SAFE NEIGHBOURHOODS, SAFE CITIES

A Handbook on Neighbourhood Safety through Community Policing

JANAAGRAHA CENTRE FOR CITIZENSHIP & DEMOCRACY

About Janaagraha

Janaagraha Centre for Citizenship and Democracy (www.janaagraha.org) was founded by Swati Ramanathan and Ramesh Ramanathan in December 2001. It is registered under the Indian Trusts Act, 1882. Janaagraha's mission is to transform quality of life in India's cities and towns. We work with citizens to catalyse active citizenship in city neighbourhoods and with governments to institute reforms to city governance (what we call "city-systems"). Civic Learning, Civic Participation and Advocacy and Reforms are Janaagraha's three major strands of work to accomplish its mission.

About Bengaluru City Police

City Police is responsible for overall policing in the city and has been providing service with well-established community participation in crime prevention, maintenance of law and order and traffic management.

The City Police has a network of beats manned by foot patrol and vehicle patrol during day and night. These are backed by special mobile patrol units called Hoysala, traffic patrol and a number of armed striking force mobile units stationed in strategic areas.

The jurisdiction of the City Police has been divided into 8 zones - East, West, South, North, Central, South East, North East and Whitefield. Each zone is headed by an Officer of the rank of Deputy Commissioner of Police. Each zone is sub-divided into sub-divisions headed by Assistant Commissioners of Police which are further divided into Police Stations under the charge of an Officer of the rank of Police Inspector.

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Abbreviations Used

ACP	Assistant Commissioner of Police
ASI	Assistant Sub Inspector
ASM	Area Suraksha Mitra
BLAP	Beat Level Awareness Program
CLO	Community Liaison Officer
CoP	Commissioner of Police
CPAG	Community Policing Advisory Group
D2D	Door to Door awareness program
DCP	Deputy Commissioner of Police
DG & IGP	Director General – Inspector General of Police
JSS	Jana Suraksha Samithi
OAP	Organized Awareness Program
PI	Police Inspector
PSI	Police Sub Inspector
SHO	Station House Office
SPI	Security Perception Index

INTRODUCTION

Cities in India are growing exponentially, public safety remains a major concern

Over 400 million citizens live in India's cities and towns. Different estimates suggest that this is expected to grow to over 600 million by 2030 and 800 million by 2050. Cities therefore will grow as centres of economic growth, job creation and as even larger human settlements. This rapid growth of cities will have implications on equity and inclusion, environmental sustainability and democratic engagement.

> Public safety will lie at the heart of whether India's cities are livable and provide opportunities for all citizens, especially women, children, the aged, differently abled, migrants and other vulnerable communities to live, work and recreate and fulfil their life's potential.

There are several dimensions to public safety in cities

Public safety in cities encompasses a wide range of challenges. Ranging from petty crimes like theft to more heinous crimes like murder, humanitarian and anti-social crimes like trafficking and drug peddling to extortion and kidnapping, financial crimes and cheating to cybercrimes, police and law enforcement authorities in cities are confronted by all of these simultaneously. To further compound the scale of the challenge is the fact that India's cities are heterogenous and complex in their socio-economic character and witnessing unprecedented migration between cities and from villages to cities, both within a state and between states. Reporting of crimes too has several barriers.

Police in our cities are also hugely understaffed and otherwise under-resourced. A study conducted by the United Nations has revealed that while, on an average, there is one police officer per 333 citizens globally, the Indian ratio is one officer per 761 citizens. Frequent transfers impede building of relationships with citizens in their beats. Emerging developments in the world of technology like cheaper data and smart phones and exponential growth in social media and WhatsApp are proving to be double edged swords.

> Against this backdrop, high levels of citizen engagement in public safety and investment in trust building between police and citizens become an imperative.

Community Policing is being practised around the world

In 1970s and 1980s, police services in England, Japan, Germany, Canada and Singapore were experimenting with alternatives to the professional bureaucratic model of policing that was widening the gap between citizens and police officials. In 1971, John Angell[1] coined the term 'democratic policing' to describe the concept of Community Policing, where citizens have roles and responsibilities on how police services should be carried out in the community.

Police across the globe in both developed and developing countries have taken on Community Policing initiatives in different forms. Whilst in some countries like South Africa, United Kingdom etc., it is codified as a statutory obligation, in others it is still in a nascent stage.

> Community Policing is an emerging trend worldwide to streamline and bolster police service delivery and organizational efficiency. Several countries have integrated the practice of community engagement as part of their policy.

1. Former Professor Emeritus, University of Alaska

United States of America

In the United States (US), two theoretical constructs underlie the Community Policing programs - 'Broken Windows' theory and the 'Community Implant' hypothesis. Both the theories argue that there is a direct relationship between distressed communities and crime.

In the early 1980s, the theory of 'Broken Windows' became popular in the US. It suggested that when police kept the streets safe by cracking down on minor crimes, this in turn, helped to check major crimes. While the 'Broken Windows' style of policing reduced urban crimes, it drew criticism for disproportionately targeting minority groups.

'Community Implant' hypothesis was based on the assumption that the main reason for high levels of crime was the lack of informal social control in communities. Community Implant commonly referred to as 'Community building', is a process by which police strengthen the capacity and resolve of citizens to resist crime by building positive relationships with each other.

