

**INFLUENCE OF  
JANAMAITHRI SURAKSHA PROJECT ON THE COMMUNITIES  
With special reference to Thiruvananthapuram Cantonment  
Police Station Limits**



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

*Submitted by:*  
**The Research Institute  
Rajagiri College of Social Sciences  
Kalamassery, Kochi, Kerala**

**April 2011**

## ACKNOWLEDGEMENTS

We would like to place on record our sincere gratitude towards all those who have put in their efforts at their various capacities, towards the successful completion of this study - *Influence of Janamaithri Suraksha Project on the communities*.

At the very outset, we would like to thank *Dr. B.Sandhya IPS*, IG of police, Ernakulam region & Nodal officer for Janamaithri Suraksha Project, for entrusting us with the study and for providing the necessary guidance.

A word of appreciation to *Shri. Ajith Kumar IPS*, Commissioner of Police Thiruvananthapuram for his co-operation in the smooth conduct of the study.

We acknowledge *Shri. Santhosh Kumar. P.* Sub Inspector of Police and other police personnel of the Thiruvananthapuram Cantonment police station, for their constant support and necessary assistance at the various stages of the study.

At the Research Institute, Rajagiri College of Social Sciences, we are indebted to Shri.Vinayan, Shri.Anto Jose, Ms. Bindu Nair and Shri. K.O.Vargese for their contributions in the processing of data and preparation of the report.

Our thanks are due to the staff and students of the Loyola College of Social Sciences, Sreekariyam, Thiruvananthapuram who took painful efforts in gathering relevant information pertaining to the study from the various sections of the community.

A final word of gratitude to all the respondents for their unstinted and whole hearted co-operation and assistance, without which this study would have been impossible.

**Dr. Celine Sunny**  
**Chief Co-ordinator**  
**Research Institute**

## CONTENTS

*Acknowledgements*

*List of Tables*

*List of Figures*

<b>Chapter- I</b>	<b>Introduction</b>	<b>1-7</b>
1.1	Background of the study	1
1.2	Objectives of the Study	4
1.3	Methodology	4
1.4	Methods and Tools of Data Collection	7
1.5	Sources of Data	7
1.6	Data Processing and Analysis	7
<b>Chapter- II</b>	<b>Janamaithri Suraksha Project – An Overview</b>	<b>8-16</b>
2.1	The Dawn	8
2.2	Objectives of the Janamaithri Suraksha Project	9
2.3	The Components	9
	2.3.1 Janamaithri Beat	10
	2.3.2. Janamaithri Suraksha Samithi	11
	2.3.3. Janamaithri Kendram	15
<b>Chapter- III</b>	<b>Analysis and Interpretations</b>	<b>17-75</b>
3.1	Socio-Economic Profile of the Respondents	18
3.2	Knowledge/Awareness about Janamaithri Suraksha Project (JSP)	22

3.3	Activities Carried out by the Beat Officers- A Perception	25
3.4	Beat Officers' Visits and Allied Matters	35
3.5	Effectiveness/Impact of the Janamaithri Suraksha Project	50
3.6	Weaknesses/Limitations of the Project	71
3.7	Suggestions for Improvement	74
<b>Chapter- IV</b>	<b>Findings and Recommendations</b>	<b>76-87</b>
4.1	Major Findings	77
4.2	Recommendations	86
	<i>Appendices</i>	
	<i>Interview Schedule</i>	
	<i>References</i>	

## **List of Tables & Figures**

### **List of Tables**

<b>Table No</b>	<b>Title</b>	<b>Page No</b>
3.1.1	Profile of the Respondents	19
3.1.2	Marital Status of the Respondents	20
3.1.3	Employment Status	21
3.1.4	Annual Income of the Family	21
3.2.1	Knowledge/Awareness about Janamaithri Suraksha Project	22
3.2.2	Period of Receipt of Knowledge/Awareness	23
3.2.3	Beneficiaries of the Project	24
3.2.4	Sources of Information about Janamaithri Suraksha Project	25
3.3.1	Conduct of Traffic Related Activities and Age of the Respondents	27
3.3.2	Hygiene Related and Age of the Respondents	29
3.3.3	Interaction with Children and Age of the Respondents	31
3.3.4	Efforts to Ensure Community Participation in Night Patrolling and Age of the Respondents	32
3.3.5	Opinion on Improvement in the Safety of Women and Age of the Respondents	34
3.4.1	Number of Visits by the Beat Officers	37
3.4.2	Time of Visit	37
3.4.3	Prior information about the visits	38
3.4.4	Place of Visit and Allied Matters	40
3.4.5	Topics/Subjects of Discussion/ Conversation	42
3.4.6	Duration of Discussion	43

3.4.7	Cordiality of the Beat officer	44
3.4.8	Opinion on the Behaviour of the Beat officers	45
3.4.9	Satisfaction at the Interaction of the Beat officers	45
3.4.10	Extent of Satisfaction on the Interaction of Beat Officers' Visits	46
3.4.11	Usefulness of the Suggestions by the Beat Officer and Education of the Respondents	47
3.4.12	Extent of Usefulness of the Suggestions and Education of the Respondents	48
3.5.1	Change in Family Atmosphere	51
3.5.2	Change in Safety and Age of the Respondents	52
3.5.3	Change in the Presence of Police and Age of the Respondents	54
3.5.4	Change in Gunda Menace and Age of the Respondents	55
3.5.5	Change in Robbery / Snatching and Age of the Respondents	57
3.5.6	Change in the Problem of Illicit Liquor and Age	58
3.5.7	Change in the Problem of Eve teasing and Age	59
3.5.8	Perception on the Reluctance to Approach the Police Station and Age/Education of the Respondents	61
3.5.9	Perception on the Helpfulness of Police and Age/Education	63
3.5.10	Perception on the Performance of the Police and Age/Education/Sex of the Respondents	65
3.5.11	Perception on the Extent of approachability of the Police and Age/Education of the Respondents	67
3.5.12	Perception on the Behaviour of the police and Age/Education of the Respondents	69
3.6.1	Weaknesses/Limitations of the Janamaithri Suraksha Project	73
3.7.1	Suggestions for Improvement	75

## **List of Figures**

3.3.1	Conduct of Traffic Related Activities and Age of the Respondents	28
3.4.1	Implementation/Practice of the Suggestions	49
3.5.1	Change in Safety and Age of the Respondents	53
3.5.2	Change in the Problem of Eve teasing and Age of the Respondents	60

## **INTRODUCTION**

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

Rising crimes and lawlessness has been the major challenge faced by the law enforcement agencies across the country. Bringing about reduction in these crime rates are one of the major challenges faced by the Governments. This is especially true against the backdrop of growing threats of terrorism and globalization of crimes. Law enforcement agencies have a vital role to play in bringing about peace and order in the society.

Police is considered as an integral and significant component of the law enforcement agency. However, since time immemorial police force in India had been working in autocratic style. The colonial legacy and its influence could be one of the reasons behind this style of functioning by the police. This is very true in Kerala scenario as well. Duty of the police was perceived as “catching” the thief and in generating fear in people’s mind. They engaged in these functions in order to prevent crime. But over the years, this outlook has undergone tremendous changes by realizing the fact that in its battle against crimes, the police require active support and co-operation from the public.

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 that which works 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.

Across the world, community policing had been found extremely beneficial in strengthening public confidence in police. This will be critical in achieving global peace and also for the success of democracy.

As far as Kerala is concerned, community policing is not a new concept. Many police leaders, on their individual initiatives had introduced this in their areas of jurisdiction. Many of these had a considerable amount of success as well. But these efforts lost the required momentum in due course due to one or the other reasons.

The new dawn of community policing in Kerala blossomed further as a result of the recommendation of Justice K.T.Thomas Commission appointed by the Government of Kerala. This Committee in 2006 in the report suggested the implementation of community policing on an experimental basis. Based on this recommendation, the Kerala police has conceptualized a statewide 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 and with all the stakeholders and various political leaders. Based on that, 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 another 100 police stations.

There are many activities that are planned and carried out in Janamaithri Suraksha Project. It is the 'beat officers' appointed and trained under the Janamaithri Project who implement these programmes, for the prevention and minimization of crime and anti-social activities. A few of the activities carried out by the beat officers in this regard were:

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

Based on this plan, the beat officers make efforts to know each house in their beats and also the members in each of these houses. They also organize various social and community awareness programmes. With the help of Janamaithri Samithis, beat officers have initiated crime & anti- social curbing programmes. Janamaithri Samithis consist of a group of representatives from the local citizen who aid police in various such initiatives. So, in many places the police-public gap is getting bridged to an extent. This has prompted a move towards the police-public participation in strengthening law and order. This will also facilitate in instilling a sense of confidence among the public.

A couple of years have passed since the implementation of Janamaithri Suraksha project and it is time to check its impact in the society. An assessment of the project will help to know about the success of the implementation of JSP and also about whether the envisioned objectives of this project have been obtained. The findings will provide a data bank for the concerned authorities to re-check the implementation methods and correct them in order to make it more effective and sustainable.

It is in this context, that an impact assessment study of the Janamathri Suraksha Project has been conceived and conducted in the Thiruvananthapuram Cantonment Police Station limits.

## **1.2. Objectives**

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

## **1.3. Methodology**

### ***Geographical Area***

Thiruvananthapuram Cantonment police station of the Thiruvananthapuram district in the state of Kerala formed the Geographical area of the study.

Thiruvananthapuram Cantonment Police station has 5 Janamaithri Beats and each beat is looked after by a Janamaithri Beat officer and Assistant Beat officer.

***Profile of Thiruvananthapuram District/Corporation***

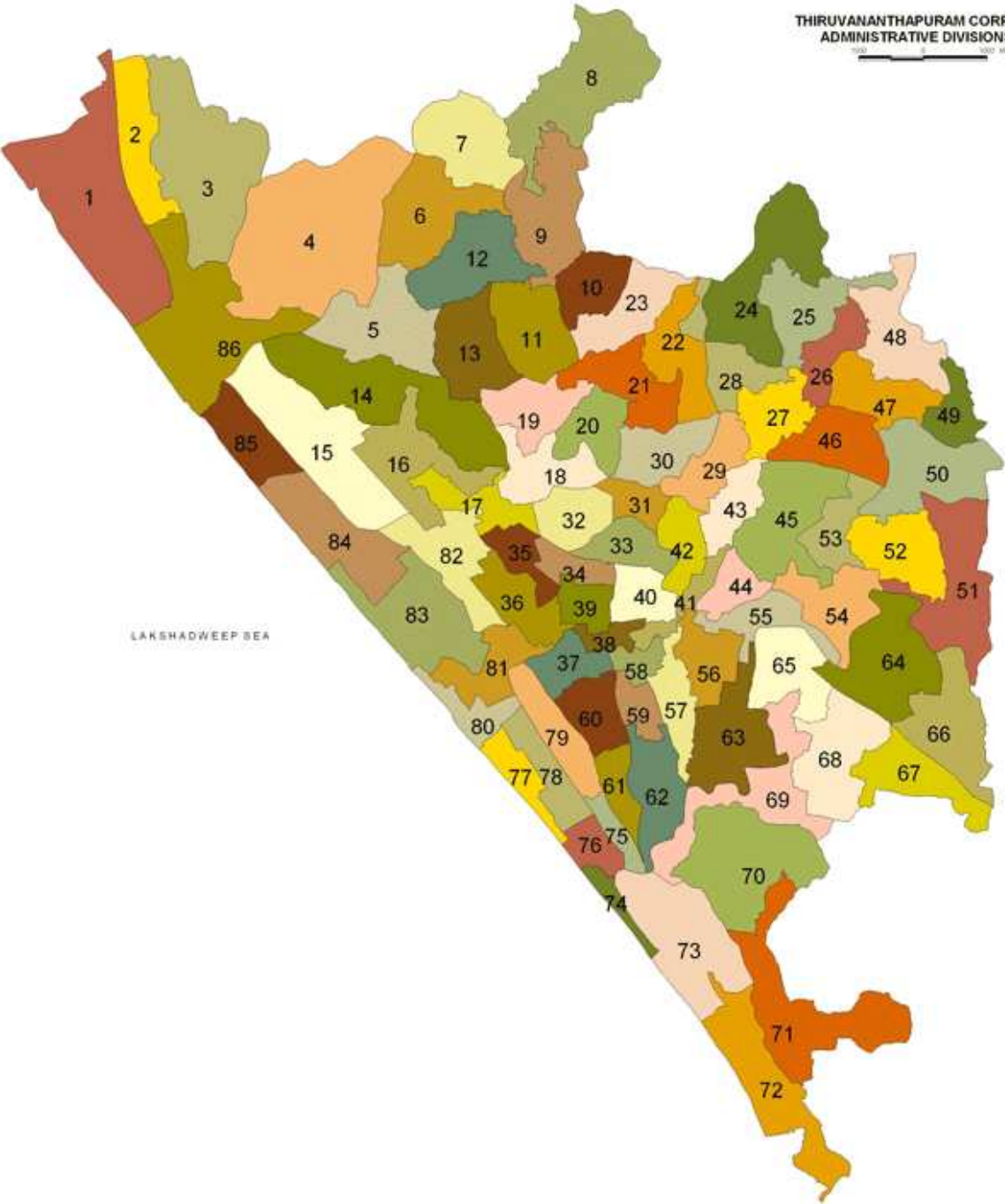
Thiruvananthapuram is built on seven hills by the sea shore and lies on the shores of Karamana and Killi rivers. Vellayani, Thiruvallam and Aakulam backwaters lies in the city. The district is bounded by the Arabian Sea on the West and Western Ghat on the East. The district is spread over an area of 2192 sq. km with a population of 2,938,533.

