

## JANAMAITHRI - A JOURNAL OF DEMOCRATIC POLICING



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## *From the Editor's Desk*

Women and children constitute 75 percent of the population. The accessibility of the criminal justice system to them is a very important factor in ensuring the efficiency of justice delivery and the quality of democratic policing. Going by this criterion, we have miles to go before we, in India, can even claim that we have adequately fine tuned the traditional “public order”- centred approach to policing to be sensitive to the needs and expectations of women and children.

Given the traditional constraints on women and the strong strain of male chauvinistic prejudices embedded in social structures and attitudes, it is true that women stand in constant danger of being harassed and victimised in a man-centred world. Most of the behavioural patterns now classified as offences against women were not even considered as criminal offences in India 60 years back. In many of these, the traditional attitude was so male dominated that it was deemed noble on the part of women to suffer many of these iniquities in the interest of family stability, prestige and solidarity. Even the advent of modern legislation has not fully ensured that women are able to break free of the shackles that bind them to silent suffering, in voluntary submission to predetermined notions of propriety and fear of publicity. As a result, on a national scale, though crime against women is rampant, it is to be suspected that not even one crime in a hundred is reported and registered by the police. Thus millions of crimes go unreported every year with the criminals not being called to account in any manner.

Most random victimisation surveys among general population indicate much greater prevalence of crime against women than what is officially recorded. Traditional attitudes of protectionism and emphasis on the dangers of loss of reputation suffered by the victim prompt many women to suffer in silence till a stage is reached

when they have nothing to lose by complaining. There are also several other factors which have a bearing on the response of the women victims. The support given by family and friends, social attitudes, proximity of police stations and hospitals, educational and professional competence, economic independence, attitude of the police, women police presence, facilities for reporting, sensitivity of the judicial process etc. are significant in shaping such response. So, in our quest for democratic policing we have to continually analyse factors which inhibit women from enjoying the freedom and security guaranteed to them under the constitution and the laws of the land.

This volume of the Journal is an attempt to explore these aspects relating to women who are victims of crime. The society as a whole has to be sensitised and become responsive to crime against women. Also various systemic factors which foil effective justice to women victims must also be identified and eliminated. The articles that we present in this edition sub-serve these goals. One among them highlights the role of Community Policing in checkmating one of the most heinous crimes against women – that of trafficking. We are also publishing three studies by different academic entities that have gone into issues relating to the responsiveness of the criminal justice system as a whole to the needs of women.

We are also happy to note that the academic community is also focussing on policing related issues as worthwhile domains of behavioural studies and research. We wholeheartedly welcome this trend. The Journal is privileged to publish three such studies and it is hoped that more such studies spanning the whole gamut of issues relating to democratic policing will receive the attention of academics in Kerala and other States.

**Jacob Punnoose IPS (Retd),**  
Visiting Editor

**COMMUNITY POLICING IN ANTI HUMAN TRAFFICKING**

*B. Bhamathi IAS (Retd)*

Community Policing is defined as a philosophy that promotes a partnership-based, collaborative effort between the police and the community to more effectively and efficiently identify, prevent and solve problems of crime, reduce the fear of crime, increase respect and trust among people, create fear among law breakers, besides addressing neighbourhood decay and promoting community wellness in order to improve the quality of life for everyone. It means police friendly-people and people-friendly police. Police officers who are engaged in community policing build close and productive relationships with residents of the communities they serve. Such relationships foster reliable information-sharing between the police and the community. Community Policing is therefore much broader than neighbourhood policing. Neighbourhood policing is just one possible organizational method of delivering police services to neighbourhood communities. The strategies include: a systematic approach to problem-solving, environment scanning, effective communications with the public, fear reduction and community mobilisation. Community Policing is therefore an alternative policing strategy that police would generically apply by increasing community stakes, irrespective of caste, class religion, gender to help in prevention of crime and for effective deterrence, to deter and prevent any form of crime ranging from internal security, terrorism to petty thefts. Hence, the core elements of CP are the three Ps viz. Prevention, Partnership and Problem solving.

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Community policing initiatives consist of two complementary core components. One is to develop positive relationships with the community, involve the community in the quest for better crime control and prevention, and pool the organizational resources with the resources of the community to address the concerns of the community. Police officers who undertake community policing spend most of their time interacting with the community through dialogue, listening to concerns, advising, giving feedback, reporting crime and problems back to their organizations and being visible within the community through individual beat patrols.

To appreciate the role of Community Policing in the anti-human trafficking (AHT) efforts, the definition of HT as defined under section 370 of IPC in the line with the UN definition human of trafficking is as follows:-

“Whoever, for the purpose of exploitation, (a) recruits, (b) transports, (c) harbours, (d) transfers, or (e) receives, a person or persons, by using threats, or using force, or any other form of coercion, or by abduction, or by practising fraud, or deception, or by abuse of power, or by inducement, including the giving or receiving of payments or benefits, in order to achieve the consent of any person having control over the person recruited, transported, harboured, transferred or received, commits the offence of trafficking.

### **Explanations**

The expression “exploitation” shall include any act of physical exploitation or any form of sexual exploitation, slavery or practices similar to slavery, servitude, or the forced removal of organs.

The consent of the victim is immaterial in determination of the offence of trafficking.

Over two decades, since the community policing approach was first elaborated, it has developed skills and strategies that can directly support AHT efforts. Close co-operation between police and different segments of communities is crucial to the prevention of human trafficking. Broadly, this relates to the timely identification of victims and the referral of victims to appropriate services. Public forums established within the framework of community policing can

be used for sharing information on human trafficking, facilitating focused awareness-raising campaigns and motivating community members to share their concerns and suspicions about signs of trafficking.

The word 'community' in CP is a loosely used word and we need to appreciate what constitutes community in 'Community Policing' in the context of Human Trafficking. Community is not a homogenous concept and will depend on the many ways of reaching, accessing communities, both directly and indirectly. They can be broadly classified as follows:-

Individuals i.e. public spirited citizens, or in other words individuals having access to and impact on communities. Their powerful voices are heard in communities and their outreach helps in advocacy with communities. Brand ambassadors, opinion makers are in this category. At a macro level, Nobel Prize winners occupying global platforms like Shri. Kailash Satyarthi and Ms. Malala are some examples. In the case of human trafficking, best impact can be achieved through the voices of trafficked survivors, heard at motional, meso or micro level. Trafficked survivors are empowered persons, who were once victims of human trafficking and who have resisted, struggled and come out from the hell, either voluntarily or have been rescued. They can most powerfully explain to communities how they have been taken into the situation of exploitation, what they experienced and what motivated them to come out and how they escaped or were rescued and how the crime can be prevented by the communities by the involvement of such individuals. However, involving them cannot but be by informed consent, since stigma operates within communities against such persons. But the experience has been that when they speak for themselves and are less spoken on their behalf, they generate empathy, which could potentially change the stigmatic mind sets of communities. The communities become willing to engage themselves in prevention and fighting of the crime and are willing to look within communities for answers to prevent the crime. This alone could offer a lasting and sustainable solution to the problem of HT i.e. by ending demand and supply. Given the importance of the potential impact of their voices, the trafficked survivors can be

vital instruments for both prevention of HT, restoration and reintegration i.e. in both pre exploitation and post exploitation phase. But their primary role in prevention, which is the weakest link in the fight against HT, by alerting communities to the modus operandi and dangers of HT lurking within communities, cannot be adequately emphasised.

**Structured organisations, such as, NGOs, faith-based organisations, educational institutions etc.**

These are also indirect but reliable medium for the police to reach out to communities, although they are not communities themselves, in the strict sense of the term. These organisations work on their self-selected mandates, mostly with/for communities, based on their expertise, proximity and knowledge of communities. Through awareness-building efforts they are helpful in prevention of the crime, both on a long term and short term basis. Long term because over a period of time of working with the communities, the communities are made to assume roles of watch dogs and to become self-regulatory in nature. Short term because even in spite of such awareness, HT takes place, but NGOs are quick to assist communities, link them up with the police, register cases, link up with other communities based on information of the movements that have taken place and possibly retrieve/restore the abducted or kidnapped person within a short time, before exploitation takes place. This helps in the prevention of crime. Further, given their area of expertise, the police can rely upon these organisations in the post exploitation phase for conducting rescues, providing shelter, rallying psycho-social support, providing assistance in counselling, bringing witnesses to court, conducting mock trials to familiarize the victims to court situations and thereby provide varied and invaluable assistance to the police in advancing the possibilities of successful prosecution. Hence, the role of NGOs in the post exploitation phase is vital, although they are of great help in prevention too. Panchayati Raj Institutions, (PRIs) which are community-based institutions of local governance holding proximity to communities, can also be part of this category that has great potential to fight the crime, but is yet to be engaged to optimal levels.



**Loosely structured community based groups/ organisations (CBOs):**

These are the civil society groups directly rooted in community and neighbourhoods. They get organised either on voluntary basis or can be organised by the police. Some of the illustrative, if not exhaustive documented models of such community-based policing groups in the past in many states of India are:-

- Prahari , Assam
- Village defence societies, MP
- Nagar Suraksha Samitis, MP
- Dost and Eyes and Ears scheme, Delhi Police
- Maithri, AP
- Sambhav of Munger, Bihar
- Meira Paibi, (torch bearer) Assam
- Pratidhi, Delhi Police
- Rape Crisis Intervention Centres (Delhi Police)
- Mahila Dakshata Samiti (MP)
- Gaon Buran, Assam
- Friends of Police (FOP) TN
- Student police cadet, Kerala
- Jan Maithri Suraksha
- AHTU clubs
- Self Help Groups of men, women and adolescents
- Ama Police Orissa

Community Policing in the context of anti HT must take into account that combating the problem of human trafficking is well beyond the individual competence of either government or non-governmental sector, and the non governmental sector includes all the three categories of “communities” described above.

In forging the partnerships with communities, the police have a menu of options to work with communities as categorized

above. They are the best judge as to which of these three categories can be invoked or opted for to rally their roles in combatting HT. In this connection, the communities, which are end-users of the CP, cannot be assumed to be homogenous or self-contained. In this connection, it is important for the police to study/appreciate/observe the various stages of community or neighbourhood capacities or development, before engaging or preparing them for any initiatives in partnership with the community. The very nature of the HT problematique is that the community could be part of the problem, but the same community has to become part of the solution through CP. This is the challenge.

There are broadly three stages of community development relevant to engaging communities in anti HT efforts. They are

STAGE 1 DEPENDENCE- Communities rely on the police to solve problems.

STAGE 2 CONFLICT- Communities are in conflict with the police because of fear and a perception that they are corrupt.

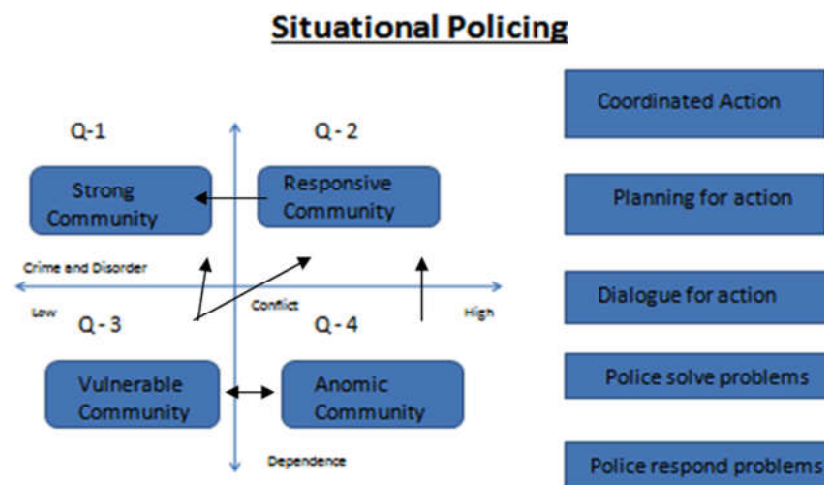
STAGE 3 INTERDEPENDENCE- Mutual reinforcement between police and community.

In stage one there is high dependence on the police to solve the problems of crime and disorder because they consider the police competent and trustworthy. In stage 2, community distrusts the police. In stage 3 the trust is mutual. The level and nature of partnership will depend on the extent of dependence or interdependence or range or intensity of conflict.

A close understanding of the community on various parameters, such as, how cohesive or divisive they are, their level of awareness, nature of leadership, gender discrimination and inequalities, poverty and livelihood options etc. is necessary before communities are engaged in partnership based actions. This will give the police the optimum point of entry to work in a mutually reinforcing way rather than in conflicting ways. CP approaches and strategies have to be fine-tuned, being situation-based and context-specific,

which recognises that not all communities are homogenous and one size does not fit all and that no labelling is possible as the situation varies overtime. The level of cohesion in the community is the prime predictor of successful CP strategies. This is called situational policing.

When the principles of situational policing are applied to CP, in the context of AHT the following scenarios can be envisaged:-



A strong community (quadrant 1) is an empowered community with high degree of cohesion, where the collective efficacy is highest. They can work independently and in unison with the police, when required. The community is vigilant, self-reliant and self-regulated and the response time, in case of need, is the least. At the same time, they can share policing roles by being tasked with some 'unsworn duties' such as volunteers to man vulnerable points as traffic police or given duties similar to the community policing model in Friends of Police (FOP) started in Tamilnadu, where such tasking worked very well for some time. The community policing model of MeiraPaibi (Torch bearers) of Assam would also belong to this quadrant. The women went round with their torches around the basti and guarded entry and exit points. The police provided only outer perimeter security, the core security was provided by the

community themselves. This helped control drug abuse among youth and drug trafficking. In the context of human trafficking, they can assist the police in prevention, deterrence in both pre exploitation and post exploitation phase.

In responsive communities,(quadrant 2) the communities are fairly cohesive and have the potential to deal with crimes of HT, but need capacity-building, and require linking up and with other resources, such as, welfare departments, half way homes, child care institutions, schools etc. to deal with the problems of HT in the communities. They are sceptical and distrustful and are willing to accept CP initiatives only if the police prove themselves.

In vulnerable communities(quadrant3), there is a low level of motivation and awareness of HT problems in the communities. Dependence on the police is very high. In such communities, the prevalence of HT problems requiring community policing would be very high as they are weakly organised. The community may be marked by social and economic stratification based on caste, gender etc. In the context of human trafficking, some members know the problems but are stymied and intimidated because of subsisting power equations based on caste, class and gender disparities. Fear of opinion leaders and village/ community gate keepers is very high. Hence, it would take longer to build up collective efficacy, community response and resilience and therefore NGO assistance could be sought to handhold with the community before the police and community partnership can begin to work and yield results.

The most daunting task of CP pertains to quadrant 4. The community is completely disempowered, but are also in conflict with the law enforcement agencies. In the context of human trafficking, the Bedia community in Rajasthan is one such example, where trafficking thrives on community-based, and community-driven prostitution of young girls with the willing consent of guardians. The other examples are Nat utrai in Rajasthan, Meos of Mewat, Mathamma system in TN, Devadasis of Karnataka etc. All of these are forms of family-based and community-sanctioned prostitution, both a cause and consequence of human trafficking for commercial sexual exploitation. There is complete insider involvement of community. Brothers and fathers are procurors and all live off the

earnings of the sexually exploited, unmarried girls, some of whom are kidnapped and abducted even as infants from outside and are nurtured as their own and then socialised to become sex slaves. The socialisation process is far too deeply internalised to recognise the exploitation and be brought out from exploitation, as they are in the stranglehold of exploiters within the family/community. The challenge is that victims cannot be rehabilitated at the expense of the other or without involving the other, given emotional attachments, alike to the Stockholm Syndrome etc. The involvement of gate keepers and so called village elders are key to getting rid of the problem. This is no simple case of law enforcement, although some states have specific legislations to deal with the crime of community-based prostitution. Hence, any direct entry into the community is practically impossible for the police, because the community itself is knowingly and willingly part of the problem and would carry out organised opposition to police entry, along with traffickers. Hence, as direct partnerships between police and community will take time, to work with such anomic/ socially disorganised communities partnership with NGO's is indispensable. In practice, it is judicial activism that has enabled break through initiatives or which even compelled police entry into such communities to deal with the crime in partnership with NGO's as in the case of Bedia/ Nats, in Rajasthan.

### **Community Policing and Social Legislations**

Social legislations have the proverbial, preventive and deterrent focus. The focus is reformatory in nature i.e. deterrence to commission of social crimes by correcting social attitudes and behaviours, which are not in consonance with human rights and gender justice, as in the case of human trafficking. Community Policing is therefore a vital strategy across entire spectrum of crimes, especially social crimes viz sati, dowry deaths/killings, early marriage, honour killings at the instance of Khap Panchayats, female foeticide, female infanticide etc. But among the social crimes, CP, has even an explicit nexus with the statutory application in the fight against HT. The prevention of Immoral trafficking Act, ITPA placed on a different footing from other social legislations has incorporated unique provisions of law (not found in other social

legislations) regarding mandatory involvement of NGO's in implementing ITPA. ITPA provides that an NGO shall be represented in the advisory committee in the law enforcement set ups. Although, the need for involvement of NGOs has always been stark clear to founding parents of this law, this provision of law has remained unimplemented for various reasons, which we may not go into at this juncture, barring the mention that this is only now beginning to be observed in implementation. There is no doubt that sensitisation of the police to all forms of gender based crimes is a felt need.

In this connection, recent years have witnessed the keen involvement of the Ministry of Home Affairs, Government of India in taking the lead by setting up and equipping the anti human trafficking units in the districts with 100% financial support to prevent and combat HT. The MHA with support from BPR&D between 2008-2012 has made a significant impact through training and sensitisation of the police, by participation in fora and platforms where along with the law enforcement personnel, civil Departments, such as Women and Child, Social Justice, Labour Health, NGOs, institutions of juvenile justice etc. alike are participants. These were not standalone police training programmes. This has made the police and other allies in fighting the crime, see each other as friends in need and not strange bed fellows working at cross purposes coming together on a one time basis or only in times of conducting rescues. This relationship-building comes in handy while implementing the law in letter and spirit based on a rights-based approach.

It may be argued that the provision in ITPA to involve NGOs in police action may only be a tokenistic inclusion, given the magnitude and dimension of the crime. But this provision must be understood in spirit and not mere letter. It holds the kernel of larger involvement of community, NGOs and society and leaderships of all hues, at large. The need for involvement of NGO is underpinning the law and mandated by law. Hence, with these joint trainings, the potential for partnership-based action in combatting crime is continuously being unfolded as successful joint actions of police and NGOs, has led to more such salutary partnership to emerge. The trainings have led the police to trust and rely on NGOs of proven ability, even if identified on selective basis. When the AHTUs were

set up by MHA, the states were told by way of advisories to involve NGO and civil society partners committed to the cause of anti HT and of proven ability and experience to be part of the AHTUs, taking cue from the provisions of law. This may be taking time to implement, because of some justified and some equally unjustified reservations among the police.

### **Features of HT the relevance of CP**

CP acquires greater significance in the context of anti HT, because traffickers operate like crime syndicates across source, transit and destinations, spanning all demographically describable jurisdictions, viz. inter country, intra country, inter district and intra district. Specialized police units usually deal with trafficking in human beings as a form of serious and often organized crime. Fighting organized crime, however, should not automatically exclude the role of community policing, police patrols or uniformed police in addressing human trafficking.

Hence, the scene of crime is not the place from where the trafficked victim is rescued, but the scene of crime starts and moves wherever the victim is moved and could well be beyond the police jurisdiction from where the crime originates. Hence, the originating community and the originating police jurisdiction where crime, notionally, starts enlarges with the sheer speed in which the victim is moved for unabated violation of rights. Hence, police and community, beyond such originating jurisdictions, will have to work in synergy to cope up with on expanding networks of co-operation of traffickers, involving other police jurisdictions, keeping in view the crime map and geographical routes the traffickers adopt. This is well beyond the capacity of the local police or local communities, local NGOs etc. Hence, networking of police and communities is essential to outdo the network of traffickers, for whom such artificial jurisdictions do stand blurred or do not matter or even do not exist, driven by the sheer pace of crime and profitability of committing the crime. Otherwise, they can and do operate with impunity. This means that there is a requirement of standards and protocols for local police to reach out to communities, NGOs in other jurisdictions and not just the police to police network from one jurisdiction to another.

Combatting the problem of human trafficking is rendered more challenging since the family/community can also be part of the supply side of the problem. The demand-led factors of HT are high, as ruthless demand for younger and younger children, especially girls, sustained by a billion dollar global industry, the push and pull factors of in and out migration for livelihood and employment, in which stream the traffickers are prone to fish, making even legitimate mobility risky and unsafe. The community and society are part of the demand, knowingly or unwittingly (when sex is bought, as are crackers, carpets and bangles etc. made by the trafficked victims). The crime is embedded in the society and prevention and disruption of demand requires work at the societal and community level, making CP a necessity.

Equally challenging is the prevailing set of supply factors. Poverty, poor incomes, low literacy, low skills, high unemployment, poor access to common resources, gender inequalities and inequities, depleting livelihood opportunities, community sanctioned prostitution are part of supply factors etc. There is a conspiracy of silence as parents themselves may be living off the earnings, guardians or the so called guardians may be selling off children, especially the unwanted girl child. The problem is embedded in the community. All of this requires work at the community level to prevent the problem and make the community an important part of the solution, even if they are part of the problem, to start with.

Many police officers can be heard to say in the training programmes and in public discourse on the subject that they can understand their role in dealing with kidnapping and abduction, which are IPC crimes, but notwithstanding the statute, how can they be expected to know which family is selling or buying of girls, which child or person is being taken to which place and for what purpose. They see it as a community-based social problem, a social failure and hence not a police problem. This results in reluctance and resistance to deal with the vulnerabilities of trafficking at home, family i.e. at the very beginning of the source/supply chain. This general perception also tends to result in police assigning lesser priority to the crime of HT. But these are the very contexts in which children and women become more vulnerable to trafficking.



Reduction of vulnerability reduces supply and neutralises demand. Hence, strategies can be made to operate only when police mind sets change and the willingness to use partnership-based community policing strategies to effect reduction in supply while cutting out and criminalising demand.

It is now well known that wherever communities are empowered, trafficking does not take place and even if aberrations are there, the community shows the way in retracing the lost or trafficked child. Community resilience holds the key. A strong, responsive, empowered community can completely stem supply and neutralise demand. Lack of recognition of their preventive role in trafficking and missing children phenomenon among the police is slowly yielding place to changed mindsets among law enforcement, through training and sensitization and courts interventions. A strong law enforcement criminalising demand through reactive and disruptive investigations and approaches i.e. after the crime has happened is only counter trafficking, which actually makes the problem go further underground, dispersed, difficult to detect. But community-backed policing has far greater effect in rooting out trafficking not just countering it.

## **CP and prevention of HT**

What can CP achieve in the preventive context in the pre exploitation phase? With the help of communities, the police can make

- Frontal attack on addressing the problem of missing children, which is at the root of HT,

- Identify and profile potentially at risk families, at risk children and targeting at risk populations using technology and data bases,

- Map trafficking routes,

- Identify trafficking Hot Spots,

- Detect Recruitment (source), transportation, transfer harbouring (all transit) receipt (destination) in time and on virtual basis.

Communities can and do play an important preventative role in the recruitment phase. Communities are usually vigilant and notice suspicious movements, new arrivals and recruitment of people with promises of jobs, etc. They oversee local marriages with foreigners, marriages without registration, as well as child marriages. Properly implemented community policing strategies that includes effective information-sharing about community developments can help stop trafficking cases at an early stage by not dismissing them as elopements, but presuming the commission of the crime of trafficking. This has become mandatory only recently following the direction of the Hon'ble Supreme Court directing that FIRs be lodged, immediately with the disappearance of child, not just make station diary entries, where children go missing .

Along with increasing community stakes in AHT through CP, the police can also do the following in the preventive or pre exploitation phase:-

- Identify and profile potentially at risk families and children.

- Set up Toll free helplines/link up with childline,

- Help man booths at rail and bus stations by local volunteers,

- Set up Beat boxes,

- Jointly develop and maintain data bases,

- Carry out publicawareness campaigns,

- Use community safety fora to increase public awareness, obtain information and design joint actions

- Mobilize the community to gather observation and local knowledge to fill the gaps in understanding of the problem.

## **Police-Public partnerships and CP in post exploitation phase of HT**

While the connection between community policing and prevention of HT is somewhat more clearly recognisable, it is important to perceive the underlying vital connections CP has in the post exploitation phase. These are crucial to secure prosecutions and increase deterrence. In the post exploitation phase the police have to rely on NGOs, as being instruments of community policing strategies and initiatives. Some of the challenges requiring community based partnerships in this stage are:

Prosecutions are low victims do not cooperate, lack of trust in police, fear of reprisals

Trafficked women and girls are reluctant to seek assistance because of shame and stigmatisation

Stockholm syndrome in which victims become emotionally attached to their captors

Trafficking investigations require subjective treatment of victims, upon whose testimony the prosecution often depends.

Offering protection to victims and witnesses

Law enforcement officials are not approached directly by victims, who are willing to testify. Thus, police need to collect other types of evidence to build their case.

Counselling assistance to get victim's cooperation

Assistance in carrying out rights based rescue operations/  
Talking to rescued and repatriated children

Assistance of translators/interpreters

Managing trauma and psycho social health of victims

Making Home verification reports

Risk assessments of victims with NGOs

Assistance for keeping victims in safe homes

Assistance of NGOs in mock trials

Assistance in prosecution (In a classic case of judicial activism, the Hon'ble High Court of Calcutta, while disposing of a PIL regarding the well known Liluah home of Kolkatta, has directed SLARTC, an NGO to spearhead the prosecution in partnership with the police. This is still in vogue.