United Kingdom

In the United Kingdom (UK), the focus on Community Policing evolved into a National Community Safety Plan. In sync with the National Plan, every local ward across London has a fully staffed Safer Neighbourhoods policing team. These teams work closely with local communities to target anti-social behaviour and crime. Six teams consisting of a police sergeant, two police constables and three police community support officers, work in every neighbourhood. Police also seeks community help in its fight against terrorism and the threat it poses to the diverse society of UK.

France

In France, 'proximity policing' is the national version of Community Policing. Local communities are allowed to create local police teams as a way of bringing policing closer to the local level and under the influence of local governments. Cooperation among the police forces has been institutionalized in local security contracts, which require that the national police share information and responsibilities with the local police.

Japan

In Japan, small police stations called Kobans are found in neighborhoods across the country. They serve as contact points between police and local residents. In addition to central police stations, police work is done from Koban buildings located within the community thus functioning as a form of community policing. They prevent crimes by conducting patrols, sharing relevant information and offering pointers on crime prevention by distributing fliers and making routine visits to homes and workplaces. In addition, police officers support crime-prevention efforts of local volunteer groups.

South Africa

One of the most successful aspects of the efforts to transform the police in post-apartheid South Africa was the establishment of Community Policing Forums (CPFs). In the South African Police Service Act, 1995 'partnership', 'cooperation' and 'communication' were given pre-eminence. Ac- cording to Section 18 of the Act, the police have a statutory obligation to liaise with the community through CPFs and Area and Provincial Community Police Boards.

COMMUNITY POLICING IN INDIA

Crimes in Cities are rising

According to the statistics published by National Crime Record Bureau, Ministry of Home Affairs, Government of India, a total of 8,08,637 cognizable crimes comprising 5,13,635 Indian Penal Code (IPC) crimes and 2,95,002 Special & Local Laws (SLL) crimes were reported in Metropolitan Cities during 2016, showing an increase of 6.5% over 2015 (7,58,970 cases). During 2016, IPC crimes have increased by 7.3% and SLL crimes have increased by 5.2% over 2015. Given below is the data on IPC & SLL crimes for seven major Indian cities.

Total IPC & SLL Crimes in Metropolitan Cities- 2014-2016[2]

SL No	States/ Cities	IPC+SLL Cognizable Crimes			Percentage share of state (2016)
		2014	2015	2016	
1	Bengaluru (Karnataka)	35,727	39,627	49,038	6.1
2	Chennai (Tamil Nadu)	1,72,532	97,142	1,13,847	14.1
3	Delhi	1,48,127	1,81,252	2,06,135	25.5
4	Hyderabad (Telangana)	21,893	18,957	18,295	2.3
5	Kochi (Kerala)	46,076	42,571	54,125	6.7
6	Kolkata (West Bengal)	28,226	26,052	24,956	3.1
7	Mumbai (Maharashtra)	59,838	66,676	59,072	7.3

Delhi has more than one-fourth of the total share of crime across cities in the year 2016 followed by Chennai. The lowest share of 2.3 percent is recorded for Hyderabad. The share of Bengaluru in total crime statistics for the year 2016 stands at 6.1 percent.

Lack of resources and capacities in police departments is a principal challenge in reducing crime in cities.

2. Source: Crime in India 2016 published by National Crime Record Bureau, Ministry of Home Affairs

Community policing is an emerging topic of interest in India

In order to bring about a reform in the police administration, the National Police Commission (NPC) was set up in 1979. The Commission produced eight reports, dozens of topic-specific recommendations and also a Model Police Act. The Model Police Act through section 85 provided for a Community Liaison Group comprising local residents to advise police in their functioning.

In 2006, the Supreme Court pursuant to a Public Interest Litigation issued directions to States and Union Territories to comply with seven binding directives seeking to achieve functional responsibility for the police and enhancing police accountability. The Court required immediate implementation of its orders either through executive orders or new police legislation.

The term Civil Defence, coined in the year 1962, is quite popular in the context of safety and security. Civil Defence policy was drafted based a conscious need for civil protection plans for major cities and towns under the Emergency Relief Organisation (ERO) scheme. Civil Defence works in tandem with the Civic Administration, helping to maintain the morale of people especially during natural calamities, enemy attacks and times of civil unrest. The Civil Defence Act 1968, suitably amended by the Civil Defence (Amendment) Act, 2009 vide Notification No. 3 of 2010 is the governing legislation.

The community policing model has been piloted in several states. The table below details the year and the nature of the Community Policing act practiced in different states.

Community Policing Initiatives – A few Examples[3]

City/State	Program/ Scheme	Year	Short description
Haryana (Gurugram)	Community Policing 2.0	2015	The Gurugram Police launched a Community Policing initiative through a portal, wherein police and city residents are connected with each other. This allows people alert the rest of the community in case of an emergency or raise common issues and bring them to the notice of both police and the community.
Kerala	Janamaithri Suraksha Project	2008	This project is an initiative of the Kerala Police to facilitate greater accessibility, close interaction and better understanding between the police and local communities. This is regarded as the most well-established community policing initiative in India.