The Corporation of Thiruvananthapuram has an area of 214.86 km<sup>2</sup> and a population of 9, 57,730 inhabitants with 4, 67,739 males and 4, 89,991 females. Within the city, the density of population is about 5,284 people per square kilometer. The district has a literacy rate of 89.36% with the sex ratio of 1,037 females to every 1,000 males.

Hindus comprise 65% of the population, Christians are about 18% of the population, and Muslims are about 15% of the populace. The remaining 2% of the population practice other religions. The major language spoken is Malayalam. English, Tamil, and Hindi are also widely understood. There is also a prominent minority of Tamil speakers and a few Tulu and Konkani speakers. The corporation is divided into 100 administrative wards and is under each councilor.

THIRUVANANTHAPURAM CORPORATION  
ADMINISTRATIVE DIVISIONS 2005

1000 0 1000 Meters



LAKSHADWEEP SEA

### *Universe*

The entire population of the 5 Janamaithri Beats of the Cantonment Police station limits of the Thiruvananthapuram Corporation formed the universe of the study.

### *Sampling*

From the 5 beats of Cantonment Police Station limits 248 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.

## **1.4. Methods & Tools of Data Collection**

### *Methods*

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

### *Tools of Data Collection*

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

## **1.5 Sources of Data**

The sources of the primary data constituted the respondents. 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**

Though Community Policing is not a new concept in Kerala there had not been an effort to formalize it statewide until the implementation under the title Janamaithri Suraksha Project which 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 a brief overview of the project since its inception.

### ***2.1 The Dawn***

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

As per the recommendations of Justice K.T.Thomas Commission report submitted in 2006, the Police Department was asked to prepare and submit a draft scheme. The draft scheme submitted by the department in 2007 was discussed elaborately at various levels and based on suggestions/ recommendations by various persons a final project was prepared by the police department. The project in a nut shell is discussed below.

## ***2.2 Objectives of the Janamathri Surakasha Project***

This project was primarily designed to ensure closer tie up between police and the public to bring in more effectiveness in the operations of the police. Thus community policing was envisaged to bring in more social order.

*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 primary intention of this project was not the image enhancement of the police. The project envisages strengthening the community policing theme by achieving the support of the local community. The people were not expected to perform the duties of the police instead the closer interactions of the police with the public were aimed at understanding the public, their needs and their problems at a closer canvas. The structure of the programme was so defined that each beat officer would know every members of his beat area on an individual basis.

## ***.2.3 The Components***

“Janamaithri Beat”, which is the major component of the scheme, centers around Beat officers who are police constables/Head Constables/ Asst. Sub Inspectors specially selected and trained for this purpose. Janamaithri Suraksha Samithi and Janamaithri Kendrams are the other two critical components planned for making this project effective.



### *2.3.1 Janamaithri Beat*

A Janamaithri beat unit consists of around 500 houses in the local area. Based on the number of houses, the jurisdiction of the police station 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. Similarly a Beat Officer also should be able to cover his beat area completely during a day's duty.

#### *Janamaithri Beat Officer and his Duties*

An Assistant Sub-Inspector or a Head constable will be in charge of each of the Janamaithri Beat. The beat officer coordinates the serving of summons, execution of warrant, locating the address, handling the Complaint Box and all other duties that needs to be performed by the police in the area. This is subject to the supervision by the Station House Officer. All the Beat Officers should personally know at least one member of every household in his beat within three months of taking charge as a beat officer. All the roads in that beat and lane and by- lane in 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 is expected to interact with the local service providers in the area like postmen, linemen, milkmen, gas agencies etc. The beat officer also makes a map of the place with critical landmarks such as prominent buildings, roads, establishments etc. A copy of the map is kept at the police station as well. He also ensures that he has the addresses and phone numbers of all important people and establishments. The identity and name of the beat officers are displayed for the public to know about them.

The beat officer, should reach a pre-announced place at a pre-announced time , at least thrice a week 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 Scheduled Castes and Tribes. Respectable citizens from the locality who are active in the educational and cultural field should be included in the committee. High School/College Headmaster/Principal, Teachers, Retired Officers, Ex-servicemen, Corporation/Ward councillors, Merchants, NGOs, Workers'

representatives, Residents' Association office-bearers, postmen, Kudumbasree office bearers etc. may be included in the Committee. Preference may be given to include office bearers of Residential Associations. Those who are involved in any criminal case should not be included in the Committee. Office bearers of any Political party need not be excluded from the Committee if they fulfill other conditions. Care should be taken to pre-empt allegations that any communal or political interest is treated with any special advantage. The structure of the Samithi should be in such a way that, ordinary citizens with civic sense and sense of social responsibility get an opportunity to utilize their talents for the greater safety of society at the local level. The process of constitution of the samithi should be above board, and the members should be persons who command the respect of the community. The Samithi should have at least ten members, and preferably not exceed 25. From amongst the Samithi members, the District Superintendent of Police may nominate one member as the Convenor. 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 meagre, the Samithi may examine the reason for the same and give necessary advice to the Beat Officer. The minutes of such meetings should be prepared by the Station House Officer (Secretary) and a copy of the minutes should be sent to the Deputy Superintendent of Police and the Superintendent of Police. The supervisory officers should examine the minutes, assess the quality of the meeting, and in case it is felt necessary, provide advice to the Station House Officer. The Sub-Divisional Police Officers may attend such meetings once in three months; and the Superintendents of Police may attend such meetings at least once in a year. Apart from the monthly meetings, the Samithi may hold such other meetings as and when need arises.

#### *Activities of the Samithi*

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

- Night patrolling with public co-operation
- Coordinating with private security guards
- Knowing new residents and strangers
- Fitting Burglar Alarm and security systems
- Helping senior citizens and physically challenged citizens
- Protection of women and children
- Awareness programmes
- Traffic Warden Systems

- Organizing Counselling centres to resolve family discords, drinking habits etc. may be started
- Monitoring maintenance of street lights, traffic lights etc.
- Implementation of projects encouraging blood donation, eye donation, organ donation etc.
- Organizing Self Defence Courses
- School -based safety & vigilance programmes
- Cooperating with Kudumbasree Units etc.
- Preventing illicit sale of liquor and drugs
- Monitoring illegal financial institutions
- Complaint Card Systems
- Disaster Management and Mitigation
- Trauma, Rescue and First Aid Projects
- Victim Support Cells

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

#### *District Advisory Samithi*

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 Kendrams***

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

Janamaithri Suraksha Project of the 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. A total of 248 respondents from the cantonment Police station limits of Thiruvananthapuram district were randomly selected and interviewed at different locations like houses, shops/establishment and govt. offices.

This chapter presents in detail the analysis of the data collected from the community /people on different aspects of the project. The major areas covered through the study are scripted under the following sections; section-1:nsocio-economic profile of the respondents, section-1: their Knowledge /awareness on Janamaithri Suraksha Project (JSP), section-2: activities carried out by the Beat officers, section- 3: Beat officers' visits and allied matters,section-4 :effectiveness/impact of the project, section- 5: attitude of people towards police, section-6: weaknesses / limitations of the project and section-7: suggestions for improvement.



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

The variables that were studied in relation to the socio-economic profile of the respondents included age, sex, education, marital status, religion (social variables) and occupation and income ( economic variables).

#### *Age*

The age distribution showed that the respondents belonged to the age group of 17 – 90yrs. Majority (56.3%), belonged to the adult group (25-45 yrs) followed by 26.6%, 5.2% and 14,5% in the middle age group (45-60 yrs), young (17-25 yrs) and elderly age groups (above 60 yrs) 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 and elderly 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 here is pretty much skewed as the female respondents' number is much higher (95.2%) than that of their counter parts (4.8%). (*Refer to table 3.1.1*)

#### *Education*

Educationally, the respondents varied from illiterates to professionals. Highest percentage (44.4%) belonged to the high school educated category. Those with primary education and graduation followed with 24.2% and 11.7% each. Post

graduates & professionals formed a minor group with 2%, and 0.8% respectively.  
(Refer to table 3.1.1)

### *Religion*

Majority (75.4%) of the respondents belonged to the Hindu religion followed by Christians with 23%. Muslims represented a minority percentage of 1.6%. It is to be noted here that the sample had a higher representation from the Hindus as Trivandrum has a predominance of the Hindu population. (Refer to table 3.1.1.)

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

	Frequency	Per cent
<b>Age (in Yrs)</b>		
17-25	13	5.2%
25-35	64	25.8%
35-45	69	27.8%
45-60	66	26.6%
60 and above	36	14.5%
Total	248	100%
<b>Sex</b>		
Male	12	4.8%
Female	236	95.2%
Total	248	100%
<b>Education</b>		
Can Read and Write	42	16.9%
Primary school	60	24.2%
High School	110	44.4%
College	29	11.7%

Post Graduate	5	2%
Professional	2	0.8%
Total	248	100%
<b>Religion</b>		
Hindu	187	75.4%
Muslim	4	1.6%
Christian	57	23%
Total	248	100%

*Marital status*

The data showed that majority (98%) of the respondents were married. (Refer to table 3.1.2.)

**Table No.3.1.2**

**Marital Status of the respondents**

Marital Status	Frequency	Per cent
Yes	243	98%
No	5	2%
Total	248	100%

*Employment Status*

Employment status portrayed that majority (83.5%) of them were unemployed and 16.5% were employed. (Refer to table 3.1.3)

**Table No. 3. 1. 3**  
**Employment Status**

Employment status	Frequency	Per cent
Yes	41	16.5%
No	207	83.5%
Total	248	100%

*Annual Income*

Annual income of the families depicted that the income level of the households varied from thousands to a few lakhs. However, a large majority of 80.2% earned an income of below Rs 25,000/- per annum. 9.3% earned an annual income between Rs 25,000/- Rs 50,000/-. Those who have earned between Rs 50,000/ and Rs 75,000/- constituted 2.4%. 5.2% earned between Rs. 75000/- and 1.25 Lakhs. People who earned above Rs. 125000/- formed 2.8%. (*Refer to table 3.1.4*)

**Table No. 3. 1. 4**  
**Annual Income of the Family**

Income ( In Rupees)	Frequency	Per cent
Below 25000	199	80.2%
25001-50000	23	9.3%
50001-75000	6	2.4%
75001-100000	5	2%
100001-125000	8	3.2%
Above Rs. 1,25000	7	2.8%
Total	248	100%

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

It is essential that the target population should have a fair knowledge/awareness about the aims and objectives of the project for its implementation. 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 used for the assessment included: Extent of knowledge/awareness about the JSP, period of receipt of such knowledge, Beneficiaries of the project and the source of information about the project.

#### *Knowledge/awareness about Janamaithri Suraksha Project (JSP)*

The key objective of the Janamaithri Suraksha Project (JSP) - community policing is police-public participation for the prevention and reduction of crime and the maintenance of law and order. This could be achieved only through proper awareness generation programmes.

On analyzing the data, it was learnt that majority (97.2%) of the respondents under study had knowledge/awareness about the Janamaithri Suraksha Project- community policing. The remaining 2.8% however, were unaware of the same. (*Refer to table 3.2.1*)

**Table No.3.2.1**

#### **Knowledge/Awareness about Janamaithri Suraksha Project**

Knowledge/Awareness	Frequency	Per cent
Yes	241	97.2%
No	7	2.8%
Total	248	100%

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

It was found from the figures that most of the respondents (73.5%) were aware of the Janamaithri Suraksha Project (JSP) either for the last 2 years or more. This was followed by 20.7% and 5.8% who reported about the awareness for the last one year and less than one year respectively. (Refer to table 3.2.2)

**Table No. 3.2.2**  
**Period of Receipt of Knowledge/Awareness**

Years of Knowledge	Frequency	Per cent
Below 1 Year	14	5.8%
1 Year	50	20.7%
2 years	132	54.8%
Above 2 Years	45	18.7%
Total	241	100%

### *Beneficiaries of the Project*

Concerning the perception of the respondents regarding the beneficiaries of the project, it was reported by 96.3% that the project was intended for the benefit of the public. However, 2.9% and 0.8% stated it to be for the benefit of the people & police and the police respectively. (Refer to table 3.2.3)

**Table No. 3.2.3**  
**Beneficiaries of the Project**

Category	Welfare	
	Frequency	Per cent
For the police	2	0.8%
For People	232	96.3%
For People & Police	7	2.9%
Total	241	100%

*Sources of Information*

Concerning the sources of information about the Janamaithri Suraksha Project, the data revealed that majority (91.3%) had obtained knowledge about it from the Janamaithri Police themselves during their visits or their publicity meetings. The second major source of information as reported by 7.9% respondents was that of the print media. The other sources of information were: relatives and friends (3.7%), Govt. public programmes (0.4%) and other programmes (0.4%).

