

**INFLUENCE OF
JANAMAITHRI SURAKSHA PROJECT
ON THE COMMUNITIES – HILL PALACE, ERNAKULAM**



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

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

February 2011

ACKNOWLEDGEMENTS

This study, which looked into the implementation of the Janamaithry Suraksha Project in the communities under the Hill Palace police station limits of Ernakulam district, is the outcome of the relentless and sincere efforts of many. We acknowledge with gratitude the contributions of all those who have associated with the completion of the study in one way or the other.

At the very outset, we would like to thank the *Home Department*, Govt. of Kerala for entrusting us with the study.

We are grateful to *Dr. B.Sandhya IPS*, the then IG of police, Ernakulam range and Nodal officer for Janamaithri Suraksha Project, for her invaluable support and constant guidance throughout the study period.

We are indebted to *Shri. Manoj Abraham IPS*, Commissioner of Police, Kochi for his co-operation in the smooth conduct of the study.

We acknowledge the contribution of Shri. Biju. K.Stephen, Circle Inspector of Police, and his team, for their active involvement in the study.

Our thanks are due to Dr. Lizy James, Head, Dept. of Social Work, Indira Gandhi National Open University (IGNOU), Regional Centre Kochi and her team of students for co-ordinating the data gathering phase of the study.

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

Finally, we appreciate the relentless co-operation of our respondents – the general public in providing the necessary information to make this study a fruitful one.

Dr. Celine Sunny
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CONTENTS

	Page No
<i>Acknowledgements</i>	
<i>List of Tables</i>	
<i>List of Figures</i>	
Chapter- I Introduction	1-5
1.1 Background of the study	1
1.2 Objectives of the Study	4
1.3 Methodology	4
1.4 Methods and Tools of Data Collection	5
1.5 Sources of Data	5
1.6 Data Processing and Analysis	5
Chapter- II Janamaithri Suraksha Project – An Overview	6-14
2.1 The Beginning	6
2.2 Objectives of the Janamaithri Suraksha Project	7
2.3 The Components	7
2.3.1 Janamaithri Beat	8
2.3.2. Janamaithri Suraksha Samithi	10
2.3.3. Janamaithri Kendram	13
Chapter- III Analysis and Interpretations	15-77
3.1 Socio-Economic Profile of the Respondents	16
3.2 Knowledge/Awareness about Janamaithri Suraksha Project	22
3.3 Activities Carried out by the Beat Officers- A Perception	26
3.4 Beat Officers' Visits and Allied Matters	37
3.5 Effectiveness/Impact of the Janamaithri Suraksha Project	54
3.6 Weaknesses/Limitations of the Project	72
3.7 Suggestions for Improvement	76

Chapter- IV	Findings and Recommendations	78-90
4.1	Major Findings	79
4.2	Recommendations	88
	<i>Appendices</i>	
	<i>Interview Schedule</i>	
	<i>References</i>	

List of Tables & Figures

List of Tables

Table No	Title	Page No
3.1.1	Profile of the Respondents	18
3.1.2	Marital Status of the Respondents	19
3.1.3	Employment Status	19
3.2.1	Period of Receipt of Knowledge by Sex	23
3.2.2	Beneficiaries of the Project	24
3.2.3	Source of Information about JanamaithriSuraksha Project	25
3.3.1	Conduct of Traffic Related Activities byAge	28
3.3.2	Conduct of Hygiene Related activities by Sex	30
3.3.3	Interaction with Children byAge of the Respondents	31
3.3.4	Night Patrolling by Age of the Respondents	34
3.3.5	Improvements in Security for Women by Sex	35
3.4.1	Number of Visits by Beat Officers	39
3.4.2	Time of Visit	39
3.4.3	Prior information about the visits	40
3.4.4	Beat Officers' Visit Related	42
3.4.5	Topics/Subjects of Conversation	44
3.4.6	Opinion on the Behaviour of the Beat officers by Sex	48
3.4.7	Satisfaction at the Interaction/intervention of the Beat officers by Sex	49
3.4.8	Extent of Satisfaction on the interaction of beat officers' Visits by Sex	50
3.4.9	Usefulness of the suggestions by the Beat Officer by Education of the Respondents	51

3.4.10	Extent of Usefulness of the suggestions by Education	52
3.5.1	Change in Family Atmosphere by Sex	56
3.5.2	Impact/Effectiveness of Janamaithry Suraksha Project (JSP) by Sex of the Respondents	58
3.5.3	Perception on the Reluctance to Approach the Police Station by Age/Education/Sex of the Respondents	62
3.5.4	Perception on the Helpfulness of Police by Age/ Education/ Sex of the Respondents	64
3.5.5	Perception on the Performance of the Police by Age/ Education/Sex of the Respondents	66
3.5.6	Perception on the Extent of approachability of the Police by Age/Education/ Sex of the Respondents	68
3.5.7	Perception on the Behaviour of the police by Age/ Education/ Sex of the Respondents	70
3.6.1	Weaknesses/Limitations of the Janamaithri Suraksha Project	75
3.7.1	Suggestions for improving the project	76

List of Figures

3.1.1	Annual Income of the Household	21
3.2.1	Sources of Information about Janamaithri Suraksha Project	26
3.3.1	Activities Implemented or Carried out by the Beat Officers	36
3.4.1	Duration of Discussion	46
3.4.2	Implementation/Practice of the suggestions	53
3.5.2	Extent of usefulness of the Suggestions by Beat Officers	60

INTRODUCTION

1.1 Background of the Study

It goes without saying that police force is an integral part of the administration. However, due to its colonial legacy, the impression that the image of police brings to one's mind is that of fear and force. This negative image was used to bring criminals under custody and to exercise fear in people's mind so as to have lesser crimes and better peace in the society. But over a period of time this image has undergone lots of change. The socio-economic change happened in the society was one of the major reason behind this change.

Lawlessness & rising crimes rate is one of the major problems faced by law enforcing agencies across the world. 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. To meet this goal, the active support and co-operation of the public is most essential and the law enforcement agencies have to wake up to this reality.

The role of the police as agents or facilitators of economic development and social emancipation has been realized by the Government and the public. 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. Time and time again, a number of initiatives had been introduced by a few police officials in their areas of jurisdiction. Many of these initiatives have been successful to a great extent. But once these officials were changed the programmes also were put on the backburners.

The community policing in Kerala had a re-birth as 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. As a continuation to this, 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.

There are many activities which have been planned and carried out by the beat officers appointed and trained under the Janamaithri Project for the prevention and minimization of crime and anti-social activities. Given below are some of the key activities carried out by the beat officers in this connection:

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 beat officers of the particular 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. So the Janamaithri Suraksha Project is thus a link between the police and the general public.

As a considerable period has been passed after the initiation and implementation of Janamaithri project, an assessment initiation has been planned to know 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 across 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

Thripunithura Municipality belonging to the Kanayannoor Taluk of Ernakulam district of the state of Kerala formed the Geographical area of the study.

Thripunithura Municipality has 11 Janamaithri Beats and each beat is looked after by 1 beat officer and 1 assistant beat officer (woman)

Universe

The entire population of the 11 beats of the Thripunithura Municipality formed the universe of the study.

Sampling

From the 11 beats of Thripunithura Municipality, 250 respondents were randomly selected from different locations viz. households, roads, business centres, educational institutions, government offices and worship centres. Special attention was given to include a good gender representation of women.

Sample based on interview location

Sl.No	Location	Sample size
1.	Households	203
2.	Business centres/ establishments	13
3.	Govt. office	23
4.	Educational Institute	4
5.	Place of Workshop	7
	Total	250

1.4. Methods & Tools of Data Collection

Methods

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

Tools of Data Collection

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

1.5 Sources of Data

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

1.6 Data Processing & Analysis

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

JANAMAITHRI SURAKSHA PROJECT – AN OVERVIEW

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

2.1 The Beginning

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

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

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

2.2 Objectives of the Janamathri Surakasha Project

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

The objectives of the project were:.

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

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

2.3 The Components

Janamaithri Beat is the major component which centers around Beat officers who are police constables/Head Constables/ Asst. Sub Inspectors specially selected and trained. The other components included in the project for better and effective

results are; Janamaithri Suraksha Samithi and Janamaithri Kendrams are the other components which are designed in the project for the

2.3.1 Janamaithri Beat

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

Janamaithri Beat Officer and his Duties

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

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

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

2.3.2 Janamaithri Suraksha Samithi

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

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

Meetings of the Samithi

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

meetings once in three months; and the Superintendents of Police may attend such meetings at least once in a year. Apart from the monthly meetings, the Samithi may hold such other meetings as and when need arises.

Activities of the Samithi

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

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

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

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

District Advisory Samithi

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

2.3.3 Janamaithri Kendrams

Janamaithi Kendrams were opened in some places keeping in mind to Popularize the concept of Janamaithri Suraksha Project. They function in some districts and in some battalions. These centers help people to come and interact with police. Also these centers organizes classes on traffic safety, career guidance etc. in an effort to

bring people closer and to solve some of their problems and concerns. It is proposed to start Janamaithri Kendrams in 10 more places.

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

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

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

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

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

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

ANALYSIS AND INTERPRETATIONS

The aim of Janamaithri Suraksha Project of the Govt. of Kerala is to deal effectively with anti-social activities and also 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 250 respondents from the Hill Palce Police station limits of Eranakulam district were randomly selected and were interviewed at different places like houses, shops/establishment and govt. offices etc.

The analysis of the data collected from the community /people on different aspects of the project has been shown in detail in this chapter. 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. This chapter has been divided according to the areas mentioned above.

3.1 Socio- Economic Profile of the Respondents.

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

Age

While choosing the age bracket, care has been taken to include people from all relevant age groups. The data for this study has been collected on a random basis, and the respondents covered through the survey included those from their teens to those in their nineties. Majority (68.4%) however, belonged to the adult & middle aged group (35-60) 17.6% belonged to the elderly group of 60 years and above while 10.8% belonged to the age group of 25- 35 years. A marginal 3.2% belonged to below 25 years of age. (*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 54.4% of their presence 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.

Education

The variation of the respondents based on the education background is from illiterates to professionals. Most (39.2%) however, were with high school education. Those with college education and primary education followed with 29.2% and 15.6 % each. Professionals, Post graduates, and illiterates formed only a minor group with 8.8 %, 4% and 3.2% respectively.

