

**INFLUENCE OF  
JANAMAITHRI SURAKSHA PROJECT ON THE COMMUNITIES  
With Special Reference to Pala Police Station Limits,  
Kottayam District.**



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

*Submitted by:*  
**The Research Institute  
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Kerala**

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**Dr. Celine Sunny**  
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## **INTRODUCTION**

### **1.1 Background of the Study**

The Police force in the country is entrusted with the responsibility of maintenance of public order and prevention and detection of crimes. Police organization in India in its present form is based essentially on the Police Act of 1861, which was specifically designed to raise a police which would be “politically more useful”. The Indian Police Commission of 1902-03, which reviewed the working of the police, found that “the police force throughout the country is in a most unsatisfactory condition, that abuses are common everywhere, that this involves great injury to the people and discredit to the government”.

Rising crimes and lawlessness resulted in growing feeling among the public that police are not able to discharge their duties properly in controlling crimes or offer adequate protection to the citizens. The law enforcement agencies have come to realize that in its battle against crimes, the active support and co-operation of the public is most essential and that radical reforms are urgently necessary. Over the years this outlook, has evolved a definite change and this has now been accelerated by the economic development and social change taking place in the country.

The government and the citizens alike have now begun to understand the role of the police as agents or facilitators of economic development and social emancipation. Within the Government machinery also, the realization has come that the police needs to change its stance of working in isolation to one of working with the society or in popular terms ‘bringing policing to the doorsteps of the people.



Further, the paucity of the strength of the police vis-a-vis the increasing responsibilities, the need to change the image of the police as a servant of the society, to tap the services of the members of the public for crime prevention and detection have contributed for a rethink on the policing in Kerala. The concept of Community Policing then appealed as an official policy of the Government.

Community policing is not a new concept to the State. Many police leaders, time and time again, on their individual initiatives had introduced this in their areas of jurisdiction. Many of these schemes had a considerable amount of success also. But once the leaders changed, the programme also was put to the backburner.

The new beginning to the community policing in Kerala was the aftermath of the recommendation of Justice K.T.Thomas Commission appointed by the Government of Kerala, who reported in 2006 to govt. to implement community policing on an experimental basis. Based on this recommendation, the Kerala police have conceptualized a state wise community policing initiative under the title *Janamaithri Suraksha Project* (JSP) within communities. A draft of the scheme was prepared after a series of discussions and consultations at the Government level with all the stakeholders and various political leaders. Thus, a 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.

Times have passed since the initiation of Janamaithri Suraksha Project (JSP) and it is the right time now to have an assessment of the impact of the project on the community in terms of the achievement of its envisioned objectives and the drawbacks in order to set the project on the right direction and expand its benefits to the entire police stations of the state of Kerala.

It is in this context that the present study has been undertaken to analyze the implementation of Janamaithri Suraksha Project 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
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*

Pala Municipality of the Kottayam district in the state of Kerala formed the Geographical area for the study.

Pala Municipality has 8 Janamaithri Beats and each beat is looked after by 1 beat officer and 1 assistant beat officer (woman)

### *Profile of Pala Municipality*

**Pala**, also written as **Palai**, is a municipal town 32 km east of Kottayam in the Indian state of Kerala. Pala has the largest proportion of Roman Catholics in Kerala, the reason why it is so often referred among the Catholic circles as the "Mini Vatican of India". It is situated on the banks of the Meenachil River and is the headquarters of the Meenachil Taluk and the Pala Revenue Division. It is the main gateway to the southern high ranges. Located at 9°42'N 76°42'E 9.7°N

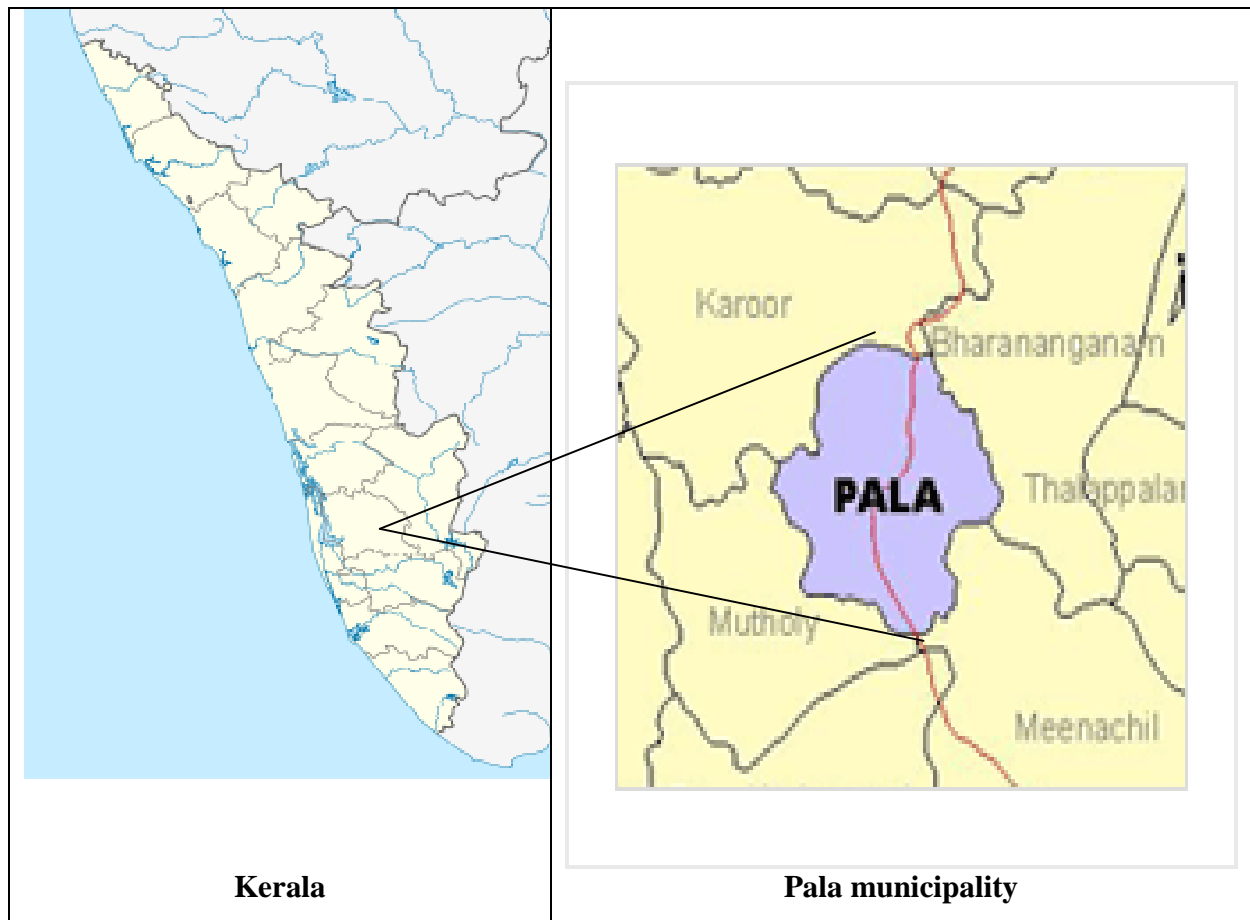
76.7°E, Pala is 56.7 meters above Meters above Sea Level (MSL). Nearby towns are Kottayam, Ponkunnam, Erattupetta, Thodupuzha and Muvattupuzha.

As of 2001 India census, Pala had a population of 22,640. Males constitute 49% (10988) of the population and females 51% (11652). Pala has an average literacy rate of 96%, higher than the state average of 90.92%: male literacy is 97%, and female literacy is 96%.

### **Pala Municipality at a Glance**

Area	15.93 square kilometers (6.15 sq mi)
Population as per 2001 census	22,640
Density	1,375 /km <sup>2</sup> (3,561 /sq mi)
Villages	Puliyanoor, Lalam and Meenachil
Taluk	Meenachil
District	Kottayam
Assembly Constituency	Pala
Parliament constituency	Kottayam
Sex Ratio	1000:1013
Average Literacy rate	96%
Male	97%
Female	96%
Boundaries	Mutholy, Karoor, Bharananganom and Meenachil Panchayaths
No of Municipal wards	26

## **Pala Municipality in Kottayam District**



### *Universe*

The entire population of the 8 beats of the Pala Municipality formed the universe of the study.

### *Sampling*

From the 8 beats of Pala Municipality, 250 respondents were randomly selected from different locations viz. households, roads, business centres, educational institutions, government offices and worship centres. Care was taken to include maximum number of women in the sample.

### Sample based on interview location

Sl.No	Location	Sample size
1.	Households	222
2.	Business centres/ establishments	3
3.	Govt. office	1
4.	Road	11
5.	Educational Institutions	7
6.	Place of Worship	6
	Total	250

#### 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. It consisted of 7 major parts:

- Part 1 – Socio Economic profile of the respondents
- Part 2- Extent of Knowledge on Janamaithri Suraksha Project (JSP)
- Part 3 - Activities carried out by the Beat officers
- Part-4 - Variables related to beat officers' visits and allied matters;
- Part 5- Effectiveness/impact of the project
- Part 6- Weaknesses /limitations of the project
- Part 7- Suggestions for improvement

### **1.5 Sources of Data**

The sources of the primary data constituted the respondents. The secondary data sources on the other, consisted of the study reports and other documents pertaining to the subject of study.

### **1.6 Data Processing & Analysis**

Computer applications using Statistical Package for Social Sciences (SPSS) were made use of, for processing and analyzing the data.

## **JANAMAITHRI SURAKSHA PROJECT – AN OVERVIEW**

Community Policing is not a new concept but 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.....***

Justice K.T Thomas Commission, appointed by the Government of Kerala to suggest 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 Janamaithri Suraksha Project***

This project of Janamaithri Suraksha Project has been designed and project 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***

The major component of the project is Janamaithri Beat which centers on 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

#### ***2.3.1 Janamaithri Beat***

A local area which includes around 500 houses may be considered as a Janamaithri Beat Unit. A Police Station jurisdiction may be divided into as many 'Janamaithri Beats' as required. One Beat area should not exceed 3 Square Kilometers. A Beat Officer should be able to cover a 'Janamaithri Beat' within a few hours' time. For example a Post Man is able to cover his beat area daily. 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. 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***

In every Police Station a 'Janamaithri Suraksha Samithi' should be formed. The Samithi should endeavour to undertake and implement the 'Janamaithri Suraksha Project' within the limits of the respective Police Station. With the help of the Station House Officer, the Circle Inspector may suggest the names of persons to be included in the Samithi. 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 councilors, 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 Samithi should meet 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 meager, 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 centers 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 Defense 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*

At the District level, an Advisory Committee headed by the District Superintendent of Police should be formed to ensure proper supervision regarding the functioning of 'Janamaithri Suraksha Project'. 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. The committee may consist of 10 to 20 members. This committee may 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 Kendram***

To popularize the concept of Janamaithri Suraksha Project, Janamaithri Kendrams were opened in some places. These centers help people to come and interact with police. Classes on traffic safety, career guidance etc. are organized at such centers. Janamaithri Kendrams have been functioning in some of the districts and in Battalions.

The main objectives of the Kendram 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. It is proposed to start Janamaithri Kendrams in 10 more places.

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.

Posters depicting helpline numbers, awareness posters on drug abuse, crime against women etc also can be put up.

The centre can be developed as a community interaction centre. 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**

The ambitious project - Janamaithri Suraksha Project of the Home department, Govt. of Kerala is aimed at dealing effectively with anti-social activities and to prevent crime through developing synergistic partnerships between the police and the citizens. Initiated in the year 2008, on the basis of the recommendations by the K.T.Thomas Commission appointed by Govt. of Kerala, the project has crossed several milestones. Any expansion and enhancement of the project relies greatly on the assessment of the effectiveness/impact of the project. Accordingly, an effort has been made to elicit the views and perception of the people focusing on the various components of the project and throwing light on the changes/improvements achieved at different social fronts. 250 respondents from the Pala Police station limits of Kottayam district were randomly selected and interviewed at various locations like houses, shops/establishments and govt. offices.

This chapter profiles the analysis of the data collected from the respondents on different aspects of the project. The major areas covered are scripted under 7 sections viz: 1) socio-economic profile of the respondents, 2) Knowledge / Awareness on Janamaithri Suraksha Project (JSP) 3) Activities carried out by the Beat officers 4) Beat Officers' visits and allied matters 5) Effectiveness/impact of the project 6) weaknesses / limitations of the project and 7) Suggestions for improvement.