It was noticed from the literature and reports that a number of programmes such as visits by the police, seminars, public meetings, creation and distribution of IEC materials were carried out for the information dissemination of the Janamaithri Suraksha Project. (Refer to table 3.2.4 & figure 3.2.2)

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

**Table No. 3.2.4**

**Sources of Information about Janamaithri Suraksha Project**

*N=241*

Sources of Information	Frequency	Per cent
Janamaithri Police	220	91.3%
Relatives and Friends	9	3.7%
Print media	19	7.9%
Govt. Programmes	1	0.4%
Other programmes (Awareness classes)	1	0.4%

**3.3 Activities carried out by the Beat Officer**

Janamaithri Suraksha Project of the Community Policing Programme 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

From the above projects, those suitable for a particular locality are selected by the Station House Officers and Beat Officers and placed before the Janamaithri Samithi. Thereafter, after consultations and discussions in the Janamaithri Samithi meetings, suitable projects are selected.



This section makes an attempt to understand the activities carried out by the beat officers in the study area. The probe in this regard was undertaken by analyzing the activities carried out in relation to traffic, hygiene, interaction with children, night patrolling and protection of women.

### *Traffic related*

Keeping the objective of promoting safety of the people, the Janamaithry Suraksha project has thought to have chalked out measures to inculcate traffic consciousness among the people while they are on the roads on a participatory manner. The intend was not only to avoid accidents but also to promote a civic sense among the people so that each respect others on the roads, making their journey a smooth one. However, the fact remains to be known regarding the conduct of the programmes and the types of programmes in this regard by the Janamaithri Beat officers. Hence, a probe was carried out to elicit information regarding the above. The data showed that out of the 241 respondents, only 35.7% reported on the positive regarding the conduct of traffic related activities in their areas. A good number (40.2%) were ignorant about any such programmes being conducted over there. 24.5% on the other negated about the same.

Age-wise, it could be seen from the figures that positive responses were comparatively greater in the higher age groups i.e., 35-45 yrs with 43.5% , 45-60 yrs with 34.4% and 60 & above with 39.4%. It should also be observed here that the responses of 40.2% as don't know points out to the need for intensive and extensive efforts for reaching out to the inner circles of the community. (*Refer to table 3.3.1 & Figure 3.3.1*)

The activities carried out by them in the study area were: Road safety programmes for road users, enforcement of traffic rules near school premises and busy roads, enforcing use of seat belts and helmets, use of zebra lines and speed breakers, distribution of IEC materials on traffic rules etc.

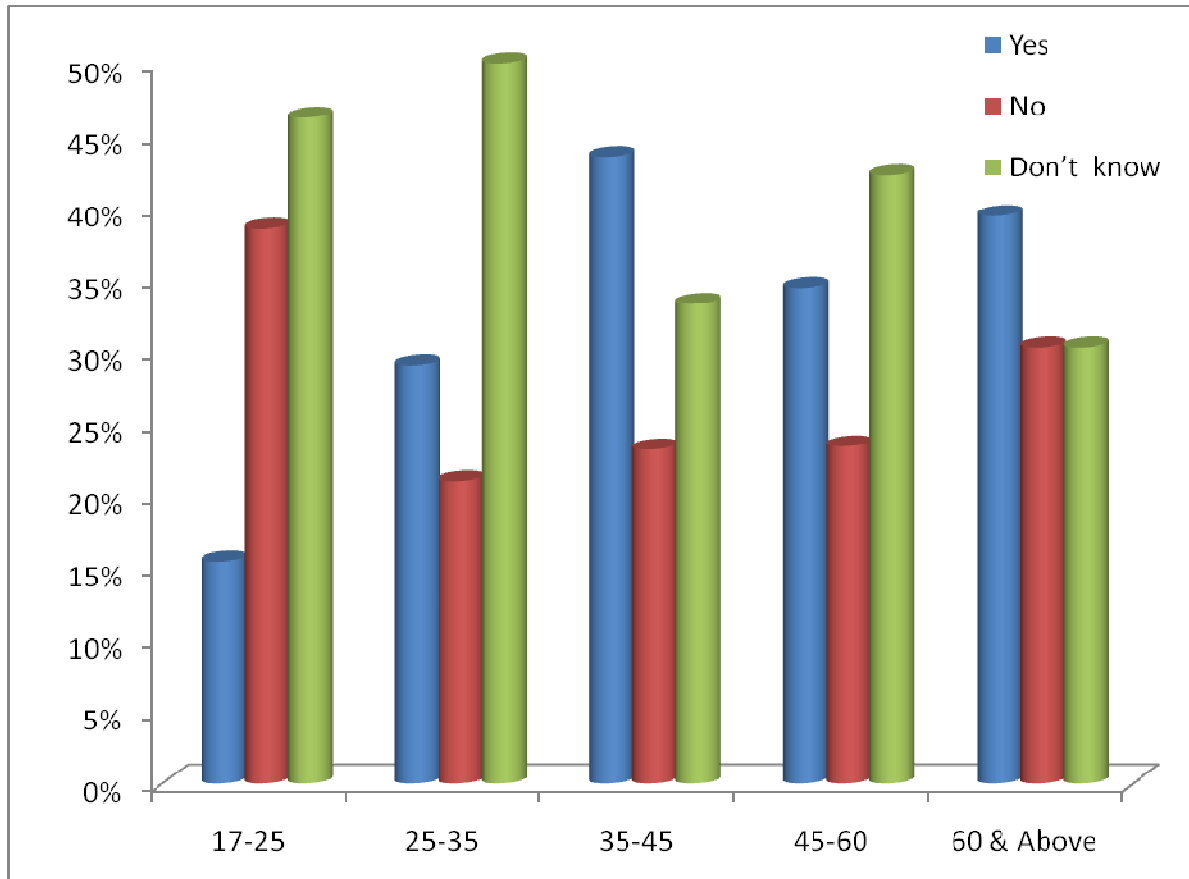
**Table No 3.3.1**

**Conduct of Traffic Related Activities and Age of the Respondents**

Age	Conduct of Traffic Related Activities			Total
	Yes	No	Don't know	
17-25	2	5	6	13
	15.4%	38.5%	46.2%	100%
25-35	18	13	31	62
	29%	21%	50%	100%
35-45	30	16	23	69
	43.5%	23.2%	33.3%	100%
45-60	22	15	27	64
	34.4%	23.4%	42.2%	100%
60 and above	13	10	10	33
	39.4%	30.3%	30.3%	100%
Total	85	59	97	241
	35.3%	24.5%	40.2%	100%

**Figure No 3.3.1**

**Conduct of Traffic Related Activities and Age of the Respondents**



*Hygiene related*

Reports of hygiene activities carried out by the beat officer were reported by 35.3% and the rest stated as: 'don't know' (23.7%) and 'no' (41.1%).

Age-wise analysis portrayed that comparatively a higher number of respondents from the age groups of 45 – 60 yrs (43.8%) and 60 yrs and above (42.4%) reported of the presence of hygiene related activities in the area. (*Refer to table 3.3.2*)

The activities implemented by the beat officers in this regard were: cleaning of roads and canals, one week cleanliness drive, Environmental Cleaning and Community Awareness on hygiene.

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

Age (in yrs)	Hygiene Related Activities			Total
	Yes	No	Don't Know	
17-25	3	6	4	13
	23.1%	46.2%	30.8%	100%
25-35	17	23	22	62
	27.4%	37.1%	35.5%	100%
35-45	23	32	14	69
	33.3%	46.4%	20.3%	100%
45-60	28	25	11	64
	43.8%	39.1%	17.2%	100 %
60 and above	14	13	6	33
	42.4%	39.4%	18.2%	100%
Total	85	99	57	241
	35.3%	41.1%	23.7%	100%

#### *Interaction with children*

Interaction 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 in schools & colleges. Under the leadership of teachers, Jagratha Samithis are to be organized and selected children will also be a

part of that.. These Jagratha Samithis are supposed to organize awareness programmes on traffic, legal literacy etc. Classes on unarmed combat, yoga etc. are also to 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.

The data collected on the beat officer's interaction with the children revealed that 68.9% confirmed about the interaction with the children. 14.9% said "no" to this and 16.2% said that they don't know. On perusing the data age-wise, it was found that 92.3% in the 17-25 age group said "yes" to this. The affirmation from 25-35 years of age group was 67.7% and from 35-45 age group was 63.8% (*Refer to table 3.3.3*)

The activities carried out among the children were: awareness on road safety, awareness regarding Janamaithri, friendly interactions with children and talk about education(importance of education and how to maintain good relationship etc.) The prominent one among them was talk about education'.

**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	
17 – 25	12	-	1	13
	92.3%	-	7.7%	100%
25 – 35	42	11	9	62
	67.7%	17.7%	14.5%	100%
35 – 45	44	13	12	69
	63.8%	18.8%	17.4%	100%
45 – 60	51	7	6	64
	79.7%	10.9%	9.4%	100%
60 and above	17	5	11	33
	51.5%	15.2%	33.3%	100 %
Total	166	36	39	241
	68.9%	14.9%	16.2%	100.0%

### *Night Patrolling*

Among the numerous activities undertaken by the JSP for the protection and safety of the people, Night patrolling assumes great importance as most of the criminal activities takes place behind dark or night hours. The project envisages a joint night patrolling by the police and the people from the community. The representation from the community is done by the beat officer considering the person's Physique and his behaviour. Those with criminal background are excluded from the team. The responsibilities of the team included: informing the Police Station if anyone/anything is found in suspicious circumstances, if any establishment or place is found to be occupied by anti-social elements or thieves, informing about

wandering groups, about those who encroach revenue land, about any seemingly illegal constructions going on at night etc.

The empirical data however, portrayed that only 30.3% stated about the efforts taken by the police for ensuring the participation of the people in the Night patrolling. 36.5 % reported that the police have not taken any such efforts. 33.2% on the other remarked about their ignorance in this regard. The informal discussions with the beat officers revealed that the area being a high class resident area, it was difficult to involve the people. Yet, a few joined them occasionally during the patrolling.

A cross analysis between age and Night patrolling activities, the figures showed that 20% to 39% of people across the different age groups reported about the positive efforts taken for involving people in night patrolling. Highest was seen in the 17-25 yrs category followed by 45-60 yrs and 35-45 yrs age categories with 34.4% and 33.3% respectively. (*Refer to table 3.3.4*)

The activities implemented by the beat officers in the study area were: individual talks, public addresses, awareness programmes, distribution of IEC materials etc.

**Table No. 3.3.4**  
**Efforts to Ensure Community Participation in Night Patrolling and Age of the Respondents**

Age group	Effort for Community Participation			Total
	Yes	No	Don't know	
17-25	5	6	2	13
	38.5%	46.2%	15.4%	100%

25-35	16	21	25	62
	25.8%	33.9%	40.3%	100%
35-45	23	22	24	69
	33.3%	31.9%	34.8%	100%
45-60	22	24	18	64
	34.4%	37.5%	28.1%	100%
60 and above	7	15	11	33
	21.2%	45.5%	33.3%	100%
Total	73	88	80	241
	30.3%	36.5%	33.2%	100.0%

### *Opinion on Improvement in the Safety of Women*

When asked about their opinion regarding the improvement in the safety of women due to the implementation of the JSP, 69.7% reported on the affirmative. However, 14.9% reported on the negative. From the high number of positive responses, it could be inferred that even at the initial stage of the implementation of the project, it could effect a marked difference in the attitude of people on safety and protection.

