

Security Perception Index 2015

18 Months Follow-up Study



JANAAGRAHA CENTRE FOR CITIZENSHIP & DEMOCRACY

Research Team

- Sayantani Satpathi - Senior Associate, Research & Insights
- Katie Pyle - Manager, Research & Insights
- Theresa Vallek - Duke University Internship
- Alia Dharssi - American Indian Foundation Fellow
- Fieldwork undertaken by Hansa Research Group Pvt. Ltd.

Community Policing Advisory Group

- PKH Tharakan, Former DG and IGP, Kerala & Former Adviser to Governor of Karnataka
- Dr S T Ramesh, Former DG and IGP, Karnataka
- Jacob Punnose, Former DG and IGP, Kerala
- Major General (Retd.) K R Prasad, Coordinator, Community Policing

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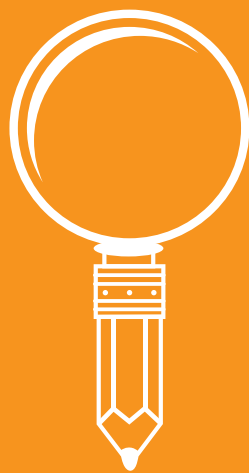
Abbreviations

1. **JCCD**- Janaagraha Centre for Citizenship and Democracy
2. **CP**- Community Policing
3. **ASMs**- Area Suraksha Mitras
4. **SHO** - Station House Officer
5. **JSS**- Jana Suraksha Samithi
6. **ASI**- Assistant Sub Inspector
7. **HC** – Head Constable
8. **PC**- Police Constable
9. **CLO** - Community Liaison Officer
10. **BLAPs**- Beat Level Awareness Programs
11. **OAPs**-Organized Awareness programs
12. **DtD**- Door-to-Door
13. **MOM** - Minutes of Meetings
14. **SPI** - Security Perceptions Index
15. **FA**- Field Associate
16. **BLVs** - Beat Level Volunteers
17. **PI**- Police Inspector
18. **RWAs**- Resident Welfare Associations
19. **PGs**- Paying guest accommodations
20. **PS**- Police Station

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Executive Summary

In 2013, the Bengaluru City Police and the Janaagraha Centre for Citizenship and Democracy (JCCD) formed a partnership to pilot a community policing program in seven police stations in Bengaluru. The Community Policing (CP) program seeks to minimize the gap between the police and citizens to ensure improved security. The program is designed around the concept of a 'Beat Constable' who keeps in regular touch with people in the respective beat in a police station jurisdiction which is assigned to them. They are assisted in this task by Area Suraksha Mitras (ASMs). ASMs are volunteers from the local community who are chosen carefully to represent all strands of society and are vetted by the concerned Station House Officer (SHO). They, together, as members of the Jana Suraksha Samithi with a Convenor approved by the Deputy Commissioner of Police of the concerned Division, and the local SHO as Secretary, meet from time to time to help the police in determining policing priorities.

Before commencement of the pilot program, a baseline survey was undertaken with 392 police and 716 citizens across the seven police zones¹. This aimed to gather baseline information on a range of parameters related to security perception of the police and residents living in the stations where the CP program was then implemented. The subject of this report is the 18 months follow-up evaluation which aimed to assess changes (if any) in security perception from 2013 (baseline) to 2015 (18 months follow up). Three hundred and twenty-nine police and 768 citizens in the areas where CP was administered were the subjects of these 18 months follow up series of surveys (the treatment groups). Furthermore, 214 ASMs working as part of the program in these areas were also interviewed. As an additional comparison, at 18 months follow up, 92 police and 415 citizens across two control police stations in Bengaluru (i.e. where CP had not been implemented) were also surveyed. All surveys were done face-to-face by JCCD staff and the Hansa Research Group in January-April 2015.

Key findings are as follows:

1. The general perception of crime and safety (at the 18 month follow-up point) among the police in police stations where CP had been introduced is that crime had gone up in the last one year in Bengaluru city as a whole, while crime had decreased in their own neighbourhood or beat area.
2. The police, by and large, were of the opinion that CP has had a favourable impact on policing. This is indicated by the percentage of police who felt that after the introduction of CP, suspicions harboured by the public against the police had decreased, the percentage of law abiding citizens who were afraid of the police had come down and citizens' response to door-to-door visits had become more positive. Police also felt that citizens' overall support for police in investigations had increased slightly in treatment areas and, in fact, support felt by police in these areas was far greater than that felt by police in control police station areas. Police also felt that the vast majority of citizens had no impediments in reporting crime. It is also a positive indicator that 98% of police interviewed in 2015 knew about the CP program in question as compared to 32% knowing about any other CP program in 2013.
3. However, there were some confounding findings too; (i) The percentage of police who said they knew the citizens well came down in 2015 as compared to 2013. This may be because once CP is introduced, it is the beat police who do most of the interactions with the public on a regular basis. Other police may not have as many opportunities to meet the public as earlier when everyone was doing beat patrolling by turns. (ii) The frequency of door-to-door visits has reportedly decreased following the introduction of CP. This is a matter of great concern, since the central strategy of CP is to increase the number and frequency of door-to-door visits. This result points to a major lapse in efforts to implement CP. (iii) Interaction between police and residents' associations has decreased

¹ Janaagraha Centre for Citizenship and Democracy, 2013: Security Perception Index, 2013 Baseline Study. Available at: <http://www.janaagraha.org/publications/> [accessed 10th March 2016].

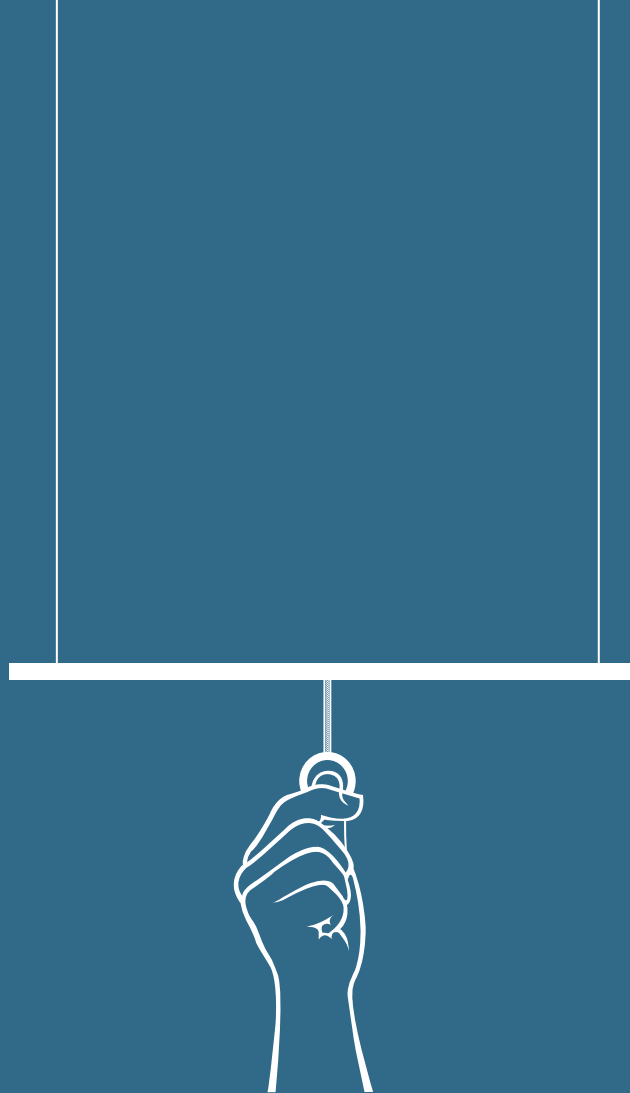
sharply between baseline and 18 months follow up. This is an area that needs to be looked into. It may be attributable to an increase in formal/informal beat awareness programs but this remains unclear. There is no instruction in the CP handbook regarding interactions with residents' associations so this can be explored.

4. The vast majority of citizens interviewed were of the view that crime in Bengaluru city as a whole had increased or increased a lot during the last year. However, almost the same percentage felt that crime in their own neighbourhood had either not increased or had actually gone down. This may indicate that the CP program helped to shape perceptions and make residents feel safer. Many respondents explained this phenomenon by saying that there was growing cooperation between citizens and police, an increase in police resources, fewer powerful people interfering with police activity and antisocial tendencies among the public decreasing.
5. The percentage of citizens living in treatment areas who said they would call the police when they/ family faced a security threat dropped marginally from the baseline to 18 months follow- up study. It is possible citizens may now also report issues to an ASM. However, citizens are still more likely to report activities that affect them or their families than those affecting their neighbours.
6. Very encouragingly, proportionally more citizens in the treatment group of the follow-up survey in 2015 compared to 2013 and those in the control group, thought that the police were successful in solving major and minor crimes.
7. Six per cent of the citizen population interviewed in the treatment areas of the 2015 survey were aware of the CP program. Though it may appear low, given the fact the program is only in its pilot stage and been running only since July 2013, this finding is encouraging. Furthermore, many other citizens may well be experiencing the program (seeing more beat patrols for example) without being acutely aware this falls under the guise of a specific program, let alone its name.
8. All the stakeholders (police, ASMs and citizens) felt that the CP program was successful in improving beat-security, improving citizen-police relationships, helping resolve conflicts and increasing police responsiveness and effectiveness. This is an important finding since a key objective of the CP program is to foster collaboration among citizens and police to improve quality of life.
9. In terms of the usefulness of the ASM position, the police agreed that the role of ASMs has been important in making citizens aware of safety and security precautions and has helped to improve beat security. The ASMs also felt that they facilitated better relations between police and citizens and helped to increase citizen awareness about safety and security. More than half of the citizens familiar with the CP program agreed or strongly agreed that ASMs had 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 things they could do to stay safe and avoid crimes.
10. A majority of both police and ASM respondents found the overall program to be useful as well as finding each of the three fundamental initiatives of the CP program specifically, useful, i.e. the informal beat-level meetings, organized awareness programs and Jana Suraksha Samithi (JSS) meetings. However, the majority of citizens did not know whether informal beat-level meetings and organized awareness programs were useful. Informal beat-level meetings were most frequently held once per month, rather than the suggested multiple times per week, and just under half of ASMs did not attend the mandatory monthly JSS meetings. Furthermore, only 38% of the ASMs interviewed had attended the training for the role, suggesting room for development in all of these areas.

- 11.** The majority of citizens who were aware of the CP program had not heard of ASMs before the survey (even though the majority of ASMs thought most citizens were aware of their role as ASM). A majority of both police and ASMs felt they knew each other well or fairly well. Over half of ASMs reported meeting with police from their beat outside of organized programs and meetings. Overall, police respondents said they only sometimes discussed criminal activities with ASMs. The majority of ASMs said they inform beat police or field associates of suspicious or crime-related matters once a month. Encouragingly, ASMs report the frequency of success of the police in dealing with issues raised by them as relatively high. Furthermore, a majority of police respondents thought that talking to ASMs helped resolve security challenges faced by the beat.

To conclude, the program's goal has been, and continues to be, to minimize the gap between the police and citizens to ensure improved security. Positive changes in this regard can be seen between the baseline and 18 months follow-up surveys in the seven pilot areas with for example, each of the stakeholder groups feeling crime had reduced in their area during the relevant period. Promisingly, the citizens attributed this decrease to growing cooperation between citizens and police and even more encouragingly, many citizens felt ASMs had played a role in these improved relations. The police and ASMs perceive improved relations and improved familiarity between citizens and the police. In fact, there seems to be a sense of improved community relations more generally with citizens in the follow up survey being more likely than before to help their neighbours report unlawful activities to the police.

Having said this, it must be added that improvement in some aspects of the program could perhaps bring about even more positive change. Informal beat-level meetings seem not to be running at the frequency desired by the program nor is attendance at JSS meetings occurring at the desired frequency. ASM training has also only penetrated just over a third of ASMs. More frequent door-to-door visits by beat police and greater interaction of police with residents' associations are also necessary. Though these may be resource dependent issues, working to develop these areas, in these seven stations and the eight further stations in which CP has since been introduced in Bengaluru, is likely to ensure even greater impact for this initiative devised to bring the police closer to the people.



Introduction

1. Introduction

1.1 Overview

The Community policing (CP) program refers to the collaboration between the police and citizens to improve the quality of life in their community. This initiative allows citizens to be aware of, and actively participate in crime-prevention, and the police to be more than just law enforcers; also acting as advisors and supporters of a new “community-based, police supervised initiative.”² CP’s aim is to minimize the gap between the police and citizens so that policemen are an integral part of the community they serve. Hence, policemen know of each member of their community and likewise are known by citizens. In contrast to traditional policing, CP broadens its focus by soliciting information from law-abiding citizens, through both formal and informal contacts³.

In 2003, the Indian Bureau of Police Research and Development recommended a model for community policing for India with the goal of minimizing the gap between police and citizens to an extent that the police become an integrated part of the community they serve and earn the acceptance and trust of the community (Borwarkar, 2011, 43). While emphasizing the collaborative approach of community policing, Kumar (2013) noted that its popularity within the Indian community/context is reflected by its growing implementation in many different states. To mobilize public participation and police functioning, community policing programs have been launched in some Indian states, including Kerala, Himachal Pradesh, Maharashtra, Punjab and Karnataka. In Kerala, Janamaitri Suraksha has been implemented in over two hundred police stations as one of the more successful schemes in integrating the police and the community in a partnership to improve their security environment.

1.2 Literature Review

Community oriented policing is a tool for establishing police-community partnerships for the purposes of identifying, prioritizing and resolving crime problems (Coleman 1988, 1990 as cited in Pandey, 2014, 228) and ensuring law and order. Nicholl (2000) would consider CP as a “policing philosophy” for reducing crime, fostering trust, and ensuring respect and collaboration between the police and the citizens. Today, globally, policing operates as a collective partnership between the police, community residents and other stakeholders, including small businesses, corporates and social activists in implementing the strategies of crime prevention (Pandey, 2014).

In the US, two theoretical constructs underlie community policing programs, namely the “broken windows” and the “community implant” hypotheses suggesting that there is direct relationship between distressed communities and crime (Lombardo and Lough, 2007, 120). In the early 1980s, the theory of “broken windows” became popular in the United States, when police targeted relatively minor disorderly offenses (e.g. panhandling, graffiti writing, sleeping on the streets) to prevent major crimes, restore neighbourhoods and facilitate economic revitalization. While the “broken window” style of policing reduced urban crimes, it drew serious criticisms for disproportionately targeting the minority groups, namely the African-American and the Hispanic (The Economist, Jan 27, 2015). In academia, the “broken window” theorization was attacked by Hardcourt (2001) and Eck and Maguire (2000) who raised methodological concerns with “broken window” theorists. They concluded that the causes of major crimes (such as robbery) run much deeper than minor disorder.

In the case of the community implant hypothesis, informal social control can be “implanted by collective action in neighbourhoods where social control is naturally weak or non-existent” (Lombardo and Lough, 2007, 128). In order to explore the rationale behind neighbourhood watch, Rosenbaum (1987) had used the community implant hypothesis for the first time. He referred to community building as a process by which the police work with the citizen to improve their resistance and resolve crimes (Lombardo and Lough, 2007). However, the

² See Trojanowicz, R., & Bucqueroux, B. (1990) “Community policing: A contemporary perspective,” 3.

³ See Trojanowicz, R., & Bucqueroux, B. (1990) “Community policing: A contemporary perspective,” 11.

authors noted that there is little evidence to support the community implant hypothesis (Ibid, 129). By the late 1980s, the United States had started experimenting with community policing at the local and state level. The Newark Foot Patrol Experiment, Kansas City preventive police experiment, The Weed and Seed program by Seattle Police and The Champaign Neighbourhood Team Policing are more prominent examples of CP programs. In 1994, the Violent Crime Control and Law Enforcement Act established the Office of Community Oriented Policing Services (COPS). But till date the findings of the efficacy of the CP program were mixed (Skogan, 1990; Lyons, 1999).

In India, the community policing philosophy adopted a different trajectory from the American counterpart. The community policing initiative started out as an experiment to improve communications between the people and the police to counter crimes. However, systematic studies on Indian community policing were non-existent till the mid 2000s. In 2003, the Bureau of Police Research and Development recommended a model for community policing for India with the goal of minimizing the gap between police and citizens to an extent that the police become an integrated part of the community they serve and earn the acceptance and trust of the community (Ibid, 43). While emphasizing the collaborative approach of community policing, Kumar (2013) looked at the popularity of CP in the Indian context, as reflected by their growing implementation in many different states. He argues “this growth is due to the effective use of this technique to rebuild relations in areas impacted by insurgency, in urban areas, and between communities in conflict.” (Kumar, 2013, 397)

The early Indian experiments with community policing started out in rural India, which is where 68% of the Indian population resides⁴. Village defense programs in rural India were considered to be rural equivalents to urban community policing programs (Borwankar, 2011). Over time, community policing programs which have been initiated by state police departments have been referred to as “community policing,” or adopted names referring to “community policing,” in local languages. These include the following (and are summarized in Table 1): the Friends of Police Movement (FOP) in Ramnad district in Tamil Nadu that spread elsewhere in the state, the Samarthta Yojna Community Experiment (Coimbatore City, Tamil Nadu), Trichy Community Policing (Trichy, Tamil Nadu), and the Tuticorin Experiment (Tuticorin, Tamil Nadu); Prahari and Aawas-the CP initiatives in Assam; Community Policing Initiatives in parts of Punjab, West Bengal, Andhra Pradesh, Himachal Pradesh, Maharashtra, Uttarakhand, Madhya Pradesh, Orissa and Chattisgarh. However, the most extensive statewide community policing initiative was in Kerala, Janamaithri Suraksha Padhathi (Nalla and Newman, 2013, 181). In early 2000, Mumbai police started its community policing program called Mohalla Panchayat in the port zone. Later this program also developed a Mohalla Committee Movement Trust which was adopted in other parts of the city. The aim was to improve citizens’ perceptions of police, to prevent small crimes by increasing awareness and to increase community resilience to communal riots.

⁴ World Bank, 2014: <http://data.worldbank.org/indicator/SP.RUR.TOTL.ZS> [Accessed 18th March 2016].

Table 1: Community Policing Initiatives in India

City/State ⁵	Programme/ scheme	Year	Short description
Maharashtra Mumbai	Mohalla Committee Movement Trust	1992-93	Committee members maintained cordial relations between largely Hindus and Muslims through meetings and liaison with the nearest police station
Tamil Nadu	Friends Of Police	1993	Citizens could contribute to the prevention and detection of crime through beats and night patrols, assistance in traffic and law and order maintenance, crime prevention, information collection and involvement in prohibition work
West Bengal Kolkata Nadia District	Community Policing Initiative	1997 2001	Citizens were involved in drug awareness programmes; sports activities; "nabadisha", a programme for street children; "Prabaha", a programme for blood donation, Bravery and Honesty Award organized by the Detective Department; Counselling Centres; Claude Martin Fund for ex-prisoners; "Poor Box", fund for erecting stands Community involvement through Sahayata Centres for technical assistance
Himachal Pradesh	Vishwas Yojna Suvridha Yojna Sanrakshan Yojna	2000	The programme 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 volunteer visits to residences above certain age living alone
Assam	Aashwa	2001	Sensitization campaigns integrated the community with the police
Punjab Ludhiana	Experiment	2002	Thirty member community groups were set up in 400 beats and community. Members sit together every fortnight or once a month to discuss major problems confronting the area. Each group comprised of a beat officer associated to the resource center.
Gurgaon Millennium City	Community Policing 2.0	2015	The Gurgaon Police engaged with a large number of citizens and corporates to actively include these stakeholders in police activities like the management of traffic and neighbourhood watch ⁶ .

1.3 Community Policing in Bengaluru

In Karnataka, community policing (CP) was launched in Bengaluru on June 20, 2013. It was meant to serve as a means for capacity-building and engaging citizens. It was also used to address citizens' critical concerns through a joint undertaking between the Bengaluru City Police and the Janaagraha Centre for Citizenship and Democracy (JCCD). The roots of the CP program in Bengaluru stem from a series of activities that began approximately three years ago when JCCD met with several stakeholders from the Government of Karnataka, Karnataka police, and Bengaluru police on July 6th. During the meeting, the CP team delivered a presentation regarding the potential program's vision and goals, including how it could increase the safety and security of citizens⁷. One way was to reduce the barrier of a lack of trust and respect for the role of the police by raising awareness of police processes caused by a gap of human and fiscal/resource capacity. A study by the United Nations indicates a global average of one police officer per 333 citizens⁸. However, as of 2013, the Karnataka ratio is one police officer per 751 civilians⁹. The meeting resulted in the formation of a partnership between Bengaluru City Police and Janaagraha, the signing of a permission letter by the Chief Secretary of Karnataka and the issuance of a government order to initiate CP in seven police stations one in each of the seven police divisions of Bengaluru.

⁵ See Community Policing Experiments in India by Human Rights Initiative.

⁶ See "Community policing in Gurgaon soon" in the Hindu, Ashok Kumar, April 24, 2015 /Friday Gurgaon News

⁷ See More, S. (2013) "Q2: Quarterly Report 2013-2013." http://www.janaagraha.org/q2report2013-13/community_policing.html

⁸ See United Nations, A/CONF.213/3, State of Crime and Criminal Justice Worldwide, Twelfth United Nations Congress on Crime Prevention and Criminal Justice, 2010

⁹ See Security Perception Index, Janaagraha Applied Research Programme, 2013 Baseline Study

The Community Policing program comprises of three key initiatives:

- 1. Area Suraksha Mitras (ASMs):** Deployment of citizen volunteers who act as security representatives from local communities. ASMs organize beat level meetings and beat-level awareness programs.
- 2. Jana Suraksha Beat Patrols:** Initiation of the physical presence and patrolling of police officers on the streets of the beats of each police station.
- 3. Jana Suraksha Samitis:** Formation of committees which are a part of the CP program formed to assist in bridging the relations between ASMs and police authorities and are entrusted with the implementation of community policing within the area of the respective police station

Each of these key initiatives will be described in more detail in the following section:

1.3.1 Area Suraksha Mitras (ASM):

The CP program is designed to heavily rely on civic engagement and participation. ASMs, also known as wardens, are citizen volunteers that act as security representatives from local communities. ASMs work in close liaison with the police force whilst simultaneously providing support and information to fellow citizens. The ASM initiative allows common citizens to be involved in neighbourhood safety and thus gives them a sense of ownership of their neighbourhoods.

The criteria for ASM selection are as follows:

- Any Indian citizen above 25 years of age, residing in the Police station area, passed primary examination, and willing to dedicate preferably 4-5 hours in a week for the safety and security of his / her neighbourhood can become an Area Suraksha Mitra (ASM).
- Individuals involved in any criminal case and convicted by any court of law in any criminal offence, charged with criminal proceedings or a person against whom an arrest warrant/summon is pending should not be involved in the program.
- Individuals with political links or affiliations cannot be part of Jana Suraksha Samiti. Care should be taken to pre-empt any communal or political interest being promoted in the JSS.

When the program first started, each police station generated a list of active members of the community who could potentially serve as an ASM. In February 2013, this list was handed over to Janaagraha's field associates, who in turn shortlisted potential candidates for recruitment. This list prepared by Janaagraha was finally handed back to the police stations so that they could make the final selection of the ASMs. Currently, to replace the inactive ASMs, the JCCD field associates pick new candidates based on the recommendation of either the Beat Officers or other active ASMs. Prior to being accepted, background checks are done and the candidates are interviewed in person. Personal details and other identifications are noted and shared with the Station House Officer (SHO). (The role of police station officers and their designations will be explained in full in the Jana Suraksha Beat section). Once approved by the SHO, ID cards are printed and handed over to the ASMs¹⁰. For example, in Ashok Nagar, 85 candidates were interviewed of which 35 were selected as ASMs from the list of candidates. At present, applications for the new ASMs are available online.