Assistance in repatriation/ restoration/ reintegration.

### **Upscaling CP initiatives**

Although, there are not many documented initiatives of CP in the context of human trafficking, there have been several documented initiatives for other purposes, some of which have been listed earlier. However, many of the CP initiatives listed earlier have become dysfunctional. They worked well in crisis and lost momentum with the exit of the officer, who showed enterprise in mobilising and activating them. This raises important questions of what makes community policing models sustainable in the long run. Does it remain a project of the police or is community ownership built into the project to become self-run? What are the exit policies of the police? Anti human trafficking clubs is being started in a big way in Kerala in colleges and in other states through educational institutions to involve youth in fighting the problem and the model needs to be studied and implemented across states. Other such CP initiatives around the country need to be surveyed, documented and audited and the successful models could be replicated by the Government of India in all States with modifications and without killing the spirit of state-based innovations.

### **CP and organisational support**

Contrary to existing perceptions CP is not a specialised unit or team, such as, SIT etc. CP functions on the principle of mainstreaming. Officers are seen as generalists, not specialists. If ghettoised, it will work well in crisis and become defunct or

dysfunctional when the officer who started the initiative exits or leaves, as the initiative is bound to be seen as a matter of individual enterprise and not as a system-building one. In the case of HT, although AHTUs have been set up to combat HT, the community policing initiatives have to permeate the entire organization from top down. AHT backed by CP has to be a system-wide effort and isolation of the police personnel assigned to HT undertaking CP efforts goes against the very spirit of CP. CP is an overarching philosophy and AHT is a subset to which the system, irrespective of hierarchy, should give the organisational push.

### **Training and force supplementation in CP**

In many states due to lack of man power and personnel, AHTU personnel are made to do AHT work in addition to other responsibilities. To address the issue of shortage of officers, CP program should provide training for police as well as civilian volunteers who can assist local police departments by performing “non-sworn” duties, with adequate safeguards to ensure their integrity over a period of time, effectively freeing up officers to spend more time on critical functions. Terrorist strikes in India and abroad, since the beginning of the century, has stressed the existing state and local law enforcement machinery beyond imagination and understanding and the responsibilities of the force have increased phenomenally. As a result, already-limited resources are being stretched farther at a time when the country needs every available officer out on the beat. CP should provide resources and the necessary wherewithal to assist local law enforcement officials by incorporating community volunteers into the activities of the law enforcement agency, including, AHT.

### **CP and delegation/decentralisation**

CP also involves that some amount of leeway and space in problem solving is given to the cutting edge levels of the police. Local officers are presumably the most familiar with their communities and are therefore best positioned to forge close ties with the community and generate effective solutions and make operational decisions suitable to their assignments. Policing action in the case of HT might involve multiple geographies and

jurisdictions, which might require police networking across communities. Such reaching out on behalf of communities will require some delegation of work, in the interests of quick actions, as in rescue operations from abduction, kidnapping etc. that has to be carried out without any delay.

### **Other forms of Organisational support**

There is no doubt that if community stakes are increased through CP, police might become the unsung heroes in the fight against HT, since the whole orientation is currently based, by and large, on reporting of crime and response to crime after it has taken place, but not how much crime has been prevented. But individual or even institutional loss is more than made up because society has gained by reduction in crime. These are other positive cascading effects in building partnerships with incredible reverberations and outreach effect. Therefore there is a need to consider different standards of measurement of performance among police i.e. change the basis of performance assessment and see how much community-based partnerships are made operational, and how effective this partnership has been in preventing crime. There is also a need to give award/incentives, extend managerial/ organisational support, delegate powers. In the absence of these, community policing cannot take root, get institutionalised and become self-sustaining.

### **Draft police Bill and CP**

More recently, in the Draft Police Bill an attempt has been made to make community policing mandatory under law and give it a statutory status. Various versions of the draft Police Bill has already been circulated to the States and recommended for adoption, keeping in view that policing is a state subject. It will be up to the States to make the necessary modifications, giving rise to a combination of some uniformity packaged into diversity.

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## **STUDIES CONDUCTED ON ACCESSIBILITY OF WOMEN TO POLICE OFFICES AND HOW TO IMPROVE THE SENSITIVITY OF POLICE PERSONNEL TOWARDS WOMEN AND CHILDREN -A REVIEW**

*Dr.B.Sandhya IPS*

### **Gender and Gender Awareness**

The term, 'Gender' points to the social and cultural differences between man and woman, to the pattern of attitudes, behaviour and different roles assigned to them by various cultures, societies, religions etc. that have been shaped throughout years by ideological, historical, religious, ethical, economical and political factors. Gender thus differs from sex in that it is social and cultural in nature rather than biological. Everything women and men do, and everything expected of them, with the exception of their sexually distinct functions (childbearing etc.) vary according to societies, and does change, over time according to changing and varied social, economical, political, and cultural factors.

Gender awareness is an understanding that men and women are different and therefore their experiences, needs, issues and priorities are different. Physical differences are obvious but the socially determined differences between men and women based on learned behaviour has also to be accounted for. This affects their ability to access and control resources and such an awareness or sensitisation on gender differences/disparity in society is vital. It is the first step towards addressing and integrating the special concerns of men and women fairly in workplaces, development programs and projects. When one is made aware/sensitized about gender differences, the effort to make equality would be more appropriate. This awareness generated through gender analysis shall be applied into programmes, policies and evaluations to empathize with the women community and to cause modification in behaviour working towards gender justice and equality issues, to minimise disparities and work for an equitable society.

## **Gender Equity and Gender Equality**

Gender equity is simply the process of being fair to men and women. This fairness can be guaranteed by ensuring equal opportunities to them. Thus, gender equity can be guaranteed only by ensuring gender equality. Women and men being given equal access to resources, both enjoying socially-valued goods, opportunities and rewards, possessing same rights and receiving equal treatment across all sectors of society, including economic participation and decision-making, and when different behaviours, aspirations and needs of women and men are equally valued and favoured we can say that there is equality without discrimination. Women and men should operate on a level playing field and to facilitate this, different strategies and measures must often be available to compensate for women's historical and social disadvantages. Therefore, a critical aspect of promoting gender equality is the empowerment of women, with a focus on identifying and redressing power imbalances and giving women more autonomy to manage their own lives. Gender equality does not mean that men and women become the same: for the creator never intended that way since the differences are what complements them, only that access to opportunities and life changes is neither dependent on, nor constrained by, their sex. Achieving gender equality requires women's empowerment to ensure that decision-making at private and public levels, and access to resources are no longer weighted in men's favour, so that both women and men can fully participate as equal partners in productive and reproductive life.

## **Incorporating Gender Sensitivity in Criminal Justice System**

Different strategies are to be devised for integrating gender concerns in the analysis, formulation and monitoring of policies, programmes and projects. With the ever-rising graph of violence towards women and children, the first gate of Criminal Justice System which a victim faces has to be strengthened. We have to ensure that the police stations are sensitive to their needs and the legal action set into motion delivers speedy justice so that it punishes the perpetrators and at the same time acts as a deterrent against such



crimes. With this in mind and to eliminate social inequities based on gender, specific support programmes were introduced in the Police Department of Kerala using Plan Fund from Government of Kerala from the year 2008 onwards. This include Vanitha Cells and Vanitha Helpline in every districts, Victim Support Cell, Research Study on Women Victims, Women Friendly Police Station Projects, Women Reception Desks in all Taluk Headquarters and Police Stations, formation of Vanitha Vijnana Vyapana Kendrams etc.

However, the police response to violence against women continues to be grossly inadequate and inappropriate. This being so, traditional repertoire of practises and predilection of the police are to be replaced by a gender sensitive perspective. At present, the concept of gender is grossly misunderstood by a large majority of police officers. There is also a lack of proper awareness of the prevailing gender inequalities among police officers. This could be achieved only by mandatory training on gender sensitisation organised regularly for the police and all those directly or indirectly responsible for administration of justice. In order to remove the prejudices and biases of police officers towards women in general and women victims as well as women colleagues in particular, and to develop in them the required professionalism (in terms of knowledge, skills and attitudes) for dealing with cases of violence against women more effectively, it is imperative that all State police organizations undertake suitable initiatives, including organizing of training programmes to sensitize the police personnel at all levels.

#### **Plan Outlay for the year**

In the Annual State Plan scheme (2015-2016) of Government of Kerala, Government has made a concerted approach to make gender visible in every sector and consequently to promote capacities on women target schemes based on the gender issues in the state, launched a flagship programme on Gender Sensitisation which included 'Training on Gender Awareness for Police Officers'. Out of the total outlay of 85.50 lakhs, an amount of Rs 4.5 lakhs was allocated for each district for conducting the training programme in every Police District. Out of this stipulated amount, 2.5 lakhs was to be utilized for organising a training for two days in police districts. An amount of Rs 1 lakh was earmarked for purchase of

law books, books on gender sensitisation, other study materials like CDs etc. and these were to be used for the development/formation of part of the library related to the gender related topics. The remaining 1 lakh was used for conducting a study on 'Accessibility of Women to Police Offices and How to Improve the Sensitivity of Police Personnel Towards Women and Children'. The study was to be conducted through Research Students / Professors of Sociology / Psychology Departments of nearby colleges. Along with creating gender awareness to the Police Officers, it was very essential to conduct a study/review so that the specific issues faced by women and children concerning police offices are brought forth with suggestions to improve the sensitivity of police personnel towards women and children. It was aspired that gender awareness training coupled with this study undertaken shall go a long way in improving the entire police force in their service/response/attitude towards women and children since a proper implementation of a Criminal Justice System, of which the police are the first stakeholders, is crucial for women empowerment.

The amount along with the syllabus for training as well as the interview schedule for conducting the study were forwarded to all DPCs by December 2015 for timely implementation of the programme. The syllabus included was comprehensive and humanistic. The personnel to be trained included all untrained personnel of Vanitha Cell and Vanitha Helpline and other police personnel (men and women) including Station House Officers and Inspectors of Police selected from all the police stations in the district. Such a selection was made because those who work at the grass root level interact with the women who reach the police station whether as a victim, a plaintiff or as a social worker. The ball was thus set rolling.

### **Implementation**

By the month of August 2016, the programmes were successfully implemented in all the police districts. Training sessions were conducted and exhaustive study reports were sent from all the districts. Reportedly, the sessions were lively and vibrant with active participation of women as well as men officers. The training sessions conducted for 2 days covered a wide variety of topics. These included:

Aspects of gender discrimination and violence against women in our society,

Dealing with complaints of crime against women in police stations,

Investigation of offences against women & children with relevant sections of IPC, CrPC, Evidence Act and Various Special & Local Laws for Women safety,

Managing Women Victims and their rehabilitation through other Agencies/Departments and the Right Approach to Counselling Women Victims,

Laws to protect women safety and women rights, practical issues in its implementation, Juvenile Justice Act and Crimes against children, Child Right's Commission, Missing Children/ Missing Women cases,

Cyber Crimes: Various Provisions and Various agencies recommended,

Domestic Violence Act and its implementation,

Police Facilities and Schemes for the safety and protection of women- How to ensure its optimum results- State and District Women Cells, Women Help Desks, Special Phone numbers, Schemes like She taxi, Pink-auto, Self Defence Training Program and other district level schemes etc.,

Activities and provisions available of other departments for protection and social mobility of women etc.

Subsequent perusal of the reports submitted vis-à-vis revealed that these exercises were carried out earnestly. The studies were in-depth which encompassed almost all the contemporary issues confronted by women in police offices. Some of the issues identified as deterrents to the access of women to police offices and the remedial measures offered in this regard along with the suggestions/solutions to rectify these have been original, practical and of great relevance.

## **Constraints faced by women: Identified**

Majority of women lack knowledge in provisions of law available to safeguard them against crimes.

Women fear to get involved in legal tangles as it is time-consuming and expensive.

Many women fear the stigma associated with visiting police stations and the apathy and ridicule from the family and society in the event of them filing complaints.

Many women fear retributive action from criminals and they believe that a nexus exists among criminals, police and the politicians.

Insensitiveness of police officers, a male dominated ambience, lack of attention, use of indecent language, lack of in-depth investigation, being prejudiced against the complainant, etc. posed great difficulty to women complainants

Women faced difficulty to communicate victim's problems properly, especially in sexual harassment cases and domestic violence cases due to lack of enough women police officers in the police stations.

Women have very little faith in Criminal Justice System owing to fear of corruption, undue delay and cumbersome procedures involved in disposal of cases.

Lack of privacy while questioning, taking evidence etc.

adversely affect women who are victims.

## **Solutions**

Regular gender sensitization programmes to police officers may help them to deal with women petitioners more effectively. These programmes will help the officers to develop a more friendly approach to women complainants.

Special attention should be given to avoid unnecessary delay in the investigation process as well as in the Criminal Justice System. Justice delayed is justice denied. Time bound completion of trial in

crimes committed against women shall be ensured through separate fast track courts.

Creating awareness among women and children on legal matters, redress mechanisms, facilities available, police initiatives etc. by reaching out to them with advertisements, brochures, pamphlets, private institutions, school authorities, local bodies, residence associations, clubs, and women self-help groups.

Increasing women representation in police stations and women beat officers reaching out to individual families offering legal assistance and help.

Special squads with women police officers shall be formed for patrolling and detecting crimes against women.

A woman police officer should be in charge of registering a woman's complaint. She should help the petitioners to write and file the petition, giving legal awareness, support and confidence especially those who are victims of domestic violence and sexual harassment. The woman police officers should work as a liaison to victims and should regularly update the complainant regarding the status of the case.

The basic training of police officers should include modules with topics like Gender Sensitivity, Psycho-social aspects of Women Victims, Laws for women and children, Redress mechanisms for women etc.

A separate wing with a building exclusively for dealing with complaints/grievances from women is to be established in the premises of all police stations and women police officers in plain cloth are to be posted here to welcome the victims/complainant warmly. Counselling centres with professionally trained counsellors should be attached to each police station to attend to the needs of women and children.

## **Conclusion**

Women constitute half the population in the world and they work parallel to men in all walks of life. Crimes against women can no longer be accepted as 'inevitable'. Our women folk are educationally, economically, socially at par with their counterparts and as citizens of India, our Constitution provides for equality of status and opportunities for them. Gender equality is demanded not because our Constitutional provisions or the nation demands it,

but it is rather necessitated by our culture, ethics and also the realisation of the fact that the existence of human race as a whole depends on it. With the needs of half the population of the state neglected and overlooked, the human race cannot progress. Recognition of women's equal rights and the means to protect them is, no doubt, a crucible for development and stability. Empowering women is empowering each human being which in turn is the empowerment of human race. A nation which does not take adequate measures for the empowerment of women cannot be termed developed, and a civilisation civilized for that matter. This was the vision envisaged behind the programme and the concomitant effort undertaken was thus a fruitful culmination of this perspective. To fulfil this objective a whole-hearted attempt was made to bestow upon our state a more sensitised police force who can empathise with our women and children. The study undertaken was thus a simultaneous endeavour made in sifting out the constraints confronted by women in receiving efficient and effective police services so that for effective police services workable solutions could be devised in our strive towards serving women better.

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## **A STUDY ON THE ACCESSIBILITY OF WOMEN TO CRIMINAL JUSTICE SYSTEM WITH SPECIAL REFERENCE TO ERNAKULAM RURAL DISTRICT**

*By Rajagiri College of Social Sciences*

In India the atrocities against the Women are varied and in many forms – physical, mental, emotional and sexual. The laws of the country especially Indian Penal Code and Criminal Procedure Code give special attention to protect the fundamental rights of women. The frame work of women's justice is not merely the protection of women from crimes, harassment, violence, rape or molestation but a dignified and decent life not discriminated on any grounds.

The present study focuses on the protective environment for women under the Criminal Justice System in the rural police district of Ernakulam. The aim of the research was to study the accessibility of women to Criminal Justice System especially in reference to police and judiciary. The victims, the judicial officers, the public prosecutors and the social activists were the respondents. The criterion for selecting the respondents from victims was that they must be victims coming under Section 376, Section 498 (a) and Section 354 of IPC. The judicial officers, the Prosecution Officers and Women activists were chosen from the rural police district area attached to courts and police stations coming under its jurisdiction. The Ernakulam Rural District Police has its head quarters at Aluva. It has 15 Circle Stations (Aluva, Angamaly, Nedumbasserry, North Paraur, Vadakkalkara, Njarakkal, Perumbavoor, Kalady, Kuruppampady, Kunnathunadu, Muvattupuzha, Puthankurizu, Kothamangalam, Kallloorkad and Piravom), one Women Station (Vanitha Cell) at Aluva, 34 police stations and one traffic station at Aluva. The courts that come under rural police district area are located at Aluva, Angamaly, Kalady, Kolancherry, Kothamangalam, Muvattupuzha, Njarakkal, North Paraur, Perumbavoor and Piravom.

The judicial officers and prosecution officers attached to 9 aforementioned courts were also contacted for the study. Apart from

this, though it was difficult to contact the victims as the telephone numbers were not available, they were traced out using various sources and assistance.

The tools for data collection were separate interview schedules for women complainants / petitioners, judicial / prosecution officers and Interview guide for women activists which were supplied from Police Headquarters at Thiruvananthapuram. The interview schedule for the judicial / prosecution officers was to measure the gender sensitivity of them while the women complainants or petitioners approached them for justice. The interview schedule for women complainant or petitioners consisted of many variables and indicators to assess the experience of the respondents accessing the Justice system including the Police and the Judiciary. The data received as on 31st March were included in the study report. In total, 9 Judicial Officers, 7 Public Prosecutors/ Assistant Public Prosecutors, 35 Women complainants/Petitioners and 8 Women Activists participated in this study. Though more were targeted due to holidays and difficulty in getting the contact details, the total number of the sampling of all categories has been narrowed down.

The study examined the various aspects of the criminal justice system related to different variables like age, occupation, income group, social status etc. of the respondents from various categories.

The findings of the study are divided into 3 parts in order to get a clear idea from the respective categories of respondents. The first part describes the findings of the Women complainants/petitioners. The second part describes the perceptions and experience of judicial officers with special reference to their gender sensitivity. The second part also explains the gender sensitivity aspect of the prosecution officers - Public Prosecutors and Assistant Public Prosecutors. The third part narrates the experience of women social activists while dealing with the criminal justice systems on behalf of the victims.



## Part I

### Study Findings –Women Complainants /Petitioners

Violence against women takes place in different forms. Rape, sexual assault, sexual harassment at work places, matrimonial disputes, domestic violence etc are on an increase. The affected always look forward to the criminal justice system for protection and grievance redressal. The study tried to understand the accessibility of women to criminal justice system by interviewing 35 women complainants-19 of Section 354, 14 of Section 498A and 2 under Section 376.

Following part describes the perception and experience of women complainants under Ernakulam Rural Police jurisdiction.

#### Type of Cases

Cases	No. of Respondents
376	2
354	19
498 A	14

Among the total cases, 14 cases were coming under Sec 498 A, 19 belongs to Sec 354, and 2 cases under Sec 376.

#### Age Category

Age	498A		354		376		Total Respondents	
	No. of Resp.	%	No. of Resp.	%	No. of Resp.	%	No. of Resp.	%
21 -25	5	35.71	0	0	0	0	5	14.28
26 -30	3	21.42	1	5.26	2	100	6	17.14
31 -35	3	21.42	3	15.78	0	0	6	17.14
36 -40	0	0	4	21.05	0	0	4	11.42
41 -45	1	7.1	4	21.05	0	0	5	14.28
Above 50	0	0	3	15.78	0	0	3	8.57
Age Not Mentioned	2	14.2	4	21.05	0	0	6	17.14
<b>Total</b>	<b>14</b>	<b>100</b>	<b>19</b>	<b>100</b>	<b>2</b>	<b>100</b>	<b>35</b>	<b>100</b>

Among the 14 respondents belonged to 498 A, 35.7% belonged to the age group of 21-25, 21.4% belongs to 26-30 age group, 21.4% coming under the age group of 31-35, 7.1% belongs to the age

group of 41-45 and age of 14.2% of the respondents were not mentioned. Among the respondents belonged to section 354, 36-40 and 41 -45 age groups have the same number of respondents which is 21.1%. The respondents who did not mention their age group also shared the same percentage. Those who were between the age group of 31 -35 and above 50 had the same number of respondents which is 15.8%. 5.3% of the respondents came under the age group of 26-30 in section 354. Among the total number of respondents belonging to 376 IPC, they belonged to the age group of 26-30.

Out of total number of 14 respondents under 498A, a majority of 42.9% of the respondents were graduated, 21.4% of them were Diploma holders/Technically educated, 14.2% of the respondents had high school education and 7.1% respondents each had UP, Higher Secondary and Post Graduation. On the other side, the complainants belonging to section 354, 36.8% of the respondents had attained UP as well as degree qualification. 26.3% responded that they possessed Upper Primary and Degree qualification. Those who had Higher Secondary, Diploma / Technical and PG qualification shared an equal percentage of 5.3. Complainants under Section 376 cases were High School qualified persons.

Among the 14 respondents under section 498A, 64.3% of them were housewives, 21.4% of them were working in private organized sector, 7.1% of the respondents were teacher and another 7.1% in the nursing profession. On the other side under section 354, 63.2% of them were housewives and 21.1% were employed in private organized sector. 10.5% worked in Private Unorganized sector and a small percentage of 5.3 were employed in self-employment. Out of the total 2 respondents coming under section 376, 50% of the respondents were working under Private Organised and 50% were housewives.

Majority of the respondents were not interested to reveal their annual income. Of the 14 (section 498a), 35.7% belongs to BPL family and their annual income was below 10,000, and 7.1% respondents belonged to the annual income of 20,001 -50,000. Under section 354, 31.6% were BPL families who earned an annual income below 10,000 and 21.1% of the respondent came under the category of 20,001 -50,000. The income earners between the category of 10000-20000 were **15.8%** Those who earned an amount above 50,000 was

10.5%. The total of the 2 respondents in Section 376 came under the BPL category who earns an amount below 10,000. Some of the complainants had not reported their response such as 57.1% from section 498A and 21.1% from section 354.

Among the respondents of section 498A, 35.7% of them were OEC category, 28.6% came under other category, SC and OBC shared the same 14.2% and 7.1% had not mentioned their response. Under section 354, 63.2% were OBC category whereas 21.1% of the respondents come under other category and 15.8% reported as SC category. The total respondents under section 376 were SC category.

**Police Station Visit**

Police Station Visit	498A		354		376		Total Respondents	
	No. of Resp.	%	No. of Resp.	%	No. of Resp.	%	No. of Resp.	%
First Time	12	85.71	16	84.21	1	50	29	82.85
Second Time	0	0	2	10.52	1	50	3	8.57
Third Time	1	7.14	0	0	0	0	1	2.85
Had gone several times	1	7.14	1	5.26	0	0	2	5.71
Nil	0	0	0	0	0	0	0	0
<b>Total</b>	<b>14</b>	<b>100</b>	<b>19</b>	<b>100</b>	<b>2</b>	<b>100</b>	<b>35</b>	<b>100</b>

Of the 14 respondent belonging to 498A, 85.7% of the respondents visited Police Station for the first time after occurring the incident. There were also respondents who had visited Police station for the third time and more than third time shared an equal response of 7.1%. Under section 354, the first timers had the major percentage of 84.2 with 10.5% were second timers. There was a first timer and a second timer out of the two under 376 complainants.

**Police Station Visit Alone /Accompanied by anyone**

Police Station Visit	498A		354		376		Total Respondents	
	No. of Resp.	%	No. of Resp.	%	No. of Resp.	%	No. of Resp.	%
Alone	2	14.28	0	0	0	0	2	5.71
Relatives	11	78.57	19	100	1	50	31	88.57
Politicians	0	0	0	0	0	0	0	0
Advocate	0	0	0	0	1	50	1	2.85
Women Organization members	0	0	0	0	0	0	0	0
Neighbours	1	7.14	0	0	0	0	1	2.85
<b>Total</b>	<b>14</b>	<b>100</b>	<b>19</b>	<b>100</b>	<b>2</b>	<b>100</b>	<b>35</b>	<b>100</b>

Among the 14 respondents, 78.6% had visited Police Station with their relatives. Out of the total 35 respondents, only 14.3% (2 respondents) had made their visits alone and 7.1% of the respondent went to station with the help of neighbours. It was clear that they were hesitated to go to the police station alone.

Among the total respondents 68.6% of them gave complaint to the station by self, 64.3% of them by relatives and 5.7% by colleagues.

Among the 14 total respondents of 498A, 71.4% respondents had not delayed for filing petition at Police Station, 21.4% got delayed due to hope of redressal through negotiation and 7.1% got a threat from the accused. All petitioners belonging to section 354 would approached the Police without any delay.

The study revealed that 71.4% of the respondents had not faced any difficulties from the accused but 17.1% of them got a threat from the accused and 11.4% respondents were ridiculed by their friends/ society/neighbours.

**Knowledge about legal procedures at the police station:-** Majority of the respondents did not have knowledge about legal procedures ie; 80%.

**Receiving Proper Treatment at the Police Station:-**The respondents revealed that 51.42% of them got better treatment at the police station and 45.71% of them were not treated positively Satisfaction about the action taken by the Police:-

**Waiting at the police Station:-**

Among the total respondents around 60% of them had to wait at police station for filing FIR.

**Taking down patiently all the details of the case:-**Majority of the respondents 82.85% revealed that the police personnel took down all the details of the case patiently.

**Using Indecent Language by Police while questioning:-**

Majority of them 88.57% have the opinion that Police did not use indecent language while questioning and 4 of them have some bitter experience while questioning.

**Questioning by Women Police:-**The study revealed the need of more women police officials. 45.71% of the respondents were not questioned by Women Police Officers.