Age-wise, 60% to 75% of people across all age groups reported about a positive change with respect to the safety of women in the community with highest reporting from the 25-35 yrs category. (Refer to table 3.3.5)



**Table No. 3.3.5**  
**Opinion on Improvement in the Safety of Women and**  
**Age of the Respondents**

Age	Change in the Safety of Women			Total
	Yes	No	Don't know	
17-25	9	4	-	13
	69.2%	30.8%	-	100%
25-35	46	6	10	62
	74.2%	9.7%	16.1%	100%
35-45	47	11	11	69
	68.1%	15.9%	15.9%	100%
45-60	46	8	10	64
	71.9%	12.5%	15.6%	100%
60 and above	20	7	6	33
	60.6%	21.2%	18.2%	100%
Total	168	36	37	241
	69.7%	14.9%	15.4%	100%

In addition to the afore-mentioned activities, Janamaithri beat officers at the Thiruvananthapuram Cantonment police station have carried out a number of activities that promoted a safe and secure life for the community people. The other activities carried out by the beat officers included: construction of houses (10 numbers), medical camps (9), Gender justice classes, distribution of note books to

children, distribution of tri wheel bicycles for the physically handicapped, adoption of economically backward households (3) etc.

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

A cluster of around 500 homes in the local area is considered as a Janamaithri Beat Unit. This does not exceed 3 square kilometers. Each of the Janamaithri unit will be under the charge of an assistant sub inspector or a head constable. Activities such as serving summons, execution of warrant, locating the address, handling the complaint box and all other duties to be performed by the police in the area are co-ordinated and done by the Beat officer.

The beat officer is expected to know at least one member of every household in his beat within 3 months of assuming charge of the beat.

*The other ascribed duties of the beat officer included:*

- Constant interaction with service providers in the area like postman, linemen, milkmen, gas agencies because they are the persons who frequent the area practically on a daily basis and should have constant channels of communication open with them at a personal level.
- Maintenance of a rough map marking the major junctions, buildings etc.
- Maintenance of a diary containing the phone numbers and addresses of all important establishments and persons.
- Interact with the public at least thrice a week at a pre-announce place and at a pre announced time.
- Maintenance of a beat register containing the details of daily matters, petitions etc.
- Go around the beat area on foot at least 20 hours in a week and do his work contacting the public.

The 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 2 sub sections viz., beat officer's visits related and beat officer's behavior related.

### ***Beat Officers' Visits Related***

The variables considered for the analysis of the visits by the Beat officer were: number of visits by the beat officer, 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.

### ***No of Visits by Beat Officer***

The most important responsibility 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.

The seek in this line revealed that the number of visits varied from non visits to 7 visits. Among them ,most of the respondents who stated about the awareness about Janamaithri Suraksha Project, reported about 7 visits with 36.1%. Within the remaining, 16.6% and 15.4% each stated about two and three visits respectively. Visits numbering one, four, five and six were reported by 9.1%, 8.3%, 6.6% and 4.6% respectively. (*Refer to table 3.4.1*)

**Table No. 3.4.1**  
**Number of Visits by the Beat Officers**

Number of Visits	Frequency	Per cent
0	8	3.3%
1	22	9.1%
2	40	16.6%
3	37	15.4%
4	20	8.3%
5	16	6.6%
6	11	4.6%
7	87	36.1%
Total	241	100%

*Time of Visit*

As per the data elicited from the respondents, it was seen that the visits by the beat officers took place between 8am and 8 p.m. Most (68.7%) however stated that they were visited between 4pm and 8 pm. Among the others, 30% and 15% each reported the visiting time as between 8am & 12 noon and 12 noon & 4 p.m. respectively. The higher responses in the 4pm- 8pm might be due to the fact that very often the beat officers undertook the visits when their routine works at the respective police stations are over. (*Refer to table 3.4.2*)

**Table No. 3.4.2**  
**Time of Visit**

*N=233*

Time of Visit	Frequency	Per cent
8am-12noon	70	30%
12noon-4pm	35	15%

4pm-8pm	160	68.7%
8pm-12midnight	-	-
4am-8am	-	-

*Prior Information about the Beat Officer's Visit*

Majority of the respondents (95.7%) said that they did not have any prior information about the visits by the Beat Officers. Only 4.3% of the population however said that they had the information. High number on the negative 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 officer. (Refer to table 3.4.3)

*Since, house visits are instrumental in providing an ambience of familiarity, better interaction and disclosing of problems, an effort to facilitate house visits is all the more appreciated.*

**Table No. 3.4.3**

**Prior Information about the Visit**

Prior Information	Frequency	Per cent
Yes	10	4.3%
No	223	95.7%
Total	233	100%

### ***Visits Related-***

#### *Place of Visit*

Concerning the place of visit, 84.5% of the respondents stated that they were visited in their houses. 19.7% reported to have been visited either at public places or at the meetings places of the resident associations.

#### *Number of Police during the Visit & Presence of Vanitha Police*

With regard to the number of policemen during the visits, the data showed that their number varied between 1 and 7. Most (76.8%) of them reported about the presence of one police man during the visits. Presence of 2 police personnel was mentioned by 17.6%.

#### *Presence of Vanitha Police*

The respondents were also asked regarding the presence of “Vanitha Police” during the visit. Only a small percentage (4.7%) said that there was Vanitha police present during the visit. Often it is the inadequate number of vanitha police in the police stations that has resulted in such a situation. (*Refer to table 3.4.4*)

#### *Nature of Visit*

On examining the nature of the visit, it was found that 66.1% were visited with the family. Among the rest, 25.3% reported about individual discussions. 7.3% were met in groups followed by 4.7% who stated about the nature of visit as in public meetings. (*Refer to table 3.4.4*)

70.8% of the respondents said either husband or wife was present during the visit of the beat officer. The rest 29.2% disagreed on this.

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

*N = 233*

	Frequency	Per cent
<b>Place of Visit</b>		
House	197	84.5%
Public place	45	19.3%
Resident Association	1	0.4%
<b>Number of Police Personnel</b>		
1	179	76.8%
2	41	17.6%
3	3	1.3%
4	6	2.6%
5	3	1.3%
7	1	0.4%
Total	233	100%
<b>Presence of Vanitha Police</b>		
Yes	11	4.7%
No	222	95.3%
Total	233	100%

<b>Nature of Visit</b>		<b>N-233</b>
Personal	59	25.3%
Family	154	66.1%
Group	17	7.3%
Public Meeting	11	4.7%
<b>Presence of wife / Husband</b>		
Yes	165	70.8%
No	68	29.2%
Total	233	100%

#### *Topics/Subjects of Discussion/Conversation*

There were many critical issues which were discussed during the Beat Officer's visit. A probe in this regard showed that the discussions varied from personal matters, to general matters (blood donation camps, illicit liquor etc.). Analysis on the topics discussed revealed that 79.4% discussed personal matters with the beat officers. The other topics of discussions were Sanitation awareness (26.6%), Drugs & Alcohol (24.9%), On Seminars (24.0%), health awareness (22.3%), Campaign against tobacco (15.0%) and illicit liquor (12.9%), eye donation camp (11.6%), Blood donation camp (9.4%) and collection of information about strangers (7.7%). Traffic awareness, Blood group determination, Night patrolling, Security awareness, disaster management and petition through petition boxes etc were other topics discussed. (*Refer to table 3.4.5*)



*The data thus clearly indicated that a wide range of areas were covered by the discussions and meetings of the beat officers with the various beats in the communities.*

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

**N=233**

Topics Discussed	Frequency	Per cent
Personal Matters	185	79.4%
Ward Meetings	12	5.2%
Seminars	56	24%
Blood Group Determination	3	1.3%
Blood Donation Camps	22	9.4%
Eye Donation Camps	27	11.6%
Night Patrolling	5	2.1%
Traffic Awareness	12	5.2%
Sanitation Awareness	62	26.6%
Security Awareness	9	3.9%
Health Awareness	52	22.3%
Disaster Management	12	5.2%
Awareness on Illicit Liquor	30	12.9%
Drugs and Alcohol	58	24.9%
Campaign against Tobacco	35	15%
Petitions through Petition- box	12	5.2%
Collection of Information on Strangers and Workers	18	7.7%
Family Meetings	8	3.4%
Other issues	30	12.9%

### *Duration of Discussion*

As per the responses of the 233 respondents who reported about the visit of the beat officers, the duration of the discussion varied from 10 mts to more than 2 hours. A good number (42.19%) reported the duration of the meeting as 10-20 minutes which was followed by “Half an hour “by 37.8%. For 13.3%, the discussions lasted for an hour. (Refer to table 3.4.6)

**Table No. 3.4.6**  
**Duration of Discussion**

Duration	Frequency	Per cent
10-20 Minutes	98	42.1%
Half an hour	88	37.8%
1 hour	31	13.3%
1-2 hrs	12	5.2%
Above 2 hrs	1	0.4%
45 minutes	3	1.3%
Total	233	100%

*The Janamaithri Suraksha Project – the community policing programme adopted by the State of Kerala thus gives a new face to the police system. It not only enables a strong tie between the public and police but also empowers the public to be partners in the safety keep of the community and society at large.*

### *Behaviour of the Beat Officers*

The beat officers have a vital role to play in the successes of the Janamaithri Suraksha Project. It is essential that he/she has to have interpersonal skills, communication skills, behavioural skills etc. It is his/her skills that bridge the wide

gap that exists between the police and public. Accordingly, the study had a brief inquiry regarding the behavior of the beat officers during their visits to the beats. The variables considered in this regard were: cordial dealing of the beat officer, rating of the behavior of beat officer, satisfaction with the interaction of beat officer and recalling the topics discussed by beat officer,

The figures highlighted that almost cent percent (97%) of the respondents expressed positively about the dealings of the beat officers. Cordial and gentle behavior of the beat officers embarked a great change in the public about police. It was indeed a facelift for the police as traditionally they were considered as a group who should be looked at fearfully. *(Refer to table 3.4.7)*

**Table No. 3.4.7**  
**Cordiality of the Beat Officer**

Cordial behaviour	Frequency	Per cent
Yes	226	97%
No	1	0.4%
No response	6	2.6%
Total	233	100%

On asking to rate the behaviour of the Beat officers in a 1-7 point scale, a vast majority (96.9%) of the respondents rated it as either Good, Very Good or Excellent. The rating indicated the change in the attitude of police towards the public and vice versa. *(Refer to table 3.4.8)*

**Table No. 3.4.8**

**Opinion on the Behaviour of the Beat Officers**

Opinion	Frequency	Per cent
Worst	-	-
Very Poor	-	-
Poor	1	0.4%
No opinion	6	2.6%
Good	15	6.4%
Very good	53	22.7%
Excellent	158	67.8%
Total	233	100%

*Satisfaction at the Interaction of Beat Officer*

With respect to the perception of the people regarding the satisfaction about the interaction of the beat officers, almost cent per cent (99.1%) reported on the positive. The responses indicated a change in the attitude of the people towards the police who once were looked upto as fearful figures. (Refer to table 3.4.9)

**Table No. 3.4.9**

**Satisfaction on the Interaction of the Beat Officers**

Satisfaction	Frequency	Per cent
Yes	231	99.1%
No	2	0.9%
Total	233	100%

### *Extent of Satisfaction*

When asked to rate the extent of satisfaction on a 7 point scale ranging between worst and excellent, majority (59.2%) rated it as excellent. Among the rest, 31.7% reported it to be as either 'good' or 'very good'. It should be noticed here that none had reported about the interaction as either worst or very poor. (*Refer to table 3.4.10*)

**Table No. 3.4.10**

### **Extent of Satisfaction on the Interaction of Beat Officers' Visits**

Extent of Satisfaction	Frequency	Per cent
Worst	-	-
Very Poor	-	-
Poor	2	0.9%
Satisfactory	19	8.2%
Good	18	7.7%
Very good	56	24%
Excellent	138	59.2%
Total	233	100%

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

On the usefulness of the suggestions, 94.4% affirmed in this regard. However, 5.6% reported on the negative. Responses by education depicted that irrespective of educational difference, majority (more than 75%) of the respondents have reported about the usefulness of the suggestions put forward by the beat officers. (*Refer to table 3.4.11*)

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

Education	Usefulness		Total
	Yes	No	
Can read and write	35	1	36
	97.2%	2.8%	100%
Primary school	53	4	57
	93%	7%	100%
High School	104	3	107
	97.2%	2.8%	100%
College	23	4	27
	85.2%	14.8%	100%
Post Graduate	3	1	4
	75%	25%	100%
Professional	2	-	2
	100%	-	100%
Total	220	13	233
	94.4%	5.6%	100%

*Extent of Usefulness of the suggestions*

Among the 220 respondents who reported of the usefulness of suggestions, 77.2% rated it either as Very Good or Excellent. 13.2% said it as Good while for 9.5% it was average.