ASMs are allotted an area, comprising of 3-4 streets and approximately 1200 residents¹¹. Once assigned an area the ASMs, accompanied by a beat constable, need to introduce themselves (as well as provide other educational safety information) to each household. Their main responsibility is to establish a working relationship with the local police authorities in order to share information, and to establish their identity in their

¹⁰ As per meeting with Sailey and Deepak, which is consistent with information provided by Santosh (field associate of Ashok Nagar)

¹¹ See "Become an Area Suraksha Mitra." <http://areasm.org/BecomeAnAreaSurakshaMitra>

allocated sector especially with key individuals. The ASMs are expected to dedicate four to five hours per week to ASM related activities.

Beat-level meetings: ASMs are expected to hold these several times within a week (the target being 12 meetings a month). Such meetings are facilitated by Janaagraha's field associates who are responsible for informing the beat constable or officer of their area to attend the meetings, while responsibility for mobilizing local citizens to attend these meetings falls with the ASMs. Beat-level meetings are informal and not always pre-planned like awareness programs and the JSS meetings (both described below); they serve as an informal channel for citizens to voice neighbourhood-level concerns and seek solutions amongst themselves or with the assistance of police constables.

Beat-level awareness programs: Although it is not mandatory, the ASMs are also encouraged to organize beat-level awareness programs (approximately once per month). These programs are pre-planned and more structured engagements between citizens, police and sometimes external speakers/organizations. An example of a beat-level awareness program is one that was run in Ashok Nagar educating children aged 13-15 on community policing and child rights (with external guest speakers from Makkala Sahaya Vani (MSV), non-profit organization based in Bengaluru¹²). While the ASMs may connect and arrange speakers to visit local schools in their sector, the awareness programs are not limited to schools/young people and can be arranged for all citizens in the community.

Jana Suraksha Samitis (JSS) meetings: It is necessary for the ASMs to attend the monthly JSS meetings (described below). If an ASM does not attend three successive meetings, they will be deemed inactive and the Station House Officer (SHO) from the associated police station can remove them from the committee after discussing with the Convener of the JSS (members of JSS will be explained in the JSS section below).

In practice, the frequency with which different ASMs organize activities varies greatly. Many ASMs are less active and simply attend the JSS meetings and occasionally organize beat-level meetings. However, there are other ASMs who are more active, organizing several beat-level meetings in a week, and beat-level awareness programs (with the assistance of Janaagraha's field associates).

Further ASM duties listed within the CP handbook include:

- Maintaining a household register for their given sector
- Identifying strangers, criminals, new tenants, citizens of other nationality, or suspicious individuals etc. in their area
- Assisting the police, fire department, or concerned authorities in providing information like area topography, connecting the right people, and securing useful equipment, during critical incidents (air-raids, floods, fire, building collapse, etc.)
- It is important to note that ASMs do not have police powers, thus their responsibility is to notify the police in case of any irregularity or suspicion in their respective areas.

1.3.2 Jana Suraksha Beat

The Jana Suraksha Beat is a police-led aspect within the CP program. Each police zone in Bengaluru is divided into areas or beats, which are further divided into sub-beats. The Jana Suraksha beat is the physical presence and patrolling of police officers on the streets of the beats of each police station. These police officers are known as Beat Officers and Constables. These Beat Officers and Constables work closely with ASMs. The

¹² More information on Makkala Sahaya Vani can be found at <http://fingertips.sutradharindia.org/profile/86>

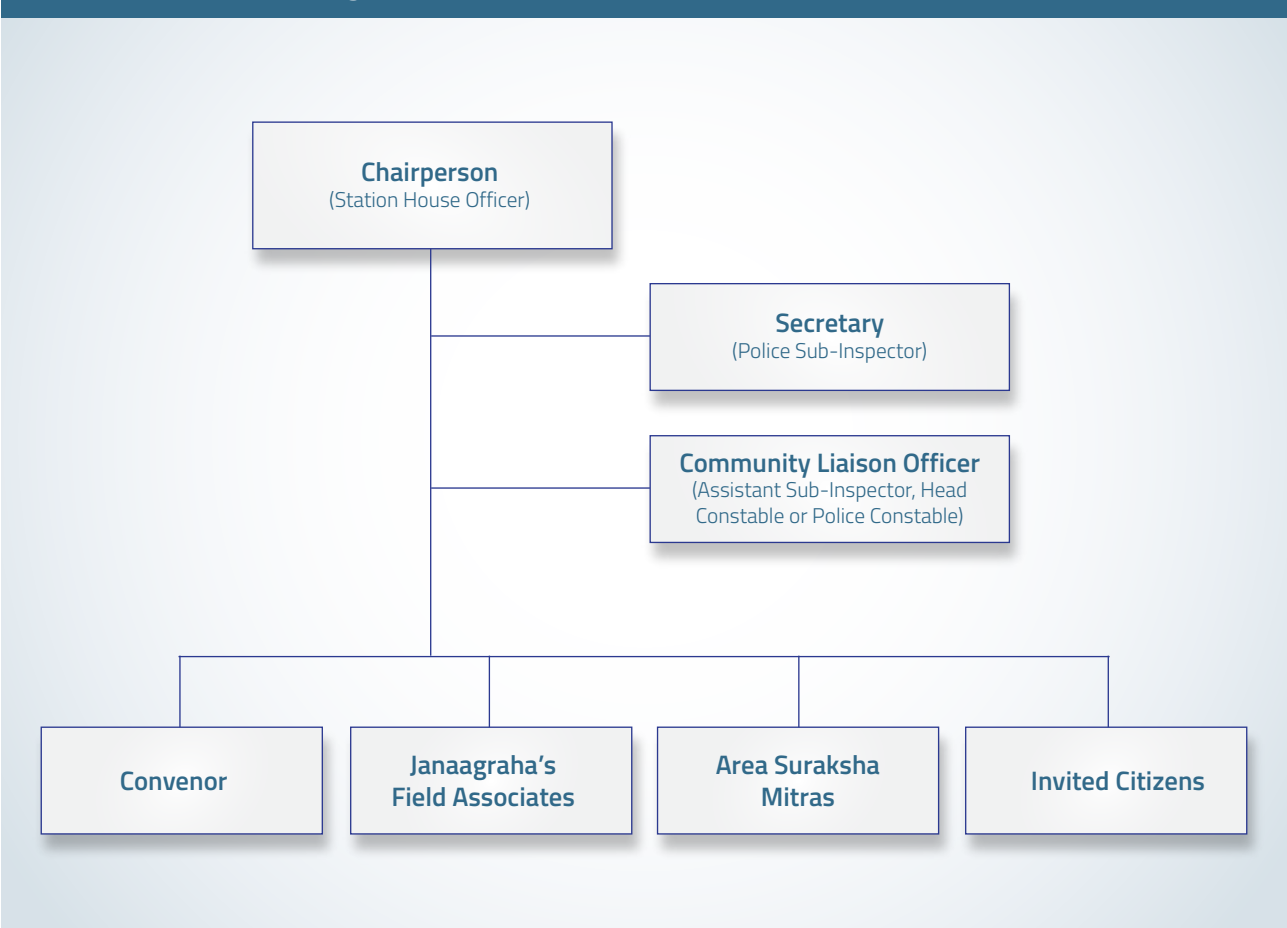
roles and responsibility of Beat Officers and Constables, as part of the CP program and hence in partnership with ASMs, includes knowing members of the community in their beat (at least one member per house hold). They are required to know the area in detail, interacting with service providers of the area, keeping phone numbers and addresses of important establishments and persons. Together with ASMs they should meet with citizens at a predetermined place and time to receive complaints at least thrice a week and keep a record of all meetings in a beat diary which is frequently seen and countersigned by the area's Police Inspector. They are required to act as a role model in terms of good manner, character, and politeness.

1.3.3 Jana Suraksha Samithis

Jana Suraksha Samithis (JSS) are committees which are a part of the CP program formed to assist in bridging the relations between the ASMs and police authorities. They are entrusted with the implementation of community policing within the area of the respective police station. The Samithis are area based committees comprising of 35-40 ASMs and police personnel of the concerned police station (handpicked by the Station House Officer with the help of beat constables). However, respectable citizens who are active in the educational and cultural field from the locality could also be invited to join the Samithis. The Samithis ideally meet once a month.

Figure 1 depicts the organizational breakdown of the members of the JSS committees. The SHO sits as the chairperson with the Sub-Inspector as secretary of the Samithis. An ASI, HC or PC, who is friendly and well

Figure 1: Breakdown of Jana Suraksha Samithis (JSS)



connected to the community, will be designated as a Community Liaison Officer (CLO) by the SHO. Out of the committee's ASM members, a Convener is to be nominated by the SHO and submitted for approval to the Deputy Commissioner of Police. The Convener is regarded as a leader of the ASMs but does not have any special duties. The meeting is not open to external parties, unless invited. According to the handbook, allowing external parties to join the meeting was planned but never implemented. Invited external speakers include experts from fields relevant to the issues faced by the community.

The committee meeting is a forum for information exchange (of organized crime or just crime prevention mechanisms), discussing security related issues and about their remedial measures. It is not a constitutional body because it is only meant to facilitate better policing. The JSS's main task is to share problems of individual beats, discuss how the ASMs could assist traditional policing, and share the discussions of beat-level meetings and beat-level awareness programs. Awareness sessions are also held during JSS meetings. Such educational sessions are meant to sensitize ASMs and the police in the hope that it will help them improve their activities on the field and raise awareness among their 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) are invited to join these events.

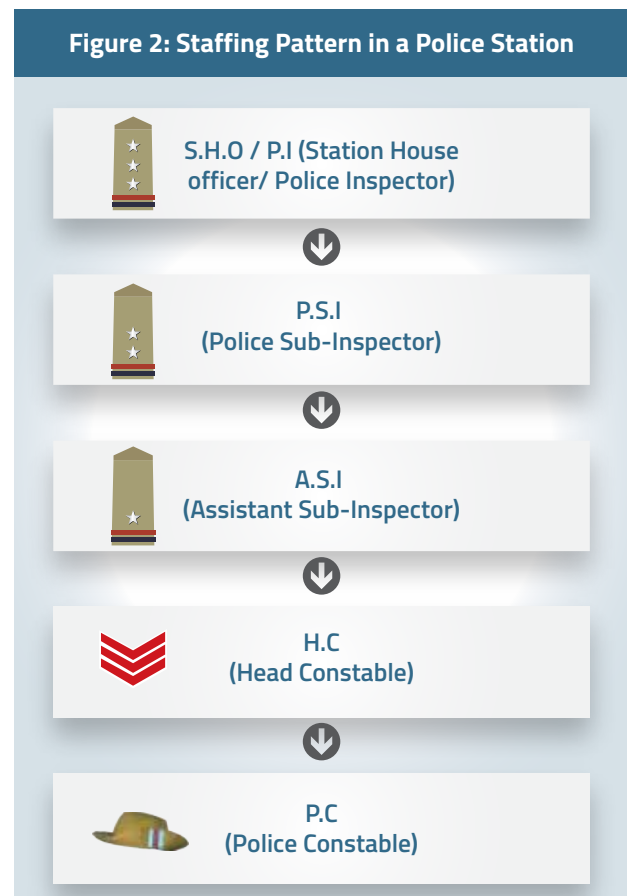
Administratively, Minutes of Meetings (MOM) are documented and each of the JSS meetings lasts for one to two hours on average. As previously stated, the ASMs who do not attend three consecutive meetings may be spoken to about their interest in continuing the program, and depending on the result, removed from the program by the SHO. The Deputy Commissioner of Police also has the authority to remove any member of the JSS who involves themselves in any unlawful activity, criminal case, or any act involving moral turpitude. The JSS tenure, according to the current CP handbook, is two years. It is stated that a Samithi should be reconstituted every two years in order to incorporate other active or interested citizens.

1.4 Police Station: Organization Structure and Functional Organization

In order to assess how the CP program could play a role in assisting the police, two studies were conducted between the Karnataka Police Department and the JCCD. The first study, Manpower Requirement Study focused on estimating the manpower requirements in Bengaluru police stations. The second study that is, the Process Document provided detailed discussion of the 27 processes that are part of the functioning of a typical police station.

The organizational structure of a police station in terms of hierarchy of the staff is indicated in the following figure (see Figure 2).

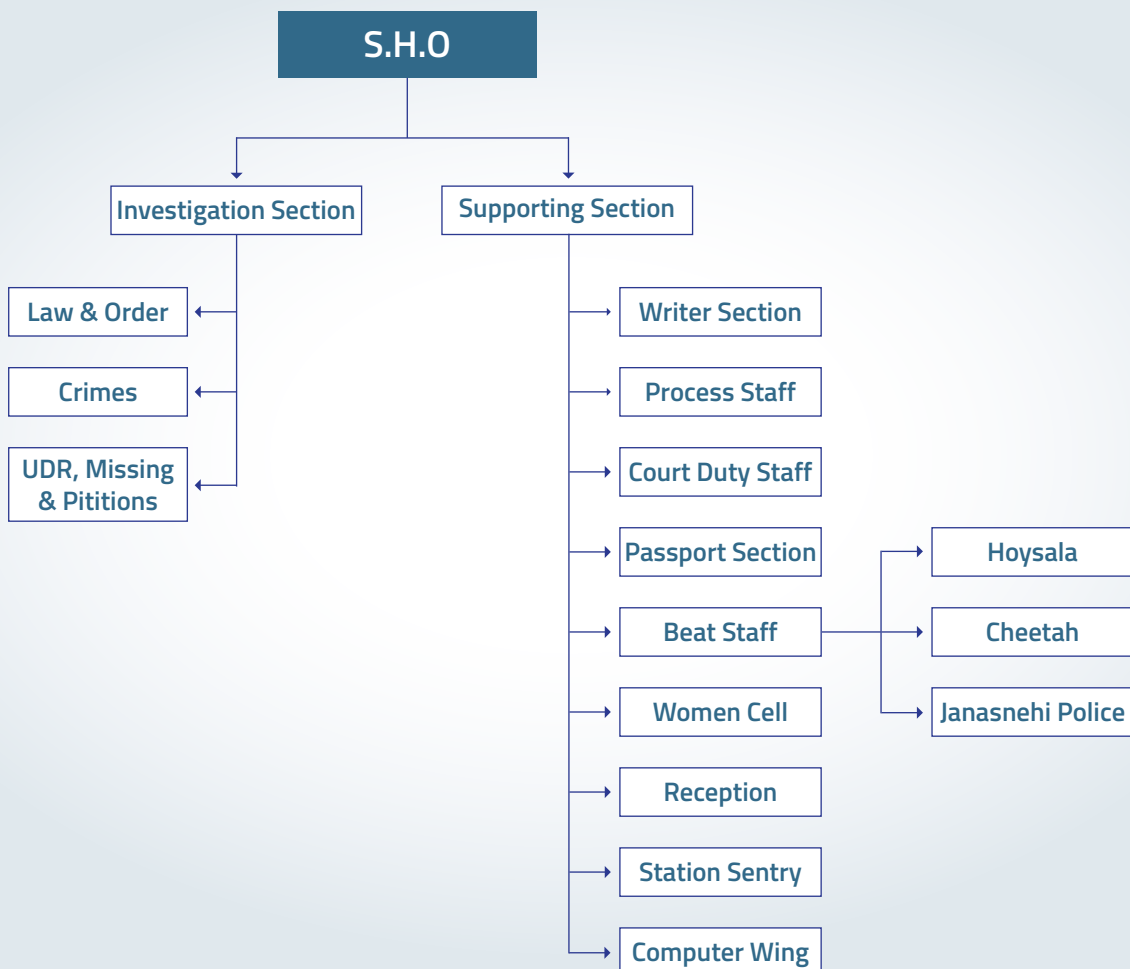
Figure 2: Staffing Pattern in a Police Station



In the Indian police force, the SHO/Police Inspector is the head of the police station and is responsible for appointing Beat Officers; these are commonly Police Sub-Inspectors (PSIs), Assistant Sub-Inspectors (ASIs), or occasionally Head Constables (HCs). Below that, there are 4 Police Sub Inspectors (PSIs), who can e.g. file a charge sheet and may function as an investigating officer, who is typically not responsible for daily beats. Subsequently, there are 9 Assistant Sub Inspectors (ASI), who assist the Station House Officer in his duties and responsibilities. These range from supervision of process work, investigating simple cases and maintenance of registers and arms and ammunition. ASIs conduct vehicle beat patrols called Hoysalas. Fourth, there are 16 Head Constables (HCs), who would supervise the work of constables and patrolling beats. Fifth, there are 48 positions to be covered by Police Constables (PCs) who, together with HCs, perform field beat patrols on two-wheelers called Cheetahs and other duties entrusted to him by his superior officers. Finally, 8 Woman Constables (WCs) who cover cases that involve children and women.

The functional organization: For ensuring the regular functioning, the police station is organized into different departments/sections based on the work assigned (Police Station Process Document, 2013). The Station House Officer can be divided up into both an Investigation and a Supporting Section. The police

Figure 3: Staffing Pattern in a Police Station



station is responsible for maintaining the law and order, preservation of internal peace and providing additional services, such as Bandobast, verifications and permissions. Accordingly, the functional organization of the police station is organized into multiple sections/departments-Law and order, crimes, UDR, missing and petitions (see Figure 3).

To decentralize the system of security management, Beat Officers assign Beat Constables (PCs) to manage sub-beats. When incidents occur within a sub-beat, they get reported to the Beat Constable, who reports to the Beat Officers and finally to the SHO. As described in Figure 3, there is a supporting section in each police station that carries out the following functions: (i) Writer section; always headed by a senior police officer, in charge of maintaining the centralized investigation database. (ii) Process staff are involved in the issuance of processes relating to law and order, crime and petitions. (iii) Court duty staff comprising of constables, who are responsible for coordinating court cases. However, it is the Police Sub Inspector, who is responsible for filing the cases; while simple cases are investigated by the Head Constables/Assistant Sub Inspectors. (iv) A Passport Section which is responsible for verifying the details of the passport applications. The passport verification is carried out by the beat police, who visits the applicant's house and either recommends/declines the application based on their observations from the visits. (v) Beat staff, were responsible for carrying out area patrolling and conducting passport verifications on behalf of the passport section. (vi) A women cell focusing on cases pertaining to women (vii) A reception area that is manned by the PCs. (viii) Station Sentry responsible for protecting the police station and government property and finally, (ix) Computer wing that is run by a specific set of Police Constables¹³.

Table 2 presents the categorization by duties:

Table 2: Categorization of Duties

Fixed Duty	Compulsory duties that are carried out at police station irrespective of the number of cases. Duties such as sentry duty, reception, wireless messaging, writer, day and night beat duty, lock up guard duty, etc.
Variable Duty	Duties are contingent on the number of cases being handled or investigations to be done. For e.g., investigations, warrant duty, summons and notice duty, verification services
Special Duty	Special duties are those where the police personnel are deployed for special tasks, including elections, festivals, bandhs or bandobast. These are not regular by nature.

The study also found based on staffing patterns and operations of police stations that in Karnataka, people with higher qualification are currently being selected for the post of constable. In a study conducted on two police stations in Bengaluru, more than 45% of the respondents were either graduates or post graduates. Therefore, one could infer that responsibilities and tasks in a police station are not attuned to qualification standards, which causes demotivation and underperformance among work force. There are additional concerns, including limited promotion opportunities, working hours in excess of eight hours per day with limited leave opportunities and lack of structured training to police personnel.

The Manpower Requirement Study did find certain activities where the CP program could assistance the police. These activities included, beat patrolling, raising awareness on crime and safety, keeping an eye on minor crimes in the area, providing information to the police on new residents, helping the police conduct passport verifications, etc. In the 2013 Security Perception Index (SPI), study, it was found that both the police

¹³ See Police Station Process Document, Part A Process Mapping Version 1.0, March 2013, 2

and citizens shared the vision that CP program could create better relations between them and generate sense of awareness and knowledge among communities about crime and security. While the police tend to favour the CP program as a means to capacity-building, and focusses on inputs that the program will need to be successful in the long-run, citizens' focus on the deliverables referring to specific threats that they would like the program to address (Manpower Requirements Study, 2014, 25).

This report is based on the findings of a follow-up survey conducted post 18 months since the launch of the CP program in seven police stations in Bengaluru. In this study, we continue studying how the CP may/may not contribute to change in security perception of citizens, police and the ASMs. In this survey, we also cover citizens and police from two additional police stations that are not part of the CP program. These two police stations act as control police stations and share similar socio-economic demographic attributes to the seven police stations that have the CP program.



Methodology

2. Methodology

2.1 Introduction

In practice, every intervention (such as Community Policing) requires an impact evaluation plan. A properly designed impact evaluation can answer questions of whether the program is working or not, and assist in decisions about scaling up. A well-designed impact evaluation can also answer questions about program design: what components of the program are working and not working. They also provide policy-relevant information on program redesigning and the design of future programs.

The impact evaluation till date for the community policing program, involves a baseline and an 18 months follow-up survey. For the baseline Security Perception Index (SPI) survey, the following were measured; the perceptions of citizens and police regarding the safety and security of their areas, the relationship between the police and citizens, and CP. For the 18 months follow-up survey that was conducted in 2015 the primary objective was to study how the CP may/may not have contributed to changes in the perceptions of citizens and police regarding the safety and security of the areas, and the relationship between citizen and police. In the 18 months follow-up survey conducted in 2015, how (if at all) the community policing program has contributed to changes in security perception is analysed. The 18 months follow-up survey also included a non-randomized control group to mimic the counterfactual¹⁴. All the research methods that were adopted for sampling and executing the survey are outlined below, followed by the strategies that were adopted for analyzing the results.

2.1.1 Police Sampling

In the SPI Baseline Study (2013), the sampling universe was composed of seven police stations. Selecting the stations was pre-determined. Bengaluru is made of seven police zones, and for the community policing pilot project, one police station from each zone was selected by the Bengaluru City Police. The police stations included in the program are Jnanabharathi, Banasawadi, Yelahanka, JP Nagar, Ashok Nagar, Madiwala and Rajagopal Nagar.

The 18 months follow-up study (2015) comprised of a treatment and control group. The police treatment group is represented by the seven police stations from the community policing pilot. The control group police stations, Hanumanth Nagar and Ramamurthy Nagar were selected by the Research Team of Janaagraha. Ideally, we would have preferred a bigger sample for our control group as well as a larger pool from which to select this. However, due to the time and resource constraints, two police stations represented the 18 months follow-up survey control group.

To select the control group police stations, we used convenience sampling where treatment group stations identified four other stations in the same police zone with similar staffing patterns and a similar demography. Once the information was received, the two stations for the control group were chosen by comparing the average number of staff, beat(s) and sub-beat(s) to that of the treatment stations numbers. The two stations matching most closely overall were selected. The total sampling universe of police for the police control group was 140 police in the two stations.

In order to ensure a confidence level of 95% and a 5% confidence interval, a sample size of control police of 103 or more was required. In fact, the achieved sample size was 92 policemen and women. With a confidence level of 95%, this increased the confidence interval slightly to 6%. Given that the nature of the survey was voluntary, police in control group stations were not as willing compared to their treatment group counterparts, to participate in the survey due to lack of time, knowledge and interests in the survey.

¹⁴ Counterfactual: outputs and outcomes in the absence of the intervention. The counterfactual is necessary for comparing actual outputs and outcomes to what they would have been in the absence of the intervention, i.e. with versus without (Retrieved from <http://www.oecd.org/dac/evaluation/dcadnep/37671602.pdf> on June 6, 2015).

In order to ensure a confidence level of 95% and a 5% confidence interval, a sample size of treatment police of 236 or more was required. In fact, the achieved sample size was 329 policemen and women.

Women in India are grossly underrepresented in many fields, and the police force in the country. According to FACTLY, a public information portal, women represented 6% of the total police force in India (as of January 1, 2014). Keeping in mind the national average (where women make up 6% of the work force), female respondents in the control group for this eighteen months survey made up four percent (two percent less than national average) of the total. Female respondents in the baseline (treatment) group made up 6 percent of the sample, identical to the national average of women in the police force. However, female respondents for the treatment group in the 18 months follow-up survey made up 10% (that is, 4% more than the national average of women in police) of the total (as shown in Table 3).