3. Source : Police department websites and media reports

City/State	Program/ Scheme	Year	Short description
West Bengal (Kolkata)	Community Policing Initiative	1997	Citizens were involved in drug awareness programs; sports activities; 'nabadisha', a program for street children; 'Prabaha', a program for blood donation, Bravery and Honesty Award organized by the Detective Department; Counseling Centres; Claude Martin Fund for ex-prisoners; Police Assistance Booths.
Assam (Gawahati)	Nagarik Committees	2001	A comprehensive plan for meaningful participation of the public in policing in Guwahati City was drawn up and implemented in a successful manner.
Himachal Pradesh	Vishwas Yojna Suvidha Yojna Sanrakshan Yojna	2000	The program included visits of school children to police stations; production of educative, documentary films; village touring by district superintendent of police; police assistance centres; training in unarmed combat by police teams for girl students; police volunteers visit residences of elderly citizens living alone.
Tamil Nadu	Friends Of Police	1993	Citizens contribute to the prevention and detection of crime through beat and night patrols, assistance in traffic and law and order maintenance, crime prevention, information collection and involvement in prohibition work.
Maharashtra (Mumbai)	Mohalla Committee Movement Trust	1994	Committee members maintain cordial relations between Hindus and Muslims through meetings and liaison with the nearest police station.

The above initiatives are illustrative and do not form a complete list. We are as of now not aware of any systematic study carried out on the impact and sustainability of these initiatives.

In police terminology, a beat is the territory and time that a police officer patrols. Beat police typically patrol on foot or bicycle which provides more interaction between police and community members.

Janamaithri Suraksha Project (JSP) in Kerala is a best practice in Community Policing

In Kerala, a Community Policing initiative called Janamaithri Suraksha Project has been implemented in one hundred police stations.

The project initiated by the Kerala Police in 2008 was brought in to facilitate greater accessibility, closer interaction and better understanding between the police and local communities. The objectives of JSP are

- Prevention of crime
- Achieving police-public cooperation on security matters
- Ensuring mutual cooperation of members of the public in the domain of security

To accomplish these objectives 'Beat Officers' and 'Janamaithri Suraksha Committees' were formed. One Beat Officer was assigned to every 1,000 households in a radius of 3 km. Beat Officers are required to know at least one family member of every family living in her/his beat area and allocate some time to meet with people in their assigned neighbourhood area every week.
Janamaithri Suraksha Committees are formed with municipal councilors, representatives of residents associations, local media, representatives from high schools and colleges, retired police officers, etc.

The pilot initiative was so successful that Community Policing began to gain wider acceptance. The significance of this is reflected in the incorporation of Community Policing into legislation. The new Kerala Police Act enacted in 2011, institutionalized the Community Policing scheme by making it Community Policing mandatory. The key provision relating to Community Policing in the Kerala Police Act are given below:

- The District Police Chief shall constitute Community Contact Committees for each police station, comprising the local residents of the area as representatives of the community, to give general assistance to the Police in the discharge of their duty
- The Community Contact Committee shall identify the existing and emerging needs for Police services of common nature in the area which needs due consideration by police and also to develop action plans for ensuring the security of the area or any part thereof
- The Community Contact Committee shall encourage every citizen to bring to the notice of the police information about the offences that have happened and suspected future offences
- The Community Contact Committee may formulate programs for promoting security awareness, safety awareness, prevention of crimes and legal literacy, etc

COMMUNITY POLICING IN BENGALURU

Community Policing was launched in Bengaluru in 2013

Community Policing program was formally launched in Bengaluru on June 20, 2013 by the then Hon'ble Home Minister of Karnataka, Sri K.J. George. It was launched as a collaborative effort of Bengaluru City Police and Janaagraha. The program was piloted across seven police stations, one from each police zone/division of Bengaluru city. The stations chosen were Ashok Nagar, JP Nagar, Banaswadi, Jnanabharathi, Yelahanka, Madivala and Rajagopal Nagar. The then Joint Commissioner of Police (Crime), Sri Pranab Mohanty was identified as Nodal Officer for Community Policing. He was succeeded by M/S P. Harishekaran, IPS and M. Nanjundaswami, IPS as nodal officers during 2013-2018.

The overarching goal was to scale the program city wide through partnership with community groups in Bengaluru and by mandating Community policing in Karnataka Police Act.

Community Policing Advisory Group

The formation of the Community Policing Advisory Group (CPAG) was critical to the development of the Community Policing program. The CPAG comprises of

P.K.H.Tharakan – *former advisor to Governor of Karnataka & former State Police Chief, Kerala State,*

Jacob Punnoose – *former State Police Chief, Kerala State and a key actor in Kerala's Jana Maithri Suraksha Project*

Dr. S.T. Ramesh – *former State Police Chief, Karnataka State.*

Maj Gen (Retd) K R Prasad - *Chief Mentor, Janaagraha*

Dr Ajay Kumar Singh - *Former State Chief of Karnataka was also part of the CPAG committee during July 2012 to June 2013.*

Area Suraksha Mitras (ASM)

The Community Policing program was designed to heavily rely on civic engagement and participation. ASMs are citizen volunteers who act as representatives of local communities. ASMs work in close liaison with the police, while simultaneously providing support and information to fellow citizens. The ASM allows common citizens to be involved in neighbourhood safety, thus giving them a sense of ownership of their neighbourhoods.

