

COMMUNITY POLICING : A CASE STUDY OF CHANDIGARH POLICE

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Abstract

Community policing is the way by which people of the particular society involved in the matter of policing .In this way they are consulted and participated in matter of law and Order practices, particularly for crime prevention, detection control and implementation of law or in applied aspect of police administration. Moreover, other areas where people may be also consulted such as Investment of finance setting of priority of police functioning. Because, crime is a social problems and it can,t be tackle in better way without the involvement of the every stake holders of the society such as N.G.O, Civil Society and ultimately individual. It will facilitate effectiveness in policing where capability of police ultimately grows in such a way to lead the society towards fearless where life ,liberty and safety of the people to be secured. In this paper, the attempt has been made to magnify achievement of Community Policing in Chandigarh on the basis of some selected variables.The paper has been categorized in four Parts.

Objectives of the study :To study the achievements of Community policing in Chandigarh. **Research Questions :** The study has been conducted in light of followings question:

- Community policing method how much contributed in Problem solving of crime
- Citizen conception about deterrence and social influence in the ring of Community policing
- Community policing is the addressing the cause of crime.
- Community policing strengthen ties between police,citizens reduces crime

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- Community Prosecution increased public safety

Research Methodology : In this study the primary and secondary data has been used .The Primary data has been collected from Sectors, Villages and Colonies of Chandigarh.In the cases of Colonies Ramdarbar and Maloya have been selected as a biggest. Further, four villages Darangpur, Daruya, Khuda Ali Sher, Burail have been opted for due to five sectors – 11, 15, 27, 39 and 45 of Chandigarh. These places have been chosen because of their own importance in City. The sample has been decided on the method of stratified sampling. The In charge of Community Relation Unit also has been got in touch with for her views.

Secondary data has been collected from official documents of Chandigarh police form its Head Quarters located in Sector 9, Chandigarh. Further, Books, Articles, websites ,and various reports of different News paper (Aaj samajand Times of India) has also been included. Moreover, observation methods has also been used for data collection.

Definition of Community Policing : The assigning of the same one or two policemen to a particular area so that they become familiar with the residents and the residents with them, as a way of reducing crime

Community policing, or community-oriented policing, is a line of attack of policing that focuses on police building ties and working closely with members of the communities.

According to the definition of Office of Community Oriented Policing Services (C.O.P.S) part of U.S.A justice Department:

Community policing is a philosophy that promotes organizational strategies, which support the systematic use of partnerships and problem-solving techniques, to proactively address the immediate conditions that give rise to public safety issues such as crime, social disorder, and fear of crime.

Community policing refers to arrangements for policing that accord significant role to the community in defining and guiding policing in the locality a paradigm shift in police philosophy and strategy.

PART I

Community Policing in Chandigarh

Community policing mission of Chandigarh begun in 2005 and consequently Community Relation Unit(C.R .U) in Chandigarh Police administration established for securing the objective of this mission to

including the function to have an eye on ongoing project, personnel engaging in this work along with their evaluation and to give them proper guidance in this regard and implementation of neighborhood scheme, to establish interaction with and monitoring it. Apart from C.R.U also made responsible for look behind upon Door-to-Door visit of beat staff. Moreover, it also started patrolling with Bicycle program in 2010 in this process the police personnel was provided Bicycle with red and blue sign mark and in this regard about 2000 Bicycle made available to the police personnel. Further, as far as the Neighborhood watch scheme was concerned it also conducted in 2001 with intention to support Police Public Participation on the technique of Police Public Meet and keep touch with senior citizen, frequent meetings with Welfare Resident Association and to put watch upon Hawker and wander of particular areas. For achieving community policing philosophy this unit adopt followings method:

- Visit of Beat personnel to the house of citizens
- Organizing Police Stations Visitors week
- Organizing Road Safety Week
- I.G.P Golf Tournament
- Chandigarh Police Gali Cricket League in cooperation with Amar Ujala Private limited
- Entertainment program for senior citizens
- SSP Janta Durbar in Police Station
- Initiative for self defense training for Girls
- Know your case Programs

Other Initiatives

- Single window for Community interface
- Tourism police
- Mobile Police stations
- I-Click(Instant complaint logging internet kiosk)
- Smart24*7 citizen safety App
- Feed-back mechanism
- Community liaison Groups

Gradually in 2008 Chandigarh police credited I.S.O certificate for this purpose for the achieving of objectives of Community Policing.