Table 3: Gender distribution by Respondents

	Baseline (Treatment)	18 months follow-up survey (Treatment)	18 months follow-up survey (Control)
Female	6% (n=23)	10% (n=33)	4% (n=4)
Male	94% (n=369)	89% (n=296)	96% (n=88)

Table 4 provides an overview of the staffing patterns in the seven police stations with CP program and the two control police stations. The information was collected from the respective police stations in March, 2015. We did not apply a weighting scheme for police sampling.

Table 4: Staffing patterns of Police Stations at 18 months follow-up

Police stations (Treatment Group)	Present staff in station							Total
	PI	PSI	ASI	WASI	HC	PC	WPC	
Ashoknagar	1	4	13	0	23	63	4	108
Banasawadi	1	4	8	0	19	44	5	81
JP Nagar	1	3	9	0	19	52	5	89
Jnanabharathi	1	2	10	2	18	36	4	73
Madiwala	1	6	9	0	24	47	7	94
Rajagopalanagar	1	2	9	0	21	49	6	88
Yelahanka	1	2	10	0	17	32	10	72
Police stations (Control Group)	Present staff in station							Total
	PI	PSI	ASI	WASI	HC	PC	WPC	
Ram Murthy Nagar	1	2	7	0	18	51	3	66
Hanumanth Nagar	1	2	10	0	18	60	1	74

2.1.2 Police Survey Execution

■ Police Sensitization Sessions:

Prior to the beginning of the survey, members of the Applied Research team of Janaagraha, along with the field associates of the Community Policing program of Janaagraha, visited every police station to conduct police sensitization sessions. The sessions were conducted in the morning (8:00 am) or the evening (8:00 pm) at the time of "roll call." During "roll calls," the station staff, including the beat officers and constables, are expected to report to the police station and receive work related updates. The roll call is conducted entirely in Kannada, since the majority of the police staff are native speakers of Kannada.

The police sensitization sessions were specifically designed to inform the police about the 18 follow-up survey, the purpose of the survey, the time it would take for the respondents to complete the survey and the time period in which the police survey ran (January 27, 2015-March 16, 2015), response confidentiality and other surveying logistics. The sensitization sessions also allowed the Applied Research team to understand some of the ground challenges faced by the police personnel on a daily basis.

■ Administering the survey and setting up the Interview:

The police survey was administered by the Janaagraha field associates, who were not in any way connected to the Community Policing program. The field associates received two-days of training where they were provided general guidelines about conducting face-to-face interviews and surveys in the PAP format. There were also additional sessions dedicated to administering surveys for the police. The field associates broke up into smaller groups and were asked to read individual questions and various options.

The respondents for the police survey include all the staff members of the nine police stations. However, preferences were given to respondents who had been working/ posted in the station for longer periods of time (such as to maximize the chances of interviewing those staff who have been part of the CP program). The respondents had the option of answering all of the questions either in English or Kannada.

■ Scheduling appointments:

The field team from Janaagraha was responsible for setting up appointments with the police staff in designated rooms of the respective police stations. The surveyors avoided conducting two interviews in the same room, unless the room was big enough to assure privacy of the respondent. In cases where the beat officers and constables were unavailable at the police stations, the surveyors contacted the respective beat officers/constables, set up appointments and conducted the interviews on field.

The interviews mostly took place at the police stations and were conducted in three sessions (morning, afternoon and evening) from Monday to Saturday. This allowed for better representation of police staff, who works in different shifts, to take part in the survey. Each survey lasted between thirty minutes to an hour and a half. There were a few instances when respondents completed the survey in two consecutive sessions.

2.2.1 Area Suraksha Mitra (ASM) Sampling

The Area Suraksha Mitras (ASMs) are an integral part of the Community Policing program. According to the list provided to us by the JCCD CP team, a total of 250 ASMs were a part of the CP program. The breakdown of ASMs by police station is shown in Table 5.

Table 5: Breakdown of ASMs by Police Stations

Police Zone	ASMs working in the field
Jnanabharathi	36
Banasawadi	48
Yelahanka	39
JP Nagar	33
Ashok Nagar	32
Madiwala	29
Rajagopal Nagar	33
TOTAL	250

In order to achieve a sample with a confidence level of 95% and a 2.8% confidence interval, an achieved sample of 208 or more was needed. Given there was an available base of 250 ASMs, all of them were approached to take part in the research, in order to achieve the desired sample of 208 (factoring in drop out/un-interest/unavailability etc.). Two hundred and fourteen ASMs were interviewed. This constituted 86% of the ASM base across all seven police stations.

2.2.2 Area Suraksha Mitra (ASM) Survey Execution

Prior to the start of the survey, the ASMs were informed about the survey in the Jana Suraksha Samiti meetings by the Community Policing field associates. Later the surveyors from Hansa would conduct the ASM interviews after they had undergone two days of training. The surveyors conducting the interviews were college graduates and bilingual in English and Kannada. The interviews with the ASMs were conducted face-to-face and in the Pen and Paper (PAP) format, so the surveyors set up prior appointments with the ASMs to conduct the interviews at the residences of ASMs. The surveyors conducted each interview in one of three time periods: morning, afternoon and evenings on weekdays and weekends, depending on the availability of the ASMs.

The first day of the training sessions provided a general overview of survey practices, including how to administer surveys, ethics and human subject training. The second day was devoted to more in-depth sessions about how to ask each of the questions in the ASM questionnaire and how to fill up responses. Each of the survey sessions lasted two hours on average.

2.3.1 Citizen Sampling

According to the baseline survey, the total sampling universe across seven police stations, and the beats within, was 320,000. This figure was a total of the population figures given to the research team from each of the respective police stations. To ensure a confidence level of 95% and confidence interval of 5% a sample of 600 citizens was required for this stage (SPI Report, 2013). To ensure an even spread across the seven police stations, 100 citizens were chosen from each police station area and the final sample size was 716. Table 6 of the citizen sample by police station area.

Table 6: Citizen Sample by Police Station Beats (Baseline survey)

Police Zone	Number of Beats	Population	Sample Size	Respondents covered per beat
Jnanabharathi	8	175000	104	13
Banasawadi	10	450000	100	10
Yelahanka	8	350000	104	13
JP Nagar	10	750000	100	10
Ashok Nagar	8	350000	104	13
Madiwala	6	700000	102	17
Rajagopal Nagar	6	480000	102	17

For the 18 months follow up survey, the sample universe was calculated differently than as it was done for the baseline survey where the population figures were received directly from the respective police stations. In India, Census data on decadal population growth is calculated at the ward level. However, each police station is composed of number of wards and police catchment area boundaries do not often overlap with ward boundaries. Therefore, using GIS Maps provided by the Jana Urban Space Foundation (JUSF), the team calculated the percentage of ward area constituting the police station catchment area. To calculate the proxy population of the police station area, the proportional ward population (based on Census, 2011) was used and was calculated by multiplying the percentage of ward area covering a police station with the total ward population. It was assumed that the population is evenly distributed across the ward. For example, in order to calculate the number of citizens living in the Banasawadi police station, the JUSF Maps were used to work out the wards and the area covering the 8 wards that are part of the police station. Once the ward area information was obtained, the percentage of ward area constituting the police station catchment area was calculated. As stated already, Census data is gathered at the ward level in India. Percentage of police beat coverage in a ward is calculated by dividing the area in a ward covered by the police beat by the total ward area and multiplying by hundred (for instance 30% of Banasawadi police beat falls under HBR Layout). The same formula was used to calculate the percentage of the Banasawadi police beat covered by the eight wards. Once the area has been calculated, the ward population data was used to calculate the proxy population of each ward by multiplying the percentage of ward area covering a police station with the total ward population. It was assumed that the population is evenly distributed across the ward (for instance, 30% of the police beat area falls in HBR Layout, so the proxy population is calculated by multiplying the percentage of ward area (30%) covering a police station with the total ward population (58,967) and that works out to be 4,869 people. It is assumed that the distribution of the population is uniform throughout the ward (See Table 7). Information on the sampling universe for all the other eight police stations can be found in Appendix 1.

Table 7: Population of Banasawadi

Ward No.	Ward Name	Ward Area	Police Beat Area in the Ward	Percentage of the Ward Area in the Police Beat	Ward Population (Census, 2011)	Proxy Population of police area
29	Kacharkanahalli	1.68	1.68	100.00	33,588	33,588
28	Kammanahalli	1.03	1.03	100.00	47,074	47,074
49	Lingarajapura	0.86	0.85	98.86	37,955	37,524
59	Maruthi Seva Nagar	2.39	0.95	39.94	40,362	16,120
27	Banasavadi	3.40	2.37	69.67	51,268	35,720
30	Kadugondanahalli	0.69	0.01	1.48	45,748	678
24	HBR Layout	4.76	0.39	8.25	58,967	4,869
50	Benniganahalli	4.90	1.48	30.23	49,094	14,842
					364,056	190,417

In order to achieve a sample of citizens in the treatment areas, with a confidence level of 95% and a 5% confidence interval, the achieved sample size of citizens for the total population (10, 37,861) across 54 beats in seven police stations needed to be 384 or more. In keeping with the baseline survey sample selection of between 100 and 104 citizens per police station (depending on the number of beats for each of the seven police stations), the same practice was continued for this survey where a sample size of 768 citizens was achieved. This was slightly more than the 716 citizens interviewed during the baseline study.

In order to achieve a sample of citizens in the control areas, with a confidence level of 95% and 5% confidence interval, the achieved sample size of citizens for total population (2,54,153) across 20 beats in two police stations needed to be 384 or more. The achieved sample was slightly more than that at 415. Table 8 shows a break-down of the population data by police station catchment area.

Table 8: Population Data by Police Stations

Police (Treatment)	Number of Beats	Population	Sample Size required	Respondents to be covered per beat
Jnanabharathi	8	135,222	104	13
Banasawadi	10	190,417	100	11
Yelahanka	8	105,820	104	14
JP Nagar	10	159,073	100	9
Ashok Nagar	8	81,949	104	14
Madiwala	6	241,795	102	17
Rajagopal Nagar	6	197,385	102	18
Police (Control)	Number of Beats	Population	Sample Size required	Respondents to be covered per beat
Hanumanth Nagar	10	117,463	204	20
Ramamurthy Nagar	10	136,690	204	21

To ensure every household in the sampling population had an equal chance of being selected, surveyors applied a **skipping pattern** and **right hand rule** in the police beats in order to select citizens for participation in the survey. This was done in both the treatment and control police zones. The right hand rule methodology of household selection involves selecting the right lane, right turn and the right hand-house. To be considered a household, the “housing unit” needs to have “complete kitchen facilities.” The starting points in each beat were random landmarks (buildings, roads, parks, etc.). The aim of the methodology was to move entirely through the area within the boundaries from start to finish, covering all roads, and upon completion to achieve the desired number of surveys in the area. The map associated with the police beats and landmarks were provided by the Jana Urban Space Foundation (JUSF). The preferred methodology was that x number of household were selected using a right-hand rule. In the case of refusals to participate or doors locked, the surveyors’ moved to the next door until he/she successfully conducted an interview and thereafter restart the skipping pattern. To ensure greater representation across age, gender and socio demographic variables, three time shifts (8:00 am-1:00 pm; 1:00 pm-6:00 pm; 6:00 pm-11:00 pm) were allotted for the respective beats. Each starting point was assigned a random starting time that was generated using the random number generator in Excel.

The skipping pattern to be applied was calculated in a manner that ensured complete geographic coverage of a police zone. In order to calculate the skipping pattern, we categorised ‘households’ to skip as any one household with a kitchen and interviewed respondents over the age of 18 years. Like any other household survey, it was assumed that not everybody would be interested in participating or completing the survey and 10% survey participation was assumed per starting point. The assumed 10 percent participation rate accounted for door closed/non interest and avoidance in overlap of areas within beat related to starting point. So to establish the skipping pattern for each starting point, the 10% household who were expected to take

part in the survey were divided up by the total number of starting points for the police stations. For instance, if we expected only 10% of the 2222 households in beat 2 of Banasawadi to be take part of the survey, and that there were 30 starting points. The skipping pattern for beat 2 was calculated by dividing the 10% household by the total number of starting points (see Table 9). Once the skipping pattern was established, each surveyor received a map per beat (see Figure 4) that provided information on landmarks, starting point and time for conducting the surveys, total number of surveys they would need to complete for each starting point, and the skipping pattern they should apply. All the maps given to surveyors for each beat can be found in Appendix 2.

Figure 4: Banasawadi Beat 2



Table 9: Skipping Pattern Calculations-Banasawadi Police Station

Population of Banasawadi police station	190,417
Over 18 population in URBAN in Karnataka ¹⁵	70%
Adjusted population of 18+	133, 292
Number of starting points	30
Average surveys per starting point	3
Population per starting point	4443
Kitchens per starting point ¹⁶	2222
Tolerance for non-completion ¹⁷	222
Skipping pattern per starting point ¹⁸	67

¹⁵ Information on Karnataka adult population came from Census, 2011.

¹⁶ Average household size in urban India is 4 (Census, 2011): Assume 2 adults and 2 children.

¹⁷ Assume 10% participation (accounts for door closed/non interest and avoidance in overlap of areas within beat related to starting point).

¹⁸ For all skipping patterns over ≥50, we decided to use 50 as the skipping pattern per starting point. The decisions to restrict the skipping pattern to maximum limit of 50 households were driven by time constraints. The survey agency felt a larger skipping pattern, would greatly increase the time required to execute the surveys

2.3.1 Survey Execution: Citizen

Before the citizen surveys were executed, the Applied Research Team from Janaagraha held two full day training on surveying practices with Hansa, the external survey team. Additional trainings were also provided to Hansa by the Applied Research Team, as and when required during the entire period of survey. To be part of the surveying team for the 18 months follow-up study, surveyors needed to have some college education, be fluent in Kannada and have working knowledge of English. In addition, there were a few surveyors conversant in Tamil or Hindi. The first day of the two-days of training covered the basics of household surveying, including how to administer the survey based on random starting point and time, right hand rule and skipping pattern, human subject ethics and respondent confidentiality, and understanding and recording the socio-demographic of the citizen respondents. The second day was devoted to more in-depth sessions about how to ask each question in the citizen questionnaire and how to fill up responses. Each of the survey sessions lasted between forty five minutes and an hour and half, on an average. The surveyors conducted face-to-face interviews in their allotted beats and allotted time.

The citizen surveys took place between January 27th, 2015 and April 1st, 2015. Every day, the surveyor conducted on an average 3 surveys for the treatment group, or 5 surveys for the control group. The number of surveyors on field continued to vary due to frequent drop-outs. At the start of the survey period, a field executive would accompany the surveyor to ensure proper implementation of the survey. Regular de-briefing would take place, where the research team would address the challenges faced during the field visits and rectify the errors. As part of field monitoring, members of the JCCD research team accompanied surveyors to ensure that surveys were executed properly. If the research team found that one of the surveyors was particularly incompetent and prone to making too many errors, they would request the survey agency to take the surveyor off the field team. Additional monitoring was also undertaken by the field agency that would make back-calls to the respondents to ensure that the surveys were conducted in the allotted hours by the surveyors. The research team would also make some back-calls to ensure the validity of the survey and would check completed surveys for errors in completion such as routing errors.

2.4 Construction of the Questionnaires:

Once the survey objective and tabulation plan was determined, the relevant questionnaires for the citizen (treatment and control group), police (treatment and control group) and the ASMs were designed. The questionnaires included both closed and open-ended questions and were constructed with the objectives of understanding the following: perceptions of crime and security; perception of police, police-citizen-ASM interactions, perceptions of the community policing program; and knowledge of community based security.

In the SPI baseline study the questions for the survey were drawn from three sources and were adapted for the specific survey. First, questions were drawn from the previous iterations of the SPI survey conducted by Janaagraha in January, 2013. Second, a set of questions were drawn and adapted from questionnaires on similar themes conducted by researchers from the Abdul Latif Jamal Poverty Action Lab (J-PAL), who had worked on police and citizen surveys in Rajasthan. Finally, the overall questionnaire received feedback and review from the Community Policing Advisory Group, the Joint Commissioner of Police and professors from the Institute of Social and Economic Change.

In the SPI 18 months follow-up study, questions were designed from multiple sources. First, to study changes in security perception, security perception questions from the baseline were repeated along with some additional security questions. Second, to understand the finer nuances of the community policing program that had been running since July, 2013; questions on different aspect of the CP program were asked to the different

stakeholders. Once the questionnaires were designed, they were sent to the Community Policing Advisory Group, for feedback and comments.

2.4.1 Entry and Cleaning of Data:

All the surveys were paper based. The external survey agency was responsible for conducting the citizen and the ASM surveys. Members of Janaagraha's Jaagte Raho team (who had had no involvement in community policing) were responsible for administering the police surveys. Once the surveys were completed, they were returned to the Janaagraha office. In the office, the surveys were checked in with their respective IDs, assigned new IDs if there were missing ones, subjected to random checks and subsequently sent to the data-entry team.

Before the data-entry process begun the in-house data-entry team, comprising four full time dedicated data-entry operators and part-time data entry operators, were given training on the objective of the survey. The training provided detailed instructions on entering the open and closed ended responses and address routing errors. As many of the open-ended responses were in Kannada, the data-entry operators were asked to enter the information in Kannada. The Kannada to English translation was completed by a professional translation agency, Language Services.

While the data was being entered, the Applied Research team checked 40% of the citizen surveys, 30% of the ASMs and 30% of the police surveys for quality control. For every survey that was checked, the research team members would record the errors. In the case of citizens surveys deemed unacceptable by the Research team, the survey would be sent back to the survey agency that is, Hansa replaced by an additional citizen survey. Feedback on other errors was also given to Hansa.

As part of data cleaning efforts, the data entry template for all the five surveys were generated by the Research Team and handed over to the data-entry team after providing the necessary training. All data (closed and open-ended) was entered in excel spreadsheets. In the case of open-ended responses in Kannada, the translation was entered in the next column in English (by the translation agency). Moreover, as part of the data-cleaning efforts, the Applied Research team designed a spreadsheet with all the data-cleaning rules based on routing errors and coding errors. Routing errors stemmed from asking questions that should not have been asked based on their previous responses. For instance, if a respondent mentioned not knowing anything about the community policing program, they should not have been asked follow-up questions about the different elements of the CP program, the benefits and shortcomings of the program. Coding errors stemmed from entering multiple responses instead of a single response. In the case of coding error, data entry team was instructed to include single response based on strict randomization rule.

2.4.2 Coding Open-Ended Questions:

In the case of open-ended responses, the data entry operators entered the data verbatim in English and Kannada. The external agency entrusted with the translation task had to enter data in the designated columns. Once data had been entered, the research team used content analysis to code the open-ended responses. In the case of responses that were "other" or "it depends" These were entered and later coded as closed-ended and open-ended. For instance, when the police were asked what additional resources they needed, and the response was "other". The data-entry team entered and coded the response first as close ended that is, 1 for "other". The second step include entering the open-ended response verbatim in excel spreadsheet. Similar rules of data entry/coding were followed for the citizens and ASM surveys.



Results

3. Results

3.1 Police Sample

Table 10 presents the overall distribution of the sampling universe, and what was achieved while executing the surveys. Included is all information from the baseline survey and the 18 months follow-up survey (treatment and the control groups). For instance, the sample size for the baseline study was 392 respondents. The baseline survey covered both 56% of the police staff in each police station and 56% of all the police staff across seven police stations. The sample size for the seven treatment group police stations 18 months follow-up was 329 respondents. The 18 months follow-up survey covered 54% of all the police staff across treatment group stations. By each station, the staff coverage varied in 2015 survey. Jnanabharathi Nagar (14%) had the lowest number of policemen/women taking part in the survey and Banasawadi (72%) had the largest number of policemen/women taking part in the survey. The total number of policemen/women taking part in the survey from the two control group police stations was 92. This survey covered 65% of the total staff in these two control group stations. The 10% drop in number of police taking part in the 18 months follow-up survey could be attributed to time constraints faced by existing staff from staff shortage and increase in special duties.

Table 10: 18 months follow-up survey: Distribution of Police Personnel by Stations

Police Stations	Baseline sample	Baseline Percentage covered	18 months follow-up survey sample	Percentage covered
Jnanabharathi	56	100	16	14
Banasawadi	56	77	59	72
Yelahanka	56	67	52	58
JP Nagar	56	67	47	64
Ashok Nagar	56	54	61	64
Madiwala	56	52	59	67
Rajagopal Nagar	56	59	35	48
Total	392	66	329	54
Police Control	Baseline sample	Baseline Percentage covered	18 months follow-up survey sample	Percentage covered
Ram Murthy Nagar	N/A	N/A	42	63
Hanumanth Nagar	N/A	N/A	50	68
Total	N/A	N/A	92	65

For the baseline treatment group, 62% of the respondents were police constables. In the 18 months follow-up survey, the majority of the respondents from the treatment group were constables (56%). For the control group, 79% of the respondents were constables as well. This was followed by head constables who represented 20% of the treatment and 14% of the control groups sample (see Table 10A). By designations, the dominance of constables and head constables in the surveys are not surprising. In India, constables constitute the largest section of the police workforce. They are also the people working closely with the citizen volunteers in the CP program.

Table 11: Distribution of Respondents by Organizational Hierarchy

	Baseline (Treatment)	18 months (Treatment) survey	18 months (Control) survey
Police Constable	57% (n=225)	64% (n=211)	79% (n=73)
Women Police Constable*	6% (n=22)	N/A	N/A
Head Constable	20% (n=78)	20% (n=65)	14% (n=13)
Women Head Constable*	<1% (n=1)	N/A	0% (n=0)
Sub Inspector of Police	N/A	2% (n=5)	5% (n=5)
Police Inspector/Head of Police Station	2% (n=6)	2% (n=7)	0% (n=0)
Senior Police Inspector**	0% (n=0)	3% (n=11)	0% (n=0)
Women Senior Police Inspector*	0% (n=0)	N/A	N/A
Assistant Commissioner of Police	11% (n=45)	0% (n=0)	0% (n=0)
Deputy Commissioner of Police**	N/A	0% (n=0)	0% (n=0)
Other*** (Writer/Court Duty/Computer technician)	N/A	3% (n=10)	0% (n=0)

* There were no separate categories for "women PC/HC/PI" in the 18 months follow-up survey (treatment and control groups). However, there were 10% women respondents in the 18 months follow-up survey for the treatment group (n=33) and control group (n=4).

** There was no "Dept. Commissioner of Police" category in the baseline (treatment) survey.

*** There was no "other" category category in the baseline (treatment) survey.

^ In the 18 months follow-up survey, 6% (n=20) respondents did not mention their designations in the treatment group and 1% (n=1) did not mention there designations in the control group.

3.2 ASM Sample

According to the list provided to us by the JCCD CP team, the total number of active ASMs was 250. However, upon arranging interviews it was found that several were no longer active and out of the active ones approached, not all were available or interested to take part in the survey. The total achieved sample size was 214 ASMs. This achieved sample size holds representation at the 95% confidence level with a 2.8% confidence interval.

Overall, 86% of ASMs were interviewed across the seven police stations. The number of ASMs working and interviewed in each police zone was less than 50 so some amount of caution should be applied to the findings where questions are further filtered down. That said, given the high proportion of active ASMs interviewed (86%), views are representative of the active population of ASMs.

However, Rajagopal Nagar (94%) closely followed by Madiwala (90%) have the best representation of ASMs by stations. In comparison, Yelahanka (79%) had the least number of ASMs taking part in the 18 months follow-up survey. Even then, more than three-fourth of the ASMs from Yelahanka took part in the survey (see Table 11).

Table 12: Number of ASMs surveyed by police zone

Police Zone	ASMs working in the field	ASMs surveyed	Percentage covered
Jnanabharathi	36	31	86%
Banasawadi	48	40	83%
Yelahanka	39	31	79%
JP Nagar	33	29	88%
Ashok Nagar	32	26	81%
Madiwala	29	26	90%
Rajagopal Nagar	33	31	94%
TOTAL	250	214	86%

The majority of the ASMs are male (86%) compared with 14% female. The female ASMs are relatively equally spread across the police zones with two in each of Jnanabharathi and Rajagopal Nagar through to seven in Madiwala. There is a relatively even spread of ages amongst ASMs, ranging from 23 to 77 years. But a larger proportion of ASMs are aged between 40–50 years, compared with other age brackets.