Religion

With respect to the religious distribution of the respondents, the data revealed that majority (79.6%) belonged to the Hindu religious background. Those from Christian religious background constituted 18.8%. 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.*)

The perception/views and opinion on anything depends very much on the ability to observe and grasp which indirectly are 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
Below 17	1	0.4
17-25	7	2.8
25-35	27	10.8
35-45	80	32
45-60	91	36.4
60 and above	44	17.6
Total	250	100
Sex of the Respondents		
Male	114	45.6
Female	136	54.4
Total	250	100
Education		
Illiterate	8	3.2
Primary School	39	15.6
High School	98	39.2
College	73	29.2
Post graduate	10	4
Professional	22	8.8
Total	250	100

Religion		
Hindu	199	79.6
Muslim	2	0.8
Christian	47	18.8
Others	2	0.8
Total	250	100

Marital status

Concerning the data on the marital status it was seen that majority (95.6%) were married whereas the remaining 4.4 % were not married. (*Refer to table 3.1.2.*)

Table No.3.1.2
Marital Status of the respondents

Marital Status	Frequency	Per cent
Married	239	95.6
Unmarried	11	4.4
Total	250	100

Employment

An analysis on the Employment status has given a picture that 47.6 % of them were employed in one sector or the other and a slightly upper 52.4% were unemployed. (*Refer to table 3.1.3*)

Table No. 3. 1. 3
Employment Status

Employment status	Frequency	Pre cent
Employed	119	47.6
Unemployed	131	52.4
Total	250	100

Annual Income

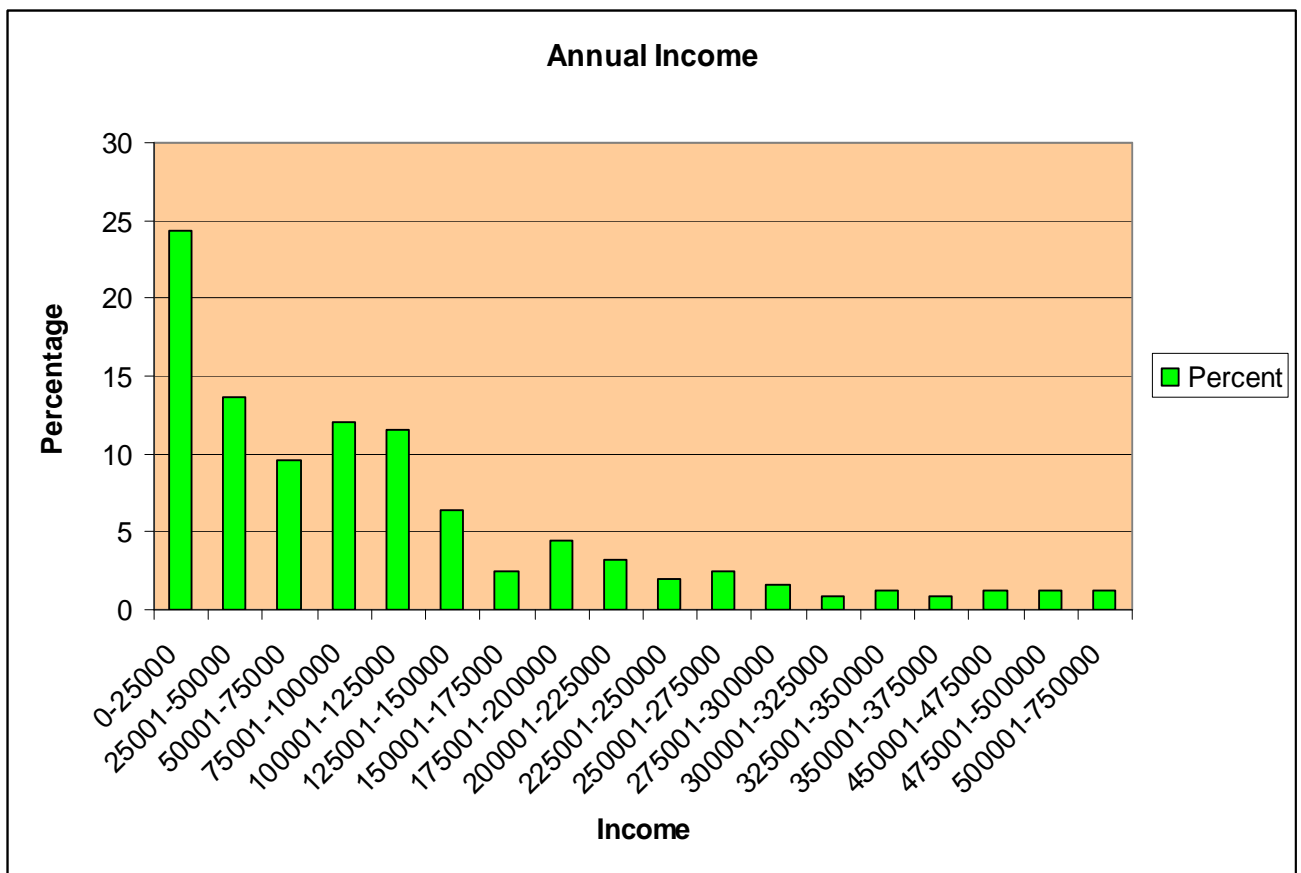
A detailed analysis on annual income of the families of the respondents revealed that the income level of the households varied from thousands to lakhs. A reasonably big 38% of the households had earned only an income below Rs.50,000/-. Households with an annual income of Rs.50,000/- to Rs.1,00,000/- was reported by 21.6%. Respondents who earned a family income between 1 lakh- 2 lakhs was 24.8%. The rest (15.6%) fell within the family income of 2 lakhs- 7.5 lakhs. (Refer to table 3.1.4 & figure 3.1.1)

Table No. 3.1.4
Annual Income of the Family

Income Group	Frequency	Percent
0- 25000	61	24.4
25001-50000	34	13.6
50001-75000	24	9.6
75001-100000	30	12.0
100001-125000	29	11.6
125001-150000	16	6.4
150001-175000	6	2.4
175001-200000	11	4.4
200001-225000	8	3.2
225001-250000	5	2.0
250001-275000	6	2.4
275001-300000	4	1.6
300001-325000	2	0.8
325001-350000	3	1.2
350001-375000	2	0.8
450001-475000	3	1.2

475001-500000	3	1.2
500001-750000	3	1.2
Total	250	100.0

Figure 3.1.1
Annual Income of the Household



3.2 Knowledge/Awareness on Janamaithri Suraksha Project (JSP)

One of the core methods through which a project gets successful is through creating awareness. 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 public 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 main 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 in the state. Public participation in this regard could be achieved only if they are educated or are aware about such a project.

The check in this regard showed that irrespective of gender, all the respondents had awareness about Janamaithri Suraksha Project.

The strenuous efforts of the beat officers along with the wide coverage about the project through the media might have had contributed in reaching out to maximum people of the study area. However, there are still areas and people to whom the message of Janamaithry has not reached yet, calling for the expansion of the project to further areas.

Period of Receipt of Knowledge /Awareness

Regarding the period (time since) of receipt of their knowledge/awareness about the project, it was learnt that out of the 250 who knew about the project, majority (72%) were aware of the same for a year or more. 18% said they were aware of this project only for less than an year. The rest (10%) knew about it for more than two years.

Sex-wise, most men (74.6%) and women (69.9%) knew about it for an year. (Refer to table 3.2.1)

Table 3.2.1
Period of Receipt of Knowledge by Sex

Sex	Years of Knowledge				Total
	Below 1 Yr	1 Year	2 years	Above 2 Yrs	
Male	19	85	5	5	114
	16.70%	74.60%	4.40%	4.40%	100%
Female	26	95	11	4	136
	19.10%	69.90%	8.10%	2.90%	100%
Total	45	180	16	9	250
	18.00%	72.00%	6.40%	3.60%	100%

Beneficiaries of the Project

The responses of the 250 participants were further analyzed in terms of their knowledge regarding the beneficiary categories of the project, most (92%) believed that Janamaithri Suraksha Project was aimed for the welfare of the people. 7.6% stated it to be for the welfare of police and people. The rest, 0.4% indicated that the project was for the welfare of the police alone. (Refer to table 3.2.2)

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

Table No. 3.2.2
Beneficiaries of the project

Category	Frequency	Percent
For the police	1	0.4%
For People	230	92%
For People & Police	19	7.6%
For Politicians	0	0%

Sources of Information

Concerning the sources of information about the Janamaithri Suraksha Project, the data revealed that majority (92 %) 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 62.4% respondents was that of the print media. The other sources of information were: relatives and friends (16.8%), Govt. public programmes (18%) and Govt. publications (13.2%).

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

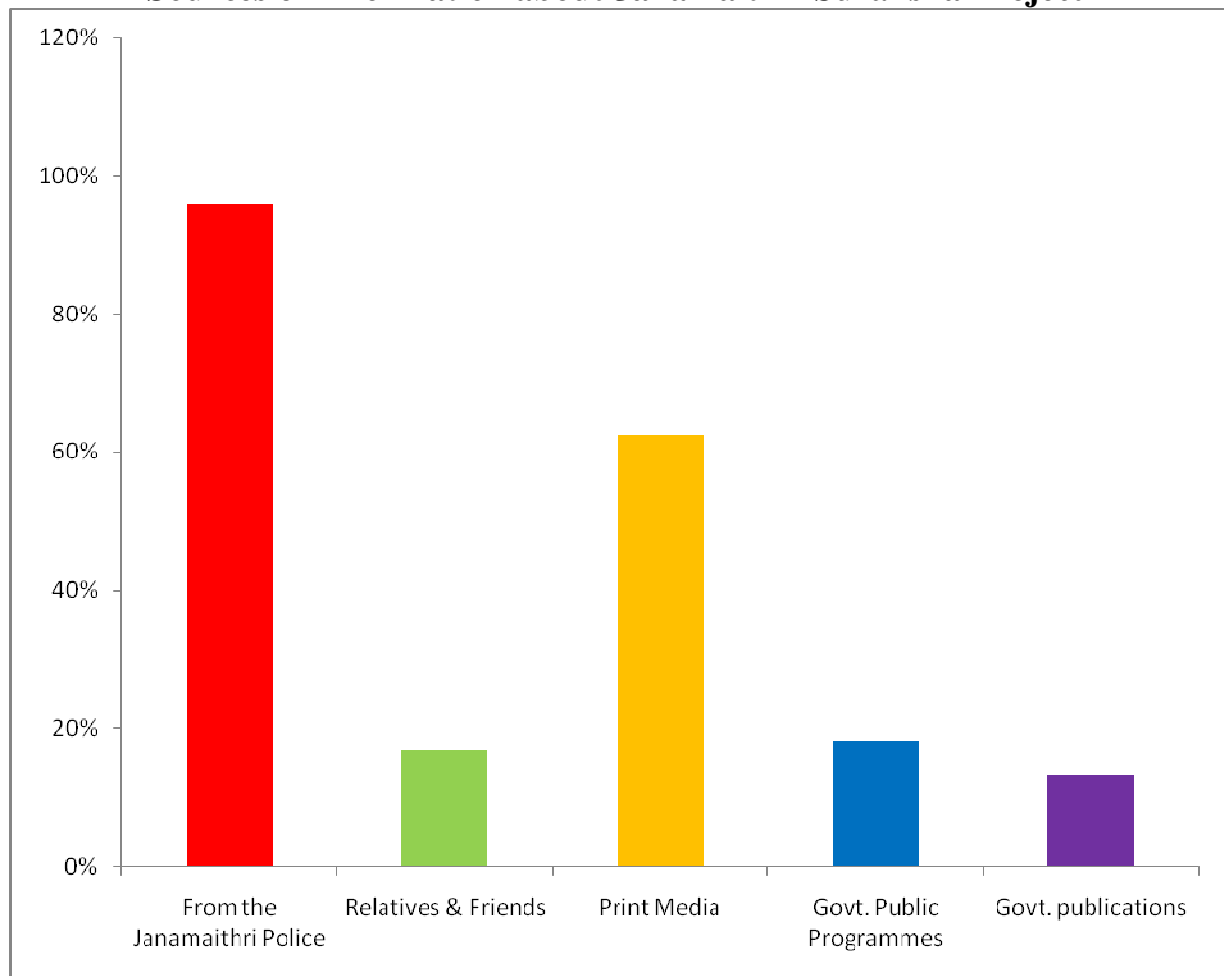
distribution of IEC materials were carried out for the information dissemination of the Janamaithri Suraksha Project. (Refer to table 3.2.3 & figure 3.2.1)