### **3.1 Socio- Economic Profile of the Respondents.**

Consideration of socio-economic factors is essential for fully understanding the influence of Janamaithri Suraksha Project on communities. Variables like age, sex, education, marital status, religion (social variables) and occupation and income (economic variables) of the respondents were considered in this regard.

#### *Age*

The empirical data revealed that the respondents belonged to the age group of 15 - 83 yrs. Of the 250 respondents, 37.6% belonged to the middle aged (45-60yrs) category followed by those in the 35-45yrs with 28%. Those in their young (15-25yrs) and elderly ages (60 and above yrs) constituted 4.4% and 14.8% respectively. (*Refer to table 3.1.1*)

It could be observed from the age distribution of the respondents that the data collected do provide a holistic picture about the project as different segments of the population of the study have been covered through the survey. Higher representation from the middle group too indicated a positive note as they are presumed to have better and critical perception /capacity to respond to the queries.

#### *Sex*

Sex-wise distribution of the respondents showed that Females out numbered males with a margin of 52.8 %.( Males 23.6% and Females 76.4%).

#### *Education*

Another social characteristic that has a bearing on the perception on the subject of study was the educational status of the respondents. Educationally, the respondents varied from illiterates to professionals. Most (49.2%) however, were with high school education. Those with primary education and graduation followed with



14.4% and 27.6% each. Post graduates, professionals and illiterates formed only a minor group with 5.2%, 2.4% and 1.2% respectively. (Refer to table 3.1.1)

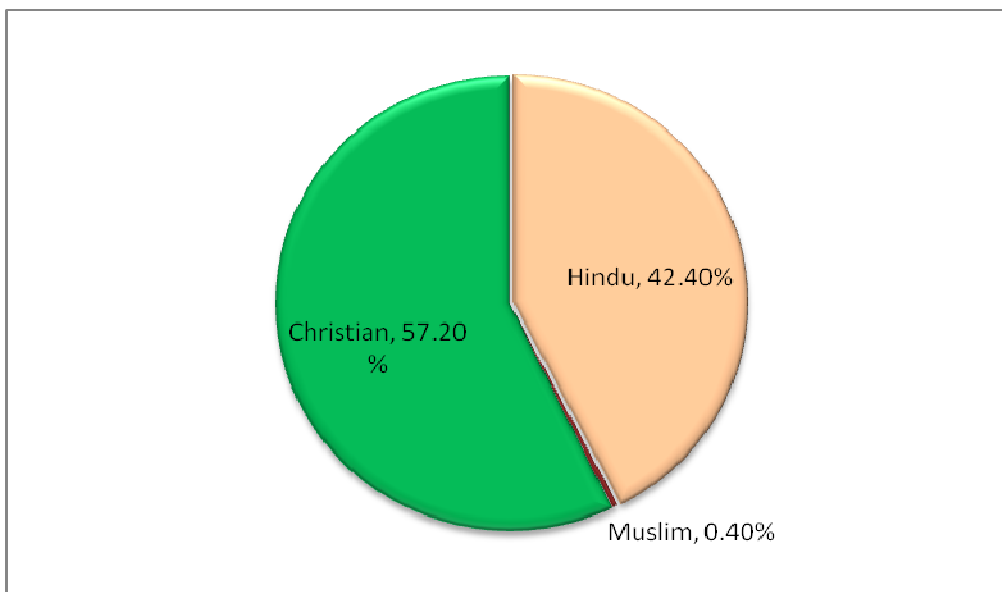
**Table No.3.1.1  
Profile of the Respondents**

<b>Age</b>		
Age (in yrs)	Frequency	Per cent
15 -25	11	4.4%
25 -35	38	15.2%
35-45	70	28.0%
45-60	94	37.6%
60 and above	37	14.8%
Total	250	100.0%
<b>Sex</b>		
Sex	Frequency	Per cent
Male	59	23.6%
Female	191	76.4%
Total	250	100.0%
<b>Education</b>		
Education	Frequency	Per cent
Illiterate	3	1.2%
Primary school	36	14.4%
High School	123	49.2%
College	69	27.6%
Post Graduate	13	5.2%
Professional	6	2.4%
Total	250	100.0%

### *Religion*

Religion-wise, majority (57.2%) belonged to the Christian religious background followed by the Hindus with 42.4%. Muslims formed only a lower percentage (.4%). (Refer to figure 3.1.1.)

**Figure No.3. 1.1**  
**Religion of the Respondents**



### *Marital Status*

Majority (91.2%) of the respondents were married whereas the remaining 8.8% were unmarried. (Refer to table 3.1.2.)

**Table No.3.1.2**  
**Marital Status of the Respondents**

Marital status	Frequency	Per cent
Yes	228	91.2%
No	22	8.8%
Total	250	100.0%

### *Employment Status*

Employment status portrayed that majority (80%) were unemployed. Only a minimum (20%) were employed. (*Refer to table 3.1.3*)

**Table No. 3.1.3**  
**Employment Status of the Respondents**

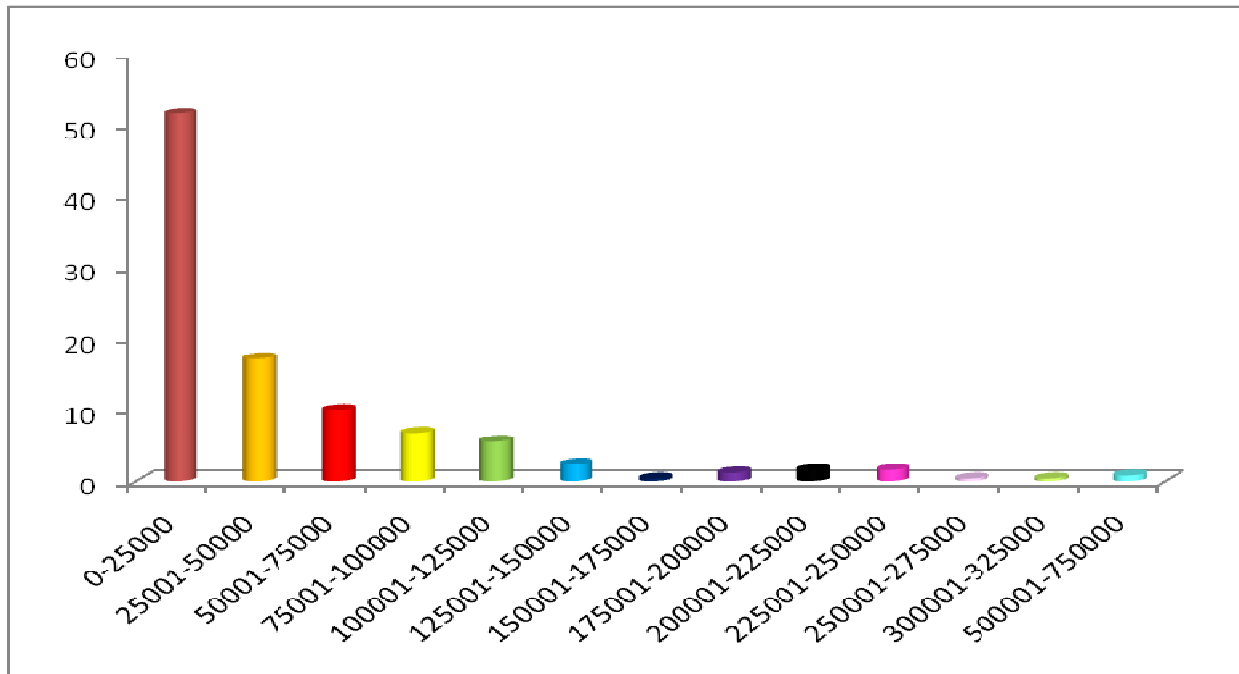
Employment Status	Frequency	Percent
Employed	50	20.0%
Unemployed	200	80.0%
Total	250	100.0%

### *Annual Income*

To draw a holistic picture on the subject of study representatives from different economic groups were included. Data in this regard depicted that the annual income of the households varied from thousands to lakhs of rupees. Most (51.6%) of the households had earned only an income below Rs.25000/-. Households with an annual income of Rs.25000/- to Rs.50000/- was reported by 17.2%. Higher income groups i.e. Rs. 50000/- to 1 lakh and rupees one lakh and above were formed only a small percentage with 16.8% and 11.8% respectively. (*Refer to figure 3.1.2*)

It could be inferred from the data that lower income groups (below Rs.50000/-) dominated the middle and higher income groups in the sample selected. Inclusion of a greater number of lower groups could be viewed in the sense that it is they who require more assistance and support from multifarious exploitations. Hence, their perceptions/views/opinions have a better face value.

**Figure No.3.1. 2**  
**Annual Income of the Households**



*A gist of the socio-economic profile showed that majority of the respondents belonged to the 35- 60yrs age category. Females outnumbered the males. Education-wise, a good number were having high school or college education. Further, Christians and Hindus were the prominent religious groups. Most were married and majority of the respondent were unemployed. An annual income of Below Rs.25000/- was reported from most of the households.*

### **3.2 Knowledge/Awareness on Janamaithri Suraksha Project (JSP)**

An elementary factor for the success of any project is knowledge/awareness of the same. Lack of knowledge/awareness on the other would lead any project to its doom. Accordingly, the present study had a prime objective to assess the extent of knowledge/awareness of the respondents under study regarding the Janamaithri Suraksha Project (JSP). The variables that were considered for the assessment included: Status of knowledge/awareness about the JSP, period of receipt of such

knowledge, Beneficiaries of the project and the sources of knowledge / awareness about the project.

*Status of Knowledge/Awareness on the JSP*

The key objective of the Janamaithri Suraksha Project (JSP) is prevention of crimes, and furthering co-operation and mutual understanding between Police and the Community. Participation of the community in this regard could be achieved only if they are educated or are aware about such a project.

The figures in this regard showed that majority (98%) of the respondents under study had knowledge/awareness about the Janamaithri Suraksha Project.

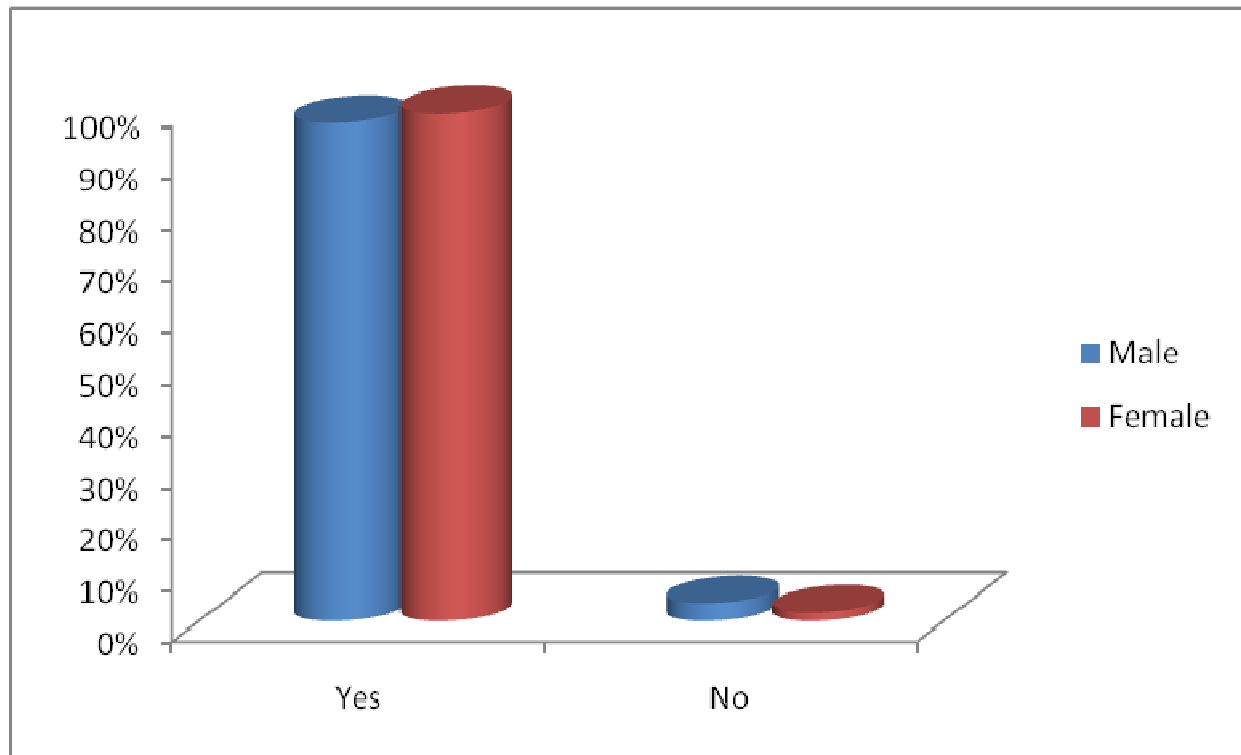
Sex -wise, females (98.4%) outnumbered the males (96.6%) by a margin of 1.8%.  
(Refer to table 3.2.1 & Figure 3.2.1)

*Lack of knowledge/awareness on the project reported by miniscule percentage of respondents could not undermine the need for more awareness generation programmes in the community.*

**Table No.3.2.1  
Status of Knowledge/Awareness on the JSP and Sex**

Sex	Knowledge /Awareness		Total
	Yes	No	
Male	57	2	59
	96.6%	3.4%	100%
Female	188	3	191
	98.4%	1.6%	100%
Total	245	5	250
	98.0%	2.0%	100%

**Figure No.3.2.1**  
**Status of Knowledge/Awareness about Janamaithri Suraksha Project**  
**and Sex of the Respondents**



*Period of Receipt of Knowledge /Awareness*

Regarding the period of receipt of their knowledge/awareness about the project, it was learnt that of the 245 who knew about the project, majority (73.1%) received it for the past one year. It indicated that they knew about the project since its implementation in the year 2009. The rest (26.9%) were aware of the project for the past two year (2.4%) or below 1 year (24.5%).