As Table 13 shows, the vast majority of ASMs have been living in the police zone area for more than 5 years. There was a relatively even spread of ASMs having lived in the area from 6 to 40 years with one ASM having lived there 65 years.

Table 13: Time spent living in the police zone where working as an ASM

Time spent living in area	Number of ASMs	% of ASMs*
Less than one year	0	0%
1 to 1.5 years	4	2%
1.5 to 2 years	1	<1%
2 to 3 years	1	<1%
3 to 4 years	2	1%
4 to 5 years	11	5%
More than 5 years	194	91%

* Information missing for 1 ASM, % is calculated out of 213.

One third of the current ASMs (65%) have secondary/higher secondary school certificate and one third have graduate/post-graduate degrees. 20% ASMs have professional degrees. The educational qualifications of the ASMs are echoed by the occupations of the ASMs as shown in Table 14. A majority of the ASMs are businessmen, with a range of different numbers of employees while another large proportion (15%) comprised of middle or senior officers/executives.

Table 14: Highest level of education of ASMs

Education level	Number of ASMs	% of ASMs*
Illiterate	1	<1%
School up to 4 years	3	1%
School 5 to 9 years	12	6%
SSC/HSC (secondary school certificate/higher secondary certificate)	65	31%
Some college but not a graduate	21	10%
Graduate/post graduate – general	65	31%
Graduate/post graduate – professional (e.g. engineering, architecture, doctor, law, CA)	42	20%

* Information missing for 1 ASM, % is calculated out of 213.

Table 15: Occupation of ASMs

Occupation	Number of ASMs	% of ASMs*
Unskilled	2	1%
Skilled worker	15	7%
Petty trader	2	1%
Shop owner	18	8%
Businessman/industrialist with no.of employees - none	41	19%
Businessman/industrialist with no.of employees – 1-9	27	13%
Businessman/industrialist with no.of employees – 10+	4	2%
Self-employed professional	16	8%
Clerical/salesmen	9	4%
Supervisory level	17	8%
Officers/executives – junior	18	8%
Officers/executives – middle or senior	32	15%
Student	0	0%
Housewife	12	6%

* Information missing for 1 ASM, % is calculated out of 213.

3.3 Citizen Sample

In the baseline survey, the total number of citizens surveyed across seven police stations and beats was 716. In the 18 months follow-up survey, a similar procedure for citizen sampling was followed and 768 citizens were surveyed across seven police stations and 415 citizens from the control group stations. A few additional citizen surveys had to be conducted by Hansa, the external agency after the JCCD Research Team rejected some of the citizen surveys due to errors. Table 16 provides a break-down of the population data by police station catchment area.

Table 16: Breakdown of the Population data by Police Station Catchment Area

Police (Treatment: Baseline)	Number of Beats	Population	Sample
Jnanabharathi	8	175000	104
Banasawadi	10	450000	100
Yelahanka	8	350000	104
JP Nagar	10	750000	100
Ashok Nagar	8	350000	104
Madiwala	6	700000	102
Rajagopal Nagar	6	480000	102
Police (Treatment)	Number of Beats	Population	Sample
Jnanabharathi	8	135,222	109
Banasawadi	10	190,417	112
Yelahanka	8	105,820	117
JP Nagar	10	159,073	92
Ashok Nagar	8	81,949	128
Madiwala	6	241,795	102
Rajagopal Nagar	6	197,385	108
Police (Control)	Number of Beats	Population	Sample
Hanumanth Nagar	10	117,463	203
Ramamurthy Nagar	10	136,690	212

Treatment Group

In the 18 months follow-up survey, the surveyors gathered information about the gender, age, education, occupation and household type of respondents, in addition to asking them how long they had lived in the area. Table 17 presents a breakdown of the treatment and control samples from the 18 months follow up survey by police stations, gender and age. Table 18 presents a breakdown of the treatment sample from the first survey held in 2013, by gender and age.

Over half of the 768 citizens surveyed in the treatment areas for the 18 months follow-up survey are male. There were however, some notable variations for example in Banasawadi, 67% are male, but, in JP Nagar, 47% are male. In the remainder of the areas, between 54% and 58% are male. In the case of the control groups, Hanumanth Nagar had the most equitable representation by gender. Ramamurthy Nagar in comparison had 60% male and 40% female respondents.

The relatively high percentage of males in the sample can be explained by a few reasons. First, the majority of surveyors are male. It is possible that potential female respondents may have been more hesitant to speak with male strangers than potential male respondents. Second, it is also possible that when multiple people are available in the household for the survey, the women deferred to men who are traditionally seen as the head of the household. Regardless of the reason, it is possible that the findings on security perception detailed in this section are slightly biased by the male perspective. In order to mitigate this, differences between the responses of males and females that are relevant to the community policing program will be highlighted in the analysis.



Table 17: Citizens surveyed in treatment areas for 18 months follow-up survey

Police Zone	Citizens surveyed	Male	Female	Average Age (years)
Jnanabharathi	109	55% (n=60)	45% (n=49)	36
Banasawadi	112	67% (n=75)	33% (n=37)	43
Yelahanka	117	57% (n=67)	43% (n=50)	39
JP Nagar	92	47% (n=43)	53% (n=49)	43
Ashok Nagar	128	57% (n=73)	43% (n=55)	41
Madiwala	102	54% (n=55)	46% (n=47)	38
Rajagopal Nagar	108	58% (n=63)	42% (n=45)	35
Total	768	57% (n=436)	43% (n=332)	40
Police Zone	Citizens surveyed	Male	Female	Average Age (years)
Hanumanth Nagar	203	50% (n=102)	50% (n=101)	43
Ramamurthy Nagar	212	60% (n=127)	40% (n=85)	42
Total	415	55% (n=129)	45% (n=186)	42

At the same time, the gender composition sample of the treatment group has improved in comparison to the baseline survey, when 65% citizens of those surveyed were male. Yelahanka had the highest proportion of males in the baseline survey sample (79%), while Jnanabharathi had the lowest proportion (58%).

Table 18: Citizens surveyed in treatment areas for baseline survey

Police Zone	Citizens surveyed	Male	Female
Jnanabharathi	104	58% (n=60)	42% (n=44)
Banasawadi	100	60% (n=60)	40% (n=40)
Yelahanka	104	79% (n=82)	21% (n=22)
JP Nagar	100	59% (n=59)	41% (n=41)
Ashok Nagar	104	62% (n=64)	38% (n=40)
Madiwala	102	71% (n=72)	29% (n=30)
Rajagopal Nagar	102	65% (n=66)	35% (n=36)
Total	716	65% (n=463)	35% (n=253)

The average age of the citizens surveyed in the 18 months follow-up survey was 40 years. Rajagopal Nagar had the lowest average age (35 years), while Banasawadi and JP Nagar had the highest average age (43 years). The average age for the respondents was 42 years.

The vast majority of those surveyed had lived in the area for more than five years (see Table 19). Across all treatment areas, 72% citizens have been living in their area for more than five years with the proportion ranging from 59% in Jnanabharathi to 84% citizens in JP Nagar.

Table 19: Amount of time in each police zone by treatment areas (18 months follow-up survey)

Time spent living in area								
Police zone (Treatment)	Less than 1 year	1-1.5 years	1.5-2 years	2-3 years	3-4 years	4-5 years	More than 5 years	No answer
Jnanabharathi	0% (n=0)	6% (n=7)	3% (n=3)	6% (n=7)	21% (n=23)	5% (n=5)	59% (n=64)	0% (n=0)
Banasawadi	1% (n=1)	5% (n=6)	5% (n=6)	4% (n=4)	2% (n=2)	5% (n=6)	74% (n=83)	2% (n=2)
Yelahanka	1% (n=1)	3% (n=3)	5% (n=6)	3% (n=4)	1% (n=1)	10% (n=12)	75% (n=88)	2% (n=2)
JP Nagar	0% (n=0)	4% (n=4)	2% (n=2)	2% (n=2)	1% (n=1)	7% (n=6)	84% (n=77)	0% (n=0)
Ashok Nagar	4% (n=5)	4% (n=5)	2% (n=2)	2% (n=3)	2% (n=3)	5% (n=7)	80% (n=103)	0% (n=0)
Madiwala	2% (n=2)	5% (n=5)	6% (n=6)	5% (n=5)	8% (n=8)	8% (n=8)	67% (n=68)	0% (n=0)
Rajagopal Nagar	3% (n=3)	1% (n=1)	5% (n=5)	6% (n=7)	3% (n=3)	16% (n=17)	67% (n=72)	0% (n=0)
Total	2% (n=12)	4% (n=31)	4% (n=30)	4% (n=32)	5% (n=41)	8% (n=61)	72% (n=555)	1% (n=6)

The majority of citizens surveyed in treatment areas achieved their secondary/higher secondary school certificate (see Table 20). About one-third citizens were graduates or post-graduates. Only 3% of the population had had no education at all. In addition, 33% of those surveyed were housewives (see Table 21). This was followed by 14% citizens who were skilled labourers. By gender, 73% of all female respondents said they were housewives. The remainder of citizens is distributed through the other professional categories relatively evenly with the second most common profession being that of a skilled worker.

Table 20: Highest level of education of citizens in 18 months follow-up survey by treatment areas.

Percent of citizens (n)								
Education level	Jnana Bharathi	Banasawadi	Yelahanka	JP Nagar	Ashok Nagar	Madiwala	Rajgopal Nagar	Total
Illiterate	3% (n=3)	3% (n=3)	1% (n=1)	5% (n=5)	2% (n=2)	0% (n=0)	7% (n=8)	3% (n=22)
School up to 4 years	2% (n=2)	0% (n=0)	3% (n=4)	1% (n=1)	2% (n=3)	3% (n=3)	2% (n=2)	2% (n=15)
School 5 to 9 years	10% (n=11)	4% (n=4)	16% (n=19)	4% (n=4)	9% (n=12)	24% (n=24)	14% (n=15)	12% (n=89)
SSC/HSC (secondary school certificate / higher secondary certificate)	44% (n=48)	31% (n=35)	44% (n=51)	37% (n=34)	37% (n=47)	40% (n=41)	37% (n=40)	39% (n=296)
Some college but not a graduate	13% (n=14)	13% (n=14)	9% (n=10)	7% (n=6)	6% (n=8)	6% (n=6)	25% (n=27)	11% (n=85)
Graduate/post graduate – general	19% (n=21)	37% (n=41)	21% (n=25)	26% (n=24)	31% (n=40)	20% (n=20)	11% (n=12)	24% (n=183)
Graduate/post graduate – professional (e.g. engineering, architecture, doctor, law, CA)	3% (n=3)	12% (n=13)	3% (n=4)	15% (n=14)	8% (n=10)	7% (n=7)	4% (n=4)	7% (n=55)
Graduate + professional diploma	6% (n=7)	2% (n=2)	3% (n=3)	3% (n=3)	5% (n=6)	1% (n=1)	0% (n=0)	3% (n=22)
No answer	0% (n=0)	0% (n=0)	0% (n=0)	1% (n=1)	0% (n=0)	0% (n=0)	0% (n=0)	<1% (n=1)

Table 21: Occupation of citizens in treatment areas (18 months follow-up survey)

Percent of citizens (n)								
Occupation	Jnana Bharathi	Banasawadi	Yelahanka	JP Nagar	Ashok Nagar	Madiwala	Rajgopal Nagar	Total
Unskilled	3% (n=3)	2% (n=2)	3% (n=4)	1% (n=1)	2% (n=3)	1% (n=1)	2% (n=2)	2% (n=16)
Skilled worker	17% (n=19)	14% (n=16)	15% (n=18)	3% (n=3)	8% (n=10)	16% (n=16)	21% (n=23)	14% (n=105)
Petty trader	2% (n=2)	0% (n=0)	2% (n=2)	1% (n=1)	1% (n=1)	2% (n=2)	3% (n=3)	1% (n=11)
Shop owner	13% (n=14)	2% (n=2)	15% (n=18)	4% (n=4)	6% (n=7)	4% (n=4)	3% (n=3)	7% (n=52)
Businessman/ industrialist with no.of employees – none	4% (n=4)	12% (n=13)	5% (n=6)	11% (n=10)	13% (n=16)	16% (n=16)	6% (n=6)	9% (n=71)
Businessman/ industrialist with no.of employees – 1-9	6% (n=6)	6% (n=7)	2% (n=2)	4% (n=4)	1% (n=1)	3% (n=3)	1% (n=1)	3% (n=24)
Businessman/ industrialist with no.of employees – 10+	1% (n=1)	2% (n=2)	0% (n=0)	2% (n=2)	2% (n=2)	0% (n=0)	0% (n=0)	1% (n=7)
Self-employed professional	2% (n=2)	9% (n=10)	1% (n=1)	4% (n=4)	5% (n=6)	1% (n=1)	4% (n=4)	4% (n=28)
Clerical/ salesmen	5% (n=5)	0% (n=0)	2% (n=2)	5% (n=5)	2% (n=2)	4% (n=4)	3% (n=3)	3% (n=21)
Supervisory level	5% (n=5)	6% (n=7)	3% (n=4)	3% (n=3)	3% (n=4)	1% (n=1)	6% (n=7)	4% (n=31)
Officers/ executives – junior	5% (n=5)	8% (n=9)	3% (n=4)	1% (n=1)	11% (n=14)	6% (n=6)	8% (n=9)	6% (n=48)
Officers/ executives – middle or senior	4% (n=4)	11% (n=12)	7% (n=8)	13% (n=12)	5% (n=6)	10% (n=10)	1% (n=1)	7% (n=53)
Student	5% (n=5)	4% (n=5)	5% (n=6)	2% (n=2)	9% (n=12)	6% (n=6)	9% (n=10)	6% (n=46)
Housewife	32% (n=34)	25% (n=27)	35% (n=41)	43% (n=40)	34% (n=44)	31% (n=32)	33% (n=36)	33% (n=254)

Control Group

Table 22 presents a breakdown of the control sample by station, gender and average age. A control group did not exist for the baseline survey. As with the treatment group, a slight majority of those surveyed in the control group are male (55%). The average age of the citizens surveyed is 43 years, which is slightly above the treatment group average of 40. As with the treatment group, the vast majority of citizens in the control area have lived in the area for more than 5 years (see Table 23).

Table 22: Distribution of Surveyed Respondents by Gender (18 months follow-up survey)

Police Zone	Citizens surveyed	Male	Female	Average Age (years)
Hanumanth Nagar	203	50% (n=102)	50% (n=101)	43
Ramamurthy Nagar	212	60% (n=127)	40% (n=85)	43
Total	415	55% (n=229)	45% (n=186)	43

Table 23: Amount of time spent by Citizens in Control Area (18 months follow-up survey)

Police zone	Time spent living in area							
	Less than 1 year	1-1.5 years	1.5-2 years	2-3 years	3-4 years	4-5 years	More than 5 years	No answer
Hanumanth Nagar	<1% (n=1)	3% (n=7)	3% (n=7)	3% (n=7)	4% (n=9)	7% (n=14)	78% (n=158)	0% (n=0)
Ramamurthy Nagar	3% (n=6)	4% (n=8)	5% (n=10)	6% (n=13)	5% (n=10)	6% (n=13)	71% (n=151)	<1% (n=1)
Total	2% (n=7)	4% (n=15)	4% (n=17)	5% (n=20)	5% (n=19)	7% (n=27)	74% (n=309)	<1% (n=1)

The majority of citizens in the control area (90%) reported having achieved at least their secondary/higher secondary school certificate with 48% citizens having graduated from college or a higher level of education (see Table 24). Moreover, as with the treatment areas, about a third of those surveyed are housewives (see Table 25) with the majority of all women surveyed in this case 75% citizens stating this as their occupation. The second most common profession in the control group is that of an officer or executive at the middle or senior level. About 15% citizens of the control group reported belonging to his group, while just 7% citizens of the treatment group did. The remainder of citizens in the control group is distributed relatively evenly throughout the other professional categories.

Table 24: Highest level of education of citizens in control areas (18 months follow-up survey)

	% of citizens (n)		
Education level	Hanumanth Nagar	Ramamurthy Nagar	Total
Illiterate	1% (n=3)	4% (n=9)	3% (n=12)
School up to 4 years	< 1% (n=1)	1% (n=2)	1% (n=3)
School 5 to 9 years	5% (n=11)	8% (n=18)	7% (n=29)
SSC/HSC (secondary school certificate/higher secondary certificate)	35% (n=71)	34% (n=73)	35% (n=144)
Some college but not a graduate	4% (n=9)	9% (n=20)	7% (n=29)
Graduate/post graduate – general	40% (n=81)	29% (n=62)	34% (n=143)
Graduate/post graduate – professional (e.g. engineering, architecture, doctor, law, CA)	9% (n=19)	12% (n=25)	11% (n=44)
Graduate + professional diploma	4% (n=8)	1% (n=3)	3% (n=11)
No answer	0% (n=0)	0% (n=0)	0% (n=0)



Table 25: Occupation of citizens in control areas (18 months follow-up survey)

	% of citizens (n)		
Occupation	Hanumanth Nagar	Ramamurthy Nagar	Total
Unskilled	2% (n=4)	4% (n=9)	3% (n=13)
Skilled worker	5% (n=11)	8% (n=17)	7% (n=28)
Petty trader	<1% (n=1)	<1% (n=1)	<1% (n=2)
Shop owner	4% (n=8)	2% (n=4)	3% (n=12)
Businessman/industrialist with no.of employees - none	4% (n=9)	8% (n=16)	6% (n=25)
Businessman/industrialist with no.of employees – 1-9	2% (n=5)	2% (n=5)	2% (n=10)
Businessman/industrialist with no.of employees – 10+	<1% (n=1)	0% (n=0)	<1% (n=1)
Self-employed professional	2% (n=4)	4% (n=8)	3% (n=12)
Clerical/salesmen	7% (n=15)	2% (n=5)	5% (n=20)
Supervisory level	5% (n=10)	5% (n=10)	5% (n=20)
Officers/executives – junior	8% (n=16)	8% (n=17)	8% (n=33)
Officers/executives – middle or senior	15% (n=30)	15% (n=31)	15% (n=61)
Student	5% (n=11)	9% (n=19)	7% (n=30)
Housewife	38% (n=78)	33% (n=69)	35% (n=147)
No answer	0% (n=0)	<1% (n=1)	<1% (n=1)

Police Survey Findings:

3.1.1 Police Survey: Security Perception

In 2015, JCCD conducted an 18 months follow-up SPI survey to measure changes in security perception among police, citizens and citizen volunteers. In this survey, we asked the police in both the treatment group and control group about short-term changes in security perception. Overall, respondents from both the groups thought that crimes have either increased/increased a lot. But more respondents in the control group (9%) held a negative security perception than the treatment group colleagues (see Table 26). The baseline survey did not include a similar question.

Table 26: Perception of the change in level of crime in Bengaluru (short-term)

Frequency	Increased a lot	Increased	Stayed the same	Decreased	Decreased a lot	Don't know	No answer/ Blank
Police Stations (Treatment)	4% (n=12)	48% (n=159)	16% (n=52)	28% (n=93)	1% (n=2)	1% (n=3)	2% (n=8)
Police Stations (Control)	8% (n=7)	53% (n=49)	12% (n=11)	24% (n=22)	3% (n=3)	0% (n=0)	0% (n=0)

^The sample for the Treatment Group is 329 and Control Group is 92.

When we conducted the analysis by individual police stations, as can be seen in Table 27, Yelahanka held a more positive security perception compared to the other six stations. Madiwala and Jnanabharathi police stations had the largest proportion of respondents holding a negative security perception. Police stations with the CP program in place, held a slightly better security perception than the control group. A similar question was not asked in the baseline survey.



Table 27: Perception of the change in level of crime in Bengaluru from one year ago (by individual Police Stations, post 18 months of program completion)

Frequency*	Increased a lot	Increased	Stayed the same	Decreased	Decreased a lot	Don't know	No answer/ Blank
Police Stations (Treatment) post 18 months of CP program							
Jnanabharathi	13% (n=2)	63%(n=10)	13% (n=2)	13% (n=2)	0% (n=0)	0% (n=0)	0% (n=0)
Banasawadi	2% (n=1)	39% (n=20)	25% (n=7)	31% (n=18)	2% (n=1)	0% (n=0)	2% (n=1)
Yelahanka	0% (n=0)	38% (n=20)	13% (n=7)	44% (n=23)	0% (n=0)	4% (n=2)	0% (n=0)
JP Nagar	6% (n=3)	32% (n=15)	30% (n=14)	32% (n=15)	0% (n=0)	0% (n=0)	0% (n=0)
Ashok Nagar	2% (n=1)	43% (n=26)	16% (n=10)	34% (n=21)	2% (n=1)	2% (n=1)	2% (n=1)
Madiwala	5% (n=3)	83% (n=49)	3% (n=2)	7% (n=4)	0% (n=0)	0% (n=0)	2% (n=1)
Rajagopal Nagar	6% (n=2)	46% (n=16)	6% (n=2)	29% (n=10)	0% (n=0)	0% (n=0)	14% (n=5)
Police Stations (Control), post 18 months of CP program							
Hanumanth Nagar	12% (n=5)	50% (n=21)	7% (n=3)	29% (n=12)	0% (n=0)	2% (n=1)	0% (n=0)
Ramamurthy Nagar	4% (n=2)	56% (n=28)	16% (n=8)	20% (n=10)	4% (n=2)	0% (n=0)	0% (n=0)

*The sample for the Treatment Group is 329 and Control Group is 92.

In the baseline study, the police were asked about medium-term changes in security perception of Bengaluru. Fifty-five percent of respondents thought that crime levels in Bengaluru increased compared to three years ago. This was in contrast to 29% respondents who thought that crimes decreased when compared with how it was three years ago (see Table 28). We did not ask the same question in the 18 months follow-up survey.

Table 28: Perception of the change in level of crime in Bengaluru from 3 years ago

Frequency	Police Stations (Baseline)
Increased a lot	23% (n=91)
Increased	32% (n=124)
Stayed the same	16% (n=62)
Decreased	27% (n=104)
Decreased a lot	2% (n=7)
Don't know	1% (n=3)
No answer/blank	0% (n=0)

^The sample for the Treatment Group is 329

When we conduct station level analysis on medium-term security perception of Bengaluru, as with the short-term security perception, Jnanabharathi (83%) and Madiwala (64%) had the largest proportion of respondents holding a negative security perception.

Table 29: Perception of the change in level of crime in Bengaluru from 3 years ago (by individual Police Stations)

Frequency	Increased a lot	Increased	Stayed the same	Decreased	Decreased a lot	Don't know	No answer/blank
Jnanabharathi	45% (n=25)	29% (n=16)	9% (n=5)	16% (n=9)	0% (n=0)	0% (n=0)	0% (n=0)
Banasawadi	18% (n=10)	32% (n=18)	13% (n=8)	30% (n=17)	5% (n=3)	0% (n=0)	0% (n=0)
Yelahanka	39% (n=22)	2% (n=1)	20% (n=11)	34% (n=19)	4% (n=2)	0% (n=0)	0% (n=0)
JP Nagar	43% (n=25)	9% (n=5)	30% (n=17)	18% (n=10)	0% (n=0)	0% (n=0)	0% (n=0)
Ashok Nagar	20% (n=11)	23% (n=13)	13% (n=7)	2% (n=1)	41% (n=23)	2% (n=1)	0% (n=0)
Madiwala	57% (n=32)	7% (n=4)	18% (n=10)	16% (n=9)	0% (n=0)	0% (n=0)	2% (n=1)
Rajagopal Nagar	13% (n=7)	48% (n=27)	7% (n=4)	30% (n=17)	2% (n=1)	0% (n=0)	0% (n=0)

^The sample for the Treatment Group is 329.

In the 18 months follow-up survey, we study the long-term security perception of Bengaluru. Twenty-five percent more respondents from the control group held a positive security perception and thought that crimes in Bengaluru have decreased from ten years back.