Any Indian citizen above 25 years of age, residing in the police station area and has attained primary school education is eligible to be an ASM. However, the person should not have any political affiliation or any previous criminal record. He/she should be willing to dedicate at least 4-5 hours in a week for the community policing programs.

ASMs are identified by reaching out to individual citizens, local business leaders, social service agencies, educational institutions etc. Prospective ASMs identified are apprised of Community Policing program. Personal interviews are conducted to assess their interest in the program. ASMs so identified are allotted an area, comprising 3-4 streets. Their main responsibility is to establish a working relationship with the local police, carry out community policing programs and attend monthly Jana Suraksha Samiti meetings.

Jana Suraksha Samitis

A committee comprising 30-50 ASMs and police personnel of the concerned police station is formed. These committees called Jana Suraksha Samitis (JSSs) are formed to serve as a platform where the police and ASMs could get together and discuss safety issues in their neighbourhoods and take stock of progress of the Community Policing program in their area.

Beat Officers

Jurisdiction of each police station in Bengaluru is divided into areas or beats, which are further divided into sub-beats. Each beat generally has a Beat police officer allotted to it. Beat officers work closely with ASMs and are critical to the success of Community Policing.

The Roles and Responsibilities of Beat Officers include:

- Knowing members of the community in their beat (at least one member per house hold)
- Knowing the beat area in detail, interacting with service providers viz. gas agencies, newspaper distributors, cable operators of the area, maintaining phone numbers and addresses of important establishments and persons
- Meeting citizens along with ASMs, at a predetermined place and time to collect inputs related to safety-security in the neighbourhood
- Maintaining a record of all important meetings in a beat diary

Meetings of Jana Suraksha Samitis (JSS)

The JSS meets on a monthly basis to discuss neighbourhood safety related issues and their remedial measures. The JSS's main task is to share problems of individual beats, discuss how the ASMs could assist police and share discussions from the beat-level meetings and beat-level awareness programs.

Awareness sessions are also held during JSS meetings. These educational sessions are meant to improve activities on the field and raise awareness among the communities. Speakers from many organizations including Karnataka State Commission for Protection of Child Rights (KSCPCR), Karnataka State Commission for Women (KSCW), Child Welfare Committee (CRC) and Centre for Addiction Medicine (CAD) have been invited to join these events.

Citizen engagement was achieved through four types of programs

The beat officer works with ASMs to create awareness on safety and security in his/ her beat area. Four different types of awareness programs are conducted.

1 Organized Awareness Programs (OAP)

Organized awareness programs are conducted for a pre-defined target audience. Subject Matter Experts (SMEs) are invited to deliver awareness sessions along with police personnel on a particular topic. The programs are held in schools, colleges, garment factories, hospitals, software companies, old age homes, resident welfare

associations etc. Topics covered depend on relevance to target audience. Topics covered at various fora include

- Schools - child rights, child abuse and child labour, Protection of Children against Sexual Offences (POCSO) and Juvenile Justice Act (JJ Act), general safety and security tips, cybercrimes, use/misuse of social media and ragging
- Colleges - ragging, JJ Act, cybercrimes, use/misuse of social media, substance abuse, negligent driving, driving under influence of alcohol or drugs, wheeling/ drag racing and general safety and security tips
- Garment factories - women's rights, safety and security of women, chit fund scams, chain snatching, theft through attention diversion, child abuse, caring for children and general safety and security tips
- Old age homes and senior citizen groups - elders' abuse, general safety and security tips, use of senior citizen id cards in public transport, chain snatching, theft through attention diversion and health tips. Contact details of police station, inspector and ASMs are also provided

2 Beat-level Awareness Programs (BLAP)

Generally conducted in public spaces, these programs cover subjects such as security and safety precautions to be taken by citizens, types of crimes taking place in nearby areas and how they can be prevented. Beat level awareness programs are held in parks, bus stops, slums, streets, market places, temple areas, banks, post offices and outside malls. The topics include chain snatching, theft of personal belongings, safety measures while visiting banks/jewelers, attention diversion, fake calls/messages, chit fund scam, neighbourhood safety etc.

3 Door-to-Door Awareness Programs (D2D)

During Door-to-door visits, residents and shop owners are sensitized on installation of safety equipment which include safety locks, CCTV and Burglar Alarms. General safety and security tips, how they can help police by sharing information is also shared during the interaction.

Subramani, a resident of Kodigehalli, attended a Beat level awareness program organized as a part of Community Policing in the neighbourhood. As suggested in the program, he saved the contact numbers of the ASM and the police station. On finding a lost child in his neighborhood, he contacted Mr. Prasanna, ASM of that area. The ASM and the Police worked together and reunited the child with her parents. The concept of Community Policing witnesses triumph through scores of successful cases like this where citizens are proactively reaching out to ASMs and the Police.

4 Campaigns

Awareness rallies, walkathon, street plays, environment drives, health camps for the police, visits to rented accommodations, focused interactions with auto-rickshaw drivers, hotel staff, Municipal corporation employees, paying guest accommodations, senior citizen homes etc. were also taken up to spread the message on maintaining a safe and secure neighbourhood.