Sex-wise, more males (80.7%) reported of the period of receipt of knowledge as ‘one year’ than the females (70.7%). (Refer to table 3.2.2)

**Table No. 3.2.2**  
**Period of Receipt of Knowledge/Awareness and Sex of the Respondents**

Sex	Duration of Knowledge/Awareness			Total
	Below 1 Yr	1 Year	2 years	
Male	10	46	1	57
	17.5%	80.7%	1.8%	100.0%
Female	50	133	5	188
	26.6%	70.7%	2.7%	100.0%
Total	60	179	6	245
	24.5%	73.1%	2.4%	100.0%

*Sources of Knowledge/Awareness*

The empirical data showed that majority (83.7%) had obtained knowledge/awareness about the JSP from the Janamaithri Police themselves during their visits. The other sources of information were; print media (14.3%), relatives and friends (4.5%) and Govt. public programmes (1.2%). (*Refer to table 3.2.3 & figure 3.2.2*)

A number of programmes such as seminars, workshops, tableaux, public meetings, creation and distribution of IEC materials were carried out for the information dissemination of the Janamaithri Suraksha Project in the area under study.

*The visits and subsequent interaction by the police however, seems to have a better result than the other means as majority reported about it as the major source.*

**Table No. 3.2.3**  
**Sources of Knowledge/Awareness**

*N=245*

Sources	Frequency	Per cent
Janamaithri Police	205	83.7%
Relatives & Friends	11	4.5%
Print Media	35	14.3%
Govt. Public Programmes	3	1.2%
Govt. publications	-	-

*Perception on the Beneficiaries of the Project*

The responses in relation to the beneficiaries of the JSP highlighted that a great majority (99.2%) perceived it as for the welfare of the people and the remaining (0.8%) indicated that the project was for the welfare of the police. (*Refer to table 3.2.4*)

**Table No. 3.2.4**  
**Perception on the Beneficiaries of the Project**

Category	Frequency	Per cent
For the police	2	0.8%
For People	243	99.2%
For People & Police	-	0%
For Politicians	-	0%
Total	245	100%

*An overview of the Knowledge/Awareness on the Janamaithri Suraksha Project portrayed that almost all the respondents were aware of the project for the past 1 year or below and most received it from the Janamaithri police during their visits to the community. Further, majority perceived the JSP as for the welfare of the people.*



### **3.3 Activities Carried out by the Beat Officers**

Janamaithri Suraksha Project envisages a number of projects such as 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. This section highlights the activities carried out by the beat officers in their respective beats related to traffic, hygiene, interaction with children and night patrolling.

#### *Traffic Related Activities*

It is commonly observed that traffic crashes kill tens of thousands of people especially youth each year. Lack of awareness about traffic rules and regulations, congested roads, bottle necked junctions and increased number of vehicles on the road have lead to frequent traffic blocks and jams. Several experiments to reduce this problem have been tested in the past. But not all experiments become a success and the problem still persists. This might have been a reason for the inclusion of traffic related programmes in the Janamaithri project. In this regard, the Janamaithri Samithis may organize awareness programmes for students, drivers and every type of road users with the help of Traffic Wardens. This programme may also help in encouraging the people to bring to the notice of the concerned authorities, traffic related problems such as road engineering defects, frequent occurrence of accidents at any particular spot, absence of street lights, traffic signal lights etc. Samithis may also organize film shows on traffic which will help to inculcate desirable traffic culture among the citizens.

The figures in relation to the activities of this nature revealed that of the 245 respondents 22% affirmed about the conduct of the same. The rest 41.6% and 36.3% responded as ‘no’ and ‘don’t know’.

Age-wise, the data showed that positive responses were found to be more in the 15 -35 yrs age group. (Refer to table 3.3.1)

The activities carried out by the Beat Officers in Pala police station limits for the improvement of traffic control system were: traffic warden system ,traffic control at bus stops and awareness classes for the drivers and public on; first aid, easy transportation, consequences of use of mobiles while driving and other traffic rules and regulations.

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

Age (in yrs)	Traffic related activities			Total
	Yes	No	Don't know	
15 – 25	4	5	2	11
	36.4%	45.5%	18.2%	100.0%
25 – 35	14	17	7	38
	36.8%	44.7%	18.4%	100.0%
35 – 45	11	31	24	66
	16.7%	47.0%	36.4%	100.0%
45 – 60	17	38	39	94
	18.1%	40.4%	41.5%	100.0%
60 and above	8	11	17	36
	22.2%	30.6%	47.2%	100.0%
Total	54	102	89	245
	22.0%	41.6%	36.3%	100.0%

### *Hygiene Related Activities*

In recent times the generation of huge amount of solid waste is becoming a sensitive issue in Kerala. Break down of different diseases during monsoon season is a common hitch in the state. This might have been a reason for the inclusion hygiene related programmes in the Janamaithri project.

The data showed that 27.8% reported about the conduct of hygiene related activities by the janamaithri team in their respective beats. 32.2% stated about their ignorance and 40% were on the negative.

Age-wise, a higher number from the age groups of 25-35yrs (34.2%) and 35-45yrs (37.9%) reported of the conduct of the same. (*Refer to table 3.3.2*)

Cleaning of roads and canals, one week cleanliness drive, Environmental cleaning, community awareness etc. were the activities carried out by the Beat Officers.

**Table No. 3.3.2**  
**Hygiene Related Activities and Sex of the Respondents**

Age (in yrs)	Conduct of hygiene conditions			Total
	Yes	No	Don't Know	
15 – 25	1	6	4	11
	9.1%	54.5%	36.4%	100.0%
25 – 35	13	16	9	38
	34.2%	42.1%	23.7%	100.0%
35 – 45	25	23	18	66
	37.9%	34.8%	27.3%	100.0%
45 – 60	20	42	32	94
	21.3%	44.7%	34.0%	100.0%
60 and above	9	11	16	36
	25.0%	30.6%	44.4%	100.0%
Total	68	98	79	245
	27.8%	40.0%	32.2%	100.0%

### *Interaction with children*

To strengthen the positive relations between the police and the children, Janamaithri Police have initiated regular interactions with the children. As a part of this program, interactions with children in the schools and colleges are conducted with an aim to make them responsive and responsible citizens. The Suraksha Samithi is encouraged to organize meetings of school / college authorities and talk about the project. Under the leadership of teachers, Jagratha Samithis may be organised including selected children. These Jagratha Samithis can organize awareness programmes on traffic, legal literacy etc. with the help of the Samithi. Classes on unarmed combat, yoga etc. can also be organized. Complaint Boxes can be kept in the schools and colleges which should be regularly opened by the Beat Officer. Problems of students during bus journey etc. can be solved in this way. As a part of the project, School Traffic Clubs and School Traffic Wardens may also be encouraged. The Jagratha Samithis can help the students do social service along with the people of the locality. The Jagratha Samithis can also popularize Crime Stopper and Helpline telephone numbers among students so as to encourage the students to pass on the information to the Police to prevent crime.

With respect to the interaction with children, the data revealed that 33.1% confirmed about the same. The rest, stated either ignorance (32.7%) or on the negative (34.3%).

Age-wise, those who affirmed about the implementation of this activity were seen comparatively higher in the middle aged (35-45yrs) and younger (25-35yrs) age groups with 42.4% and 36.8% respectively. (*Refer to table 3.3.3*)

*Lesser number of positive responses indicated that there is a need to accelerate the conduct of those activities.*

The activities carried out in this regard were: Friendly interaction with children, entrance coaching for poor students, distribution of Insurance policy, conduct of swimming classes for the students (Mudupalam Govt. L.P school), formation of vanitha jagratha samithis (Alphonsa College), Counseling, awareness classes on road safety, janamaithri project, juvenile justice act, educational improvement, safety norms for girls and misuse of mobile phones.

**Table No. 3.3.3  
Interaction with Children and Age of the Respondents**

Age (in yrs)	Interaction with children			Total
	Yes	No	Don't know	
15 – 25	4	4	3	11
	36.4%	36.4%	27.3%	100.0%
25 – 35	14	11	13	38
	36.8%	28.9%	34.2%	100.0%
35 – 45	28	22	16	66
	42.4%	33.3%	24.2%	100.0%
45 – 60	27	34	33	94
	28.7%	36.2%	35.1%	100.0%
60 and above	8	13	15	36
	22.2%	36.1%	41.7%	100.0%
Total	81	84	80	245
	33.1%	34.3%	32.7%	100.0%

*Efforts taken for Participating the People in Night Patrolling*

Everyone knows that a lot of crime takes place in the dark for obvious reasons. This might have been a reason for the inclusion of Night patrolling programme in the janamaithri suraksha project with the active participation of the local people.

Along with the Police Constables, the 'Janamaithri patrolling group' can do night patrolling. The Beat Officer also may engage himself in night patrolling along with the Janamaithri Patrol team whenever possible. From a Janamaithri Beat area, a list of able bodied males who are not involved in any crime cases may be prepared by the Beat Officer. In every ward, a route may be decided for night patrolling and everyday by turns, a group of 4 - 5 persons may be deputed. During night patrol in case anybody is found in suspicious circumstances, the same may be informed by the group to the Police Station. In case, any vehicle is found in unusual circumstances, the registration number and other identifying information may be passed on to the Police Station. In case any establishment or place is found to be occupied by anti-social elements or thieves the same may also be informed to the Police Station. The group members should equip themselves with torches and other accessories while doing night patrol. The group may also inform the Police Station about wandering groups, about those who encroach the revenue land, about any seemingly illegal constructions going on at night etc. In case, the incident requires immediate attention of the Police, the Police may take necessary action then and there. If the matter cannot be dealt then, the Beat Officer may enquire about the same on the subsequent day.

The data on night patrolling portrayed that 43.3% mentioned about the efforts taken by the police for ensuring the participation of people in this regard. However, 36.7% remarked about their ignorance and 20% reported that the police have not taken any such effort.

The negative responses clearly indicate the dire need for the enhancement of this activity by the Beat officers in the concerned area.

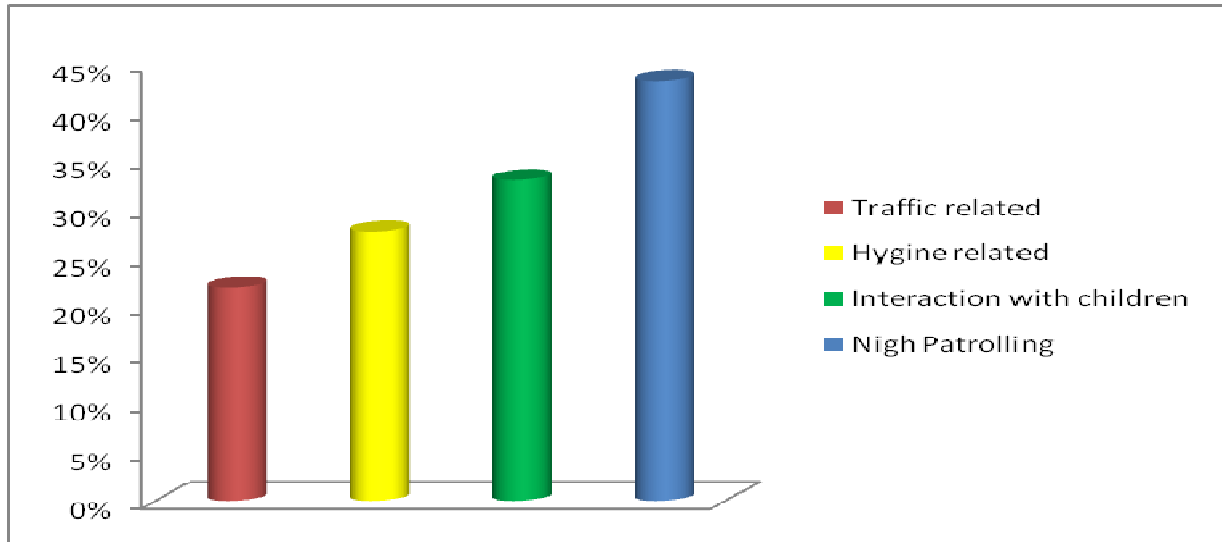
Age-wise analysis depicted that highest (52.8%) positive responses was reported from the 60yrs and above and the lowest was from the 15-25yrs (27.3%) category. (Refer to table 3.3.4)

The activities implemented by the beat officers in this regard were: night patrolling in collaboration with residents associations, night patrolling to prevent illegal dumping of waste, prevention of illicit liquor etc.

