

**INFLUENCE OF
JANAMAITHRI SURAKSHA PROJECT
ON THE COMMUNITIES**



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

Submitted by:
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**Dr. Celine Sunny
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INTRODUCTION

1.1 Background of the Study

Police is an integral part of administration and due to its colonial legacy, it has primarily restricted itself to an autocratic style of functioning wherein the functions of the police were primarily negative, aimed at catching criminals and to exercise fear among the citizens, so as to prevent crime. But over the years this outlook, has evolved a definite change and this has now been accelerated by the economic development and social change taking place in the country.

The major problem faced by law enforcing agencies all over the world is the rising crimes and lawlessness. There is a growing feeling among the public that police are not able to discharge their duties properly in controlling crimes or offer adequate protection to the citizens. The law enforcement agencies have come to realize that in its battle against crimes, the active support and co-operation of the public is most essential.

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

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

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

The new beginning to the community policing in Kerala was the aftermath of the recommendation of Justice K.T.Thomas Commission appointed by the Government of Kerala, who reported in 2006 to govt. to implement community policing on an experimental basis. Based on this recommendation, the Kerala police has conceptualized a state wise community policing initiative under the title ***Janamaithri Suraksha Project*** (JSP) within communities. A draft of the scheme was prepared after a series of discussions and consultations at the Government level with all the stakeholders and various political leaders. Thus, a pilot project was initiated in 20 police stations across Kerala in 2008. It was further extended to 23 more police stations in the year 2009.

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

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

The concerned beat officers of the beats have made strenuous efforts to know each house and its members and have organized different social and community awareness programmes along with certain control measures of the crime with the help of the Janamaithri Samithis formed in the communities. The Janamaithri Suraksha Project is thus a link between the police and the general public.

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

It is in this context that the present study has been undertaken to analyze the implementation of Janamaithri Suraksha Project to make it more appealing, receptive and educative to a greater population of the state.

1.2. Objectives

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

1.3. Methodology

Geographical Area

Cherthala Municipality of the Alappuzha district of the state of Kerala formed the Geographical area of the study.

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

Universe

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

Sampling

From the eight beats of Cherthala Municipality, 300 respondents were randomly selected from different locations viz. households, roads, business centres, educational institutions, government offices and worship centres. Care was taken to include maximum number of women in the sample.

Sample based on interview location

Sl.No	Location	Sample size
1.	Households	296
2.	Business centres/ establishments	3
3.	Govt. office	1
	Total	300

1.4. Methods & Tools of Data Collection

Methods

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

Tools of Data Collection

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

1.5 Sources of Data

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

1.6 Data Processing & Analysis

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

JANAMAITHRI SURAKSHA PROJECT – AN OVERVIEW

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

2.1 The Beginning.....

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

Justice K.T Thomas Commission, appointed by the Government of Kerala to suggest police reforms submitted its report in 2006. The report recommended that the government should implement community policing on an experimental basis. Accordingly the government asked the Police Department to prepare and submit a draft scheme. The draft scheme submitted by the department in 2007 was discussed elaborately at various levels and based on suggestions/ recommendations by

various persons a final project was prepared by the police department. The project in a nut shell is discussed below.

2.2 Objectives of the Janamathri Surakasha Project

Janamaithri Suraksha Project is the community policing project of the Kerala police. The project is structured so as to facilitate closer community involvement in ensuring security and safety within communities.

The objectives of the project were:.

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

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

2.3 The Components

The major component of the project is Janamaithri Beat which centers around Beat officers who are police constables/Head Constables/ Asst. Sub Inspectors specially

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

2.3.1 Janamaithri Beat

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

Janamaithri Beat Officer and his Duties

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

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

manner. The Beat Officer should be a role model to any citizen as far as his manners, etiquette and character are concerned

2.3.2 Janamaithri Suraksha Samithi

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

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

Meetings of the Samithi

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

meetings at least once in a year. Apart from the monthly meetings, the Samithi may hold such other meetings as and when need arises.

Activities of the Samithi

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

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

- Disaster Management and Mitigation
- Trauma, Rescue and First Aid Projects
- Victim Support Cells

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

District Advisory Samithi

At the District level, an Advisory Committee headed by the District Superintendent of Police should be formed to ensure proper supervision regarding the functioning of 'Janamaithri Suraksha Project'. Members of Parliament, Members of Legislative Assembly, Municipal Chairmen / Mayor as well as other important personalities nominated by the Superintendent of Police may be included in the Committee. The committee may consist of 10 to 20 members. This committee may convene a meeting once in three months and review the working of Janamaithri Suraksha Samithis of the concerned District and give necessary suggestions, instructions etc. for improvement of their performance

2.3.3 Janamaithri Kendrams

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

The main objectives of the Kendarm is to function as an information kiosk, developing Janamaithri Yuvakendram, to provide sports and youth training facilities, counseling space and facilities for women, giving career planning and self employment training, anti drug campaign, palliative care training, traffic education centre/traffic education park and any other activities facilitating police – community interface helping police to serve the community in a better manner. It is proposed to start Janamaithri Kendrams in 10 more places.

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

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

The centre can be developed as a community interaction centre. Help from the public is sought in reducing traffic accidents, natural calamities etc.

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

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

ANALYSIS AND INTERPRETATIONS

Janamaithri Suraksha Project of the Govt. of Kerala is aimed at dealing effectively with anti-social activities and to prevent crime through developing synergistic partnerships between the police and the citizens. Initiated in the year 2008, on the basis of the recommendations by the K.T.Thomas Commission appointed by Govt. of Kerala, the project has crossed several milestones. Any expansion and enhancement of the project relies greatly on the assessment of the effectiveness/impact of the project. Accordingly, an effort has been made to elicit the views and perception of the people focusing on the various components of the project and throwing light on the changes/improvements achieved at different social fronts. A total of 300 respondents from the Cherthala Police station limits of Alappuzha district were randomly selected and were interviewed at different places like houses, shops/establishment and govt. offices.

This chapter presents in detail the analysis of the data collected from the community /people on different aspects of the project. The major areas covered through the study included: socio-economic profile of the respondents, their Knowledge /awareness on Janamaithri Suraksha Project (JSP), activities carried out by the Beat officers, Beat officers' visits and allied matters, effectiveness/impact of the project, attitude of people towards police, weaknesses / limitations of the project and suggestions for improvement. The chapter has been divided according to the areas mentioned above.

3.1 Socio- Economic Profile of the Respondents.

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

Age

Since the data were collected on a random basis, the respondents covered through the survey included those from their teens to those in their nineties. The age distribution showed that the respondents belonged to the age group of 17 - 85 yrs. Majority (73.7%) however, belonged to the adult (25-45) and middle aged group (45-60 yrs). Those in their young and elderly ages constituted 7.3% and 19% respectively. (*Refer to table 3.1.1*)

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

Sex

Sex-wise distribution of the respondents too showed that almost an equal representation from both the sexes have been included in the study which only projects the perception about the project in totality. Of the respondents, the females outnumbered the males with 58% indicating a difference of 16% (comparatively equal percentage) between the sexes. As the views and perceptions of both sexes could vary on different aspects of the project the representation of comparatively

equal number of respondents from both the sexes gives a much accurate and better perception/assessment about the project and its implementation.

(Refer to table 3.1.1)

Education

Educationally the respondents varied from illiterates to professionals. Most (43%) however, were with high school education. Those with primary education and graduation followed with 31% and 18% each. Post graduates, professionals and illiterates formed only a minor group with 3%, 1.7% and 3.3% respectively. *(Refer to table 3.1.1)*

The perception/views and opinion on anything depends very much on the ability to observe and grasp which indirectly is related to the educational level of the respondents. Further, the coverage of the respondents from different educational strata highlights a consolidated perception on the subject of study.

Table No.3.1.1
Profile of the Respondents

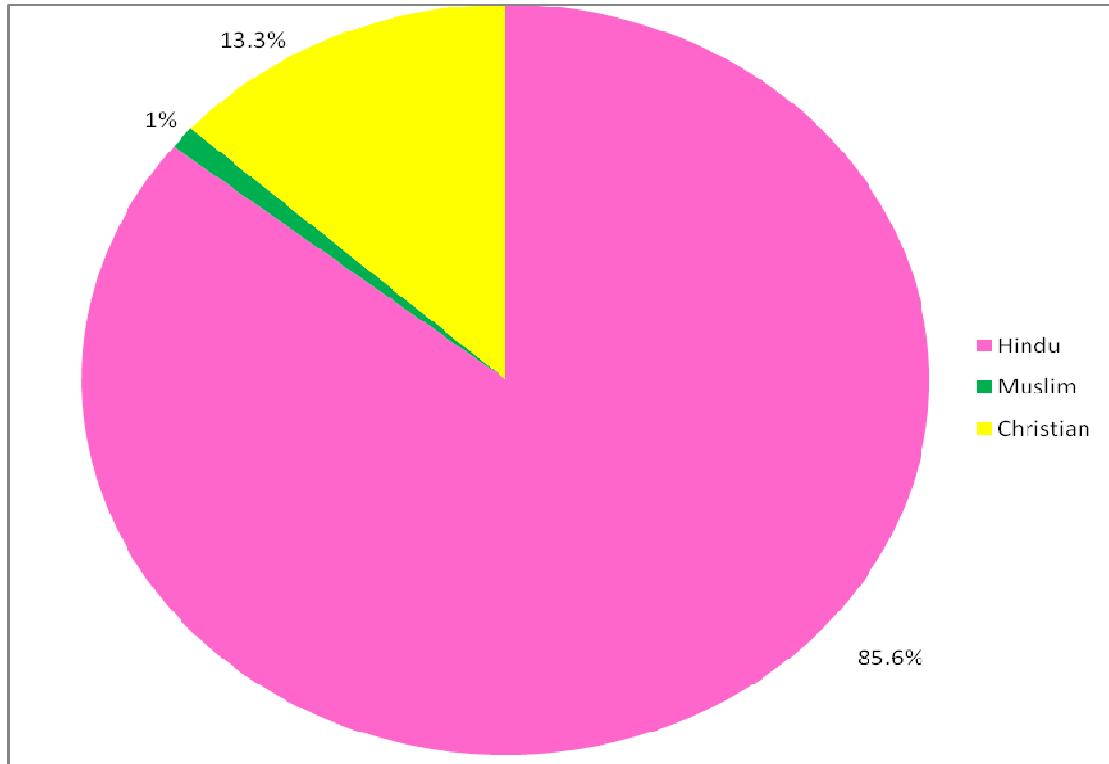
Age of the Respondents		
Age group	Frequency	Per cent
17-25	22	7.3
25-35	50	16.7
35-45	72	24
45-60	99	33
60 and above	57	19
Total	300	100

Sex		
Male	126	42
Female	174	58
Total	300	100
Education		
Illiterate	10	3.3
Primary School	93	31
High School	129	43
College	54	18
Post graduate	9	3
Professional	5	1.7
Total	300	100

Religion

With respect to the religious distribution of the respondents, the data revealed that majority (85.7%) belonged to the Hindu religious background. Those from Christian religious background constituted 13.3%. Muslims formed only a lower percentage. Concentration of Hindu families in the study area might have been a reason for the high representation from the Hindu religious background. (*Refer to figure 3.1.1.*)

Figure No.3. 1.1
Religion of the respondents



Marital status

Concerning the data on the marital status it was seen that majority (89.3%) were married whereas the remaining 10.7% were unmarried. (*Refer to table 3.1.2.*)

Table No.3.1.2
Marital Status of the respondents

Marital Status	Frequency	Percent
Married	268	89.3
Not married	32	10.7
Total	300	100.0

Employment

Employment status portrayed that majority (89.3%) of them were unemployed. The rest (24.7%) were employed in one sector or other. (*Refer to table 3.1.3*)