Looking at the data education-wise, those who rated the usefulness as excellent were comparatively lesser with the higher educated groups (post graduates, graduates) than those who are with lower education (can read and write/primary

educated categories). However it should be noted that none from any educational group had rated the usefulness as either poor, very poor or worse. (Refer to table 3.4.12)

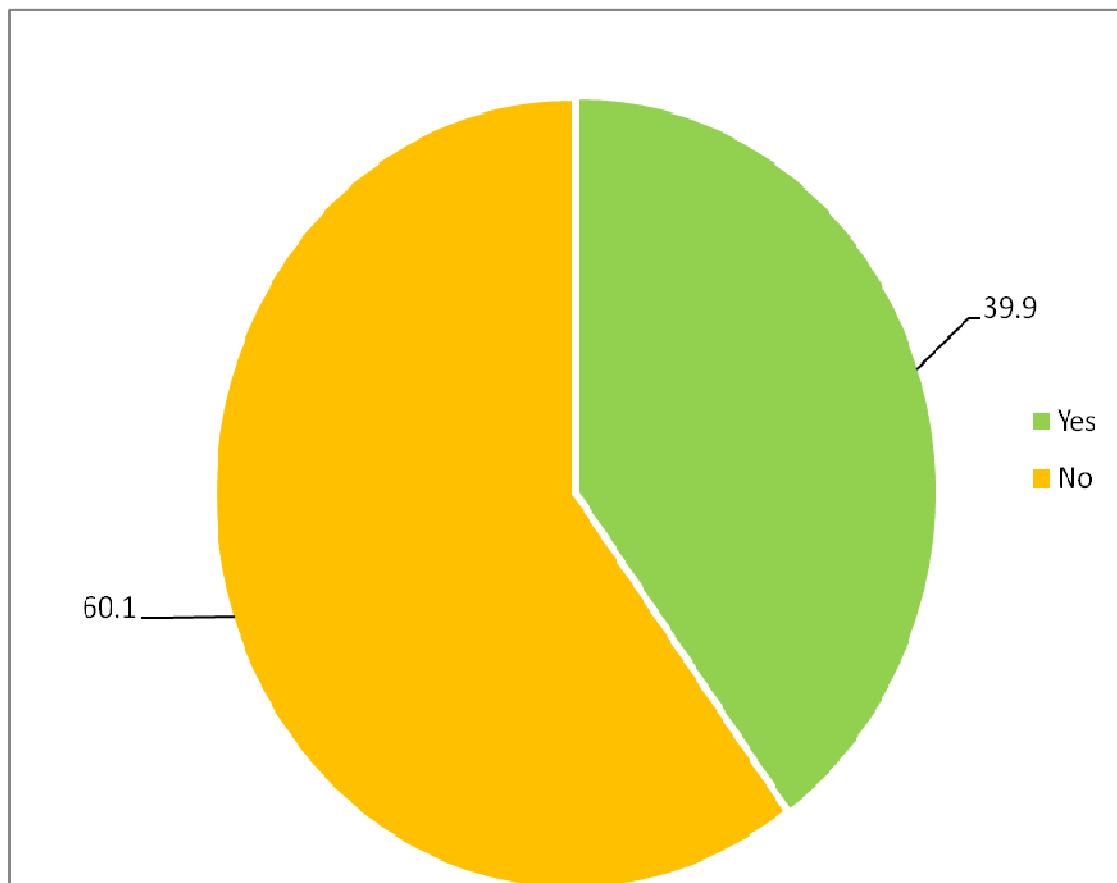
**Table No. 3.4.12**  
**Extent of Usefulness of the Suggestions and Education of the Respondents**

Education	Extent of Usefulness							Total
	Worse	Very Poor	Poor	Average	Good	Very Good	Excellent	
Can read and Write	-	-	-	-	2	5	28	35
	-	-	-	-	5.7%	14.3%	80%	100%
Primary school	-	-	-	2	7	13	31	53
	-	-	-	3.8%	13.2%	24.5%	58.5%	100%
High School	-	-	-	12	17	30	45	104
	-	-	-	11.5%	16.3%	28.8%	43.3%	100%
College	-	-	-	4	3	6	10	23
	-	-	-	17.4%	13%	26.1%	43.5%	100%
Post Graduate	-	-	-	3	-	-	-	3
	-	-	-	100%	-	-	-	100%
Professional	-	-	-	-	-	-	2	2
	-	-	-	-	-	-	100%	100%
Total	-	-	-	21	29	54	116	220
	-	-	-	9.5%	13.2%	24.5%	52.7%	100%

*Implementation/Practice of the suggestions*

A deeper probe was carried out with respect to the usefulness of the suggestions by inquiring about the implementation of the suggestions put forward by the beat officers. The responses in this regard highlighted that only 39.9% had made the suggestions practical. 60.1% on the other negated on the same. (Refer to Figure 3.4.1)

**Figure No. 3.4.1**  
**Implementation/Practice of the Suggestions**





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

Janamaithri Suraksha Project, the Police-People partnership programme, which has been initiated in 2008 has a made slow and gradual growth over the years. Its volume and depth of functioning widened as years went by. In an attempt to analyze the effectiveness/influence of the Janamaithri Suraksha Project the effectiveness was analyzed in terms of; the extent of overall reach, the effectiveness of the activities in relation to the social problems and the change in attitude towards the police and their activities.

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

The effective penetration strategies have a significant role in the determination of success or failure of a project. Having the knowledge on a project, one could utilize or participate in the same. Accordingly, extent of reach is an important variable to be considered while evaluating the project functioning.

The figures in this regard showed that at the initial stage, it has captured the minds of majority of the communities/people. 97.2% of the respondents have reported of a fairly good knowledge/awareness about the JSP project. The wide publicity given to the project through a variety of mediums especially the family visits by the beat officers has indeed yielded the fruit.

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

The impact was also assessed in relation to the change occurred with respect to family atmosphere, safety, presence of the police, change in robbery, gunda activities, illicit liquor and change in women atrocities- Eve-teasing.

### *Change in Family Atmosphere*

Interaction and family visits of the beat officers seemed to have a positive impact in the family atmosphere of the people. The responses of the people reiterate the fact further. Of the 241( who had knowledge about the Janamaithri Suraksha Project (JSP)), 48.5% stated about the positive change that has been effected after the implementation of the Janamaithri Project in the area.

Age wise, more than half of the respondents from the age groups of 17 – 25 (53.8%), 45 – 60 (52.4%) and 25 – 35 (50.8%) reported of the positive impact that has been resulted on their family atmosphere due to the presence of JSP. (*Refer to table 3.5.1*)

*It is the constant presence of the beat officers as well as the existence of Janamaithri Suraksha Samithis that might have acted as a preventive mechanism of the quarrels and other family disturbances.*

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

Age	Change Effected			Total
	Positive Change	No Difference	Worsened	
17-25	7	6	-	13
	53.8%	46.2%	-	100%
25-35	30	32	-	62
	48.4%	51.6%	-	100%
35-45	28	41	-	69
	40.6%	59.4%	-	100%

45-60	34	29	1	64
	53.1%	45.3%	1.6%	100.0%
60 and above	15	18	-	33
	45.5%	54.5%	-	100%
Total	114	126	1	241
	47.3%	52.3%	0.4%	100%

### *Change in Safety*

Preventing crime & providing the citizen the necessary protection from the social evils are one of the prime responsibilities of the police. 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).

On checking with the respondents on the feeling of security after the implementation of Janamaithri Suraksha project, the responses showed that 73.4% expressed that their feeling of security has increased.

Age-wise, it was found that more members from the age groups of 17 – 25 and 45 – 60 (75%) mentioned about the positive change in their safety. (*Refer to table 3.5.2 & Figure 3.5.1*)

**Table No.3.5.2**

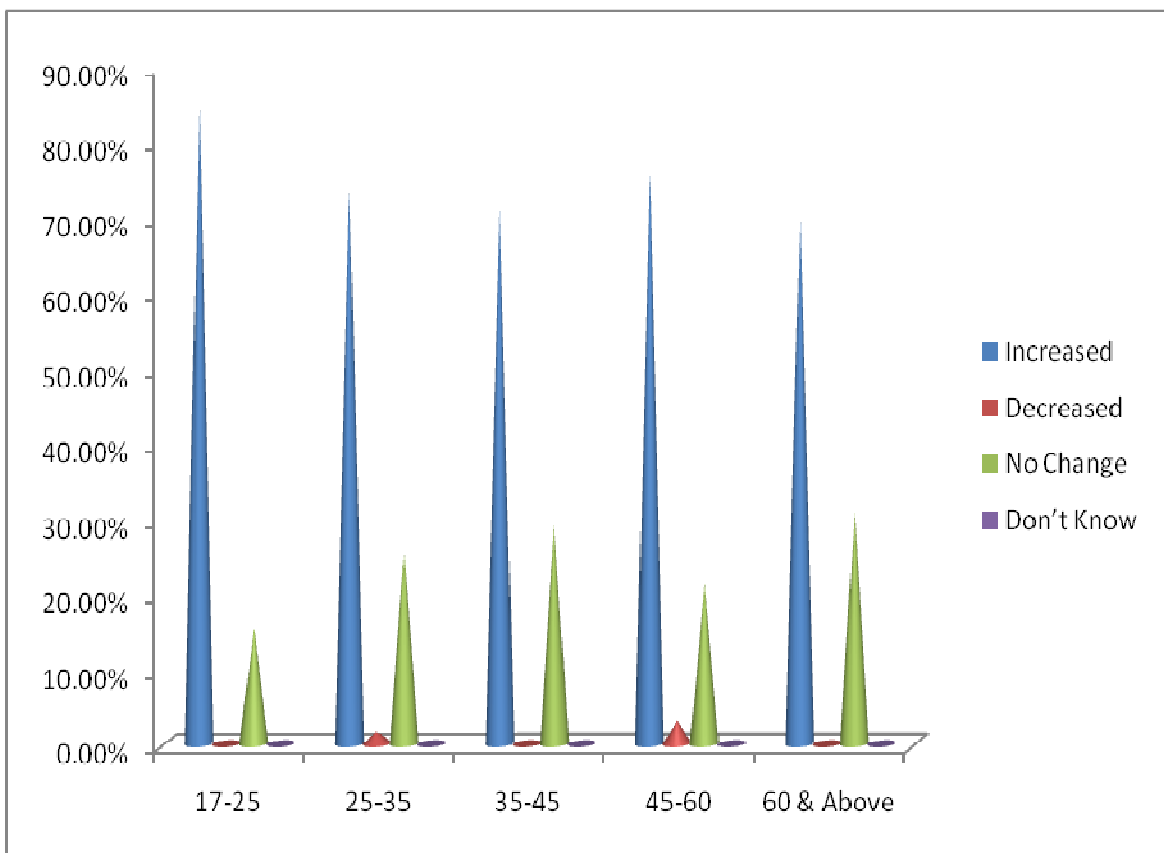
### **Change in Safety and Age of the Respondents**

Age	Change in Security				Total
	Increased	Decreased	No Change	Don't Know	
17-25	11	-	2	-	13
	84.6%	-	15.4%	-	100%

25-35	47	1	16	-	64
	73.4%	1.6%	25%	-	100%
35-45	49	-	20	-	69
	71%	-	29%	-	100%
45-60	50	2	14	-	66
	75.8%	3%	21.2%	-	100%
60 and above	25	-	11	-	36
	69.4%	-	30.6%	-	100%
Total	182	3	63	-	248
	73.4%	1.2%	25.4%	-	100%

**Figure No.3.5.1**

**Change in Safety and Age of the Respondents**



When asked to rate the extent of change in security on a seven point scale, it was learnt that majority of the respondents (74.4%) had rated the change on the positive i.e., good (8.5%) very good (23.2%) or best (42.7%).

*It could be inferred from the above that the implementation of JSP had effected a positive change with respect to the safety aspect.*

### *Presence of Police*

With regard to the change in the presence of police after the implementation of the JSP, 59.3% reported about an enhancement in this regard. Responses of a good number (40.7%) on the negative call for additional measures to be taken to improve the same.

Age-wise responses revealed that comparatively a higher number from the age groups of 35 – 45 (65.2% out of the 69 respondents) and 60 and above (61.1%) reported of the increased presence of police in their areas of residence. (*Refer to table 3.5.3*)

**Table No. 3.5.3**

**Change in the presence of Police and Age of the Respondents**

Age group	Presence of Police				Total
	Increased	Decreased	No Change	Don't Know	
17-25	7	-	4	2	13
	53.8%	-	30.8%	15.4%	100%
25-35	34	3	20	7	64
	53.1%	4.7%	31.3%	10.9%	100%
35-45	45	3	15	6	69
	65.2%	4.3%	21.7%	8.7%	100%

45-60	39	3	18	6	66
	59.1%	4.5%	27.3%	9.1%	100%
60 and above	22	1	9	4	36
	61.1%	2.8%	25%	11.1%	100%
Total	147	10	66	25	248
	59.3%	4%	26.6%	10.1%	100%

### *Gunda Menace*

Regarding the change in the gunda menace, 48.0% reported of a decrease in the state of affairs. 47.6% were not aware of any change. However, it should be remembered here that the occurrence of gunda menace during the last six months was reported only by 8.1%. None had reported of an increase indicating the positive impact effected due to the implementation of the JSP in the area.