**Table No. 3.3.4**  
**Efforts taken for Participating the People in Night Patrolling and Age**

Age (in yrs)	Activities related to Night Patrolling			Total
	Yes	No	Don't know	
15 – 25	3	4	4	11
	27.3%	36.4%	36.4%	100.0%
25 – 35	16	11	11	38
	42.1%	28.9%	28.9%	100.0%
35 – 45	30	12	24	66
	45.5%	18.2%	36.4%	100.0%
45 – 60	38	16	40	94
	40.4%	17.0%	42.6%	100.0%
60 and above	19	6	11	36
	52.8%	16.7%	30.6%	100.0%
Total	106	49	90	245
	43.3%	20.0%	36.7%	100.0%

**Figure No.3.3.1**  
**Activities Implemented / Carried out by the Beat Officers**



*An overview of the activities carried out by the Beat Officers in their area of work highlighted that only less than 50% of the respondents have reported on the positive. Hence, there is a need for enhancement of the activities and involvement of maximum number of people in the Janamaithri Suraksha Project. However, the genuine efforts put forth by the Janamaithri team should be appreciated as the project could attain its goals to this extent at its formative years itself. (Refer figure 3.3.1).*

### **3.4 Beat Officers' Visits and Allied Matters**

A local area which includes around 500 houses may be considered as a Janamaithri Beat Unit. A Police Station jurisdiction may be divided into as many 'Janamaithri Beats' as required. One Beat area should not exceed 3 Square Kilometers. A Beat Officer should be able to cover a 'Janamaithri Beat' within a few hours' time. Each 'Janamaithri Beat' will be in charge of an assistant sub inspector or a head sub constable. 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 responsibilities and duties prescribed to the beat officer indicated that he/she has a great role to play in the success of the project. Subsequently a detailed probe was carried out on various aspects related to the visits by the Beat Officer. This section has been divided into 3 sub sections viz., Beat officers' Visits Related, Behavior Related and Suggestions Related.

#### ***a. Beat Officers' Visits Related***

The variables considered in this regard were: number of visits by the Beat Officers, time of visit, pre-information about the visit, place of interaction, number of police at the time of visit, presence of vanitha police, nature of visit, participation of spouse in the interaction, topics/subjects of discussion and duration of discussion.

##### *Number of Visits by the Beat Officers*

The prime duty of the Beat Officer is to have frequent interaction with the public. The Beat Officer is expected to visit the beat thrice a week and have interaction with the public.

Probe in this line revealed that the number of visits varied from non visits to 7 visits. 30.7% mentioned about 4-7 times visit by the Beat Officers, 4 visits by 12.4%, 5 and 6 visits by 3.7% each and 7 by 10.6%. Further, 1 visit and non visit were reported by 18.8% and 1.6% respectively. (*Refer to table 3.4.1*)

Although, a high number reported of more than two visits, quite a good number stated about just one visit and a few about the non -visit. This is to be taken care of as the success of the Janamaithri Suraksha Project solely depends on the interaction of the police with the people.

*Hence, a close monitoring of the visits by the Beat Officers should be ensured for better results.*

**Table No. 3. 4. 1**  
**Number of Visits by Beat Officers**

Number of visits	Frequency	Per cent
0	4	1.6%
1	46	18.8%
2	72	29.4%
3	48	19.6%
4	31	12.7%
5	9	3.7%
6	9	3.7%
7	26	10.6%
Total	245	100.0%

*Time of Visits*

Data in this regard portrayed that the normal visiting time of the Beat Officers was found to be in between 8 am - 4pm. Of those (241) who were visited by Beat Officers, majority (71.8%) stated about the visits between 8am – 12noon followed

by 26.6% between 12 noon -4pm. The remaining 1.2% reported about visits in the late evenings i.e., 4 pm- 8pm. (*Refer to table 3.4.2*)

It could be noticed from the figures that the visits carried out by the beat officers considering the convenience of the households. Usually, people especially women folk are comparatively free during the afternoon hours.

**Table No. 3.4.2**  
**Time of Visits**

Time of visit	Frequency	Per cent
8am-12noon	173	71.8%
12noon-4pm	64	26.6%
4pm-8pm	3	1.2%
12midnight-4am	1	.4%
Total	241	100.0%

*Prior Information about the Visits*

The data in this regard showed that most (89.2%) were not informed about the visits in advance. The high number of negative responses might be due to the lack of infrastructure and other facilities in carrying out the same as expected. However, the venue/place of common meetings are pre-announced, where the public could put up/present their grievances/problems before the Beat Officers. (*Refer to table 3.4.3*)

**Table No. 3.4.3**  
**Prior Information about the Visits**

Prior Information	Frequency	Per cent
Yes	26	10.8%
No	215	89.2%
Total	241	100.0%

*Place of Visits*

Concerning the place of visits, 90.5% of the respondents stated that they were visited in their houses. 9.5% reported to have been visited either at public place or at the meetings places of the resident associations. (Refer to table 3.4.4)

*Number of Police Personnel*

Data in this regard showed that the number varied between 1 and 4. Majority 86.3% reported about the presence of two police personnel followed by one with 9.5%. Presence of more than 2 police personnel was reported by 4.1%. It is obvious from the figures that most of the visits by the Beat Officers were carried out in groups. (Refer to table 3.4.4)

*Presence of Vanitha Police*

Regarding the presence of vanitha police during the visits, majority (86.3%) reported on the affirmative. However, 13.7% negated about the same. The presence of vanitha police has always been instrumental in instilling confidence and in building rapport with the people especially the womenfolk. (Refer to table 3.4.4)

Of those 208 respondents who affirmed the presence of vanitha police, majority 97.6% reported about the accompaniment of 1 vanitha police. (Refer to table 3.4.4)

#### *Nature of Visits*

With respect to the nature of visits, 73.9% reported about the visits in the presence of family members followed by the personal interactions with 20.3%. Further, 5.8% each reported about the visits in public meetings and in groups. (Refer to table 3.4.4)

#### *Participation of Spouse*

More than half (56%) of the respondents reported about the participation of their spouse, during the janamaithri visits. (Refer to table 3.4.4)

**Table No. 3.4.4  
Place of Visits and Allied Matters**

Place of Visit	Frequency	Percent
House	218	90.5%
Public place	6	2.5%
Community hall	4	1.7%
Place of worship	4	1.7%
Others	9	3.7%
Total	241	100.0%
<b>Number of Police Personnel present during the Visits</b>		
1	23	9.5%
2	208	86.3%
3	8	3.3%
4	2	.8%
Total	241	100.0%

<b>Presence of Vanitha police</b>		
Yes	208	86.3%
No	33	13.7%
Total	241	100.0%
<b>No. of Vanitha police</b>		
1	203	97.6%
2	5	2.4%
Total	208	100.0%
<b>Nature of Visits</b>		
Personal	49	20.3%
In the Family	178	73.9%
In the Group	11	4.6%
In Meetings	3	1.2%
Total	241	100.0%
<b>Participation of Spouse</b>		
Yes	135	56.0%
No	106	44.0%
Total	241	100.0%

#### *Topics/Subjects of Discussion/conversation*

A probe in this regard showed that the discussions varied from personal, to general matters. 48.1% of the respondents stated about individual discussions and 23.2% about seminar and night patrolling. The other topics of discussions were sanitation awareness (16.6%), health awareness (12%), collection of information about strangers (7.9%) , drugs and alcohol (4.6%) , blood donation camp (3.7%) , eye donation camp (1.7%), campaign against tobacco (.8) etc. (*Refer to table 3.4.5*)

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

<b>Topic/Subject</b>	<b>Status of Discussion/Conversation</b>		
	<b>Yes</b>	<b>No</b>	<b>Total</b>
Individual Discussion	116	125	241
	48.1%	51.9%	100%
Ward-wise meeting	29	212	241
	12.0%	88.0%	100%
Seminar	56	185	241
	23.2%	76.8%	100%
Determining Blood group	3	238	241
	1.2%	98.8%	100%
Blood donation camp	9	232	241
	3.7%	96.3%	100%
Eye donation camp	4	237	241
	1.7%	98.3%	100%
Night Patrolling	56	185	241
	23.2%	76.8%	100%
Traffic Awareness	8	233	241
	3.3%	96.7%	100%
Awareness of Sanitation	40	201	241
	16.6%	83.4%	100%
Awareness of Security	12	229	241
	5.0%	95.0%	100%
Awareness of Health	29	212	241
	12.0%	88.0%	100%
Disaster Management	1	240	241
	.4%	99.6%	100%

Campaign against illicit liquor	5	236	241
	2.1%	97.9%	100%
Anti Drug campaign	6	235	241
	2.5%	97.5%	100%
Anti tobacco campaign	2	239	241
	.8%	99.2%	100%
Information about the complaints received through complaint box	37	204	241
	15.4%	84.6%	100%
Information about the collection of details about strangers and workers	19	222	241
	7.9%	92.1%	100%
Family meeting	10	231	241
	4.1%	95.9%	100%
Others	40	201	241
	16.6%	83.4%	100%

### *Duration of Discussions*

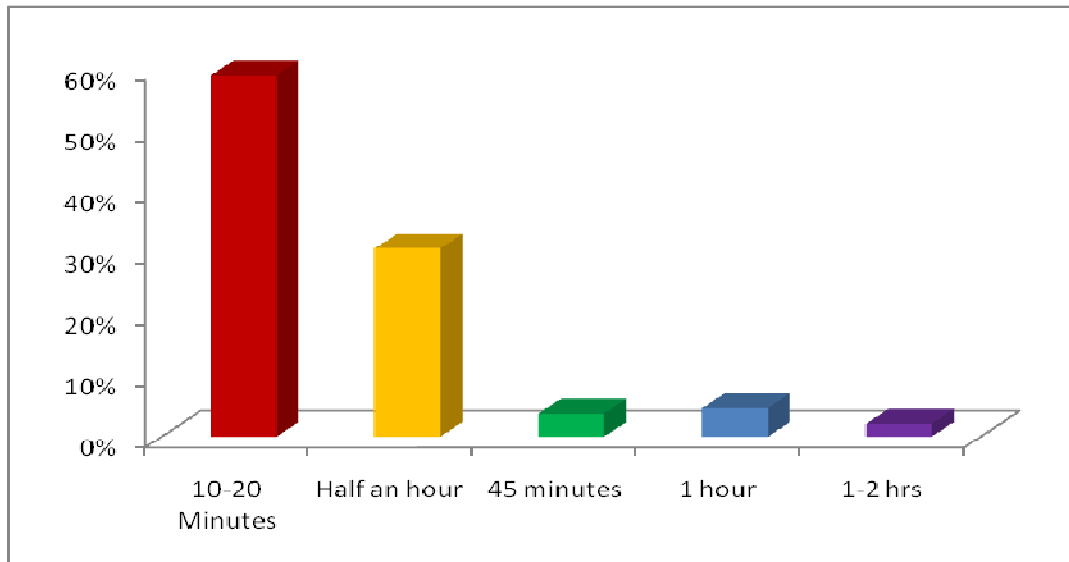
Data regarding the duration of the discussion varied from 10 mnts to more than 2 hours. Majority of the respondents (58.9%) reported of 10-20 mnts of discussions. Half an hour of discussions was stated by 30.7%. The rest i.e., 4.6% indicated discussions of more than 1 hr. (*Refer to table 3.4.6 & figure 3.4.1*)

**Table No. 3.4.6**  
**Duration of Discussions**

Duration	Frequency	Per cent
10-20 Minutes	142	58.9%
Half an hour	74	30.7%
45 minutes	9	3.7%
1 hour	11	4.6%
1-2 hrs	5	2.1%
Total	241	100.0%



**Figure No. 3.4.1**  
**Duration of Discussion**



***b. Beat Officers' Behaviour Related***

The responsibilities and duties prescribed to the Beat Officer indicated that he has a great role to play in the success of the project. He has to have interpersonal skills, communication skills, behavioral skills etc. It is his skills that bridge the wide gap that exists between the police and public. Subsequently a detailed probe was carried out on the behavior of the Beat Officers during their visits to the beats. The variables considered in this regard were: Cordiality of the Beat Officer, Rating of the behavior, satisfaction at the interaction of Beat Officers and extent of satisfaction.