Annual Income

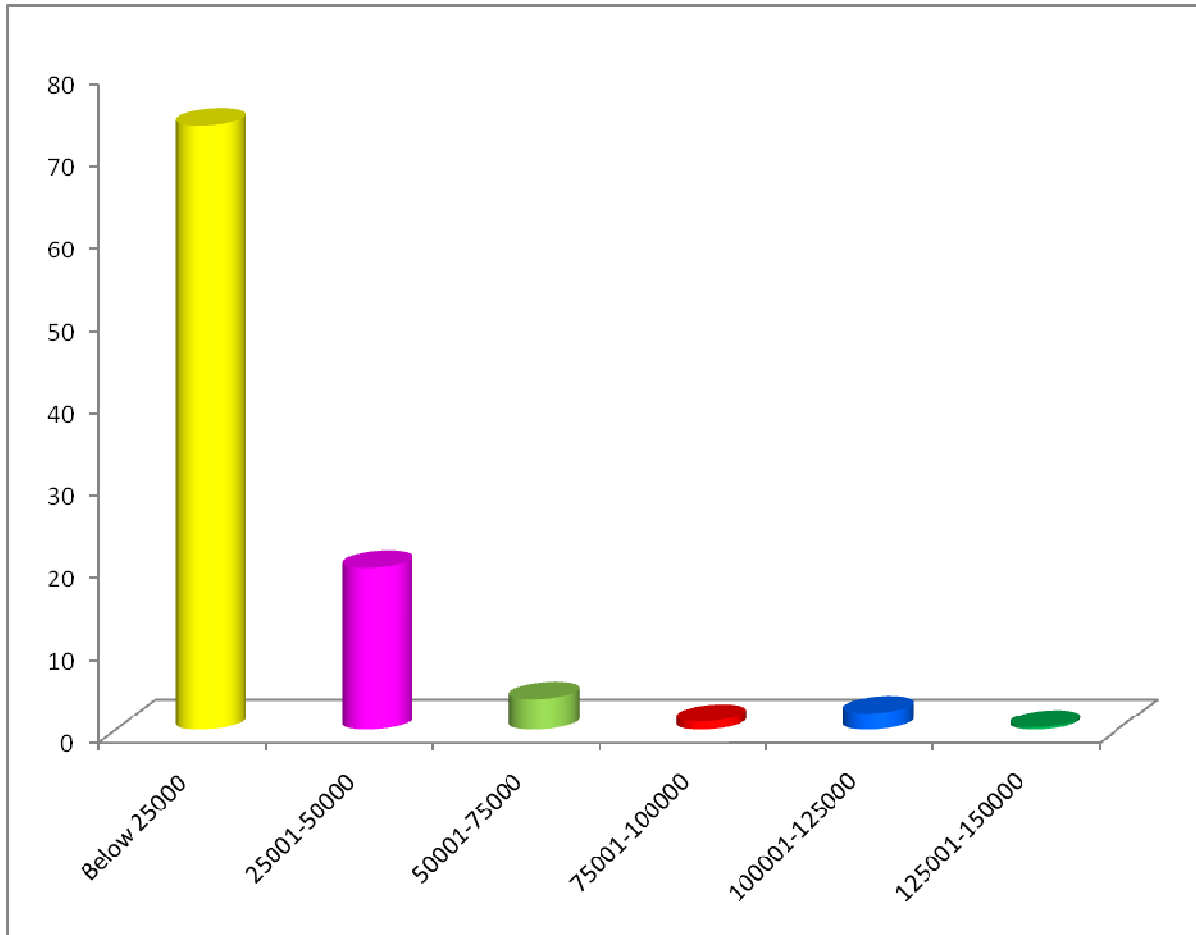
Annual income of the families depicted that the income level of the households varied from thousands to lakhs. Majority (73.4%) of the households had earned only an income below Rs.25000/-. Households with an annual income of Rs.25000/- to Rs.50000/- was reported by 23.4%. Higher income groups i.e. Rs. 50000/- to 1 lakh and rupees one lakh and above were formed only a small percentage with 4.7% and 2.3% respectively. (*Refer to figure 3.1.2*)

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

Table No. 3. 1. 3
Employment Status

Employment status	Frequency	Percent
Employed	74	24.7
Unemployed	226	75.3
Total	300	100.0

Figure No.3.1. 2
Annual Income of the Family



3.2 Knowledge/Awareness on Janamaithri Suraksha Project (JSP)

Knowledge/awareness about a project/scheme is inevitable for the utilization and the success or failure of the same. Lack of knowledge/awareness on the other would lead any project to its doom. Accordingly, the present study had a prime objective to assess the extent of knowledge/awareness of the respondents under study regarding the Janamaithri Suraksha Project (JSP). The variables that were used for the assessment included: Extent of knowledge/awareness about the JSP, period of receipt of such knowledge, Beneficiaries of the project and the source of information about the project

Extent of knowledge/awareness about Janamaithri Suraksha Project (JSP)

The prime objective of the Janamaithri Suraksha Project (JSP)- community policing i.e., police- public relationship is the direct involvement of the people along with the police in the prevention and detection of crime and in the maintenance of order. Participation in this regard could be achieved only if they are educated or are aware about such a project.

The probe in this regard showed that majority (91%) of the respondents under study had knowledge/awareness about the Janamaithri Suraksha Project- community police. The remaining 9% however, were unaware about the same.

Disaggregation of awareness according to sex revealed that females outnumbered males by a margin of 5%. While 93.1% of the females recorded awareness, the corresponding figure for the males was only 88.1 %.(Refer to table 3.2.1 & Figure 3.2.1)

Reports of unawareness/lack of knowledge by the 9% do invite for the need for more penetration of the project into the general public.

Table No.3.2.1

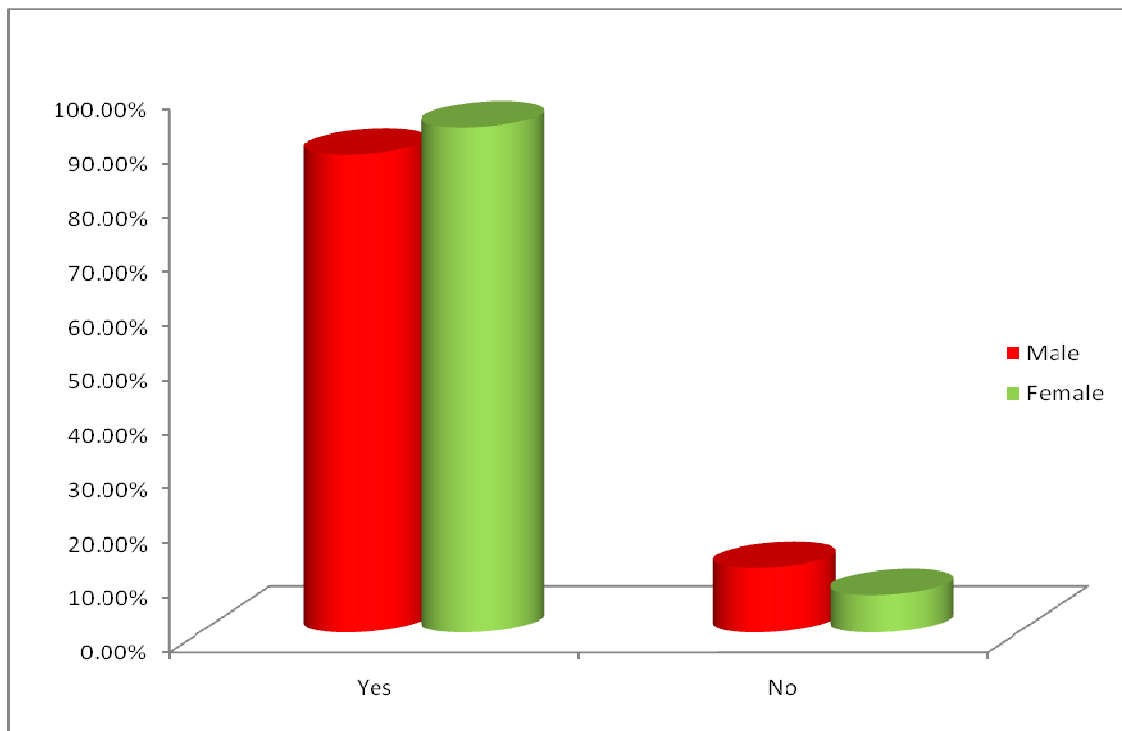
Knowledge/Awareness about Janamaithri Suraksha Project and Sex of the Respondents

Sex	Knowledge /Awareness		Total
	Yes	No	
Male	111	15	126

	88.1%	11.9%	100.0%
Female	162	12	174
	93.1%	6.9%	100.0%
Total	273	27	300
	91.0%	9.0%	100.0%

Figure No.3.2.1

Knowledge/Awareness about Janamaithri Suraksha Project and Sex of the Respondents



Period of Receipt of Knowledge /Awareness

Concerning the period (time since) of receipt of their knowledge/awareness about the project it was learnt that out of the 273 who knew about the project, majority (61.3%) were aware of the same for the past two years. It indicated that they knew

about the project since its implementation in the year 2008. Among the rest, 22.3% knew about it only for the past one year. Awareness in the recent times (below 1 year) was reported by 16.4%.

Sex-wise, there was not much variation between the sexes in the 2 years category. Nevertheless, a marked difference could be noticed in the other two categories viz., 1 year and below 1 year. While the males outnumbered females in the below 1 year category, it was vice versa in the other. However, on an average most of the respondents irrespective of sex difference had more than one year of knowledge about the Janamaithri Suraksha Project. (*Refer to table 3.2.2*)

It clearly indicated the effectiveness of the publicity given about it through various means. Yet, miles and miles to be traversed to reach the message to the entire populace.

Table No. 3.2.2
Period of Receipt of Knowledge/Awareness

Sex	Duration of Knowledge/Awareness			Total
	Below 1 Yr	1 Year	2 years	
Male	13	29	69	111
	11.80%	26.10%	62.10%	100%
Female	32	32	98	162
	19.80%	19.80%	60.50%	100%
Total	45	61	167	273
	16.40%	22.30%	61.3%	100%

Beneficiaries of the Project

The knowledge of the respondents who knew about the project (273) was further assessed by inquiring about the details in relation to the beneficiaries of the project. Responses in this regard highlighted that for 93% .Janamaithri Suraksha Project was aimed for the welfare of the people. 7.7% stated it to be for the welfare of police and people. Among the rest, 0.7% and 0.4% indicated that the project was for the welfare of the police and the political parties respectively

(Refer to table 3.2.3)

It could be inferred from the figures that most of the people had a basic knowledge about what the project is. This does not undermine the need for further publicity for an in-depth understanding of the same.

Table No. 3.2.3
Beneficiaries of the project

N- 273

Category	Welfare	
	Frequency	Percent
For the police	2	0.7%
For People	254	93.%
For People & Police	21	7.7%
For Politicians	1	0.4%

Sources of Information

Concerning the sources of information about the Janamaithri Suraksha Project, the data revealed that majority (90.5%) had obtained knowledge about it from the Janamaithri Police themselves during their visits or their publicity meetings. The second major source of information as reported by the 27.8% respondents was that of the print media. The other sources of information were: relatives and friends (13.2%), Govt. public programmes (14.3%) and Govt. publications (14.3%).

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

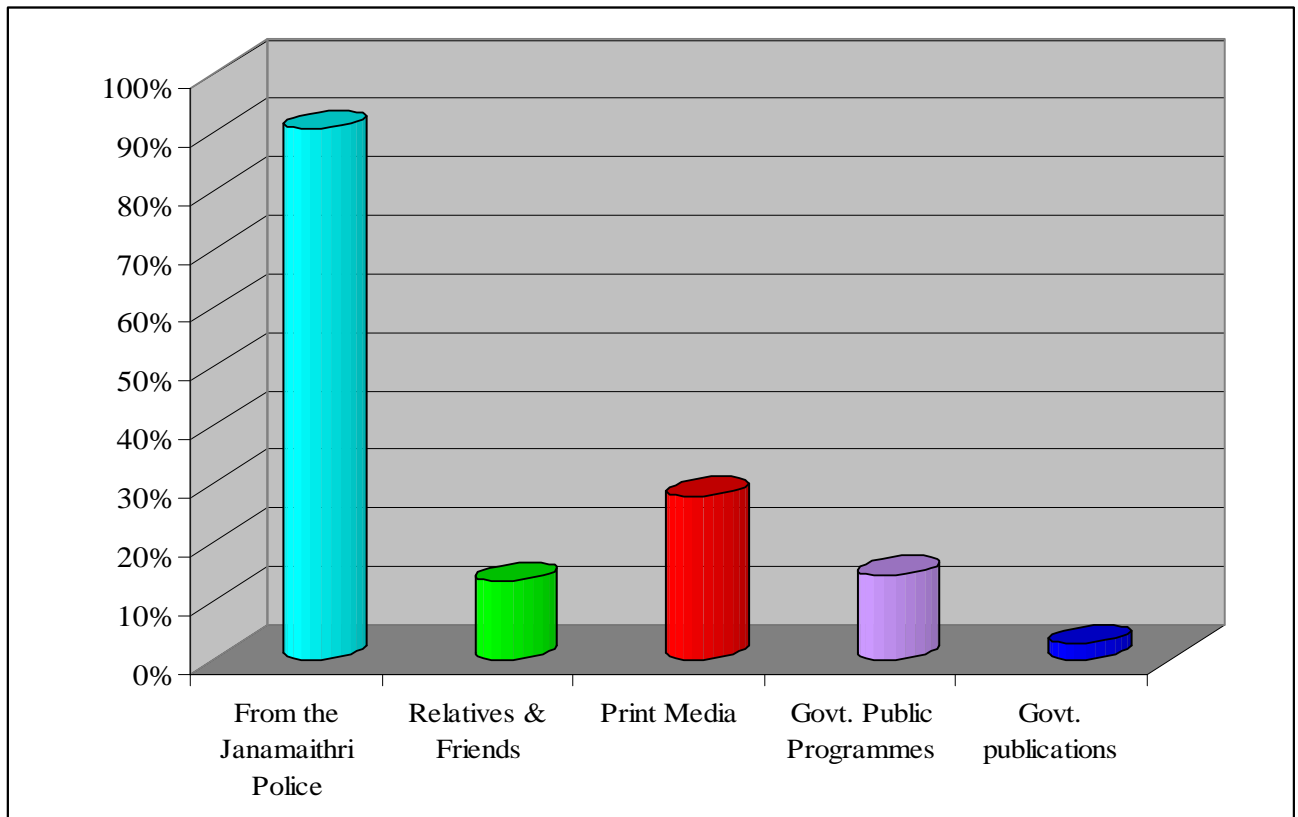
The interaction by the police however, seems to have a better result than the other means as majority reported about it as the source.

