/very good/best was found to be comparatively at a lower rate. Nevertheless the lesser number of rating in the poor performance reiterated the positive change that has occurred in the behavior of the police over the years. The implementation of the Janamaithri Suraksha Project also might have contributed to this positive change.

4.2 RECOMMENDATIONS

Based on the interactions with various stakeholders through interviews and discussions with 250 respondents across the various parts of Kollam East police station limits and the findings derived thereupon, certain recommendations have been put forth to make the Janamaithri Suraksha Project effective and efficient. The recommendations thus elicited are related to various aspects viz., Awareness building, Functioning related, Capacity Building, Monitoring and Evaluation, Networking and Enhancement of the Project to Newer Areas/Police Station Limits.

Awareness building

The success of any project depends greatly on the extent to which the project could reach out to the people. The findings highlighted lack of an in-depth awareness of the people about the project. Hence, there is a dire need to disseminate in-depth understanding/awareness on the project. Accordingly, the following steps have been recommended:

- Organise a massive campaigns on the JSP through print, visual and audio media.
- Design and develop IEC materials on the project and distribute the same through colleges, schools, resident associations etc.
- Organise mobile exhibitions depicting the various aspects of JSP and also the success stories about the same elsewhere.
- Conduct awareness classes in Educational and other social institutions (NGOs) across the state.

- Organise Street plays, various competitions such as essay, painting, quiz etc for different sections of the society.

Functioning related

- Increase the number of beat officers in each beats.
- Ensure target based conduct of house visits and interaction activities
- Instruct the Janamithri Samithi members about their duties and responsibilities elaborately.
- Hold regular meetings of the Janamaithri Suraksha Samithis.
- Information sharing on various activities organized by the different Janamaithry Suraksha Samithis
- Organize joint meetings of Janamaithri Suraksha Samithis of two or three beats.
- Adopt measures to control the intrusion of excessive political and anti social interventions.
- Give due care in the appointment of Janamaithri Beat officers.
- Increase the number of beats by reducing the number of houses under each beat.

Capacity Building

- Enhance the number of trainings to the beat officers focusing more on personality development and communication skills.
- Organize periodical training/awareness programmes for the Janamaithri Suraksha Samithi Members.

Monitoring and Evaluation

- Conduct periodical monitoring of the project at the Zonal/district/state level.
- Set up an award for the best beat and the best Janamaithri Samithi.

- Provide incentives either in cash or kind to the best beat officer at the zonal/district/state level.

Networking

- Enhance the involvement of Community Based Organizations (CBOs), educational institutions/youth clubs in the various phases of the project. viz. training and capacity building, planning and implementing, reporting and monitoring
- Involve social service organizations like National Service Scheme (NSS) in implementing the various activities of the project.
- Network with residence associations and also instruct a representative of the Janamaithri Samithi to attend the monthly meetings of the various associations.
- Instruct a Janamaithri Samithi representative to attend the zonal level meetings of the respective District Residence Association Apex Council.

Expansion of the project

- Expand the project to all the police stations in the state of Kerala for better utilization of the project by the general public.

The seed of JSP has been sown

It has become a plant

And let it grows to be a tree with a unified effort of the public and police

Hovering with its branches, to secure peace and safety for a community

For a nation and

For a society !

A P P E N D I C E S

I Interview Schedule

II References

Interview Schedule

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