Age-wise, more youngsters i.e; those from the age groups of 17 – 25 (69.2%) and 25 - 35 (57.8%) reported of a reduction in this regard. (*Refer to table 3.5.4*)

**Table No.3.5.4**

### **Change in Gunda Menace and Age of the Respondents**

Age group	Change in Gunda Menace				Total
	Increased	Reduced	No Change	Don't Know	
17-25	-	9	2	2	13
	-	69.2%	15.4%	15.4%	100%
25-35	-	37	2	25	64
	-	57.8%	3.1%	39.1%	100%

35-45	-	34	4	31	69
	-	49.3%	5.8%	44.9%	100%
45-60	-	25	3	38	66
	-	37.9%	4.5%	57.6%	100%
60 and above	-	14	-	22	36
	-	38.9%	-	61.1%	100%
Total	-	119	11	118	248
	-	48%	4.4%	47.6%	100%

### *Change in Robbery/Snatching*

With respect to the occurrence of robbery /snatching incidents in their respective areas during the specified period of 6 months prior to the study, only 13.7% had reported on the affirmative.

Nevertheless when asked to rate the change happened in the cases of robbery and snatching, Of the 248 respondents, 111(44.8%) reported of a decrease in such cases. A good number (45.6%) reported about their ignorance in this regard.

Age-wise, more members from the age groups of 22 - 35(53.1%) and 35 – 45 (47.8%) responded positively on this issue. (*Refer to table 3.5.5*)

**Table No.3.5.5****Change in Robbery / Snatching and Age of the Respondents**

Age group	Change in Robbery / Snatching				Total
	Increased	Decreased	No Change	Don't Know	
17-25	1	4	3	5	13
	7.7%	30.8%	23.1%	38.5%	100%
25-35	1	34	4	25	64
	1.6%	53.1%	6.3%	39.1%	100%
35-45	1	33	4	31	69
	1.4%	47.8%	5.8%	44.9%	100%
45-60	1	25	7	33	66
	1.5%	37.9%	10.6%	50%	100%
60 and above	1	15	1	19	36
	2.8%	41.7%	2.8%	52.8%	100%
Total	5	111	19	113	248
	2%	44.8%	7.7%	45.6%	100%

*Illicit Liquor*

The empirical data regarding the existence of the problem of illicit liquor in the study area showed that only 16.9% had reported on the affirmative. Nevertheless, when asked to rate the change in the problem, 35.2% reported of a reduction in this regard. 55.2% were ignorant about it.

Age-wise, comparatively a higher number of younger/middle aged people (17 – 45) reported about the decrease in the problem of illicit liquor. (*Refer to table 3.5.6*)



**Table No.3.5.6**

**Change in the Problem of Illicit Liquor and Age of the Respondents**

Age group	Change in the problem of illicit liquor				Total
	Increased	Decreased	No Change	Don't Know	
17-25	1	5	1	6	13
	7.7%	38.5%	7.7%	46.2%	100%
25-35	2	23	6	33	64
	3.1%	35.9%	9.4%	51.6%	100%
35-45	1	28	5	35	69
	1.4%	40.6%	7.2%	50.7%	100%
45-60	1	19	5	41	66
	1.5%	28.8%	7.6%	62.1%	100%
60 and above	1	12	1	22	36
	2.8%	33.3%	2.8%	61.1%	100%
Total	6	87	18	137	248
	2.4%	35.1%	7.3%	55.2%	100%

*Change in Women Atrocities- Eve-teasing*

Safety of women on roads and elsewhere is a matter of serious concern of the present times as the number of such incidents is becoming rampant. Accordingly, it was probed with the respondents regarding the occurrences/complaints of eve-teasing and the responses showed that only 16.1% had knowledge about the same.

When asked to comment on the change occurred in such incidents during the last six months, 39.9% stated about a decrease in the same. 54.4% however were ignorant about it.

Age-wise, the number of respondents who reported a decrease in the problem varied between 15% and 47.8%. Among them, least (15.4%) was reported by those in 17-25 yrs age category. Highest (47.8%) on the other was stated by those in the middle aged group i.e. 35-45 yrs. It could also be learnt from the table below that the youngsters and middle aged had a better perception/knowledge about the problem of eve teasing as their number in the ‘don’t know’ category is found to be comparatively lower. (Refer to table 3.5.7 & Figure 3.5.24)

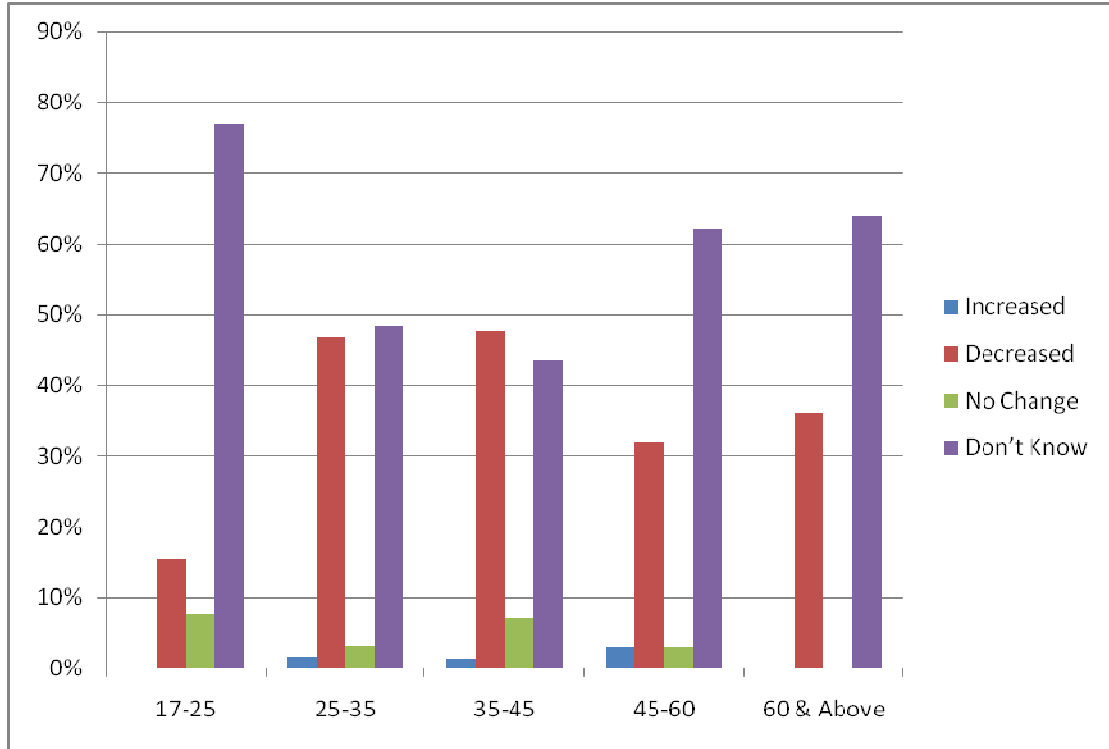
**Table No. 3.5.7**

**Change in the Problem of Eve teasing and Age of the Respondents**

Age group	Change in the Problem of Eve-teasing				Total
	Increased	Decreased	No Change	Don't Know	
17-25	-	2	1	10	13
	-	15.4%	7.7%	76.9%	100%
25-35	1	30	2	31	64
	1.6%	46.9%	3.1%	48.4%	100%
35-45	1	33	5	30	69
	1.4%	47.8%	7.2%	43.5%	100%
45-60	2	21	2	41	66
	3%	31.8%	3%	62.1%	100%
60 and above	-	13	-	23	36
	-	36.1%	-	63.9%	100%
Total	4	99	10	135	248
	1.6%	39.9%	4%	54.4%	100%

**Figure No. 3.5.2**

**Change in the Problem of Eve teasing and Age of the Respondents**



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

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

***Reluctance to approach the police station***

When probed regarding the reluctance in approaching the police station, 64.1% of the total respondents remarked that they did not have any reluctance 35.9% however, reported certain apprehensions in doing the same.

Age-wise, the data showed a variation between 30% to 46.2% was observed across the various age groups with respect to the reluctance in approaching the police station. Highest in this regard was noticed within the 17-25 years age category.

Education-wise, the number of respondents who reported of reluctance differed between 28.3% and 60% across the different educational groups. The post graduates recorded the maximum with 60%. (*Refer to table no 3.5.8*)

*It should be observed here that the Janamaithri Suraksha Project is of recent origin and the change in the attitude of people could not be brought out all of a sudden as the people have a very antipathic 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. 3.5.8**  
**Perception on the Reluctance to Approach the Police Station**  
**and Age/Education of the Respondents**

Age	Reluctance		Total
	Yes	No	
17-25	6	7	13
	46.2%	53.8%	100%
25-35	28	36	64
	43.8%	56.3%	100%
35-45	21	48	69
	30.4%	69.6%	100%
45-60	22	44	66
	33.3%	66.7%	100%

60 and above	12	24	36
	33.3%	66.7%	100%
Total	89	159	248
	35.9%	64.1%	100.0%
<b>Education</b>			
Can read & write	13	29	42
	31%	69%	100%
Primary school	17	43	60
	28.3%	71.7%	100%
High School	43	67	110
	39.1%	60.9%	100%
College	13	16	29
	44.8%	55.2%	100%
Post Graduation	3	2	5
	60%	40%	100%
Professional Degree	-	2	2
	-	100%	100%
<b>Total</b>	89	159	248
	35.9%	64.1%	100%

### *Perception on the Helpfulness of Police*

When the helpfulness of police was examined, the data highlighted that 96.4% of the respondents were on the affirmative. This finding, indicated that although, the people complaint and nurture a negative attitude towards the police they do not undermine neither the importance nor the assistance they provide to the people on different occasions.

The data in this regard was further cross analyzed with age and education. Age-wise, cent per cent of those belonging to 45-60yrs followed by 98.4% and 94.4%

of those in the 25-35 yrs and 60 and above respectively remarked about the helpfulness of police.

Education-wise, more than 80% of the respondents across the various educational groups had affirmed about the helpfulness of the police. The highest in this regard was marked by those with professional degrees followed by those with high school and can read & write categories with 98.2% and 97.6% respectively. (Refer to table 3.5.9)

*Overall it is to be noticed that of late, the public has got a fairly good impression and confidence in the police in spite of the different negative remarks raised now and then.*

*The new facelift through the implementation of the Janamaithri Suraksha Project might have had its impact in this change of attitude and opinion of the people towards the Police.*

**Table No. 3.5.9**  
**Perception on the Helpfulness of Police**  
**and Age of the Respondents**

Age	Helpfulness of Police			Total
	Yes	No	Don't Know	
17-25	12	-	1	13
	92.3%	-	7.7%	100%
25-35	63	1	-	64
	98.4%	1.6%	-	100%
35-45	64	5	-	69
	92.8%	7.2%	-	100%

45-60	66	-	-	66
	100%	-	-	100%
60 and above	34	2	-	36
	94.4%	5.6%	-	100%
Total	239	8	1	248
	96.4%	3.2%	0.4%	100%
<b>Education</b>				
Can read & write	41	1	-	42
	97.6%	2.4%	-	100%
Primary school	58	2	-	60
	96.7%	3.3%	-	100%
High School	108	2	-	110
	98.2%	1.8%	-	100%
College	26	2	1	29
	89.7%	6.9%	3.4%	100%
Post Graduate	4	1	-	5
	80%	20%	-	100%
Professional	2	-	-	2
	100%	-	-	100%
<b>Total</b>	239	8	1	248
	96.4%	3.2%	.4%	100%

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

People's perception on the Performance of the police was assessed and the data showed that majority (76.2%), rated the performance as either "best" or "very good". 8.9% rated it as "good". There was a miniscule 1.6% who rated this as either "worst" or "very poor". The rest of the respondents rated it as "poor" or average.

Age-wise, 68% to 88% of respondents across the various age groups rated the performance of police as either very good or best. The maximum (87.9%) in this regard was reported by those in the middle aged group i.e., 45-60 yrs. Those in the 17-25 yrs and 25-35 yrs followed the above with 77% and 76.6% respectively.

Education-wise a marked difference could be noticed in the perception of those with post graduation and other degrees. While more than 72% of respondents across all the educational groups viz., professional degrees, graduates, high school & primary school educated and those who can read & write rated the performance as either very good or best, the corresponding figure in the post graduate category was only 20%. It should be further observed here that only a very minor group has responded on the negative in this regard. (*Refer to table 3.5.10*).