Table No. 3.2.4

Source of Information about Janamaithri Suraksha Project

Source	Frequency	Percent
From the Janamaithri Police	247	90.5%
Relatives & Friends	36	13.2%
Print Media	76	27.8%
Govt. Public Programmes	39	14.3%
Govt. publications	7	2.6%

Figure No. 3.2.2
Source of Information about Janamaithri Suraksha Project



3.3 Activities Carried out by the Beat Officer

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

From the above projects, those suitable for a particular locality are selected by the Station House Officers and Beat Officers and placed before the Janamaithri

Samithi. Thereafter, after consultations and discussions in the Janamaithri Samithi meetings, suitable projects are selected.

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

Traffic related

Traffic project related programmes aim to inculcate proper traffic culture among the student community as well as among the citizens. In this regard, the Janamaithri Samithis may organize awareness programmes for students, drivers and every type of road users with the help of Traffic Wardens. This programme may also help in encouraging the people to bring to the notice of the concerned authorities, traffic related problems such as road engineering defects, frequent occurrence of accidents at any particular spot, absence of street lights, traffic signal lights etc. Samithis may also organize film shows on traffic which will help to inculcate desirable traffic culture among the citizens.

The data in relation to the activities of this nature revealed that only 273 (30.03%) of the respondents affirmed about it. The rest 16.1% and 53.8% responded as 'no' and 'don't know'.

Age- wise distribution of the responses showed that positive responses were comparatively found greater in the higher age groups. (*Refer to table 3.3.1*)

The activities carried out by them in the study area were: enforcement of traffic rules near school premises and busy roads, enforcing use of seat belts and helmets use of zebra lines and speed breakers, traffic warden system, night patrolling, traffic controls at bus stops, distribution of traffic rules and display of traffic rules. Among these the prominent (higher number reporting) ones were: traffic control at bus stops, traffic warden system and enforcement of traffic rules near school premises and busy roads.

Table No 3.3.1

Conduct of Traffic Related Activities and Age of the Respondents

Age	Conduct of Traffic related activities			
	Yes	No	Don't know	Total
17-25	5	4	12	21
	23.80%	19.04%	57.10%	100%
25-35	8	7	29	44
	18.20%	15.90%	65.90%	100%
35-45	25	12	33	70
	35.70%	17.10%	47.10%	100%
45-60	33	16	41	90
	36.60%	17.80%	45.60%	100%
60 and above	11	5	32	48
	22.90%	10.40%	66.70%	100%
Total	82	44	147	273
	30.03%	16.10%	53.80%	100%

Hygiene related

Reports of hygiene activities carried out by the beat officer were reported by 47.6%. While the rest stated either ignorance or on the negative regarding the same.

Gender-wise analysis portrayed that the females who reported on the affirmative outnumbered males by a margin of 10.5%. (*Refer to table 3.3.2*)

The activities implemented by the beat officers in this regard were: cleaning roads and canals, one week cleanliness drive, appointing people to collect waste, Environmental Cleaning, Community Awareness, To Kill Mosquitoes, and Cleaning of Temple. Among these the highest reporting was about environmental cleaning, cleaning roads and canals and one week cleanliness drive.

Table No. 3.3.2
Hygiene Related and Sex of the Respondents

Sex	Conduct of Hygiene Related Activities			Total
	Yes	No	Don't know	
Male	46	29	36	111
	41.40%	26.10%	32.40%	100%
Female	84	20	58	162
	51.90%	12.30%	35.80%	100%
Total	130	49	94	273
	47.60%	17.90%	34.40%	100%

Interaction with children

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

With respect to the interaction with children, the data revealed that 35.9% confirmed about the interaction with the children. 74.1% however were on the negative. The positive responses i.e., those who affirmed about the implementation of this activity were seen comparatively higher in the middle aged and elderly categories i.e., 35-45 age group and 60 and above age category with 41% and 35.4%. (Refer to table 3.3.3)

Lesser number of positive responses indicated that there is a need to accelerate the activities carried out in this regard.

The activities carried out among the children were: awareness on traffic rules, awareness on road safety, awareness regarding Janamaithri, friendly interactions

with children, talk about education interaction with unknown, to be careful and talk about the Public Speech. The prominent one among them was friendly interactions with children.

Table No. 3.3.3

Interaction with Children and Age of the Respondents

Age	Interaction with Children			
	Yes	No	Don't know	Total
17-25	6	2	13	21
	28.50%	9.50%	61.9%	100%
25-35	13	6	25	44
	29.5%	13.6%	56.8%	100%
35-45	25	15	30	70
	35.70%	21.40%	42.90%	100%
45-60	37	12	41	90
	41.10%	13.30%	45.50%	100%
60 and above	17	6	25	48
	35.40%	12.50%	52.08%	100%
Total	98	41	134	273
	35.90%	15.01%	49.08%	100%

Night Patrolling

This project envisages ensuring the security of a place with the cooperation of the inhabitants of that place. Along with night patrol Police Constables, the 'Janamaithri patrolling group' can do night patrolling. The Beat Officer also may engage himself in night patrolling along with the Janamaithri Patrol team whenever possible From a Janamaithri Beat area a list of able bodied males who are not

involved in any crime cases may be prepared by the Beat Officer. In every ward, a route may be decided for night patrolling and everyday by turns a group of 4 - 5 persons may be deputed. During night patrol in case anybody is found in suspicious circumstances, the same may be informed by the group to the Police Station. In case any vehicle is found in unusual circumstances, the registration number and other identifying information may be passed on to the Police Station. In case any establishment or place is found to be occupied by anti-social elements or thieves the same may also be informed to the Police Station. The group members should equip themselves with torches etc. while doing night patrol. The group members may also inform the Police Station about wandering groups, about those who encroach revenue land, about any seemingly illegal constructions going on at night etc. In case the incident requires immediate attention of the Police, the Police may take necessary action then and there. In case the matter can be dealt with later the Beat Officer may enquire about the same on the subsequent day.

Although, night patrolling project is envisioned as an important one for the prevention of crime, the data portrayed that only 27.8% mentioned about the implementation of the activity in this regard by the beat officers. Majority were however, on the negative indicating the dire need for the enhancement of this activity by the beat officers in the concerned area.

Opinion/perception could vary according to the age and experience, a cross analysis was undertaken in relation to age. The figures in this regard depicted that those in the higher age have reported positively at a greater number.

(Refer to table 3.3.4)

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

Table No. 3.3.4
Night Patrolling and Age of the Respondents

Age	Night Patrolling			
	Yes	No	Don't know	Total
17-25	2	4	15	21
	9.50%	19.04%	71.40%	100%
25-35	11	3	30	44
	25%	6.80%	68.20%	100%
35-45	17	15	38	70
	24.30%	21.40%	54.30%	100%
45-60	32	15	43	90
	35.60%	16.70%	47.80%	100%
60 and above	14	7	27	48
	29.10%	14.50%	56.20%	100%
Total	76	44	153	273
	27.80%	16.10%	56.04%	100%

Protection of Women

Activities envisaged by the project in this regard were: establishment of Women's Control Room and Women's Helpline, discussion on security issues & counter strategies relating to women and children in the Janamaithri samithi, organization

of legal literacy programmes with the help of Panchayaths/Municipalities, Kudumbasree units, educational institutions etc.

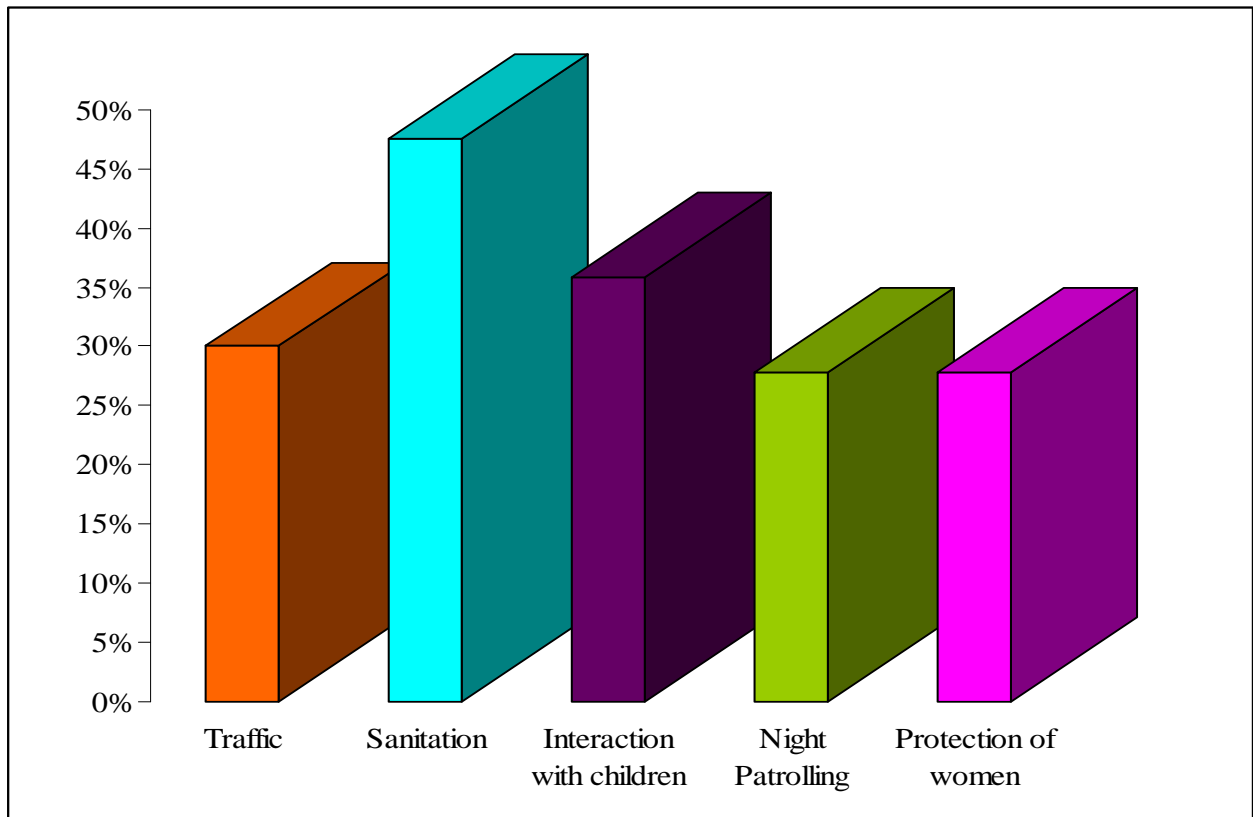
Concerning the activities designed and implemented in the study area in relation to the protection of women portrayed that only 27.8% of the respondents reported about the activities in this regard. Majority (72.2%) negated about it.

Being a gender based query, the data showed that comparatively a lesser number of women responded on the positive in relation to the women activities carried out by the beat officers. While 36.9% of males affirmed about the conduct of the programmes related to women, the corresponding figure for the females was only 21.6%. (*Refer to table 3.3.5 & Figure 3.3.1*)

Table No. 3.3.5
Change in the Protection of Women and Sex of the Respondents

Sex	Yes	No	Don't know	Total
Male	41	26	44	111
	36.90%	23.40%	39.60%	100%
Female	35	18	109	162
	21.60%	11.10%	67.20%	100%
Total	76	44	153	273
	27.80%	16.10%	56.04%	100%

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



The activities carried out by the beat officers in their area of work highlighted that only less than 50% of the respondents have reported on the positive regarding each of the activities cited above. The figures clearly pointed out that there is a dire need for the enhancement and diversification of the activities to be carried out in the beats. Yet, the effort undertaken presently should be applauded as the project could achieve to this extent at its infancy stage itself.

3.4 Visits by Beat Officers and Allied Matters

A local area which includes around 500 homes is considered as a Janamaithri Beat Unit and does not exceed 3 square kilometers. Each of the Janamaithri unit will be under the charge of an assistant sub inspector or a head constable. Activities such as serving summons, execution of warrant, locating the address, handling the

complaint box and all other duties to be performed by the police in the area are coordinated and done by the Beat officer.

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

The other ascribed duties of the beat officer included:

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

The responsibilities and duties prescribed to the beat officer indicated that he/she has a great role to play in the success of the project. Subsequently a detailed probe was carried out on various aspects related to the visits by the beat officer. This section has been divided into 2 sub sections viz., beat officer's visits related and beat officer's behavior related.