Table 30: Perception of the change in level of crime in Bengaluru from ten years ago (long-term)

Frequency	Increased a lot	Increased	Stayed the same	Decreased	Decreased a lot	Don't know	No answer/ Blank
Police Stations (Treatment)	16% (n=52)	48% (n=159)	5% (n=18)	22% (n=72)	1% (n=3)	3% (n=11)	4% (n=14)
Police Stations (Control)	12% (n=11)	29% (n=27)	2% (n=2)	41% (n=38)	7% (n=6)	4% (n=4)	4% (n=4)

^The sample for the Treatment Group is 329. The sample for the Control Group is 92.

If we look at the security perception of Bengaluru compared with how it was ten years ago, by police stations, the top two stations holding negative security perception were again Madiwala and Jnanabharathi where 91% and 75% respectively thought that crimes in Bengaluru either increased/increased a lot when comparing the situation one year to ten years ago. In the control group, 42% respondents from Ramamurthy Nagar thought that crimes in Bengaluru had decreased in short-term compared to long-term (see Table 31).

Table 31: Perception of the change in level of crime in Bengaluru (comparing situation one year ago to ten-years ago)

Frequency*	Increased a lot	Increased	Stayed the same	Decreased	Decreased a lot	Don't know	No answer/ Blank
Police Stations (Treatment) post 18 months of CP program							
Jnanabharathi	6% (n=1)	69% (n=11)	6% (n=1)	6% (n=1)	0% (n=0)	0% (n=0)	13% (n=2)
Banasawadi	2% (n=1)	66% (n=39)	5% (n=3)	22% (n=13)	0% (n=0)	3% (n=2)	2% (n=1)
Yelahanka	2% (n=1)	52% (n=27)	10% (n=5)	31% (n=16)	2% (n=1)	4% (n=2)	0% (n=0)
JP Nagar	23% (n=11)	45% (n=21)	6% (n=3)	11% (n=5)	0% (n=0)	9% (n=4)	6% (n=3)
Ashok Nagar	13% (n=8)	28% (n=17)	7% (n=4)	46% (n=28)	2% (n=1)	3% (n=2)	2% (n=1)
Madiwala	42% (n=25)	49% (n=29)	2% (n=1)	3% (n=2)	0% (n=0)	0% (n=0)	3% (n=2)
Rajagopal Nagar	14% (n=5)	43% (n=15)	3% (n=1)	20% (n=7)	3% (n=1)	3% (n=2)	14% (n=5)
Police Stations (Control), post 18 months of CP program							
Hanumanth Nagar	8% (n=7)	25% (n=23)	2% (n=2)	7% (n=6)	0% (n=0)	0% (n=0)	4% (n=4)
Ramamurthy Nagar	4% (n=4)	4% (n=4)	0% (n=0)	35% (n=32)	7% (n=6)	4% (n=4)	0% (n=0)

^The sample for the Treatment Group is 329. The sample for the Control Group is 92.

Reasons for increase in crime:

In order to understand the perceived reasons for negative security perceptions, we asked the respondents to identify reasons for this. The respondents could identify multiple reasons for negative security perception. A similar question was asked to the baseline group, when they discussed medium term changes in crime perception.

The top five reasons identified by the baseline (treatment) survey to explain the negative security perception of Bengaluru, were the following:

- 1. Police do not have enough resources (36%)**
- 2. Delays in justice system (34%)**
- 3. Lack of legal opportunities (33%)**
- 4. Powerful people interfering with police activity (29%)**
- 5. Glorification of crime by the media (27%)**

The top five reasons identified by the police (treatment) in the 18 months follow-up survey to explain the negative security perception of Bengaluru, were the following:

- 1. Police do not have enough resources (37%)**
- 2. Increase in Bengaluru population (33%)**
- 3. Failure of people to cooperate with police (19%)**
- 4. Powerful people interfering with police activity (16%)**
- 5. Ineffective laws (15%)**

The top five reasons identified by the police (control) in the 18 months follow-up survey to explain the negative security perception of Bengaluru, were the following:

- 1. Police do not have enough resources (46%)**
- 2. Failure of people to cooperate with police (43%)**
- 3. Ineffective laws (41%)**
- 4. Powerful people interfering with police activity (39%)**
- 5. Increase in Bengaluru population (38%)**

Resource constraints were identified as the top cause for negative security perception in all three surveys. Powerful people interfering with police activities contributing to negative security perception were also identified in all three surveys. In the baseline survey, respondents identified delays in justice system, lack of legal opportunities and role of media, contributing to increased levels of crime in Bengaluru. The top five issues contributing to negative security perception were the same for the treatment (18 months follow-up) and control groups. However, interestingly, the perceived failure of people to cooperate with police was cited by a much lower proportion of police in the treatment group (16%) as compared with the control group (43%). Given that the CP program aims to improve relations between citizens and police, this is an interesting finding (see Table 32).

Table 32: Perceived reasons for increased levels of crime in Bengaluru and specific beat areas over the last one year

Reasons	Baseline (Treatment) survey	18 Months follow-up (Treatment) survey	18 Months follow-up (Control) survey
Police force does not have enough resources	36% (n=143)	37% (n=123)	46% (n=43)
Delays in justice system	34% (n=136)	14% (n=47)	36% (n=34)
Powerful people interfering with police activity	29% (n=116)	16% (n=55)	39% (n=36)
Failure of people to cooperate with police	27% (n=108)	19% (n=63)	43% (n=40)
Increasing liquor consumption in the area	21% (n=84)	3% (n=12)	16% (n=15)
Glorification of crime by the media	27% (n=109)	9% (n=33)	30% (n=28)
Increased anti-social tendencies among the public	18% (n=73)	9% (n=31)	11% (n=11)
Lack of legal employment opportunities	33% (n=132)	14% (n=47)	18% (n=17)
Ineffective laws	N/A	15% (n=51)	41% (n=38)
Increase of Bengaluru's population	N/A	33% (n=112)	38% (n=35)
Criminals don't fear law enforcement	N/A	10% (n=36)	31% (n=29)
Other	7% (n=29)	5% (n=18)	4% (n=4)

^The sample for the Baseline (Treatment) Group is 392. The sample for the 18 months follow-up survey (treatment) group is 329 and (control) group is 92.

The 18 months follow-up survey also looked at the security perception of the police with regard to their own specific beats/neighbourhoods. Similar trends were noticed among the treatment and control groups, with the largest proportions of respondents generally indicating that levels of crime in their beat areas had decreased rather than increased or stayed the same. The treatment group (53%) had a larger proportion of respondents than the control group (45%), who thought that the crime rates in the beats decreased/decreased a lot (see Table 33).

Table 33: Perception of the change in level of crime in specific beat areas over the last one year

Frequency	18 Months follow-up (Treatment) survey	18 Months follow-up (Control) survey
Increased a lot	2% (n=7)	1% (n=1)
Increased	24% (n=79)	24% (n=22)
Stayed the same	12% (n=41)	21% (n=19)
Decreased	50% (n=165)	45% (n=41)
Decreased a lot	3% (n=11)	0% (n=0)
Don't know	4% (n=13)	9% (n=8)
No answer/Blank	4% (n=13)	1% (n=1)

^The sample for the Treatment Group is 329. The sample for the Control Group is 92.

When we look at more detailed analyses by police stations, police in Yelahanka (83%) appear to be the optimistic about beat security perception. This is followed by respondents of Ashok Nagar (75%) and JP Nagar (69%), with the respective percentages indicating they felt that levels of crime decreased over the last one year. While all the six stations (treatment group) and two stations (control group) exhibited similar trends where respondents had a positive security perception of the specific beat areas, Madiwala was an exception since a large proportion of respondents (77%) thought that levels of crime increased over the last one year.



Table 34: Perception of the change in level of crime in specific beat areas over the last one year (detailed break down by police stations)

Frequency*	Increased a lot	Increased	Stayed the same	Decreased	Decreased a lot	Don't know	No answer/ Blank
Police Stations (Treatment) post 18 months of CP program							
Jnanabharathi	0% (n=0)	33% (n=1)	0% (n=0)	67% (n=2)	0% (n=0)	0% (n=0)	0% (n=0)
Banasawadi	4% (n=1)	4% (n=1)	25% (n=6)	63% (n=15)	0% (n=0)	4% (n=1)	2% (n=1)
Yelahanka	0% (n=0)	0% (n=0)	17% (n=2)	83% (n=10)	0% (n=0)	0% (n=0)	0% (n=0)
JP Nagar	0% (n=0)	13% (n=2)	13% (n=2)	69% (n=11)	0% (n=0)	0% (n=0)	0% (n=0)
Ashok Nagar	0% (n=0)	8% (n=2)	0% (n=0)	67% (n=16)	8% (n=2)	17% (n=4)	2% (n=1)
Madiwala	0% (n=0)	77% (n=27)	9% (n=3)	14% (n=5)	0% (n=0)	0% (n=0)	2% (n=1)
Rajagopal Nagar	0% (n=0)	33% (n=2)	0% (n=0)	67% (n=4)	0% (n=0)	0% (n=0)	14% (n=5)
Police Stations (Control) post 18 months of CP program							
Hanumanth Nagar	0% (n=0)	24% (n=10)	19% (n=8)	52% (n=22)	0% (n=0)	2% (n=1)	0% (n=0)
Ramamurthy Nagar	2% (n=1)	24% (n=12)	22% (n=11)	38% (n=19)	0% (n=0)	14% (n=7)	0% (n=0)

*The sample for the Treatment Group is 329. The sample for the Control Group is 92.

The respondents were asked to identify reasons for positive beat security perception. The respondents could identify multiple factors for positive beat security perception. There are similarities between the treatment and control groups in terms of what the police thought contributed to positive security perception of the beat areas. But from the perspective of CP, which focusses on improving police-citizen relationships through the ASMs, this seems to be working. A larger proportion of respondents from the treatment group (41%) than the control group (32%) attributed their positive security perception to increasing cooperation of people with police. The survey also indicated that compared to the control group, 7% more respondents from the treatment group thought that an increase in police force resources contributed to a decrease in beat crimes.

Table 35: Reasons for Decrease in Crime-Beats

Reasons	18 months Treatment (n=329)	18 months Control (n=92)
Police force resources have increased	17% (n=55)	10% (n=9)
Reduction in delays in justice system	5% (n=16)	2% (n=2)
Fewer powerful people interfering with police activity	5% (n=16)	0% (n=0)
Increased cooperation of people with police	41 % (n=134)	32% (n=29)
Decreased liquor consumption in the area	2% (n=8)	0% (n=0)
Reduction in the glorification of crime by the media	3% (n=9)	0% (n=2)
Decreased anti-social tendencies among the public	16% (n=53)	8% (n=7)
Increase in legal employment opportunities	5% (n=18)	4% (n=4)
Effective laws	12% (n=39)	3% (n=3)
Increase of Bengaluru's population	9% (n=28)	2% (n=2)
Criminals fear law enforcement	10% (n=30)	13% (n=12)
Other	10% (n=30)	1% (n=1)
Don't know	6% (n=19)	1% (n=1)

^The sample for the Treatment Group is 329 and Control Group is 92.

Types of unlawful activities:

In the survey, police were asked to indicate the types of threat faced from unlawful activities in their beat areas. When comparing the three surveys, a larger proportion of respondents from the 18 months follow-up treatment group felt that there were no threats from all minor and major crimes in the beats. For instance, in the baseline study, 9% of respondents thought that rape posed no threat in the beats. 18 months later, 50% of respondents thought that rape posed no threat to beat security. This indicates an improvement from the baseline study since a greater proportion of policemen felt that there was no threat from rape (see Tables 36-38 inclusive).

Table 36: Types of Crime-Beats (Baseline Survey: Treatment Group)*

Unlawful Activities	No threat	Some threat	High threat	Don't know
Chain snatching	23% (n=91)	51% (n=202)	22% (n=89)	2% (n=10)
Pick-pocketing	41% (n=163)	43% (n=170)	12% (n=48)	2% (n=11)
Theft	7% (n=31)	59% (n=233)	30% (n=120)	0% (n=0)
Land grabbing	32% (n=128)	44% (n=173)	13% (n=52)	0% (n=0)
Rape	9% (n=36)	9% (n=35)	9% (n=36)	26% (n=104)
Eve-teasing	44% (n=175)	40% (n=158)	4% (n=18)	10% (n=41)
Domestic Violence	16% (n=66)	51% (n=201)	26% (n=102)	5% (n=23)
Physical assault	14% (n=56)	62% (n=245)	12% (n=50)	10% (n=41)
Negligent driving	30% (n=121)	45% (n=180)	12% (n=49)	10% (n=42)
Drunkenness	18% (n=74)	50% (n=198)	22% (n=88)	8% (n=32)
Hooliganism	34% (n=135)	42% (n=168)	10% (n=41)	12% (n=48)
Missing children	21% (n=83)	50% (n=199)	18% (n=74)	9% (n=36)
Human trafficking	66% (n=261)	17% (n=68)	3% (n=13)	12% (n=50)
Money laundering	39% (n=155)	44% (n=174)	5% (n=20)	10% (n=43)
Illicit liquor	73% (n=289)	8% (n=33)	2% (n=10)	15% (n=60)
Illegal drugs	1% (n=6)	<1 (n=1)	1% (n=7)	96% (n=378)

^The sample for the Baseline (Treatment) Group is 329.

*Rows may not sum to 100 as blank responses have not been included

Table 37: Types of Crime-Beats (18 months follow-up survey: Treatment Group)*

Unlawful Activities	No threat	Some threat	High threat	Don't know
Chain snatching	25% (n=83)	49% (n=163)	12% (n=41)	13% (n=44)
Pick-pocketing	49% (n=164)	28% (n=95)	7% (n=26)	13% (n=46)
Theft	23% (n=78)	41% (n=137)	21% (n=71)	13% (n=45)
Land grabbing	52% (n=173)	19% (n=65)	6% (n=21)	21% (n=72)
Rape	50% (n=168)	25% (n=86)	6% (n=21)	16% (n=56)
Eve-teasing	40% (n=135)	36% (n=120)	6% (n=20)	15% (n=52)
Domestic Violence	28% (n=95)	49% (n=163)	7% (n=25)	14% (n=48)
Physical assault	31% (n=105)	43% (n=143)	10% (n=34)	12% (n=40)
Negligent driving	37% (n=124)	32% (n=109)	8% (n=28)	15% (n=51)
Drunkenness	30% (n=100)	41% (n=137)	10% (n=34)	12% (n=41)
Hooliganism	50% (n=167)	22% (n=73)	8% (n=28)	13% (n=44)
Missing children	40% (n=134)	35% (n=118)	3% (n=11)	13% (n=44)
Human trafficking	63% (n=210)	8% (n=29)	3% (n=10)	16% (n=56)
Money laundering	60% (n=200)	11% (n=39)	2% (n=9)	16% (n=54)
Illicit liquor	71% (n=238)	1% (n=6)	2% (n=7)	16% (n=53)
Illegal drugs	54% (n=151)	20% (n=68)	4% (n=14)	12% (n=41)

^ The sample for the 18 months follow-up survey (treatment) group is 329.

*Rows may not sum to 100 as blank responses have not been included

Table 38: Types of Crime-Beats (18 months follow-up survey: Control Group)*

Unlawful Activities	No threat	Some threat	High threat	Don't know
Chain snatching	26% (n=24)	51% (n=47)	19% (n=18)	2% (n=2)
Pick-pocketing	56% (n=52)	32% (n=30)	4% (n=4)	2% (n=2)
Theft	6% (n=6)	78% (n=72)	9% (n=9)	2% (n=2)
Land grabbing	36% (n=34)	27% (n=25)	8% (n=8)	9% (n=9)
Rape	31% (n=29)	54% (n=50)	4% (n=4)	4% (n=4)
Eve-teasing	41% (n=38)	42% (n=39)	9% (n=9)	1% (n=1)
Domestic Violence	19% (n=18)	59% (n=55)	11% (n=11)	3% (n=3)
Physical assault	25% (n=23)	60% (n=56)	7% (n=7)	2% (n=2)
Negligent driving	21% (n=20)	54% (n=50)	14% (n=13)	2% (n=2)
Drunkenness	15% (n=14)	60% (n=56)	19% (n=18)	1% (n=1)
Hooliganism	56% (n=52)	28% (n=26)	5% (n=5)	3% (n=3)
Missing children	28% (n=26)	50% (n=46)	7% (n=7)	5% (n=5)
Human trafficking	69% (n=64)	6% (n=6)	4% (n=4)	19% (n=18)
Money laundering	47% (n=44)	23% (n=22)	1% (n=1)	6% (n=6)
Illicit liquor	72% (n=67)	1% (n=1)	4% (n=4)	20% (n=20)
Illegal drugs	54% (n=50)	19% (n=18)	1% (n=1)	5% (n=5)

^The sample for the 18 months follow-up survey (control) group is 92.

*Rows may not sum to 100 as blank responses have not been included

Levels of crime in Bengaluru:

In the 18 months follow-up survey, the police were asked about the levels of major and minor crime in Bengaluru. In majority of the crime categories, proportionally more police from the treatment group than control group felt that crimes decreased from the past year. For instance, 23% more respondents from the treatment group thought that there was decline in rape, 47% more respondents from the treatment group also thought that money laundering had decreased from previous year.

Proportionally more respondents from the control group thought that certain crimes have increased/stayed the same from previous years. For instance, 14% more respondents from the control group thought that chain-snatching has increased from previous years, 11% more respondents in the control group also thought that drunken behavior has increased from past years (see Tables 39 and 40).

Table 39: Levels of Crime in (18 months follow-up survey: Treatment Group)*

Unlawful Activities	Increased	Same	Decreased	Don't know
Chain snatching	12% (n=40)	14% (n=47)	57% (n=190)	2% (n=8)
Pick-pocketing	7% (n=26)	13% (n=45)	59% (n=197)	3% (n=11)
Theft	18% (n=60)	19% (n=65)	46% (n=153)	1% (n=6)
Land grabbing	3% (n=10)	13% (n=45)	48% (n=161)	10% (n=35)
Rape	<1% (n=2)	7% (n=24)	64% (n=211)	6% (n=70)
Eve-teasing	<1% (n=2)	13% (n=44)	61% (n=202)	3% (n=11)
Domestic Violence	7% (n=24)	28% (n=95)	45% (n=149)	3% (n=10)
Physical assault	10% (n=36)	27% (n=91)	42% (n=140)	3% (n=10)
Negligent driving	6% (n=22)	16% (n=55)	50% (n=165)	7% (n=21)
Drunkenness	9% (n=32)	29% (n=96)	39% (n=129)	3% (n=12)
Hooliganism	2% (n=9)	15% (n=52)	56% (n=185)	5% (n=17)
Missing children	<1% (n=3)	18% (n=60)	53% (n=176)	6% (n=20)
Human trafficking	<1% (n=1)	4% (n=16)	58% (n=191)	11% (n=37)
Money laundering	<1% (n=3)	5% (n=19)	58% (n=191)	9% (n=32)
Illicit liquor	<1% (n=1)	4% (n=14)	55% (n=182)	11% (n=39)
Illegal drugs	<1% (n=2)	13% (n=46)	51% (n=171)	6% (n=23)

^ The sample for the 18 months follow-up survey (treatment) group is 329.

*Rows may not sum to 100 as blank responses have not been included

Table 40: Levels of Crime in Beat- Types of Crime-Beats (18 months follow-up survey: Control Group)*

Unlawful Activities	Increased	Same	Decreased	Don't know
Chain snatching	26% (n=24)	23% (n=22)	39% (n=36)	9% (n=9)
Pick-pocketing	6% (n=6)	17% (n=16)	51% (n=47)	9% (n=9)
Theft	16% (n=15)	28% (n=26)	43% (n=40)	9% (n=9)
Land grabbing	9% (n=9)	9% (n=9)	31% (n=29)	18% (n=17)
Rape	13% (n=12)	13% (n=12)	41% (n=38)	10% (n=10)
Eve-teasing	13% (n=12)	21% (n=20)	35% (n=33)	9% (n=9)
Domestic Violence	5% (n=5)	33% (n=31)	40% (n=37)	9% (n=9)
Physical assault	8% (n=8)	18% (n=17)	50% (n=46)	9% (n=9)
Negligent driving	14% (n=13)	20% (n=19)	41% (n=38)	10% (n=10)
Drunkenness	20% (n=19)	32% (n=30)	33% (n=31)	9% (n=9)
Hooliganism	4% (n=4)	8% (n=8)	56% (n=52)	10% (n=10)
Missing children	3% (n=3)	16% (n=16)	48% (n=45)	11% (n=11)
Human trafficking	3% (n=3)	45% (n=42)	1% (n=1)	15% (n=14)
Money laundering	6% (n=6)	44% (n=41)	11% (n=11)	36% (n=34)
Illicit liquor	0% (n=0)	1% (n=1)	40% (n=37)	19% (n=18)
Illegal drugs	2% (n=2)	3% (n=3)	42% (n=39)	15% (n=14)

^The sample for the 18 months follow-up survey (control) group is 92.

*Rows may not sum to 100 as blank responses have not been included

It was important to check if any particularly notable crimes had happened in the neighbourhood. The baseline survey did not have this question. In the 18 months follow-up survey, respondents were asked if there had there been any notable crimes in the beat area within the past year (see Table 41). The majority of respondents (61%) from the treatment group thought that there was no notable crime in the beat in this time. However, the majority of the control group respondents (56%) mentioned a notable crime in the neighbourhood within the past year. It is also worth noting that there were wide variations in respondents' understanding of what constitutes as a "notable crimes", even though the Research Team did provide examples of what constitutes a notable crime. The respondents mentioned murder, chain-snatching, house and vehicle thefts. When we checked for specific patterns of notable crimes among different stations, there were none. However, the finding itself is interesting, that there was a larger proportion of respondents in the control group reporting a notable crime as compared with the treatment group.

Table 41: Notable Crime-Beat

Responses	18 months follow-up (Treatment) survey	18 months follow-up (Control) survey
Yes	16% (n=51)	56% (n=52)
No	62% (n=203)	30% (n=28)
Others*	23% (n=75)	13% (n=12)

^The sample for the 18 months follow-up survey (treatment) group is 329 and (control) group is 92.

*Don't know and no answers were clubbed together as "other."

Looking at station-level analysis, one-third of Madiwala respondent felt that there had been a notable crime in their neighbourhood. This was followed by Ashok Nagar respondents, one fourth of whom mentioned a notable crime in the beat within the past year. Other stations had fewer respondents who thought that there had been a notable crime in the beat within the past year.



Table 42: Notable Crime-Beat (By individual police stations)

	Yes	No
Police (Treatment) 18 months of CP program		
Jnanabharathi	4% (n=2)	1% (n=3)
Banasawadi	8% (n=4)	27% (n=55)
Yelahanka	16% (n=8)	20% (n=41)
JP Nagar	16% (n=8)	12% (n=25)
Ashok Nagar	20% (n=10)	22% (n=44)
Madiwala	33% (n=17)	11% (n=23)
Rajagopal Nagar	4% (n=2)	6% (n=12)
Police Stations (Control) post 18 months of CP program		
Hanumanth Nagar	38% (n=20)	62% (n=32)
Ramamurthy Nagar	75% (n=21)	25% (n=7)

*Did not include "Don't know/no answer/blank"

A series of follow-up questions were asked to study the impact of notable crime on security perception of the neighbourhood. In the police treatment group, 85% of respondents did not know about the impact of the notable crime they had mentioned on beat security. Of those who knew, five percent thought that the notable crime mentioned impacted beat security negatively, but seven percent did not think it had had a negative impact on beat security. A second follow-up question was asked to understand the relation between the notable crime and negative security perception of citizens. 84% respondents did not answer. 11% respondents thought there was no relation between the notable crime and security perception. 10% of respondents noted that when citizens and ASMs talked about such notable crimes, it helped citizens deal with the event.

Thirty-eight percent of police in the control group stations disagreed with the contention that notable crimes had negative impact on beat security. 41% of police did not know whether such notable crime had a negative impact on beat security. 38% of respondents thought that such notable crime did not impact beat security.