*In general, a positive outlook on the police has been resulted probably as a result of the implementation of the Janamaithri Suraksha Project in the area.*

**Table No 3.5.10**  
**Perception on the Performance of the Police**  
**and Age/Education of the Respondents**

Age	Performance of Police							Total
	Worst	Very Poor	Poor	Average	Good	Very Good	Best	
17-25	-	-	1	2	-	4	6	13
	-	-	7.7%	15.4%	-	30.8%	46.2%	100%
25-35	1	-	-	7	7	21	28	64
	1.6%	-	-	10.9%	10.9%	32.8%	43.8%	100%
35-45	-	1	-	13	8	11	36	69
	-	1.4%	-	18.8%	11.6%	15.9%	52.2%	100%



45-60	-	-	-	6	2	13	45	66
	-	-	-	9.1%	3%	19.7%	68.2%	100%
60 and above	2	-	-	4	5	5	20	36
	5.6%	-	-	11.1%	13.9%	13.9%	55.6%	100%
Total	3	1	1	32	22	54	135	248
	1.2%	.4%	.4%	12.9%	8.9%	21.8%	54.4%	100%
<b>Education</b>								
Can Read & Write	1	-	-	5	3	7	26	42
	2.4%	-	-	11.9%	7.1%	16.7%	61.9%	100%
Primary school	1	-	-	7	4	10	38	60
	1.7%	-	-	11.7%	6.7%	16.7%	63.3%	100%
High School	-	-	-	14	12	31	53	110
	-	-	-	12.7%	10.9%	28.2%	48.2%	100%
College	1	-	1	5	1	6	15	29
	3.4%	-	3.4%	17.2%	3.4%	20.7%	51.7%	100%
Post Graduation	-	1	-	1	2	-	1	5
	-	20%		20%	40%	-	20%	100%
Professional Degree	-	-	-	-	-	-	2	2
	-	-	-	-	-	-	100%	100%
Total	3	1	1	32	22	54	135	248
	1.2%	0.4%	0.4%	12.9%	8.9%	21.8%	54.4%	100%

*Perception on the Extent of Approachability of the Police*

Asked to rate the extent of approachability of the police by the public on a seven point scale, 19.4% and 51.2% each rated it as ‘6’ and ‘7’ denoting ‘possible’ and ‘very possible’. 18.5% rated this as ‘4’ denoting the approachability as average.

Analysis of the approachability in relation to age and education portrayed that majority of the respondents rated the extent of approachability as ‘5’, ‘6’ and ‘7’ showing the high rate of approachability of the public to the police.

Age-wise, most of the respondents (more than 60%) from all age groups had rated the extent of approachability as 6 or 7 denoting possible and very possible. However, those in the upper age groups i.e., 45-60 yrs and 60 & above yrs categories had a higher representation in this regard with 81.8% and 80.5% respectively.

Education-wise, it could be observed from the figures that those who reported either possible or very possible were lesser as the educational level increased. However, a variation was noticed with respect to those with professional degrees wherein cent per cent rated the accessibility as very possible (*Refer to table 3.5.11*)

**Table No. 3.5.11**  
**Perception on the Extent of approachability of the Police**  
**and Age/Education of the Respondents**

Age	Extent of Approachability							Total
	Impossible	Very Difficult	Difficult	Average	Some what Possible	Possible	Very Well	
17-25	-	1	-	2	-	2	8	13
	.-	7.7%	-	15.4%	-	15.4%	61.5%	100%
25-35	-	-	1	16	7	13	27	64
	.-	-	1.6%	25.0%	10.9%	20.3%	42.2%	100%
35-45	-	1	-	18	8	14	28	69
	-	1.4%	.-	26.1%	11.6%	20.3%	40.6%	100%

45-60	-	-	-	8	4	12	42	66
	-	-	.-	12.1%	6.1%	18.2%	63.6%	100%
60 and above	1	-	1	2	3	7	22	36
	2.8%	-	2.8%	5.6%	8.3%	19.4%	61.1%	100%
Total	1	2	2	46	22	48	127	248
	0.4%	0.8%	0.8%	18.5%	8.9%	19.4%	51.2%	100%
<b>Education</b>								
Illiterate	1	-	-	7	2	7	25	42
	2.4%	-	-	16.7%	4.8%	16.7%	59.5%	100%
Primary school	-	-	-	6	6	6	42	60
	-	-	-	10%	10%	10%	70 %	100%
High School	-	-	1	25	11	29	44	110
	-	-	0.9%	22.7%	10%	26.4%	40%	100%
College	-	1	1	7	2	6	12	29
	-	3.4%	3.4%	24.1%	6.9%	20.7%	41.4%	100%
Post Graduate	-	1	-	1	1	-	2	5
	-	20%	-	20%	20%	-	40%	100%
Professional	-	-	-	-	-	-	2	2
	-	-	-	-	-	-	100%	100%
Total	1	2	2	46	22	48	127	248
	0.4%	0.8%	0.8%	18.5%	8.9%	19.4%	51.2%	100%

*It is evident thus that irrespective of the age and educational groups majority had reported of a considerably positive rate of approachability indicating a positive impact of the Janamaithri Suraksha Project.*

#### *Perception on the Behaviour of the Police*

The perception of the people regarding the behaviour of the police was found to be very positive as 89.5% of the respondents rated it as either 'good', 'very good' or

‘best’. Nevertheless, a small percentage (10.5%) considered the same as average, poor, very poor and worst which do calls for an effort to improve the scar on the police force.

Analysis according to age and education shows a similar trend. Age-wise, majority of all age groups, the behaviour of the police was rated as either “Very good” or “best”. The highest percentage of “best” rating came from the 45-60 age group (77.3%) which was followed by 60 & above age group(63.9%) and 17- 25 age group (61.5%).

Education-wise, majority of all the education groups have rated this as “very good” or “best”. Most “best” rating has come from the primary school educated with 74.1%. (*Refer to table 3.5.12*)

*Overall it is to be noted that most of the respondents under study across different age groups and educational groups had a fairly good perception/opinion about the behaviour of the police. Perhaps, this might be due to the frequent interaction by the beat officers of the Janamaithri Suraksha Project.*

**Table No. 3.5.12**  
**Perception on the Behaviour of the police and**  
**Age/Education of the Respondents**

Age	Behaviour of Police							Total
	Worst	Very Poor	Poor	Average	Good	Very Good	Best	
17-25	-	1	-	1	1	2	8	13
	-	7.7%	-	7.7%	7.7%	15.4%	61.5%	100%

25-35	-	-	-	2	11	15	36	64
	-	-	-	3.1%	17.2%	23.4%	56.3%	100%
35-45	-	1	1	11	4	15	37	69
	-	1.4%	1.4%	15.9%	5.8%	21.7%	53.6%	100%
45-60	-	-	-	5	3	7	51	66
	-	-	-	7.6%	4.5%	10.6%	77.3%	100%
60 and above	1	1	-	2	3	6	23	36
	2.8%	2.8%	-	5.6%	8.3%	16.7%	63.9%	100%
Total	1	3	1	21	22	45	155	248
	0.4%	1.2%	0.4%	8.5%	8.9%	18.1%	62.5%	100%
<b>Education</b>								
Can Read & Write	1	-	1	5	2	5	28	42
	2.4%	-	2.4%	11.9%	4.8%	11.9%	66.7%	100%
Primary school	-	-	-	5	4	6	45	60
	-	-	-	8.3%	6.7%	10%	75%	100%
High School	-	-	-	8	11	29	62	110
	-	-	-	7.3%	10%	26.4%	56.4%	100%
College	-	2	-	2	4	5	16	29
	-	6.9%	-	6.9%	13.8%	17.2%	55.2%	100%
Post Graduation	-	1	-	1	1	-	2	5
	-	20 %	-	20%	20%	-	40%	100%
Professional Degrees	-	-	-	-	-	-	2	2
	-	-	-	-	-	-	100%	100%
Total	1	3	1	21	22	45	155	248
	0.4%	1.2%	0.4%	8.5%	8.9%	18.1%	62.5%	100%

*To sum up the findings on the effectiveness of the Janamaithryi Surakshap Project reveal a certain degree of positive change that has resulted in the lives of the community. The interactive approach of the beat officers and the functioning of the*

*Janamaithri Samithis in the respective areas might have contributed to the state of affairs. An overview of the improvement in the area showed that there has been a marked change/improvement in the current situation of the community due to the presence of the Beat officers and Janamaithri Samithis of the Janamaithri Suraksha Project. It was observed from the responses of the sample that a good number has reported about a decrease in social problems such as: the incidents of illicit liquor, atrocities in general and against women in particular, robbery and snatching, gunda incidents etc. It should be observed here that the reports in this regard are solely based on the perception/views of the respondents i.e., the general public. The impact/effectiveness was further reiterated by the change in the attitude of the people towards the police and their activities. Majority of all age groups education groups and sex groups had expressed a positive attitude towards the performance, behaviour and approachability of the public towards the police*

*The overall findings related to the Impact/Effectiveness of Janamaithri Suraksha Project (JSP) thus highlight an encouraging picture as it could be inferred from the responses that the implementation of the Janamaithri Suraksha Project remains as a constant watch against crimes in the community and it acts a safety belt to each and every citizen irrespective of caste, colour, creed, or age group.*

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

Periodical evaluation of strength and weakness of any programme / project during certain intervals are very important and significant to understand the success and growth of the same. The beat officers who are the key players of the Janamaithri Suraksha Project have undertaken a number of activities to achieve the set objectives of the project and the success rate around this is commendable. The preceding sections and pages have spelt elaborately on the various aspects of the

project and the perception and views of the people on each of these aspects. Their views and perceptions highlighted that most were very positive about the project and its implementation in their areas. However, the respondents also have voiced certain limitations and weaknesses. In order to enhance the impact/effectiveness of the project these weaknesses/limitations also need to be looked into. If the weaknesses/limitations can be transformed into strengths the benefit of this project will be multiplied.

Query on the limitations of the Janamaithri Suraksha Project revealed that majority of the people (92.5%) found no limitation in the implementation of the project. Most of them mentioned only the positive aspects of the project. This could be because they had experienced certain benefit out of this project. Also they would not have gone into the minute details of the implementation.

The others stated about certain limitations which could be considered for enhancing the effectiveness of the project. The limitations thus mentioned included:

#### *Influence of anti socials on the Janamaithri Officials*

When asked if the network /link of the beat officers with the anti socials is considered as a problem, 1.7% of the respondents said on the affirmative. Linkage of this nature could damage the goodness that is expected of the project as the influence of these elements lead to corruption of the beat officers and whereby the support and co-operation of the community will be decreased. Favouratism to one section or the other will normally invites non- co-operation from others and the project be looked by suspicious eyes. The limitations though expressed by only a few hence require a deeper and strong attention.

*Absence of fear towards police and law*

3.3% of the respondents expressed that the absence of fear towards the police and law could be leading to the failure of this initiative. Society had in the past experienced a wide gap between police and the public owing to the fear element. The free mingling of the police hence is directed towards bridging that gap. However, the few who stated this problem expressed their anxiety that such limitless interaction may prevent the police from taking action at the desired time due to the relationships established.

*Rude behaviour of the Beat officers of JSP:*

This was yet, another limitation depicted by 1.2% of the respondents. As stated earlier the success of the project relied greatly on how the beat officers carry out their duties and responsibilities. Accordingly, any unhealthy/indecent behaviour on the part of the beat officer could create an anti attitude towards the project. The problem hence needs to be addressed very seriously.

*In addition a few others (2.9%) reported about certain other limitations of the project viz., Less number of activities, favouritism, less publicity etc., which if addressed could effect a positive change in the community. (Refer to table 3.6.1)*

**Table No.3.6.1**

**Weaknesses/Limitations of the Janamaithri Suraksha Project**

*N = 241*

Weaknesses/Limitations	Frequency	Per cent
Influence of anti social elements	4	1.7%



Absence of fear about police and law	8	3.3%
Rude behaviour of the Beat officers	3	1.2%
Others (Less number of activities, favouritism, less publicity etc.)	7	2.9%
None	223	92.5%

*To sum up, it should be observed that though the number of limitations/weaknesses are found to be comparatively lesser, there is a dire need to check the same at this stage if not it could spread like a cancerous disease damaging the goodness expected from the much applauded Janamaithri Suraksha Project of Community Policing.*

### **3.7 Suggestions for Improvement**

The culmination of every impact assessment or evaluation is to identify the gaps between the current and envisioned situation. Identification of gaps leads to probable means of bridging the gap after considering all the different possibilities that emerge out from the discussions and interactions with various stakeholders. This section highlights a number of suggestions that have been put forth by the respondents in relation to the implementation of the Janamaithri Suraksha Project. These suggestions are indeed indicators for designing and developing appropriate action programme for an effective implementation of the project.