Beat officers visits related

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

No of visits by Beat officer

First and foremost duty of the beat officer is to have frequent interaction with the public. The beat officer is expected to visit the beat thrice a week and have interaction with the public. The seek in this line revealed that the number of visits varied from non visits to 8 visits. Among them ,most (53%) of the respondents who stated about the awareness about Janamaithri Suraksha Project, reported about 1 (23.4%) or 2 (29.6%) visits by the beat officers. 43.3% mentioned about 3 -8 times visit by the beat officers with a distribution of 3 visits by 8.8%, 4 visits 6.6%, 5 visits by 4.02%, above 5 by 24%. Non-visit was recorded by 3.2%. Although, a high number reported of more than one visits, quite a good number stated about just one visit and a few about the non –visit. This need to be tackled and taken care of as the successes of the community policing and Janamaithri Suraksha Project is this interaction of the police with the public. (*Refer to table 3.4.1*)

A monitoring mechanism therefore should be designed at the grassroots level.

Table No. 3. 4. 1
Number of Visits by Beat officers

Number of visits	Frequency	Percent
0	9	3.20%
1	64	23.40%
2	81	29.60%
3	24	8.80%
4	18	6.60%
5	11	4.02%
6	10	3.60%
7	44	16.10%
8	12	4.30%
Total	273	100%

Time of visit

Concerning the time of visit, it was found that the visiting time of the beat officers was between 8 am and 8 pm. Majority (64.7%) stated about visits between 12 pm – 4pm. Visits between 8am and 12 pm followed with 39.8%. The remaining reported about visits in the late evenings i.e., 4 pm- 8pm. No visits were reported after 8 pm. It could be seen from the figures that the visits carried out by the beat officers considering the convenience of the households. Usually people especially women folk are comparatively free during the after noon hours.

(Refer to table 3.4.2)

It thus proves that the project has taken an effort to go even to the minute detail of its implementation in an effective manner.

Table No. 3.4.2
Time of Visit

N-264

Time of visit	Frequency	Percent
8 Am to 12 PM	105	39.80%
12 PM- 4PM	171	64.70%
4 PM- 8PM	47	17.80%
8 PM- 12 Midnight	0	0
12 Midnight - 4AM	0	0
4 PM- 8AM	0	0

Prior information about the Beat Officer's visit

It was also stated by majority (80.30%) of the respondents that they were not informed about the visit in advance.. This to be noted here that the beat officers are not instructed to inform in advance about the house visits as the present infra-structure is insufficient to fulfill this task. However, the venue/place of common meetings are pre-announced, where the public could put up/present their grievances/problems before the beat officer. (Refer to table 3.4.3)

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

Table No. 3.4.3
Prior information about the visit

Prior Information	Frequency	Per cent
Yes	52	19.70%
No	212	80.30%
Total	264	100%

Visits related

Number of police during the visit & presence of vanitha police

With respect to the number of police during the visit it was found that the number varied between 1 and 6. Most (79.9%) of them reported about the presence of two police men during the visit of the beat officer. Presence of more than 2 police personnel was mentioned by 19.4%. It is evident from the figures that the visits by the beat officers were either in groups of two or more than two.

It was also observed from the responses that most of the beat officer's group consisted of at least one vanitha police. 98.1% reported on the affirmative about the presence of vanitha police. However, 1.9% negated about the same. The presence of vanitha police has always been instrumental in instilling confidence and in building rapport with the people especially the womenfolk.

Concerning the number of vanitha police present at the time of visit, 82.2% reported about the accompaniment of 1 vanitha police. 15.4% and 2.3% each stated about the presence of 2 and 3 vanitha police respectively. (*Refer to table 3.4.4*)

Nature of visit

Regarding the nature of the visit, it was found that 65.5% were visited with the family. Among the rest, 23.9% each reported about the discussion individually and in public meetings respectively (*Refer to table 3.4.4*)

In the case of 64.7% of the respondents either their husband or wife was present during the visit of the beat officer. The rest however reported their absence.

Table No. 3.4.4
Place of Visit and Allied Matters

Place of Visit	Frequency	<i>N- 264</i> Percent
House	242	91.70%
Public place	65	24.60%
Community Hall	30	11.40%
Prayer halls	0	0.00%
Others	6	2.30%
No of police personnel present during the visit		
1	2	0.75%
2	211	79.90%
3	23	8.70%
4	15	5.70%
5	10	3.90%
6	3	1.13%
Total	264	100%
Presence of Vanitha police		
Yes	259	98.10%
No	6	1.90%
Total	264	100%
No. of Vanitha police		
1	213	82.20%
2	40	15.40%
3	6	2.30%
Total	259	100%

Nature of visit		
		N-264
Individual	63	23.90%
With family	173	65.50%
In group	26	9.80%
Public meeting	63	23.90%
Participation of wife/Husband during the visit		
Yes	171	64.7%
No	93	35.3%
Total	264	100%

Topic/subject of discussion/conversation

The purpose of beat officers' visits varied extensively from individual discussion, family visits, awareness campaign etc. to public meetings. The seek in this regard showed that awareness classes on various topics was the major purpose of the visit. 57.6%, 43.6% and 42% each had reported about the awareness classes on hygiene, traffic and santhwana respectively. 46.9% on the other mentioned about individual discussion. Among the other purposes of the visit 20%- 27% reported of ward-wise meeting, campaign against illicit liquor and disaster management. 10%- 20% on the other mentioned about seminar, blood donation camp, night patrolling, anti drug & anti tobacco campaign and family meetings. (Refer to table 3.4.5)

The data thus clearly indicated the wide range of areas covered by the discussions and meetings of the beat officers into the various beats of communities.

Table No. 3.4.5**Topic/Subject of Conversation**

Topic/subject	Conversation		
	Yes	No	Total
Individual Discussion	124 (46.9%)	140 (53.1%)	264 (100%)
Ward-wise meeting	72 (27.2%)	192 (72.8%)	264 (100%)
Seminar	39 (14.7%)	225 (85.3%)	264 (100%)
Determining Blood group	16 (6.06%)	248 (93.9)	264 (100%)
Blood donation camp	28 (10.6%)	236 (89.4%)	264 (100%)
Eye donation camp	18 (6.8%)	246 (93.2%)	264 (100%)
Night Patrolling	50 (18.9%)	214 (81.1%)	264 (100%)
Traffic Awareness	115 (43.6%)	149 (56.4%)	264 (100%)
Awareness of hygiene	152 (57.6%)	112 (43.4%)	264 (100%)
Awareness on Santhwana	111 (42%)	153 (58%)	264 (100%)
Health protection	108 (40.9%)	156 (59.1%)	264 (100%)

Disaster management	55 (20.8%)	209 (79.2%)	264 (100%)
Campaign against illicit liquor	62 (23.5%)	202 (76.5%)	264 (100%)
Anti Drug campaign	50 (18.9%)	214 (81.1%)	264 (100%)
Anti tobacco campaign	33 (12.5%)	231 (87.5%)	264 (100%)
Information about the complaints received through complaint box	14 (5.3%)	250 (94.7%)	264 (100%)
information about the collection of details about Domestic workers and others	20 (7.6%)	244 (93.4%)	264 (100%)
Family meeting	39 (14.8%)	225 (85.2%)	264 (100%)
Others	7 (2.6%)	254 (97.4%)	264 (100%)

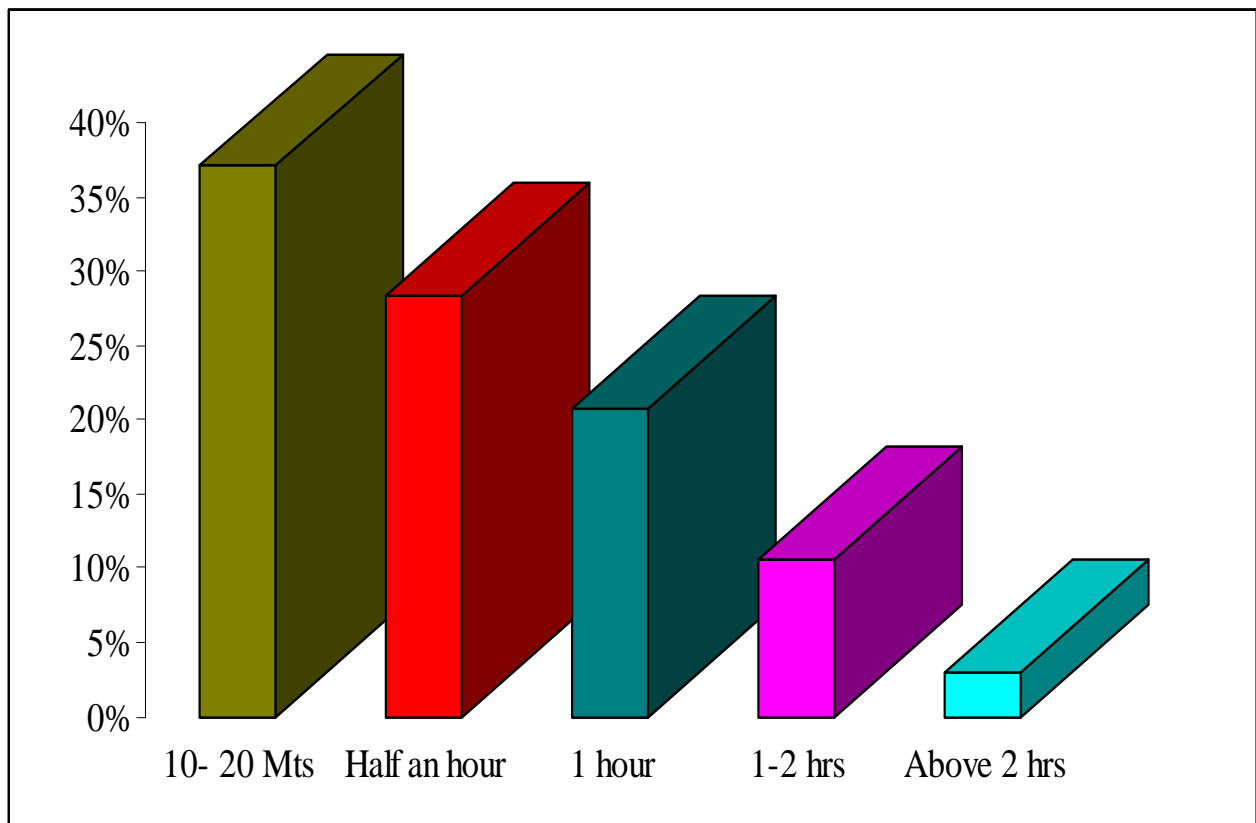
Duration of discussion

The duration of the discussion varied from 10 mts to more than 2 hours. A good number (37.1%) however, reported of 10-20 mts of discussion. Half an hour of discussion was stated by 28.4%. The rest i.e., 34.4% indicated a discussion of more than 1 hr. Those who recorded 2 hours and above was comparatively low. (*Refer to table 3.4.6 & figure 3.4.1*)

**Table No. 3.4.6
Duration of Discussion**

Duration	Frequency	Per cent
10- 20 Mts	98	37.1%
Half an hour	75	28.4%
1 hour	55	20.8%
1-2 hrs	28	10.6%
Above 2 hrs	8	3.03%
Total	264	100%

**Figure No. 3.4.1
Duration of Discussion**



The Janamaithri Suraksha Project – the community policing programme adopted by the State of Kerala thus gives a new face to the police system. It not only

enables a strong tie between the public and police but also empowers the public to be partners in the safety keep of the community and society at large.

Behaviour of the Beat Officers

As stated at the introductory part, the beat officers have a vital role to play in the successes of the Janamaithri Suraksha Project. He/She has to have interpersonal skills, communication skills, behavioural skills etc. It is his/her skills that bridge the wide gap that exists between the police and public. Accordingly, the study had a brief inquiry regarding the behavior of the beat officers during their visits to the beats. The variables considered in this regard were: cordial dealing of the beat officer, rating of the behavior of beat officer, satisfaction with the interaction of beat officer, recalling the topics discussed by beat officer,

The figures highlighted that almost cent percent (99.4%) of the respondents expressed positively about the dealings of the beat officers. Cordial and gentle behavior of the beat officers embarked a great change in the public about police. It was indeed a facelift for the police as traditionally they were considered as a group who should be looked at fearfully.

Gender perception is a key element to be noticed with respect to the dealing of the officer. The analysis in this regard however, showed a slight variation wherein the number of females (99.4%) voiced cordiality of the beat officer, outnumbered the males (95.3%). (*Refer to table 3.4.7*)

Table No. 3.4.7

Cordiality of the Beat Officer and Sex of the Respondents

Sex	Whether cordial or Not			Total
	Yes	No	No response	
Male	101	1	4	106
	95.3%	0.9%	3.8%	100.0%
Female	157	0	1	158
	99.4%	.0%	0.6%	100.0%
Total	258	1	5	264
	97.7%	0.3%	1.9%	100.0%

When asked to rate the behaviour of the beat officer on a seven point scale from 1-7, irrespective of gender or age or educational difference cent percent rated it as 4 and above i.e., above satisfactory. Most (57.6%) rated the behavior of the beat officer as very good (57.6%) and excellent (33.5%). (Refer to table 3.4.8)

The figures indicated that the beat officers were able to make a great impact on the people through the behavior. It is a transformation from the generation notion of views about the police which clearly indicated to the effectiveness of the Janamaithri Suraksha Project.