Most respondents in the treatment and control groups failed to identify a second notable crime. Only 2% identified a second notable crime in their beats. Of those who identified a second crime, two respondents mention a link between the notable crime and a resultant negative security perception. Two percent of respondents thought that the second notable crime did not contribute to negative security perception. One respondent thought that discussing crimes with the ASMs helped citizens to deal with the event. The second notable crimes identified by the police include murder, mobile theft, car theft, house robbery, chain snatching, and a rape case.

For the control group, 18% of police thought that there was a second notable crime in the beat in the past year. Nine percent of police thought that such a crime had no effect on beat security. Eleven percent of police felt that beat security perceptions were not impacted by a second notable crime. In the control group, as with the first notable crime, the second listed notable crimes were mostly identified as murder, house thefts, robbery and chain-snatching.

In conclusion, it appears that the notable crimes did not particularly impact security perception. This is an important finding on two levels. First, a notable crime can directly change security perceptions. An otherwise positive security perception due to a notable crime leads people to now have negative security perception of the neighbourhood. Second, security perception of the neighborhood could potentially skew opinions about the success or failure of the program.

3.1.2 Perception of Police about police-citizen interactions:

In the surveys we asked the police a series of questions on police-citizen interactions. The first question deals with citizens' attitudes towards police. The majority of baseline police thought that the citizens held a cooperative attitude towards police. A smaller proportion of policemen in treatment group for the 18 months follow-up survey thought that the citizens held a cooperative attitude towards police, but a larger proportion than the respondents of the corresponding control group. However, 5% fewer respondents in the treatment group from the 18 months follow-up survey from the baseline treatment group thought that citizens' attitudes towards police was suspicious and non-dependable (see Table 43).

Table 43: Citizens' Attitude towards Police

Attitude	Baseline (Treatment) survey	18 months follow-up (Treatment) survey	18 months follow-up (Control) survey
Cooperative	52%(n=205)	45% (n=147)	39% (n=36)
Neutral	32% (n=126)	44% (n=145)	39% (n=36)
Suspicious and non-dependable	13% (n=49)	8% (n=27)	18% (n=17)
Other	3% (n=12)	4% (n=14)	3% (n=3)

^ The sample for the baseline (treatment) survey is 392. For the 18 months follow-up survey, the sample size for the treatment group is 329 and the control group is 92.

When we analyzed the findings by police station, the findings were mixed. Respondents from all the CP police stations, with the exception of Jnanabharathi felt that citizens held a positive view of police. Of all stations, respondents from Banasawadi (59%) and Ashok Nagar (54%) were the top two stations, where police felt that the citizens' view of police was positive. In the control group stations, Hanumanth Nagar respondents continued to think that the citizens' views of police were neutral. However, the majority of Ramamurthy Nagar police (56%) felt that citizens' views of the police were positive (see Table 44).

Table 44: Citizens' views of Police

Attitude	Cooperative	Neutral	Suspicious and non-dependable
18 months follow-up survey: Police Stations (Treatment Group)			
Jnanabharathi	25% (n=4)	50% (n=8)	25% (n=4)
Banasawadi	59% (n=35)	23% (n=23)	2% (n=1)
Yelahanka	46% (n=24)	44% (n=23)	8% (n=5)
JP Nagar	40% (n=19)	49% (n=23)	2% (n=1)
Ashok Nagar	54% (n=33)	31% (n=19)	15% (n=9)
Madiwala	27% (n=16)	64% (n=38)	5% (n=3)
Rajagopal Nagar	46% (n=16)	31% (n=11)	6% (n=2)
18 months follow-up survey: Police Stations (Control Group)			
Hanumanth Nagar	19% (n=8)	60% (n=25)	14% (n=6)
Ramamurthy Nagar	56% (n=28)	22% (n=11)	22% (n=11)

^ The sample for the baseline (treatment) survey is 392. For the 18 months follow-up survey, the sample size for the treatment group is 329 and the control group is 92.

In Bengaluru and the rest of India, resource constraints among the police force are a major problem. Hence, it was critical that we understood how police felt about resource constraints. For the treatment group in the baseline and follow-up surveys, 83% of respondents thought that police did not have enough resources to carry out daily activities. Only three percent fewer respondents in the control group (than both other groups) thought that police did not have enough resources to carry out daily activities (see Table 45) showing no major shift in this situation.

Table 45: Do Police have enough resources to carry out daily activities?

Responses	Baseline (Treatment) survey*	18 months follow-up (Treatment) survey	18 months follow-up (Control) survey
Yes	16% (n=63)	16% (n=54)	14% (n=13)
No	83% (n=327)	83% (n=273)	80% (n=74)
Others*	1% (n=2)	1% (n=2)**	5% (n=5)

^The sample for the baseline (treatment) survey is 392. For the 18 months follow-up survey, the sample size for the treatment group is 329 and the control group is 92.

*In the baseline survey, there was an additional response category that is, "More than enough." Therefore, in the baseline study the "other" category captures respondents who mentioned, "more than enough" and blank responses. But for the 18 months follow-up survey, we do not capture "more than enough." Therefore, the "others" category captures blank responses.

Once we ascertained the requirement for additional resources of the police, we asked the police to identify types of additional resources they might need in order to carry out day-to-day activities. The respondents were given the option of selecting as many additional resources as they wished. 80% of police in the treatment group identified personnel. In contrast, 78% control group respondents identified additional equipment to carry out day-to-day activities (see Table 46). For respondents who selected “other” resources, they identified mostly manpower and better pay grades. The CP program understands the manpower deficit plaguing Bengaluru police and suggested innovative ways to assist the Bengaluru police (assisting the beat police in nightly patrols, passport verifications, etc.). However, in its current format, the nature of ASM involvement is limited to raising security awareness and improving relations between citizens and police. The baseline did not have similar question.

Table 46: Perception of Resource needs among Police

Resources*	18 months follow-up (Treatment) survey	18 months follow-up (Control) survey
Personnel	80% (n=262)	76% (n=70)
Equipment	67% (n=222)	78% (n=72)
Vehicle	64% (n=212)	73% (n=67)
Other	14% (n=47)	66% (n=61)

^The sample for the baseline (treatment) survey is 392. For the 18 months follow-up survey, the sample size for the treatment group is 329 and the control group is 92

A more detailed analysis by stations revealed that large proportions of respondents in the treatment group and control group stations felt that they needed more personnel. Proportionally more respondents from the control group compared to the treatment group (exception of Madiwala) also mentioned vehicles and equipment. Proportionally fewer respondents in Ashok Nagar compared to all stations in treatment and control groups, thought they required additional resources be it personnel, vehicle or equipment. While 88% of police in Jnanabharathi thought they needed additional resources, only 38% of police from the station thought they needed additional equipment (see Table 47).

Table 47: Perception of Resource needs by stations

Resources	Personnel*	Vehicle**	Equipment***
18 months follow-up survey: Police Stations (Treatment Group)			
Jnanabharathi	88% (n=14)	69% (n=11)	38% (n=6)
Banasawadi	90% (n=53)	81% (n=48)	85% (n=50)
Yelahanka	75% (n=39)	62% (n=32)	67% (n=35)
JP Nagar	83% (n=38)	60% (n=34)	60% (n=28)
Ashok Nagar	59% (n=36)	60% (n=28)	43%(n=26)
Madiwala	93% (n=55)	77% (n=47)	75%(n=44)
Rajagopal Nagar	77% (n=27)	63% (n=22)	66%(n=23)
18 months follow-up survey: Police Stations (Control Group)			
Hanumanth Nagar	83% (n=35)	83% (n=35)	79% (n=33)
Ramamurthy Nagar	70% (n=35)	74% (n=37)	74% (n=34)

*We include only respondents who thought they needed personnel (Treatment sample=262 and control sample=70)

**We include only respondents who thought they needed vehicle (Treatment sample=222)

***We include only respondents who thought they needed vehicle (n=212)

The police were asked about their perception on whether criminals and law-abiding citizens were fearful of police. There was a decline from the baseline survey, when 79% of police felt that criminals were afraid of the police. Compared to the baseline, 15% fewer respondents from the treatment group during the 18 months follow-up survey, 22% fewer respondents from the control group thought that criminal were afraid of police (referring to Table 48). When asked to explain why they thought criminals were afraid of police, the police identified generic factors such as fear of law, criminals knowing what they are doing is wrong.

Table 48: Are criminals afraid of police?

Responses	Baseline (Treatment) survey	18 months follow-up (Treatment) survey	18 months follow-up (Control) survey
Yes	79%(n=311)	64% (n=212)	57% (n=53)
It depends	7%(n=31)	17% (n=57)	11% (n=11)
No	12%(n=50)	13% (n=45)	25% (n=23)
Other*	2% (n=1)	5%(n=18)	5%(n=5)

*All blank responses were clubbed together with "don't know"

^The sample for the baseline (treatment) survey is 392. For the 18 months follow-up survey, the sample size for the treatment group is 329 and the control group is 92

In terms of fear of police among law-abiding citizens, as Table 49 shows, there has been a decrease in fear in the areas where community policing has been present (27% of law-abiding citizens were fearful of police at baseline compared with 15% at 18 months follow-up). However, when fewer policemen thought that citizens were fearful of police it is not necessarily a bad thing, but indicates improvements in relation between two groups resulting in less fear of law enforcement agents among citizens. 82% of control group police thought that law-abiding citizens were not fearful of police (82% compared with 65% in both other groups).

Table 49: Are law-abiding citizens afraid of police?

Responses	Baseline (Treatment) survey	18 months follow-up (Treatment) survey	18 months follow-up (Control) survey
Yes	27%(n=108)	15% (n=51)	9% (n=9)
It depends	5%(n=23)	11% (n=39)	4% (n=4)
No	65%(n=256)	65% (n=218)	82% (n=76)
Other	1%(n=5)	6%(n=23)	3% (n=3)

^The sample for the baseline (treatment) survey is 392. For the 18 months follow-up survey, the sample size for the treatment group is 329 and the control group is 92

3.1.3 Police-Citizen Interaction

In the survey, a series of questions were asked on police-citizen interactions. The first question deals with how well the police know the citizens living in the neighbourhood. Across all the groups surveyed, the general pattern was that police felt they know residents either 'fairly well' or better. Only 8-10% in each of the groups felt they did not know the residents well or at all. Control group police self-reported the best relations; with 35% indicated they know residents 'very well'. In the areas where the CP program has been operating there has actually been a decrease in the proportions of police who felt they know citizens 'very well' or 'well'.

Table 50: How well do you know the citizens living in in your area of work?

Knowledge	Baseline (Treatment) survey	18 months follow-up (Treatment) survey	18 months follow-up (Control) survey
Very well	24% (n=95)	15% (n=48)	35% (n=32)
Well	46% (n=181)	34% (n=111)	26% (n=24)
Fairly well	21% (n=83)	37% (n=123)	25% (n=23)
Not well	4% (n=16)	4% (n=14)	10% (n=9)
Not at all	4% (n=14)	3% (n=10)	0% (n=0)

*In the 18 months follow-up survey, 7% (n=23) respondents from treatment group did not respond to any of the option. 4% (n=4) respondents from treatment group did not respond to any of the options.

Respondents were asked to report on frequency of conducting door-to-door visits. A larger proportion of baseline respondents conducted door-to-door visits 'frequently' than the other groups (44% compared with 25-27%). 19% fewer respondents in the follow-up survey treatment groups conducted door-to-door visits 'frequently' as compared with baseline. 17% fewer respondents in the control group conducted door-to-door visits 'frequently' as compared with baseline. Interestingly, more than a third of those working in the control police stations said they never conducted door-to-door visits that were 20% more than those in the treatment group in 18 month follow-up. In areas where the CP program is operating, there has been a positive shift in those who sometimes undertake these visits, suggesting the CP program has had an impact in this area (see Table 51).

Table 51: How often do you conduct door-to-door visits?

Frequency	Baseline (Treatment) survey	18 months follow-up (Treatment) survey	18 months follow-up (Control) survey
Never	16% (n=66)	15% (n=52)	35% (n=33)
Sometimes	35% (n=139)	46% (n=155)	23% (n=22)
Frequently	44% (n=174)	25% (n=83)	27% (n=25)
Very frequently	3% (n=13)	3% (n=13)	8% (n=8)
Don't know	0% (n=0)	8% (n=28)	4% (n=4)

^The sample for the baseline (treatment) survey is 392. For the 18 months follow-up survey, the sample size for the treatment group is 329 and the control group is 92

The majority of the respondents (53%) from the follow-up treatment group thought citizens reacted positively to the door-to-door visits. 18% fewer respondents in the control group and 36% fewer respondents in the baseline treatment group thought citizens had positive reactions to these visits. These are relatively large differences, showing positive reactions in areas where the CP program has been running. Only two percent of the treatment group in the follow-up survey thought that the citizens did not appreciate these visits. This is a significant drop from the baseline treatment group where 44% of respondents thought that citizens reacted negatively to such police visits (see Table 52). From the program perspective, this is indeed a positive finding since the CP program aims at improving relations between police and citizens through face-to-face communications (for e.g., door-to-door visits, where the ASM accompanies the beat constables in these visits).

Table 52: Citizens reaction to these visits

Responses	Baseline (Treatment) survey	18 months follow-up (Treatment) survey	18 months follow-up (Control) survey
Positively	17% (n=66)	53% (n=174)	35% (n=32)
Neutrally	35% (n=139)	19% (n=62)	13% (n=12)
Negatively	44% (n=174)	2% (n=5)	4% (n=4)
It depends	3% (n=13)	4% (n=14)	7% (n=6)
Don't know	0% (n=0)	4% (n=12)	35% (n=38)

In order to study police-citizen interactions, police were asked to discuss their age based interactions with male and female citizens. In terms of interactions with female citizens, in both treatment group and control group, the majority of police interacted with adults (36-65 years old). However, this proportion was much larger in the control group (52%) compared with the treatment group (33%). In the latter, many police did not respond though it is unclear why (see Table 53). We did not ask this question in the baseline study specific only to women.

Table 53: Typically, which females in your beat do you engage the most?

Age Group (Female)	18 months follow-up (Treatment) survey	18 months follow-up (Control) survey
Children (up to age 10)	0% (n=0)	0% (n=0)
Teenagers (11-19 years)	1% (n=2)	2% (n=2)
Young adults (20-35 years)	12% (n=39)	4% (n=4)
Adults (36-65 years)	33% (n=107)	52% (n=48)
Senior citizens	28% (n=91)	33% (n=30)
Blank	27% (n=90)	9% (n=8)

▲ For the 18 months follow-up survey, the sample size for the treatment group is 329 and the control group is 92

When we looked at age based interaction with male citizens, most respondents indicated they interacted most with young adults and adults. The majority of police (54%) in the treatment group said they interacted most with young adults and adults and this was similar in the control group where 70% of respondents said they interacted with young adults and adults. The proportion of respondents who failed to identify a single age category was larger for the treatment group (28%) than the control group (7%) (see Table 54).

Table 54: Typically, which males in your beat do you engage the most?

Age Group (Male)	18 months follow-up (Treatment) survey	18 months follow-up (Control) survey
Children (up to age 10)	0% (n=0)	0% (n=0)
Teenagers (11-19 years)	1% (n=3)	1% (n=4)
Young adults (20-35 years)	27% (n=88)	38% (n=35)
Adults (36-65 years)	27% (n=88)	32% (n=29)
Senior citizens	17% (n=57)	20% (n=18)
Blank	28% (n=91)	7% (n=6)

▲ For the 18 months follow-up survey, the sample size for the treatment group is 329 and the control group is 92

When asked about interactions with citizens (regardless of age and gender), similar trends were noticeable in the treatment and control groups. Respondents in both groups said they interacted most with male citizens (adults, young adults and senior). Again, the number of respondents who failed to identify specific age/gender category was bigger for the treatment group (27%) than the control group (9%) (see Table 55). Perhaps the treatment group felt less able to select one particular age group.

Table 55: Overall, which people (regardless of age and gender) do you interact with the most?

Age Group	18 months follow-up (Treatment) survey	18 months follow-up (Control) survey
Male Children (up to age 10)	0% (n=0)	0% (n=0)
Female Children (up to age 10)	0% (n=0)	0% (n=0)
Male Teenagers (11-19 years)	2% (n=6)	2% (n=2)
Female Teenagers (11-19 years)	<1% (n=0)	1% (n=1)
Male Young adults (20-35 years)	22% (n=74)	29% (n=27)
Female Young adults (20-35 years)	2% (n=8)	1% (n=1)
Male Adults (36-65 years)	27% (n=87)	30% (n=28)
Female Adults (36-65 years)	3% (n=9)	3% (n=3)
Male Senior citizens	15% (n=50)	18% (n=17)
Female Senior citizens	1% (n=4)	4% (n=4)
Blank	27% (n=89)	9% (n=9)

^ For the 18 months follow-up survey, the sample size for the treatment group is 329 and the control group is 92

When the police were asked about citizen support when investigating a case, responses were similar between the baseline (treatment) group and the 18 months follow-up (treatment) groups. Respondents from both the groups felt that they received support from the citizens (ranging between very frequently to sometimes). In the 18 months follow-up survey, seven percent more respondents than at baseline, thought that they frequently received support from the citizen, and three percent less respondents from the baseline treatment group thought that sometimes received citizen support when investigating a case. This was in contrast to the 18 months follow-up survey control group, where the majority of the police felt that they never received support from the citizens (see Table 56).

Table 56: Citizen Support for Police when Investigating a Case

Frequency	Baseline (Treatment) survey	18 months follow-up (Treatment) survey	18 months follow-up (Control) survey
Very frequently	11% (n=42)	5% (n=16)	1% (n=16)
Frequently	32% (n=124)	39% (n=129)	8% (n=7)
Sometimes	38% (n=148)	41% (n=134)	30%(n=28)
Never	10% (n=40)	5% (n=16)	53% (n=49)
Don't know	1% (n=3)	10% (n=36)	7% (n=7)

*The baseline survey had the option, "no answer" that was not there for the 18 months follow-up surveys. In the baseline there were 34 respondents who opted for "no answer/blank."

^The sample for the baseline survey was 392. The samples for the 18 months follow-up survey (treatment) group are 329 and (control) group is 92.

In the 18 months follow-up survey, we asked the police about the frequency of reporting various crimes. Most respondents from the treatment and control groups thought that citizens reported crimes only sometimes. There were variations between the two groups on what police thought were crimes that get reported (see Tables 57 and 58). For instance, a higher proportion of police in the treatment group (19%) than the control group (3%) thought that citizens very frequently reported theft. More respondents from the control group thought that citizens very frequently reported drunkenness, compared to the treatment group. In case of respondents who thought that certain crimes were reported frequently. Proportionally more respondents from the control group than the treatment group felt that the different crime categories (with the exception of eve-teasing, physical assault, hooliganism, missing children and illegal drugs) were reported frequently by citizens. This question was not asked in the baseline survey.



Table 57: Frequency of Crime Reporting -Police Treatment (18 months follow-up survey)

Unlawful Activities	Very frequently	Frequently	Sometimes	Never
Chain snatching	8% (n=27)	22% (n=74)	49% (n=164)	7% (n=25)
Pick-pocketing	6% (n=23)	24% (n=80)	28% (n=94)	20% (n=69)
Theft	19% (n=64)	33% (n=111)	33% (n=111)	3% (n=11)
Land grabbing	1% (n=4)	8% (n=27)	38% (n=126)	36% (n=121)
Rape	<1% (n=1)	4% (n=16)	47% (n=157)	32% (n=108)
Eve-teasing	1% (n=4)	14% (n=49)	51% (n=170)	18% (n=60)
Domestic Violence	10% (n=35)	28% (n=95)	41% (n=138)	8% (n=27)
Physical assault	13% (n=46)	36% (n=122)	32% (n=107)	6% (n=23)
Negligent driving	8% (n=29)	27% (n=92)	32% (n=106)	16% (n=56)
Drunkenness	1% (n=4)	17% (n=59)	36% (n=121)	29% (n=99)
Hooliganism	1% (n=1)	14% (n=13)	27% (n=25)	42% (n=39)
Missing children	2% (n=8)	20% (n=69)	42% (n=142)	18% (n=61)
Human trafficking	<1% (n=1)	<1% (n=3)	17% (n=59)	60% (n=200)
Money laundering	<1% (n=2)	1% (n=6)	17% (n=57)	58% (n=192)
Illicit liquor	<1% (n=1)	<1% (n=3)	8% (n=28)	69% (n=229)
Illegal drugs	<1% (n=1)	6% (n=21)	25% (n=86)	44% (n=148)

Table 58: Frequency of Crime Reporting -Police Control (18 months follow-up survey)

Unlawful Activities	Very frequently	Frequently	Sometimes	Never
Chain snatching	3% (n=3)	39% (n=36)	55% (n=51)	2% (n=2)
Pick-pocketing	4% (n=4)	29% (n=27)	39% (n=36)	20% (n=19)
Theft	3% (n=3)	44% (n=41)	46% (n=43)	2% (n=2)
Land grabbing	3% (n=3)	16% (n=15)	38% (n=35)	30% (n=28)
Rape	1% (n=1)	8% (n=8)	64% (n=59)	16% (n=15)
Eve-teasing	3% (n=3)	15% (n=14)	47% (n=44)	23% (n=22)
Domestic Violence	8% (n=8)	34% (n=32)	44% (n=41)	4% (n=4)
Physical assault	13% (n=12)	35% (n=33)	38% (n=35)	4% (n=4)
Negligent driving	7% (n=7)	25% (n=23)	38% (n=35)	17% (n=16)
Drunkenness	16% (n=15)	43% (n=40)	30% (n=28)	5% (n=5)
Hooliganism	1% (n=1)	14% (n=13)	27% (n=25)	42% (n=39)
Missing children	4% (n=4)	23% (n=22)	40% (n=37)	19% (n=18)
Human trafficking	1% (n=1)	14% (n=13)	64% (n=59)	19% (n=18)
Money laundering	2% (n=2)	7% (n=7)	28% (n=26)	42% (n=39)
Illicit liquor	2% (n=2)	77% (n=71)	1% (n=1)	19% (n=18)
Illegal drugs	0% (n=0)	2% (n=2)	26% (n=24)	51% (n=47)

When the police were asked about who would report these crimes to the police, in the case of most crimes and in both the treatment and control groups at 18 months follow-up, most respondents thought it was the victim (see Tables 59 and 60). In both groups, the crime of rape was felt most likely to be reported by a person related to the victim. In the control group, police felt hooliganism was more likely to be reported by a person related to the victim though it is not quite clear why. Quite expectedly, the majority of the police thought that missing children were reported by person related to the victims. Though some police indicated the victim themselves reporting the crime in such cases, it is possible to assume parents/guardians being considered victims also as well as cases being reported after being resolves. For almost all types of crimes, a proportion of police choose not to respond. The baseline survey did not have a similar question.

Table 59: 18 months follow-up survey: Police Treatment-Who Reports the Crime?

Unlawful Activities	Victim	Person related to the victim	Someone else	Don't know	Blank
Chain snatching	83% (n=277)	3% (n=9)	1% (n=2)	0% (n=0)	12% (n=41)
Pick-pocketing	75% (n=247)	1% (n=2)	<1% (n=1)	<1% (n=1)	24% (n=78)
Theft	79% (n=261)	7% (n=23)	1% (n=2)	0% (n=0)	13% (n=43)
Land grabbing	50% (n=164)	11% (n=35)	1% (n=4)	3% (n=9)	35% (n=116)
Rape	26% (n=86)	42% (n=138)	1% (n=3)	<1% (n=2)	31% (n=101)
Eve-teasing	54% (n=179)	19% (n=61)	2% (n=7)	<1% (n=1)	25% (n=81)
Domestic Violence	61% (n=201)	17% (n=55)	<1% (n=1)	0% (n=0)	22% (n=72)
Physical assault	71% (n=232)	6% (n=20)	3% (n=9)	0% (n=0)	21% (n=68)
Negligent driving	36% (n=119)	5% (n=16)	20% (n=66)	2% (n=7)	36% (n=20)
Drunkenness	44% (n=144)	16% (n=53)	13% (n=42)	0% (n=0)	27% (n=90)
Hooliganism	44% (n=145)	7% (n=25)	15% (n=52)	<1% (n=2)	32% (n=105)
Missing children	15% (n=48)	57% (n=189)	2% (n=5)	0% (n=0)	26% (n=87)
Human trafficking	9% (n=29)	17% (n=56)	9% (n=30)	3% (n=9)	62% (n=204)
Money laundering	24% (n=78)	2% (n=7)	9% (n=33)	1% (n=6)	61% (n=202)
Illicit liquor	13% (n=42)	2% (n=5)	14% (n=46)	3% (n=10)	68% (n=224)
Illegal drugs	19% (n=64)	5% (n=17)	20% (n=65)	1% (n=5)	53% (n=176)

Table 60: 18 months follow-up survey: Police Control-Who Reports the Crime?