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

Table No. 3.2.3
Source of Information about Janamaithri Suraksha Project
N- 250

Source	Frequency	Per cent
From the Janamaithri Police	240	96%
Relatives & Friends	42	16.8%
Print Media	156	62.4%
Govt. Public Programmes	45	18%
Govt. publications	33	13.2%

Figure No. 3.2.1
Sources of Information about Janamaithri Suraksha Project



3.3 Activities Carried out by the Beat Officer

There are a number of projects and initiations which the Janamaithri Suraksha Project of the Community Policing have to undertake: 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

Not all the projects may be undertaken for all localities. Accordingly, the projects are selected and initiated by the Station House Officers and Beat Officers after a series of consultations and discussions in the Janamaithri Samithi meetings.

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

Many road accidents occur due to the unawareness and carelessness of traffic rules, Building an appropriate traffic culture is an important solution to reduce road tragedies and accidents. 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 in a 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.

A probe on whether any activities were carried out by the beat officers for traffic improvements in their jurisdiction, 61.2% reported positively. The rest, i.e., 20.4% of them said ‘no’ and the rest 18.4% said “don’t know”.

Age-wise, more than 56% of all age groups said that the beat officers had initiated certain programmes for improvement of the traffic system in their area. Of these, majority (67.5%) belonged to 35-45 years of age group. However, if we look at the responses which says “no” (29.6%) initiatives, the highest percentage came from 25-35 years of age. (*Refer to table 3.3.1*)

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

Table No 3.3.1

Conduct of Traffic Related Activities by Age of the Respondents

Age (in yrs)	Conduct of Traffic Related activities			Total
	Yes	No	Don't know	
Below 17	1	0	0	1
	100.00%	0.00%	0.00%	100.00%
17-25	4	2	1	7

	57.10%	28.60%	14.30%	100.00%
25-35	17	8	2	27
	63.00%	29.60%	7.40%	100.00%
35-45	54	12	14	80
	67.50%	15.00%	17.50%	100.00%
45-60	52	20	19	91
	57.10%	22.00%	20.90%	100.00%
60 and above	25	9	10	44
	56.80%	20.50%	22.70%	100.00%
Total	153	51	46	250
	61.20%	20.40%	18.40%	100.00%

Hygiene related

Regarding the hygiene related activities carried out by the beat officers, 46.8% of the total population affirmed about positive steps taken to improve the hygiene conditions. However, 34.4% and 18.8% each said ‘no’ and “don’t know” respectively.

Sex-wise, males outnumbered females in reporting positively about hygiene related activities with 51.8% as against 46.6%. A good number were ignorant about the same. (*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

Conduct of Hygiene Related activities by Sex of the respondents

Sex	Conduct of Hygiene Related Activities			Total
	Yes	No	Don't Know	
Male	59	32	23	114
	51.80%	28.10%	20.20%	100.00%
Female	58	54	24	136
	42.60%	39.70%	17.60%	100.00%
Total	117	86	47	250
	46.80%	34.40%	18.80%	100.00%

Interaction with children

One of the significant initiatives “Interaction with children in the schools and colleges” are planned and executed with an aim to make them more responsive and more responsible citizens. The Suraksha Samithi is encouraged to organize meetings in schools / colleges and talk about the project. Under the leadership of teachers and selected few children, Jagratha Samithis may be organized. These Jagratha Samithis were expected to organize awareness programme on traffic, legal literacy etc. with the help of the Samithi. Classes on unarmed combat, yoga etc. also were planned & organized. Complaint Boxes were to 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 were planned to 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.

On analyzing the data with respect to the beat officer’s interaction with children, the data revealed that 60.4% confirmed about the interaction with the children. The rest i.e., 20.4% and 19.2% however said “no” and “don’t know’ respectively.

Age-wise variation in this regard were: Below 25 yrs (75%), 25-35 yrs (63%) , 35-45 yrs (67.5%), 45-60 yrs (56%) and above 60 yrs (52.3%). (*Refer to table 3.3.3*)

The activities carried out among the children were: awareness on traffic rules, awareness on road safety, awareness regarding Janamaithri, friendly interactions with children, talk about education 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 by Age of the Respondents

Age (in Yrs)	Interaction with Children			Total
	Yes	No	Don't know	
Below 25 yrs	6	1	1	8
	75%	12.5%	12.5%	100.00%
25-35	17	8	2	27
	63.00%	29.60%	7.40%	100.00%
35-45	54	16	10	80
	67.50%	20.00%	12.50%	100.00%

45-60	51	22	18	91
	56.00%	24.20%	19.80%	100.00%
60 and above	23	4	17	44
	52.30%	9.10%	38.60%	100.00%
Total	151	51	48	250
	60.40%	20.40%	19.20%	100.00%

Night Patrolling

Night patrolling is initiated in order to ensure the security of the respective places/ locations. In this project the public participation is also invited and ensured to effectively implement it. Accordingly, along with night patrol Police Constables, the ‘Janamaithri patrolling group’ (which is a public group) is doing night patrolling. Whenever possible, the Beat Officer also may engage himself in night patrolling along with the Janamaithri Patrol team. To form an effective “Janamaithri patrolling Group” the Beat Officer prepares a list of able bodied men who have no criminal history or background.

In every ward, a route may be decided for night patrolling and everyday by turns a group of 4 - 5 persons may be deputed for this purpose. During night patrol if anybody is found in suspicious circumstances, the same may be informed by the group to the Police Station. Also if 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 in the Police Station. While doing night patrolling, the group members should equip themselves with necessary gadgets such as torch lights.

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 attended later, the Beat Officer may enquire about the same on the subsequent day.

The night patrolling project is envisioned as an important activity for the prevention of crime in a specific area. The data in this regard portrayed that 79.2% mentioned about the implementation of the activity by the beat officers. While 8.8% negated on this, 12% reported about their ignorance.

As opinion/perception could vary according to the age and experience, a cross analysis was undertaken in relation to the various age groups. It was observed that in all age groups more than 74% of the respondents affirmed about the implementation of activities in relation to Night patrolling. Absence in this regard was reported more by those in their younger years i.e., below 35 yrs. (*Refer to table 3.3.4*)

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

Table No. 3.3.4
Night Patrolling by Age of the Respondents

Age (in yrs)	Night Patrolling			Total
	Yes	No	Don't know	
Below 25	7	1	0	8
	85.50%	12.50%	0.00%	100.00%
25-35	20	4	3	27
	74.10%	14.80%	11.10%	100.00%
35-45	63	8	9	80
	78.80%	10.00%	11.30%	100.00%
45-60	72	7	12	91
	79.10%	7.70%	13.20%	100.00%
60 and above	36	2	6	44
	81.80%	4.50%	13.60%	100.00%
Total	198	22	30	250
	79.20%	8.80%	12.00%	100.00%

Protection of Women

The activities envisaged under this included: establishment of Women's Control Room and Women's Helpline, discussion on security issues & counter strategies relating to women and children in the Janamaithri samithi, organization of legal literacy programmes with the help of Panchayaths/Municipalities, Kudumbasree units, educational institutions etc.

On analyzing the data regarding the activities designed and implemented in the study area in relation to the protection of women portrayed that 96% agreed about

a change in the security of women. Among the rest 1.6% stated about the absence of the same.

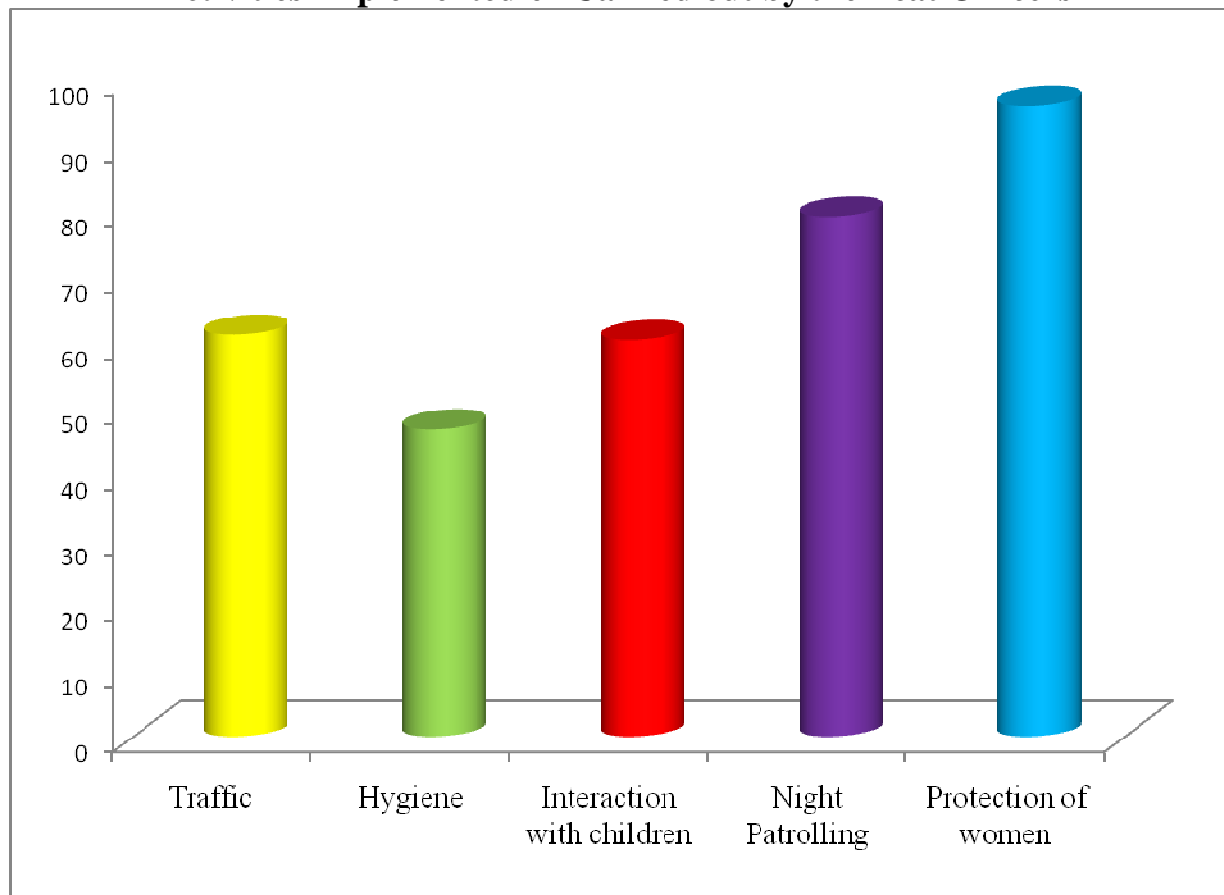
Sex-wise, the data showed that almost an equal number of males (96.5%) and females(95.6%) responded in the affirmative regarding the activities in relation to the protection of women. *(Refer to table 3.3.5 & Figure 3.3.1)*