Table No. 3.4.8

Opinion on the Behaviour of the Beat officers and Sex of the Respondents

Sex	Rating beat officers behavior				Total
	Satisfactory	Good	Very good	Excellent	
Male	6	16	43	41	106
	5.6%	15.09%	40.56%	38.7%	100.0%
Female	1	13	91	53	158
	0.6%	8.2%	57.6%	33.5%	100.0%
Total	7	29	134	94	264
	2.6%	10.9%	50.7%	35.6%	100.0%

Satisfaction at the interaction of Beat officer

The opinion/perception of the respondents further reiterated the change of the police as 99.2% of them reported satisfaction with the way the beat officers interacted with them. Only, a very low (0.8%) percentage stated on the reverse. There was not much difference between the opinions/views between both the sexes. (Refer to table 3.4.9)

Table No. 3.4.9
Satisfaction at the Interaction/intervention of
the Beat officers and Sex of the Respondents

Sex	Satisfaction		Total
	Yes	No	
Male	104	2	106
	98.1%	1.9%	100.0%
Female	158	0	158
	100%	.0%	100.0%
Total	262	2	264
	99.2%	0.8%	100.0%

Extent of Satisfaction

The rating of the satisfaction at the interaction re-emphasizes the above with cent percent of the respondents highlighting a satisfactory or above satisfactory rating for the interaction with the Beat officers. 76.8% rated it as very good and excellent. 18.1% as good. (Refer to table 3.4.10)

Table No. 3.4.10
Extent of Satisfaction on the interaction of beat officer's Visit
and Sex of the Respondents

Sex	Extent of Satisfaction				Total
	Satisfactory	Good	Very good	Excellent	
Male	10	15	40	41	106
	9.43%	14.15%	37.74%	38.68%	100.0%

Female	3	33	74	48	158
	1.9%	20.89%	46.84%	30.38%	100.0%
Total	13	48	114	89	264
	4.92%	18.18%	43.18%	33.71%	100.0%

Usefulness of the suggestions by the Beat Officer

Concerning the usefulness of the suggestions, 83% of the respondents stated on the affirmative. However, the remaining 17% reported on the negative. Disaggregation of the responses according to educational background portrayed that the high schools and college educated people were the ones who reported on the lack of usefulness of the suggestions by the beat officers (*Refer to table 3.4.11*)

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

Education	Usefulness		Total
	Yes	No	
Illiterate	10	0	10
	100.0%	.0%	100.0%
Primary school	76	4	80
	95%	5%	100.0%
High School	110	5	115
	95.6%	4.4%	100.0%

College	42	6	48
	87.5%	12.5%	100.0%
Post Graduate	7	0	7
	100%	.0%	100.0%
Professional	4	0	4
	100%	.0%	100.0%
Total	249	15	264
	94.3%	5.7%	100.0%

Extent of Usefulness of the suggestions

Asked about the rating of the usefulness, excluding 6% of those who stated of usefulness(264)all the others(249) had rated it as either good or very good or excellent with a rating of 5,6, and 7 out of 7.

Excellent or full rating i.e., seven out of seven was given by 35.5%. Very good i.e., 6 out of 7 was given by 46.6%. The rating throws light to the effectiveness of the activities carried out by the beat officers of the respective beats .Irrespective of the educational variation, most had reported about the usefulness of the suggestions by the beat officers. (Refer to table 3.4.12)

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

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

Education	Extent of usefulness					Total
	Poor	Average	Good	Very Good	Excellent	
Illiterate	0	0	0	4	6	10
	.0%	.0%	.0%	40.0%	60.0%	100.0%
Primary school	0	10	7	32	27	76
	.0%	13.2%	9.2%	42.1%	35.5%	100.0%
High School	1	2	13	58	36	110
	.9%	1.8%	11.8%	52.7%	32.7%	100.0%
College	0	2	8	18	14	42
	.0%	4.8%	19.0%	42.9%	33.3%	100.0%
Post Graduate	0	0	1	2	4	7
	.0%	.0%	14.3%	28.6%	57.1%	100.0%
Professional	0	0	1	2	1	4
	.0%	.0%	25.0%	50.0%	25.0%	100.0%
Total	1	14	30	116	88	249
	.4%	5.6%	12.0%	46.6%	35.3%	100.0%

Implementation/practice of the suggestions

A deeper probe was carried out with respect to the usefulness of the suggestions by inquiring about the implementation of the suggestions put forward by the beat

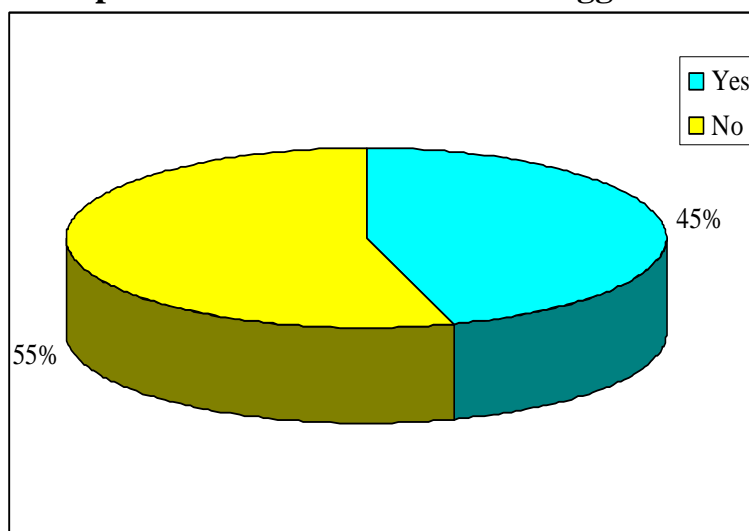
officers. The responses in this regard highlighted that only 45.4% had made the suggestions practical. (Refer to table 3.4.13 & Figure 3.4.2)

Change can not be brought all of a sudden. Hence, though the number of those who practiced or implemented the suggestions fall short of 50%, its effectiveness can not be undermined. The peer influence could in the long run lead the non-practicers into the implementation of suggestions by the beat officers.

Table No. 3.4.13
Implementation/practice of the suggestions

Status	Frequency	Percent
Yes	120	45.40%
No	144	54.60%
Total	264	100%

Figure No. 3.4.2
Implementation/Practice of the suggestions



Some of the suggestions implemented or practiced by the respondents as a result of the Beat Officers' visits included: night patrolling, traffic rules, hygiene habits, participating in the prevention of anti social activities, improving the common amenities, cleaning works of the public places, communication, health related activities, sanitation related activities. Of all the above activities, the most prominent ones were: cleaning works and obeying traffic rules.

The data in relation to the beat officers' duties and behaviour, during the visits the responses highlighted a positive note with almost cent percent of the respondents reporting about their effort in their beats as either good, very or even to the extent of excellence. The effectiveness of their activities is further exhibited by the implementation of the suggestions by the respondents. Undoubtedly, the much suspected project is gradually getting the support and acknowledgement of the community wherein the traditional face of the police exhibits a much humane touch.

3.5 Effectiveness/Impact of the Janamaithri Suraksha Project

The continuity of any project or scheme is ensured only if its performance is found to be satisfactory or in other words, if it produces the desired output. Janamaithri Suraksha Project initiated in 2008 has a made slow and gradual growth over the years. Its volume and depth of functioning widened as years went by. Accordingly, it would be improper to judge the project in general and the effectiveness in particular in its fullest measure at this juncture. Yet, an attempt has been made here to analyze the effectiveness/influence of the Janamaithri Suraksha Project at this juncture. The effectiveness hence was analyzed in terms of; the extent of overall reach, the effectiveness of the activities in relation to the social problems and the change in attitude towards the police and their activities.

a. Extent of reach of the Project

Success or failure of a project depends greatly on the extent to which the project succeeded in penetrating into the minds of the communities/people. Similarly only by knowing about anything one could utilize or participate in the same. Accordingly, extent of reach is an important variable to be considered while evaluating the project functioning.

The figures in this regard showed that although at the initial stage, it has captured the minds of majority of the communities/people. 91% of the respondents have reported of a fairly good knowledge/awareness about the JMS project. The wide publicity given to the project through a variety of mediums especially the family visits by the beat officers has indeed yielded the fruit.

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

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

Change in Family atmosphere

Interaction and family visits of the beat officers seemed to have a positive impact in the family atmosphere of the people. The responses of the people reiterate the fact further. Of the 273 who had knowledge about the Janamaithri Suraksha Project (JSP), 60.8% stated about the positive change that has been effected after the implementation of the Janamaithri Project in the area. Sex-wise, females outnumbered males with 64.10% in their responses related to this aspect. There was none who reported about a worse situation. (*Refer to table 3.5.1*)

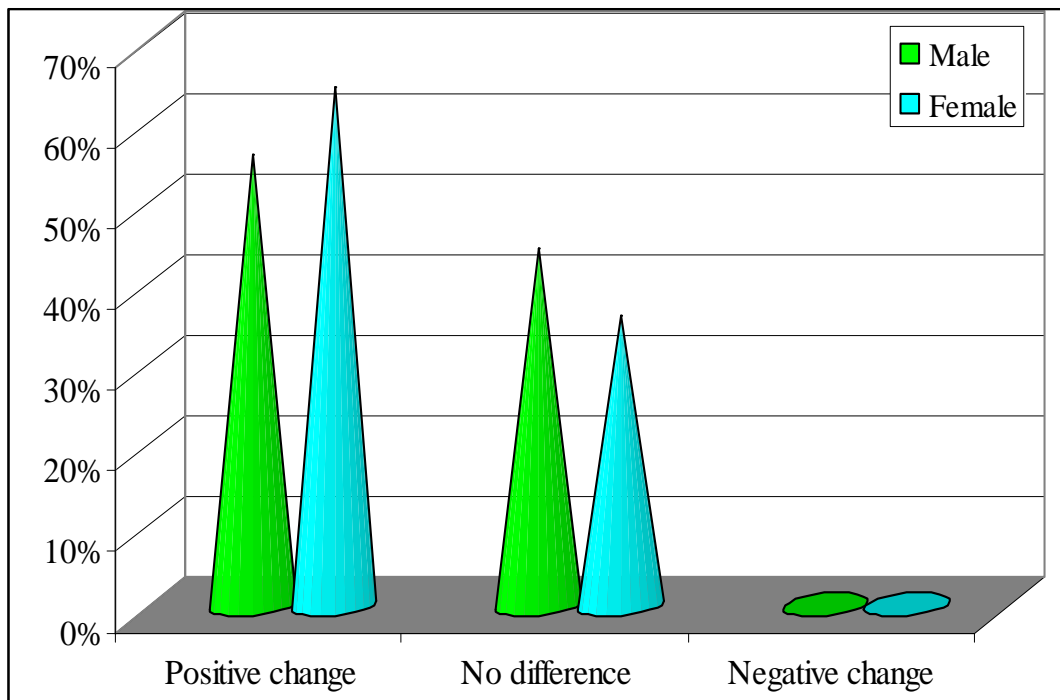
It is the constant presence of the beat officers as well as the existence of Janamaithri Surakha Samithis that might have acted as a preventive mechanism of the quarrels and other family disturbances.

Table No. 3.5.1

Change in Family Atmosphere and Sex of the Respondents

Sex	Positive change	No difference	Negative change	Total
Male	62	49	0	111
	55.80%	44.10%	0%	100%
Female	104	58	0	162
	64.10%	35.80%	0%	100%
Total	166	107	0	273
	60.80%	39.10%	0%	100%

Figure No. 3.5.1
Change in Family Atmosphere



Change in safety

One of the key aims of the police system is to provide security and prevent crime. To feel secured in a society itself gives wide room for thinking creatively and living peacefully. To build up or to increase the safety of the people with their own participation was the envisioned aim of the Janamaithri Suraksha Project (JSP). The responses showed that 81.3% of them expressed an increase in their feeling of security consciousness.

When asked to rate the level of security feeling on a seven point scale, 44.6% and 32.6% each reported it very good and excellent respectively. None reported the feeling as either poor or very poor. (*Refer to table 3.5.2*)

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

Presence of police

The impact in relation to the presence of police during the last six months, it was reported by 77% of the respondents that an increased presence of the police has been noticed in the area. The constant visits of the beat officers to the concerned beats have been instrumental in the high reporting in this line.

Asked to rate the extent of the presence, 39.5% and 35.5% respondents rated the presence as very good and excellent respectively. Those who recorded low rating was comparatively less i. e., 10.4 with a distribution of 0.3% each very poor & poor and 9.8% no change. (*Refer to table 3.5.2*)

The Janamaithri Suraksha Project thus has effected a positive change with respect to the presence of police in the community area.