**Seizing of Material Evidence Immediately by Police:-**Among the total respondents 34.28% of them opined that police seized the material evidence immediately.

**Did the Police Tell about Seizing and Preserving Material Evidence:-**20% of the respondents revealed that they were informed about seizing and preserving material evidence by the police. 8.6% were not informed and 14.3% of them did not responded to the question.

**Sending the petitioner for medical examination immediately:-**11.4% of the total respondents only had undergone immediate medical examination.

**Receipt of FIR Copy:-**48.6% respondents received their FIR and 42.9% did not.

**During the Investigation Showing Urgency or Seriousness in dealing with your complaints:-**Among the total population 54.28% of them feel that Police showed seriousness in dealing with their complaints.

**If No, Why?**

**Eliciting Details of Complaint After Registration of FIR:-**Of the total population 45.7% of respondents felt that police did not elicit their complaint details and 20% felt that police elicited their details.

**Questioning all Witnesses in the Crime:-**The respondents had the opinion that police questioned all victims and 25.7% respondents believed that proper questioning not done and 22.6% of respondents did not know about the procedure.

**Arresting the Accused:-**The majority of the respondents (71.42%) shared that the accused were not arrested and 25.7% of respondents shared that the accused were arrested on time.

**Questioning the accused by Investigation Officer:-**42.9% of the respondents revealed that the accused were questioned by an investigation officer.

**Collecting the Materials involved in the crime by the Investigation Officer:-**The respondents didn't know whether the materials involved in the crime were collected or not by an investigation officer.

**Opinion about Proper Investigation:-**Among the total respondents 37.14% of them believed that investigation was not proper.

**Submission of Charge Sheet or Final Report by the Investigating Officer:-**Majority of the respondents did not know about the procedure of submission of charge sheet by the investigation officer. 48.6% respondents got the charge sheet and 2.9% of respondents didn't get the same.

**Delay in Investigation:-**Among the total respondents 25.71% of them shared that there was delay in investigation and 65.71% had the opinion that there was no delay and it went on the right way.

**Getting informed about the stage of the case:-** It was very clear that the stages of the cases were not informed by the respondents properly. 17.1% of them responded that they got regular information about the stages.

**Opinion about Impartial Investigation about the case:-** 40% of the respondents were feel that accused are being influential to the authorities 2.9% of the respondent is being impartial, 5.7% of the respondents have political interference, 2.9% is escaped to abroad and 11.4% of respondents were not informed.

**Redresses of Grievance by the SHO:-**

Response	498A		354		376		Total Respondents	
	No. of Resp.	%	No. of Resp.	%	No. of Resp.	%	No. of Resp.	%
Yes	9	54.28	17	89.47	2	100	28	80
No	2	14.28	2	10.52	0	0	4	11.42
No Response	3	21.42	0	0	0	0	3	8.57
Total	14	100	19	100	2	100	35	100

From the table it is clear that 80% of the respondents revealed that grievances were redressed by the SHO, and 11.42% of them have not redressed.

**If No, which agency helped you in redressing it in the police station:-**Women Cell helped the victims in redressing it in the police station and 88.58% did not answer the question.

**What prompted you to approach this agency:-**Favour shown to the accused prompted the respondents to approach Women Cell. 5.7% of the respondents revealed the status.

**Stage of approaching other agencies for redress of cases:-** The respondents revealed that 11.4% of them approached other agency for redresses during the investigation and it is not applicable for the other cases.

One of the petitioners is not satisfied since the agency encouraged for divorce

**Cost Incurred for getting Redress of Grievance:-**8.6% of the respondents incurred expenses upto Rs. 1,000 for their own transportation purposes. 2.9% of the respondents incurred an approximate of Rs. 20,000 for the transport of investigation purposes. 17.1% had medical expenses in which 42.9% had expenses upto Rs. 3,000. Fees to Advocate upto Rs. 1,000 was incurred by 5.7%. There were no expenses to a category of 22.9% of the complainants.

**Time spend to get grievances redressed:-**Time spend to redress the grievances of the complainants vary and a maximum of 20 days were spent for cases under section 354 and a 15 days lag was reported under the same section.

**Major cause of dis satisfaction in redress of grievances:-**Among the total respondents 20% were not satisfied because they feel that some favour has been shown towards the accused and 8.6% of them feel delay in trial and 2.9% respondent felt **in ordinate** delay in investigation.

**Suggestion to Improve the Customer Service in Police Station:-**From the study it is clear that some changes are needed to improve the customer service. 34.3% of the respondents have the opinion that questioning by the Women police is essential as it provides a kind of care and support to the victim. 22.9% of respondents revealed that more privacy was needed while questioning. 25.7% respondents suggested that information regarding the progress of investigation is needed by the victims. 8.6% respondents opined that a kind of financial assistance was also needed by the victim.

**Troubling by the Accused:-**65.71% respondents revealed that victim was not troubled by the accused.

**Approaching the Police Station again for Redress of Grievance:-**37.1% respondents revealed that they would approach the police station again for redressal of grievance with relatives and 17.1% responded that they would visit alone.



**Satisfaction with the way in which Police handled the case:-**The study revealed that majority of the respondents got a medium satisfaction by the way in which police handled the case. 17.14% of them was not at all satisfied, and 14.28% was much satisfied and 2.85% was some what satisfied. This clearly meant that more changes were needed in the Women Cell to improve the customer satisfaction.

## **Part II**

### **Study Findings – Judicial / Prosecution Officers**

According to various studies and Statistics, the women are discriminated on various grounds. Their right to approach the grievance redressal mechanisms of the country including the judiciary depends on the environment in which they live. The women petitioners or complainants always look at the police and judiciary for justice. Their ignorance on protection laws and fear of interference from different corners make them discouraged in approaching the judiciary. Though judiciary is the last source of help for all, the women get discouraged from approaching courts due to such reason. Gender sensitivity of judicial officers and others is a major factor that influences the women complainants whether to approach court or not. The following part describes the various aspects on accessibility of women to Criminal Justice System and gender sensitivity of judicial officers, public prosecutors and additional public prosecutors.

#### **Age:**

Age	Judicial Officers		PPs/APPs	
	No. of Resp.	%	No. of Resp.	%
36 -40	2	22	3	42
41 -45	2	22	0	0
46 -50	3	34	4	58
51 -55	2	22	3	0
Total	9	100	7	100

The age group of the respondents were above 36 years in both categories. 58% of the respondents belonging to Public Prosecutors and Assistant Public Prosecutors fell under category 46-50 age group.

**Experience in Years:-** The survey received the responses from different category of persons by experience. Most of the respondents from Judiciary were very new to the service. Among the PPs/APPs 71% were having below 10 years experience.

**Job Satisfaction:-** As an employee, the Judicial Officers as well as the Public Prosecutors were satisfied in their jobs and maintained a positive feeling towards the job.

**Motivation at Job with Commitment:-** 85.7% of the Judicial Officers are motivated to give their best in job and 88.9% of the Public Prosecutors enriched an impression that they were doing enough to address customer satisfaction problems. 14.3% of the Judicial Officers and 11.1% of the Public Prosecutors were motivated and committed to their jobs.

**Regret Joining the Department:-** No one from Judicial officers and Public Prosecutors / Assistant Public Prosecutors ever regretted joining the department.

**Career Satisfaction:-** As observed from the opinion of 85.7% of Judicial officers and 88.9% of the Public Prosecutors, it was understood that this career helped them to innovate unique efforts that led to job satisfaction. The job included real-life situations and strategies that always helped to restore meaning to their work. 14.3% Judicial and 11.1% Prosecution Officers opined that the element of career satisfaction was only up to some extent in this job.

**In-Service training:-** Considering the training as part of the staff development effort, out of the total Officers responded, 85.7% and 88.9% of Judicial and Prosecution Officers had attended training giving more focus on topics related to gender issues and domestic violence. These were trainings conducted during the last seven years this provided them with a longstanding experience developing successful career. 11.1% of the respondents hadn't attended the training whereas 14.2% of the total respondents from Judiciary didn't respond to the query.

**Priority on crimes against women and satisfaction of women customers:-** Crimes against women includes rape, sexual assault, insult to modesty, kidnapping, abduction, cruelty by intimate partner or relatives, trafficking, persecution for dowry, dowry deaths, indecency, and all other crimes listed in Indian Penal Code. Crimes against women have more than doubled over the past ten years. According to latest data released by the National Crime Records. Violence against women stemmed from genderbased discrimination and gender inequality. This type of violence targeted a specific group with the victim's gender as a primary motive the survey revealed that the Judicial or Prosecution Officers attended training based on gender issues. Majority of 71.4% of the Judicial Officers and 66.7% of the Public Prosecutors had reported that the department give priority on crimes against women and satisfaction of women customers whereas 14.3% and 33.3% had responded about such priority to some extent only.

**Genuineness of Molestation Cases at the Court:-** According to the opinion of most of the officers from both category it was concluded that such cases were true only after some extent. Even though the cases were totally depending on evidences, in many cases people were falsely charged with sexual abuse.

**Genuineness of Rape Cases at the Court:-** Major percentage of both officials responded the lack of genuineness to some extent could be seen in rape cases. One had responded as not having any genuineness at all.

**Genuineness of 498A IPC Cases at the Court:-** 78% of Judicial Officers and 72% of PP/APP felt that the cruelty against women by husband or in-laws was is high and most of the cases were genuine. 1 PP felt that many such cases were not genuine.

**Genuineness of 304B IPC Cases at the Court:-** Here, majority of officers and PP/APP feel that the correctness or genuineness of cases could only be up to some extent. Many cases were fabricated. 3 officers and 2 PPs responded about the 100% genuineness of these cases.

**Discouraging Women Complaining on Domestic Violence:-**

Four respondents from Public Prosecutor/Assistant Public Prosecutor category and 3 from judicial officers stated that the Women could be discouraged from taking domestic violence to the court to some extent. Majority of officers felt that most of the cases should be encouraged to trial before court. Nobody agreed fully on discouraging women.

**Sufficiency of the present sensitivity of the Personnel in the Judiciary /Prosecution wing:-** According to the response of 3 Officials, it was understood that sufficient representation was being given to women in reducing gender-based inequalities. They can effectively deal with cases involving crime against women. The Judiciary / Prosecution should be more gender-sensitive and female personnel avoiding rude treatment of victims. This taking away the fear in the mind of victims, if any. Two respondents were having an opinion that the Judiciary was not sufficient enough to support the women victims in a fair manner.

**Ignoring Eve Teasing of Conviction:-** Most of the respondents from both group responded eve teasing as a normal male behavior and it should be ignored by women. 1 each from both category responded against it.

**Rape /Molestation-Enquiring background of the complainant:-** 100 percentages of both officials and PP/APP feel that it was not necessary to probe into the character of woman.

**Opinion regarding un:-** accompanying by male escort to cinema halls and public places after sunset:- 44.5 percentage of officers category responded for and against it. While 58% of PP/APP category feels that there was no need for an accompanying male. 1 officer felt it was not necessary to respond.

**Reason for dissatisfaction**

1. The Judiciary system was not well equipped to deal with such cases.

2. Non-availability of genuine witnesses and lack of evidence

**Suggestion for redressal of grievances.**

1. Some non profitable lawyers should be engaged
2. Women cell and KELSA should be strengthened
3. If the complaint is genuine, it should get the correct remedy
4. Set up specific court hours for women's cases
5. Inordinate delay in chargesheeting cases should be avoided.

Offences against women get convicted in the court:- Most of the officers and PP/APP feel that the cases of offences against women are getting convicted to some extent. 22% officers and 14% PP/APP feel all cases are convicted.

**Reason for low conviction rate**

1. Witnesses turning hostile
2. Improper investigation
3. Police corruption
4. Lack of gender sensitivity prevailing in the prosecution /judiciary

**Personal gender sensitivity:-** To the question 5 each from both category rated them a good while 1 each rated excellent. 1 each from both categories rated them as average and 1 officer did not respond.

**Gender friendly person compared to colleagues:-** In the case of comparison, officers had mixed responses. From 9 respondents 3 feels 'better', 3 feels 'same as others' and 3 have 'no response'. While in case of PP/APP feels 'better' and 2 had an opinion that they were 'same as others'.

**Performance as a gender friendly officer:-** While enquiring the satisfaction level of gender friendly officer, 3 officers responded 'to great extend', 2 'yes fully', 1 responded 'to some extend' and 3 officers had 'no response'. In the case of PP/APP, 3 responded 'To Great Extend' 3, 'yes fully' and 1 'to some extend'.

### Part III

#### Study Findings - Women Activists

To understand the perception, experience and expectation of women activists with regard to accessibility of women to criminal justice system women activists at various level were contacted and interviewed. The study covered the opinion of 8 women activists from different region namely Aluva, Angamaly, North Paravur, perumbavoor and Kothamangalam. The following part describes the profile of the respondents as well as their views/perception.

##### Age:-

Age	No of Respondents	Percentage
30-40	2	25%
40-50	1	12.5%
50-60	4	50%
>60	1	12.5%
<b>Total</b>	<b>8</b>	<b>100%</b>

Among the 8 respondents 2 of them belonged to the age group of 30-40, 1 belonged to the group of 40-50, 4 belonged to the age group of 50-60 and another one belonged to 60-70 group.

**Qualification:-** 2 of the respondents possessed doctorate degree, 3 of them had graduation, 2 of them were graduates and 1 had attained 10th standard qualification.

**Experience of service:-** Majority of the respondents (3) had less than 10 years of experience, 2 of them had 10-20 years of experience, and one respondent each coming in the category of 20-30, 30-40 had more than 20 years of experience.

**Perception on atrocities:-** The study revealed that 7 of the respondents believed that there were atrocities against women and one respondent felt that there was no such atrocity against the

population. 3 of them opined that domestic violence and dowry harassment was the major atrocities committed against women. Molestation, misbehavior from the society at public place, harassment from their own house, atrocities against women in workplace, sexual abuse, lagging of court procedures without a stipulated time frame, male domination etc. were the other concerns revealed by the respondents.

Cases coming up for trial get convicted:-

	No of Respondents	Percentage
Yes	2	25%
No	6	75%
Total	8	100%

The table reveals that 6 of the respondents have the opinion that cases against women coming for trial are not convicted and the remaining 2 respondents feel that they are convicted and get sufficient legal support from the Judiciary. 2 of them revealed that because of loop holes in Law, the accused were not convicted. Others have the opinion that due to lack of women representatives in judiciary and police department, political interference, corruption etc cause delay in proceedings. They added that the cases were delayed according to the attitude of advocates, and without setting a timeline for completing the legal procedures; the cases were not settled within a short timeframe. And the unawareness of public towards the legal formalities also mentioned as a cause for non conviction.

### **Reason for dissatisfaction of women customers**

All of the respondents have the unique opinion that women customers are not satisfied in Criminal Justice System. This is because of various reasons. Gender discrimination, influence of male political leaders, social stigma, lack of awareness in court procedures, lagging of enquiry without a time frame etc are the reasons for dissatisfaction.

## **Suggestions for dissatisfaction of women customers**

The suggestions include:-

1. Organise gender sensitisation programmes for police, judges and politicians,
2. Authorities need to be more committed in their work,
3. Establish more women friendly police stations and make the women more aware about their rights and services they are getting through Women Cell,
4. Create a situation for improvement in self esteem and feeling of social security
5. To improve support system,

## **Gender sensitivity among the personnel in Judicial/ Prosecution Department**

The response of the women activists revealed that personnel working in this department were having gender sensitivity. Male domination was existing. There fore scope for more training regarding gender among the above mentioned department so that a better facilitation from the concerned would happen. They should also update their knowledge on new laws like Domestic Violence Act or POCSO Act which protects the rights of women.

## **Suggestions and Recommendations**

### **Police Station**

*1. Create women friendly environment at Police Stations to receive complaints from women and to take statements of women victims.*

The study showed that 78.6% of the respondents went to the police station with the help of relatives or neighbors. It means that the environment at police stations should become more women friendly.

*2. A woman police officer shall be stationed at each police station to deal with the complaints involving women as complainants as well as respondents.*

The study showed the need of more women police officials to deal with women complaints. 45.71% of the respondents reported that they were not questioned by Women Police Officers and they wished to be heard by women police officers.



3. *A system to inform the complainant about the stage of the complaint/ case is felt absent by the respondents.*

Inconvenience by way of frequent visits to police station to enquire about the status was felt by respondents. The study revealed that no systematic method was followed at station to convey the status of the case from FIR stage to final report Submission. 25.7% respondents opined that information regarding the progress of investigation is needed by the victims to take up further proceedings against the accused. Some of them felt that due to influence of politicians and others their complaints didn't get required attention.

4. *It was strongly felt by the respondents that Privacy at the time of investigating procedure is to be practiced by the concerned Police Official* 22.9% of respondents revealed that more privacy was needed while questioning. They suggested to have a private space at the police station to wait and to take evidence.

5. *Speedy Redress of complaints/cases is necessary to reduce the delay.* Among the total respondents 20% were not satisfied because they felt that some favour was shown towards the accused. They responded that such police personnel were not sensitive to the problems of women.

6. *Attaching a legal aid cell with police station was suggested by some of the women complainants as well as women activists.* Women complainants many a time got confused of the course of action to be taken in such cases. A leaflet containing what to be done by a woman petitioner step by step would be useful as a guide. Display of procedure step by step on the wall of the private space for women allocated at the station was also suggested by one respondent.

7. *Classes on gender sensitivity to all police personnel were suggested to be a mechanism to increase gender sensitivity.* Periodical training classes on DV Act, POCSO Act etc would also be useful for the police personnel.

### **Recommendations to the Judiciary**

1. *Set up specific court hours for the redress of Women's Cases.* Allocation of specific court hours for the redress of the women cases would be a solution to give importance to women cases. Judicial officers with such an attitude would be the ideal ones to deal with. Allocation of women petitioner to women judicial officers of the

courts would also be another alternative to act upon. If woman prosecutor, woman lawyers, woman Police Officer, woman court staff etc could be assigned, it would become an added advantage to make it more women friendly. If possible, woman courts like children's court would be more ideal to have speedy redressal and justice.

2. Non profitable lawyers should be encouraged to support poor women for the redress of their cases. Though there are provisions to engage lawyers through KELSA some of the women complainants have a concern that they do not get their service in the way they expect. As a remedy to this it is suggested to have a pool of woman lawyers who are ready to support woman for the redress of the cases either organized under the banner of Woman cell or KELSA/DELSA/TLSA.

3. *Gender sensitization programmes to be conducted for personnel in the Judicial Department.* The Judicial Officers/Public Prosecutors revealed that though gender sensitivity is prevailing in the prosecution / judiciary system, it is not to the level that is expected to be in the modern world. They need to be updated on the subject as well as training inputs on DV Act or POCSO act to be given on a regular basis. The staff at the court, other than judicial officers is also to be enlightened. Kerala State Judicial Academy can take up such training programmes. The support of NGO's, Law Schools, Schools of Social Work etc. can be availed in this regard.

### **Recommendations to the Government**

1. *Recognition as poor.* 37.14% of the complainants/petitioners belonged to BPL families and they reported that they did not possess enough source to meet travel expenses to register complaints and subsequent follow ups. In such cases there should be a provision to support a basic minimum amount to meet such costs. Adequate budgetary provision to be ear marked to address this issue and such resources are to made available at the women cell. A criteria and system can be evolved on awarding such payments to the complainants/petitioners and even in the case of respondents in some special situations.

2. *Creating Awareness among Public.* This study has proved that awareness level of the people at times of incidents related to harassment /crime against women was very minimal. Approaching women activists, NGOs etc. for advices was not very common. NGOs

and women activists have to take up the role of disseminating the awareness among women on the steps to be taken at times of crimes committed against them. Government should come forward to accredit such women activists and NGOs and give publicity to their contact details through Government Publications and Notices.

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**RAJAGIRI OUTREACH**

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## **A STUDY ON ACCESSIBILITY OF WOMEN TO POLICE OFFICES**

*By School of Behavioural Sciences,  
Kannur University*

### **EXECUTIVE SUMMARY:**

State Nodal Officer, Janamaithri Suraksha Project, entrusted School of Behavioural Sciences, Kannur University to conduct a research study on “Accessibility of women to police offices and how to improve the sensitivity of police personnel towards women and children” through Deputy Superintendent of Police, Narcotic Cell, Kannur.

Objective of the study was to assess the accessibility of women to police offices and to explore the ways to improve the sensitivity of police personnel towards women and children. Kannur police district was taken as the Universe for the study, comprising of four sub divisions, with 37 police stations spread across the district. The target groups for the study were the women and child complainants, police personnel, and women activists. A total of 437 samples were included under the study which included, 139 complainants, 287 police personnel, 10 women activists and one Magistrate. In-depth interview using a semi structured schedule, focus group discussion, and telephonic interviews were the methods used to elicit information.

Research team comprised of a principal investigator, five research officers and 19 research assistants to carry out the study. Phase one of data collection focused on the complainants, who were interviewed at their residence by a team comprising of a research officer and a research assistant. Phase two focused on the police personnel who attended the training on gender awareness. In-depth interviews and focus group discussions were used for eliciting data from the police personnel. Considering the time and cost, telephonic interviews were used for the women activists.

The study observed that the women complainants in general were satisfied with the way they were addressed by the police offices and officers in Kannur police district. There wasn't much delay in availing services but they had to face difficulties from friends, relatives and from the society. Being a women complainant, they were blamed by many without even trying to understand the reality. Lack of awareness and clarity of the process at police offices, investigation process, and procedures at court also made them more vulnerable. The investigating officers have to take none responsibility in informing the women complainants about the various stages of the process in time. Even a checklist could be prepared and handed over to the complainant while registering the complaint so as to increase the awareness and to protect the rights of the women complainant. The presence of WCPOs were there in many of the police stations. However, they were not been utilized for handling women complainants. The delay in the investigation and court proceedings, external influences by way of political, financial and even pressure tactics of accused were also some of the concerns faced by the women complainants. The physical facilities at the police station were not congenial for women complainants to voice out their concerns. The same situation was there with the court premises as there was no privacy and the complainants feel embarrassed to disclose information in the presence of larger audience inside the trial room.

Regarding the police officers, half of the respondents were satisfied with their job and the attraction was that it was a government job with benefits attached to a government job. The respondents were finding it difficult to identify the motivating factors and majority were happy with the way their superiors motivated them. Few of them felt regrets as they were not able to spend time with the family. Police officers were of the opinion that the women were given high priority while approaching for help at police offices. Molestation, rape and 498 A IPC cases reported to court were only partially true where as 304 B IPC cases were genuine ones. Half of the respondents were of the opinion that eve teasing was not a normal male behaviour and women should react to it. Other half of

male behavior and women should react to it. Whereas half of the alone after sunset as most of the atrocities against women had taken place during night hours. It was also observed that the moral of the victim was immaterial and was no licence for committing offence against women. A few were of the opinion that women should be discouraged from approaching court for help due to the inordinate delay in process, problems from family, ridicule from society/friends etc. Police officers were of the opinion that even the true cases reported at courts were not convicted due to various reasons. Some of the suggestions of police officers were that the satisfaction of women complainants could be ensured through making changes in the systems and procedures at police department and in judiciary.

Overall, it could be concluded that the accessibility of women to police offices need to be improved further and it was possible only through increasing the sensitivity of police personnel to women and children. The concerns and issues raised by the complainants even if comparatively to a lesser percentage need to be addressed as it would have wider implication among the larger community.

## **2.Janamaithri Suraksha Project -Community Policing in Kerala:**

The implementation of community policing in Kerala under the title Janamaithri Suraksha Project is an effort with an aim to bridge the gap between the police and public on countering crime and anti social activities.

There was a growing realization of the need for efforts on the part of the police themselves to promote welfare and interest of the citizens. The law enforcement agency will be able to serve the society effectively unless they get respect from the people. The government of Kerala has taken steps to facilitate the adoption of community policing initiative by recognizing the needs for improving the relationship between the police organization and the people of the state. Kerala government appointed Justice K.T. Thomas commission in order to get suggestions for police reforms. On the basis of the report submitted in the year 2006, it was recommended

that the government should implement community policing on an experimental basis. A new project was prepared by the police department based on the draft scheme submitted in the year 2007.

There are many objectives of the Janamaithri Suraksha projectsuch as;

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

This project aims to strengthen police and increase its accessibility to the needy public through interaction and understanding of the public. Janamaithri beat is the major component which centers on beat officers who are Police Constables/Head Constables/Asst. Sub Inspectors who are specially selected and trained. The other components include janamaithri suraksha samithi and janamaithri kendrams. A police station jurisdiction may be divided into many janamaithri beats. A janamaithri beat unit is a local area that includes 500 houses. Each unit consists of a beat officer and he must be able to cover a janamaithri beat within a few hours of time and he must be familiar with at least one member of every house in his beat. The servicing of summons, execution of warrant, locating the address, handling the complaint box and all other duties will be coordinated and done by the beat officer. The name and identity of the beat officer may be exhibited at the important places in the beat area in order to help the public to know their beat officer. The beat officer should be a role model to any citizen as far as his manners, etiquette and character are concerned.

Implementation of “Janamaithri suraksha project” within the limits of the respective police station is the responsibility of “janamaithri suraksha samithi”.

Janamaithri suraksha samithi is essential mandate to be formed in every police station. The members to be included in the samithi are suggested by the circle inspector with the help of station house officers. The sub divisional police officer examines the suggested members and will submit the list to the district police superintendent and he will constitute the samithi. The samithi should have proportionate representation from among women and scheduled castes and tribes. Preferences may be given to include office bearers of the residential association. Those who are involved in any criminal cases should not be included in the committee. The samithi should have at least 10 members and preferably not to exceed 25. Apart from the monthly meetings, the samithi may hold such other meetings as and when need arises. Night patrolling with public co-operation, coordinating with public security guard, knowing new residence and strangers, fitting burglar alarm and security system, helping senior citizens and physically challenged citizens, protection of women and children, awareness programs, traffic warden system, organising counselling centers to resolve family discords, drinking habits etc may be started, also by monitoring maintenance of street light etc are the projects which comes under the janamaithri samithi.