The overall picture paints a positive impression on this project.

Table No. 3.3.5
Improvements in Security for Women by Sex

Sex	Improvement in the safety			Total
	Yes	No	Don't know	
Male	110	3	1	114
	96.50%	2.60%	0.90%	100.00%
Female	130	1	5	136
	95.60%	0.70%	3.70%	100.00%
Total	240	4	6	250
	96.00%	1.60%	2.40%	100.00%

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 more than 60% of the respondents have reported on the positive regarding each of the activities cited above except hygiene related activities. Also Protection of Women & Night patrolling has a very good response with 96% & 79.2% respectively. This analysis shows that there's a satisfactory penetration of activities among the public resulting in a positive perception of these initiatives which seems to be a good achievement. However, there is a long way to go before we say "exemplary" about it.

3.4 Visits by Beat Officers and Allied Matters

500 homes in a local area 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. The beat officers' activities include coordinating with the police on serving summons, execution of warrant, locating the address, handling the complaint box and all other duties to be performed by the police in the area are co-ordinated and done by the Beat officer.

The 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 number of visits by the beat officer, time of visit, pre-information about the visit, place of interaction, Number of polices at the time of visit, presence of vanitha police during the visit, nature of visit, participation of spouse in the interaction, topics/subjects of discussion and duration of discussion were the various variables analyzed in this section.

No of visits by Beat officer

The beat officer is instructed to visit the beat thrice a week and have interaction with the public. The seek in this line revealed that the number of visits made by the Beat Officers varied from 1 visit to 7.

Among them, a considerable percentage (43.2%) reported about 7 visits per week. 14% and 10.4% each on the other stated about 6 and 5 visits per week. Among the rest, 14% mentioned about the number of visits as 4 times a week. (*Refer to table 3.4.1*)

This is a positive trend showing the constant presence of the beat officers in the respective beats and the community is actually benefiting out of these visits.

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

No. of Visits	Frequency	Percent
1	14	5.6
2	8	3.2
3	24	9.6
4	35	14
5	26	10.4
6	35	14
7	108	43.2
Total	250	100

Time of visit

It was reported that the visiting time of the beat officers was between 8 am and 8pm. A good percentage (53.2%) stated about visits between 12 pm – 4pm. Visits between 8am and 12 noon followed with 42% responding to this. 22.4% reported the time of visit as between 4pm- 8pm.(Refer to table 3.4.2)

From the data, most number of visits has happened between 12 noon -4 pm as per the convenience of the households in the locality.

Table No. 3.4.2
Time of visit by the Beat Officers

N=250

Time / Duration	Frequency	Per cent
8am-12noon	105	42.0
12noon-4pm	133	53.2
4pm-8pm	56	22.4

8pm-12midnight	0	0%
12midnight- 4 am	0	0%
4 am- 8am	0	0%

Prior information about the Beat Officer's visit

Prior information regarding the visit of Beat Officers will help the local public to be ready for the visit. They can thus plan for the meeting, prepare regarding the issue that they want to raise etc. However, considering the insufficiencies in the infrastructure, beat officers are not currently instructed to inform in advance about the visits. However, the venue/place of common meetings are pre-announced, where the public could put up/present their grievances/problems before the beat Officer.

On analyzing the finding regarding this, majority (97.6%) of the respondents revealed that they were not informed about the visit in advance and the remaining minor percentage of 2.4 said that they were informed. (Refer to table 3.4.3)

Table No. 3.4.3
Prior information about the visit

Prior Information	Frequency	Per cent
Yes	6	2.4
No	244	97.6
Total	250	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 4. Most (94.4%) of them reported about the presence of two police men during the visit of the beat officer. The rest 5.6% mentioned about the presence of either one, three or four policemen.

On checking the presence of ' Vanitha Police'' within this group, 100% affirmed about the presence of 'Vanitha Police''. (*Refer to table 3.4.4*)

Place and Nature of visit

The place of visit according to 76.8% of the respondents was house. Among the rest, 11.2%, 4.4% and 2.8% each reported the place of visit by the beat officer as public place, community hall and place of worship respectively.

Regarding the nature of the visit, it was found that 62.8% were visited with the family. 20.8% reported of individual meeting. The remaining 11.2% and 5.2% stated the nature of visit as group and public meeting respectively. (*Refer to table 3.4.4*)

Concerning the participation of husband & wife in the meeting, 72% reported on the affirmative. The rest, however reported their absence.

**Table No. 3.4.4
Beat Officers' Visit Related**

Place of Visit	Frequency	Per cent N=250
House	226	90.4
public place	62	24.8
community hall	24	9.6
place of worship	8	3.2
others	11	4.4
No. of Policemen at the time of visit		
1	1	0.4
2	241	96.4
3	4	1.6
4	4	1.6
Total	250	100
Presence of Vanitha Police		
Yes	250	100
No. of Vanitha Police		
1	237	94.8
2	13	5.2
Total	250	100
Nature of Visit		N=250
Personal	59	23.6
Family	188	75.2
Group	45	18
meeting	39	15.6

Participation of Husband and Wife in the visit		
Yes	180	72
No	70	28
Total	250	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 for 64% it was mostly personal conversation/individual discussion. Among the other topics/subjects, awareness programmes on various topics such as hygiene, traffic, and drug figured prominently with 51.6%, 54.4% and 59.2% respectively.

Night patrolling, health protection, anti tobacco campaign, ward-wise meetings, seminar, information about domestic workers and the complaints received were the topics for 30%-50% of the respondents. The other topics of discussion as reported by the respondents were: blood donation camp (26.8%), awareness on santhwana (24.8%), disaster management (22%), campaign against illicit liquor (26.4%), eye donation (17.2%) and determining blood group (15.6%).

.(Refer to table 3.4.5)

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

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

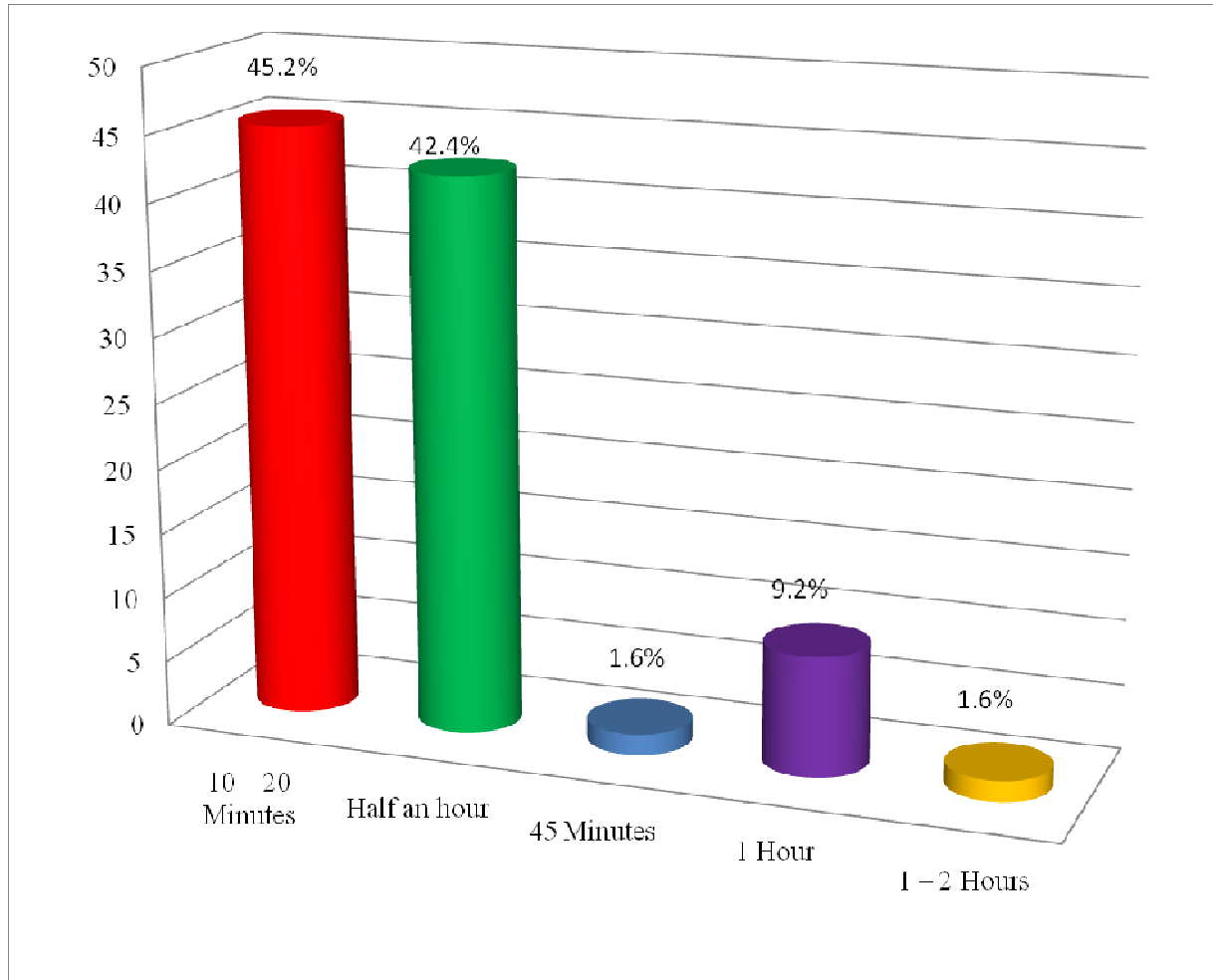
Topic/Subject	Conversation		
	Yes	No	Total
Personal conversation/ Discussion	160	90	250
	64.0	36.0	100.0
Ward-wise meeting	78	172	250
	31.2	68.8	100.0
Seminar	88	162	250
	35.2	64.8	100.0
Determining Blood Group	39	211	250
	15.6	84.4	100.0
Blood donation camp	67	183	250
	26.8	73.2	100.0
Eye donation camp	43	207	250
	17.2	82.8	100.0
Night Patrolling	123	127	250
	49.2	50.8	100.0
Traffic Awareness	136	114	250
	54.4	45.6	100.0
Awareness of hygiene	129	121	250
	51.6	48.4	100.0
Awareness on Santhwana	62	188	250
	24.8	75.2	100.0
Health protection	86	164	250
	34.4	65.6	100.0