Gunda Menace

Regarding the change or improvement in the gunda menace, a good number 36% stated that the problem has decreased in the area. 15.7% had expressed unchanged situation and 48.3% reported as they don't know about the situation (*Refer to table 3.5.2*)

Asked about their knowledge about gunda menace in their area only 1.1% had reported on the affirmative. Accordingly the impact with respect this aspect is expressed in relation to the general perception of the people the regular and constant presence of the beat officers in person might have been the contributory factor for the change/improvement in the situation.

Change in robbery/snatching

Only 21 respondents had stated about robbery and snatching during the last six months and the number of such incidents of which they were aware about ranged between 1 and 4. 16 had known about one incident each. The incidents that they witnessed/heard included: chain snatching, pick-pocketing, theft of mobile phones and burglary. Similarly, only very few of the respondents have been victims of any kind of atrocities. The figures showed that only 2 members have reported on the affirmative in this regard.

Concerning the impact of Janamaithri Suraksha Project it was seen from the responses that a good number (40%) stated that there was a decrease in the number of robbery/snatching incidents. 15.3% reported about no change (*Refer to table 3.5.2*)

Illicit liquor

Regarding the impact of Janamaithri Suraksha Project in relation to the problem of illicit liquor revealed that most were ignorant about the impact as the problem was not a serious issue of the area. It should be noticed here that only 7 respondents had stated about the existence of this problem in the area. 32.3% had spoken from the general perception and rated by stating that the problem has reduced indicating that the presence and intervention of the community policing (JSP) has had a positive impact in checking the menaces arising out of this problem. (*Refer to table 3.5.2*)

Change in women atrocities

Change in relation to women safety was assessed through the inquiries of the extent to which they feel secure and the impact of JSP in relation to eve teasing. With respect to the feeling of security of women, it was reported by a great majority(89.2%) that the JSP project has instilled a great feeling (good & great) of security of women in the society.

Similarly, with respect to eve teasing, 39.7% were of the opinion that the incidents of eve teasing has reduced to a great extent. However, only 15 out of 300 were aware of any complaints of eve teasing. Gender-wise, those who reported of decrease were comparatively less in the female category as against the males. A higher percentage reporting about the decrease in these incidents were based on a general perception and not based on the number of complaints registered. (*Refer to table 3.5.2*)

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

Table No. 3.5.2

**Impact/Effectiveness of Janamaithri Suraksha Project (JSP)
and Sex of the Respondents**

Improvement in security feeling					
	Increased	No Change	Decreased	Don't Know	Total
Male	93	28	5	-	126
	73.8%	22.2%	4.0%	-	100.0%
Female	151	22	1	-	174
	86.8%	12.6%	0.6%	-	100.0%
Total	244	50	6	-	300
	81.3%	16.7%	2.0%	-	100.0%
Problem of Robbery/Snatching					
Male	-	18	57	51	126
	-	14.3%	45.2%	40.5%	100.0%
Female	1	28	63	82	174
	0.6%	16.1%	36.2%	47.1%	100.0%
Total	1	46	120	133	300
	0.3%	15.3%	40.0%	44.3%	100.0%
Presence of Police					
Male	88	8	3	27	126
	69.8%	6.3%	2.3%	21.4%	100.0%
Female	143	6	9	16	174
	82.2%	3.4%	5.2%	9.2%	100.0%
Total	231	14	12	43	300
	77.0%	4.7%	4.0%	14.3%	100.0%
Gunda menace Problem					
Male	-	18	48	60	126
	-	14.3%	38.1%	47.6%	100.0%
Female	-	29	60	85	174
	-	16.7%	34.5%	48.9%	100.0%
Total	-	47	108	145	300
	-	15.7%	36.0%	48.3%	100.0%
Problem of Illicit liquor					
Male	-	19	43	64	126
	-	15.1%	34.1%	50.8%	100.0%
Female	-	28	54	92	174

	-	16.1%	31.0%	52.9%	100.0%
Total	-	47	97	156	300
	-	15.7%	32.3%	52.0%	100.0%
Problem of Eve teasing					
Male	1	18	52	55	126
	0.8%	14.3%	41.3%	43.7%	100.0%
Female	-	36	67	71	174
	-	20.7%	38.5%	40.8%	100.0%
Total	1	54	119	126	300
	0.3%	18.0%	39.7%	42.0%	100.0%

Extent of usefulness of the Suggestions by Beat Officers

The impact is further assessed by asking the respondents whether the activities/suggestions by the beat officers were useful. The figures in this regard showed that 94.3% of those who knew about the visit of the beat officers reported on the affirmative.

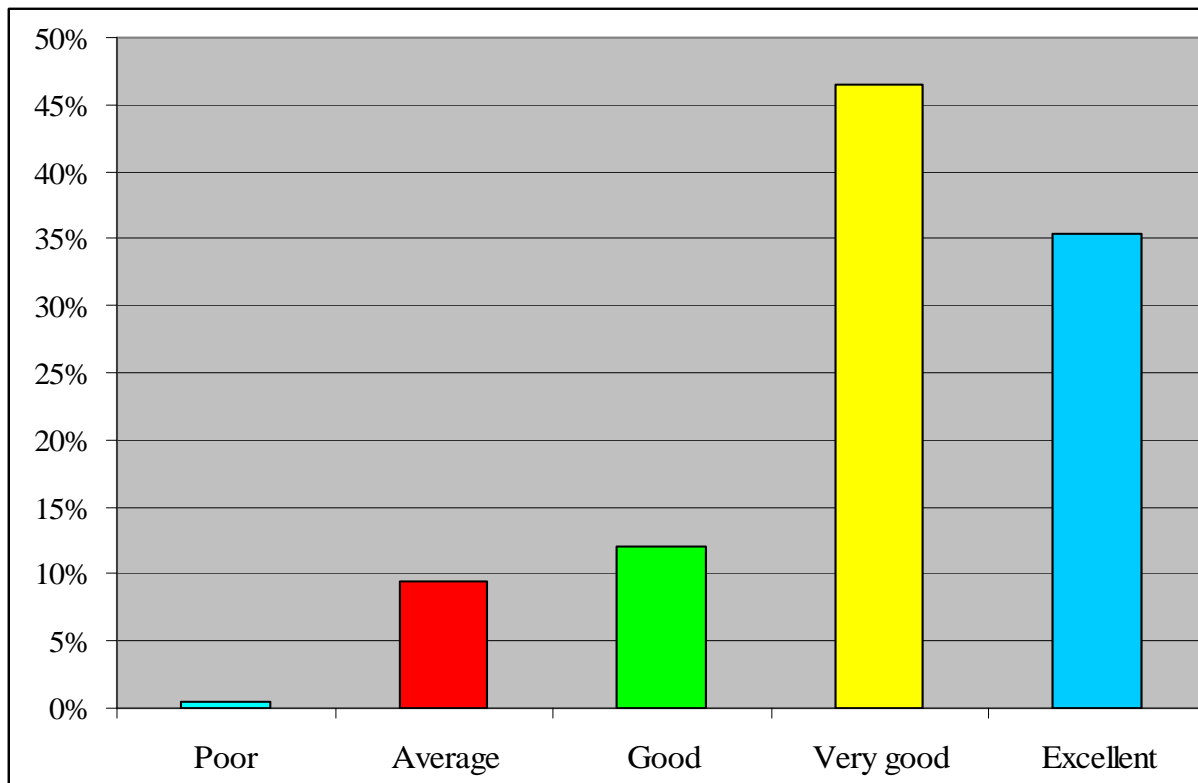
Of those who stated of the usefulness majority (81.8%) rated it as either very good and excellent. Those who rated the usefulness as poor constituted only very minimum percentage indicating that the project has had made a positive change in the community. (Refer to table 3.5.3 & figure 3.5.2)

Table No. 3.5.3

Extent of usefulness of the Suggestions by Beat Officers

Extent of usefulness	Frequency	Percent
Poor	1	0.40%
Average	14	9.40%
Good	30	12.04%
Very good	116	46.50%
Excellent	88	35.30%
Total	249	100%

Figure No. 3.5.2
Extent of usefulness of the Suggestions by Beat Officers



c. Change in the Attitude towards Police and their Activities

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

Reluctance to approach the police station

Out of the 300 respondents interviewed, majority (87.3%) reported that they had no reluctance to approach the police station for solving their problems.

An in-depth analysis of the reluctance to approach the police station in relation to the age, gender and education of the respondents showed that the reluctance was found comparatively higher among those who are at a higher education status and higher age group. Probably, the awareness about the consequences of approaching the police stations might have been the reason for their reluctance. Within the gender, the reluctance was found comparatively higher in the male category with 15.1%. (Refer to table no 3.5.4)

It should be observed here that the Janamaithri Suraksha Project is of recent origin and the change in the attitude of people could not be brought out all of a sudden as the people have a very antipathic attitude towards the police for a long period. Yet, it should be stated that a high percentage reporting of no reluctance, is a positive change.

Table No. 3.5.4
Perception on the Reluctance to Approach the Police Station
and Age/Education/Sex of the Respondents

Age & Reluctance to Approach the Police Station			
	Yes	No	Total
17-25	2	20	22
	9.10%	90.90%	100.00%
25-35	5	45	50
	10.00%	90.00%	100.00%
35-45	8	64	72
	11.10%	88.90%	100.00%
45-60	15	84	99
	15.20%	84.80%	100.00%

60 and above	8	49	57
	14.00%	86.00%	100.00%
Total	38	262	300
	12.70%	87.30%	100.00%
Education & Reluctance to Approach the Police Station			
Illiterate	0	10	10
	0.00%	100.00%	100.00%
Primary school	13	80	93
	14.00%	86.00%	100.00%
High School	19	110	129
	14.70%	85.30%	100.00%
College	3	51	54
	5.60%	94.40%	100.00%
Post Graduate	1	8	9
	11.10%	88.90%	100.00%
Professional	2	3	5
	40.00%	60.00%	100.00%
Total	38	262	300
	12.70%	87.30%	100.00%
Sex & Reluctance to Approach the Police Station			
Male	19	107	126
	15.10%	84.90%	100.00%
Female	19	155	174
	10.90%	89.10%	100.00%
Total	38	262	300
	12.70%	87.30%	100.00%

Perception on the Helpfulness of Police

With respect to the opinion on the helpfulness of police, the data highlighted that 95.3% of the respondents were on the positive note. It indicated that although, the people complaint and nurture a negative attitude towards the police they do not undermine neither the importance nor the assistance they provide to the people on different occasions.

This is further reiterated by the analysis of the variable across different age groups, educational groups and gender groups. The analysis in relation to the aforementioned three factors, it was seen that more than 87% of the respondents of all age groups, educational groups and gender groups had reported about the helpfulness of the police towards the public.

Helpfulness by the police at a lower rate was reported by a higher number of respondents in the age group of 17-25 yrs (9.1%) and above 60 yrs (3.5%) and those with primary (4.3%) and high school (2.3%) level of education. (*Refer to table 3.5.5*)

It is thus clear that whatever negative impression the public has about the functioning of the police, they still have a great deal of confidence in the police as the safeguards of their lives. The new facelift through the implementation of the Janamaithri Suraksha Project might have had its impact in this change of attitude and opinion of the people towards the Police.

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

Age and Helpfulness of the Police				
	Yes	No	Don't know	Total
17-25	20	2	0	22
	90.90%	9.10%	0.00%	100.00%
25-35	48	1	1	50
	96.00%	2.00%	2.00%	100.00%
35-45	71	1	0	72
	98.60%	1.40%	0.00%	100.00%
45-60	97	2	0	99
	98.00%	2.00%	0.00%	100.00%
60 and above	50	2	5	57
	87.70%	3.50%	8.80%	100.00%
Total	286	8	6	300
	95.30%	2.70%	2.00%	100.00%
Education and Helpfulness of the Police				
Illiterate	10	0	0	10
	100.00%	0.00%	0.00%	100.00%
Primary school	84	4	5	93
	90.30%	4.30%	5.40%	100.00%
High School	125	3	1	129
	96.90%	2.30%	0.80%	100.00%
College	53	1	0	54
	98.10%	1.90%	0.00%	100.00%

	9	0	0	9
Post Graduate	100.00%	0.00%	0.00%	100.00%
	5	0	0	5
Professional	100.00%	0.00%	0.00%	100.00%
	286	8	6	300
Total	95.30%	2.70%	2.00%	100.00%
Sex and Helpfulness of the Police				
	120	4	2	126
Male	95.20%	3.20%	1.60%	100.00%
	166	4	4	174
Female	95.40%	2.30%	2.30%	100.00%
	286	8	6	300
Total	95.30%	2.70%	2.00%	100.00%

Perception on the Performance of the police

Regarding the rating of the people on the Performance of the police, the data showed that majority i.e., 40.7% and 29.7% each had rated it as '6' and '7' meaning very good and best. Those who reported of worst and poor performance were only a minimum percentage (2%). The figures thus clearly dispel that most of the respondents had rated the performance of the police on an average and above level.

Analysis of the rating according to age, education and sex revealed that majority of all age, educational and sex groups had rated the performance of the police as above average i.e., either average or good or very good or best. Very good and best performance was reported at a higher number by those in the age group of 35-45 with 79.2% followed by the 25-35 yrs with 72.8%. In the educational group, cent

percent and 88.9% of those in the illiterate and post graduation had reported the performance as very good and best. Gender-wise, the females outnumbered males in rating the performance as very good and best.