‘Janamaithri kendrams’ were opened in some places keeping in mind to popularise the concept of janamaithri suraksha project. These centers help people to come and interact with the police and they also organises classes on traffic safety, career guidance etc. The main objectives of janamaithri kendrams is to function as an information kiosk, developing janamaithri yuva kendrams, to provide sports and youth training facilities, counselling space and campaign, palliative care training, traffic education centre and other activities facilitating police- community interface helping police to serve the community in a better manner. Kendrams also take efforts in putting posters depicting help line numbers, awareness posters on drug abuse, crime against women etc. which would come as instant help for them. The center has the scope to be developed as a community interaction centre. Here, help from the public is sort in reducing traffic accidents, natural calamities etc. Voluntary groups or organizations which are working in the field of promoting peace,



national integration and communal harmony may be encouraged to associate with the centre. Youths are also encouraged to work in the project under janamaithri yuva kendram.

### **2.1 Crime against women and children:**

Crime against women in India is very old social issue which has taken its root deeply to the societal norms and economic dependence. The semantic meaning of 'crime against women' is direct or indirect physical or mental cruelty to women. Violence against women can be domestic as well as public. Women have fear of violence in their mind which causes the lack of participation in various areas of life. Fear of violence in the mind of women has been so deep which cannot be lessened easily even after complete removal of violence against women in the society. Various kinds of violence against women are eve-teasing, molestation, bigamy, fraudulent marriage, adultery and enticement of married women, abduction and kidnapping, rape, harassment to women at working place, using third degree punishment to house wives, dowry death, female child abuse and abuse of elderly female etc.

Situation of the women varies all over the country according to the place, culture and tradition of people. This crime against women and children has tremendous costs to communities, nations and societies, for public well-being, health and safety, and for school achievement, productivity, law enforcement, and public programmes and budgets. The effects of crime can remain with women and children for a lifetime, and can pass on from one generation to another. Studies show that children who have witnessed, or been subjected to, violence are more likely to become victims or abusers themselves. According to a report by National Crime Records Bureau (NCRB), a crime against women is recorded every 1.7 minutes in India. Every 16 minutes a rape case is recorded in this country and every 4.4 minutes a girl is subjected to domestic violence.

### **2.2 State scenario**

In Kerala, women do not seem to enjoy all the rights to freedom provided under the Constitution of India. According to the

report, total cases on crime against women reported for the year 2015 is 12397 and that for the year 2014 is 13767. A decrease of 1370 case reports which indicates a 5.23% decrease in crimes against women for the year 2014 to 2015.

The crime records figures show that for the year 2014, the rate of crime is high at Malappuram district, with 1457 cases. Similarly, rate was however much lower at Wayanad district with 407 cases. The districts Trivandrum rural (1255 cases), and Thrissur rural (1152) share second and third position respectively. Among 19 districts, Kannur is in fourth position with 963 registered cases.

REPORTED CASES ON CRIMES AGAINST WOMEN, 2014

SLNo	Districts	Rape	MOLES-TATION	KIDNAPPING	EVE-TEASING	DOWRY DEATH (304(B) IPC)	CRUELTY BY HUSBAND/ RELATIVES	OTHER OFFENCES	TOTAL
1	Trivandrum City	56	253	8	15	1	134	85	552
2	Trivandrum Rural	120	580	11	21	5	371	147	1255
3	Pathanamthitta	59	163	12	8	0	115	129	486
4	Kollam City	72	289	6	13	1	296	65	742
5	Kollam Rural	80	236	16	7	1	270	47	657
6	Alappuzha	57	244	7	10	0	260	20	598
7	Idukki	71	186	7	12	2	160	44	482
8	Kottayam	66	204	8	18	0	172	54	522
9	Ernakulam City	60	156	1		0	150	77	462
10	Ernakulam Rural	64	222	5	38	0	165	292	786
11	Thrissur City	34	107	0	11	0	126	264	542
12	Thrissur Rural	85	302	7	22	1	454	281	1152
13	Palakkad	83	179	18	11	5	439	61	796
14	Malappuram	101	346	3	10	0	590	407	1457
15	Kozhikode City	33	108	1	9	1	177	249	578
16	Kozhikode Rural	53	223	7	5	1	301	117	707
17	Wayanad	71	135	11	3	0	98	89	407
18	Kannur	61	222	9	10	1	331	329	963
19	Kasaragod	56	136	7	6	0	201	217	623
<b>TOTAL</b>		1282	4291	144	247	19	4810	2974	13767

Source: State Crime records Bureau

There is a decrease in total crimes reported for the year 2015. Malappuram district continued to account for the district with highest rate of crime with 1471 cases. However there is an increase in number of cases in Malappuram district from the year 2014 to 2015, that is an increase of 14 cases. In 2015, the lowest rate of crimes is reported in Pathanamthitta district with 401 cases. The districts Trivandrum rural (1180 cases) and Thrissur rural (975) comes in the

second and third position as well. Amongst the 19 district with fourth position (857 cases), Kannur district holds the same position in the year 2014. The statistics shows a decrease of 106 registered cases when compared to the previous year. Though much high, the reduction in the number of cases might be the outcome of the sincere and concerted effort by the district police team.

REPORTED CASES ON CRIME AGAINST WOMEN, 2015 (Provisional)

Sl.No	Districts	Rape	MOLES-TATION	KIDNAPPING	EVE-TEASING	DOWRY DEATH (304(B) IPC)	CRUELTY BY HUSBAND/RELATIVES	OTHER OFFENCES	TOTAL
1	Trivandrum City	42	208	13	7	0	98	101	469
2	Trivandrum Rural	129	604	20	10	1	252	164	1,180
3	Pathanamthitta	62	178	7	8	0	75	71	401
4	Kollam City	56	173	6	7	0	219	84	545
5	Kollam Rural	52	217	6	19	0	187	75	556
6	Alappuzha	48	201	6	12	0	154	46	467
7	Idukki	84	181	10	13	0	108	56	452
8	Kottayam	48	154	9	23	0	135	36	405
9	Ernakulam City	51	139	8	19	0	124	178	519
10	Ernakulam Rural	79	177	8	22	1	145	199	631
11	Thrissur City	45	104	4	12	0	91	147	403
12	Thrissur Rural	68	272	12	17	1	314	291	975
13	Palakkad	72	144	16	21	1	361	79	694
14	Malappuram	129	321	3	30	0	494	497	1,474
15	Kozhikode City	33	127	9	12	2	180	227	590
16	Kozhikode Rural	50	239	13	5	0	255	169	731
17	Wyanad	104	142	6	5	0	109	49	415
18	Kannur	56	219	13	11	1	234	323	857
19	Kasaragod	55	152	8	7	0	129	202	553
<b>TOTAL</b>		1263	3952	177	260	7	3664	2994	12317

Source: State Crime records Bureau

As per the records, for the year 2014, the highest no of crimes reported is cases of domestic violence, cruelty by husbands and relatives which is 4810 cases. Among the reported crimes dowry death holds the lowest number of cases with 19 in number followed by the crimes molestation (4291 cases), other offences (2974 cases), rape (1284 cases), eve teasing (247 cases), and kidnapping (144 cases).

From 2014 -15 there is changes in no. of cases on each crimes. In 2015, crime rate for molestation case became high (3952 cases). Least reported cases in 2015 is on dowry death (7 cases) followed by domestic violence (3664 cases), other offences (3016), rape (1263 cases), eve teasing (265 cases) and kidnapping (177 cases).

From the year 2014 to 2015, there is decrease in the total crime rate. As per the report, there is a decrease in rate of crimes for domestic violence (1146 cases), molestation (339 cases), rape (20cases) and dowry deaths (11 cases) whereas an increase in crime rate is reported for kidnapping (33 cases), eve teasing (260 cases), and other offences (20 cases).

### **2.3 Towards gender sensitive policing**

Violence against women and girls is an extreme manifestation of gender inequality and systemic gender-based discrimination. The right of women and children to live free of violence depends on the protection of their human rights and a strong chain of justice. However, female victims are still hesitant to file complaints with the police owing to issues such as lack of legal literacy and awareness; inadequate financial resources and loss of a faith in a justice system that is fraught with delays. In Kerala, there are several social security measures; financial assistance in the form of pension schemes for widows and the destitutes, schemes ensuring great mobility, education and other grassroot movements have contributed to a more positive picture with regard to women's development. Even so, the rate of offences are high. Accessibility of women to legal system dwells on the actions of the police force since it can be described as the 'first window of the criminal justice system.' Inclusion of women in such a system is an inevitable move in the present scenario and gender sensitization among police personnel is crucial.

Women's physical security is therefore an essential prerequisite to their effective participation in peace-building. The challenge of making public and private life safe for women falls on many public institutions, amongst which police services are central. With proper support, reformed police services can play a central role in promoting women's peace-building work.

### **3.Method**

Crimes against women and children are increasing at local, regional, national and global levels. The UN Declaration on the Elimination of Violence against Women (1993) states that “violence against women is a manifestation of historically unequal power relations between men and women, which have led to domination over and discrimination against women by men and to the prevention of the full advancement of women.” The safety and security of women and children has become a serious challenge for all. Though we are trying to bring all women into the mainstream of all spheres, it’s actually women and children who are subjected to inhuman treatment.

Kerala, one of the most developed states of the country in terms of human development indices, is unfortunately no exception in the matter of crimes against women and children. The State is taking measures to stop the crimes against women and one of the important breakthrough is the changing attitude of the police personnel towards the victims and the complainants. Janamaithri Suraksha Project of Kerala state is an effort with an aim to bridge the gap between the police and public on countering crime and anti-social activities and has given adequate thrust to the issues related to women and children. The present study is also part of the process to increase accessibility of women to police stations and to improve the sensitivity of police personal towards women and children.

#### **3.1 Objectives of the study**

The objective of the study is to assess the accessibility of women to police offices and to explore the ways to improve the sensitivity of police personnel towards women and children.

#### **3.2 Sample- Universe.**

The universe assigned for the study is Kannur Police district of Kerala State. Kerala state has been divided into 19 police districts which comprises of south and north zones. There are 55 subdivisions with a total of 502 police stations across the state.

Kannur police district has four sub divisions, viz., Kannur, Thalasserry, Iritty and Thaliparamba, headed by a Deputy Superintendent of police. Kannur subdivision has a total of eight police stations of which five are Janamaithri Police stations. Thalasserry subdivision has nine police stations of which three are Janamaithri police stations. Iritty has nine police stations of which six are Janamaithri police stations. In Thaliparamba, there are nine police stations of which four are Janamaithri police stations. There are three circle inspectors in each subdivision, except in Thaliparamba, where four circle inspectors are in place.

### **3.3 Sample- Population**

The aim of the study is to find out the problems and issues of women and children to access police offices. It is essential in this context to have detailed interview with the women complainants / petitioners to have a clear understanding based on their experiencing while accessing police offices. It is also needed to have detailed exploration with the police personnel and others who have a direct contact with the complainants and police personnel. Hence the sample comprises of women victims, police personnel who have a direct link with the complainants, activists etc.

#### **3.3.1 Category 1: Complainants.**

Accessibility of women to police offices is one of the main objectives, women complainants are taken as the primary group for data collection. As per the details submitted from the district police authorities, there were 720 cases registered by women and children in Kannur police district from January 2014 to June 2015. The highest number being registered at Peringome police station area with 50 cases and lowest being one case each at Payyavoor and Maloor police station area.

Total number of registered cases	: 720
Proposed target for interviewing (20%)	: 144
No of cases screened	: 288
Complainants shifted houses	: 025

Complainants not at home	:082
Complainants who are employed	:016
Complainants who are not willing	:014
Complainants who could not be located	:012
<b>Actual number of complainants interviewed</b>	<b>: 139</b>

In anticipation of the difficulty in finding the registered complainants, it was decided to screen 40% of the registered cases with an assumption that the team could get 20% as sample size. Due to various factors as stated above the team could interview 19.30% of the registered cases which is more than the minimum required number and will definitely has a cross representation of the complainants. Simple random sampling technique was used for the selection of the complainants.

The research interviewed 139 complainants from different police station limits in Kannur police district. The profile of the respondents presented in table no 3 indicates that 37.41% of the complainants being the highest group belonging to the age range of 30 to 39 years. 11.51% of the complainants are in the age range of 50-59 years category. Another 7.90% belong to less than 19 years of age group. A fair majority (57.55%) of the respondents is having 10<sup>th</sup> standard education, and 19.72% are with plus two as their educational qualification. It is also noted that only one person was having post graduation from among the 139 respondents. While reviewing the marital status, 46.04% of the respondents are married while another 23.02% are living separately. Social status indicated that the majority of the respondents belongs to OBC category. It was also observed that 50.35% of the respondents were having less than Rs. 10000 as their annual income.

### **3.3.2 Category 2: Police personnel**

The police force of the Kannur district is headed by the Superintendent of police with nine deputy superintendent of police, fourteen circle inspectors, ninety four sub inspectors, forty three ASI, 396 SCPO's, 1147 CPO's, one WCI, five WSCPO's and 232 WCPO's

as team members. Sensitivity of police personnel towards women and children was the thrust area to be studied for making any changes in the gender sensitivity issue. As directed by the Nodal officer, Janamaithri Suraksha project, decided to interview 50% of the participants who attended the training programme on gender sensitivity at district level. As per the registration, there were 500 participants in the five training programme organized at district level. Category wise details of respondents interviewed are as follows.

CircleInspectors:	06
Sub Inspectors:	28
Assistant Sub Inspectors:	29
SCPO:	48
CPO:	98
WCPO:	78

A total of 287 police personnel were randomly selected from among the participants through random sampling method. The sample size estimated to be 56% of the total number of participants who attended the training programme and 15% of the total number of police force in the Kannur police district.

The profile of the police personnel showed that 68.64% of the respondents were in the age group of 36 to 45 years. The same trend was observed in all categories of police personnel. With regard to educational qualification, 51.22% of the respondents were having graduation as their qualification. Irrespective of the designation, all the category of respondents was having higher number of members with graduation as their educational qualification. 11.50% respondents were with post graduation as their qualification. Majority of the respondents were having more than 10 years of experience in various capacities. On the other hand 6.62% of the respondents were having less than one year experience in the profession.

### **3.3.3 Category 3: Women Activists**

The third categories of the respondents were women activists. It was difficult to select activists on a district wise basis as their operational area was spread across the State. The research team identified 10 women activists who were residing in Kannur district and who were having a direct role as activists in supporting



women and children in Kannur district. Of the total ten respondents, seven members were in the age group of 40 to 49 years, and another three respondents were in 50+ age group. Four respondents studied upto tenth standard, four of them were having graduation and another two with LLB as their educational qualification.

### **3.4 Methods of data collection**

Semi structured interview schedule, telephonic interview, and focus group discussions were the methods used for collecting the data. The interview schedule as a guideline for collecting the data was provided by the nodal officer of Janamaithri suraksha project. Since the study was being carrying out across state, the interview schedule provided from the state was used for carrying out the interviews and for conducting the focus group discussions to maintain uniformity and to make comparisons as and when required.

In-depth interview was conducted with the complainants/ petitioner at their residence by the trained team of researchers. Detailed interviews were carried out with police personnel at the narcotic cell premises during the training days. In addition focus group discussions were also performed for police personnel. Telephonic and detailed interviews were conducted for the women activists in the district.

### **3.5 Research Team**

The study being a qualitative research required extensive travelling and time for carrying out indepth interviews. It was essential to have good team with sufficient manpower to complete the process. Research team comprised of a principal investigator, five research officers and 19 research assistants.

### **3.6 Organogram**

**Principal investigator**

**Research Officer - Research Officer - Research Officer - Research Officer - Research Officer**

**Research Assistants ( 19 Nos)**

### **3.6.1 The Research Team**

The research team comprised of 25 personnel headed by the Head of the Department, four full time research scholars in Psychology and two faculty members functioning as research officers to monitor the data collection at field level and for data tabulation. In addition, 19 post graduate students in M Sc Clinical and Counselling Psychology programme of School of Behavioural Sciences, Kannur University functioned as research assistants to document the interview details at field level.

### **3.7 Training and orientation**

Though the research team members were well versed with the various techniques of data collection, it was decided to organize two day training for the entire team to refresh and get equipped for the data collection at field level. The two day orientation mainly focused on four sessions with three hours each.

The two day training cum orientation programme helped the research team to equip themselves. In addition, it was essential to have uniformity in placing the questions and probing, conducting the interview, documenting the information etc, especially in a study on gender sensitivity.

### **3.8 Pilot Study**

Immediately after the training cum orientation, a team comprising of two persons headed by the research officer and assisted by a research assistant were sent for a pilot study at selected police station jurisdiction with prior intimation to the police officer concerned. Kannur city, Payyannur, Dharmadam, Kadirur, and Iritty were the police stations selected for pilot study to have geographical representation and to have a better understanding about the socio cultural frame of the complainants. Based on the observations of the team, necessary suggestions were given to the team.

### **3.9 Data Collection**

The respondents of the study belonged to different categories. Methods for data collection were decided to be rolled out in three phases.

**Phase 1:** The first phase of data collection focused on complainants as they were the primary target group. The randomly selected complainants' details were collected from the respective police station by the research team. One WCPO was assigned to accompany the research team to reach out to the complainants at their houses. The complainants were briefed about the purpose of the study and was obtained. The research team comprised of one research officer and one research assistant for carrying out the interview. The WCPO was not permitted to be part of the interview process and instructed to be away from the interview premises to ensure proper responses without any difficulty. On an average it took one hour to complete the interview process per person. Interviews were conducted simultaneously at different places by the trained research team.

**Phase 2:** The second phase of data collection focused on the police personnel who were deputed for attending the sensitization training organized at district level as part of the process. There were five such training programs organized at district level. Interviews of these personnels were then conducted at Narcotic Cell and Vanitha Cell premises in the selected room without any distraction. Interviews were conducted individually to elicit the information and it took 45 to 50 minutes to complete the interview with one person. The subjects were randomly selected and assigned to the research team. In addition, Focus group discussion were also conducted with eight participants belonging to the same category to elicit and validate the information collected through the interviews.

**Phase 3:** Judiciary officers and women activists being the third category of respondents and considering the difficulty in getting their valuable time within the time limit specified for completing the study, it was decided to conduct direct interview wherever possible and also to conduct telephonic interviews.

### **3.10 Data processing**

The data collected were screened on a regular basis to ensure that all the information were captured and entered in the respective places. Study being a qualitative one, the information has to be coded for quantification and for data analysis.

### **3.11 Ethical issues**

History had shown that we were capable of causing harm and violating basic rights of other human beings in the name of science or research. This being a major concern the ethical principles were followed as specified at national and international level.

The respondents were briefed on the purpose and objectives of the research and the details were collected only with their full consent and knowledge. The data gathered from the respondents were kept under strict conditions of confidentiality. Personal details like name and address were not recorded to assure anonymity, whenever insisted by the respondents.

## **4. Findings - Complainants/ Petitioners**

In-depth interviews were conducted with randomly selected complainants to elicit information related to accessibility of women to police offices and how to improve the sensitivity of police personnel towards women and children. Accessibility and allied aspects and responsiveness of police are the two main areas covered during the interviews. Responsiveness of police was again categorized into two as at FIR stage and during investigation to elicit detailed information. The collected data were quantified and presented in tables and graphs along with detailed description of the qualitative information.

### **Part 1: Accessibility and allied aspects**

#### **Was it your first instance of visiting police station?**

As the moment of difficulty, danger, or crisis, when a citizen does not know, what to do and whom to approach, the police station and a policeman happen to be the most appropriate and approachable unit and person for him. The police community are expected to be the most accessible, interactive and dynamic organization of any society. Therefore the role and function of police in general needs to be known in any circumstance. The experience of being in the police station will be of great importance especially in the first visit.

Was it the first instance of visiting police station?

Yes		No		NA
105 (75.54%)	<u>2<sup>nd</sup> time</u>	31 (22.30%) <u>3<sup>rd</sup> time</u>	<u>Several times</u>	3 (2.16%)
	22 (70.97%)	3 (9.68%)	6 (19.35%)	

For majority (75.54%) of the complainants it was the first instance of visiting police station. 22.3% visited station before for one or other purpose. Out of this 22.3% those who visited earlier, 70.97% walked into station for the second time, 9.68% for the third time and another 19.35% had gone several times. There are yet another 2.16% of the female victims who had not even gone to police station earlier. Since majority of the respondents were having the first experience in police station, the responses may be of great significance in the present study.

### Did you go to police station alone?

People in general are having a fear to visit or approach police stations or personnel. This might be due to the impact of print and visual media. In addition, direct and indirect experiences may also have helped them towards forming an attitude towards police station and personnel. Direct contact with police can determine changes in attitude in further visits. This emphasized the importance of direct interface with the police as a determinant of attitudes toward the police force.

Majority of the complainants had visited police station with an accompanying person. That is 85.61% had visited station along with either relatives, politicians, neighbors or others. Among the 85.61% a great majority took relatives with them to station. Relatives hold 83.19% whereas politicians and neighbors were only of 5.88% each. Another 2.16% has not gone to police station for any purpose as it was either court endorsement cases, or police had been to their place to take information or relatives had filed the complaint. It was interesting to note that 12.23% of the respondents visited the police

station alone and it might be due to the trust in police offices or even attributed to the positive attitude towards police department.

### **Who prompted you to give a complaint to the Police Station?**

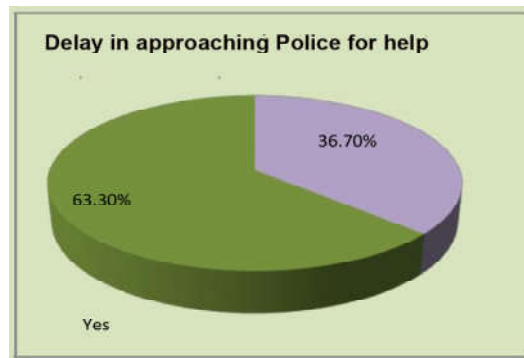
In the present scenario, majority of the females in Kerala are educated which make them self dependent and to voice out in times of need. However, not everyone is capable of expressing their sufferings even though self expression is expected. Some remain passive and submissive, unless someone points out or motivates them to voice out. Majority of the women are vulnerable to violence and they won't be able to recognize that it is a complex problem, unless someone extends help. When feeling low, friends and family can be vital sources of support and can help them cope with stressful situations in difficult times.

When you meet obstacles along the way, there could be the tendency to quit unless you know how to motivate yourself. You must be able to keep your spirit high, no matter how discouraging a situation is. Almost half of the victims have decided to stop being victimized as they happened to recognize the situation and took decision to avail help (49.70%). Self motivation is the reason for giving a complaint and seeking help from police station. Majority of the complainants were the first time visitors to the police station and half of them gave petitions as they were self motivated, which is a good sign of the general public's perception about the police offices in the district. The rest of the victims were inspired to file a complaint by many sources. In 33.34% of the females, relatives had to play a role to bring them on to file a complaint. Politicians (5.26%), friends (2.92%), and child line members (1.75%) had also influenced to register a complaint. Other factors which prompted them to redress their sufferings include masjid committee, vanitha commission, teachers, neighbors, church priest, sports council, public and advocate.

### **Was there any delay in approaching the police for help?**

The delay in registering a complaint or seeking help from the police department always affect investigation and also ends up in

damaging or even removing the evidences by the accused. For a victim, she will be under severe stress due to the unexpected incidences and may not have the capacity to think about giving a complaint. In addition, the fear towards the police and anticipated consequences may also have influenced the process of seeking help. Identifying whether there was any delay in approaching help and also the reason might be helpful for developing appropriate strategies.



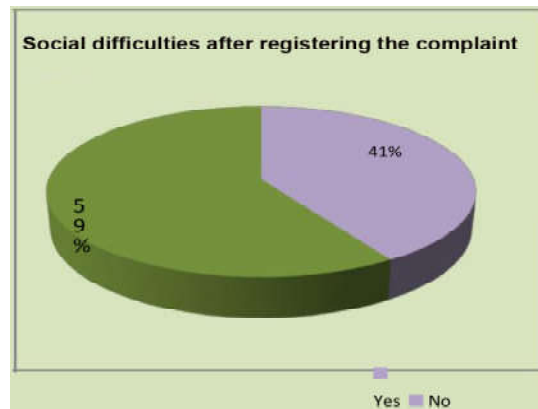
Majority of the victims (63.30%) have filed case without any delay and it was also a good indication of confidence in seeking help from the police department. This may also be due to the impact of education and awareness among the general public in Kannur police district. On the other hand 36.70% had reported that, there was a delay in approaching police for help. Delay caused in contacting police will adversely affect the complainants receipt of justice and it creates a platform for escaping the accused from punishment.

The complainants who delayed in approaching police for help came with different explanations. The grounds on which the holdup went on were mainly due to hope of redressal through negotiation (37.83%). It can be read out in this way that certain orthodox ideas are still prevailing around that females must adjust to anything that happens in a family life. May be the victims delayed because of the hope of getting patched up through conciliation. Another factor that made them postpone was fear of ridicule by friends and family (24%). Another 18.91% respondents spoke about the threat from the part of accused by filing a counter petition. Yet 16.21% told about social stigma which included the fear of police, fear of getting the news

published in newspapers, fear of negative comments by others and was also anxious about seclusion in the society. An additional few did not file a complaint as they waited to collect evidence against accused. The reasons as stated by the respondents were actually providing a good platform for the accused to escape from the punishments and to continue with the same activities. The public in general should be empowered in such a way that they need to approach the police for help without any delay.