SHIKYAT NIVARAN SHIVIR: In this way S.S.P of Chandigarh Police supervises the Citizen Public Meeting in all Police Stations turn by turn and most of the complaint try to tackle at the sight

and last SHIKYAT NIVARAN SHIVIR has been organized at Police Station Sector 31 on 3 Oct-2015.

Part II

Section A

Analysis of Achievements of Chandigarh police

1. Performance Appraisal of Chandigarh Police regarding Conviction Rate Year between 2003-2013

Table 1.1

Performance Appraisal of Chandigarh Police regarding Conviction Rate Year between 2003-2013

Year	Cases Lodge	Workout	Decision	Conviction	Conviction Rate in Percentage
2003	3931	2901	2301	1661	42.25
2013	5432	3990	3615	2405	44.27

Source:Aaj Samaj,6 Oct-2015

Above table depicts that the Conviction rate of cases in Chandigarh were about 42.25 percent in 2003 which increased to on the order of 44.27 percent in 2013. Thus, it shows more than two percent of growth in conviction rate throughout 2003-2013.

1. Status of untraced cases in Chandigarh between 2010-2014

Table 1.2

Status of untraced cases in Chandigarh between 2010-2014

Year	No of Untraced Cases	Percentage of Increase Decrease Year wise in Percentage 2010 assumed(100 %) as base year
2010	1659	100
2011	2048	23>
2012	1264	38<
2013	1456	15>
2014	1236	15<
Average		23

Source:Aaj Samaj,6-Oct-2015

Above table portrays that the No of Untraced Cases in Chandigarh has been decreased to average 23 percent for the duration of 2010 and 2014.

1. Traffic Incident In Chandigarh Year 2009-13

Table 1.3

Traffic Incident In Chandigarh at some stage in Year 2009-13

Year	Total Death in Traffic Accident	Injuries	Percentage of Increase & Decrease Year wise in Percentage 2009 assumed(100 %) as base year
2010	182	324	100
2011	129	308	81
2012	130	289	80
2013	114	296	80
2014	124	245	68
Average decrease			22.75

Source: Aaj Samaj, Chandigarh, 19 -Mar-2015

Above table illustrates there are decrease in total death in Traffic Accident it has been reduced to 124 in 2014 instead of 182 in year 2010. Further, in case of injuries it has been reduced to 245 instead of 324 in same years. Moreover, average decreased in the course of same period was 22.75 percent.

1. Snatching Incident in Chandigarh Year 2012-13

Table 1.4

Snatching Incident in Chandigarh Year 2012-13

Year	Cases of Snatching	Percentage of Increase Decrease Year wise in Percentage 2012 assumed(100 %) as base year
2012	176	100
2013	195	11

Source: Aaj Samaj, Chandigarh, 22-July-2014, p4

On top of table reveals that Cases of Snatching in Chandigarh increased to 11 percent all through years 2012 and 2013.

1. Status of Rape Cases in Chandigarh years 2010, 2011 and 2012

Table 1.5

Status of Rape Cases in Chandigarh years 2010, 2011 and 2012

Year	Registered Rape Case	Percentage of Increase Decrease Year wise in Percentage 2010 assumed(100 %) as base year
2010	31	100
2011	27	77
2012	27	77

Source: Aaj Samaj, Chandigarh, 16 -Dec -2013, p4

Above table gives a picture of that there is a decrease of 23 percent in registered rape cases in Chandigarh between the year 2010 and 2012.