Unlawful Activities	Victim	Person related to the victim	Someone else	Don't know	Blank
Chain snatching	90% (n=83)	3% (n=3)	1% (n=1)	0% (n=0)	5% (n=5)
Pick-pocketing	72% (n=66)	1% (n=1)	1% (n=1)	1% (n=1)	25% (n=23)
Theft	67% (n=62)	22% (n=20)	1% (n=1)	0% (n=0)	10% (n=9)
Land grabbing	50% (n=46)	5% (n=5)	2% (n=2)	4% (n=4)	38% (n=35)
Rape	20% (n=18)	53% (n=49)	1% (n=1)	1% (n=1)	25% (n=23)
Eve-teasing	42% (n=39)	19% (n=18)	3% (n=3)	2% (n=2)	33% (n=30)
Domestic Violence	70% (n=64)	16% (n=15)	1% (n=1)	0% (n=0)	13% (n=12)
Physical assault	64% (n=59)	5% (n=5)	14% (n=13)	1% (n=1)	15% (n=14)
Negligent driving	30% (n=28)	2% (n=2)	36% (n=33)	3% (n=3)	28% (n=26)
Drunkenness	46% (n=42)	3% (n=4)	36% (n=33)	1% (n=1)	14% (n=13)
Hooliganism	3% (n=3)	65% (n=60)	0% (n=0)	3% (n=3)	28% (n=26)
Missing children	3% (n=3)	5% (n=5)	8% (n=7)	10% (n=9)	74% (n=68)
Human trafficking	29% (n=27)	3% (n=3)	0% (n=0)	5% (n=5)	62% (n=57)
Money laundering	2% (n=2)	2% (n=2)	0% (n=0)	12% (n=11)	84% (n=77)
Illicit liquor	1% (n=1)	3% (n=3)	18% (n=17)	9% (n=8)	68% (n=63)
Illegal drugs	0% (n=0)	0% (n=0)	1% (n=1)	0% (n=0)	99% (n=91)

The police were asked if they felt citizens face any impediments in crime reporting. Seventeen percent more respondents from the 18 months follow-up (treatment) group, as compared with the baseline, thought that there were no impediments in crime reporting. The treatment group at 18 months was similar in perception to the control group at the same time juncture, suggesting some caution in attributing this change to the CP program directly (see Table 61).

Table 61: Impediments in Crime Reporting

Responses	Baseline (Treatment)	18 months follow-up (Treatment) survey	18 months follow-up (Control) survey
Yes	29% (n=114)	5% (n=15)	5% (n=5)
It depends	N/A	4% (n=12)	1% (n=1)
No	70% (n=276)	87% (n=289)	87% (n=82)
Don't know	1% (n=2)	1% (n=4)	1% (n=4)

^ The sample for the baseline (treatment) survey is 392. For the 18 months follow-up survey, the sample size for the treatment group is 329 and the sample size for the control group is 92.

* Blank responses were not added to the table. For the 18 months follow-up survey, 3% respondents from the treatment group and 5% respondents from the control group did not respond to the question.

By respective police stations, 34% of police in the baseline study from Jnanabharathi thought there were impediments in crime reporting but this has reduced to 0% 18 months later. There was also a sharp decline (from 43 % to 2%) in the proportion of respondents from Yelahanka station who thought that citizens face impediments in reporting crimes to police between the two surveys. Similarly, in Rajagopal Nagar this percentage has decreased from 45% to 3% (see Table 62).

Though the control stations do show a small percentage of those feeling there are impediments in crime reporting, these decreases highlighted above are notable. From the perspective of the CP program this is a significant achievement since the program aims to improve the relations between citizens and police. As proportionally more respondents in the treatment group started feeling that citizens faced no major impediments in reporting crimes to the police, there is the indication of improvements in relations between police and citizens (as reported by the police).



Table 62: Impediments in Crime Reporting by respective police stations

Responses	Yes	It depends	No
Baseline survey: Police Stations (Treatment Group)*			
Jnanabharathi	34% (n=19)	N/A	66% (n=37)
Banasawadi	9% (n=5)	N/A	89% (n=50)
Yelahanka	43% (n=24)	N/A	57% (n=32)
JP Nagar	27% (n=15)	N/A	73% (n=41)
Ashok Nagar	11% (n=6)	N/A	89% (n=50)
Madiwala	4% (n=2)	N/A	73% (n=53)
Rajagopal Nagar	45% (n=25)	N/A	55% (n=31)
18 months follow-up survey: Police Stations (Treatment Group)			
Jnanabharathi	0% (n=0)	0% (n=0)	69% (n=11)
Banasawadi	5% (n=3)	0% (n=0)	95% (n=56)
Yelahanka	2% (n=1)	2% (n=1)	92% (n=48)
JP Nagar	11% (n=55)	11% (n=55)	77% (n=36)
Ashok Nagar	3% (n=2)	5% (n=3)	56% (n=92)
Madiwala	5% (n=3)	5% (n=3)	86% (n=51)
Rajagopal Nagar	3% (n=1)	0% (n=0)	83% (n=29)
18 months follow-up survey: Police Stations (Control Group)			
Hanumanth Nagar	10% (n=4)	2% (n=1)	83% (n=35)
Ramamurthy Nagar	2% (n=1)	0% (n=0)	94% (n=47)

*It depends was not one of the options in the baseline survey. We also did not include blank/don't know responses since there were very few responses.

When the police were asked about interactions between police and resident associations, 63% of police in the baseline treatment group reported having interacted with resident associations. In the 18 months follow-up survey, 29 percent fewer respondents in the treatment group and 22 percent fewer respondents in the control group mention interacting with resident associations (see Table 63). From the CP program perspective, the decline in police interactions with resident associations can potentially be attributed to increases in the formal/informal beat awareness programs; where police participate in beat awareness programs with the ASMs and possibly ASMs fulfil this role. However, more research would need to be undertaken to confirm this.

Table 63: Interaction between Police and Resident Associations

Responses	Baseline (Treatment) survey	18 months follow-up (Treatment) survey	18 months follow-up (Control) survey
Yes	63% (n=248)	34% (n=112)	41% (n=38)
No	32% (n=124)	48% (n=158)	52% (n=48)
Other*	5% (n=18)	17% (n=59)	6% (n=6)

*The "other" category includes "don't know" and blank responses

^The sample for the baseline survey was 392. The samples for the 18 months follow-up survey (treatment) group are 329 and (control) group is 92.

3.1.4 Familiarity with Bengaluru's community policing program:

When the baseline survey was conducted for the seven police stations, respondents were asked about community-policing programs in their area/past areas of work. Overall, 32% of respondents from the baseline study thought they knew of a community-policing program (not the specific CP program in question since for the avoidance of doubt, this survey was undertaken before the CP program in question was launched). The majority of the police (57%) had no knowledge of any CP program. By individual police stations, Ashok Nagar (89%) have the largest group of respondents who knew of some community policing program, followed by those from Yelahanka (75%) police station. In contrast, only 13% respondents from Banasawadi police station had any knowledge of such community-policing programs (see Table 64). It could possibly be assumed these police may well have interpreted the 'don't know' response as not knowing of any such program (and would therefore belong in the 'no' answer option).

Table 64: Knowledge of the Community Policing Program: Police Treatment for Baseline Survey)

Station	Yes	No	No Answer
Jnanabharathi	32% (n=18)	68% (n=38)	0% (n=0)
Banasawadi	13% (n=7)	84% (n=47)	4% (n=2)
Yelahanka	75% (n=42)	25% (n=14)	0% (n=0)
JP Nagar	27% (n=15)	74% (n=41)	0% (n=0)
Ashok Nagar	89% (n=50)	11% (n=6)	0% (n=0)
Madiwala	30% (n=17)	70% (n=39)	0% (n=0)
Rajagopal Nagar	36% (n=20)	64% (n=36)	0% (n=0)
Total	32% (n=125)	67% (n=265)	1% (n=2)

In the follow-up survey for the control group police stations, majority of the police from the control group did not know of such a program. By individual police stations, 55% respondents in Ram Murthy Nagar have knowledge of such community-policing programs (see Table 65). This is in contrast to the police in Hanumanth Nagar, where 84% police did not know of such community policing programs.

Table 65: Knowledge of Community Policing Program: Police Control for 18 months follow-up survey

Station	Yes	No*
Ram Murthy Nagar	55% (n=23)	45% (n=19)
Hanumanth Nagar	16% (n=8)	84% (n=42)
Total	34% (n=31)	66% (n=61)

* The blank responses were added to the "no" responses.

In the seven police stations that are part of the CP program, most respondents were familiar with the program in question. There were just eight respondents who did not know of the CP program.

Table 66: Knowledge of the Community Policing Program: Police Treatment for 18 months follow-up survey

Station	Yes	No
Jnanabharathi	81% (n=13)	16% (n=3)
Banasawadi	98% (n=58)	2% (n=1)
Yelahanka	98% (n=51)	2% (n=1)
JP Nagar	100% (n=47)	0% (n=0)
Ashok Nagar	97% (n=59)	3% (n=2)
Madiwala	100% (n=59)	0% (n=0)
Rajagopal Nagar	97% (n=34)	3% (n=1)
Total	98% (n=321)	2% (n=8)

The respondents with knowledge of the CP program in question were asked a series of questions relating to the program. Overall, the majority of respondents (67%) thought that the citizens in the beat-area have a positive view of program. Only two respondents felt that the citizens in their beat-area did not like the program. 16% of the respondents felt that citizens had no definite view of the program. By police station, two of the largest groups of respondents who held a positive view of the program were those from Banasawadi and Madiwala where 84% and 76% of police respectively felt that the citizens have a positive view of the CP program (see Table 67).



Table 67: General overall response of citizens to the program

Police Stations	Positive	Neutral	Negative	Don't know	Blank
Jnanabharathi	7% (n=1)	20% (n=3)	0% (n=0)	0% (n=0)	73% (n=11)
Banasawadi	84% (n=48)	7% (n=4)	0% (n=0)	2% (n=1)	2% (n=4)
Yelahanka	69% (n=35)	22% (n=11)	0% (n=0)	0% (n=0)	10% (n=5)
JP Nagar	72% (n=33)	10% (n=10)	2% (n=1)	4% (n=2)	0% (n=0)
Ashok Nagar	68% (n=41)	13% (n=8)	2% (n=1)	8% (n=5)	8% (n=5)
Madiwala	76% (n=44)	17% (n=10)	0% (n=0)	5% (n=3)	2% (n=1)
Rajagopal Nagar	56% (n=19)	15% (n=5)	0% (n=0)	6% (n=2)	24% (n=8)
Total	67% (n=221)	16% (n=51)	1% (n=2)	4% (n=13)	11% (n=34)

^The sample size for this question was 321 as 8 out of the 329 treatment police had not heard of the CP program

Overall, the majority of respondents thought that they knew the local ASMs, ranging from 'very well' to 'fairly well'. When analysing by individual police stations, Ashok Nagar police had the largest proportion of respondents who knew their local ASMs 'very well' (20%). Interestingly, Ashok Nagar also topped proportion of respondents who felt they did not know the local ASMs (15%) (see Table 68).

Table 68: Knowledge of the local ASMs

Police Stations	Very well	Well	Fairly well	Not well	Not at all	Blank
Jnanabharathi	0% (n=0)	13% (n=2)	7% (n=1)	0% (n=0)	7% (n=1)	73% (n=11)
Banasawadi	7% (n=4)	44% (n=25)	35% (n=20)	5% (n=3)	2% (n=1)	10% (n=4)
Yelahanka	12% (n=6)	55% (n=28)	20% (n=10)	0% (n=0)	4% (n=2)	10% (n=5)
JP Nagar	11% (n=5)	50% (n=23)	24% (n=11)	0% (n=0)	0% (n=0)	15% (n=7)
Ashok Nagar	20% (n=12)	28% (n=17)	23% (n=14)	5% (n=3)	15% (n=9)	8% (n=5)
Madiwala	17% (n=10)	36% (n=21)	28% (n=16)	2% (n=1)	5% (n=3)	12% (n=7)
Rajagopal Nagar	6% (n=2)	18% (n=6)	47% (n=16)	15% (n=5)	3% (n=1)	12% (n=4)
Total	12% (n=39)	38% (n=122)	27% (n=88)	4% (n=12)	5% (n=17)	13% (n=43)

^The sample size for this question was 321 as 8 out of the 329 treatment police had not heard of the CP program

When the police were asked about frequency of door-to-door visits with ASMs, 29% mentioned conducting door-to-door visits with the local ASMs less than once every 3 months. 21% respondents thought they did so once in every two months. Only 1 respondent conducted door-to-door visits three times a week. When the analysis was conducted at station level, 68% respondents from Ashok Nagar conducted door-to-door visits less than once every three months. Yelahanka respondents (39%) mention conducting door-to-door visits once every two months. Rajagopal Nagar respondents too indicated that they conducted door-to-door visits with local ASMs, once every two months (see Table 69).

Table 69: How often do you conduct door-to-door visits with an ASM?

Police Stations	5 or more times per week	2 to 4 times a week	Once a week	2 to 3 times a month	Once a month	Less than once a month	Never
Jnana Bharathi	0% (n=0)	0% (n=0)	0% (n=0)	8% (n=1)	0% (n=0)	8% (n=1)	8% (n=1)
Banasawadi	0% (n=0)	2% (n=1)	12% (n=7)	14% (n=8)	29% (n=17)	17% (n=10)	16% (n=9)
Yelahanka	0% (n=0)	8% (n=4)	10% (n=5)	12% (n=6)	39% (n=20)	4% (n=2)	16% (n=8)
JP Nagar	0% (n=0)	6% (n=3)	13% (n=6)	23% (n=11)	19% (n=9)	9% (n=4)	11% (n=5)
Ashok Nagar	0% (n=0)	0% (n=0)	2% (n=1)	10% (n=6)	5% (n=3)	0% (n=0)	68% (n=40)
Madiwala	2% (n=1)	2% (n=1)	3% (n=2)	17% (n=10)	12% (n=7)	10% (n=6)	37% (n=22)
Rajagopal Nagar	0% (n=0)	0% (n=0)	3% (n=1)	9% (n=3)	38% (n=13)	0% (n=0)	24% (n=8)
Total	0% (n=0)	3% (n=9)	7% (n=22)	14% (n=45)	21% (n=69)	7% (n=23)	29% (n=93)

*There were 59 blank responses

^The sample size for this question was 321 as 8 out of the 329 treatment police had not heard of the CP program

When the police were asked about citizen reactions to door-to-door visits, most respondents (86%) thought that the citizens reacted positively to these visits and none of the police thought citizens harbored a negative view of these visits. There were 152 respondents who were not asked about citizen's reactions to door-to-door visits since they themselves never took part in these visits along with the ASMs (see Table 70).

Table 70: Citizens' reaction to door-to-door visits by police

Police Stations	Positive	Neutral	Negative
Jnanabharathi	50% (n=1)	50% (n=1)	0% (n=0)
Banasawadi	100% (n=43)	0% (n=0)	0% (n=0)
Yelahanka	86% (n=32)	14% (n=5)	0% (n=0)
JP Nagar	67% (n=22)	33% (n=11)	0% (n=0)
Ashok Nagar	70% (n=7)	30% (n=3)	0% (n=0)
Madiwala	78% (n=21)	22% (n=6)	0% (n=0)
Rajagopal Nagar	94% (n=16)	4% (n=1)	0% (n=0)
Total	86% (n=145)	14% (n=30)	0% (n=0)

^The sample size for the treatment group was 169

In the CP program informal beat-level meetings are held in public spaces, where citizens discuss minor issues or complaints related to security with police, Janaagraha field associates and beat-level police. When the police were asked about the frequency of informal beat-level meetings, 30% of police thought that they held these meetings twice/thrice every month. This was followed by 19% of police who thought that such meetings were held once every two weeks (see Table 71). The station-level analysis shows that the majority of police (52%) in Banasawadi thought that these meetings were held twice/thrice a month. This was followed by Yelahanka police stations, where 38% respondents thought that these informal beat-level meetings were twice/thrice a month. However, 22% respondents from Ashok Nagar thought that these meetings were held less than once every three months.

Table 71: Frequency of informal beat-level meetings according to police

Frequency of meetings	18 months follow-up survey: Police Treatment
Less than once every three months	9% (n=29)
Once every three months	2% (n=7)
Once every two months	4% (n=13)
Once a month	5% (n=16)
2 to 3 times a month	30% (n=95)
Once every two weeks	19% (n=62)
Once a week	2% (n=5)
2 times a week	6% (n=20)
3 times a week	4% (n=13)
4 to 5 times a week	1% (n=2)
More than 5 times a week	<1% (n=1)
Blank response	17% (n=56)

^The sample size for this question was 321 as 8 out of the 329 treatment police had not heard of the CP program

Overall, as high as 91% of the police thought that the informal-beat meetings were useful and 1 respondent thought the meetings was not useful (see Table 72). However, the question was not asked to 56 respondents who have never attended the meetings.

Table 72: Do you think informal-beat meetings are useful?

Responses	18 months follow-up survey: Police Treatment
Yes	91% (n=242)
It depends	4% (n=10)
No	<1% (n=1)
Don't know	3% (n=7)

There were 5 blank responses.

▲The sample size for the treatment group was 265

When the police were asked about the efficacy of these meetings, 90% of respondents thought that informal beat-level meetings provided useful information. While 83% of police felt that the police and residents get to know one another, 79% of police felt that these meetings help with security issues affecting the beats. Seven respondents thought that these meetings were also useful for “other” reasons such as raising awareness about crimes, beat security information, and handing out contact details of police (see Table 73).

Table 73: Why are the meetings useful?

	18 months follow-up survey: Police Treatment
They provide useful information	90% (n=227)
They help with security issues affecting my beat	79% (n=201)
I get to know local ASM	62% (n=156)
Police and residents get to know one another	83% (n=209)
Other	3% (n=7)

* Respondents could select as many options as they thought were applicable.

▲ The sample size for the treatment group was 252

Police (92%) felt that the complaints received from the citizens in the informal beat-level meetings were re-coded in the beat diary. 4% of respondents thought that citizens’ complaints were recorded in a meeting file, other diary, public written slips and complaint books (see Table 74).

Table 74: How do police record citizens' complaints?

	18 months follow-up survey: Police Treatment
In a beat diary	92% (n=232)
Other	5% (n=12)
The meetings are not recorded	<1% (n=2)
Don't know	3% (n=7)
Other	3% (n=7)

* There were 68 blank responses.

^ The sample size for the treatment group was 252

As part of the CP program, police and the ASMs organise beat-level awareness programs that educate members of the public on safety and security issues. These meetings are different from the informal beat-level meetings and Jana Suraksha Samiti meetings. In these events, experts educate the public on safety and security in government offices, banks and other private venues. In the 18 months follow-up survey, respondents with knowledge of the CP program were asked about the frequency of beat-level awareness programs. 37% of respondents thought that the beat-level awareness programs were organized once a month. 22% of respondents mention organizing these events 2 to 3 times a month (see Table 75). When conducting station-level analysis, Rajagopal Nagar (62%) had the largest proportion of respondents who indicated beat-level awareness programs were organized once a month. This was followed by police from Ashok Nagar (47%) who noted that such programs were organized once a month. The respondents from JP Nagar (43%) and Ashok Nagar (34%) said that the beat-level awareness meetings were organized by the police and the ASMs two to three times a month.

Table 75: Frequency of beat-level awareness meetings

Frequency of meetings	18 months follow-up survey: Police Treatment
More than 3 times a month	2% (n=6)
2 to 3 times a month	22% (n=71)
Once a month	37% (n=123)
Once every 2 months	8% (n=25)
Once every 3 months	7% (n=22)
Less than once every 3 months	2% (n=5)
Never	6% (n=21)

*There were 48 blank responses.

^The sample size for this question was 321 as 8 out of the 329 treatment police had not heard of the CP program

The beat-level awareness programs can be organized in schools/universities and host experts who educate the public on safety and security/ 40% of police indicated that these programs are held in schools/universities about once a month while 19% of respondents thought that the beat-level awareness programs were organized there twice/thrice a month (see Table 76). Incidentally, respondents felt that the general frequency of hosting these beat-level awareness programs was similar to the frequency of hosting these programs in schools and universities.

Table 76: Frequency of beat-level awareness programs in schools/universities

Frequency of meetings	18 months follow-up survey: Police Treatment
More than 3 times a month	1% (n=3)
2 to 3 times a month	19% (n=62)
Once a month	40% (n=130)
Once every 2 months	7% (n=23)
Once every 3 months	5% (n=17)
Less than once every 3 months	1% (n=2)
Never	5% (n=16)

*There were 68 blank responses.

^The sample size for this question was 321 as 8 out of the 329 treatment police had not heard of the CP program

The beat-level awareness programs are also held in work places. 38% of police suggested that the beat-level awareness programs are organized in work places, once a month. 22% of respondents indicated that the beat-level awareness programs in work places were organized twice/thrice a month (see Table 77). Again, these are similar trends to the overall frequency of such meetings. Though this suggests some mis-reporting (as if the frequency of meetings is once a month overall, they cannot be held in both work places and schools/universities once a month), it appears the two venues are equally popular as venues.

Table 77: How often do you organize beat-level awareness programs in work places (government offices, banks, other private venues etc.)?

Frequency of meetings	18 months follow-up survey: Police Treatment
More than 3 times a month	2% (n=6)
2 to 3 times a month	22% (n=71)
Once a month	38% (n=123)
Once every 2 months	8% (n=25)
Once every 3 months	7% (n=22)
Less than once every 3 months	2% (n=5)
Never	7% (n=21)

*There were 48 blank responses

^The sample size for this question was 321 as 8 out of the 329 treatment police had not heard of the CP program

Overall, 80% of police thought that these informal-beat meetings were useful (see Table 78). When we conducted a station level analysis, of particular note was that 87% of police from JP Nagar and 86% of police from Ashok Nagar thought that these meetings were useful. However, the majority of respondents from the other five police stations too thought that the meetings were useful.

Table 78: Do you think the meetings are useful?

Responses	18 months follow-up survey: Police Treatment
Yes	80% (n=256)
It depends	1% (n=3)
No	0% (n=0)
Don't know	1% (n=3)

*There were 59 blank responses.

^The sample size for this question was 321 as 8 out of the 329 treatment police had not heard of the CP program

When the police were asked about the efficacy of these programs, 74% of respondents felt that the programs provided useful information. 65% police thought the program helped with security issues affecting the beat, and felt that the police and residents get to know one another. Seven respondents thought that these meetings were also useful for “other” reasons, including raising awareness on sexual abuse and because citizens get to know about the police and understand that they are there to help citizens (see Table 79).

Table 79: Why are the programs useful?

	18 months follow-up survey: Police Treatment
They provide useful information	74% (n=244)
They help with security issues affecting my beat	65% (n=215)
I get to know local ASM	48% (n=157)
Police and residents get to know one another	65% (n=214)
Other	3% (n=7)

* Respondents could select as many options as they thought were applicable.