Disaster management	55	195	250
	22.0	78.0	100.0
Campaign against illicit liquor	66	184	250
	26.4	73.6	100.0
Anti Drug Campaign	148	102	250
	59.2	40.8	100.0
Anti tobacco campaign	97	153	250
	38.8	61.2	100.0
Information about the complaints received through complaint box	82	168	250
	32.8	67.2	100.0
Information about the collection of details about domestic workers and others	84	166	250
	33.6	66.4	100.0
Family meeting	44	206	250
	17.6	82.4	100.0
Others	19	231	250
	7.6	92.4	100.0

Duration of discussion

The discussions have taken varied time starting from 10-20 minutes to as much as two hours. A good number (45.2%) of the respondents reported that the discussions were of the duration 10-20 mts. Half an hour of discussion was stated by 42.4% of the respondents. 1.6%, 9.2%, and 1.6% reported the discussion time as 45 minutes, 1 hour and 1-2 hours respectively. Looking at the overall picture 87.6% reported that the discussions were of half an hour or less. (*Refer to Figure 3.4.1*)

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 mentioned in the beginning, the beat officers have a vital role to play in the success of the Janamaithri Suraksha Project. The Beat officers need to have many soft skills such as interpersonal skills and communication skills etc. It is these skills of these Beat Officers that help bridge the wide gap that exists between the police and public. To evaluate this, the study had a brief inquiry regarding the behavior of the beat officers during their visits to the respective beats. Cordial dealing of the beat officer, the behavior of beat officer, satisfaction on the interaction with the beat officer and recalling the topics discussed by beat officer were the variables analyzed here.

The figures portrayed that irrespective of gender, cent per cent (100%) of the respondents expressed positively about the dealings of the beat officers. Cordial and gentle behavior of the beat officers embarked a great change of impression in the public about the police. It is a remarkable elevation of the police from the traditional fearful face to a more approachable friendly face.

Further, when asked to rate their opinion on the behaviour of the Beat Officers on a seven point scale , 70% rated it as “Excellent”, followed by 26% who rated it as ‘very good’. The rest, 4% rated it as “Good.”

Gender-wise, among those who rated the behavior of the police as very good and excellent, females outnumbered the males with 97.1% with a difference of 2.4%
(Refer to table 3.4.6)

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 general notion or

views about the police which clearly indicated to the effectiveness of the Janamaithri Suraksha Project.

Table No. 3.4.6
Opinion on the Behaviour of the Beat officers by
Sex of the Respondents

Sex	Opinion on behavior of Beat officer			Total
	Good	Very good	Excellent	
Male	6	29	79	114
	5.3	25.4	69.3	100.0
Female	4	36	96	136
	2.9	26.5	70.6	100.0
Total	10	65	175	250
	4.0	26.0	70.0	100.0

Satisfaction at the Interaction of Beat officers

Regarding the satisfaction of respondents on the interaction of beat officers, the empirical data showed that an overwhelming majority (99.2%) reported on the positive. There was not much difference between the opinions/views between both the sexes on this. *(Refer to table 3.4.7)*

Table No. 3.4.7

**Satisfaction at the Interaction/intervention of
Beat officers by Sex of the respondents**

Sex	Satisfaction at the interaction/Intervention of Beat officer		
	Yes	No	Total
Male	113	1	114
	99.1	0.9	100.0
Female	135	1	136
	99.3	0.7	100.0
Total	248	2	250
	99.2	0.8	100

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. 62.8% rated it as ‘excellent’ and 33.6% rated it as “very good”. In gist, 96.4% rated it as either “Excellent” or “Very Good.”

Gender-wise, comparatively a higher number of (98.6%) of females rated it as either “excellent” or Very Good”. (*Refer to table 3.4.8*)

Table No. 3.4.8

**Extent of Satisfaction on the Interaction of Beat Officers' Visits
by Sex of the Respondents**

Sex	Satisfaction on the Interaction of beat officer					Total
	Poor	Satisfactory	Good	Very good	Excellent	
Male	-	1	6	31	76	114
	-	0.9	5.3	27.2	66.7	100.0
Female	1	-	1	53	81	136
	0.7	-	0.7	39.0	59.6	100.0
Total	1	1	7	84	157	250
	0.4	0.4	2.8	33.6	62.8	100

Usefulness of the suggestions by the Beat Officer

Regarding the usefulness of the suggestions by the Beat officer 98.8% stated on the affirmative. However, the remaining 1.2% 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 about the lack of usefulness of the suggestions by the beat officers though very negligent in percentage. (Refer to table 3.4.9)

Table No. 3.4.9
Usefulness of the suggestions by the Beat Officer by
Education of the Respondents

Education	Usefulness of the suggestions		Total
	Yes	No	
Illiterate	8	-	8
	100.0	-	100.0
Primary school	39	-	39
	100.0	-	100.0
High School	97	1	98
	99.0	1.0	100.0
College	71	2	73
	97.3	2.7	100.0
Post Graduate	10	-	10
	100.0	-	100.0
Professional	22	-	22
	100.0	-	100.0
Total	247	3	250
	98.8	1.2	100.0

Extent of Usefulness of the suggestions

Asked about the rating of the usefulness, 61.6% rated it as “Excellent” and 30.4% as “Very Good”. Both these are good scores and both putting together make a very good of 92%. 5.6% rated it as good and a marginal 2.4% rated it as low. The lower rating (though marginal percentage) came from the College Educated & High School educated when looked at the data based on Education. (Refer to table 3.4.10)

Table No. 3.4.10
Extent of Usefulness of the suggestions
by Education of the Respondents

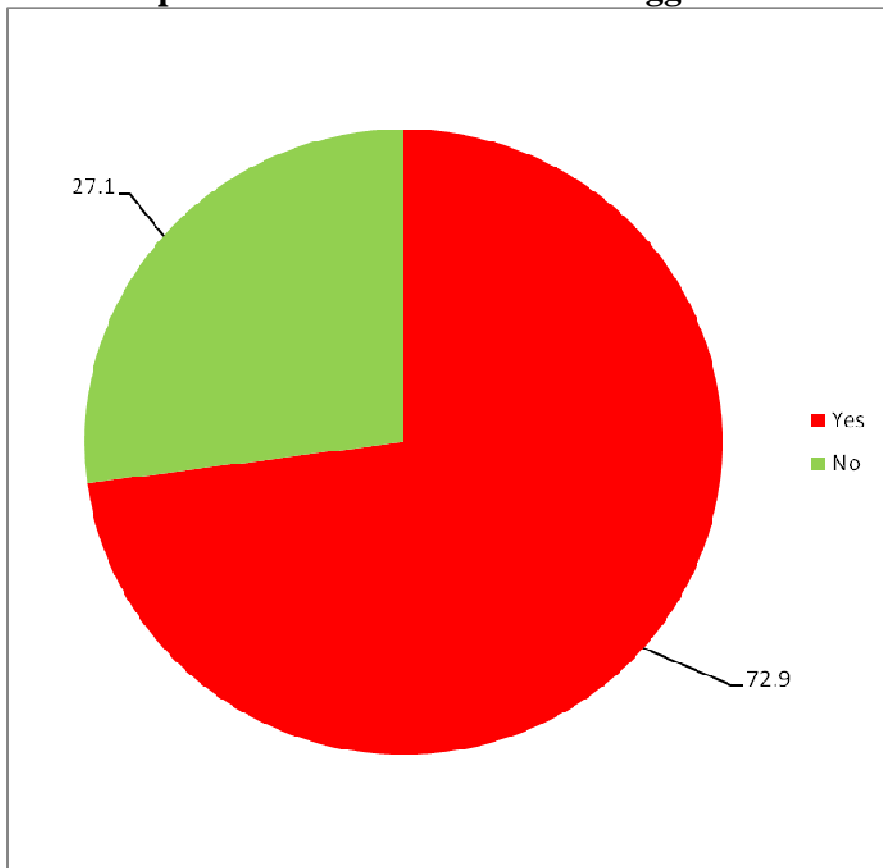
Education	Usefulness of the beat officers suggestions					Total
	Very poor	Average	Good	Very good	Excellent	
Illiterate	-	-	1	2	5	8
	-	-	12.5	25	62.5	100.0
Primary school	-	-	2	10	27	39
	-	-	5.1	25.6	69.2	100.0
High School	1	1	5	27	63	97
	1.0	1.0	5.2	27.8	64.9	100.0
College	-	1	5	24	41	71
	-	1.4	7.0	33.8	57.7	100.0
Post Graduate	-	-	1	5	4	10
	-	-	10.0	50.0	40.0	100.0
Professional	-	-	-	8	14	22
	-	-	-	36.4	63.6	100.0
Total	1	2	14	76	154	247
	0.4	0.81	5.67	30.77	62.35	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 72.0 % had made the suggestions practical while 27% has not. (Refer to Figure 3.4.2)

Change takes place on a gradual basis. Hence, a good number (27%) failed to put into practice the suggestions put forth by the beat officers. However, the positive aspects of the project could not be bypassed. Rather in the course of time seeing the impact of the project by those who practiced the same, the remaining populace could also be brought to the same opinion/perception regarding the project enforcing them to practice the suggestions put forth by the beat officers.

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.