***Behaviour of the Beat Officers***

The figures highlighted that almost cent percent (99.4%) of the respondents expressed positively about the behaviour of the Beat Officers. Cordial and gentle behavior of the Beat Officers instilled a great change in the minds of the public about the police. It was indeed a facelift for the police as traditionally they were considered as a group who should be looked at with utmost fear.

Sex-wise analysis showed that almost all from both the sexes reported of the cordial behaviour of the Beat Officers. (Refer to table 3.4.7)

**Table No. 3.4.7  
Cordiality of the Beat Officers and Sex of the Respondents**

Sex	Whether cordial or Not		Total
	Yes	No	
Male	57	0	57
	100.0%	.0%	100.0%
Female	183	1	184
	99.5%	.5%	100.0%
Total	240	1	241
	99.6%	.4%	100.0%

*Rating on the Behaviour of the Beat Officers*

The respondents were asked to rate the behavior of the Beat Officers on a seven point scale. The empirical data showed that a vast majority (99.6%) rated it as good, very good or excellent. (Refer to table 3.4.8).

Sex-wise, there was not much variation found across the sexes in rating the behaviour on the positive scales.

*In general, the Beat Officers were instrumental in generating a significant impact in the community through their cordial behavior. It is a transition from rudeness to cordiality that is taking place in the behaviour of the police while interacting with the public as a result of the implementation of Janamaithri Suraksha Project.*

**Table No.3.4.8**

**Rating on the Behavior of the Beat officers and Sex of the Respondents**

Sex	Ratings							Total
	Worst	Very Poor	Poor	Average	Good	Very good	Excellent	
Male	-	-	-	0	2	24	31	57
	-	-	-	.0%	3.5%	42.1%	54.4%	100%
Female	-	-	-	1	11	72	100	184
	-	-	-	.5%	6.0%	39.1%	54.3%	100%
Total	-	-	-	1	13	96	131	241
	-	-	-	.4%	5.4%	39.8%	54.4%	100%

*Satisfaction at the Interaction of the Beat officers*

Regarding their satisfaction on the interaction of Beat Officers, cent percent of the respondents reported positively on the same irrespective of their sex. (Refer to table 3.4.9)

**Table No. 3.4.9**  
**Satisfaction at the Interaction of the Beat officers and Sex**

Sex	Status of Satisfaction		Total
	Yes	No	
Male	57	-	57
	100%	-	100%
Female	184	-	184
	100%	-	100%
Total	241	-	241
	100%	-	100%

### *Extent of Satisfaction*

The extent of satisfaction was rated by the respondents on a seven point scale ranging between worst and excellent. The data in this regard showed that majority (53.5%) rated it as excellent. Further, 44.4% rated it as either ‘good’ or ‘very good’.

Gender-wise analysis revealed that almost equal number of respondents rated it as good, very good or excellent in both the sexes. (Refer to table 3.4.10)

**Table No. 3.4.10**  
**Extent of Satisfaction and Sex of the Respondents**

Sex	Extent of Satisfaction							Total
	Worst	Very poor	Poor	Satisfactory	Good	Very Good	Excellent	
Male	-	-	-	1	3	22	31	57
	-	-	-	1.8%	5.3%	38.6%	54.4%	100%
Female	-	-	-	3	9	74	98	184
	-	-	-	1.6%	4.9%	40.2%	53.3%	100%
Total	-	-	-	4	12	96	129	241
	-	-	-	1.7%	5%	39.8%	53.5%	100%

### *c. Beat Officers’ Suggestions Related*

During their visits to the community, the Beat Officers provide various instructions / suggestions to the people on different matters for improving the safety and security of the people. This part details: usefulness of the suggestions of Beat Officers, extent of usefulness and implementation/practice of these suggestions by the people.

#### *Usefulness of the Suggestions of Beat Officers*

The empirical data revealed that most (96.3%) of the respondents stated about the usefulness of the suggestions on the affirmative.

Education-wise, the data portrayed that irrespective of their educational qualification, more than 92% from all categories reported positively on the same. (Refer to table 3.4.11)

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

Education	Usefulness		Total
	Yes	No	
Illiterate	3	-	3
	100%	-	100%
Primary school	34	1	35
	97.10%	2.90%	100%
High School	116	3	119
	97.50%	2.50%	100%
College	60	5	65
	92.30%	7.70%	100%
Post Graduate	13	-	13
	100%	-	100%
Professional	6	-	6
	100%	-	100%
Total	232	9	241
	96.30%	3.70%	100%

*Extent of Usefulness of the Suggestions*

Of the 232 respondents who reported of the usefulness of suggestions, 90.5% had rated it as either very good or excellent. 6.9% and 2.2% scaled the usefulness as good and average respectively.

Education-wise, cent per cent of the professionals and illiterates rated the usefulness as either very good or excellent.(Refer to table 3.4.12)

*This attitudinal change emphasizes the deviation from the general perception of people about police and their activities.*

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

Education	Extent of Usefulness							Total
	Worse	Very poor	Poor	Average	Good	Very good	Excellent	
Illiterate	-	-	-	-	-	3	-	3
	-	-	-	-	-	100%	-	100%
Primary school	-	1	-	-	1	17	15	34
	-	2.90%	-	-	3.0%	50%	44.1%	100%
High School	-	-	-	3	9	40	64	116
	-	-	-	2.60%	7.8%	34.5%	55.1%	100%
College	-	-	-	2	3	21	34	60
	-	-	-	3.30%	5%	35%	56.70%	100%
Post Graduate	-	-	-	-	3	3	7	13
	-	-	-	-	23.1%	23.1%	53.8%	100%
Professional	-	-	-	-	-	1	5	6
	-	-	-	-	-	16.70%	83.3%	100%
Total	-	1	-	5	16	85	125	232
	-	0.40%	-	2.20%	6.9%	36.6%	53.9%	100%

*Implementation/Practice of the Suggestions*

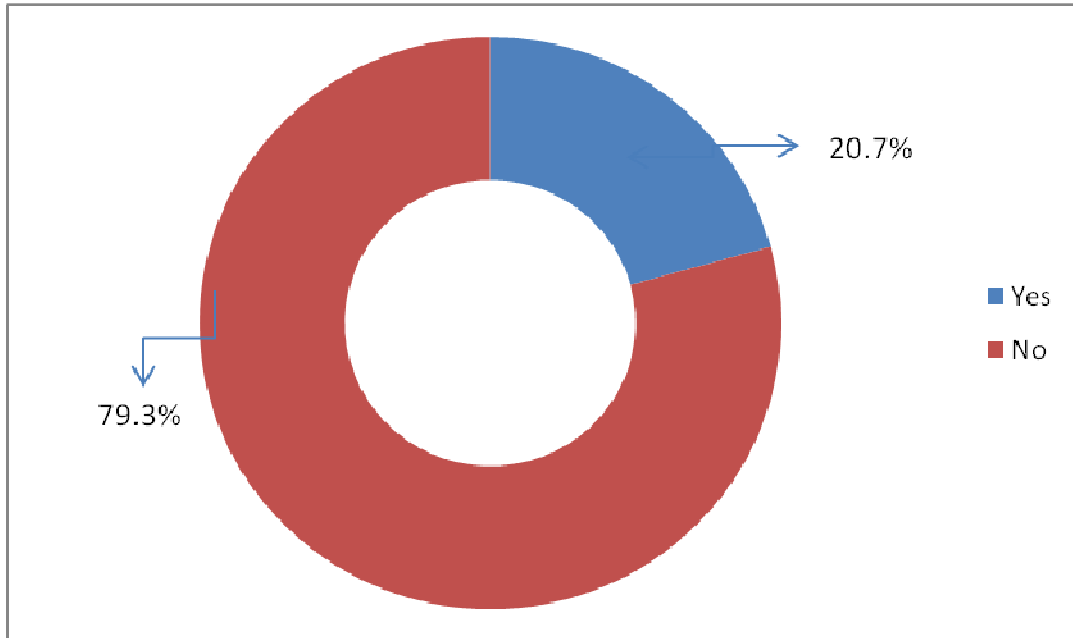
The responses in this regard highlighted that only 20.7% had made the suggestions practical. 79.3% on the other negated the same. (Refer to table 3.4.13 & Figure 3.4.2)

The prominence of non-practitioners in the sample calls for immediate steps to be taken for motivating these categories to follow the example of the practitioners there by a positive change in the community could be resulted.

**Table No. 3.4.13**  
**Implementation/Practice of the Suggestions**

Status of Implementation	Frequency	Per cent
Yes	48	20.7%
No	184	79.3%
Total	232	100.0%

**Figure No. 3.4.2**  
**Implementation/Practice of the Suggestions**



*An overview of the Beat Officers' Visits highlighted that majority of the respondents were visited by the Beat Officers at one or more times. Most of these visits were carried out without prior information. The normal visiting time was found to be in between 8am-4pm. A good number were visited in their houses and had the discussions in the presence of their family members. More than half stated about the participation of their spouse too. Most reported about the presence of 2 police personnel and a vanitha police. Majority stated about the conduct of personal discussions during the visits of Janamaithri police and the interactions lasted for 10 - 30minutes.*

*Almost all expressed satisfaction on the behaviour and interaction of the Beat Officers by rating it as good, very good or excellent. Although, majority had a good opinion about the usefulness of the Beat officers, only a few implemented the same*

### **3.5 Effectiveness/Impact of the Janamaithri Suraksha Project (JSP)**

Janamaithri Suraksha Project seeks 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. This Project initiated in 2008 has made a slow and gradual growth over the years. The continuity of any project or scheme is ensured only if its performance is found to be satisfactory or in other words, if it produces the desired output. Hence, the present study has made an attempt to analyze the effectiveness/influence of the JSP in terms of: extent of overall reach, minimization of social problems and change in the attitude towards the police and their activities.

#### ***a. Extent of Reach of the Project***

Knowledge/awareness about a project has a vital role in determining the success or failure of the same. The extent to which it has reached to the community is also very crucial while analyzing the effectiveness of the project.

Data in this regard showed that 98% of the respondents had a good knowledge/awareness about the Janamaithri Suraksha Project. The extensive publicity measures carried out through different mediums – house visits, public meetings, print and visual media etc. have contributed to this state of affairs.

#### ***b. Effectiveness in relation to the Improvement in Minimizing the Social Problems***

Minimization of social problems is one of the objectives of the Janamaithri Suraksha Project. Effectiveness of the project in this regard was analyzed in relation to the variables viz: change in family atmosphere, change in presence of



the police, improvement in the safety/security of people, change in robbery/snatching, gunda menace, illicit liquor and eve-teasing.

*Change in Family Atmosphere*

Among the 245 respondents who had knowledge about the Janamaithri Suraksha Project (JSP), 53.5% stated about the positive change that has been effected after the implementation of the Janamaithri Project in the area.

Sex-wise, males (56.1%) outnumbered the females (52.7%) in their responses related to this aspect. (Refer to table 3.5.1)

*It is the frequent house visits and subsequent interactions by the Beat Officers have played a significant role in creating a positive change in the family atmosphere.*

**Table No. 3.5.1  
Change in Family Atmosphere and Sex of the Respondents**

Sex	Positive change	No difference	Negative Change	Total
Male	32	25	-	57
	56.1%	43.9%	-	100%
Female	99	88	1	188
	52.7%	46.8%	.5%	100%
Total	131	113	1	245
	53.5%	46.1%	.4%	100%

*Improvement in Safety/Security of Women*

The Janamaithri Suraksha Project has envisaged few measures for ensuring the safety/security of women in the project area like: 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. Hence, the present study has made a detailed inquiry in this regard.

To the query on improvement in the Safety/Security of women after the implementation of JSP, majority (79.2%) reported on the affirmative. However, the rest (20.8%) were on the negative.