Lower rating for the performance of the police was given by 4% and 3% of those in the 25-35 yrs and 45-60 yrs age category. With respect to the education, 1.9% and 1.6% in the graduation and high school had rated the performance as poor or very poor. Gender-wise 1.2% of the males and 1.6% of the females had rated the performance as low. (Refer to table 3.5.6).

The figures thus clearly illustrated a positive face of the police to which the implementation of the Janamaithri Suraksha Project might have played a vital role

**Table No 3.5.6
Perception on the Performance of the Police
and Age/Education/Sex of the Respondents**

Age and Performance of the Police							
	Worst	Poor	Average	Good	Very Good	Best	Total
17-25	0	0	4	7	6	5	22
	0.0%	0.0%	18.2%	31.8%	27.3%	22.7%	100.0%
25-35	1	1	2	10	28	8	50
	2.00%	2.0%	4.0%	20.0%	56.0%	16.0%	100.0%
35-45	0	1	7	9	29	26	72
	0.0%	1.4%	9.70%	12.5%	40.3%	36.1%	100.0%
45-60	1	2	6	17	39	34	99
	1.0%	2.0%	6.1%	17.2%	39.4%	34.3%	100.0%

60 and above	0	0	11	10	20	16	57
	0.0%	0.0%	19.3%	17.5%	35.1%	28.1%	100.0%
Total	2	4	30	53	122	89	300
	0.7%	1.3%	10.0%	17.7%	40.7%	29.7%	100.0%

Education and Performance of the Police

Illiterate	0	0	0	1	4	5	10
	0.0%	0.0%	0.0%	10.0%	40.0%	50.0%	100.0%
Primary school	2	1	13	19	34	24	93
	2.2%	1.1%	14.0%	20.4%	36.6%	25.8%	100.0%
High School	0	1	11	20	57	40	129
	0.0%	0.8%	8.5%	15.5%	44.2%	31.0%	100.0%
College	0	2	6	10	20	16	54
	0.00%	3.7%	11.1%	18.5%	37.0%	29.6%	100.0%
Post Graduate	0	0	0	1	5	3	9
	0.0%	0.0%	0.00%	11.1%	55.6%	33.3%	100.0%
Professional	0	0	0	2	2	1	5
	0.00%	0.0%	0.0%	40.0%	40.0%	20.0%	100.0%
Total	2	4	30	53	122	89	300
	0.7%	1.3%	10.0%	17.7%	40.7%	29.7%	100.0%

Sex and Performance of the Police

Male	0	3	20	28	35	40	126
	0.0%	2.4%	15.9%	22.2%	27.8%	31.7%	100.0%
Female	2	1	10	25	87	49	174
	1.1%	0.6%	5.7%	14.4%	50.0%	28.2%	100.0%
Total	2	4	30	53	122	89	300
	0.7%	1.3%	10.0%	17.7%	40.7%	29.7%	100.0%

Perception on the Extent of approachability of the Police

Asked to rate the extent of approachability of the police by the public on a seven point scale, 39% and 24.3% each rated it as '6' and '7' denoting possible and very possible. 19.3% rated as '5' meaning some what possible. Those who rated as 2 and 3 were only 2.3%. The overall picture thus depicts an encouraging one. Implementation of the Janamaithri Suraksha Project too has had its impact in the formation of such an opinion.

Analysis of the approachability in relation to age, education and gender portrayed that in all the above variables ,majority of the respondents rated the extent of approachability as '5', '6' and '7' showing the high rate of approachability of the public to the police.

Those who rated the approachability as 2 and 3 (very Difficult and difficult) were found to be comparatively in the age groups of 17-25 and 45-60 yrs with 4.5% and 3% respectively. In the educational groups, it was those with primary (3.2%) and high school (2.4%) education that reported difficulty in approachability. Gender-wise low rating was higher among the males than the females.

(Refer to table 3.5.7)

Table No. 3.5.7

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

Age and Extent of Approachability							
	Very difficult	Difficult	Average	Somewhat Possible	Possible	Very Well	Total
17-25	0	1	5	3	5	8	22
	0%	4.5%	22.70%	13.6%	22.7%	36.4%	100.00%
25-35	0	1	5	9	26	9	50
	0%	2.0%	10.00%	18.0%	52.0%	18.0%	100.00%
35-45	1		9	10	33	19	72
	1.4%		12.50%	13.9%	45.8%	26.4%	100.00%
45-60	0	3	15	23	34	24	99
	0%	3.0%	15.20%	23.2%	34.3%	24.2%	100.00%
60 and above	0	1	11	13	19	13	57
	0%	1.80%	19.30%	22.8%	33.3%	22.8%	100.00%
Total	1	6	45	58	117	73	300
	0.30%	2.00%	15.00%	19.3%	39.0%	24.3%	100.00%
Education and Extent of Approachability							
Illiterate	0	0	0	0	5	5	10
	0%	0%	0%	0%	50.0%	50.0%	100.00%
Primary School	0	3	19	22	33	16	93
	0%	3.2%	20.4%	23.7%	35.5%	17.2%	100.00%
High School	1	2	17	25	54	30	129
	0.8%	1.6%	13.20%	19.4%	41.9%	23.3%	100.00%
Graduate	0	1	7	8	20	18	54
	0%	1.9%	13.0%	14.8%	37.00%	33.3%	100.00%
Post graduate	0	0	1	2	3	3	9
	0%	0%	11.1%	22.2%	33.3%	33.3%	100.00%

Professional	0	0	1	1	2	1	5
	0%	0%	20.0%	20.0%	40.0%	20.0%	100.00%
Total	1	6	45	58	117	73	300
	0.30%	2.0%	15.0%	19.3%	39.0%	24.3%	100.00%
Sex and Extent of Approachability							
Male	1	3	33	27	35	27	126
	0.80%	2.4%	26.2%	21.4%	27.8%	21.4%	100.00%
Female	0	3	12	31	82	46	174
	0%	1.7%	6.9%	17.8%	47.1%	26.4%	100.00%
Total	1	6	45	58	117	73	300
	0.3%	2.0%	15.0%	19.3%	39.0%	24.3%	100.00%

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

Perception on the Behaviour of the Police

Perception on the behaviour of the police indicated that majority (98.7%) of the respondents had rated their behaviour as average and above average i.e., average (12%), good (15%), very good (36%) and best (35.7%). Those who rated it as poor or very poor was only 1.3%.

Analysis based on age, education and sex too indicated a rating in the same line as that of the overall trend of a high number of respondents from all age groups, educational groups and sex groups reporting average and above average behaviour of the police. Very good and best behaviour were rated at a higher number by those in the 35-45 yrs and 45-60 yrs with 79.2% and 72.8% respectively. Below average

(poor) behaviour was reported by 2.8% of the respondents in the 35-45 yrs age group.

Within the educational groups, those with professional qualification followed by high school education rated the behaviour as very good or best with 88.9% and 76% respectively. Cent percent of the illiterates had also rated the behaviour as very good or best. Low behaviour was reported by 1.6% of those with High School education.

Sex-wise, the females outnumbered the males in rating the behaviour as either very good or best with 79.9%. The corresponding figure for the males was only 60.4%. Those who rated below average were more in the male category. .

(Refer to table 3.5.8)

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

Table No. 3.5.8

**Perception on the Behaviour of the police
and Age/Education/Sex of the Respondents**

Age and Behaviour of the Police							
	Very Poor	Poor	Average	Good	Very Good	Best	Total
17-25	0	0	6	2	5	9	22
	0.00%	0.0%	27.30%	9.10%	22.70%	40.90%	100.00%
25-35	1	0	3	10	21	15	50
	2.00%	0.0%	6.00%	20.00%	42.00%	30.00%	100.00%
35-45	0	2	5	8	30	27	72
	0.00%	2.8%	6.90%	11.10%	41.70%	37.50%	100.00%
45-60	0	1	12	14	36	36	99
	0.00%	1.0%	12.10%	14.10%	36.40%	36.40%	100.00%
60 and above	0	0	10	11	16	20	57
	0.00%	0.0%	17.50%	19.30%	28.10%	35.10%	100.00%
Total	1	3	36	45	108	107	300
	0.30%	1.0%	12.00%	15.00%	36.00%	35.70%	100.00%
Education and Behaviour of the Police							
Illiterate	0	0	0	0	4	6	10
	0.00%	0.0%	0.00%	0.00%	40.00%	60.00%	100.00%
Primary School	0	1	18	17	30	27	93
	0.00%	1.1%	19.40%	18.30%	32.30%	29.00%	100.00%
High School	0	2	11	17	50	49	129
	0.00%	1.6%	8.50%	13.20%	38.80%	38.00%	100.00%
Graduate	1	0	6	9	17	21	54

	1.90%	0.0%	11.10%	16.70%	31.50%	38.90%	100.00%
Post	0	0	0	1	5	3	9
graduate	0.00%	0.0%	0.00%	11.10%	55.60%	33.30%	100.00%
Professional	0	0	1	1	2	1	5
	0.00%	0.0%	20.00%	20.00%	40.00%	20.00%	100.00%
Total	1	3	36	45	108	107	300
	0.30%	1.0%	12.00%	15.00%	36.00%	35.70%	100.00%
Sex and Behaviour of the Police							
Male	0	2	26	22	38	38	126
	0.00%	1.6%	20.60%	17.50%	30.20%	30.20%	100.00%
Female	1	1	10	23	70	69	174
	0.60%	0.6%	5.70%	13.20%	40.20%	39.70%	100.00%
Total	1	3	36	45	108	107	300
	0.30%	1.0%	12.00%	15.00%	36.00%	35.70%	100.00%

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

education groups and sex groups had expressed a positive attitude towards the performance, behaviour and approachability of the public towards the police

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

3.6 Weaknesses/Limitations of Janamaithri Suraksha Project

Strength and weakness analysis of any programme / project during certain intervals are very important and significant to understand the success and growth of any project which is being implemented for the benefits of community as well as public. The beat officers who are the key players of the Janamaithri Suraksha Project have undertaken a number of activities to achieve the set objectives of the project and it needs to be applauded. The preceding sections and pages have spelt elaborately on the various aspects of the project and the perception and views of the people on each of these aspects. Their views and perceptions highlighted that most were very positive about the project and its implementation in their areas. In spite of the achievement recorded certain weaknesses/limitations were voiced by the respondents which require a look into, in order to heighten the impact/effectiveness of the project. A creative and strong intervention to transform the weaknesses into strengths will undoubtedly make the project a demanded one by the entire society.

Query on the limitations of the Janamaithri Suraksha Project revealed that majority of the people 273(73.7%) found no limitation to the implementation of the project.

They had only positive sides to speak of. Although, they may not have gone into very deep into the various aspects of the project, it should be noticed that on the whole, most of the people had experienced a positive impact in the community due to the implementation of the project.

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

Influence of anti socials on the Janamaithri Officials

Network /link of the beat officers with the anti socialists is considered as a problem by 8.7% of the respondents. Linkage of this nature could damage the goodness that is expected of the project as the influence of these elements lead to corruption of the beat officers and whereby the support and co-operation of the community will be decreased. Favouratism to one section or the other will normally invites non-co-operation from others and the project be looked by suspicious eyes. The limitations though expressed by only a few hence require a deeper and strong attention.

Absence of fear towards police and law

Another limitation expressed by 4.3% of the people was related to the absence of fear towards the police and law. Society had in the past experienced a wide gap between police and the public. The free mingling of the police hence is directed towards bridging that gap. However, the few who stated this problem expressed their anxiety that such limitless interaction may prevent the police from taking action due to the relationships established.

Indecent behaviour of the Beat officers of JSP:

This was yet, another limitation depicted by 3% of the respondents. As stated earlier the success of the project relied greatly on how the beat officers carry out their duties and responsibilities. Accordingly, any unhealthy/indecent behaviour on the part of the beat officer could create an anti attitude towards the project. The problem hence needs to be addressed very seriously.

Indecent behaviour of the members of Janamaithri Suraksha Samithi

The limitation cited above was reported by 1.7% of the respondents. Janamaithri Suraksha Samithi plays a key role in the project. (Refer to table 3.6.1)

Hence, any short coming in the functioning either from the individuals or from the Samithi as a whole could have a negative impact on the project. The reports of lacunae in the behaviour of the members hence should be considered as a serious issue.

Table No.3.6.1
Weaknesses/Limitations of the Janamaithri Suraksha Project
N=273

Weaknesses/Limitations	Frequency	Per cent
Influence of anti socialists on the Janamaithri officials	26	8.7
Absence of fear about police and law	13	4.3
Indecent behavior of Janmaithri official	9	3
Indecent behaviour of the Janmaithry Suraksha Samithi members	5	1.7%
None	221	73.7
Others	6	2.0

The weaknesses/limitations highlighted by the respondents are few in number and yet the reporting of the same is an issue which requires serious attention as letting it go unchecked would widen the scope of the limitations and will reach to a situation where it may not be possible to solve. Hence, at this initial stage itself, the limitations though look small needed to be addressed and strategies and appropriate measures to be chalked out and implemented to transform the limitation to the strength of the project.