### **Did you face social difficulties after registering complaints?**

The response from the society was one among the serious issue faced by those who were filing complaints through police station. Social perception about the concept itself has to be changed in such a way that the police force was for the public and their duty was to ensure their safety and protection. Even the higher literacy rate and other socio cultural factors did not help in reducing the social stigma faced by the women complainants. An attempt to find out whether there was any social difficulties experienced by the complainants after registering the complaints will be helpful to find out the ways in which community reacts to a women complainant.



Response indicates that 59% of the complainants did not face any social difficulties. At the same time 41% have reported that they had to face many social difficulties after approaching police for help. The response or even the fear of anticipated response from society at large was a major reason for the delay in seeking help from the police. Social stigma attached to police offices has to be changed and



it should be a combined effort from the police department to change their approach to police through whom the wrong perceptions could be changed. Media should also generate mass campaigns addressing the myths attached to the department. Out of those who had to face difficulties, 37.31% faced ridicule from the part of friends, neighbors and society. They had to publicly face insults. Few others had to face threat from the accused to withdraw case (20.89%). While another 16.41% had come up with the indifference in approach of the relatives. 8.95% told that they felt differences in neighbors' behaviours towards them after filing complaint and have developed hatred towards complainants. The minority victims had heard aspersions against them which were casted upon by accused and society. Adding fuel to fire, response from the society leads to unnecessary psychological tension for the complainants.

#### **Did you have any idea about procedures in the police station? (Legal literacy)**

Legal literacy is that where one needs to have some broad information about legal provisions and processes. Legal rights and procedures in the police station are those that every woman must be aware of. This will facilitate the process of seeking help as and when required.

Having a better understanding about the procedures is essential and higher literacy rate of the state may reflect in the legal literacy too. In addition, a good number of programmes are organized by different government and non government agencies for providing legal literacy and legal aids to the public.

Majority (86.33%) of the female complainants had no idea about the procedures at the police station. The complainants used to avail support of someone who had an idea about the process. As such only 12.23% women complainants possessed knowledge about the process and procedure at police station which might be due to the exposure with police station during their previous visits. The general public should be made aware of the procedures at police station and which might help them to stand for their rights.

Still there was very small percentage of victims (1.44%) who knew the procedures to some extent but did not have a clear picture

about what exactly was the course of action at the station. The importance of disseminating information related to the procedures at police station need to be given to the complainants on their first visit itself. This may be the responsibility of the police personnel at respective stations. Imparting knowledge about the process and procedure is the stepping stone for sensitizing the public and the police personnel. A leaflet containing the procedure and all relevant details could be handed over to the complainants and the importance of the same was informed to the police personnel during the training sessions.

**Do you feel that you were not treated properly in the police station because you are women?**

Gender mainstreaming is the public policy concept of assessing the different implications for women and men of any planned policy action, including legislation and programs, in all areas and levels. Mainstreaming essentially offers a pluralistic approach that values the diversity among both men and women. The gender equality and women's empowerment mandate is universally agreed upon - Gender mainstreaming aims to transform discriminatory social institutions, laws, cultural norms and community practices, such as those limiting women's access to property rights or restricting their access to public space. An attempt was made to find out the real experiences of a complainant at police station while seeking for help.

Majority of the respondents (81.29%) felt that they were dealt properly at the police station and no discrimination was shown to them. The police team of Kannur district deserves special appreciation for giving acceptance to the women complainant seeking help from police station. The effort taken by the police department through gender sensitization programmes might have created an attitudinal change among the police personnel.

16.55% felt that they were not treated properly in the police station just because they were women. Organizations like police station that are committed to universal human rights have a responsibility to ensure their work to be respected and promote human rights. Those who expressed their distress in the approach of police felt they were not given proper care being a woman.

### **Are you satisfied by the action taken by the Police?**

The satisfaction of the complainants is always based on the action taken by the police in their complaints. Since it is always a grievance from the part of the complainants, they do expect a quick response due to their anxieties in connection with the issue.

Most of the respondents were satisfied with the action taken by police. 56.84% of complainants felt that the action taken by police was as they expected while lodging the complaint. At the same time 41% of the complainants felt dissatisfaction and frustration in the action taken by police. The reasons for the distress were stated as partiality from the part of police towards accused, the interest of police in financial bribing, and ignoring the issue by making it less serious. Still a 2.16% said they felt the action was satisfactory to some extent.

### **Part 2 : Responsiveness of police - At FIR Stage: When you went to police station did you have to wait?**

Any person, irrespective of the gender, approaching the police offices for help need to be addressed immediately. A warm welcome, patient listening, and if needed requesting them to wait etc will have a positive impact among the public. When people are having confidence in the system they won't be having any difficulty in approaching police offices when in need.

Most of the complainants (61.87%) reported that they were attended immediately by the concerned officers without making them wait. They could converse easily their concerns as the concerned person was giving importance to them. 35.97% of the respondents reported that they had to wait at the station to see the station house officer. Either the S.H.O was busy with some other customers or he was not there at station. Another 2.16% of the respondents didn't go to the station nonetheless their relatives filed complaint.

While those who had to wait at the station to inform their grievances it was enquired as to how long they had to wait there. 23.91% of the complainants reported that there was a delay of about an hour to attend their complaints. Another 26.08% recollected them

being waited at station for about 2 hours. 23.91% and 26.08% waited for 3 and 4 hours respectively. Waiting at police station for longer hours especially when approaching for help will be an added discomfort for the complainants. Further, the presence of women at police station for longer hours will make the other police officers also to intrude into the details of their visit to the station. Enquiring the details of the problem by many people caused the complainant to explain the details again and again. The police officers need to give priority for women complainants without making them wait for longer period. Even specific orders had to be issued for the same and to ensure that it is implementing at stations.

### **Did police register FIR immediately?**

The police cannot refuse to register an FIR even if a considerable period of time has elapsed since certain cases need immediate attention like incident of rape or molestation. Being a responsible citizen of the country, and also being responsible for the protection and security of the general public, police personnel need to register the FIR immediately. The information related to the registration of FIR has to be given to the complainant. Any attempt to settle the case from the part of police personnel is an offence and should not be entertained. This is also essential for building confidence among victims to law and order of the state.

69.07% of the women complainants reported that the FIR was lodged immediately by the concerned police personnel. At the same time, 17.26% of the complainants informed that their complaint was not registered instantly but it took time which ranged from few hours to several days. There was another 13.67% who did not know whether an FIR was lodged then or not. This may be because the accompanying person with the victim might have taken care of those procedures at the station. And the victim was thus unaware of it. Or may be in the severity of trauma these few might not have given specific attention to it.

While probing into the details of the time taken to register the FIR, 53.23% of the respondents stated that the same was done within an hour. 15.10% of the complainants stated that they had to wait more than an hour, up to four hours for 2.87% and upto six hours

for another 2.15% of the respondents. For these it was all in hours time but there were yet another few who had to wait for the next day(6.47%). 9 victims recollected that FIR was registered several days after they met Station House Officer. There might be several reasons for the delay in registering the FIR, but at the same time inordinate delay stated by the majority respondents should be avoided.

### **Did the police take down patiently all the details of the case?**

The verbal and non verbal communication during the initial interaction is crucial to the complainants and to the police personnel. Patient listening and noting down the details without any prejudice will increase the confidence in complainants in approaching the police offices for help. The comfortability and the direct experience with the police offices and personnel will help the complainant to form a positive attitude towards police.

#### **Did the police take down the details patiently?**

<b>Yes</b>	<b>No</b>	<b>Don't know</b>
125 (89.93%)	9 (6.47%)	5 (3.6%)

Majority of the complainants (89.93%) reported that the police took down their complaints and other details patiently. It was also stated that, the police officer offered them seat, welcomed very warmly, consoled them, took down details tolerantly. The approach of the police personnel towards the women complainants was worth mentioning as the majority of the respondents were happy with the way in which they were treated at station. On the other hand a minority (6.47%) reported that police officer was impatient and disappointing; and was interrupting unnecessarily while the complainant narrated the issue. It appeared that the officer recording the statement had not paid sufficient attention.

### **While questioning did the police officer use any indecent language?**

The impact of verbal communication in building relationship and even for understanding persons are well documented through

research studies. People's belief about the typical style of communication used by the police personnel was further promoted and strengthened by media. An attempt was also made to find out the indecent language of police personnel when interacting with the women complainants at police station.

As with the case of comfortability of the women complainants at police station, it was also expected that there would not be any difficulty in interacting with the police officers. Good majority of the respondents (81.29%) informed that the police did not use any offensive language but were very well-mannered and courteous. The efforts taken by the department to streamline the process and developing a community friendly policing materializing and it was indicated by the words of the complainants. A marginal percentage of police officers still remain impolite and rude. Few victims (15.83%) were sufferers at the hands of such ill mannered police officers. Even a single person can ruin the reputation of the system as it is usually gained popularity through media. Proper recognition to the complainant through people friendly communication is needed especially with women complainant.

### **Were you questioned by a woman police officer?**

The presence of women police officers at police station was a major concern and the issue was raised by the women's organization and various measures were initiated to address the concern. In majority of the police stations there are women police personnel, though limited in number. It is an accepted fact that the women complainants are more comfortable with women police officers to disclose the details without any apprehension and to seek help.

Majority of the respondents stated that they were not questioned by a women police officer. That is 69.06% told that male civil police officer attended to them even when women officer (WCPO) was present at the station. Despite the presence of women police officers, male CPOs was handling the cases. When probed, the complainants expressed that they expected WCPOs to attend them as they were more comfortable with them to open up freely. Male officers were not that comfortable to the complainants to share

their feelings. It was also stated that WCPO's were there in majority of the stations, but remained silent and did not converse with the complainants. At the same time 28.79% told that women police officer questioned them and took necessary steps needed. 2.16% of the victims did not go to the station and thus did not know about as to who attended the case. It was necessary that the WCPOs must be placed in every station and they should take the details from the women complainants.

### **Did the police seize all the material evidence like clothes etc immediately?**

Physical evidence can be anything from massive objects to microscopic items, generated as part of a crime and recovered at the scene or at related locations or collected by victims. Physical evidence plays a pivotal role. With the exception of physical evidence, all other sources of information suffer from problems of limited reliability. Physical evidence, when it is recognized and properly handled, offers the best prospect for providing objective and reliable information about the incident under investigation.

The data indicates that 48.92% of the complainants were of the opinion that the police collected material evidences then and there. On the contrary, 32.37% of the complainants responded that the police did not seize any evidence. They opined that the police did not talk about the evidences related to case. There were 18.71% of victims who came in the 'not applicable' category. It may be ignorance or either their case has no direct link with material evidences.

### **Did the police tell you about preserving and seizing the material evidence?**

Recognition, recovery and preservation of physical evidence are the central part of the work at the scene. It aims at locating and identifying a maximum of potentially relevant evidence, selecting appropriate recovery methods and to preserve the material evidence.

When the respondents were asked whether the police had informed about preserving the material evidence, 40.28% answered

favorably. They were informed by the police about the recovery and preservation of the materials and seizing of it. However 20.86% were not informed about the matter. It is a fact that the value of even the most carefully recovered and preserved evidence could be lost if the chain-of-custody was not properly maintained. The victims weren't informed by the police about the same. "Chain-of-custody" was often recognized as the weak link in criminal investigations. It referred to the chronological and careful documentation of evidence to establish its connection to an alleged crime. From the beginning to the end of the forensic process, it is crucial to be able to demonstrate every single step undertaken to ensure "traceability" and "continuity" of the evidence from the crime scene to the courtroom. Communicating and sharing the information with the complainants may also contribute in gender sensitization process. Further, a 38.86% came under not applicable category as either they had no evidence related issue in their case or they were not aware or were not able to recollect the information.

**Did the police send you for medical examination, immediately?**

Medical examination is a crucial piece of information which is required for collection of medical evidences, their documentation and interpretation in court. During examination of an accused of alleged sexual assault, preservation of evidences is an important task. Likewise, accident cases, domestic violence and other issues require medical attention. All of the evidence collected in a forensic examination can be used to either corroborate or clarify the victim's account of the assault.

Only 27.33% of the complainants were of the opinion that the police after attending their issue had sent them for a medical examination. Medical examination becomes more valuable where there was no other witness to the incident. Almost same percentage of other victims reported that they weren't send for an examination. Despite this being mandatory, the police officers, at times, have failed to do so. This could result in acquittal of the accused as delay or no medical examination will lead to lack of evidence in the court of law.



### **Did you get a copy of FIR?**

An FIR is a very important document as it sets the process of criminal justice in motion. It is only after the FIR is registered in the police station that the police take up investigation of the case. It is the responsibility of victims to ask for the copy of FIR as it is their right to get it free of cost. And at the same time it is the duty of the police personnel to provide a copy to the complainants and to explain the details.

In the case of receiving the copy of FIR mixed response was obtained. 42.45% did not receive copy of FIR while 41.01% received a copy. At the same time the rest of the complainants were ignorant about the FIR itself. Since majority of the respondents didn't receive the copy of the FIR, the same was to be ensured by the police personnel. The importance of the handing over of a copy of the FIR and will help the complainant to have clear understanding about the way in which the police officers grasp what has been communicated.

### **B: Responsiveness of Police-During Investigation**

#### **Did investigating officer show any urgency/ seriousness in dealing with your complaint?**

An investigation relies heavily on the skills and professionalism of the investigator. The right person with the right efficiency who deals the case with its gravity is essential along with development and support of investigators to improve their skills and effectiveness. Decision making in a case involve the degree of earnestness an officer puts in. The way in which the investigating officer and his team deal with the complaint will always have an influence on the complainant.

Most of the respondents acknowledged the fact that the investigating officer has shown seriousness in dealing with the complaint. Police officers who took things at its severity make things fruitful. 68.34% of the complainants expressed their satisfaction. They also informed that while narrating the issue, police officers listened to them seriously and took all details which were necessary. This indicated that the officers were giving due importance to the

complaints of women and in a way they were gender sensitized. There were 29.50% of the victims who were not satisfied with the way police took up their case. Of the total respondents, 41 persons were not happy with the way the officers handled the case. The police officers should possess a serious approach when dealing with complaints especially with a women complainant.

Those who were not satisfied have listed their observations as to why they felt so as police blamed the victim for the issue and asked to withdraw the case. 15.84% felt that police forced them to settle the case and was discouraging them. 13.41% expressed their strong disagreement with the actions of police as there was no progress in case. They were of the view that if police took the case with the seriousness it ought to have victims would have got justice by then. Some of the victims when probed told that the financial and political influences (10.97%) were the chief factors that were creating hindrances to the duty of police. When accused impart influence in the ruling party and those who were financially sound, tend to persuade police. While briefing the issue, police kept interrupting unnecessarily (8.53%) and the victims viewed this as police taking the issue lightly (6.09%) and they suspected this might be also due to the influence from the part of the accused. That was the reason for the victims blaming the police for protecting the accused (4.87%). In some cases, the factor making the respondents (8.53%) dissatisfied was that the accused had not been arrested on time. As per victims when there were sufficient grounds to arrest the accused, police did not do it and the complainants lost their belief in police offices. These responses have to be considered as the concern of the women complainants in Kannur police district. Proper orientation to the police officers at stations and periodic monitoring from the part of higher authorities may address the issue. Periodic refresher training to be organized on gender sensitivity which includes topics related to feminine psychology, attitude, etc.

**Did the police personnel attempt to elicit all complaints from you after registration of FIR?\***

Being a victim of violence against women, the complainant may not be in a position to respond or reveal the issues to the police personnel. It may also be done by the police officers by providing a

congenial environment to share the details. The complainants may not be aware of the IPC sections or which are the one that are important for investigation etc. and an effort from the part of police officers to elicit information will help the complainant to disclose without any difficulties.

As per the data, 69.78% of the complainant reported that the officer concerned elicited all complaints immediately after the registration of the FIR where as 25.18 % respondents were of the opinion that the officers did not elicit information after registering the FIR. Further they explained that they met police officers only at station and thereafter no one came to their house or they were not called upon to station to bring out any missing information. 5.04% of the respondents on enquiry told they could not recollect any such information eliciting process from the part of police.

### **Did the investigating officer question all the witness in the crime?**

A witness is a person who gives evidence usually in court regarding a crime that has occurred. Witnesses play a very vital role in helping the police to deliver justice and solve crimes. Usually the witnesses are the supporting source for the complainant to prove their claim against the accused and questioning the witness by the police personnel increase their confidence to approach for further help.

More than half of the respondents (56.12%) informed that all witnesses were questioned by the investigating officer. Whereas 25.9% said that witness were not questioned to collect more evidence in the case. However, 17.98% reported that they don't know whether questioning was done or not. The results showed that only half of the respondents were satisfied with the process and the rest of them were of the opinion that questioning of witness was not done. When a complainant informed about the witness, it was the responsibility of the police officer to ensure that the details were collected from the witnesses.

### **Was the accused arrested?**

For a complainant, arresting the accused will be of greater relief as it was the first stage of justice, provided there should be ample evidence for the police personnel to do so. The information regarding the arrest may also help them in increasing their morale.

Only 35.97% of the complainant confirmed that the accused was arrested. Knowing that the accused was arrested would increase the confidence in the complainant and generate a feeling that justice is not denied for them. 7.91% of the victims did not know whether the accused were arrested or not. The majority with 56.12% responded that the accused were not arrested and the following were the reasons stated by the complainants for not arresting the accused.

Political influence (26.31%)

Availing anticipatory bail ( 20%)

Accused absconding ( 17.89%)

Financial influence (14.73%)

Accused went abroad ( 5.26%)

Don't know (15.81%)

The respondents were able to point out that the accused were not arrested due to some specific reasons as stated above. This had to be cross checked for authenticity of the information, which was however beyond the scope of the present study. Since half of the respondents informed that the accused were not arrested, it was essential to know the reasons for not arresting them from the investigating officer. Whatever be the explanation, it was the responsibility of the investigating officer to explain the facts to the complainant. Registering a complaint and not getting any support or services from the police department was painful for the complainant, if the cases were genuine. Being a women complainant, she needed support from the police department as she was fighting for justice without any strong support from family, society etc. Superior officers are to monitor the process and should ensure that the justice is not denied for the complainant.

### **Did the investigating officer question the accused?**

After registering a complaint it was the responsibility of the investigating officer to enquire the complaint in detail. It was also part of the investigation that the accused were questioned to find out the real facts about the complaint.

60.43% of the complainants knew that the accused were questioned after their complaint. As mentioned in the previous question, 56.12% respondents stated that the accused were not arrested and here 60.43% of the respondents clearly indicated that the accused were questioned. A further probing was needed as there existed a discrepancy between the number of accused questioned and number of accused arrested. The women complainants need to be motivated to approach police for help and to register complaints if their rights are being thwarted. This was possible only through a sincere and committed effort from the police personnel by providing justice to the complainant. It was also observed that 15.83% respondents reported that the accused were not even questioned. The sensitivity of the police personnel towards women and children seems to be revalidated. The programmes for sensitizing the police force on gender issues may not be successful as it is expected.

### **Do you think the investigating officer has collected all the material evidence involved in the crime?**

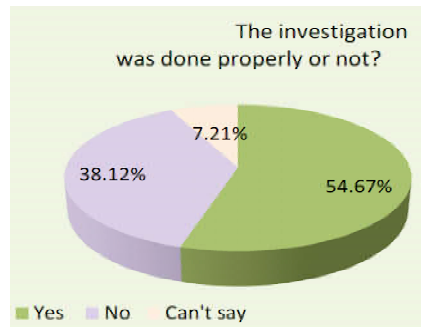
Collecting the material evidence involved in the crime is essential for the process of providing justice to the victims. The process of collecting material evidence is actually painful for the victim as it required recalling of the incidence again and again. Being a responsible and service oriented police officer, he/she has to collect all possible material evidence in support of the case and to provide justice to the victims.

Majority of the victims responded favorably that the officers have collected all the material evidence. Relevant evidence that is present contributes to the smooth processing of case and to provide justice to the victims. 55.39% of the respondents were of the opinion that the investigating officer collected the material evidences involved in the crime. On the other hand 26.62% did not know

whether the material evidences were collected or not. It would be ideal, if the law permits, to make the victim aware that the material evidences were collected and it could also be verified with the help of the victims. This may help the victims to build up trust in the investigation team and may also help in developing a hope to get justice. Even after the implementation of the law and special consideration for women complainants, 17.99% of the respondents were of the opinion that the material evidences were not collected.

### **Do you think the investigation was done properly?**

The police officers must respect human values and human dignity and should know that powers are vested in them to discharge their duties legitimately and not to satisfy his ego and vanity. To provide justice and to ensure protection from the accused, the investigation has to be done properly. The complainants' perception on the process of investigation is essential to have better understanding of the situation at Kannur police district.



Majority of the respondents were (54.67%) satisfied with the way in which the investigation carried out by the police officers. The satisfaction of the victims in the process of investigation will automatically increase the belief in police department. Even the same will be reflected in their communication to the others, and an indirect effect is that people, especially the women and children, gain confidence in police personnel through which the real gender sensitization take place.

It was also observed that 38.12% of the respondents were not satisfied with the investigation. Another 7.21% of the respondents could not say whether it was done properly or not. Both

these responses could be taken together and treated as dissatisfaction from the respondents about the investigation. The major reasons for their dissatisfaction were as follows.

No progress in investigation by police/ lack of seriousness  
(27.52%)

Influence -Political, bribing, financial etc. (21.73%)

Police didn't inform about the case details (20.28%)

Police was in favour of accused/asked to withdraw the  
case (15.93%)

Police didn't question the accused/not collected the evidences  
(8.68%)

Others- not given the FIR, asked for money etc (5.86%)

The responses indicate dissatisfaction with the investigation and not providing timely, accurate information to the petitioner. A feedback mechanism, including a checklist indicating the information to be shared to the complainants, could be developed to ensure quality service delivery to the complainants.

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Every investigation shall be completed with the submission of the charge sheet/ final report to the concerned authorities for further action. The complainants also have the right to get informed about the stages and progress of investigation. The complainant will be having a belief that the fight for justice is on the way and can have personal gratification, when they knew that the charge sheet was submitted as per their complaint.

Only 33.81% confirmed that the charge sheet/ final report has been submitted by the investigating officer. 19.43% commented that as per their understanding charge sheet had not been submitted to concerned. There were another few who reported that they did not enquire about the same. A few others were ignorant about the submission of charge sheet/final report submission and related procedures.

victims were further probed in as to what according to them might be the reason for not submitting charge sheet/ final report. Majority of the respondents were of the opinion that the non submission of the charge sheet/final report was due to the political and financial influence of the accused.

### **Was there any delay in investigation?**

Delay in investigation took place due to various aspects. A few aspects were inevitable and others were manmade ones. Inordinate delay in the investigation and prosecution of criminal cases involving serious offences is a blot. It is the duty of the supervisory officials to see that investigations are promptly and vigorously carried out strictly in accordance with the mandates of law.

Mixed responses were recorded for the delay aspect in investigation. Although 46.76% responded that an inordinate delay in investigation 49.64% told that there was an such delay in investigation process. Nearly half of the victims opined that they experienced delay in the investigation.

The adverse effect of delay of investigation on the society at large is immeasurable. The fear of law and the faith in the criminal justice system is eroded irretrievably. According to victims the reasons for the delay were as follows.

No progress in investigation/improper investigation (33.34%)

Political influence (20.58%)

Accused not arrested/absconding/abroad (15.68%)

Financial influence in police (13.72%)

Delay in court proceedings (3.92%)

Effort to settle the case by the police (2.94%)

Don't know(9.82%)



The victims attribute delay also to pitfalls in investigation. They were of the impression that improper investigation might have caused the delay. As discussed earlier, the support of police officers to the accused through political and financial influences was also a major cause for the delay. Under these influences police were trying to settle the case discouraging the victim in further visits to station. The fact was that the information shared by the complainant was in support of the general notion that the police personnel were influential. It was the responsibility of the police personnel that there should not be any delay in investigation especially when the complaint was given by women. Women need to be encouraged to approach police for justice without any hesitation as it is the ultimate solution to reduce violence against women and children.

### **Were you informed about the stages of the case?**

As stated earlier, complainants need to be informed about the process and stages of the case. This is essential for having better understanding of the process and to retain the confidence in the police and judiciary. Further it is the duty of the investigating officer to inform the details to the complainant in a time bound manner. This will also help the women complainants to come forward and seek help from the police.

Majority (67.63%) of the complainants were not informed about the stages of the case and only 27.34% of the respondents were informed about the stages. The investigating officers need to be re-oriented on the importance of informing the process to the complainants and its significance for the complainants and the community at large. Since the majority of the respondents stated that they were not informed about the stages of the case, this issue needs to be addressed immediately. It is, in fact, the right of every complainant that they need to be informed.

### **Do you think that the investigation was impartial**

Fair and impartial policing reflects effective policing. Biased approach is due to widespread effect of influences through various channels. Even the well intentioned officers manifest biases that can have a negative impact on their perceptions and behaviour. The

investigations need to be impartial in all respect and is essential for building up a safe and secure society. There may be more number of women and children who may also come forward with complaints if they have a strong belief in the existing systems. If so, the number of incidences will also come down as the accused are punished.

As per the data provided by the complainants, 41.73% of the respondents were satisfied with the investigation as they felt that the process was impartial. The observation that the 43.16% of the respondents were of the opinion that there was partiality in the investigation has to be taken up seriously and necessary measures have to be adopted. When the complainants especially the women, lack confidence in the system, they may not come forward for help even in needed situation.

The complainants specified the reasons for impartial investigation.