The data in relation to the beat officers' duties and behaviour, during the visits the responses highlighted a positive note with 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 evaluation of any project at various stages is critical to know the progress and success level. Janamaithri Suraksha Project initiated in 2008 has a made slow and gradual growth over the years. The volume of the project and penetration of the same grew slowly over the last couple of years. 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 to evaluate the current scenario. 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

The extent of penetration to the different rungs of the society is very critical in making any social projects successful. Accordingly, extent of reach is an important variable to be considered while evaluating the project functioning.

The figures in this regard showed that from the beginning, the project has captured the minds of majority of the communities/people. Cent per cent 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 along with Beat officer's initiatives especially family visits has helped in popularizing the project.

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. Out of the 250 respondents, 88.6% stated about a positive change that has been effected after the implementation of the Janamaithri Project in the area. Sex-wise, almost an equal per cent reported positively about the same. (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 by Sex of the Respondents

Sex	Positive change	No difference	Total
Male	101	13	114
	88.60%	11.40%	100%
Female	121	15	136
	88.97%	11.03%	100%
Total	222	28	250
	88.80%	11.20%	100%

Change in safety

One of the key measures on the effectiveness of police is the extent to which an individual feel safe in the society. To feel secured in a society itself gives wide room for thinking creatively and living peacefully. There had been and there is many security issues within the society which needs clipping. To build up or to increase the safety of the people with their own participation was the envisioned as one of the aims of the Janamaithri Suraksha Project (JSP). The responses showed that 94% of them expressed an increase in their feeling of security in the society. 4.8% said there's less security now while 1.2% said there is no change. Gender-wise, females outnumbered the males with respect to an increase in safety feeling with 94.9%. (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 88.4% 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.

The gender split revealed that more of male respondents (92.1%) agreed to this than the female respondents (85.3%) (*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, 47.2% stated that the problem has decreased in the area. 52.4% said that they don't know whether there's any change in gunda problems. None had reported about an increase in the same. (*Refer to table 3.5.2*)

Change in robbery/snatching

On asking about the change in theft/robbery/snatching issues, 59.6% of the respondents reported a reduction/decrease. 39.6% on the other mentioned about their ignorance of the same. None had reported about an increase in this regard.

Illicit liquor

Regarding the impact of Janamaithri Suraksha Project in relation to the problem of illicit liquor revealed that according to 47.2% of the respondents the problem of illicit liquor had decreased to a great extent. However, 52.4% were ignorant about

the change in this regard. It should be observed here that only 6% respondents had stated about the illicit liquor problem being there in the area. (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 (95.6%) that there is an improvement in the security of women.

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

Sex	Improvement of Security Feeling				Total
	Increased	No change	Decreased	Don't know	
Male	106	5	3	-	114
	93.0	4.4	2.6	-	100
Female	129	7	0	-	136
	94.9	5.1	0.0	-	100.0
Total	235	12	3	-	250
	94.0	4.8	1.2	-	100.0
Problem of Robbery/Snatching					
Male	-	1	63	50	114
	-	0.9	55.3	43.9	100.0
Female	-	1	86	49	136
	-	0.7	63.2	36.0	100.0
Total	-	2	149	99	250
	-	0.8	59.6	39.6	100.0

Presence of Police					
Male	105	5	3	1	114
	92.1	4.4	2.6	0.9	100.0
Female	116	14	5	1	136
	85.3	10.3	3.7	0.7	100.0
Total	221	19	8	2	250
	88.4	7.6	3.2	0.8	100.0
Gunda Menace Problem					
Male	-	1	50	63	114
	-	0.9	43.9	55.3	100.0
Female	-	-	68	68	136
	-	-	50.0	50.0	100.0
Total	-	1	118	131	250
	-	0.4	47.2	52.4	100.0
Problem of Illicit Liquor					
Male	1	-	44	69	114
	0.9	-	38.6	60.5	100.0
Female	-	-	74	62	136
	-	-	54.4	45.6	100.0
Total	1	-	118	131	250
	0.4	-	47.2	52.4	100.0
Problem of Eve-teasing					
Male	-	1	55	58	114
	-	0.9	48.2	50.9	100.0

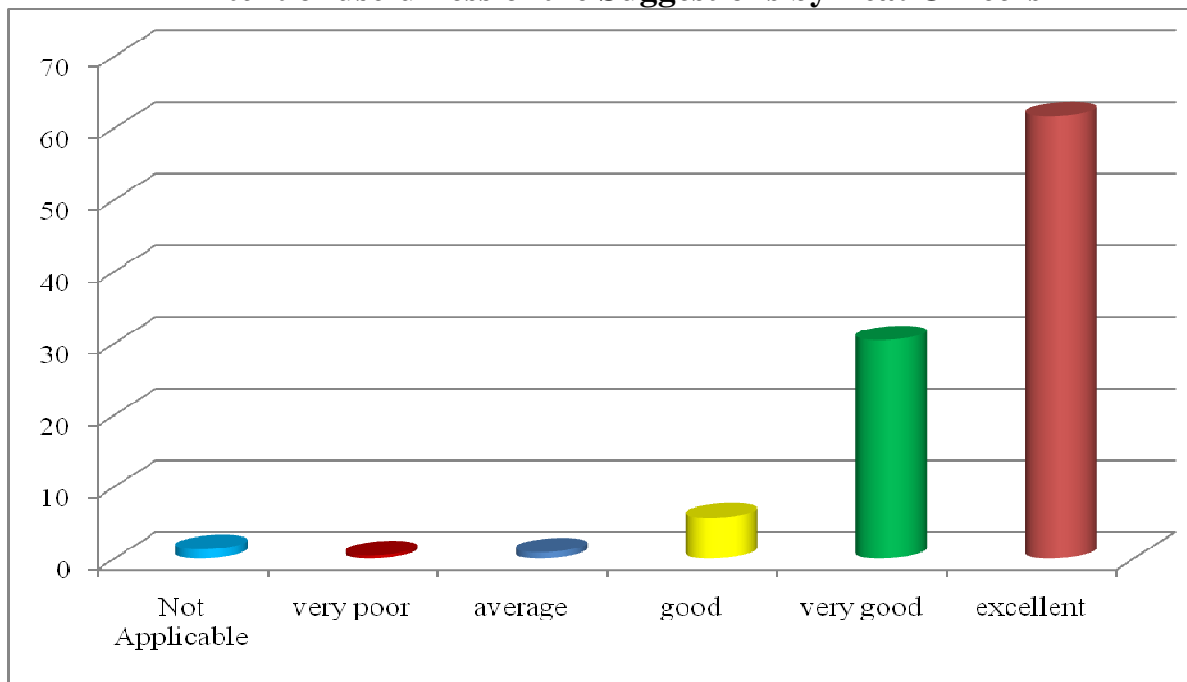
Female	1	1	76	58	136
	0.7	0.7	55.9	42.6	100.0
Total	1	2	131	116	250
	0.4	0.8	52.4	46.4	100.0

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 92% of those who knew about the visit of the beat officers reported on the affirmative.

Of those who stated of the usefulness on the positive, majority (61.6% & 30.4% respectively) rated it as either Excellent or Very good. Those who rated the usefulness as poor constituted only very minor percentage indicating that the project has had made a positive change in the community. (Refer to Figure 3.5.1)

Figure No. 3.5.1
Extent of usefulness of the Suggestions by Beat Officers



c. Change in the Attitude towards Police and their Activities

Another key yardstick for measuring the improvement/effectiveness of Janamaithri project was to understand the change in the attitude of the people towards the police and their activities. The probe in this direction was carried out using the variables: reluctance in approaching the police station, perception on the helpfulness of police, performance of police and approachability of police and behavior of police.

Reluctance to approach the police station

Out of the 250 respondents interviewed, majority (96.4%) reported that they had no reluctance to approach the police station for solving their problems. A detailed analysis of the reluctance to approach the police station in relation to the age, gender and education of the respondents showed that age-wise younger age group (Below 25 yrs) was found to comparatively reluctant at a higher rate with 14.3%. Those in the 25-35 age group followed with 7.4%. Educationally, the postgraduates outnumbered others with respect to reluctance with 10%. The primary school educated stood at the second position with 5.1% in the reluctance. Probably, the awareness about the consequences of approaching the police stations might have been the reason for their reluctance for this age group & education category. (Refer to table no 3.5.3)

The Janamaithri Suraksha Project is still at its infancy and the change in the attitude of people could not be brought out all of a sudden. Any project will take time to reap its fruits. This could be especially true for this project 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. 3.5.3

**Perception on the Reluctance to Approach the Police Station
by Age/Education/Sex of the Respondents**

Age and Reluctance to Approach the Police Station			
	Yes	No	Total
Below 25 years	1	7	8
	12.50%	87.50%	100.00%
25-35	2	25	27
	7.40%	92.60%	100.00%
35-45	2	78	80
	2.50%	97.50%	100.00%
45-60	3	88	91
	3.30%	96.70%	100.00%
60 and above	1	43	44
	2.30%	97.70%	100.00%
Total	9	241	250
	3.60%	96.40%	100.00%
Education and Reluctance to Approach the Police Station			
Illiterate	0	8	8
	0.00%	100.00%	100.00%
Primary school	2	37	39
	5.10%	94.90%	100.00%
High School	2	96	98
	2.00%	98.00%	100.00%
College	3	70	73
	4.10%	95.90%	100.00%

Post Graduate	1	9	10
	10.00%	90.00%	100.00%
Professional	1	21	22
	4.50%	95.50%	100.00%
Total	9	241	250
	3.60%	96.40%	100.00%
Sex and Reluctance to Approach the Police Station			
Male	5	109	114
	4.40%	95.60%	100.00%
Female	4	132	136
	2.90%	97.10%	100.00%
Total	9	241	250
	3.60%	96.40%	100.00%

Perception on the Helpfulness of Police

On the helpfulness of police, the data says that 99.6% of the respondents were on the positive note in this regard. It indicated that although, the people complaint about the attitude of the police and have a negative impression about the police, they do not undermine neither the importance nor the assistance they provide to the people on different occasions.

Analysis across different age groups, educational groups and gender groups showed that majority across all groups reported positively about the helpfulness of the police towards the public.