Sex-wise, comparatively a higher number (80.3%) of females reported positively on the same than the males (75.4%). (Refer to table 3.5.2)

**Table No. 3.5.2**  
**Improvement in the Safety/Security of Women and Sex**

Sex	Improvement in Safety and Security			Total
	Yes	No	Don't Know	
Male	43	9	5	57
	75.4%	15.8%	8.8%	100 %
Female	151	21	16	188
	80.3%	11.2%	8.5%	100%
Total	194	30	21	245
	79.2%	12.2%	8.6%	100%

#### *Change in Safety/Security of the People*

Provision of security and prevention of crime are the important task entrusted with police system. To feel secured in a society gives wide room for thinking creatively and living peacefully. To build up or to increase the safety of the people with their own participation was the envisioned aim of the Janamaithri Suraksha Project (JSP). Accordingly, the 250 respondents were asked to state about the change in their feeling of safety/security during the last 6 months.

The responses in this regard showed that 84.4% expressed an increase in their feeling of safety/security during the period.

Gender-wise, females (85.9%) outnumbered the males (79.7%) in reporting the improvement in their feeling of safety/security. (Refer to table 3.5.3)

The figures thus clearly stated that the JSP has inculcated a great feeling of safety and security in the people.

**Table No.3.5.3  
Change in the Safety/Security of the People and Sex of the Respondents**

Sex	Change in Safety/Security				Total
	Increased	Decreased	No Change	Don't know	
Male	47	-	12	-	59
	79.7%	-	20.3%	-	100.0%
Female	164	-	27	-	191
	85.9%	-	14.1%	-	100.0%
Total	211	-	39	-	250
	84.4%	-	15.6%	-	100.0%

#### *Presence of Police*

It was enquired among all the respondents irrespective of their knowledge on the Janamaithri Suraksha Project that whether there was any change in the presence of police during the last 6 months. The empirical data in this regard revealed that 78.4% reported about an increased presence of police in their area during the period of last 6 months. However, 14.8% and 6.8% stated it as 'don't know' and 'no change' respectively.

Gender-wise, comparatively a higher number of males (81.4%) responded positively about the presence of police than the females (77.5%). (Refer to table 3.5.4)

**Table no. 3.5.4**  
**Change in the Presence of Police and Sex of the Respondents**

Sex	Presence of Police				Total
	Increased	Decreased	No Change	Don't Know	
Male	48	1	4	6	59
	81.4%	1.7%	6.8%	10.2%	100%
Female	148	1	11	31	191
	77.5%	.5%	5.8%	16.2%	100%
Total	196	2	15	37	250
	78.4%	.8%	6.0%	14.8%	100%

### *Gunda Menace*

Occurrences of Gunda problems disrupt the peaceful lives of people in the community. The JSP aimed at the elimination of the same from the community has planned several activities to carry out in the project area.

This study has made a probe into the present situation of the project area in relation to the gunda problems. The data in this regard revealed that only a few (4) respondents had mentioned about the occurrences of gunda incidences in their area during the last 6 months.

To the query on the change in gunda menace, 36.4% stated about decrease in the same during the period. The remaining (63.6%) were ignorant on the same.

Sex-wise analysis revealed that more males (45.8%) reported of the decrease in gunda problem than the females (33.5%). (*Refer to table 3.5.5*)

**Table No.3.5.5  
Change in Gunda Menace and Sex of the Respondents**

Sex	Change in Gunda Menace				Total
	Increased	Reduced	No change	Don't know	
Male	-	27	-	32	59
	-	45.8%	-	54.2%	100%
Female	-	64	-	127	191
	-	33.5%	-	66.5%	100%
Total	-	91	-	159	250
	-	36.4%	-	63.6%	100%

*Robbery/Snatching*

The constitution of India states about the safety to be ensured to the lives and materials of the people in the community. Hence, the JSP also had a focus in this regard. Along with the safety tips provided to the people, the Beat Officers had carried out various activities, including Joint night patrolling to protect the property and lives of the people. A probe in this regard revealed that only 9 respondents had reported about the occurrence of robbery/snatching incidents in their area during last six months.

Regarding the change in the robbery/snatching/theft, 34.4% reported about a reduction in the same during the last 6 months. (*Refer to table 3.5.6*)

The figures do pinpoint to the need to strengthen the patrolling by the Janamaithri team to combat the menace.

**Table No.3.5.6  
Change in Robbery/ Snatching and Sex of the Respondents**

Sex	Change in Robbery/ Snatching				Total
	Increased	Decreased	No change	Don't know	
Male	2	20	4	33	59
	3.4%	33.9%	6.8%	55.9%	100%
Female	1	66	6	118	191
	.5%	34.6%	3.1%	61.8%	100%
Total	3	86	10	151	250
	1.2%	34.4%	4.0%	60.4%	100%

*Illicit liquor*

Another problem which happens to shatter the peaceful life of the community is the production and sale of illicit liquor. The search in relation to this portrayed that the area is not vey much affected by this menace as only one reported about the presence of illicit liquor in the area.

The empirical data portrayed that 38% of the respondents reported about a decrease in the problem of illicit liquor in their area during the last 6 months.

Sex-wise, there was not much variation found across the sexes in this regard. (Refer to table 3.5.7)

**Table No 3.5.7**  
**Change in the Problem of Illicit Liquor and Sex of the Respondents**

Sex	Change in the Illicit Liquor				Total
	Increased	Decreased	No change	Don't know	
Male	-	23	-	36	59
	-	39.0%	-	61.0%	100%
Female	-	72	3	116	191
	-	37.7%	1.6%	60.7%	100%
Total	-	95	3	152	250
	-	38.0%	1.2%	60.8%	100%

### *Eve-Teasing*

Eve-teasing is considered to be one of the most common atrocities faced by the women. However an inquiry in this regard revealed that of the 250 respondents only 8 reported of the problem of eve teasing in their area.

The data in relation to the change in eve teasing, only 28.4% stated about the decrease in the same during last 6 months. However, a good number (69.2%) were Ignorant on the matter.

Sex-wise, those who reported about the decrease in eve-teasing were comparatively lesser in the female (26.7%) category than the males (33.9%).  
(Refer to table 3.5.8)

**Table No 3.5.8**  
**Change in the Problem of Eve-Teasing and Sex of the Respondents**

Sex	Change in Eve- Teasing				Total
	Increased	Decreased	No change	Don't know	
Male	-	20	1	38	59
	-	33.9%	1.7%	64.4%	100%
Female	-	51	5	135	191
	-	26.7%	2.6%	70.7%	100%
Total	-	71	6	173	250
	-	28.4%	2.4%	69.2%	100%

*Undoubtedly, the constant presence of the beat officers and the existence of Janamaithri Samithis might have played a pivotal role in this regard*

**c. Change in the Attitude towards Police and their Activities**

Another benchmark for determining the improvement/effectiveness was to understand the change in the attitude of the people towards the police and their activities. Subsequently, the study has probed into the details in this regard using the variables: reluctance in approaching the police station, change in attitude towards police and extent of change, perception on the helpfulness of police, performance of police, approachability of police and the behavior of police.

*Reluctance to Approach the Police Station*

Of the 250 respondents interviewed, majority (91.6%) reported that they had no reluctance to approach the police station for solving their problems.

Age-wise, cent percent of the youngsters (15-25yrs) reported about their non-reluctance followed by the elders (60yrs and above) with 94.6%.



Education-wise, 100 percent of the post graduates and illiterates stated about their readiness to approach the police station.

Gender-wise, almost equal percentage mentioned about their non-reluctance in this regard. (*Refer to table no 3.5.9*)

It should be observed here that the Janamaithri Suraksha Project is still at its infancy and the change in the attitude of people could not be brought out all of a sudden. Any project will take time to reap its fruit. This could be especially true for this project as the people have a very negative attitude towards the police for a long period. Yet, it should be stated that a high percentage reporting of no reluctance, is a positive change.

**Table No. 3.5.9**  
**Reluctance to Approach the Police Station and Age/Education/Sex**

<b>Age</b>			
Age (in yrs)	Yes	No	Total
15 – 25	-	11	10
	-	100%	100%
25 – 35	5	34	39
	12.8%	87.2%	100%
35 – 45	6	62	68
	8.8%	91.2%	100%
45 – 60	8	87	95
	8.4%	91.6%	100%
60 and above	2	35	37
	5.4%	94.6%	100%
Total	21	229	250
	8.4%	91.6%	100%

<b>Education</b>			
Illiterate	-	3	3
	-	100%	100%
Primary school	2	34	36
	5.6%	94.4%	100%
High School	13	110	123
	10.6%	89.4%	100%
College	4	65	69
	5.8%	94.2%	100%
Post Graduate	-	13	13
	-	100%	100%
Professional	2	4	6
	33.3%	66.7%	100%
Total	21	229	250
	8.4%	91.6%	100%
<b>Sex</b>			
Male	5	54	59
	8.5%	91.5%	100%
Female	16	175	191
	8.4%	91.6%	100%
Total	21	229	250
	8.4%	91.6%	100 %

### *Change in the Attitude towards Police*

People's attitude about the police usually vary from person to person since it is being molded either based on their experiences or reports by the media or other persons. Often it happens to be a negative one too. However, the house visits by the beat officers brought about a change in this regard to a great extent.

Of the 245 respondents who had knowledge about the JSP, majority (92.7%) stated about the change occurred in their attitude towards police as a result of the interaction with the Beat Officers.

Sex-wise, females (93.1%) outnumbered the males (91.2%) with a slight margin in reporting about the change. (*Refer to table no 3.5.10*)

**Table No. 3.5.10  
Change in the Attitude towards Police and Sex of the Respondents**

Sex	Change in attitude			Total
	Yes	No	Don't know	
Male	52	3	2	57
	91.20%	5.30%	3.50%	100%
Female	175	9	4	188
	93.10%	4.80%	2.10%	100%
Total	227	12	6	245
	92.70%	4.90%	2.40%	100%

*Extent of Change*

The respondents were further asked to rate the extent of change in their attitude on a 7 point scale. Most (62.1%) rated it as 'extremely positive' followed by 'very positive' with 36.1%. (*Refer to table no 3.5.11*)

**Table No. 3.5.11  
Extent of Change in the Attitude towards Police and Sex of the Respondents**

Sex	Extent of Change							Total
	Worst	Very Negative	Negative	No change	Positive	Very Positive	Extremely Positive	
Male	-	-	-	-	2	16	34	52
	-	-	-	-	3.8%	30.8%	65.4%	100%
Female	-	-	-	-	2	66	107	175
	-	-	-	-	1.1%	37.7%	61.1%	100%
Total	-	-	-	-	4	82	141	227
	-	-	-	-	1.8%	36.1%	62.1%	100%

### *Perception on the Helpfulness of Police*

The present study sought the perceptions of the respondents about the helpfulness of police. The empirical data showed that a good number (98%) expressed their positive attitude on the helpfulness of police. The involvement of the police especially the Beat Officers in the problem or difficulties of people might have had an influence in framing this perception by the public.

Age-wise, cent percent from the 15-25yrs, 35-45yrs and 60yrs and above categories reported positively on the helpfulness of police.

Education-wise, except the high school educated (96.7%) and college educated (98.6%) all the other categories had cent percent positive responses in this regard.

Sex-wise, there was not much variation found in reporting the same positively. (Refer to table 3.5.12)

*It is worth noticing that a positive change in the attitude of people towards police has been generated among the public as a result of the genuine and sincere efforts by the Janamaithri team in course of the implementation of Janamaithri Suraksha Project in the community.*

**Table No. 3.5.12**  
**Perception on the Helpfulness of Police and Age/Education/Sex**

<b>Age</b>				
	Yes	No	Don't know	Total
15 – 25	11	-	-	11
	100%	-	-	100%
25 – 35	36	1	2	39
	92.3%	2.6%	5.1%	100%
35 – 45	68	-	-	68
	100%	-	-	100%

45 – 60	93	2	-	95
	97.9%	2.1%	-	100%
60 and above	37	-	-	37
	100%	-	-	100%
Total	245	3	2	250
	98.0%	1.2%	0.8%	100%
<b>Education</b>				
Illiterate	3	-	-	3
	100%	-	-	100%
Primary school	36	-	-	36
	100%	-	-	100%
High School	119	3	1	123
	96.7%	2.4%	0.8%	100%
College	68	-	1	69
	98.6%	-	1.4%	100%
Post Graduate	13	-	-	13
	100%	-	-	100%
Professional	6	-	-	6
	100%	-	-	100%
Total	245	3	2	250
	98.0%	1.2%	0.8%	100%
<b>Sex</b>				
Male	57	1	1.0	59
	96.6%	1.7%	1.7%	100%
Female	188	2	1.0	191
	98.4%	1.0%	0.5%	100%
Total	245	3	2	250
	98.0%	1.2%	0.8%	100%

### *Perception on the Performance of the Police*

Another parameter for assessing the effectiveness of Janamaithri Suraksha Project is to find out the attitude of the people towards the performance of police. The data in this regard showed that majority (82.8%) rated it as either best (45.2%) or very good (37.6%). Further, 8.8% reported the performance as average.