Accused bribed police (40.85%)

Political influence (26.87%)

Accused being influential (24.73%)

Being women the justice is denied (4.29%)

Others (3.26%)

Social psychologists have shown that “implicit” or “unconscious” bias can impact what people perceive and do, even in people who consciously hold non-prejudiced attitudes. Nearly half of the officers dealt case with a prejudiced mind. The overwhelming number of well-intentioned police in this country, who aspire to fair & impartial policing, will also be affected by these biased groups. Even after the conduct of the police is always governed by the principles of impartiality and human rights norms, with special attention to protection of weaker sections including minorities, police succumbing to influences and not carrying out impartial investigation is pathetic. Developing and implementing training to control implicit bias must be thought of.

### **Did the SHO redress your grievances?**

It is the duty of the SHO to use his best endeavors and ability to prevent crimes, preserve peace, apprehend disorderly and suspicious characters, to investigate and detect offences, bring the offenders to justice, collect and communicate intelligence affecting public peace and promptly obey and execute all orders lawfully issued. Redressing complaints make the police station a place where the needy public gets necessary and immediate response. The image of the police department basically reflects on the conduct and behaviour of the Sub-Inspector and his staff in the station

The Sub Inspector of Police/SHO had responsibly carried out the investigation of their cases as per most of the victims. 70.50% were of the impression that SI at station had given prior importance in dealing with their issues. It is appreciable that the higher majority of the police personnel were concerned about addressing the grievances. Those who were rated as the best police officers by the women complainant need to be honoured. On the other hand 28.06% of the respondents think the SHO was not effective in addressing their issue and they point out certain flaws in police.

It is worth mentioning that the higher majority of the respondents were happy with the way the SHO redressed their grievances. The commitment and sincerity of the SHOs in addressing the grievances of women complainants will definitely reflect in the larger community in seeking help from the police when needed.

Of the 28.05% of the respondents who were not happy with the way SHO address their grievances', few of them (38.46%) remained silent and waited for justice whereas few others approached other agencies for redressing their grievances'. This included politicians (37.5%), senior police officers (4.16%), advocates (12.5%), women organization (1.6%), and even home minister (4.16%). Surprisingly, even their attempt for approaching higher authorities did not make any difference and developed the situation feeling that justice was denied for them. As the saying goes 'Justice delayed is justice denied' is applicable here.

### **What prompted you to approach this agency and when did you approach?**

Those respondents who approached other agencies/ individuals for help was due to several reasons as explained during the in-depth interview. There was inordinate delay in investigation and it took several months to submit charge sheet. This resulted in making the case less strong. As days passed by, the issue lost its seriousness because sudden action wasn't resorted to. So to not to further delay the investigation procedure, the victims have approached senior police officers in this regard only to make the process faster. For the same purpose they have also approached politicians as in our state politicians have an upper hand. The same politicians who are a blessing to victims can turn into curse if they are on the part of accused. This results in twisting of the case by police and victims are denied justice. This has indeed become another reason that has prompted the victims to approach other way out. Yet another reason seems to be the financial influencing of police by the accused to do things in favour of them. Fair and impartial policing thus remains a dream at least for few of the victims.

The specific reasons that were pointed out by the respondents while probing were as follows.

Delay / lack of progress in investigation (23.25%)

Careless handling of investigation by police (18.60%)

Political interference in police investigation (18.60%)

Favouritism shown to accused (16.27%)

Misbehavior of police (13.95%)

Demand for bribe by police (9.33%)

Of the 28.05% of respondents who were not happy with redressal mechanism of SHO, majority (61.54%) approached other agencies/ individuals for help in redressing their grievances during the investigation stage and another 33.34% at FIR stage.

It was also stated that, though they have approached agencies and individuals for help, they did not receive any support from them in addressing the grievances. The ones who were not happy with the SHO approached for help from other agencies with a hope that they might get justice from the other sources. As stated, they were disappointed and lost hope in addressing their grievances. Such a state of mind with helplessness and hopelessness leads to depression and many even think of suicide. Hence it is important to have system to monitor and to ensure that the grievances of the complainants are addressed on a timely manner. Being a woman or child they may not have better access to the community and might not even be aware of the process and procedures. Support from the authorities is all what matters to them.

**How much cost did you incur for getting your grievances redressed?**

The complainants do not have a clear idea about the money spent in connection with the expenses as detailed out in the performa used for interview. They had an overall idea about the total amount spent, but that too was not authentic. Majority of the expenses were incurred in connection with the transportation, medical expenses, and fees to advocates. Hardly any one gave bribe to police or in the court which could be seen as a positive observation.

**What do you think is the major cause of dissatisfaction in redressal of grievance?**

Inordinate delay in the investigation was the most important concern that the victims faced. As time passed, the seriousness of the case diminished, evidences weakened, and the complainant felt dejected. This delay in investigation according to victims was due to the favor shown towards the accused.

Delay in trial (18.35%)

Favor shown towards accused (16.47%)

Inordinate delay in investigation (14.21%)

Financial difficulties faced (10.86%)  
 Misbehavior / ill treatment of police (9.36%)  
 Accused still troubling (6.74%)  
 Absence of women police (5.99%)  
 Money demanded by politicians (3.73%)  
 Police trying to settle case/tried to discourage from filing case (2.97%)  
 Gender insensitivity (2.24%)  
 Demand for bribe by police (2.24%)  
 Others (6.84%)

Delay in trial and investigation along with favour shown towards the accused followed by financial constraints were the major cause of dissatisfaction among the complainants.

Some of the complainants remarked about the misbehavior of police. That included unnecessary interview of the women complainant the officers at station asking about the details of the complaint. This created discomfort in female victims as they preferred privacy and confidentiality. Absence of women police officer at station has a major concern that victims raised. At some stations even though women officer was present male police officer attended the case. This can be viewed as a form of gender insensitivity. It is a common phenomenon that females finds females to share their feelings more comfortably.

**What will improve the customer service of women complainant in police station?**

The complainants were asked for their suggestion to improve the service in police station. The major suggestion put forwarded by the respondents are listed hierarchically based on the percentage.

Courteous behavior (28.03)%  
 Information regarding progress of investigation (15.90%)  
 Questioning by women police officer (15.53%)

Privacy while questioning (9.57%)  
 Financial assistance (4.54%)  
 Special consideration for women complainants (3.78%)  
 Minimizing repeated summons to police station (3.40%)  
 Avoid repeated enquiry by all police persons (2.64%) others (16.61%)

Majority told that they expected courteous behaviour from the part of police. Victims also expected privacy while questioning more confidentiality during the whole process. The repeated enquiry by all the police personnel in the station was creating difficulty for the women complainants. Police personnel were to provided specific training on communication and other strategies while attending to the women complainants. It should also be ensured that the faculty members for engaging such sessions should not be from the police department.

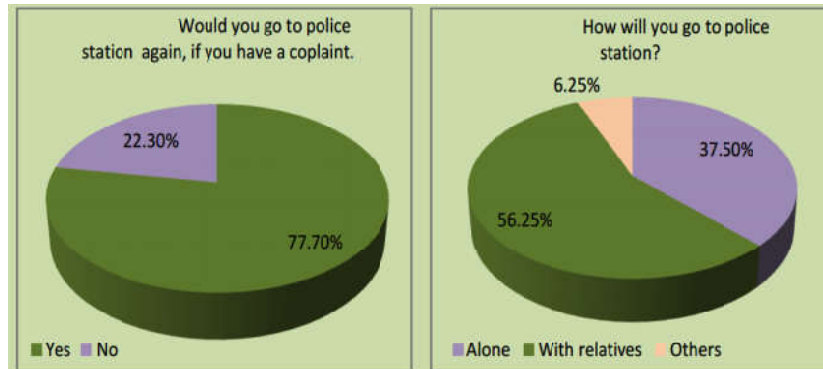
### **Are the accused still troubling you?**

Even after seeking help from the police and if the accused is still troubling the complainant, then the justice is denied to the complainant and thus has to be taken as a serious offence. Majority of the victims when asked whether victims were still troubling them for filing a case answered negatively. 71.23% complainants told that they had not faced any difficulty from the accused.

On the other hand 28.77% of women responded that there were still facing difficulties from the part of the accused. This include the accused threatening them to withdraw the case, abusing mentally, visiting their house and threatening the complainant, her family etc.

### **Would you go to the police station again for redressal of grievance, if you have a complaint? If yes, then how?**

The complainants' were probed to know if they would prefer to complain to the police department again if any similar grievance crops up and if so how would they go. The response to the question gave an indirect reflection of the complainant about their perception about the police personnel in general and also the satisfaction in addressing their grievances.

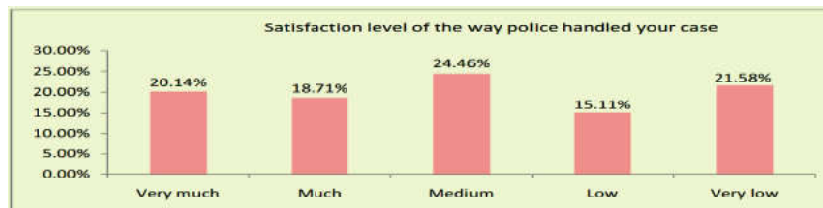


When 77.70% told that they would walk into station again with confidence in getting justice to them. At the same time 22.30% had no confidence in the services provided by the police officers. They believed that there was no use in visiting station as justice was always denied to them. The higher number of responses indicated that there was satisfaction in redressing their grievances and their confidence in the police department.

When probed further as to whether they have self assurance in approaching police by going alone 37.5% responded favorably whereas 56.25% preferred to go along with relatives to the police station. There were a few who would also take politicians along with them. Our system has to develop in such a way that, irrespective of gender, anyone can walk into police station to address their grievances. Efforts have to be on that direction with special emphasis to the women complainants.

### **Taking all factors into consideration do you feel you are satisfied with the way the police handled your case?**

Ultimately, the more we know about the effects of various kinds of police performance, better equipped we will ---- to make informed decisions that will have a positive effect on the way police officers protect and serve the community at large.





Police department which aims to provide quality and prompt services to the community at large could not attain its desired objectives as per the women complainants who participated in the study. 36.69% of the respondents were not satisfied in handling of their cases by the police. On the other hand 38.85% of the respondents were satisfied with the way in which police handled their cases. Specific measures based on the observations on various aspects have to be initiated to provide quality services to the women complainants.

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The second category of respondents of the study was police officers from the Kannur police district. In addition to the higher officials, there were fourteen circle inspectors, ninety four sub inspectors, forty three ASI, 396 SCPO's, 1147 CPO's, one WCI, five WSCPO's and 232 WCPO's which comprised the police force to take care of the law and order in the district. Sensitivity of police personnel towards women and children was the thrust area to be studied for making any changes in the gender sensitivity of police personnel. As directed by the Nodal officer, Janamaithri Suraksha project, it was decided to interview 50% of the participants who attend the training programme on gender sensitivity at the district level. There were around 462 officers participated in the five training programme organized at district level. Of which, randomly selected 78 WCPOs, 98 CPOs, 48 SCPOs, and 63 officers who belonged to ASI/SI/CI cadre were interviewed individually using the prescribed interview schedule. The semi structured interview schedule without even making any changes in the questions or wording was used for eliciting information to maintain uniformity across the state. A research team comprising of an interviewer and a reporting staff conducted the interviews and on an average 45 to 50 minutes were taken to complete the interview with one person. In addition a few FGDs were also conducted to validate the collected information with 8 participants from a specific category. The information collected were presented along with the results in the following pages. The data were presented separately for each of the four categories listed above in tables and in graphs. The same could be used for further evaluation and making suggestions category wise, if needed. For the present

purpose the police officers irrespective of their designation were treated as a single group ( N= 287).

### Reasons for joining the Police department.

Kerala state is in the fore front of any statistics making a comparison with other states in India. The number of unemployed youth with higher education as their qualification shows the scarcity of job openings in Kerala. It is a traditional belief and aspiration of the youth to get into a government service as it is the most secured job in terms of benefits and job security. There may be also a desire to become a police officer and in that case the commitment may also be higher as per the research findings in the area. There might be several reasons for a person to select a job and the reasons were explored from the interviewers.

72.58% of the interviewees selected police job as profession as it was a government job and benefit like pension. Only 13.39% of the respondents were having a desire for the police profession. One of the prominent factors of job satisfaction was passion for a profession. It will have a positive impact on the person concerned and having higher commitment. It was also reported by 5.91% of the respondents that they got into the profession through the relatives who are working in police department. Their motivation was the reason stated by the smaller percentage of respondents. Another 8.09 % of the respondents stated many reasons including public service, salary, acceptance from the public etc...

### Are you satisfied with your job?

There are several reasons why job satisfaction was important to police personnel. Positive attitude toward work can result in contributing effectively to the society whereas negative attitudes toward work can adversely affect job performance in both the quantity and quality of services provided.



The study examined the level of job satisfaction of police officers with varying responsibilities as per their designations. The findings indicated that on the whole 53.65% of the officers were satisfied with the job. The reasons stated by them include, government job with good salary and pension, opportunity to help public especially women, children and elderly, and an attraction towards the department due to power factor. They also reported that this was a job which had its own specialty. It has direct connection with the public, and is very unique and people respect a police officer. At the same time 41.83% indicated satisfaction only to some extent. They were of the opinion that excessive workload, pressure from superiors, round the clock work made it difficult to manage their family along with the work. Disappointment was also there when the hard work has not recognized by the community as a whole. They couldnot be with the family on important occasions and even on emergencies and they could not avail leave which were all reasons for their dissatisfaction.

A minority (4.52%) reported that they were completely dissatisfied in the work due to the nature of work. In certain cases when victims had all the right for justice certain superior officers ask their lower officers to manipulate on cases succumbing to political and financial influences. This has created distress in those officers who wish to work honestly and with commitment.

Job satisfaction has an influence on productivity in different ways. As defined by Locke (1976), job satisfaction is a positive state originating from the appraisal of someone's work or work experiences. Positive changes in working groups, supervision, incentives, and the work itself can increase the productivity and the quality of services in organizations. However, job dissatisfaction can lead to lower productivity, efficiency, effectiveness and poor employee morale (More, et.al. 2006). A detailed research study may be thought of to find out the real reasons, separately based on their roles and responsibilities. By addressing the issues, if any, will have direct impact on service delivery.

### **What do you consider as the motivating factor in your career?**

An attempt was made to find out the motivating factors in the career. Several theories postulate that work motivation has direct influence on quality service delivery as it has a direct link with job satisfaction. The following are the major observations in connection with the motivating factors.

The service that they can render to the society (33.82%)

Government job with good salary (21.27%)

Have the freedom to get into all areas (11.29%)

Reputation among the public (11.01%)

Others (9.96%)

No specific motivating factors ( 12.65%)

Majority were finding it difficult to identify the motivating factors, and after having detailed thought, 33.82% of the respondents stated that opportunity to serve the community was the main motivating factor. 21.27% of the respondents were of the opinion that it was a government job with good salary and another 11.01% had the impression that the reputation among the public was the motivating factor. Even in the FGD, the participants could not specify the motivating factors. It could be inferred that a detailed exploration on the same was needed to suggest measures to boost the employee morale to produce good results.

### **Are you getting enough motivation to do your job with commitment?**

Commitment to work is always linked with several factors including job satisfaction, work motivation, recognition from the higher authorities, social acceptance, job environment, etc. The first window of justice to the public is the police station and the commitment and attitude of personnel to public matters alot. This was also explored during the interview and the observations are presented below.

A follow up question for persons saying the motivating factors in career was whether they are getting enough motivation to do the job with commitment. 54% of the respondents are of the opinion that they are satisfied as they have supportive superior officers and colleagues. It is a good indication that the higher officials are making efforts to motivate their subordinates and make them work with commitment.

Another 35.89% of respondents stated that they do have motivation but only to some extent. They were of the opinion that they are having several pressures from the superiors and not getting any motivation. Lack of support from the public was also another reasons specified by the respondents. It was also observed that lack of family support as they were not being with them on important functions due to job responsibilities.

Yet another 10.11% of the police personnel were very clear and informed that they were not getting any motivation either from the department, superiors, society or even from the family. Of which lack of support from the department was the major one and job tension adds fire on to it. It is imperative that both strategies and additional efforts have to be put in so as to maintain the motivation to work with commitment.

### **Do you regret joining the department?**

Job dissatisfaction and regret is another important variable in organizational psychology. When one develops a feeling of regret being in a profession has dare consequences in service delivery.

When asked whether they regret in any way after joining the department 61.67% of the officers told that they had never felt regret being in the profession. The higher majority seemed happy with their job as they never had a regret feeling for being in the police department. The level of satisfaction expressed by the complainants may be due to the committed effort of the majority of the officers.

On the other hand 32.40% of the respondents had a regret feeling to some extent. It was expressed that they were not able to

be with the family when in need due to the peculiar nature of their work. This created conflicts with spouse and family members which resulted in additional stress to the police personnel. Lack of recognition from the department especially from the immediate superiors, even when doing sincere and committed effort, was another reason for their regret.

There were a few officers (5.93%) who reported that they regret being in the police department. Their major concern was that even when they had put in their full effort, they were being pulled down by many factors. FGD revealed that, excessive work load, negative attitude of the superiors, not getting leave in emergencies, not able to lead a family life as expected, etc. were the other major reasons for their regret feeling for being in the police department.

### **Do you feel satisfied in your career**

Feeling of regret and feeling of satisfaction are the two sides of the same coin. It is difficult to have a satisfaction in career when one feels regret being in the career. People may have different experiences or observation about job satisfaction and satisfaction in career. An attempt was made to find out whether there is any difference of opinion among participants in these two aspects.

When the officers were asked whether they were satisfied in the career more than half of the officers (59.93%) responded favorably. Those who were satisfied with the career were of the opinion that they could do the work with utmost commitment. They were also of the opinion that when compared to other profession, they were the ones who could serve the society by providing security and protection. It was good that the district had at least 60% of team members who were satisfied with their career.

There were 37.63% respondents who were partially satisfied with their career and the reasons for the same was the same mentioned before. Excessive stress due to work load, lack of time to be with the family etc. were the main reasons for their dissatisfaction in the career.

### **Topmost priority in the job**

Every job has a detailed description of the work and is part of the system. On the other hand being a responsible citizen of the country having proper values and vision about each and everything, they will also have their priority in their job. The respondents listed the following as their top most priority in their work.

Completing the task assigned by the superiors (29.19%)

Helping the women, children and elderly (25.16%)

Serving the society at large (20.81%)

Maintaining law and order (17.69%)

Providing justice to the victims (7.15%)

There was nothing innovative or new in the departmental work as per the respondents. To completing the task as per the directions of the superior officers received higher responses followed by helping women, children and elderly and serving the society.

### **In service training programs**

Training of different kind is essential for equipping the personnel for quality performance. The respondents were asked about whether they had undergone any training after joining the department during the last seven years.

A good majority of 93.38% of the respondent's attended training during the last seven years. Whereas only 6.62% of the respondents were yet to receive training of any kind. Those who were yet to receive training were new recruiters and were awaiting their training sessions. They responded of having attended the gender sensitization training conducted as part of their basic recruitment training.

### **Training programs on gender issues**

Respondents were also asked to specify whether they attended any gender sensitization training during the last seven years. The topic seemed to be most relevant in purview of the present study.

Only 69.34% of the respondents received training on gender awareness during the last seven years of their career. And the remaining 30.66% of the respondents didn't receive any training on gender awareness. It is important and essential to provide quality training on gender awareness and related topics to equip the personnel to be sensitive to the needs of women.

It was also noted that the observation reported in the complainants section contradicted with the present findings and the research team would like to give higher acceptance for the opinion of the women complainants. An in-depth field oriented study could generate more information on what has happening in reality at police stations and why the complainants were having a different opinion.

A marginal number of 3.84% respondents were of the opinion that the women were given priority at station only to some extent. Whereas another 3.48% respondents clearly stated that there was no priority given for crimes against women or women customers in the police station. They also added that the women were also treated as one among the other complainants. They were also of the opinion that the service of the WCPOs was to be utilized for addressing the crimes against women and the complainants would also be comfortable with the WCPOs.

### **Do you feel that personnel in your department have become more gender sensitized recently?**

Gender sensitization is one of the key areas addressed by the police department and consequently a number of programmes and activities were introduced. As a part of it, the police personnel were given training on gender awareness and related issues.

Higher majority (85.02%) of the police officers responded that the personnel in the department have become more gender sensitised. The reasons for the same was also explored and presented in details as a separate question. The respondents (43.13%) were also of the opinion that it happened during the last 5 to 6 years, where as another 18.67 reported that the same took place during the last 3 to 4 years.



Another 10.11% of the respondents were of the opinion that it was only to an extent that the police personnel are gender sensitised. A lesser number of respondents with 4.87% were of the opinion that there was no such change in the attitudes of personnel from earlier times. The reasons behind their observation were that even among the police personnel there was no gender equality. This was supported by few WCPOs in their remarks.

### **Reasons for increased gender sensitivity among the police officers**

Those who responded that there was an increase in gender sensitivity among police personnel were further probed into the reasons for their observations.

When 85.01% of the officers reported that there was positive changes in the personnel's gender sensitivity in the department a follow up question was asked as to what might be the reasons for it. Majority of the officers (18.33%) were of the opinion that Janamaithri Suraksha project has played a major role in creating a higher gender sensitization among the police officers through their various activities. Yet another few were of the view that the public was more aware recently through media and newspapers (16.71%).

Various responses were elicited of which most responses were about the new recruitment of well qualified persons in police department (14.82%). Majority of the newly recruited police officers were having higher educational qualification and this had reflected in their attitude towards gender based issues. They were of the opinion that educated personnel in the department had changed the outlook of department on the whole. The recent amendments in laws (14.29%) resulted in organising more training programmes (13.74%) by various Government departments. An interesting observation was that the presence of WCPOs at police station helped their colleagues in developing gender sensitised attitude as per 12.39% of the respondents.

### **Whether molestation cases, rape cases, 498 A IPC, 304 B IPC charged in the court are true cases**

A prevalent attitude of disbelief in the police force reflected wider societal suspicion towards women alleging complaints of molestation, rape and domestic violence. This, in turn, makes it difficult for victims to approach police offices with a trust in them with significant reforms to law and procedures which took place in the recent years, the number of women complainants seeking help from the police offices are on a hike. Whether the cases reporting are factual or fabricated can only be told by the police personnel. They are the only persons who can share information on those issues. Hence the information regarding these police perceptions can thus be taken at face value. The results are presented separately for molestation, rape, 498 A IPC, and 304 B IPC cases.

#### **Molestation Cases**

Police officers informed that there were many cases being reported on molestation but on further investigation only a very few were found to be genuine. Genuine cases were screened through investigation and then submitted to court as true cases. Other cases which lack evidences or were fabricated ones were referred thereafter as false cases. Besides the above said factor since law stipulates registration of an FIR on an immediate basis is essential, that is done then and there. But after investigation only becomes evident that whether the case is true or false. What has not been proved in the investigation was treated as a false case.

While reviewing the responses of the police officers about whether the cases charged in court were true cases only, 13.94% of the officers informed that the molestation cases charged at court were true cases. Majority of the officers (70.73%) informed that not all molestation cases were true which was charged at court and they think the genuineness in the case was only to an extent. Remarks were often made suggesting that, from the evidence available, it was impossible to determine if the complainant was telling the truth, or whether the incident reported constituted a criminal offence. Frequently the phrase 'insufficient evidence' was used in relation to these cases.

There were yet another 15.33% of the officers who firmly says that the cases charged at court regarding molestation were false cases. This could be due to the misuse of the changed law and amendments for women. Also false allegations of rape were too common these days.

It was a general belief among the respondents that if a women come to police station, then it will be with a genuine reason. Majority (61.54%) of those who said that the molestation cases charged at court were true were of this opinion. The participants (38.46%) also confirmed that when a new case was registered, it is assigned to a concerned police officer to investigate. After the investigation, it became clear as to whether the case was genuine or not. Many cases were fabricated for personal gain like prepairing grounds for divorce, for getting money, to threaten accused in the name of personal grudge etc. 35.14% officers strongly reported that most of the molestation cases are to gratify personal grudge.

### **Rape Cases**

When the police officers were probed in for whether the rape cases charged in court were true or not, only 22.64% could confidently give an affirmation. Out these respondents, majority expressed the view that a women will not file a complaint without a reason. Women only after exhausting all her resources would turn to a police station as her last resort.

On the other hand 64.45% of the respondents were of the opinion that the genuineness regarding rape case was only to an extent. The reasons being the rape cases were often reported after a breakup in an affair, or when public catch hold of illegal relationships, or for some material benefits. It did not amount to a rape as the relationship was with the permission of both the parties. But, somehow there occured a break in the relation and to protect her public image women filed a case as rape wherein it was purely not.

There are also instances were a delay in reporting a rape by the victim is often interpreted as questionable; the assumption is that the first thing any genuine victim would do is to contact the

police. While evidentially there may be advantages in early reporting, the belief that this factor indicates genuineness may be misplaced, with many victims taking significantly longer periods of time in making the difficult decision to approach the police.

Nearly 10.80% responded that the cases charged in court as rape were false as true rape cases were very rare these days. They opined that the rape cases are 'adjustment rapes' wherein female with her consent involve in a relation and then later on when issues come up to safe guard her status in society, she files the case.

There were many cases of false allegation of sexual abuse. It was not easy to differentiate. Also, lack of evidence cannot ascertain the fact that the incident had not taken place.

#### **498 A IPC cases**

As per 498A IPC, whoever being the husband or relative of husband of a woman, subjects such woman to cruelty shall be punished with imprisonment for a term which may extend to three years and shall also be liable to fine. There may be high possibility of registering false cases as it may be beneficial to the individual filing cases. There were instances where it was noticed that such cases was filed for individual gains.