Age-wise cent per cent of the respondents across all age groups except that of 60 & above affirmed about the helpfulness of police. Education-wise too, cent percent of all except the High School educated group, reported positively about the same. Not much variation was found across the different sexes (*Refer to table 3.5.4*)

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. 3.5.4

**Perception on the Helpfulness of Police
by Age/Education/Sex of the Respondents**

Age and Helpfulness of the Police			
	Yes	No	Total
Below 25years	8	-	8
	100.00%	-	100.00%
25-35	27	-	27
	100.00%	-	100.00%
35-45	80	-	80
	100.00%	-	100.00%
45-60	91	-	91
	100.00%	-	100.00%
60 and above	43	1	44
	97.70%	2.30%	100.00%
Total	249	1	250
	99.60%	0.40%	100.00%

Education and Helpfulness of the Police			
Illiterate	8	-	8
	100.00%	-	100.00%
Primary school	39	-	39
	100.00%	-	100.00%
High School	97	1	98
	99.00%	1.00%	100.00%
College	73	-	73
	100.00%	-	100.00%
Post Graduate	10	-	10
	100.00%	-	100.00%
Professional	22	-	22
	100.00%	-	100.00%
Total	249	1	250
	99.60%	0.40%	100.00%
Sex and Helpfulness of the Police			
Male	114	-	114
	100.00%	-	100.00%
Female	135	1	136
	99.30%	0.70%	100.00%
Total	249	1	250
	99.60%	0.40%	100.00%

Perception on the Performance of the police

On asking the respondents to rate the performance of the police on a rating scale of 1-7, the data showed that majority i.e., 64% and 29.6% each had rated it as '7' and '6' meaning "Best" and "Very Good". No one has reported this as "Worst" or

“Poor.” 4% of the respondents rated it as “Good” and the remaining 2.4% reported this as “Average”. The figures thus clearly dispel that most of the respondents had rated the performance of the police as very positive.

Analysis of the rating according to age, education and sex revealed that majority of all age groups had rated the performance of the police as “Very Good” or “Best. Similarly, above 60% of all education group except that of post graduates had also rated the performance of police as “Best”. Gender-wise, 64% of both sexes had rated this as “Best”. (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 3.5.5
Perception on the Performance of the Police
by Age/Education/Sex of the Respondents

Age and Performance of the Police					
	Average	Good	Very Good	Best	Total
Belo 25 years	1	1	2	4	8
	12.5%	12.5%	25.00%	50.00%	100.00%
25-35	1	-	10	16	27
	3.70%	-	37.00%	59.30%	100.00%
35-45	2	3	22	53	80
	2.50%	3.80%	27.50%	66.30%	100.00%
45-60	1	4	27	59	91
	1.10%	4.40%	29.70%	64.80%	100.00%
60 and above	1	2	13	28	44
	2.30%	4.50%	29.50%	63.60%	100.00%

Total	6	10	74	160	250
	2.40%	4.00%	29.60%	64.00%	100.00%
Education and Performance of the Police					
Illiterate	-	1	2	5	8
	-	12.50%	25.00%	62.50%	100.00%
Primary school	1	1	9	28	39
	2.60%	2.60%	23.10%	71.80%	100.00%
High School	2	1	32	63	98
	2.00%	1.00%	32.70%	64.30%	100.00%
College	3	5	20	45	73
	4.10%	6.80%	27.40%	61.60%	100.00%
Post Graduate	-	1	5	4	10
	-	10.00%	50.00%	40.00%	100.00%
Professional	-	1	6	15	22
	-	4.50%	27.30%	68.20%	100.00%
Total	6	10	74	160	250
	2.40%	4.00%	29.60%	64.00%	100.00%
Sex and Performance of the Police					
Male	-	3	38	73	114
	-	2.60%	33.30%	64.00%	100.00%
Female	6	7	36	87	136
	4.40%	5.10%	26.50%	64.00%	100.00%
Total	6	10	74	160	250
	2.40%	4.00%	29.60%	64.00%	100.00%

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, 32.4% and 62.8% each rated it as ‘6’ and ‘7’ denoting possible and very possible which makes a total of 95.2% of the total respondents. The rest (4.8%) stated the approachability as either “Somewhat possible”, or ‘Average’.

Analysis of the approachability in relation to age showed that more than 85% of the respondents of all age and educational groups had rated the approachability as “6” or “7” indicating “possible” or “very possible.” Gender-wise, 90% of both the groups had rated it as “possible’ or “very possible”. In gist, the cross analysis between perception on the extent of approachability of the police and the three afore mentioned variables viz., age, education, sex, revealed a very positive result wherein most of the public felt the police station approachable to a great extent. (Refer to table 3.5.6)

Table No. 3.5.6
Perception on the Extent of approachability of the Police
by Age/Education/ Sex of the Respondents

Age and Extent of Approachability					
Age	Average	Somewhat Possible	Possible	Very Well	Total
Below 25years	-	1	2	5	8
	-	12.50%	25.00%	62.50%	100.00%
25-35	-	1	9	17	27
	-	3.70%	33.30%	63.00%	100.00%
35-45	-	1	26	53	80
	-	1.30%	32.50%	66.30%	100.00%
45-60	-	5	29	57	91
	-	5.50%	31.90%	62.60%	100.00%

60 and above	1	3	15	25	44
	2.30%	6.80%	34.10%	56.80%	100.00%
Total	1	11	81	157	250
	0.40%	4.40%	32.40%	62.80%	100.00%
Education and Extent of Approachability					
Illiterate	-	1	1	6	8
	-	12.50%	12.50%	75.00%	100.00%
Primary school	-	2	14	23	39
	-	5.10%	35.90%	59.00%	100.00%
High School	1	2	32	63	98
	1.00%	2.00%	32.70%	64.30%	100.00%
College	-	5	23	45	73
	-	6.80%	31.50%	61.60%	100.00%
Post Graduate	-	0	4	6	10
	-	0.00%	40.00%	60.00%	100.00%
Professional	-	1	7	14	22
	-	4.50%	31.80%	63.60%	100.00%
Total	1	11	81	157	250
	0.40%	4.40%	32.40%	62.80%	100.00%
Sex and Extent of Approachability					
Male	-	2	39	73	114
	-	1.80%	34.20%	64.00%	100.00%
Female	1	9	42	84	136
	0.70%	6.60%	30.90%	61.80%	100.00%
Total	1	11	81	157	250
	0.40%	4.40%	32.40%	62.80%	100.00%

It is thus evident 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 (96.4%) had rated their behaviour as best (68.4%) or very good (28%).

Analysis based on age, education and sex too indicated a rating in the same line as a high number of respondents from all age, educational and sex groups reporting their behavior as best and very good.

Within the educational groups, more than 90% of all educational groups except those “post graduate’ group rated the behaviour as either “very good” or “best.”

Sex wise, more than 95% of both the sexes rated the performance as “very good” or “best.” (Refer to table 3.5.7)

**Table No. 3.5.7
Perception on the Behaviour of the police
by Age/Education/Sex of the Respondents**

Age and Behaviour of the Police					
	Poor	Good	Very Good	Best	Total
Below 25years	-	2	2	4	8
	-	25.00%	25.00%	50.00%	100.00%
25-35	-	-	9	18	27
	-	-	33.30%	66.70%	100.00%
35-45	-	3	21	56	80
	-	3.80%	26.30%	70.00%	100.00%

45-60	-	2	26	63	91
	-	2.20%	28.60%	69.20%	100.00%
60 and above	1	1	12	30	44
	2.30%	2.30%	27.30%	68.20%	100.00%
Total	1	8	70	171	250
	0.40%	3.20%	28.00%	68.40%	100.00%

Education and Behaviour of the Police

Illiterate	-	-	2	6	8
	-	-	25.00%	75.00%	100.00%
Primary school	-	1	10	28	39
	-	2.60%	25.60%	71.80%	100.00%
High School	1	-	27	70	98
	1.00%	-	27.60%	71.40%	100.00%
College	-	4	22	47	73
	-	5.50%	30.10%	64.40%	100.00%
Post Graduate	-	3	1	6	10
	-	30.00%	10.00%	60.00%	100.00%
Professional	-	-	8	14	22
	-	-	36.40%	63.60%	100.00%
Total	1	8	70	171	250
	0.40%	3.20%	28.00%	68.40%	100.00%

Sex and Behaviour of the Police

Male	-	4	31	79	114
	-	3.50%	27.20%	69.30%	100.00%

Female	1	4	39	92	136
	0.70%	2.90%	28.70%	67.60%	100.00%
Total	1	8	70	171	250
	0.40%	3.20%	28.00%	68.40%	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

Irrespective of the fact that there are efforts to popularize this project, analyzing its strengths and weaknesses during certain intervals is essential. It also helps to take

adequate remedial measures to make the Janamaithry Suraksha project more effective.

This section attempts to identify the strengths and weaknesses on different 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. Though the findings are very positive generally, certain weaknesses/limitations were voiced by the respondents. A look into these is required to enhance the impact/effectiveness of the project. A more powerful intervention to transform the weaknesses into strengths will undoubtedly make the project an essential societal requirement.

The empirical data in this regard showed that a good percentage (68.4%) of the respondents reported no limitation in the implementation of the project.

Those who responded positively to this query had only positive sides to speak of. Although, they may not have gone 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.

31.6% on the other mentioned about certain limitations/weaknesses which requires the attention of the authorities. The limitations thus mentioned included:

Influence of anti socials on the Janamaithri Officials

Out of the 250 respondents, only 0.8% reported about the influence of the anti socials as a limitation of this project. Probably, linkage of the anti socials with the beat officers could damage the goodness that is expected of the project. When people in the society notice the issue with the Beat Officers who are supposed to be

the ambassadors of this project, the credibility of the project is at stake. Eventually the interest of the public also diminishes.

Absence of fear towards police and law

Absence of fear towards police and law was another limitation voiced by the respondents. However, the number in this regard was only 0.8%. Society had in the past experienced a wide gap between police and the public. Nevertheless, through police –public relationship envisaged in the project, it was possible to bridge this gap to a great extent. Yet, a few 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:

Cent per cent of the respondents were quite positive regarding the behavior of the beat officers of the Janamaithry Suraksha Project. None of them reported about any kind of rude or indecent behavior of beat officer. As stated earlier the success of the project relied greatly on how the beat officers carry out their duties and responsibilities. From this over whelming response it could be assumed that the Beat Officers in their respective jurisdiction appropriately discharged his/her duties and responsibilities.

Indecent behaviour of the members of Janamaithri Suraksha Samithi

The limitation cited above was reported by just 0.4% of the respondents Janamaithri Suraksha Samithi plays a key role in the project. 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. (Refer to table 3.6.1)

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

N=250

Weaknesses/ Limitations	Frequency	Per cent
Influence of anti social elements a weakness of the project	2	0.8
Absence of fear about police and law	2	0.8
Indecent behaviour of Janamaithri Official	-	-
Indecent behaviour of the Janamaithri Suraksha Samithi members	1	0.4
Other Limitations (Absence of programmes like waste management, counseling, referral, medical etc., less number of beat officers, less media coverage etc.)	67	26.8
None	171	68.4
No Response	10	4.0

The weaknesses/limitations highlighted by the respondents are very few. However, reporting of the same though a negligent percentage, 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 plug.