Age-wise, those who reported of the performance of police as very good or best were comparatively higher in the '60yrs and above' (91.9%) and lower in the '15-25yrs'(60%) category.

Education-wise, cent percent illiterates and 92.3% of the post graduates rated it as either very good or best.

Sex-wise, females (83.7%) outnumbered the males (79.7%) with a slight margin in rating the performance as 'either very good or best' (*Refer to table 3.5.13*).

*In general, the people in the project area are much impressed by the performance of police in carrying out the various activities to bring about an enhancement in the law and order situation as a result of the implementation of the JSP.*

**Table No 3.5.13**  
**Perception on the Performance of Police and Age/Education/Sex**

<b>Age</b>								
Age (in yrs)	Worst	Very Poor	Poor	Average	Good	Very good	Best	Total
15-25	-	-	-	3	1	2	5	11
	-	-	-	30%	10%	20%	40%	100%
25-35	-	-	1	6	5	13	14	39
	-	-	2.6%	15.4%	12.8%	33.3%	35.9%	100%
35-45	-	-	-	5	6	26	31	68
	-	-	-	7.4%	8.8%	38.2%	45.6%	100%

45-60	-	-	1	7	5	34	48	95
	-	-	1.1%	7.4%	5.3%	35.8%	50.5%	100%
60 and above	-	-	-	1	2	19	15	37
	-	-	-	2.7%	5.4%	51.4%	40.5%	100%
Total	-	-	2	22	19	94	113	250
	-	-	.8%	8.8%	7.6%	37.6%	45.2%	100%
<b>Education</b>								
Illiterate	-	-	-	-	-	2	1	3
	-	-	-	-	-	66.7%	33.3%	100%
Primary school	-	-	-	-	4	17	15	36
	-	-	-	-	11.1%	47.2%	41.7%	100%
High School	-	-	2	16	8	39	58	123
	-	-	1.6%	13.0%	6.5%	31.7%	47.2%	100%
College	-	-	-	6	5	28	30	69
	-	-	-	8.7%	7.2%	40.6%	43.5%	100%
Post Graduate	-	-	-	-	1	5	7	13
	-	-	-	-	7.7%	38.5%	53.8%	100%
Professional	-	-	-	-	1	3	2	6
	-	-	-	-	16.7%	50%	33.3%	100%
Total	-	-	2	22	19	94	113	250
	-	-	.8%	8.8%	7.6%	37.6%	45.2%	100%
<b>Sex</b>								
Male	-	-	-	6	6	20	27	59
	-	-	-	10.2%	10.2%	33.9%	45.8%	100%
Female	-	-	2	16	13	74	86	191
	-	-	1%	8.4%	6.8%	38.7%	45.0%	100%
Total	-	-	2	22	19	94	113	250
	-	-	.8%	8.8%	7.6%	37.6%	45.2%	100%

### *Perception on the Extent of Approachability towards Police*

Involvement of people/community for the prevention of crime requires congenial ambivalence wherein the people are free to approach the police station easily and provide relevant information relating to any problems or illegal activities in their areas. This information from the public can help the police to take necessary step for the safety and security of the people. Accordingly, the respondents were asked to rate the extent of approachability of the police by the public on a seven point scale.

The empirical data revealed that 41.6% and 38% rated the approachability of police as 'possible' and 'very well' respectively. On the other hand, 10% each rated it as 'some what possible' and 'average'.

Age-wise analysis showed that comparatively higher number of respondents (54.5%) from the 15-25yrs and lower number from the 25-35yrs (28.2%) category rated the approachability of police as 'very well'.

Education-wise, those who rated 'very well' for the approachability was found to be higher among the post graduates (53.8%) and lower among the illiterates and post graduates (33.3% each).

Sex-wise, males (39%) outnumbered the females (37.7%) with a slight margin in rating the same as 'very well'. (Refer to table 3.5.14)

*The overall picture highlights a remarkable change that has occurred in the minds of the people in approaching the police.*



**Table N o. 3.5.14**  
**Perception on the Extent of Approachability towards Police**  
**and Age/Education/Sex of the Respondents**

<b>Age</b>								
Age (in yrs)	Impossible	Very Difficult	Difficult	Average	Somewhat possible	Possible	Very well	Total
17 – 25	-	-	-	4	-	1	6	11
	-	-	-	36.4%	-	9%	54.5%	100%
25 – 35	-	-	-	6	5	17	11	39
	-	-	-	15.4%	12.8%	43.6%	28.2%	100%
35 – 45	-	-	1	6	8	29	24	68
	-	-	1.5%	8.8%	11.8%	42.6%	35.3%	100%
45 – 60	-	-	-	7	8	40	40	95
	-	-	-	7.4%	8.4%	42.1%	42.1%	100%
60 and above	-	-	-	2	4	17	14	37
	-	-	-	5.4%	10.8%	45.9%	37.8%	100%
Total	-	-	1	25	25	104	95	250
	-	-	.4%	10%	10%	41.6%	38%	100%
<b>Education</b>								
Illiterate	-	-	-	-	-	2	1	3
	-	-	-	-	-	66.7%	33.3%	100%
Primary school	-	-	-	-	4	17	15	36
	-	-	-	-	11.1%	47.2%	41.7%	100%
High School	-	-	2	16	8	39	58	123
	-	-	1.6%	13.0%	6.5%	31.7%	47.2%	100%
College	-	-	-	6	5	28	30	69
	-	-	-	8.7%	7.2%	40.6%	43.5%	100%
Post Graduate	-	-	-	-	1	5	7	13
	-	-	-	-	7.7%	38.5%	53.8%	100%
Professional	-	-	-	-	1	3	2	6
	-	-	-	-	16.7%	50%	33.3%	100%
Total	-	-	2	22	19	94	113	250
	-	-	.8%	8.8%	7.6%	37.6%	45.2%	100%

Sex								
Male	-	-	-	5	6	25	23	59
	-	-	-	8.5%	10.2%	42.4%	39%	100%
Female	-	-	1	20	19	79	72	191
	-	-	.5%	10.5%	9.9%	41.4%	37.7%	100%
Total	-	-	1	25	25	104	95	250
	-	-	.4%	10%	10%	41.6%	38%	100%

### *Perception on the Behaviour of Police*

Yet another aspect considered to appraise the effectiveness of JSP was the change happened in the behavior of the police. Figures in this regard depicted that a good number of respondents (82%) rated the behavior of police as very good or best. 10.8% and 7.2% rated the same as average and good respectively.

Age-wise analysis showed that very good or best rating was found higher among the 35-45yrs (86.7%) and 60yrs and above (86.4%) categories.

Education-wise, cent per cent illiterates rated the behaviour of police as either very good or best followed by primary school educated with 88.8%.

Sex-wise analysis portrayed that the males (83.1%) outnumbered the females (81.6%) in rating the behavior as either very good or best. (*Refer to table 3.5.15*)

*The data thus pointed out that a very good percentage of the respondents across different age groups, educational groups and sex groups had positive perception/opinion regarding the behaviour of the police. Their perception or opinion might have been influenced by the behaviour of the beat officers of the Janamaithri Suraksha Project.*

**Table No. 3.5.15**  
**Perception on the Behaviour of Police and Age/Education/Sex**

<b>Age</b>							
	Very Poor	Poor	Average	Good	Very good	Best	Total
15-25	-	-	3	1	1	6	11
	-	-	27.3%	9.1%	9.1%	54.5%	100%
25-35	-	-	4	6	13	16	39
	-	-	10.3%	15.4%	33.3%	41%	100%
35-45	-	-	8	1	26	33	68
	-	-	11.8%	1.5%	38.2%	48.5%	100%
45-60	-	-	9	8	32	46	95
	-	-	9.5%	8.4%	33.7%	48.4%	100%
60 and above	-	-	3	2	18	14	37
	-	-	8.1%	5.4%	48.6%	37.8%	100%
Total	-	-	27	18	90	115	250
	-	-	10.8%	7.2%	36%	46%	100%
<b>Education</b>							
Illiterate	-	-	-	-	2	1	3
	-	-	-	-	66.7%	33.3%	100%
Primary school	-	-	-	4	16	16	36
	-	-	-	11.1%	44.4%	44.4%	100%
High School	-	-	17	8	37	61	123
	-	-	13.8%	6.5%	30.1%	49.6%	100%
College	-	-	7	4	29	29	69
	-	-	10.1%	5.8%	42.0%	42%	100%
Post Graduate	-	-	3	1	4	5	13
	-	-	23.1%	7.7%	30.8%	38.5%	100%
Professional	-	-	-	1	2	3	6
	-	-	-	16.7%	33.3%	50%	100%
Total	-	-	27	18	90	115	250
	-	-	10.8%	7.2%	36%	46%	100%

Sex							
Male	-	-	5	5	21	28	59
	-	-	8.5%	8.5%	35.6%	47.5%	100%
Female	-	-	22	13	69	87	191
	-	-	11.5%	6.8%	36.1%	45.5%	100%
Total	-	-	27	18	90	115	250
	-	-	10.8%	7.2%	36%	46%	100%

*Overall, the implementation of the JSP in the Pala police station limits has effected a positive change with respect to; family atmosphere and presence of police resulting in feeling of safety and security of people especially that of women and minimization of social problems such as eve-teasing, gunda menace, robbery/snatching and illicit liquor. Further, it has evoked a positive mindset in the people towards police and its manifold functioning.*

### **3.6 Weaknesses/Limitations of Janamaitri Suraksha Project**

Since its inception at the Pala police station limits in the year 2009, the JSP has evoked multitude of changes in the community. However, it is essential to have a realistic understanding of its impact in terms of its administration and operation in the project area so as to identify the weaknesses/limitations and strengths. This would ultimately provide an opportunity to rectify the weaknesses and to strengthen the positive aspects.

A probe to look into the weaknesses / limitations of the project has revealed that of the 245 respondents who had knowledge about the project only 13 had reported of the same. Of these, absence of fear about police and law was stated by 6 respondents and 7 reported of other weaknesses such as; insufficient number of Beat Officers, non-conduct of weekly meetings and less number of house visits. (Refer to table 3.6.1)

**Table No.3.6.1**  
**Weaknesses/Limitations of the Janamaithri Suraksha Project**

Weaknesses/Limitations	Frequency	Per cent
Influence of Anti socials on the Janamaithri officials	-	-
Absence of fear about Police and law	6	2.4%
Indecent behavior of Janamithri official	-	-
Indecent behavior of Janamaithri Suraksha Samithi Members	0	0
Others ( <i>insufficient number of Beat officers, less house visits and non conduct of weekly meetings</i> )	7	2.9%
No limitations	232	94.7%
Total	245	100.0%

*Though, only a minuscule percentage of the respondents have pointed out certain weaknesses/limitations, it is to be seriously taken care of as the success of the Janamaithri Suraksha Project depends mainly on the full satisfaction of the people who are the direct beneficiaries of the project.*

### **3.7 Suggestions for Improvement**

Janamaithri suraksha project is a new initiative of the Home department, Govt. of Kerala. The preceding sections have highlighted the impact of the JSP in terms of its administration and operation and brought to light the strengths and weaknesses of the project to an extent. However, the weaknesses/limitations emerged out of the study has prompted the requirement of appropriate suggestions from the respondents for rectifying/improving the state of affairs. Accordingly, a probe was carried out among the respondents to have their suggestions/opinions related to the effective functioning of the project.

The empirical data showed that of the 245 respondents who had knowledge/awareness about the project, 75 provided certain suggestions for the improvement and sustainability of the Janamaithri Suraksha Project.

*The major suggestions were:*

- More publicity on the project related activities through media –print and visual and other different means.
- Increase the number of Beat Officers per beat.
- Strengthen joint night patrolling by inducting more youth.
- Increase the number of House visits by the Beat Officers
- Avail scholarship for students
- Legal awareness classes for children and public

## **FINDINGS AND RECOMMENDATIONS**

Police-people partnership, the salient feature of the Janamaithri Suraksha Project since its inception in Kerala in the year 2008 has made long strides in its road map of implementation. Initiated in 20 police stations across the state, the project has been extended to 23 more police stations in the year 2009. Further, 100 police stations were also brought under the project in the year 2010 with the objective of providing a wider coverage and reach out.

The present study titled '*Influence of Janamaithri Suraksha Project on the Communities with special reference to Pala police station limits*' was commissioned by the Home Department, Govt. of Kerala in order to look into the effectiveness of the project in terms of its administration and operation.