The police officers were of the opinion that there were true and false cases of domestic violence reported in the police station. But after the investigation, few cases are remarked as false cases and rest are submitted as true. 12.89% of the respondents were of the opinion that the 498 A IPC cases were true which is charged at court. Majority of the victims come up to the station with exaggerated version of the issue with vested interest in their minds for either a settlement or to have favorable responses from accused. 71.79% of the police officers were of the opinion that due to these reasons, 498A cases charged at court were true only 'to some extent'. There were some officers (15.32%) who confirmed that the cases submitted as 498A IPC to the court were completely manipulated ones and not at all genuine. Most of the complaints were registered with vested interests and for their personal gains and even the advocates manipulate the issues for his own personal gains too. When false

cases were registered, it won't be having sufficient evidences or witnesses and as a result the cases will be rejected.

### 304B IPC cases

The 304 B IPC states that, where death of a woman is caused by any burns or bodily injury or occurs otherwise than under normal circumstances within 7 years of her marriage and it is shown that soon before her death she was subjected to cruelty or harassment by her husband or any relative of her husband, or in connection with any demand for dowry, such death shall be called dowry death and such husband or relative shall be deemed to have caused her death. Such cases are very less now a days as per the police records and crime record statistics.



Higher majority of the officers were of the opinion that 304B IPC cases were very less compared to olden days. 68.99% of the officers responded that the cases of dowry death submitted at court for hearing were true cases. In cases of dying declaration of women majority of the officers believe those cases to be true as they were of the view that a women may not lie when she was in bed awaiting death. 14.98% of the officers said still there could be fabrication in the issue by the actions of relatives of women etc.

A different opinion that has come up for the 304B cases than in molestation and rape case was that the dowry death cases would be more true than the other two. This view was due to the belief that unless a female had to suffer abuse intensely she might not attempt a suicide or in be in a miserable condition and finally succumb to death.

In general it was observed that, except in 304B IPC, there was a possibility of fabricating the cases for various reasons. Strict measures were to be taken to ensure that the justice should not be denied to anyone who approached the police officers/ offices for help. Proper investigation, collecting evidences, providing the progress of information to the victims, protecting them from the accused etc are the sole responsibility of the officers who investigated the case.

### **Discouraging women from approaching courts with complaints of domestic violence.**

The attitude towards women complainants, law and order system in the district, judiciary etc of the police officers is of greater significance in dealing with women complainant. Initial approach from the investigating officer is crucial for proceeding with the cases, especially to the court. Any attempt to discourage the complainant from approaching the court is actually an offence from the part of the police personnel. A question was placed before the police personnel to know whether they discourage the women complainant from approaching the court.

Nearly half of the respondents (49.48%) were of the opinion that women should not be discouraged from approaching courts. This showed the positive attitude of the police personnel in the judiciary and the support extended to the women complainant for receiving justice.

A contradictory observation in terms of their attitude towards the prevailing system in our state was visible from the response of the remaining respondents. Of which, about 33.79% of the respondents were of the opinion that the women should be discouraged from approaching the court with domestic complaints to some extent. The response of to some extent is always taken lack of confidence in supporting an argument and even playing a safe game to protect their self. Inordinate delay in the court proceedings, frequent and repeated questioning from the relatives, and public, valuing the family relationships, possibility of settling the issue through counseling or with the support of influential persons, financial constraints etc. were the reasons for discouraging the

women complainant from approaching the court. Of which, the extended trial for years was the major one as observed by the respondents.

**Do you think that the present sensitivity of personnel in the judiciary/ prosecution wing is sufficient to deal with cases of women victims in a fair manner?**

The sensitivity of prosecution officers is of greater significance while dealing with the cases of women victims. This was also explored by asking their opinion about the present sensitivity of the persons in the judicial/ prosecution wing in dealing with the cases of women victims in a fair manner. This could also be reflection of their attitudes towards the existing system.

Most of the police officers (56.44%) were of the opinion that the present sensitivity of the police personnel was sufficient enough to handle the cases against women in a fair manner. The respondents further explained that the majority of the police personnel in the department were well educated and were experienced in handling the cases. In addition, the training imparted to them, especially on gender awareness highlighted the relevance and importance of the need for providing support and justice to women.

Of the respondents, 28.23% were of the opinion that the sensitivity in dealing with cases in fair manner was only to an extent as the women complainants were not getting the priority that they needed to as per the existing laws. There were incidences of lacunas in the investigation process by some of the investigators delaying the process of availing justice. 15.33% of respondents informed that the personnel were not sensitized in the department to deal with the atrocities against women. As far as these respondents are concerned, there were officers still having biases towards women and were still in the traditional belief system.

**Justice for relatives of police personnel**

A question was asked to the police officers that if their wife, sister, or mother will get justice if they had been victimized and they had to file a criminal complaint.

Majority of the respondents (70.73%) were of the opinion that the family members will get justice if victimized and subsequently filed a criminal case. Of the respondents 50% were of the opinion that it was not due to the fact they were relatives of a police officer, rather being a women victim they will definitely get the justice. On the other hand, another 35% of the same respondents were of the opinion that they might get additional support from the department and could even exert influences inside the department.

Another 18.46% of the respondents informed that there may be a chance to get justice and it all depended on the police officers who were making investigation and the geographical location of the police station and the area. Yet another 10.81% of the respondents were of the opinion that they will not get justice unless they use their influences. These observations are to be taken seriously and to be included in sessions on social perception and social attitude to make the police personnel sensitized further and to provide justice to the women as whole.

#### **498 A IPC case and blood relatives of the victim**

As 498A cases are falsely and blatantly misused for fringe benefits, an attempt was made to explore the procedures that are usually done at the police station. The question was to find out the knowledge, attitude and practice which are followed at present in the police offices.

In 498A cases, only blood relatives can reliably contribute to the case investigation, if so will the officer charge sheet the case and whether he expects conviction in this case was the question asked to participants. Responses shows that 44.95% of the police officers were of the opinion that they would not charge sheet the case based on the remarks made by any of the blood relatives. According to them it was valuable evidence but was not sufficient enough to make the conviction. Further detailed investigation was required for making a conviction in such cases. They would also consider others remarks, and based on that the case would be charged with investigation. If sufficient evidences are there, only then you can expect conviction.



37.63% of the respondents were having totally different views. They would register the cases based on the remarks of the blood relatives and proceed for further evidences. The officers themselves are having difference of opinion in the procedures and this showed lack of clarity even on certain specific issues related to 498 A cases.

### **Eve Teasing**

Eve-teasing is so common and frequent that it has become a normal thing or a normal crime against women in India. In spite of all these, the women and young girls often ignore such incidences and experiences in their daily lives. In light of these, the opinion of police officers who were entrusted by law to prevent such crimes were to be elicited. Their views on whether eve teasing was a normal male behaviour which was to be ignored by women was essential to shape our societal views.

A higher majority of 90.24% of the police officers were of the opinion that eve teasing was not a normal male behaviour and it should not be ignored as it was the violation of rights. They commented that women need to react to situations like that. If women do not react, the behaviour will flare up and this forms a habit. Immediately when a female experience eve teasing in public places, she must take the initiative to respond back. That will ensure tabs on such behaviour.

Majority of the police officers were of the opinion that women and children should react to eve teasing in a proper way to communicate the message that you may react further. Women should also register complaints to the police offices. As far as they were concerned, if the women were not reacting to such issues, the accused will take advantages as it was permitted and continue the same with others too. Generally due to the social responses and fear of negative attitude of the society, majority of the women were not reacting to it. This has to be changed and women should be assertive to react to such indecent behaviours.

It's very interesting to note that 9.76% of the police officers have responded favorably to eve teasing. According to them it, was a behaviour which could be ignored by women and a woman

reacted to it the problem got worsen. Though lesser in number such a response from the police officers were not expected as they are the one who need to protect the rights, especially the women and children.

**While a women customer complains of rape/ molestation, do you first probe into whether the women is of good character or loose moral?**

The initial enquiries from a police officer are very crucial for a women victim. And at the same time, it is necessary for a police officer to get into the real facts before registering a complaint. The methods and the way in which he or she explore the details is the matter of concern as it cannot be avoided. The responses of the police officers indicate that a good number of rape cases are not true cases. It was rather a strategic approach to escape from so many other related issues. Having a good number of such experiences, there may be a tendency for the officers to ensure the character of the complainant. The police officers were asked about the usual process they adopt when they receive a complaint about a rape or molestation.

Of the total respondents, 82.58% informed that they will not make an effort to find out the character of the women complainant. Rather they would initially investigate as to what the complaint was and then only decide about further exploration of the grievance. Majority of the officers who said the investigation was carried out only as per the grievance stated and moral or behaviour of the rape victims were not a matter of concern but the genuineness of the case would be looked into. Besides they also substantiated their argument by adding that even if the petitioner was a sex worker and if she came up with an allegation of rape against a person, that complaint has to be lodged immediately and investigated upon as in rape cases character evidence is inadmissible. But as a part of investigation every details of petitioner which is necessary for the investigation will be delved into.

On contrary some of the officers (17.42%) believed that the moral or character of the women also mattered in rape or molestation cases. There were also chances of making false rape allegations when

who were in favour of checking out the morality of the appellant was that there were certain women who took undue advantage of law. However, the moral/character of a woman was no licence for committing atrocities against them.

### **Refraining women and girls from going out after sunset unaccompanied by male escort**

It was observed that a good number of incidences against women and girls were reported after sunset. Does it mean that women and girls should refrain from going unaccompanied by the male escort to cinema halls and public places after sunset? This was the question raised to the respondents.

Most of the officers (63.07%) opined that females need not stay away from going out after sunset without being accompanied by a male. They were of the opinion that females had the right to travel day and night without being conscious about the hours. If she had the confidence and courage to move around at night, she could do that without being hesitant. Compared to other states in India, females are timid and remain at home after sunset in Kerala, but this is not the situation in other parts of the country. Females themselves should raise voice against such social restrictions.

Conversely, 36.93% commented that women must avoid going out after sunset unaccompanied by males. Females travelling unaccompanied during night hours faced danger from drug users and other drunkards who were out of control during night. Seeing women all alone at night would make them fierce. The other reason stated by them was that women were not safe without a male escort. Society has not become broad minded to that extent. To avoid such situation, it was better for a male to be accompanied to safeguard her from traumatic incidences.

This being the response of the police officers majority of them added that females need to take care of themselves, when they out as the prevailing situation very dangerous and risky. When asked whether they would allow their family members to go alone at night in urgency they strongly said a “no” to it. Even when a police officer was fear to send their relatives out at night, what could be the situation of the general public?

### **Reasons for dissatisfaction of women customers seeking the help of courts for redressal of their grievances**

The police personnel were then interviewed with a focus to have their perception about the dissatisfaction of women customers in the criminal justice system. In addition to it, a detailed FGD too was conducted to find out the validity of the information provided by the officers. The major reasons stated by the respondents are listed below.

Issues and concerns related to police department (31.44%)

Trial lag and trial in open court (28.72%)

Inefficiency of advocates (13.29%)

Issues related to judiciary (7.80%)

Lack of awareness among the public (6.73%)

Personal problems of the victims (6.38%)

Political and financial influences (5.64%)

The main reason as stated by 31.44% of the respondents was issues and concerns related to police department. Respondents were of the opinion that if the investigating officer made a sincere effort, no accused could escape from the judiciary due to lack of evidences. The problems related to improper investigation also created problems when the case was presented before the court.

Another reason as stated by 28.72% of the respondents was the delay in trial as delay denies justice for women. Long delays will impair the ability of the victim to provide accurate evidences in court. Article 21 declares that “no person shall be deprived of his life or personal liberty except according to the procedure laid by law.” It is the constitutional obligation of the Government to devise such procedures as would ensure and implement speedy trial. Delay in trial also leads to frequent visits to court which the females usually hesitate and long waiting hours at court is another painful experience. These situations make the life of women appellants miserable and horrible.

13.29% of the officers confirmed that the satisfaction of women customers' relied on the efficiency of the advocate who was handling the case. An efficient and experienced advocate could prove the cases with sufficient explanation and get justice from the court.

Besides issues related to police functioning, there were also issues related to prosecution or judiciary (7.80%). When a victim filed a case she had to go through various personal problems (6.38%) like seclusion from the society, aspersions against her, financial issues, being in the midst of a crowd and answering the questions, etc. were some of the issues pointed out by the respondents.

Lack of knowledge of how to seek redress on the part of the customers was one major reason. Every day, people's rights were being ignored because the service providers themselves were well aware of the level of ignorance of the consumers. Hence, the service providers treat their customers without any regard for their rights. To worsen this situation, there was no sufficient consumers rights advocacy in this part of the world to enlighten the people. For example, many of our people do not have any idea about women rights including her privileges when a case is under trial.

Beyond the reason of lack of knowledge of the existence of the available redress, another reason is lack of resources to seek redress at the appropriate forum even when a customer wants to enforce her rights as a customer. There is the need to encourage such systems. The regulatory bodies are not doing enough to sensitize the public of their rights and procedure for enforcing those rights.

### **Suggestions for satisfaction of women customers seeking remedy from the court**

Prosecution officers are the best persons to make suggestions to increase the satisfaction of women seeking remedy from court. The experiences that they had as part of their profession are the major source of information that they could share for increasing the satisfaction of women customers. The major observation was grouped under the four categories.

Changes in the existing procedures and services of judiciary (37.24%)

Special schemes and provision for women complainants (36.6%)

Changes in the existing procedures and services of Police Department (18.75%)

Awareness programmes for the general public (7.68%)

The major concern of the majority of respondents (37.24%) was on the judiciary and its services towards the women. Changes are been suggested for the judiciary systems. It is time to impart maximum conviction on atrocities against women; fast track and speedy trial must be set up to decrease the summons for appearing in the court. There has to be some restrictions on the unnecessary questioning by prosecutors as that need to be lessened. The cases of women victims need to be given priority and they should also have privacy for expressing and sharing their concern.

Another 36.6% of the respondents were in favor of the women complainants and suggested various measures for increasing their satisfaction at court. They recommend special provision for women. Special court and judiciary exclusively for women victims, preferably women investigating officers, and even women magistrate, financial assistance etc. Increasing the number of WCPOs at police station will also have a positive influence. The respondents expressed their concerns for women victims and suggested special provision of Women Service Providers. Is this 'woman centered approach' the so called effect of gender sensitivity among police personnel?

According to 18.75% of the officers, there needed changes from the part of the police department and officers. FIR should be prepared with utmost care, courteous behaviour towards the complainant, providing sufficient information related to the proceedings at court etc. were expressed.

Another observation was that awareness programmes through various means has to be channeled and equip them to fight for their rights. The women victims should be made aware of the

case proceedings at court by the investigating officer before filing the case.

**Do you think that all true cases of offences against women coming up for trial get convicted in the court?**

The police officers were asked about the conviction rate at court of the true cases of offenses against women. If the true cases are convicted at court, it will have positive impact among the complainant and for the investigating officers.

Most of the respondents (43.54%) were of the opinion that most of atrocities against women did not get convicted in court. Another 41.82% of the respondents stated that the conviction depended upon the severity of the case and it was only up to an extent. 14.64% opined that if the cases were true, they got convicted in the court. But there was little conclusive evidence that it has significantly reduced the incidence of violence. An introspective analysis by the investigating officers was essential to find out real reason behind the low conviction at court.

Those who responded that the conviction rate was low (43.54%), were of the opinion that a good number of cases filed at courts were fabricated ones. Besides lot of mistakes in the charge sheet due to drawbacks in investigation, withdrawing the case due to inordinate delay in proceedings, women victims finding it difficult to convince during the trial in the presence of larger crowds, out of court settlement through political and financial influences, inefficient advocates, withdrawal of cases due to family pressure, societal response, and financial burden etc. were the reasons for the low conviction of cases at courts.

**Rating themselves as a gender sensitized person**

The respondents were asked to rate themselves on a six point scale on their gender sensitivity. Self rating was the most significant observation about oneself, if done with sincerity.

When asked them to rate themselves as how much gender sensitized they were, mixed responses ranging from excellent to poor were elicited. Only 16.02% of the respondents were having a

self rating of excellent on their gender sensitivity. It was worth mentioning that only 25% of the respondents were having a rating of average or poor on gender sensitization.

### **Rating themselves as gender friendly person compared to colleagues**

Participants were also asked to make a rating on their gender sensitivity when compared to that of their colleagues. Unless the respondents were aware of the real concept of gender sensitization, they could make comparison with their colleagues on gender sensitivity.

The response showed that the participants made a diplomatic way of responding to the question. Majority with 66.55% of the respondents were rated them as equal to that of their colleagues. There were 29.27% of the respondents who were having better sensitization than their colleagues.

### **Overall satisfaction as a gender friendly officer**

As a final question in the interview, the respondents were asked whether they were satisfied with the performance as a gender friendly officer.

From among the participants, 37.28% of the respondents were fully satisfied with their performance as being a gender friendly officer and another 47.39% of the respondents were satisfied to a great extent.

By adopting a comprehensive and multifaceted measurement system of performance at various levels by the higher authorities, the performance levels of officers could be greatly enhanced.

## **6. Findings - Women Activists**

The third category of respondents comprised of women activists residing in Kannur police district. Samples were randomly selected from the list provided by the Deputy Superintendent of Police, Narcotic Cell, Kannur. Sample comprised of ten activists from Kannur. Interviews were conducted directly and through telephone



for eliciting necessary information as per the performa appended with the MoU.

**Do you think that atrocities against women are comparatively higher at present?**

There were eminent number of personalities who support women and try to uplift them on a daily basis and treat them equally. The interviewed group of activists were those who try to fortify women in their day to day life. Almost all strongly agreed (100%) that atrocities against women were comparatively higher at present.

**What are the major atrocities against women taking Place?**

All the respondents were of the opinion that atrocities against women were increasing day by day. Even the measures taken to reduce the incidences are not sufficient enough to reduce the atrocities. Some of the major atrocities against women pointed out by the respondents followed by the reasons for the same are listed below;

Physical and psychological abuse related to dowry issues

Increase in the number of sexual abuse cases

Abuse while travelling in public transport systems.

Work place harassment

Increased extra marital relations

Isolating aged parents etc...

India currently is a patriarchal society where men are preferred over women. The father/brother of a girl thinks that they are the protector of the family and they have an authority over their lives. So, they sometimes don't allow them to practice their rights because they are protective and sometimes out of bias. Moreover, granting equal freedom to a girl/woman is still not palatable for many orthodox minded people.

Nearly all talked about the restrictions imposed on women in different forms right from her childhood (90%). There were so much restrictions on an Indian female that they dared not go out or rather were not allowed to go out at night. It is a form of social bias according to them. In India, a girl going out at night would be considered as “characterless”. There will be comments like “O, She goes out at night with friends. She parties at night; she is not a good girl”. This is one of the major issues. Another view of the society is that going out at night is not meant for women. To substantiate that view, violence always happens against females in one way or another due to her misfortune.

Some of them expressed that women were not at all comfortable out at night. Females have become just triggers of sexual desire for men. Sexual abuse is common in this day and age. This is a direct result of failure of criminal justice system in our country.

Nevertheless more females have become self sufficient and are in the mainstream today. This has in a way resulted in changes in the prejudiced minds. But atrocities against her are on the rise.

Another key issue that has been put across predominantly by the activists (70%) was that in our society females were mentally and physically harassed due to issues related to marriage. If dowry amount or gold given at the time of marriage was less, women underwent cruelty from the part of husband and his parents. In the name of dowry the females from poor families were abused and tortured by husband and family. As a result of abuse and harassment from husbands, some of the females were going out of way from the orthodox ideas and begins extramarital relationships.

Another point added by 40% of the activists was that majority of the women in our society fear the aspersions being cast on her. Females were not opening up as they have apprehension of disregard in society.

A different factor experienced by 20% of the women activists was that there were some cruelties happening against aged women after the death of their husbands. What usually happened was that

children inherit the property of parents and they take no care of their aged parents. Elderly women are mistreated and they end up in an orphanage.

A further issue that the working female groups (30%) faced in day to day life was harassment while travelling. Wherever in public while travelling by any means of transportation, females faced different forms of abuse and harassment. Many female travelers experienced varying levels of harassment on the road. Although it happens everywhere, harassment towards women is more common in some places than others.

**Do you think all true cases of offences against women coming up for the trial get convicted in the court?**

All respondents were of the opinion that the cases of offences against women for the trial do not get convicted in the court. They have their own explanation for stating the same and are detailed out below.

Majority (90%) of the respondents were of the opinion that the main reason was influence of police and judiciary by the accused through political means. These influences result in the accused getting bail, not getting arrested and even not getting convicted at courts of law.

Gender discrimination was still prevailing in the lower socio economic strata of the society and as a result women among them were not getting adequate support.

According to 30% of women activists, repeated summons to court and unnecessary questioning by advocates resulted in victims withdrawing the case as they felt dejected. There were also instances where the accused threatened the victim in various ways thereby forcing them to withdraw the complaint.

Some of the respondents were of the opinion that lack of evidence might be the reason for low conviction rate.

Females were not given any priority by the court is another reason as per the respondents.

If the family of victim was not financially sound they gradually could bear the expenses for continuing with the processing of case. This in turn resulted in withdrawal of the case by the complainant.

Few of the respondents were of the opinion that the inordinate delay in the process results in denying justice for longer duration.

### **What are the reasons for dissatisfaction of women customers seeking remedy from criminal justice system?**

The reasons for dissatisfaction of women complainants seeking remedy from criminal justice system as observed by women activists were;

When complaints were filed by women, the society views women in a different way, taking it that it is not necessary to file a complaint by woman.

Females are denied justice due to various influences that are made by the accused in various other cases.

Complainants do not stick on to the arguments and even the witness turns hostile.

Attitude of the family members does not support the victims to proceed with the case, as she needs support from the family.

Inordinate delay in case proceedings and also repeated summons to appear in court/ police station is creating difficulties to the complainants resulted in dissatisfaction to the complainants.

Also, high expenses to spend for advocates forced them to withdraw the cases. Exorbitant expenses were a cause at times for either withdrawal of cases or not filing at all.

**What steps would you suggest for satisfaction of women customers seeking the help of the criminal justice system for redressal of their grievances?**

The respondents in general suggested several measures to increase the satisfaction of women complainants seeking help from the criminal justice system.

Identifying and arresting the accused without delay can raise the confidence among the public.

The cases need to be completed without delay and properly charge sheeted so that the accused get sufficient punishment at the right time without delay.

Legal literacy to the women is essential. They need to be familiarised with basic concepts of law.

**Comment on the gender sensitivity among the personnel in judicial/ prosecution department.**

Majority of the activists (70%) were of the opinion that judicial /prosecution department officers were gender sensitized. Judicial and prosecution system gave special priority to the women complainants.

A small percentage of the respondents were of the opinion that the laws protecting women were still only in the law books and not being implemented. The judiciary officers were to be sensitized in such a way that the rights of women were protected.

A few responded that our judicial systems were influential through various means. They were of the opinion that there no priority was given to women victims.

In general, respondents are of the opinion that proper gender sensitization training to be organized for all those who are associated with criminal justice system. It should also be highlighted that the human rights includes women rights too.

## **7. Observation - Judicial Officer**

An attempt was also made to get reflection of accessibility of women to police offices and to find out ways to improve the sensitivity of police personnel towards women and children from the judicial officers too. Due to the protocol and limited time available for conducting the study, we could only interview one person who showed interest and spared his valuable time. The information is presented here for having an understanding about the situation

### **Do you think that atrocities against women are comparatively higher at present?**

Atrocities against women are definitely on a higher scale as compared to previous years. As a matter of fact, women are victimized to a great extent though there are many safeguards to prevent such attacks against them. Nowadays, despite the fact that women are being gradually accepted as equal as men, powerful and significant contributors to the world; they are being victimized insensitively.

### **What are the major atrocities against women take place?**

Rape, physical and mental torturing, molestation, eve-teasing etc. are the major atrocities and are increasing day by day. There are also untold stories of terrible atrocities going around. Psychological torturing usually happens if a woman refuses a particular marriage. Seeking divorce also amounts to some emotional victimization from the society and relatives. Cyber crimes are on a rise now. All these hostility against women give us the impression that the violence against women is rooted in gender inequality.

The reasons behind these atrocities as viewed by him were as follows.

Increase in the number of living relationships

Impact of westernization on Indian culture

Lack of moral values.

Problems with the police investigation were also a major reason for the variation in number of cases.

Police investigations were done by those who lack expertise and they were following conventional methods in investigation. The investigation team could not present sufficient evidence or witnesses while the case was presented at court. This denies justice for the female victims who approached court.

On the other hand females too need to take care of their dressing, the way she carried out herself so that she remained safe in public.

Youth involved in crime these days were increasing in an alarming rate especially in city areas where drugs and other related things were easily available.

### **Do you think all true cases of offences against women coming up for the trial get convicted in the court?**

It was opined that the conviction rate was very low. The major reason for this was the role of accused in threatening the witness, and even bribing them. As a result, witness either refuses to appear before the court or denying the facts.

### **What are the reasons for dissatisfaction of women customers seeking remedy from criminal justice system?**

Females have a shyness and shame feeling to open up and face the court in the presence of many people. Most of them might be first time visitors to court and the environment at court itself creates difficulty for the women complainants. This fear can prevent victims from disclosing the factual information in the court. The presence of a large crowd, police officers, advocates etc also increases the difficulty for a free interaction. This leads to not being able to get sufficient evidence, consequently, the prosecution cannot prove the case; as a result the case weakens and justice is denied to the victim.