It was seen from the figures that only 81 respondents who knew about the project have expressed their suggestions related to various aspects of the project. (*Refer to table 3.7.1*)

**Table No.3.7.1**  
**Suggestions for Improvement**

Suggestions	Frequency	Per cent
Yes	81	33.6%
No	160	66.4%
Total	241	100%

*The major suggestions highlighted by them were:*

- More involvement of Youth Clubs
- More awareness programmes on Janamaithri Suraksha Project
- More house visits
- Appointment of more Beat Officers
- Strengthening night patrolling
- Improving of behaviour of the beat officers
- More counselling facilities
- Enhance awareness Programmes on alcoholism
- Increase awareness Programmes on corruption
- More publicity on Janamaithri Suraksha Project

## **FINDINGS AND RECOMMENDATIONS**

The prestigious project of the Home Department, Govt. of Kerala- The Janamaithri Suraksha Project –was inaugurated on 28<sup>th</sup> March 2010 with the objective of facilitating closer community involvement in ensuring security and safety within communities. Initiated in 20 police stations in the beginning, the project has been extended to another 100 police stations across the various districts of the state of Kerala. The present study titled *'Influence of Janamaithri Suraksha Project on the Communities with special reference to Thiruvananthapuram Cantonment police station limit* primarily look into the overall extent/reach of the programme along with its influence/ impact on the community in preventing crime and anti social activities. Further, an attempt has been made to understand the impact of the Janamaithri Suraksha Project in minimizing the criminal activities in the communities as perceived by the general public under study.

*The major objectives of the study were:*

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

Keeping the objectives close in front, a review of the Janamaithri Suraksha Project as a mechanism for moulding of police- public relationship and prevention of crime was carried out. To this effect, 248 respondents of all age groups and sex groups were randomly selected from the Thiruvananthapuram Cantonment police station limits, which had 5 Janamaithri Beats. The data concerning the various aspects of the study were drawn from these selected respondents through the administration of pre-tested interview schedules and the conduct of informal discussions.

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

## **4.1 Major Findings**

The findings of the study have been summed up 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 of the Janamaithri Suraksha Project/community policing on the communities.

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

#### *Age*

- Majority (80.2%) of the respondents belonged to the adult (25-45) and middle aged group (45-60 yrs).
- Young and elderly constituted 19.7%

#### *Sex*

- Females outnumbered the males with 95.2%.

### *Education*

- High school educated constituted 44.4% followed by primary school educated with 24.2%.
- 11.7% were College educated
- Post graduates and professionals were found to be minimal.

### *Religion*

- Majority (75.4%) belonged to Hindu religious background followed by Christians with 23%.
- Muslims formed only a lower percentage of 1.6%

### *Marital status*

- 98% were married and 2% were not.

### *Employment Status*

- 83.5% of the respondents were unemployed.
- 16.5% were employed
- Majority of the households (80.2%) had an annual income of less than Rs 25,000/-
- 9.3% earned between Rs 25,000/-- Rs 50,000/-
- 7.6% earned between Rs 50,000/- and Rs. 1.25 Lakhs

## **Extent of Knowledge/Awareness on Janmaithri Suraksha Project (JSP)**

### *Knowledge/Awareness about JSP*

- 97.2% had the knowledge/awareness about the Janmaithri Suraksha Project.

### *Duration of Knowledge*

- Majority (73.5 %) knew about the project for the past two years or more.
- Awareness in the recent times (1 year and below) was reported by 26.5%.

### *Beneficiaries of the Project*

- For 96.3% the project was for the welfare of the people.
- 2.9% stated it to be for the welfare of both the police and people

### *Sources of Information*

- 91.1% had obtained knowledge about the project from the Janamaithri police personnel.
- 7.9% received the information from the print media
- Other sources of information were: relatives and friends (3.7%), Govt. programmes (0.4%) and Awareness classes (0.4%).

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

### *Traffic Related Programmes*

- 35.3% of the respondents affirmed about the traffic related programmes conducted by the beat officer in their area.

### *Hygiene Related*

- 35.3% reported about hygiene related activities being carried out by the beat officers

### *Interaction with Children*

- 68.9% reported about the interaction/discussion with the children.

### *Night Patrolling*

- 30.3% reported about the efforts by the beat officers for implementing Joint night patrolling

### *Improvement in the Safety of Women*

- 69.7% reported about an improvement in the safety of women.

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

### *No of Visits by Beat Officer*

- The number of visits varied from non-visits to 7 visits.
- Most of the respondents (36.1%) reported about 7 visits by the beat officers.
- 16.6% and 15.4% each stated about two and three visits respectively.

### *Time of Visit*

- 68.7% reported of visits between 4 pm – 8pm.
- 30% reported that the visit was between 8 am -12 noon
- Visits between 12 noon -4 pm followed with 15.0%.

### *Prior Information about the Beat Officer's Visit*

- Majority of the respondents (95.7%) had not received any prior information about the visits by the Beat Officers.

*High number on the negative might be due to the lack of infrastructure and other facilities in carrying out the same as expected.*

### *Place of Visit*

- As per 84.5%, the place of visit by the beat officer was their own houses.
- 19.3 % were visited at the public places..

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

- 76.8% reported about the presence of one police man during the visit,
- 17.6% stated about the presence of two policemen during the visit.

### *Presence of Vanitha Police*

- Only 4.7% reported about the presence of Vanitha police during the visits.

### *Nature of Visit*

- 66.1% of the respondents reported of the visits in the presence of family members.

- 25.3% reported about the nature of visit as individual based and for 7.3% it was group based

#### *Presence of Spouse / Husband during Visits*

- 70.8% said either husband or wife was present during the visit of the beat officer.

#### *Topics/subjects of Discussion/Conversation*

- For 79.4% the discussion was on personal matters
- Awareness campaign on sanitation, drugs & alcohol, health awareness and seminars were topics of discussion for 26.6%, 24.9% , 22.3% and 24.0% respectively
- 12.9%, 11.6% and 9.4% said that the discussions were on illicit liquor, eye donation camps and on blood donation camps
- The other topics of discussions were: traffic awareness, disaster management and security awareness

#### *Duration of Discussion*

- 79.9% of the discussions were between 10 to 30 minutes
- Nearly 15.0% mentioned about the discussions for 45 minutes to 1 hour.

#### *Behaviour of the Beat Officers*

- Majority (97%) opined of positive behaviour of the beat officers.

#### *Rating on the Behavior of Beat Officer*

- 90.5% rated the behavior of Beat officer either as Very Good or Excellent

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

- 99.1% reported about satisfaction at the interaction of the Beat officer

#### *Extent of Satisfaction*

- 83.2% of the respondents rated the satisfaction as either Very Good (24%) or Excellent (59.2%)



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

- 94.4% stated on the affirmative about the usefulness of the suggestion.

### *Extent of Usefulness of the Suggestions*

- Among the 220 respondents who reported of the usefulness of suggestions, 77.2% rated it as either Very Good or Excellent.
- 13.2% said it as Good while for 9.5% it was average.

### *Implementation/Practice of the Suggestions*

- 39.9% respondents had implemented the suggestions made by the beat officers..

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

### *a. Extent of Reach*

- 97.2% had a fairly good knowledge/awareness about the project

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

#### *Change in Family Atmosphere*

- Of the 241 who had knowledge about the project, 48.5% stated about the positive change in the family atmosphere..
- Age-wise, more than half of the respondents from the age groups of 17 – 25, 25 – 35 and 45 – 60 reported of the positive impact.

#### *Change in Security*

- 73.4% expressed an increase in their feeling of security consciousness.
- Most from the age groups of 17 – 25 (84.6%) and 45 – 60 (75.8%) reported of an increased feeling of security.

#### *Presence of Police*

- 59.3% reported of an enhanced presence of police in the area.

- However, 4% informed that the presence of police has reduced while 26.6% reported of no change
- Age-wise a higher number from the age groups of 35 – 45 (65.2% out of the 69 respondents) and 60 and above (61.1%) reported of the increased presence of police in their areas of residence

#### *Gunda Menace*

- Only 8.1% reported of Gunda problem in the area during the last six months
- 48% stated that the gunda menace has decreased in the area.
- 47.6% expressed their ignorance.
- None reported of an increase in the problem
- Age-wise, more youngsters i.e; those from the age groups of 17 – 25 (69.2%) and 25 - 35 (57.8%) reported of a reduction in this regard

#### *Change in Robbery/Snatching*

- 13.7% reported of the occurrence of robbery / snatching during the period of last six months
- 44.8% reported of a reduction in robbery cases..
- 45.6% stated about their ignorance.
- Age-wise, a higher number from the age groups of 25 - 35(53.1%) and 35 – 45 (47.8%) reported of a reduction in robbery/snatching.

#### *Illicit Liquor*

- 16.9% complained about the menace of illicit liquor in their areas.
- 35.2% reported of a reduction in this regard..
- Further, 55.2% were ignorant about the impact of the project on the matter.
- Age wise, comparatively a higher number of younger / middle aged groups (17 – 45) reported of a reduction in the illicit liquor problem.

### *Change in Women Atrocities- Eve-teasing*

- 17.1% reported of the problem of eve teasing in their area.
- 39.9% mentioned of a decrease in the problem of eve teasing.
- Decrease in the problem was found to be higher (47.8%) in the 35 – 45 age group and lower (15.4%) in the 17 – 25 age group.

### *Attitude towards Police and their Activities*

#### *Perception on Reluctance to Approach Police Stations*

- Of the 248 respondents interviewed, majority (64.1%) reported that they had no reluctance to approach the police station.
- Age-wise, variation in approaching the police station was reported to be between 30% to 46.2% across the different age groups .
- Education-wise, the number of respondents who reported of reluctance differed between 28.3% and 60% across the different educational groups.

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

- 96.4% stated that the police were very helpful to the public.
- Age-wise, cent per cent of those belonging to 45-60yrs remarked about the helpfulness of police. Those in the 25-35 yrs and 60 and above followed the above with 98.4% and 94.4% respectively
- Education-wise, more than 80% from all educational groups reported positively about the helpfulness of the police.

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

- 76.2% mentioned about the performance as either very good or best.
- Majority from all age groups rated the performance of the police as either good, very good or best.
- Education-wise, a wide gap was noticed between the perception of those with post graduation (20%)and other degrees( more than 70%).

*Perception on the Extent of Approachability of the Public to the Police*

- 70.6% of the entire respondents mentioned the extent of approachability as very possible and possible
- Age-wise, above 60% of all age groups mentioned of as either possible or very possible
- Education-wise, above 65% mentioned about the approachability as very possible or possible

*Perception on the Behaviour of the Police*

- Above 80% of the respondents rated this as best or very good
- Age-wise, above 73% of all age groups rated this as best or very good
- Education-wise, 72% of all the education groups except the post graduates rated this either as very good or as best

## **4.2 RECOMMENDATIONS**

Based on the findings of the study and interactions with the stakeholders, the following recommendations have been drawn in order to make the project more effective in its implementation. The recommendations, thus drawn are scripted under the following heads: overall reach related, Implementation related, Capacity Building, Monitoring and Evaluation, Networking and Expansion of the project

### ***Overall Reach Related***

- Make efforts to reach out to maximum number of people in the community through massive campaigns using various audio-visual and print media.
- Public address by the beat officers in the resident association meetings, grama sabha meetings, kudumbasree meetings, NGO meetings, etc.

### ***Implementation Related***

- Increase the number of beat officers in each of the beats depending upon the number of beats.
- Conduct frequent Janamithri Samithi meetings.
- Ensure monthly target based conduct of house visits and interaction activities
- Armour against excessive political and anti social intrusions.

### ***Capacity Building***

- Provide more trainings to the beat officers on topics like personality development, stress management and communication skills.

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

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

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

### ***Networking***

- Take efforts to ensure the participation of the Local NGOs, educational institutions/youth clubs in the implementation of the project.
- Involve social service organizations like National Service Scheme (NSS) in implementing the various activities of the project.
- Network with residence associations and also instruct a representative of the Janamaithri Samithi to attend the monthly meetings of the various associations.
- Instruct a Janamaithri Samithi representative to attend the zonal level meetings of the respective District Residence Association Apex Council.

### ***Expansion of the Project***

Ignited by the positive responses of the public, let the project get boosted up and widen its spectrum of implementation to all the police stations across the state of Kerala- the Gods own country, so that maximum number of people gets benefitted from the Janamaithri Suraksha Project (JSP)- the ambitious project of the Kerala Police!.

\*\*\*\*\*

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

I Interview Schedule

II References

*Appendix -1*

**Interview Schedule**



## **References**

1. Janamaithri Suraksha Project, Commemorative Issue (English/Malayalam) 2009
2. <http://www.uttaranchalpolice.com/kerela.pdf>
3. <http://www.keralapolicehistory.com/jmat1.html>