*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.
- 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.

For the conduct of the study, 250 respondents from different categories were randomly selected from the Pala police station limits of Kottayam District, which

had 8 Janamaithri Beats. The tools administered for eliciting relevant information were pre-tested interview schedules and informal discussions.

This chapter presents the major findings of the study drawn from the analysis of the data and subsequent recommendations derived out of it.

## **4.1 Major Findings**

The major findings are scripted under the heads viz., Socio-economic profile of the respondents, Knowledge/awareness on Janamaithri Suraksha Project (JSP), activities carried out by the Beat Officers, visits of the Beat Officers and allied matters and impact/effectiveness of the Janamaithri Suraksha Project.

### **Socio-Economic Profile of the Respondents**

#### *Age*

- Most (37.6%) of the respondents belonged to the age group of 45-60yrs followed by those (28%) in the 35-45yrs category.
- Younger (15-25yrs) and elderly (60yrs and above) constituted 4.4% and 14.8% respectively.

#### *Sex*

- More than three fourth (76.4%) of the respondents were females.

#### *Education*

- Majority (49.2%) were high school educated followed by college educated with 27.6%.
- Post graduates, professionals and illiterates comprised 5.2%, 2.4% and 1.2% respectively.



### *Religion*

- Christians (57.2%) and Hindus (42.4%) were the major religious groups.

### *Marital status*

- Majority (91.2%) of the respondents were married.

### *Employment & Annual Income*

- Most (80%) were unemployed.
- For 51.6% households, their annual income was only below Rs.25000/-.
- 17.2% mentioned about their annual income as Rs.25000/ to Rs.50000/

*A gist of the socio-economic profile showed that majority of the respondents belonged to the 35- 60yrs age category. Females outnumbered the males. Education-wise, a good number were having high school or college education. Further, Christians and Hindus were the prominent religious groups. Most were married and majority of the respondents were unemployed. An annual income of Below Rs.25000/- was reported from most of the households.*

## **Knowledge/Awareness on Janamaithri Suraksha Project (JSP)**

### *Status of knowledge/Awareness*

- A great majority (98%) had knowledge/awareness on the JSP
- Sex-wise, females (98.4%) outnumbered the males (96.6%).

### *Period of Receipt of Knowledge/Awareness*

- Most (73.1%) were aware of the JSP for the past 'one year'.
- 24.5% stated 'below 1 year' as their receipt of knowledge/awareness.
- Sex-wise, more males (80.7%) reported of the period as 'one year' than the females (70.7%).

### *Beneficiaries of the project*

- 99.2% viewed ‘people’ as the beneficiaries of the JSP.

### *Sources of Information*

- For 83.7%, their main source of information was ‘Janamaithri Police’.
- 14.3% received the information about JSP from the ‘print media’.

*An overview of the Knowledge/Awareness on the Janamaithri Suraksha Project portrayed that almost all the respondents were aware of the project for the past 1 year or below and most received it from the Janamaithri police during their visits to the community. Further, majority perceived the JSP as for the welfare of the people.*

### **Activities carried out by the Beat Officers**

#### *Traffic related programmes*

- 22% reported about the conduct of traffic related programmes in their area.
- Age-wise, comparatively higher numbers from the 15-25yrs (36.4%) and 25-35yrs (36.8%) categories reported of the conduct of the same.

#### *Hygiene related*

- 27.8% stated about the hygiene related activities carried out by the Beat Officers in the area.
- Age-wise, comparatively higher number from the 25-35yrs (34.2%) and 35-45yrs (37.9%) categories affirmed about the conduct of the same.

#### *Interaction with children*

- 33.1% stated about the interaction with children.
- The positive responses were seen comparatively higher in the middle aged and elderly categories i.e., 35-45yrs age group and 25-35yrs age category with 42.4% and 36.8%.

### *Joint Night Patrolling*

- 43.3% reported about the efforts taken by the Beat Officers for ensuring the participation of the people in joint night patrolling.
- Most of the higher age groups have reported of positively in this regard.

### **Beat Officers' Visits and Allied matters**

#### *No of visits by Beat Officers*

- Most (29.4%) reported about 2 visits of Beat Officers followed by 3 (19.6%) and 1 (18.8%) visits.
- 12.7% and 10.6% reported of 4 and 7 visits respectively.

#### *Time of visit*

- Majority (71.8%) stated about the visits between 8am-12noon.
- 26.6% reported about the visits by Beat Officers' between 12 noon -4pm.

#### *Prior Information about the Visits*

- Most (89.2%) had not received any prior information about the visits.

#### *Place of Visits*

- A good number (90.5%) were visited in their own houses.

#### *Number of Police Personnel during the Visits*

- Majority (86.3%) reported about the presence of two police personnel during the Janamaithri visits.

#### *Presence and Number of Vanitha Police*

- 86.3% confirmed about the presence of vanitha police during the visits.
- 97.6% reported about the accompaniment of 1 vanitha police.

### *Nature of Visits*

- Most (73.9%) visits were conducted in the presence of family members.

### *Participation of Spouse*

- 56% reported about the participation of their spouse during the interactions.

### *Topics/subjects of discussion/conversation*

- 48.1% stated about the individual discussions held.
- 23.2% each reported about the topic as seminar and night patrolling.

### *Duration of Discussion*

- Most (58.9%) of the discussions lasted for 10-20 minutes.
- 30.7% reported of the duration as half an hour.

## ***b. Beat Officers' Behaviour Related***

### *Behaviour of the Beat Officers*

- Almost all (99.4%) stated about the cordial behaviour of their Beat Officers.
- Sex-wise, cent percent males reported of the cordiality of Beat Officers.

### *Rating on the Behaviour of the Beat Officers*

- A vast majority (99.6%) rated the behaviour as good, very good or excellent.
- Sex-wise, there was not much variation found across the sexes in this regard.

### *Satisfaction at the Interaction of Beat officers*

- 100 percent expressed their satisfaction on the Interaction.

### *Extent of Satisfaction*

- 53.5% rated the extent of satisfaction as 'excellent'.
- 44.4% scaled it as either 'good' or 'very good'.

### *Usefulness of Suggestions by the Beat Officers*

- 96.3% reported positively on the usefulness of the suggestions.

### *Extent of Usefulness*

- 90.5% rated the extent of usefulness as either 'very good' or 'excellent'.
- Age-wise, comparatively higher number from the higher educational groups rated it as 'excellent' than the lower groups.

### *Implementation/Practice of the Suggestions*

- Only 20.7% had implemented the suggestions of Beat Officers'.

*An overview of the Beat Officers' Visits highlighted that majority of the respondents were visited by the Beat Officers at one or more times. Most of these visits were carried out without prior information. The normal visiting time was found to be in between 8am-4pm. A good number were visited in their houses and had the discussions in the presence of their family members. More than half stated about the participation of their spouse too. Most reported about the presence of 2 police personnel and a vanitha police. Majority stated about the conduct of personal discussions during the visits of Janamaithri police and the interactions lasted for 10 - 30minutes. Almost all expressed satisfaction on the behaviour and interaction of the Beat Officers by rating it as good, very good or excellent. Although, majority had a good opinion about the usefulness of the Beat officers, only a few implemented the same.*

### **Effectiveness/Impact of the Janamaithri Suraksha Project**

#### ***a. Extent of Reach***

- 98% had a fairly good knowledge/awareness about the JSP.

#### ***b. Effectiveness in relation to the Improvement in Minimizing the Social problems***

##### *Change in Family atmosphere*

- Majority (53.5%) reported about the positive change occurred in their family atmosphere after the implementation of JSP.

- Males (56.1%) outnumbered the females (52.7%) in this regard.

#### *Improvement in Safety/Security of Women*

- Majority (79.2%) reported about the improvement in safety/security of women due to the implementation of JSP.
- Sex-wise, comparatively a higher number (80.3%) of females reported positively than the males (75.4).

#### *Change in Safety/Security of People*

- Majority (79.2%) reported of the improvement in their safety/security.
- Sex-wise, comparatively a higher number (80.3%) of females reported positively on the same than the males (75.4).

#### *Presence of police*

- 78.4% reported about an increase in the presence of police.
- Sex-wise, more males responded positively than the females.

#### *Gunda Menace*

- 36.4% reported of a decrease in gunda menace during the last 6 months.

#### *Change in robbery/snatching*

- 34.4% stated of a decrease in the number of robbery/snatching incidents.

#### *Illicit liquor*

- 38% stated of a reduction in the problem of illicit liquor.

#### *Eve-teasing*

- 28.4% reported of a decrease in eve teasing.
- Sex-wise, males (33.9%) outnumbered the females (26.7%) in reporting about a decrease in the state of affairs.

### ***c. Attitude towards Police and their Activities***

#### *Reluctance to Approach the Police stations*

- 91.6% reported of their non-reluctance in approaching the police station.
- Age-wise, 100 percent of the youngsters (15-25yrs) reported about their non-reluctance followed by the elders (60yrs and above) with 94.6%.
- Education-wise, 100 percent of the post graduates and illiterates stated about their readiness to approach the police station.
- Sex-wise, almost equal percentage mentioned about their non-reluctance in this regard

#### *Change in the Attitude towards Police*

- Majority (92.7%) stated about the change occurred in their attitude towards police as a result of the interaction with the Beat Officers.
- Sex-wise, females (93.1%) outnumbered the males (91.2%).

#### *Perception on the Helpfulness of Police*

- 98% stated that the police were very helpful to the public.
- More than 92% from all age/education/gender groups reported about the helpfulness of police.

#### *Perception on the Performance of the police*

- 45.2% and 37.2% each had rated the performance of police as best and very good respectively.
- Age-wise, majority (91.9%) from the '60yrs and above' category reported of the performance as very good or best.
- Education-wise, 92.3% of the post graduates rated as either very good or best in this regard.

- Sex-wise, females (83.7%) outnumbered the males (79.7%)’ in rating the performance on the same line.

*Perception on Extent of approachability*

- 38% and 41.6% rated it as possible and very well respectively
- Age-wise, most (54.5%) from the 15-25yrs category rated the extent as ‘very well’.
- Education-wise, 53.8% of the post graduates rated it as ‘very well’.
- Sex-wise, males (39%) outnumbered the females (37.7%) in this regard.

*Perception on the Behaviour of Police*

- A good number (82%) rated the behavior of police as very good or best.
- Age-wise, 86.7% from the 35-45yrs and 86.4% from the 60yrs and above age categories rated it as either very good or best.
- Education-wise, cent percent illiterates rated the behaviour of police as either very good or best followed by primary school educated with 88.8%.
- Sex-wise, males (83.1%) outnumbered the females (81.6%) in rating the behavior as either very good or best.

*Overall, the implementation of the JSP in the Pala police station limits has effected a positive change with respect to; family atmosphere and presence of police resulting in feeling of safety and security of people especially that of women and minimization of social problems such as eve-teasing, gunda menace, robbery/snatching and illicit liquor. Further, it has evoked a positive mindset in the people towards police and its manifold functioning.*



## 4.2 RECOMMENDATIONS

The impact study on Janamaithri Suraksha Project (JSP) has come across several meaningful recommendations from its various stakeholders in the course of the study, to make the project more effective, viable and sustainable. The recommendations, thus drawn are scripted under the major heads: Awareness building, Implementation related, Monitoring and Evaluation, Networking and Expansion of the project

### *Awareness building*

- Provide wider publicity about Janamaithri Suraksha Project and its activities through different media: Print, Visual and Audio.
- Make use of meetings of Grama Sabhas , ADS and CDS meetings for disseminating information about JSP.

### *Implementation Related*

- Enhance the number of the Beat Officers in each of the beats.
- Ensure monthly target based conduct of house visits
- Introduce interventions in more areas like counseling, referral services etc.
- Initiate measures to check the intrusion of political and anti social interference / involvement.

### *Capacity Building*

- Provide frequent refresher trainings to the Beat Officers.
- Include topics viz: stress management, leadership, team building and rapport building in the training module.

### ***Monitoring and Evaluation***

- Ensure periodical monitoring of the implementation of JSP at the Zonal/district/state level.
- Encourage the Beat Officers' and Samithi members by setting up of an award for the best beat and the best Janamaithri Samithi.

### ***Networking***

- Ensure the increased involvement of Local NGOs, 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.

### ***Expansion of the project***

- Expand the Janamaithri Suraksha Project to all the police stations in the state of Kerala so that maximum number of people could avail its benefits.

\*\*\*\*\*

# **A P P E N D I C E S**

I Interview Schedule

II References

**Interview Schedule**

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