**What steps would you suggest for satisfaction of women customers seeking the help of the criminal justice system for redressal of their grievances?**

Women must understand her rights including privileges, so that she can safeguard the cruelty meted out to her during several stages as she has to face unexpected hardships at various stages.

Provide free legal guidance system about legal aid. It has to be given to the needy at the right time.

Setting up of special courts for addressing the complaints by women and children.

Working to build upon effective policing as policing now is very poor. Investigation needs to be done by experts and special branches.

Video conferencing can be set up for females who do not wish to come up to court

Ensure privacy for the females in court who desire confidential dealings in the court.

**Comment on the gender sensitivity among the personnel in judicial/ prosecution department.**

Judicial officers are somewhat gender sensitized. Would recommend more awareness programmes to the general public and special programmes for the women community.

**8.Major Findings**

Majority of complainants were positive about how they were treated at police station, and the support provided to them. Complainants who felt fearful by the process described how the warmth and patience of the personnel's put them at ease. However, inadequate victim treatment was a cause of dissatisfaction for the some of the complainants.



Although 63% of the complainants could get help from police without much delay. The interviews also revealed the poor reach of police among the public was an impediment in getting help from police for 37% of the respondents.

The social difficulties faced by 41% of the victims after registering complaints which included ridicule of friends, neighbors, and society at large created difficulties.

A good majority of the complainant had no idea about the procedures in the police station and as a result they had to depend on either relatives or politicians to reach out to the police offices.

The police officers collected all details patiently and they did not use any indecent language during the process as reported by majority of the complainants.

Most of the complainants appreciated the fact that the investigating officer had shown seriousness in dealing with the complaint.

A great majority (69%) was not questioned by a woman police officer. Even though women police officers were present at the station they did not handle female victim's cases. The reason was not known to the respondents.

Nearly 50% of the victims expressed their distress in the inordinate delay of the investigation. It was also reported by complainants that they were not satisfied with the way the police carried out the investigation.

Dissatisfaction in the approach of police was mainly due to the fact that accused were not arrested in 56% of the reported cases.

More than half the petitioners had not received a copy of FIR which they were entitled to. The reason was best known to the police officers.

Another factor was that the victims were either not intimidated (20%) nor were aware (47%) about the submission of charge sheet by the investigating officer. The petitioner had every right to know about the completion of the investigation.

There was also dissatisfaction which resulted from the lack of awareness of the stages of the case of the investigation as it was not intimated to the greater majority (68%).

Few felt that the SHO did not redress the grievances and they have approached other agencies for help at FIR stage and even during the investigation which was also disappointing.

For meeting the expenses for getting the grievances redressed a large amount of money had been spent for transportation followed by fees of advocates and medical expenses.

The customer service of women complainants in police station could be improved through certain suggestions by victims which included courteous behaviour from the part of police, intimation regarding the stages of case, the involvement of women officers in cases, and privacy while questioning etc.

Even though 71% of the complainants stated that they faced no trouble from the accused, 29 % of them were still facing trouble from the accused which they felt as due to lack of commitment from the police officers.

The complainant would go to police station again for redressal of complaints as per 77 % of the respondent whereas rest of them strongly expressed their dislike as they felt they had not received justice.

Majority of the police officers were enrolled in the profession as it was a government job and a lesser percentage with a passion for the profession. More than half of the respondents were satisfied with the job and it was due to the social acceptance and power factor. One third of the respondents regret being in the profession as they could not get time to be with the family and even not able to attend important functions.

The women customers were given high priority when seeking help from police offices as per 92% of the police officers. They were of the opinion that the police personnel were more gender sensitized and were visible during the last 5 to 6 years.

A general observation by majority of the police officers were that molestation, rape, domestic violence and dowry death cases were mostly fabricated ones and genuine cases were very rare. Most of the cases were registered for some personal gains or to threaten the accused.

One third of the police officers were of the opinion that women should be discouraged from approaching the courts with domestic complaints.

Majority officers reported that their family members would get justice if victimized and filed a case and according to them it was a misconception in the part of public that police men get support from the department when their relatives were involved.

More than 80% of the respondents informed that they would not make an effort to find out the character of the women victim. Rests of them were of the opinion that they would need it as part of the investigation.

Majority of the police officers were of the opinion that women need not abstain from going out after sunset for her needs. Even the same police officers were not ready to let their women relatives go alone after sunset due to the increased number of crime and violence against women.

Issues and concerns related to police department, trial lag and trial in open court, inefficiency of advocates, issues related to judiciary, lack of awareness among the public, personal problems of the victims and political and financial influences were the major reasons for the dissatisfaction of women complainant as per the respondents.

Overall it could be concluded that the accessibility of women to police offices need to be improved further and it is possible only

through increasing the sensitivity of police personnel to women and children. The concerns and issues raised by the complainants even if it is of smaller percentage need to be addressed as it would have wider implication among the larger community.

## **9. Remarks - Research Officers**

The interviewers were asked to observe the process at police station while being in the station for the official meeting and for collecting the secondary details of the complainants. The information thus collected was consolidated and the major ones are presented here. The study focusing on women accessibility to police offices and to assess the sensitivity of police personnel, these observations may be useful for planning strategies to strengthen the accessibility.

The research team received warm welcome from a very few police stations. Four Sub Inspectors was so hospitable, cooperative that they gave a briefing about the overall functioning in station and the investigating procedures even without asking for. In all the stations, they provided a WCPO throughout for supporting the research team to locate the complainants. Except two or three WCPOs, all others were very supportive and were showing great interest throughout the process.

Around 50% of the police station, they could provide transportation facilities to reach out the complainants.

In majority of the police station there was no place for a visitor/ complainant to sit and write a complaint.

The majority of the officers at police stations were not that keen on the study, even after being informed by the Dy SP. The research team had to be slightly pushy to get the work done.

Even after repeated intimation from the higher officials to extend assistance in time, a few station officers remained obstinate.

Interestingly even after meeting the Station house officer and briefing the purpose of our visit, other police officers in the station came and enquired why two of us were at the station.

Uninvited queries about our personal details came all the way long till the team left the station. The same concern was raised by majority of the women complainants during the interviews.

The way in which the police personnel interact with the public in general could have been more courteous.

## **10. Limitations / Constraints**

Primary target group being complainants spread across the district, time allotted for carrying out the study was not sufficient.

Half of the police stations had a very wide area and the complainants have to be located even from interior parts of the district, which resulted in hours of travelling.

Change of residence and lack of clear land marks in locating the houses of complainants delayed the process of data collection.

The details of complainants available with the police station were incomplete and took more time to trace out the details. In many places the research team had to sit and verify the entire documents, which resulted in huge loss in terms of manpower.

Even after written communication and telephonic instructions, the research team had difficulties in gaining support from some of the stations. The study has to be owned by the police officers as it is was conducted for the police department.

Vehicle provided from some of the stations helped the team to save the travel time and cost, while in half of the places the same had to be managed by the research team by hiring vehicles.

The sample proposed for the study from the district was from July 2014 to December 2015 and could have been limited to one year.

The research team literally followed the interview schedule without making any changes as the study was conducted across the State.

The interview schedule provided was not appropriate for the Judiciary officers and hence could not include the category as sample population.

The budget allotted for the study was not sufficient enough to meet the expenses, especially when a wide area has to be covered for data collection.

Due the qualitative nature of the data, it took longer time for data screening, coding and tabulation.

Despite all these limitations and constraints, we could complete the study in its fullest form without compromising quality.

**ANNEXURE -1 – NO OF COMPLAINANTS INTERVIEWED / POLICE STATION**

Sl No	Police Station	No of registered cases	No of screened cases	No of interviews conducted
1	Kannur City	29	08	5
2	Edakkad	18	08	4
3	Chakkarakkal	31	11	6
4	Valapattanam	46	17	10
5	Kannappuram	10	07	2
6	Mayyil	11	06	--
7	Taliparamba	21	09	1
8	Pazhayangadi	20	08	5
9	Payyannur	29	08	5
10	Peringome	50	22	6
11	Alakkode	44	15	10
12	Kudiyamala	16	08	6
13	Sreekandapuram	27	09	8
14	Payyavoor	03	--	--
15	Iritty	18	07	5
16	Ulikkal	07	05	1
17	Aralam	11	05	--
18	Karikkottakkiri	06	05	--
19	Mattannur	37	12	6
20	Irikkur	07	05	--
21	Peravoor	16	09	4
22	Kelakam	20	09	4
23	Maloor	02	--	--
24	Kuthuparamba	31	12	6
25	Kannavam	17	07	4
26	Kadirur	21	08	3
27	Panoor	29	10	6
28	Kolavalloor	09	06	-
29	Chokli	29	10	6
30	Thalassery	38	16	10
31	Dharmmadam	27	08	6
32	New Mahi	13	08	5
33	PariyaramMCPS	27	10	5
	<b>Total</b>	<b>720</b>	<b>273</b>	<b>139</b>

## Acknowledgement

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Our special thanks to Smt. Sandhya.I.P.S, Additional Director General of Police, (South Zone) & State Nodal Officer, Janamaithri Suraksha Project, Govt of Kerala for proposing a study to understand the field realities through reaching out the target communities at their own premises.

Our thanks are also due to the Superintendent of Police, Kannur Police District for giving us an opportunity to be part of the study carried out across the state.

We express our sincere gratitude to Shri. Viswanadhan, Deputy Superintendent of Police, Narcotic Cell, Kannur for his committed effort for the smooth processing of the study without which this will not have been come up in its present shape.

We wish to acknowledge the support and cooperation of women complainants, police officers who took time off their busy schedule to be part of the interview process with much sincerity, earnestness and patience.

We are as well thankful to the other police personnel who helped us during the data collection, especially to all WCPOs who were assigned to direct us to the complainant's residence. We are also thankful to Shri.Suresh, for his support and help to the research team.

Last but not the least- special thanks to Amreen for her commitment through out the study and to Shahanaza, Abhijitha, Dhanya, Thomas, Rishana, Amritha, Siji, Sukanya, Jeena, faculty members, and all other 2<sup>nd</sup> semester M Sc Clinical and Counselling Psychology students - this study definitely would not have been possible without all their assistance, warmth, patience and wonderful support extended during the course of evaluation which truly demonstrated a “partnering approach”.

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# **ACCESSIBILITY OF WOMEN TO THE POLICE OFFICES AND HOW TO IMPROVE THE SENSITIVITY OF POLICE PERSONNEL TOWARDS WOMEN AND CHILDREN (IDUKKI DIST.)**

*By St. Joseph College, Moolamattom*

## **Introduction**

The ancient Indian society has given due respect to women and it is well evident from the Vedas and the Manusmriti and also from the great ancient works. Even the women were worshiped in the form of Goddess in the society. But, later on many evils crept into the society and the status of the women deteriorated. One of the main reasons was the upcoming of the British rule and the several practices in the society.

After the Independence, the Constitution of India was enacted and the Article 14 ensures equality before law. By Article 15 (3) of the Constitution the women and the children are given special privileges and there by special enactments have been passed for the welfare of women and children. The condition of the women began to change after independence.

Women in India are now on an empowering stage. Many laws and procedures help women in resolving their problems and the women and children are getting priority in almost all the fields. Even if all the tasks have been enunciated, the women in India are not treated at par with men in the social and family life.

Idukki district was known for the atrocity against women and children. The child marriages in the tribal and the remote areas and also the unwedded mothers were one of the major problems faced

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*To call women the weaker sex is a libel; it is man's injustice to women. If by strength is meant moral power, then women is immeasurably man's superior,.....*

*Mahatma Gandhi*



by the society. Apart from that, the increasing number of juveniles doing heinous acts and the crime against children were prevalent in the society. But in recent years these types of crimes and the cruelty towards the children had shown a downward trend. The wordings of the member of Kerala Women's Commission Prameela Devi said that the crime against the women and children have fallen. It is also said that the new assessment has come as a respite since the district was noted for its atrocities against women and children.

The Idukki district is having less population and is in greater extent when compared to the other districts. Moreover, the urban population is very less and many inhabitants follow old customs and traditions followed by the tribals in the hilly areas. As the urban population is very less, the educational status is also comparatively less when compared to the other districts in Kerala.

### **Law and Order in Idukki**

The Idukki District Police is having its Head Quarters at Idukki and is having three Police sub divisions Thodupuzha, Kattappana and Munnar and there are 12 Circles and 30 stations and 1 Traffic wing at Thodupuzha and Tourism Police wing at Kumily and Munnar to and protect the Law and order in the society.

The District court centre of Idukki is at Thodupuzha and there are other 6 centers at Devikulam, Peerumedu, Idukki, Nedumkandam, Kattappana and Adimaly.

Apart from this, to protect the women and children, the women Protection Officer and the Child Welfare Committee is also doing their work in order to wipe out evils from the society. The Juvenile Justice Board is Functioning in the District Court Complex at Thodupuzha. The Social Justice Department, The service Providers and the NGOs are also performing their greater part to protect the women and children and also for their welfare.

## **Crux of the Study about the women and children under the State Plan Scheme 2015-2016.**

In order to have a greater analysis on study, a study team was appointed by the District Police Chief and the MSW students of the various colleges were selected for the study team. The study team consisted of Mathew Devassia and Anju George from Marian College Kuttikkanam, Jomin George and Bijo Baby from Santhigiri College, Vazhithala, Amrutha S Kumar and Anju Cicily Kuriakose from St. Joseph College Moolamattom. The study team has conducted an efficient study about the accessibility of the women to the police offices and to the criminal justice system and they conducted the interviews of the judges, prosecutors and the women activists. As the study team could not complete their preferred number of respondents with the available prosecutors and judges, they conducted the interview of the retired and the ex-prosecutors in order to have a detailed in depth study

### **REPORT OF THE INTERVIEW OF THE WOMEN COMPLAINANTS/PETITIONERS ON ACCESSIBILITY OF WOMEN TO CRIMINAL JUSTICE SYSTEM**

The study teams have met the women victims and petitioners who were a part of the criminal procedure and the study could reveal many things. The main and the important thing was that the women of any educational status fear to go alone to the police station and they seek mainly the help of relatives and then the preferences goes to politicians and neighbours. Many of them have given the complaint on self motivation and there was delay in approaching due to the social stigma or the fear of being ridiculed. After registering complaints many of them face difficulties. The complainants lack legal literacy but they were all satisfied with the action taken by the police.

At the FIR stage the complainants were not needed to wait in the station and in 80% of the cases the FIR was registered within a time of 4 hrs. The police personnel have taken out the details of the case and they didn't use any indecent languages. The cases in which the complainant was questioned by a women police officer were comparatively less. In most of the cases they were not informed

about the preserving and keeping of the material evidences. In the cases in which the medical examination was necessary the police had sent them for the medical examination. Most of them didn't get or were not served with a copy of FIR.

During the investigation stage, most of the complainants had the opinion that the investigation officer showed seriousness and also they were satisfied with the investigation. For the questions regarding investigation, the questions like whether all witnesses were examined, whether all the accused was questioned, whether the investigation officer had collected all the material evidence involved in the case etc., the complainants were unable to fetch out an answer for many of the questions as they were unable to follow the procedure and also they were unaware of the procedure. Most of them were unaware about the filing of the charge sheet. In full strength they opined that the SHO tried his level best to redress their grievances. About the partiality and about the delay, most of them could not speak out correctly as it could not be said. The cost incurred for filing complaints in most of the cases was for own transportation and was comparatively less, but there were exceptions in which the fee was given to the advocate and also for other purposes like for the travelling for collecting the material evidences. For the question the time you had spent to get your grievances redressed the complainants gave different opinions. They responded by giving the total working day spend for the purpose and the total time lag till the trial is over. The major cause for the dissatisfaction was also different. Main reason pointed out was the absence of women police for questioning and investigation, delay in trial etc. The bribe by police was not cited anywhere in the answers. To improve the customer service of women, the privacy while questioning and questioning by women police etc. have got priority and the information regarding progress of investigation was also cited. Except in one or two cases the accused were not troubling the complainants and most of them were ready to go to the police station alone if any other complaint had to be made but some others were still hesitant to come. The most important thing was that the complainants were satisfied with the way in which the police handled their case.

**REPORT OF THE INTERVIEW OF JUDICIAL/PROSECUTION  
OFFICERS ON ACCESSIBILITY OF WOMEN TO  
CRIMINAL JUSTICE SYSTEM AND GENDER SENSITIVITY  
OF JUDICIAL/PROSECUTION OFFICERS**

The interview of the judicial/prosecution officers was much relevant as they were persons who dealt with the problems of women and children when a complaint was being tried in a court of law. Most of them were satisfied with their job. They had different answers about their motivating factor of the career and they were all getting enough motivation to do the job with commitment. Many of them could not speak out about the major achievement. One prosecutor had narrated his experience in the Italian Marines Case. Majority did not regret in joining the department and were satisfied in the career. To carry out justice without any delay, speedy disposals and to help the poor were the top most priorities of their job. Even though most of them had undergone the training on gender issues, they could not give the accurate training period and also they were unable to give the information regarding the orders, instructions and circulars they had come across. They opined that the department was giving priority to women seeking remedy and only some of the officers felt that the department had become more gender sensitized and most of them were of the opinion that it was only to some extent. About the genuineness of the charged cases they opined that to some extent only the cases charged were true. Regarding discouraging of women from approaching courts on domestic violence, most of them responded that to some extent it should be discouraged and some alternate methods should be arranged to solve the problem and if it failed only they should approach the courts. Majority were of the opinion that only to some extent only the present sensitivity of personnel in the judiciary/prosecution wing was sufficient to deal with the cases of women victims in fair manner. They will approach to file a complaint if any women in their family had to file a complaint. To most of them they will convict/expect conviction in the 498 A cases if one of the relatives of the victim reliably spoke about the crime. They believed that eve teasing should not be ignored and was not a normal male behavior. Except one or two they will not look into the character of the women complainants. Most of them direct the girls to be accompanied by the male members

when they go to cinema halls and public places after the sunset. The reason for low conviction was influence, delay in trial, failure of prosecution, lack of evidence to prove the case etc. Everybody rated him/her as excellent, very good or good as a gender sensitized person. When compared to their colleagues, each one think of himself / herself as better or same as others and everybody is satisfied by their performance as a gender friendly officer.

### **REPORT OF THE INTERVIEW GUIDE FOR KEY PERSONNEL (WOMEN ACTIVIST) ON ACCESSIBILITY OF WOMEN TO CRIMINAL JUSTICE SYSTEM**

The study team had conducted the interview of the women activists working under the Domestic Violence Act, the Legal Counselors of the Service Providing Centers, Women Protection Officer, Kudumbasree personnel, ASP of Munnar, Members of Pembillai Orumai, Counselors and other activists working with Seethalayam and Bhoomika, Members of Idukki Women Council, advocates of the Jagratha samithies etc.

In the opinion of the women activists the atrocities against women and the allied aspects has increased a lot and alcoholism, sexual assault, illegal relationships, domestic violence, misuse of mobile phones, misuse of social media, suspicious nature of spouses, family issues were the main reasons for increasing the atrocity against women. Most of them thinking that the offences against women were not being convicted and the reason for dissatisfaction were same as earlier ones. For the speedy redressal of the grievances they suggested for impartial and speedy trial, free from any interference. They also opined that the gender sensitivity among the judicial and prosecution department was comparatively low.

### **CONCLUSION**

The women are coming up with complaints that accused are not being convicted due to many reasons. The delay in trial and the third party interferences are the major reasons for the same. The women complainants are satisfied with the action taken by the police

but the complaints have no legal literacy and they are not being informed about the case and its stages. Moreover regarding investigation the complainants have no idea and they lack the information regarding keeping and preserving the material evidences for the case. Women complainants were not happy with the settling the cases and thereby acquitting the accused. The judicial/prosecution officers are also not fully sensitized and they are also reluctant to give an answer that all cases coming up for trial are true cases and the cases are convicted satisfactorily. The judicial/prosecution officers are doing their job with dedication and in their opinion also women complainants are not satisfied. The women activists also gave a picture that the atrocities against women have increased and there are many grounds for the dissatisfaction of women complainants.

## **SUGGESTIONS**

### **IN POLICE STATION**

1. Women are afraid to register cases fearing the long and prolonged wait for justice, inconvenience of frequent trips to the Police Station, social stigma once the matter becomes public and lack of family support.
2. Women face a lot of pressure to go for an out of court settlement or to approach High court to quash the FIR. Once the case is registered, she becomes a victim of blackmail and threats, revenge by the accused and does not allow the legal system to work out properly.
3. Most importantly any issue involving police intervention is seen as a shameful thing by women and hence they are reluctant to approach Police and as a result they usually attempt to compromise matters. This is because they lack the courage to take up the issue legally in order to punish the perpetrator.
4. Sometimes Police personnel are not sensitive to problems of women. They indirectly blame her or start questioning her moral values and character rather than adopting a legal approach to the issue.

5. Special women police officers should be appointed to question or to take down statements of women victims.
6. Private place should be allotted to wait, question and to take evidence.
7. The copy of the FIR should be served and the counter signature may be obtained and a small brochure containing the further procedure should also be served to the women petitioners.
8. A legal aid cell should be established in each police stations and one women officer may be appointed to make them aware of the procedures in the police station at the different stages of the complaint.
9. A register must be kept by the said officer and she shall consult with all the women complainants and should obtain the counter signature with their opinion.
10. The cases of women complainants must be given much importance and should be given a direction to submit the final report within 90 days or without unnecessary delay.
11. Now the legal aid clinic of the KELSA is through the Panchayath and that should also be conducted in the premises of the Police station once in a week especially for women.
12. Classes on gender sensitivity should be conducted among the police personnel.

## **IN COURTS**

1. The special courts should consist of women judge and women prosecutor.
2. The aid to prosecution in such cases should be women police officer.

3. The special court should be established away from the other courts, otherwise separate entry for the women complainants should be made in order to protect their identity .
4. Even though in camera proceedings are followed by the court in examination of the women victims, once they come out they are subjected to exposure even in court varandhas. So no public should be allowed to hear any matter dealing with these types of cases.
5. Classes on gender sensitivity should be conducted among the judicial officers, advocates and prosecution officers.

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**KERALA POLICE PLAN STATEMENT  
FOR IMPLEMENTING AND INTERNALISING  
THE COMMUNITY POLICING STRATEGY**

**Mission Statement:**

The Kerala Police is committed to develop partnership between the public and the police so as to ensure safety and security of the public to the best possible extent and also to prevent crime without affecting the rights of citizens. This is to be achieved upholding the human rights of each citizen (as envisaged in section 3 of Kerala Police Act). We are dedicated to serve and protect and will continue to strive for strong Community relationship while providing a safe environment and thereby enhancing the quality of life of the people.

**MOTTO:-** Kerala Police is committed to People Police Partnership for Security.

**Our Vision Statement:**

The Kerala Police shall develop a trusting working relationship based on mutual trust and respect with the Community so that each and every citizen and our visitors enjoy the highest possible quality of life strengthened by a sense of meaningful and democratic security.

**Our Operational Strategy:-****1. Leadership**

- The leadership will be committed to the philosophy of Community Policing and will formulate Community Policing goals as core Policing strategy.
- The leadership is committed to provide technological and financial aids for the Community oriented activities.
- The leadership will encourage all its members to become leaders within the sphere of work of each and will adopt policies which inculcate and encourage problem solving and decision making capabilities among all officers.

The District Police Chiefs will be responsible to encourage subordinates to be creative with problem solving techniques and implement the projects taking responsibility for the physical and operational aspects of the project.

The Inspectors and SDPOs will be responsible for ensuing house visits and arranging regular training programmes for the Community members and police personnel with the philosophy of Community Policing.

Beat Officers, CROs and SHOs will be responsible to make house visits and meet regularly the Janamaithri Suraksha Samithi members.

Community Policing will emerge as the core policing strategy.

## **2. Decentralization and Empowerment**

Every Police Station area will be divided into Beats as envisaged in section 64 of the KP Act. The Beat Officers will be in charge of their own small area and they will be empowered to forge partnership with the Community. The SHO will be responsible for extending the Operational support to the Beat Officers and CROs and thus implementing the project in partnership with the Community.

## **3. Community Empowerment**

The community of citizens shall recognize that the security of the community can be improved by co-operating with the Police and citizens must come forward to work together with the Police in solving security problems. To facilitate this, programmes will be held by the Police to create awareness within the community and to instill confidence among the public regarding their role.

We will continuously and conscientiously strive to develop a positive relationship with the community, as envisaged in Section 63 of the Kerala Police Act.

We will scale up our efforts to forge partnerships with poor, downtrodden, Scheduled Caste & Scheduled Tribes communities for ensuring their safety and security and shall bring about qualitative improvements in all walks of their lives.

## **INSTRUCTIONS TO CONTRIBUTORS**

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The journal welcomes contributions in respect of theoretical and practitioner perspectives, empirical studies, critiques, brief write ups in respect of recent good practices in Democratic Policing, comparative studies, book reviews, cartoons, etc; that is of relevance to the policing world in developing and transitional societies. The journal particularly encourages contributions, in respect of current policing innovations, backed by rigorous quantitative analysis. Argumentative essays dwelling on the core thoughts in Police sciences are also welcome. The journal also publishes news of advances in democratic policing in Police forces across the world. Academic articles/ essays should ideally not exceed 6500 words, and practitioner notes should not exceed 1500 words. Contributors are also requested to include an abstract of 100 words, as well as a brief biography of not more than 50 words. Submissions may be made electronically to [janamaithri.pol@kerala.gov.in](mailto:janamaithri.pol@kerala.gov.in), or [janamaithri.journal@gmail.com](mailto:janamaithri.journal@gmail.com) or by regular mail to the Editors, *'Janamaithri' - A Journal of Democratic Policing*, Community Policing Research Centre, Police Headquarters, Thiruvananthapuram, Kerala, India- 695003.

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