3.7 Suggestions for Improvement

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

It was seen from the figures that only 56 respondents who knew about the project have expressed their suggestions related to various aspects of the project. (*Refer to table 3.7.1*)

Table No.3.7.1
Suggestions for Improvement

Suggestion given	Frequency	Per cent
Yes	56	21.20%
No	208	78.80%
Total	264	100%

The major suggestions highlighted by them were:

- More publicity on the project related activities through Media and other sources.
- Awareness programmes on Janamaithri project to the public
- Increase the number of Beat Officers per beat.
- Enhance late night patrolling
- Improve the interaction between police and public.
- Enforcement of traffic rules
- Enhance the involvement of People and youth clubs in night patrolling
- Increase the frequency of House visits by the beat officers
- Provide special training to the beat officers.
- Conduct Periodic review of the project along with the performance of the beat officers.

FINDINGS AND RECOMMENDATIONS

Janamaithri Suraksha Project – the community policing project of the Kerala police was inaugurated on 28th March 2010 with the objective of facilitating closer community involvement in ensuring security and safety within communities. Initiated in 20 police stations in the beginning, the project has been extended to another 23 police stations in the state of Kerala. The present study titled '*Influence of Janamaithri Suraksha Project on the Communities with special reference to Cherthala Municipality*' was undertaken under the auspices of the Home Department, Govt. of Kerala primarily to gauge into the overall extent/reach of the programme along with its influence/ impact on the community in preventing crime and anti social activities. It has also ventured in, to assess the perception of the people on various social problems and the impact of the Janamaithri Suraksha Project in minimizing the problem.

The major objectives of the study were:

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

Keeping the objectives close in front, a review of the Janamaithri Suraksha Project as a mechanism for moulding of police- public relationship and prevention of crime was carried out. To this effect, 300 respondents of all age groups and sex groups were randomly selected from the Municipality of Cherthala in Alleppey District, which had 8 Janamaithri Beats. The information related to various aspects of the study was elicited from these selected respondents through the administration of pre-tested interview schedules and the conduct of informal discussions.

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

4.1 Major Findings

The findings of the study have been summed up under the heads viz., Socio-economic profile of the respondents, Knowledge /awareness on Janamaithri Suraksha Project (JSP), activities carried out by the Beat officers, visits of the Beat officers and allied matters and impact of the Janamaithri Suraksha Project/community policing on the communities.

Socio-Economic Profile of the Respondents

Age

- Majority (73.7%) belonged to the adult (25-45) and middle aged group (45-60 yrs).
- Young and elderly constituted 7.3% and 19%.

- Higher representation from the middle and elderly group indicated a positive note as they are presumed to have better and critical perception capacity to respond to the queries.

Sex

- Females outnumbered the males with 58% indicating a difference of 16% between the sexes.

Education

- Most (43%) were with high school education.
- Post graduates, professionals and illiterates formed only a minor group with 3%, 1.7% and 3.3%.

Religion

- Majority (85.7%) belonged to Hindu religious background followed by Christians with 13.3%.
- Muslims formed only a lower percentage.

Marital status

- 75.3% were not married whereas the remaining 24.7% were married.

Employment & Annual Income

- 89.3% of the respondents were employed in one sector or the other.
- 10.7% were unemployed
- 73.4% of the households had earned only an annual income below Rs.25000/-
- Higher income groups i.e., Rs. 50000/- to 1 lakh and one lakh and above were only a small percentage of 4.7% and 2.3% respectively.
- Lower income groups (below Rs.50000/-) dominated the middle and higher income groups in the sample.

Knowledge/Awareness on Janmaithri Suraksha Project (JSP)

Extent of knowledge/awareness

- 91% had knowledge/awareness about the Janmaithri Suraksha Project
Females outnumbered males by a margin of 5% with respect to awareness.

Duration of Knowledge

- Majority (61.3%) knew about the project for the past two year's i.e. since its implementation in the year 2008.
- Awareness in the recent times (below 1 year) was reported by 16.4%.
- Most of the respondents irrespective of sex difference had more than one year of knowledge about the Project

Beneficiaries of the project

- 93% responded that the project is for the welfare of the people.
- 0.7% and 0.4% indicated that it is for the welfare of the police and the political parties.
- Most of the people had a basic knowledge on what the project is about.

Sources of Information

- 90.5% had obtained knowledge about the project from the Janamaithri police personnel.
- 27.8% received the information from the print media
- Other sources of information were: relatives and friends (13.2%), Govt. public programmes (14.3%) and Govt. publications (14.3%).

Activities carried out by the Beat Officers

Traffic related programmes

- 30.03% of the respondents affirmed about traffic related programmes by the beat officer.
- 16.1% and 53.8% responded as 'no' and 'don't know' respectively.

- Positive responses were comparatively found greater in the higher age groups.

Hygiene related

- 47.6% reported about hygiene related activities carried out by the beat officers

Interaction with children

- 35.9% reported about the interaction/discussion with the children
- 74.1% were on the negative.
- The positive responses were seen comparatively higher in the middle aged and elderly categories i.e., 35-45 age group and 60 and above age category with 41% and 35.4% respectively.

Night patrolling

- 27.8% reported about the implementation of Night patrolling
- Majority were on the negative and they indicated the need for the enhancement of this activity.
- Most of the higher age groups have reported of positively to this..

Protection of women

- Only 27.8% reported about the activities in this regard
- 72.2% negated about the activities.
- Lesser number of women responded on the positive in relation to the activities related to the protection of women.

Beat Officers' Visits and allied matters

No of visits by Beat officer

- 53% of the respondents who stated about the awareness about Janmaithri Suraksha project reported about 1 (23.4%) and 2 (29.6%) visits by the beat officers.

- 43.3% mentioned about 3-8 times visit by the beat officers
- Non-visit was recorded by 3.2%.

Time of visit

- 64.7% reported of visits between 12 pm – 4pm.
- Visits between 8am and 12 pm followed with 39.8%. The remaining reported of visits between 4 pm- 8pm.
- . No visits were reported after 8 pm.

Number of police personnel during the visit & presence of vanitha police

- 79.9% of them reported about the presence of two police men during the visit of the beat officer
- 98.1% reported on the affirmative about the presence of vanitha police.
- 82.2% reported about the accompaniment of 1 vanitha police.
- 15.4% and 2.3% each stated about the presence of 2 and 3 vanitha police

Nature of visit

- 65.5% of the respondents reported of the visits in presence of the family members.
- 23.9% each reported about the nature of visit as individually and in public meetings
- 64.7% of the respondents reported on the affirmative regarding the presence of husband or wife during the visit.

Topics/subjects of discussion/conversation

- 57.6%, 43.6% and 42% each had reported about the awareness classes on hygiene, traffic and santhwana
- 46.9% on the other, mentioned about individual discussion.
- 20%- 27% reported of ward-wise meeting, campaign against illicit liquor and disaster management.

- Wide range of areas were covered by the discussions and meetings of the beat officers

Duration of discussion

- 37.1% reported of 10-20 mts of discussion
- 34.4% indicated a discussion of more than 1 hr. duration.
- 2 hours and above was reported to be comparatively low

Behaviour of the beat officers

- 99.4% of the respondents expressed positively about the dealings of the beat officers

Satisfaction at the interaction of Beat officer

- 99.2% of them reported about satisfaction at the interaction of the Beat officer
- With respect to the extent of satisfaction, 76.8% rated it as very good and excellent. 18.1% as good.

Usefulness of the suggestions by the Beat Officers

- 83% of the respondents stated on the affirmative about the usefulness of the suggestions .17% reported on the negative.
- High school and college educated people were the ones who reported at a higher rate on the lack of usefulness of the suggestions by the beat officers.
- 45.4% had implemented/practiced the suggestions voiced by the beat officers.

Effectiveness/Impact of the Janamaithri Suraksha Project

a. Extent of reach

- 91% had a fairly good knowledge/awareness about the project

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

Change in Family atmosphere

- Of the 273 who had knowledge, 60.8% stated about the positive change in the family atmosphere.
- Females outnumbered males with 64.10 %

Change in safety

- 89% expressed an increase in their feeling of security consciousness.
- 44.6% and 32.6% each reported it as very good and excellent
- None reported of either poor or very poor in the state of affairs.

Presence of police

- 84.6% reported about an increased presence of police in the area.
- 39.5% and 35.5% respondents rated the presence as very good and excellent
- 10.4% and 0.3% each reported of it as very poor & poor respectively.

Gunda Menace

- 43.9% stated that the gunda menace has decreased in the area.
- 16% had expressed about the unchanged situation
- Gunda menace was reported in their area by only 1.1%

Change in robbery/snatching

- 43.9% reported of a decrease in the number of robbery/snatching incidents.
- 18.9% reported about no change in this regard.

Illicit liquor

- 35% had stated a positive impact in this regard

Change in women atrocities

- Majority (89.2%) had a positive rating (good & great) regarding security of women.
- 43.6% reported of a decrease in eve teasing to a great extent.
- Gender-wise, those who reported of decrease was comparatively less in the female category as against the males

Extent of usefulness

- 94.3% reported on the affirmative.
- Of those who stated of the usefulness, majority (81.8%) rated it as either very good or excellent.

Attitude towards Police and their Activities

Perception on Reluctance to approach police stations

- Out of the 300 respondents interviewed, majority (87.3%) reported that they had no reluctance to approach the police station.
- Reluctance was found comparatively higher among those who are at a higher education status and higher age group.
- Probably, the awareness about the consequences of approaching the police stations might have been the reason for their reluctance
- Within the gender, the reluctance was found comparatively higher in the male category with 15.1%.

Perception on the Helpfulness of Police

- 95.3% stated that the police were very helpful to the public.
- 87% of the respondents of all age groups, educational groups and gender groups had reported about the helpfulness of the police towards the public
- Helpfulness by the police at a lower rate was reported by a higher number of respondents in the age group of 17-25 yrs (9.1%) and above 60 yrs (3.5%) and those with primary (4.3%)and high school (2.3%) level of education

Perception on the Performance of the police

- Majority i.e., 40.7% and 29.7% each had rated it as '6' and '7' meaning very good and best.
- Majority of all age, educational and sex groups had rated the performance of the police as above average i.e., either average or good or very good or best.

- Very good and best performance were reported at a higher number by those in the age group of 35-45 with 79.2%
- In the educational group, 88.9% of those in the illiterate and post graduation had reported the performance as very good and best.
- Gender-wise, the females outnumbered males in rating the performance as very good and best

Perception on Extent of approachability

- 39% and 24.3% each rated it as '6' and '7' denoting possible and very possible. 19.3% rated as '5' meaning some what possible
- Majority of the respondents across all age groups, educational groups and gender groups rated the extent of approachability as '5', '6' and '7' showing the high rate of approachability of the public to the police

Perception on the Behaviour of the police

- Majority (98.7%) of the respondents had rated the behaviour of the police as either 'average' or 'above average'.
- Those who rated it as 'poor' or 'very poor' were only 1.3%.
- A high number of respondents from all age groups, educational groups and sex groups reporting of 'average' and 'above average' behaviour of the police.
- 'Very good' and 'best' behaviour were rated at a higher number by those in the 35-45 yrs and 45-60 yrs with 79.2% and 72.8% respectively
- Within the educational groups, those with professional qualification followed by high school education, rated the behaviour as 'very good' or 'best' with 88.9% and 76% respectively
- Sex-wise, females outnumbered the males in rating the behaviour of the police as either 'very good' or 'best'.

4.2 RECOMMENDATIONS

The following recommendations have been drawn, based on the interactions with various stakeholders through interviews and discussions. The recommendations, thus drawn are scripted under the heads: overall reach related, Implementation related, Capacity Building, Monitoring and Evaluation, Networking and Expansion of the project

Overall reach related

- Give wider publicity to the Janamaithri Suraksha Project through different media- print, visual and audio
- Disseminate Knowledge about the Janamaithri Suraksha Project through the Grama Sabha meetings.
- Entrust the beat officers or concerned police officials to address Kudumbasree members through the ADS and CDS meetings with the Janamaithri Suraksha Project and its salient features.

Implementation related

- Deploy more beat officers in each of the beats.
- Hold Janamithri Samithi meetings more frequently.
- Ensure monthly target based conduct of house visits and interaction activities
- Diversify the activities of Janamaithri Suraksha Project to more areas of interventions like counseling, referral services etc.
- Adopt measures to control the intrusion of excessive political and anti social interventions

Capacity Building

- Enhance the number of trainings to the beat officers focusing more on personality development and communication skills.

Monitoring and Evaluation

- Conduct periodical monitoring of the project at the Zonal/district/state level.
- Set up an award for the best beat and the best Janamaithri Samithi.
- Provide incentives either in cash or kind to the best beat officer at the zonal/district/state level.

Networking

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

Expansion of the project

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

A P P E N D I C E S

I Interview Schedule

II References

Interview Schedule

Appendix-II

References

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