1. Vehicle & House Theft Status In Chandigarh 2013-14

Table 1.6

Vehicle & House Theft Status In Chandigarh 2013-14

Year	Vehicle Theft	Percentage of Increase Decrease Year wise in Percentage 2013 assumed(100 %) as base year	Theft in House	Percentage of Increase Decrease Year wise in Percentage 2013 assumed(100 %) as base year
2013	576	100	172	100
2014	428	(8)<	80	(53)<

Source: Aaj Samaj, Chandigarh, 2 -Sep -2015, p1

Above table shows, there are decrease in vehicle theft and theft cases in houses, it is reduced 8 percent and 53 percent for same for the period of year 2013 and 2014 respectively.

1. Status of Women Crime In Chandigarh

Table 1.7
Status of Women Crime In Chandigarh

Year	2013	2014	Percentile difference between 2013-14 in percentage	20 -Aug- 2015
Rape	45	65	(44) >	56
Eve teasing	185	101	(45) <	68
Kidnapping	174	134	(23) <	105
Dowry Death	00	02	(200) >	03
Dowry Related	92	141	(53)	92

Source: Aaj Samaj, Chandigarh, 13 -Sept -2015, p4

On the basis of above table the crime against Women is increased in the case of rape and dowry death, 44 per cent and 200 per cent respectively during year 2013 and 2014 and there is decreased in eve teasing and kidnapping cases 45 per cent and 23 per cent accordingly in equivalent phase.

1. Status of Total Crime in Chandigarh

Table 1.8
Status of Total Crime in Chandigarh

Year	Total Crime	Percentage of Increase Year wise in Percentage 2013 assumed(100 %) as base year
2013	4077	100
2014	3221	71

Source: Aaj Samaj, Chandigarh, 24 -Aug -2015, p4

Above analysis of the table depicts that there is decrease in overall crime rate in Chandigarh to 29 per cent epoch of year 2014 against 2013.

Section-B **Citizen Perception**

In this section Citizen Perception has been analyzing on the bottom of some identified factors on the subject of pull off Community policing such as :

Ø Problem solving
 Ø Citizen conception about deterrence and social influence
 Ø Addressing the cause of crime
 Ø Strengthen ties between police , citizens reduces crime
 Ø Community Prosecution Increase public safety
 Ø working , methods of case handling and behavior of An evaluation of the accomplishment of an organization from the users perspective has assumed an added importance in the backdrop of the new paradigm, articulating citizen-centric or citizen-friendly administration and police is not exceptional . A user of any services is a King in the recent paradigm of administration. Keeping this in view, the level of satisfaction has been checked on the basis of above factors. Prior to analyzing level of satisfaction of the sample population ,it is desirable to describe some salient features of the sample population.

The profile of the respondents has been described below on the basis of their area, gender, employment, education, income and age in Table 1.9.

Table 1.9
Category-Wise Number of Respondents

Category	Sub category	Number of Respondents
Area	Rural	40
	Urban	100
	Colony	60
Gender	Male	160
	Female	40
Employment	Employed	180
	Unemployed	20
Education	Below Matric	60
	Matric and above	140
Income monthly		
	Between Rs. 5000 to 20,000	170
	Above Rs. 20,000	30
Age	Below 30	105
	30 to 60	70
	60 and above	25

Source: Field survey.

Major findings :

As stated earlier, the study has been confined to select variables of the community policing in the Chandigarh. The citizens satisfaction level on account of these services has been described as under:

1. Citizen conception about deterrence and social influence

The area wise responses of the citizens with regard to their views with the Fear, Hesitation and supportive of Nature have been depicted in Table 1.10.