Training for Police and ASMs

For the successful implementation of activities, training of important stakeholders is essential. Hence, training was imparted to all ASMs and police staff of the respective police stations where the program was implemented.

Foreseeing the need for in-house trainers for the police staff and ASMs who may come on board as and when the program scales up, a training of trainers was conducted for 3-4 officers from each of the seven divisions. The trainings were conducted by Dr. ST Ramesh, Former State Police Chief, Karnataka State.

Empathy, not apathy!

A bloodied-shawl wrapped around a woman, who was in a semi-conscious state in a crowded bus, was a call to action for Soumya (name changed).

Soumya, an economics lecturer, has been volunteering as an ASM attached to Madivala police station since 2014. Soumya asked the injured woman about the bruises and cuts and eventually the passenger narrated a horrific tale.

The woman, Madina (name changed) and her husband Saddiq (name changed), had been working as construction labourers in Yelahanka after migrating from their village near Tirupati, Andhra Pradesh. On the night of December 16th, Saddiq came home drunk, beat her brutally and attacked her with a sharp weapon. She suffered multiple injuries on her arms and her head.

Warned by neighbours to not approach the police, the woman boarded the bus from Jalahalli to go to a hospital for treatment. Soumya immediately took her to the nearest police station, which was Kalasipalyam police station and reported the matter to the police. HC Basavarajayya and PC Kumar, who worked at the Kalasipalyam police station immediately gave the victim first aid. The police are now on the lookout for Saddiq for 'attempt to murder'.

For Madina, Soumya was a guardian angel. Soumya, on her part by acting on her conscience and following her duties as an ASM sincerely, helped the Madina gain confidence. "I cannot thank the police enough for heeding my words, acting on my complaint and providing the victim the much-needed solace and comfort," says Soumya. The police and especially PI Nagaraj from Madivala police station, thanked her for her noble act and commendable work.

Guardian angels

As was his usual practice, a senior citizen went out for his evening stroll on December 6th, 2016. With advancing age, uneven footpaths and roads filled with traffic, the old man, with great difficulty made his way through and slowly walked along the streets of HSR Layout, where he stayed.

With the traffic whizzing past him and the resultant confusion that it created, he wandered further than planned and lost his sense of direction. Weak and tired from walking a long distance, he rested on a bench in a park. He was desperate to get back home.

Noticing that the old man had been absent from home for a long time, his grandson panicked and began searching for him all over the layout. Finally, deciding to seek the help of the police, he went to the HSR Layout Police station and lodged a complaint about his missing grandfather and sought the help of the police in finding him.

Swinging into action, the HSR Layout Community Policing team went in search of the old man. Armed with the photograph provided by the grandson, the team identified him and brought him to the police station. The old man was provided with water and refreshments and assured that his grandson would soon arrive to take him home.

The grandson was extremely grateful to the HSR Layout Community Policing team for having found his grandfather. “My grandfather was new to the city and did not know his way around well. So, he got lost. The police of HSR Layout not only helped find him, but took very good care of him and assuaged his stress and tension. We are extremely grateful to the Bengaluru City Police and especially of the HSR Layout Police Station,” says the grandson.

The old man said, “I am speechless and overwhelmed by the care and concern shown by the police towards an old man like me. Without them, I would never have reached home.”

Community Policing in Bengaluru achieved good results[4]

Number of police stations
18

No. of police trained
1,800

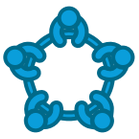
No. of citizens reached
4,68,907

Beat Level Awareness Programs
6,207

Camps and Drives
872

No. of ASMs
596

Door to Door Awareness
15,397



JSS Meetings
295

Organized Awareness Programs
1,457

Year	2013-14	2014-15	2015-16	2016-17	2017-18	**Total**
Number of Police stations	7	7	14	15	18	**18**
Number of ASMs	289	289	573	603	596	**596**
Number of citizens reached	34,341	90,725	1,21,816	1,46,582	75,893	**4,68,907**
Number of Beat Level Awareness Programs	496	1,037	1,536	1,863	1,275	**6,207**
Number of Organised Awareness Programs	75	324	311	454	293	**1,457**
Number of Door to Door Awareness		1,114	6,304	4,827	3,152	**15,397**
Number of monthly JSS meetings			91	150	54	**295**
Number of campaigns						**872**

4. Source : Janaagraha Centre for Citizenship and Democracy

Bengaluru City Police is scaling up Community Policing city-wide

The pilot program of the Community Policing program was started in seven police stations in 2013. This was scaled up to cover 18 police stations in Bengaluru city in 2016.

In 2018, Bengaluru City Police scaled Community Policing program to all 108 police stations with 1 Community Liaison Officer (CLO) appointed in each police station. Orientation for these CLOs regarding their roles and responsibilities has been done in the month of December 2018. An intensive training on Community Policing for the CLOs will be imparted by Dr. ST Ramesh on 22nd February 2019. Each CLO will have to on-board 30 ASMs each in their respective stations and convene monthly Jana Suraksha Samiti meetings and the four types of CP programs-OAPs, BLAPs, D2D and Campaigns.

> The next step would be to gain consensus across stakeholder groups to mandate Community Policing under the Karnataka Police Act.