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

An attempt was made to elicit suggestions from the participants for the improvement of Janamaithri Suraksha Project. Continuous improvement is critical for the sustenance of any initiative. When the suggestions come from the actual beneficiaries of the project it makes even more sense. 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 programmes for an effective implementation of the project. *(Refer to table 3.7.1)*

**Table No.3.7.1
Suggestions for improving the project**

Suggestion Given	Frequency	Per cent
Yes	91	36.4
No	159	63.6
Total	250	100.0

The major suggestions highlighted by them were:

- Strengthen night patrolling by the Janamaithry police and the public
- Increase the number of Beat Officers
- Organize more awareness programmes on Janamaithri activities
- Enhance media support to popularize Janamaithri project

- Conduct frequent house visits by the beat officers
- Involve more youth clubs in the implementation of the project
- Set up Counselling facilities at the Janamaithry Kendram by appointing a counselor.
- Organize regular legal awareness programmes for the community.
- Conduct road safety programmes for the community

FINDINGS AND RECOMMENDATIONS

Launched on the 28th March 2008, Janamaithri Suraksha Project – the community policing project of the Kerala police was aimed at 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.

This study titled: 'Influence of Janamaithri Suraksha Project on the Communities, with special reference to Hill Station, Tripunithura 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 which was an initiation for developing police- public relationship and thus to meet the reduction in crime & lawlessness was carried out. For this, 250 respondents of all age groups and sex groups were randomly selected from the Municipality of Tripunithura of Ernakulam District. 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 (68.4%) belonged to the adult & middle (35-60) age group.
- Young (below 25 yrs) and elderly (60 and above) constituted 3.2% and 17.6% respectively.

Sex

- Females outnumbered males with 54.4% indicating a difference of 8.8% between the sexes.

Education

- The education of the respondents varied from illiterates to professionals
- Most (39.2%) were with high school education
- Those with college education, primary education and post graduation were with 29.2%, 15.6 % and 4% each.

Religion

- Majority (79.6%) belonged to Hindu religious background followed by Christians with 18.8%.
- Muslims formed only a lower percentage of 0.8%

Marital status

- 95.6% were married whereas the remaining 4.4% were unmarried.

Employment & Annual Income

- Out of the 250 respondents only 47.6 % (119 respondents) were employed in one sector or the other.
- 52.4% were unemployed
- 38% reported of an annual income of below Rs.50,000/-
- 21.6% reported of an income between 50,000/- and 1 Lakh
- Above 1 Lakh as annual income was reported by 40.4% of the respondents.

Knowledge/Awareness on Janamaithri Suraksha Project (JSP)

Extent of knowledge/awareness

- Cent per cent of the respondents had obtained knowledge about the Janmaithri Suraksha Project from one source or the other.

Duration of Knowledge

- Majority (72%) knew about the project for 1- 2 years
- For 18%, the period of awareness was less than 1 year.

Beneficiaries of the project

- 92% reported that the project is for the welfare of the people.
- 7.6% remarked it to be for the people and for the police

Sources of Information-

- 92% had received knowledge about the project from the Janamaithri police personnel.
- 64.2% received the information from the print media
- Other sources of information were: relatives and friends (16.8%), Govt. public programmes (18%) and Govt. publications (13.2%).

Activities carried out by the Beat Officers

Traffic related programmes

- Majority (61.2%) affirmed about traffic related programmes by the beat officers.
- Age-wise, more than 56% of all age groups said that the beat officers had initiated certain programmes for improvement of the traffic system in their area.

Hygiene related

- 46.8% reported about hygiene related activities being carried out by the beat officers
- 18.8% did not know about such activities
- Sex-wise, males outnumbered females in reporting positively about hygiene related activities with 51.8% as against 46.6%.

- The activities implemented were: cleaning roads and canals, one week cleanliness drive, appointing people to collect waste, environmental cleaning, community awareness, to Kill Mosquitoes, and Cleaning of Temple. Among these the highest reporting was about environmental cleaning, cleaning roads and canals and one week cleanliness drive

Interaction with children

- 60.4% reported about the interaction/discussion with the children
- Age-wise variation in this regard were: Below 25 yrs (75%), 25-35 yrs (63%) , 35-45 yrs (67.5%), 45-60 yrs (56%) and above 60 yrs (52.3%).
- The activities carried out were: awareness on traffic rules, awareness on road safety, awareness regarding Janamaithri, friendly interactions with children, talk about education interaction with unknown, to be careful and talk about the Public Speech. The prominent one among them was friendly interactions with children.

Night patrolling

- 79.2 % reported about the implementation of Night patrolling
- In all age groups more than 74% affirmed about the implementation of activities in relation to Night patrolling
- The activities implemented by the beat officers in the study area were: night patrolling to prevent illegal dumping of waste in the area, night patrolling in collaboration with residence association, arranging night squad and patrolling after 12 0' clock.

Protection of women

- 96% agreed about activities in relation to the security of women.
- Sex-wise, almost an equal number of males (96.5%) and females(95.6%) responded in the affirmative .

Beat Officers' Visits and allied matters

No of visits by Beat officer

- The number of visits varied between 1 to 7
- 43.2% reported of seven visits followed by 4 & 6 visits by 14 % each.

Time of visit

- The time of visit varied between 8 am to 8 pm.
- 53.2% stated about visits between 12 pm – 4pm followed by 42% between 8am and 12 noon
- Visits between 4pm and 8 pm were reported by 22.4%,

Prior information about the Beat Officer's visit

- 97.6% revealed that they were not informed about the visit in advance

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

- The number of police men during the visit varied between 1 and 4
- 96.4% reported about the presence of two police men
- The rest 3.6% mentioned the number as 1, 3 or 4.
- Cent per cent stated about the presence of vanitha police during the visits

Place and Nature of visit

- For 76.8%, the place of visit was house
- 11.2%, 4.4% and 2.8% each reported the place of visit as public place, community hall and place of worship
- 62.8% were visited in the family followed by 20.8% reporting of individual meeting.
- 72% stated that their spouses were present during the meeting

Topics/subjects of discussion/conversation

- For 64% , the topic of discussion was personal matters

- 59.2%, 54.4% and 51.6% each reported about awareness on drugs, traffic and on sanitation/hygiene
- Night patrolling, health protection, anti tobacco campaign, ward-wise meetings, seminar, information about domestic workers and the complaints received were the topics for 30%-50% of the respondents

Duration of discussion

- The duration of the discussion varied from 10-20mts to 1-2 hours.
- For 45.2%, it was between 10-20 minutes followed by 42.4% reporting the duration as half an hour.

Behaviour of the beat officers

- Irrespective of gender variation cent per cent responded positively about the dealings of the beat officers

Satisfaction at the interaction of Beat officer

- 99.2% rated the interaction as 'Excellent' or 'Very good'
- Men and women alike expressed their satisfaction in this regard

Usefulness of the suggestions by the Beat Officers

- 98.8% stated the suggestions of the beat officers as useful.
- Irrespective of their education levels, majority expressed their satisfaction in this regard.

Effectiveness/Impact of the Janamaithri Suraksha Project

a. Extent of reach

- Cent per cent 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

- 88.6% stated about a positive change in the family atmosphere due to the implementation of the Janamaithri Project in the area.

- Sex-wise, almost an equal per cent reported positively about the same.

Change in safety

- 94% expressed an increase in their feeling of security consciousness.
- Gender-wise, females outnumbered the males with respect to an increase in safety feeling with 94.9%.

Presence of police

- 88.4% reported about an increased presence of police in the area.
- Gender-wise more of males (92.1%) agreed to this than the female respondents (85.3%)

Gunda Menace

- 47.2% reported a decrease of Gunda Menace in the area
- 52.4% reported about their ignorance about the same.

Change in robbery/snatching

- 59.6% stated a reduction in robbery and snatching.
- 39.6% on the other mentioned about their ignorance in this regard.

Illicit liquor

- 47.2% mentioned about a decrease in the problem of illicit liquor
- 52.4% were ignorant regarding the change in this regard.
- Only 6% had reported this as a problem in the area.

Change in women atrocities

- Only 1.6% remarked about a reduction in eve teasing.
- 0.4% reported of 'no change'.

Extent of usefulness

- 92% reported on the affirmative- i.e., either as Very Good or as Excellent.

Attitude towards Police and their Activities

Perception on Reluctance to approach police stations

- 96.4% reported that they had no reluctance to approach the police station for solving their problems
- Age-wise, highest number reporting reluctance was found among the younger age group (below 25 years) with 12.5%.
- Educationally, the post graduates outnumbered others with respect to reluctance.
- Post Graduates reported the maximum reluctance (10%) when looking at the details education-wise.

Perception on the Helpfulness of Police

- 99.6% stated that the police were very helpful to the public.
- Age-wise cent per cent of the respondents across all age groups except that of 60 and above affirmed about the helpfulness of police.
- Education-wise too, cent percent of all except the High School educated group, reported positively about the same

Perception on the Performance of the police

- 64% and 29.6% had rated the performance of police as “Best” and “Very Good” respectively.
- Majority of all age groups had rated it as either very good or best.
- Education-wise, more than 60% of all except the post graduates had rated the performance as best.
- Irrespective of age, education and gender, none had rated the performance as either bad or worse.

Perception on Extent of approachability

- 95.2% reported the approachability as either possible or very well

- 85% of all age and educational groups had rated the approachability as “6” or “7” indicating a “possible” or “very possible.”

Perception on the Behaviour of the police

- 96.4% had rated the behaviour of the police as either “Very Good’ or “Best”
- 0.4% had rated it as ‘poor”
- 96.4% of all the education groups rated this as “Best” or “Very Good”
- Gender-wise, not much variation was found.

4.2 RECOMMENDATIONS

Based on the interactions with various stakeholders through interviews and discussions the following recommendations have been put forth. 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

- Involve more volunteers from the youth category for night patrolling and other activities of the project.
- Increase the number of beat officers in each of the beats.
- Hold Janamithri Samithi meetings more frequently.
- Ensure monthly target based conduct of house visits and interaction activities
- Provide counseling, referral services, medical services etc. to the people of the areas as and when required.

- Adopt measures to control the intrusion of excessive political and anti social interventions
- Conduct road safety training programmes beat-wise on a quarterly basis.
- Set up library facilities for the community at the Janamaithry Kendram.

Capacity Building

- Enhance the number of trainings to the beat officers focusing more on personality development and communication skills.
- Provide training programmes for the beat officers on current social issues.

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.
- Provide award to the best community volunteer of each Janamaithry Kendram.

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

- Conduct periodical evaluation of the project by an external agency for assessing the effectiveness of the project during the various phases.
- 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

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