Table 1.10**Citizen conception about deterrence and social influence**

Areas	Yes	No	Indifferent
Colony	110(55)	80(40)	10(5)
Rural Areas	130(65)	50(25)	20(10)
Sectors	150(75)	46(23)	4(2)

(Figures in parentheses represent percentages)

Source: Field Visit,2015

Out of all colony respondents 55 percent were found to be viewed with having no Fear, Hesitation and opined supportive nature of police. Out of the total urban respondents, 65 percent were found to be viewed with having no Fear, Hesitation and opined supportive nature of police. From the sectors, again 75 percent of the respondent were found to be viewed with having no Fear, Hesitation and opined supportive nature of police. (See Table1.10).

1. Satisfaction of citizens towards working , methods of case handling and behavior of Police

The area wise responses of the citizens with regard to their satisfaction with the working methods of case handling and behavior of Police have been depicted in Table1.11.

Table 1.11**Satisfaction of citizens towards working , methods of case handling and behavior of Police**

Areas	Satisfied	Dissatisfied	Indifferent
Colony	110(55)	80(40)	10(5)
Rural Areas	130(65)	50(25)	20(10)
Sectors	150(75)	46(23)	4(2)

(Figures in parentheses represent percentages)

Source: Field Visit,2015

Out of all colony respondents 55 percent were found to be satisfied with the working , methods of case handling and behavior of Police. Out of the total rural respondents, 65 percent were found to be satisfied with taken variable. From the sectors , again 75 percent opined as satisfaction with the working , methods of case handling and behavior of Police. (See Table1.11).

1. Willingness to help Police in areas of Crime prevention, detection and Maintaining of Law and Order.

The area wise responses of the citizens with regard to their Willingness to help Police in areas of Crime prevention, detection and Maintaining of Law and Order(Here after mentioned as 'Gama' have been depicted in Table1.12.

Table 1.12**Willingness to help Police in areas of Crime prevention, detection and Maintaining of Law and Order**

Areas	Yes	No	Indifferent
Colony	160(80)	34(17)	6(3)
Rural Areas	150(75)	30(15)	20(10)
Sectors	180(90)	16(8)	4(2)

(Figures in parentheses represent percentages)

Source: Field Visit, 2015

Out of all colony respondents 80 percent gave their assistance for 'Gama'. Out of the total rural respondents, 75 percent conferred their eagerness for 'Gama'. From the sectors, again 90 percent of the respondents offered their readiness for 'Gama'.(See Table 1.12)

Assessment : The president of Chandigarh Senior Citizen Association, Brig (Rtd) Keshav Chandra, said, "Though city police has long and positive plans for community policing but there is need to complete a lot of work on the ground level." He said door-to-door visit by a constable in every sector particularly in situated in northern and central division is the part of community policing but the concept is working hardly in any sector of the city.

He also maintained there is much more responsibility of the kin towards their parents than any police constable to look after retired and elderly persons.

A recent conducted survey by vigilance wing of UT administration has also exposed the tall claims of effective community policing in the city. The vigilance sleuths had involved 51 senior citizens in the survey and only 20 out of the 51 had supported the door-to-door contact of police personnel and 31 maintained not a single cop visited their houses for last two years. It also found rural area of the city is totally neglected in the view of community policing.

UT SSP Naunihal Singh accepted the fact that there is need to strengthen the beat system and community policing in the city but maintained people cannot ignore their responsibilities under the cover of community policing. "We are open for everybody and always suggested citizens to inform the nearby police stations about their grievances but we are also receiving slow response of senior citizens," he added.

Thus above report either Senior Citizen Association or Vigilance Wing of UT administration paints poor picture of effectiveness of the community policing in Chandigarh.

The research conducted by Prof. Anil Monga on the functioning of Community Policing in Chandigarh revealed that 90 percent of citizen were satisfied from the immediate action of the Police Control Room but 68 percent citizen were dissatisfied from working , methods of case handling and behavior of Chandigarh Police.

Concluding observation

Study reveals that Community policing method much contributed in problem solving of crime, it has reduced deterrence and increased social influence in the ring of Community policing, addressing the cause of crime. Moreover, strengthen ties between police, citizens as a result crime has been reduced in Chandigarh. Ultimately not only prosecution has been increased but also people felt secured.

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