EVALUATING THE IMPACT OF THE PROGRAM

A baseline survey was conducted in 2013

In 2013, prior to initiating the pilot program, a baseline survey was undertaken with 392 police and 716 citizens across the seven police zones. This survey aimed to gather baseline information on a range of parameters related to security perception of the police and residents living in the jurisdictional area of the stations where the Community Policing program was implemented. This helped to assess the relationship between citizens and police and to capture what police and citizens feel has gone wrong in past efforts towards community-based security. This was also used in shaping the requisite mandate of the Community Policing program.

The key findings of the survey were

- Citizens rated the top five crimes as: theft, chain snatching, negligent driving, drunkenness and domestic violence
- If faced with a security threat, 38% of citizens would reach out to an immediate neighbour whereas 45% would reach out to the police
- Only 29% of police believed that citizens face barriers to reporting
- Among police, 81% felt that they did not have enough human resources and 47% of citizens felt the same
- Only 4% of police attended 20 or more civic meetings in a year
- 69% of police and 67% of citizens felt that the Community Policing program can be an effective intervention.

An endline survey was conducted in 2015 and it carried positive findings

In 2015, an 18-month follow-up evaluation aimed at assessing changes (if any) in security perception from 2013 (baseline) to 2015 was conducted. 329 police and 768 citizens in the areas where Community Policing was implemented participated in the survey. Furthermore, 214 ASMs working as part of the program in these areas were also interviewed. In addition 92 police and 415 citizens across two police stations in Bengaluru where Community Policing had not been implemented were also surveyed as a control group.

Key findings from the follow-up survey

- There was a perception that though crime had gone up in Bengaluru city as a whole, crime had decreased in neighbourhoods or beat areas where Community Policing program was being implemented
- Public trust of police had improved. The trust of law abiding citizens in the police had increased, resulting in a more positive response to door-to-door visits
- The proportion of citizens who did not know the police well or at all is 3% higher in the areas where Community Policing was not implemented, than in areas that had the Community Policing program
- The program has been successful in improving beat-security, improving citizen-police relationships, helping resolve conflicts and increasing police responsiveness and effectiveness
- There has been a slight improvement in residents' willingness to help neighbours, but at the same time there has been a slight drop in the willingness of citizens to report crimes against themselves or their family members
- The role of ASMs in making citizens aware of safety and security precautions has helped to improve beat security
- ASMs have helped improve the relationship between police and citizens in their area, as well as made them and other members of their community more aware of efforts they could make to stay safe and avoid crimes
- In terms of the role of ASMs, a majority of police agree that ASMs increased citizen awareness and improved relations between police and citizens. Citizens are also of the same opinion
- Only 6% of citizens surveyed were aware of the Community Policing program, whereas an overwhelming 97% of the police were aware of it

A follow-up survey showed that the program's goal of minimizing the gap between the police and citizens to ensure improved security had seen positive changes. The stakeholder groups who were part of the study felt that the crime had reduced in their area. The citizens attributed this to growing cooperation between citizens and police and even more encouragingly, many citizens felt ASMs had played a role in improved relations. The police and ASMs perceive improved relationship and improved familiarity between citizens and the police.

Community Policing clearly emerged in motivating citizens to help their neighbours report unlawful activities to the police.

The full surveys can be accessed here:

http://www.janaagraha.org/files/publications/SPI.pdf

http://janaagraha.org/files/CP_Impact.pdf (Full report) and

http://janaagraha.org/files/spi2015.pdf (Summary report)

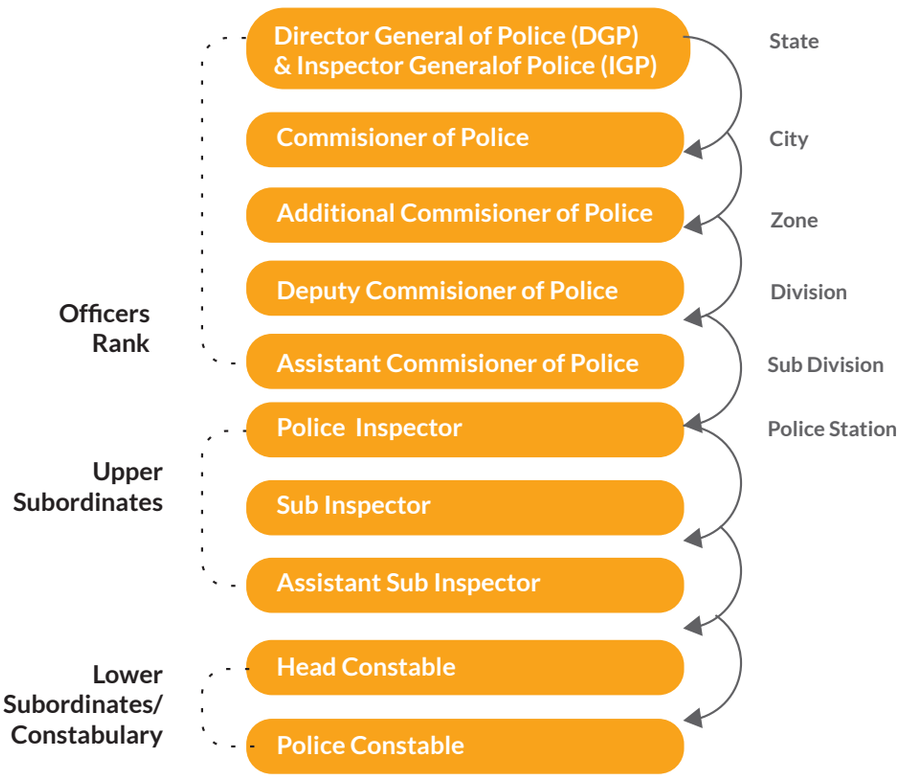
IMPLEMENTING COMMUNITY POLICING IN YOUR NEIGHBOURHOOD

Do it Yourself Steps to Implement Community Policing in your neighbourhood.

Step 1:

Understand the organization structure of the Police department

You need to first understand how the Police in your city is organized.
Police services broadly adheres to the illustrative organization structure as shown in the below figure.



In many states the Traffic Services and Fire & Emergency Services also fall under the administrative control of the Police department.

In urban areas, Inspector is also referred to as Station House Officer (SHO), preferably an ASI ranking officer will be nominated as a CLO. Head Constable and Constables are referred to as Beat officers.

Step 2:

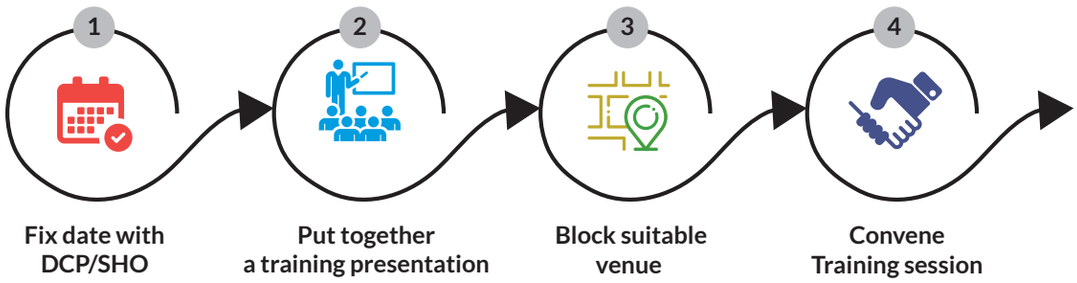
Obtain approval for Community Policing program from Police

1. Engage with the DCP/CoP/DG-IGP
2. Share these guidelines
3. Obtain a letter that directs the SHO to initiate Community Policing
4. Meet the SHO to get started
5. Work with the SHO to nominate a CLO (Refer Annexure 1 for CLO Nomination criteria)

While working with government departments, particularly the Police, it is easier if you have formal approvals or authorization letters. However it is by no means a necessity. You could engage with the DCP or SHO and get started with Community Policing using this guideline.

Step 3:

Organise training for CLOs



Take care to ensure that you follow up with DCP / SHO and CLOs and confirm their attendance and also make sure training materials and delivery is in their preferred language. Generally, the official language of the states work best.

Step 4:

Mobilize Area Suraksha Mitras (ASM)

(You can choose a different name for them if you like)

1. CLOs who are sub-inspector rank officers need to train and transfer their knowledge to beat officers who are head constable or constable level officer.
2. Beat officers reach out to individual citizens, local business leaders, social service agencies, trade, youth or cultural associations, educational institutions, etc. to recruit ASMs.
3. Some basic criteria such as the following should be used to shortlist potential ASMs.
    - An Indian citizens above 25 years of age
    - Residing in the police station area
    - No political affiliations or criminal record
    - Able and willing to dedicate at least 4-5 hours a week
4. Beat officers to ensure women are adequately represented among ASMs.
5. Beat officer explains the roles and responsibilities to prospective ASMs, fills in the Application Form (Refer Annexure 2) and collects proof of identity, residence and age.
6. Beat officer notes down, in the application form, observations / comments and submits all the forms to the CLO.
7. CLO shortlists ASMs for personal interviews, SHO approves of the selected ASMs by signing off on the forms.
8. SHOs convene a briefing session to selected ASMs on the Community Policing program and respond to their queries if any.

Step 5:

Form Jana Suraksha Samiti

01
SHO constitutes the Jana Suraksha Samiti (JSS) comprising ASMs, CLO, Beat officer

02
.SHO identifies a Convenor of the JSS from among ASMs, nominates a Sub Inspector as Secretary of the JSS and himself/herself serves as the Chairperson

03
SHO obtains approval of the DCP on constitution of the JSS

04
SHO schedules monthly JSS meetings

Step 6:

Train ASMs and Police

01 CLO organizes a training program for ASMs and Police staff in consultation with SHO

02 CLO introduces beat officers to ASMs and vice versa

03 CLO facilitates training on Community Policing for ASMs & Police staff

04 CLO explains roles and responsibilities to ASMs

Step 7:

Convene JSS meetings

01 CLO convenes the monthly JSS meeting as follows

- **a** Confirms meeting schedule with SHO, prepares agenda
- **b** Circulates meeting schedule and agenda to convener and ASMs
- **c** Works with convener on background presentation for JSS
- **d** Ensures minimum attendance of 67% from ASMs and police
- **e** Records attendance, minutes of the meeting

02 The JSS is a platform for

- **a** ASMs and police to discuss safety issues in the neighbourhood
- **b** Convener to share updates on awareness and campaigns conducted that/previous month
- **c** ASMs and police to plan awareness and campaigns for that/next month and
- **d** Police to undertake precautionary measures and action as appropriate

03 SHO signs off on the minutes and CLO circulates them within a week of the meeting

Step 8:

Awareness Programs

Awareness programs must be conducted at 3 levels

Door to Door:
Residential or commercial establishments

Beat Level Awareness Programs (BLAPs) :
Public spaces like street corner/market place/bus stop/ slums/outside places of worship/banks and post office/outside malls etc.

Organised Awareness Programs (OAPs) :
Schools/colleges, offices, factories, senior citizens homes/groups, hospitals, RWAs.

8.1 Door-to-Door Awareness Program

1. CLO/ Convener/ASMs /Beat officers plan the door to door awareness program based on discussions in the JSS meeting.
2. CLO informs respective beat officers to co-ordinate with ASMs to conduct activity in their respective areas.
3. Beat Officers and ASMs visit all houses in the planned area; introduce themselves, the objectives of the program and query about any safety concerns the residents may have, share contact numbers of the police station and any awareness or campaign material.
4. Beat officer notes down concerns of citizens visited in the beat dairy and takes further action as per the recommendations/guidance of the SHO.

8.2 Beat-level Awareness Program

1. CLO/ Convener/ASMs /Beat officers plan the BLAP and the venue. BLAPs are generally held in a public place, like a street corner, market place, bus stop, outside a place of worship or a bank or post office or a mall etc.
2. ASMs and Beat Officers visit the venue and mobilise citizens.
3. They introduce themselves, the objectives of the program and share safety tips.
4. They also query about any safety related concerns the citizens may have.

5. Beat officers note down concerns of citizens in the beat dairy and take further action as per the recommendations/ guidance of the SHO.
6. Beat officer shares pictures from the program with the CLO.
7. CLO documents the awareness programs conducted to share with Senior officers and at the monthly meetings.

8.3 Organized Awareness Program

1. CLO/ Convener/ASMs /Beat officers plan the OAP and the venue. Venue for the OAP are generally schools, colleges, offices, factories, senior citizen homes, hospitals, RWAs etc.
2. CLOs informs the SHO about the program , share details of the venue, expected number of citizens attending, time and date of the program.
3. CLO identifies a subject matter expert/resource person within the Department (could be a senior officer, including SHO/ SI) or from outside to address the audience.
4. ASMs and Beat officer ensure timely conduct of the program.
5. They introduce themselves, the objectives of the program and introduce the resource person.
6. The resource person educates the audience on the subject as planned.
7. ASMs and beat officer also share safety tips.
8. They also query about safety related concerns citizens may have.
9. Beat officer notes down concerns of the citizens in the beat dairy and takes further action as per the recommendations/ guidance of the SHO.
10. Crime prevention awareness pamphlets and emergency/ important contact numbers of the police staff/department to be shared with the audience.
11. Beat officer shares pictures from the program with the CLO.
12. CLO documents the awareness programs conducted to share with Senior officers and at the monthly meetings.

8.4 Campaigns

In addition to the above-mentioned activities, other events like Marathons, Health checkups, cyclothons, walkathons, blood donation camps, environment camps etc. may be conducted by the ASMs and beat officers.

Annexure -1

SELECTION CRITERIA FOR CLO

Ability and willingness to:

- Plan for all community policing activities in his/her Police station jurisdiction.
- Establish good communication between Beat officers and ASMs.
- Advice and support police officers and ASMs to conduct awareness programs
- Improve community knowledge about policing services and law and order issues with help of ASMs.
- Collaborate with police and citizen stakeholders for the purpose of building effective communication, enhancing relationships and ensuring a high quality of service to achieve goals and objectives of community policing.
- Attend meetings on community policing and share knowledge and learnings for the betterment of the program.
- Maintain data and information and share with stakeholders as appropriate
- Bring about better coordination, understanding and cooperation between the Police and the Community.

Specific Skills:

- Familiarity with neighbourhood issues and citizens of the area
- Strong inter-personal skills
- Effective written and oral communication skills.
- Eye for detail and project management and coordination
- Proficient in Microsoft office applications.
- Knowledge of local language is a must. Knowledge of English and Hindi will be an added advantage.

Annexure -2

ASM APPLICATION FORM

Name: .....

D.O.B : .....

Identification Marks : .....

.....

Address (Attach the address proof):.....

.....

.....

Mobile No. : .....

Email ID. : .....

Staying since: .....

Type of house

☐ Own ☐ Rental

Gender

☐ Male ☐ Female

Education : .....

Profession : .....

Languages Known : .....

.....

Had you ever worked with any Community based activity of Police Dept.?

☐ Yes ☐ No

If yes, Name of the activity & roles played:

.....

.....

Do you have interest to be an ASM?

☐ Yes ☐ No ☐ Will See in Future

I.....certify that the above mentioned details are correct to the best of my knowledge and I am willing to become an ASM in my Police station limit& take part in all Community Policing Activities.

(Signature of Citizen)

Observational Remarks

Remarks post personal interview

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