^ The sample size for this question was 321 as 8 out of the 329 treatment police had not heard of the CP program

In the 18 months follow-up survey, police were asked how often ASMs approach them with an issue they wish to discuss. The distribution of responses was evenly spread. 19% of police felt that the local ASMs approached the police to discuss an issue 2 to 3 times a month. 16% of respondents' suggested that the local ASMs approached them once a week. While 14% of police indicated that the ASMs approached the police once a month, 13% of police noted that the local ASMs never approached the police (see Table 80). 21% police never provided any answer to the question on how often ASMs approached them to discuss issues. When we analyze by police station, 37% of police in Rajagopal Nagar and 29% of police from Ashok Nagar indicated that such approaches were made about 2 to 3 times a month. However, 24% respondents from Rajagopal Nagar said that they were never approached by local ASMs to discuss an issue.

Table 80: How often do ASMs approach you with an issue they wish to discuss?

Approaching the ASMs	18 months follow-up survey: Police Treatment
5 or more times a week	3% (n=10)
2 to 4 times a week	8% (n=27)
Once a week	16% (n=51)
2 to 3 times a month	19% (n=62)
Once a month	14% (n=45)
Less than once a month	5% (n=15)
Never	13% (n=42)
Blank	21% (n=69)

^ The sample size for this question was 321 as 8 out of the 329 treatment police had not heard of the CP program

As part of the CP program ASMs were expected to approach the police to discuss criminal activities. Accordingly the police were provided with list of criminal activities and asked how often they discussed these with local ASMs. Higher proportions of respondents said that crimes such as chain-snatching pick-pocketing, theft, domestic violence, physical assault, negligent driving and drunkenness were frequently discussed with local ASMs. However, the issues of rape, eve-teasing, hooliganism, missing children, human trafficking and illegal drugs were reportedly discussed with local ASMs only sometimes. With regard to illicit liquor and money laundering, most respondents thought that they never discussed it with the local ASMs (see Table 81).

Table 81: Discussing Types of Crimes with ASMs

Unlawful Activities	Very frequently	Frequently	Sometimes	Never	Blank
Chain snatching	11% (n=36)	30% (n=96)	20% (n=65)	9% (n=28)	30% (n=96)
Pick-pocketing	6% (n=23)	26% (n=88)	23% (n=77)	10% (n=34)	31% (n=100)
Theft	12% (n=40)	31% (n=100)	18% (n=57)	7% (n=24)	31% (n=100)
Land grabbing	1% (n=4)	16% (n=50)	25% (n=80)	25% (n=79)	34% (n=108)
Rape	3% (n=11)	15% (n=48)	32% (n=102)	16% (n=50)	34% (n=110)
Eve-teasing	5% (n=18)	15% (n=14)	24% (n=80)	23% (n=22)	36% (n=110)
Domestic Violence	5% (n=17)	31% (n=101)	22% (n=72)	10% (n=31)	31% (n=100)
Physical assault	7% (n=24)	34% (n=109)	17% (n=55)	11% (n=34)	31% (n=99)
Negligent driving	3% (n=9)	29% (n=92)	21% (n=68)	11% (n=36)	37% (n=118)
Drunkenness	3% (n=9)	34% (n=108)	18% (n=58)	11% (n=34)	35% (n=112)
Hooliganism	3% (n=10)	20% (n=64)	24% (n=78)	17% (n=55)	36% (n=116)
Missing children	2% (n=7)	19% (n=60)	25% (n=80)	19% (n=60)	36% (n=116)
Human trafficking	1% (n=4)	8% (n=25)	23% (n=74)	32% (n=104)	36% (n=116)
Money laundering	1% (n=3)	7% (n=21)	26% (n=82)	31% (n=101)	36% (n=116)
Illicit liquor	3% (n=9)	11% (n=34)	26% (n=83)	24% (n=78)	37% (n=119)
Illegal drugs	<1% (n=1)	1% (n=4)	1% (n=4)	1% (n=2)	97% (n=310)

Overall, the majority of the respondents (61%) felt that discussing criminal activities and security issues with the local ASMs helped to resolve the security challenges faced by the residents of the beat. Only 10% of police thought that such discussions did not help to resolve the security challenges faced by the residents (see Table 82). 12% of police did not provide any answer to the question whether discussing criminal activities with local ASMs help to resolve security challenges with residents of the beat.

Table 82: Does discussing criminal activities/security issues with the local ASMs help to resolve the security challenge with residents of the beat?

Responses	18 months follow-up survey: Police Treatment
Yes	61% (n=195)
Partly	9% (n=28)
No	10% (n=31)
It depends	1% (n=4)
Don't know	7% (n=23)
Blank	12% (n=40)

^The sample size for this question was 321 as 8 out of the 329 treatment police had not heard of the CP program

In the survey 32% of police thought that they frequently received support from the local ASMs when they needed information about a security issue. 32% of police felt that they sometimes received support from the local ASMs. 9% of police felt that they never received support from the local ASMs, when addressing a security issue (see Table 83). 15% police did not provide any answer to the question on frequency of support from the local ASMs, when police need information about a security issue.

Table 83: Frequency of support from the local ASMs when police need information about a security issue.

Frequency	18 months follow-up survey: Police Treatment
Very frequently	3% (n=10)
Frequently	32% (n=103)
Sometimes	32% (n=102)
Never	9% (n=29)
It depends	3% (n=9)
Don't know	6% (n=20)
Blank	15% (n=48)

^The sample size for this question was 321 as 8 out of the 329 treatment police had not heard of the CP program

There is a great deal of consensus among the police (67%) that the roles played by the ASMs were important in making citizens aware of safety and security precautions. Only 4% of police disagreed or strongly disagreed that ASMs had a role to play in making citizens aware of safety/security precautions (see Table 84). 13% police never answered whether the ASMs play a role in making citizens' aware of safety and security precautions. When looking at station level analysis, with the exception of Jnanbharathinagar (46%), the majority of respondents of the six stations thought that the role of ASMs is important in making citizens aware of safety and security precautions. Small proportions of respondents in JP Nagar (6%) and Ashok Nagar (7%) disagreed that the role of ASMs is important in making citizens aware of safety and security precautions.

Table 84: Do you agree that the role of ASM is important in making citizens aware of safety and security precautions?

Attitude	18 months follow-up survey: Police Treatment
Strongly disagree	2% (n=6)
Disagree	2% (n=5)
Neither agree nor disagree	6% (n=20)
Agree	67% (n=214)
Strongly agree	7% (n=22)
Don't know	4% (n=13)

* There are 41 blank responses

^ The sample size for this question was 321 as 8 out of the 329 treatment police had not heard of the CP program

The police were asked to discuss the qualities of ASMs. The police thought that the ASMs were required to be educated, compassionate, non-partisan, communicative, respectable, with no criminal background, social service oriented, confident, knowledgeable of the area, and helpful.

Overall, the majority of the police (55%) felt that the local ASMs possess these qualities identified in the previous question (see Table 85). When this question was analysed by police station, with the exception of Jnanabharthinagar (38%), the majority of respondents from all six stations thought that local ASMs of their area do possess these qualities. However, it ought to be noted that 5% of police from Ashok Nagar police station felt that their local ASMs do not possess these qualities.

Table 85: Do the ASMs in your area possess these qualities?

Responses	18 months follow-up survey: Police Treatment
Yes	55% (n=178)
Partly	6% (n=19)
No	1% (n=2)
It depends	1% (n=2)
Don't know	7% (n=23)

*There are 47 blank responses

^The sample size for this question was 321 as 8 out of the 329 treatment police had not heard of the CP program

Jana Suraksha Samithis (JSS) are committees which are part of the CP program formed to assist in bridging the relations between the ASMs and police authorities. JSS committees are entrusted with the implementation of community policing within the area of the respective police station. The Samithis are area based committees comprising of 35-40 ASMs and police personnel of the concerned police station. When police were asked to report on frequency of JSS meetings, 37% of police said that they attended these meetings once in a month, while 20% of police indicated they never attend JSS meetings (see Table 86). It is worth noting that the police personnel who attend the JSS meetings are handpicked by the Station House Officer with the help of beat constables. However, the Deputy Commissioner of Police was expected to attend the meeting half yearly and Assistant Commissioner of Police was only expected to attend the JSS meetings quarterly.

Table 86: Frequency of Jana Suraksha Samithi Meetings

Frequency	18 months follow-up survey: Police Treatment
Once a month	37% (n=120)
Once in 2 months	8% (n=25)
Once in 3 months	5% (n=16)
Less than once in 3 months	5% (n=17)
Never	20% (n=65)
Don't know	24% (n=78)

^The sample size for this question was 321 as 8 out of the 329 treatment police had not heard of the CP program

The respondents who took part in the JSS meetings were asked to explain the nature of their involvement in these meetings. 27% police noted that they frequently asked questions/made comments. One fourth of respondents' mention being heavily involved in these meetings, while 22% thought they occasionally asked questions/made comments. The two respondents who mentioned other involvement in the JSS meetings failed to provide concrete responses on what this was (see Table 87).

Table 87: Statements that best describe your involvement with Jana Suraksha Samithi Meetings

Nature of involvement	18 months follow-up survey: Police Treatment
I observe meetings but do not contribute verbally	21% (n=38)
I occasionally ask questions/make comments	22% (n=39)
I frequently ask questions/make comments	27% (n=48)
I am heavily involved in all the discussions which take place	25% (n=45)
Other	1% (n=2)

*There were 6 blank responses

^The sample size for this question was 321 as 8 out of the 329 treatment police had not heard of the CP program

Those respondents (20%) who said they never attended JSS meeting were asked why this was. They cited time constraints, not knowing when the meetings were held and lack of relevance as reasons. The others choose not to respond to the question.

Overall, the majority of police (61%) felt that the JSS meetings were useful. When asked why they thought these meetings were useful the police identified a number of reasons, including that the meetings provide general information on crime prevention in the beats, information exchange between ASMs and police, they increase citizens' trust and reduce citizen's security concerns in the beat/ Furthermore it was felt they help to decrease specific crimes (e.g., chain snatching and theft), aide coordination of beat-rounds and improve relations between police and citizens.

Table 88: Are Jana Suraksha Samithi Meetings useful?

Responses	18 months follow-up survey: Police Treatment
Yes	61% (n=197)
It depends	3% (n=9)
No	1% (n=2)
Don't know	8% (n=27)

*There are 85 blank responses

^The sample size for this question was 321 as 8 out of the 329 treatment police had not heard of the CP program

In general, the majority of police (52%) agreed that the CP program decreased citizens' security concerns in the beats. Only seven respondents felt that the CP program had no role to play in decreasing citizens' security concerns (see Table 89). 21% of police felt it depended on the situation, the selective involvement of powerful people in some situations and citizens' lack of knowledge about the CP program. When analysing these findings by police station, Madiwala (59%) and Ashok Nagar (58%) have the largest proportions of respondents thinking that the CP program had effectively decreased citizens' security concerns in the relevant beats. Only 9% of police in Rajagopal Nagar thought that CP program had decreased citizens' security concerns.

Table 89: Do you think the CP program has effectively decreased citizens' security concerns in your beat?

Responses	18 months follow-up survey: Police Treatment
Yes	61% (n=197)
It depends	3% (n=9)
No	1% (n=2)
Don't know	8% (n=27)

*There were 46 blank responses

^The sample size for this question was 321 as 8 out of the 329 treatment police had not heard of the CP program

The CP program has been in place since 2013, but when it comes to initiating joint actions by the police in cooperation with residents to solve a security issue, 40% of police said they never engaged in any such joint actions with residents. However, 22% of police said that they have initiated such joint actions (see Table 90).

When looking at station level analysis, JP Nagar (51%) and Banasawadi (47%) have the largest proportion of respondents saying that they conduct joint actions with residents to solve security issues. In comparison, in Madiwala and Ashok Nagar, 31% and 24% respectively mentioned that they have not conducted any such joint actions with the residents.

Table 90: Joint actions by the police in cooperation with residents to solve a security issue as result of the CP program.

Responses	18 months follow-up survey: Police Treatment
Yes	22% (n=72)
No	40% (n=129)
Don't know	17% (n=54)

*There were 68 blank responses

^The sample size for this question was 321 as 8 out of the 329 treatment police had not heard of the CP program

When the police were asked about the two important things that they think the CP program should address, the majority of the responses identified among their first priority things that the CP program was already performing including raising awareness about minor/major crimes, improving relations between police and citizens and raising legal awareness. The second priorities identified by the police include raising awareness against gambling, bike theft, anti-terrorism, child abuse, children's safety and overall law and order.

With regard to the first priority, close to the majority of the police (48%) thought that the CP program had successfully tackled this. 26% of police thought that the CP program had somewhat achieved the first priority and 4% police thought that the CP program had failed to achieve the first priority. In the case of the second priority, 40% of police thought that the CP program had achieved it and 31% of police thought that they had somewhat achieved it.

Following the introduction of the CP program, all of the seven police stations attempted to introduce the beat system so as to improve overall security. 71% of police, when asked to comment on the extent one would agree that the beat system improved security, agreed that this was the case. Only 4 respondents disagreed that the beat system improved security (see Table 91).

When undertaking the analysis by police station, Banasawadi (81%) had the largest proportion of respondents who thought that beat system improved security. Jnanabharathi (62%) had the lowest proportion of respondents who thought that the beat system improved security. 15% police in Raj Gopal Nagar did not agree that beat system improved security.

Table 91: To what extent do police think that the beat system has improved security?

Attitude	18 months follow-up survey: Police Treatment
Strongly disagree	0%(n=0)
Disagree	1% (n=4)
Neither agree nor disagree	4% (n=13)
Agree	71% (n=229)
Strongly agree	8% (n=26)
Don't know	5% (n=16)

*There are 33 blank responses

^The sample size for this question was 321 as 8 out of the 329 treatment police had not heard of the CP program

The survey also asked a series of attitudinal questions with regard to the success of the goals of the community policing program. The findings were mixed since police felt that the CP program was successful on number of issues and not the others (see Table 92). The majority of the police thought that the CP program helped to improve trust between the police and citizens (62%), resolve conflicts (54%), and ensure safety for women (65%), children (67%) and public areas/streets (62%). The police also thought that the CP program helped citizens to recover from trauma (38%), reduce drug and alcohol abuse (27%) and reduce domestic violence (43%). But the proportion of respondents who thought that the CP program had a positive effect on reducing drug/alcohol abuse and domestic violence was lower than that of those who thought that the CP program improved trust, resolved conflicts and ensured safety. The majority of the police (59%) also disagreed that the CP program helped to reduce fear of crime (59%). In the case of improving neighbourhood security, the majority of the respondents (67%) did not have a clear opinion on whether the CP program succeeded or failed (see Table 92).

Table 92: Effects of Community Policing

Improve Trust between police and citizens	
Responses	% of police (n)
Strongly disagree	<1% (n=1)
Disagree	<1% (n=1)
Neither agree nor disagree	10% (n=36)
Agree	62% (n=207)
Strongly agree	6% (n=23)
Don't know	6% (n=22)
Improved Neighbourhood Security	
Responses	% of police (n)
Strongly disagree	1% (n=5)
Disagree	8% (n=27)
Neither agree nor disagree	67% (n=223)
Agree	1% (n=6)
Strongly agree	9% (n=30)
Don't know	11% (n=38)
Resolve Conflicts	
Responses	% of police (n)
Strongly disagree	
Disagree	5% (n=18)
Neither agree nor disagree	12% (n=42)
Agree	54% (n=179)
Strongly agree	3% (n=13)
Don't know	11% (n=39)
Help Citizens Recover from Trauma	
Responses	% of police (n)
Strongly disagree	0% (n=0)
Disagree	13% (n=45)
Neither agree nor disagree	20% (n=68)
Agree	38% (n=126)
Strongly agree	1% (n=5)
Don't know	13% (n=44)
Lessen Fear of Crime	
Responses	% of police (n)
Strongly disagree	1% (n=6)
Disagree	59% (n=195)
Neither agree nor disagree	9% (n=30)
Agree	6% (n=22)
Strongly agree	2% (n=9)
Don't know	8% (n=29)
Improve Security in Neglected Areas	
Responses	% of police (n)
Strongly disagree	1% (n=5)
Disagree	52% (n=174)
Neither agree nor disagree	16% (n=54)
Agree	6% (n=23)
Strongly agree	<1% (n=2)
Don't know	9% (n=31)
Reduce Drug and Alcohol Abuse	
Responses	% of police (n)
Strongly disagree	<1% (n=2)
Disagree	21% (n=70)
Neither agree nor disagree	25% (n=83)
Agree	27% (n=91)
Strongly agree	2% (n=7)
Don't know	10% (n=36)
Reduce Domestic Violence	
Responses	% of police (n)
Strongly disagree	<1% (n=1)
Disagree	10% (n=35)
Neither agree nor disagree	22% (n=75)
Agree	43% (n=142)
Strongly agree	1% (n=5)
Don't know	9% (n=30)
Improve Safety for Women	
Responses	% of police (n)
Strongly disagree	<1% (n=1)
Disagree	2% (n=8)
Neither agree nor disagree	6% (n=23)
Agree	65% (n=215)
Strongly agree	6% (n=21)
Don't know	6% (n=22)
Improve Safety for Children	
Responses	% of police (n)
Strongly disagree	
Disagree	2% (n=7)
Neither agree nor disagree	6% (n=20)
Agree	67% (n=223)
Strongly agree	4% (n=14)
Don't know	7% (n=26)
Safety of Public Areas and Streets	
Responses	% of police (n)
Strongly disagree	
Disagree	4% (n=14)
Neither agree nor disagree	11% (n=38)
Agree	62% (n=204)
Strongly agree	2% (n=7)
Don't know	7% (n=24)

*Did not include the blank responses. The sample size for these questions=321.

In the survey, the majority of police (60%) felt that the CP program was successful in improving security in the beat. Only 9 members of the police force interviewed thought that the CP program had no role to play in improving security in the beat (see Table 93). When conducting analysis by police stations, Yelahanka (69%) police station had the largest number of respondents, who thought that the CP program has been successful in improving security in the beat. Only 38% of police in Jnanbharathinagar station thought that the CP program has been successful in improving beat security. However, 5% police from Banasawadi thought that the CP program did not improve beat security.

Table 93: Community Policing program and improved security in the beat

Attitude	18 months follow-up survey: Police Treatment
Strongly disagree	0% (n=0)
Disagree	3% (n=9)
Neither agree nor disagree	12% (n=39)
Agree	60% (n=199)
Strongly agree	5% (n=17)
Don't know	6% (n=21)

*There were 36 blank responses

^The sample size for this question was 321 as 8 out of the 329 treatment police had not heard of the CP program

The majority of the respondents felt that the CP program achieved the following outcomes: 54% of police felt that citizens' awareness of crime had increased. 64% of police thought that police responsiveness had increased and 59% of police felt that the CP program had assisted police in becoming more effective. With regard to decline in police apathy, the respondents were far more conflicted. 34% of police felt that the CP program had 'somewhat' lead to a decline in police apathy, 29% of police thought that the CP program had definitely contributed to a decline in police apathy and 20% of police thought that the CP program did not contribute to a decline in police apathy (see Table 94).

Table 94: Outcomes of Community Policing program

	Yes	Somewhat	No	Don't know	Blank
Crime rates have decreased	34% (n=110)	43% (n=139)	7% (n=21)	3% (n=9)	13% (n=42)
Citizens awareness of crime has increased	54% (n=174)	31% (n=98)	1% (n=3)	3% (n=10)	11% (n=36)
Police apathy has decreased	29% (n=92)	34% (n=109)	20% (n=64)	4% (n=14)	13% (n=42)
Police responsiveness has increased	64% (n=205)	19% (n=62)	2% (n=7)	3% (n=9)	12% (n=38)
It has assisted police in becoming more effective	59% (n=189)	25% (n=81)	2% (n=6)	2% (n=8)	12% (n=37)

^The sample size for this question was 321 as 8 out of the 329 treatment police had not heard of the CP program

As discussed in Chapter 1, there are different elements of the CP program including the ASMs, informal beat-level meetings, organized beat-level awareness programs, JSS meetings and patrolling. 84% of police thought that among the different elements, organized beat-level awareness programs were effective. This was followed by informal beat-level meetings which 79% of police agreed/strongly agreed were effective. Compared to all the elements of the CP program, ASMs were considered to be the least effective though it must be noted that still more than two-thirds of police (69%) agreed/strongly agreed that it is an effective element of the CP program. Overall it can be said that police thought that the different elements of the CP program were effective (see Table 95).

Table 95: To what extent police agree that the different elements of the CP program are effective

Program effectiveness	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know	Blank
Area Suraksha Mitras	17% (n=53)	60% (n=194)	8% (n=27)	1% (n=2)	2% (n=8)	12% (n=38)	0% (n=0)
Informal beat-level meetings	26% (n=82)	53% (n=172)	5% (n=15)	2% (n=7)	<1% (n=1)	2% (n=8)	12% (n=37)
Organized beat-level awareness programs	26% (n=84)	57% (n=182)	2% (n=6)	0% (n=0)	<1% (n=1)	3% (n=10)	12% (n=37)
Jana Suraksha Samithi meetings	22% (n=71)	54% (n=172)	5% (n=16)	0% (n=0)	<1% (n=1)	6% (n=19)	13% (n=42)
Beat police door-to-door patrols	22% (n=74)	51% (n=164)	6% (n=20)	2% (n=6)	0% (n=0)	4% (n=13)	14% (n=46)

^The sample size for this question was 321 as 8 out of the 329 treatment police had not heard of the CP program

When the police were asked if they felt the CP program made police aware of citizens' needs and pushed them to act according to the wishes of the citizens, the majority (60%) felt that this was the case. When analyzing the police response by individual stations, Banasawadi (72%) had the highest proportion of respondents who thought that the CP contributed to increases in police responsiveness towards the citizens. This was followed closely by the police from JP Nagar where 70% felt this was the case. Madiwala (47%) had the lowest proportion of respondents who thought that the CP program made the police more responsive towards the citizens. Only 3% of police overall thought that the CP program did not increase citizen responsiveness (see Table 96).

Table 96: Role of Community Policing in making the Police more Citizen Responsive

Police Stations	Yes	It depends	No	Don't know	Blank
Jnanabharathi	47% (n=7)	0% (n=0)	0% (n=0)	13% (n=2)	40% (n=6)
Banasawadi	72% (n=42)	7% (n=4)	3% (n=2)	5% (n=3)	12% (n=8)
Yelahanka	56% (n=28)	10% (n=5)	4% (n=2)	14% (n=7)	16% (n=8)
JP Nagar	72% (n=33)	15% (n=7)	0% (n=0)	11% (n=5)	2% (n=1)
Ashok Nagar	59% (n=35)	7% (n=4)	5% (n=3)	15% (n=9)	15% (n=9)
Madiwala	47% (n=28)	10% (n=6)	2% (n=1)	34% (n=20)	5% (n=3)
Rajagopal Nagar	62% (n=21)	0% (n=0)	3% (n=1)	18% (n=6)	12% (n=3)
Total	60% (n=194)	8% (n=26)	3% (n=9)	16% (n=52)	12% (n=38)

*There were 48 blank responses

^The sample size for this question was 321 as 8 out of the 329 treatment police had not heard of the CP program

When the police were asked how the CP program helped police to become more responsive to citizens' needs, responses ranged from frequent patrolling through to the beat system, raising crime and safety awareness, night time patrolling, greater communication with citizens, people feeling more comfortable in discussing/reporting crimes to the police, removal of fear, and, with the help of local ASMs, getting to know the citizens personally.

Finally, the police who were familiar with the CP program were asked how other police officers have responded to the program. According to the majority of the respondents (72%), the other police officers have responded positively to the program. Only 2 respondents thought that the other police officers had a negative reaction to the program. 12% of police felt that the other police officers' response to the program was neutral. 13% of the police did not provide any responses. By police stations, JP Nagar (81%) had the largest proportion of respondents who felt that the other police officers responded positively to the program (see Table 97).

Table 97: Other Police officers' response to the program

Police Stations	Positively	Neutrally	Negatively	Don't know
Jnanabharathi	38% (n=5)	31% (n=4)	0% (n=0)	0% (n=0)
Banasawadi	78% (n=45)	10% (n=6)	0% (n=0)	0% (n=0)
Yelahanka	75% (n=38)	12% (n=6)	0% (n=0)	2% (n=1)
JP Nagar	81% (n=38)	6% (n=3)	0% (n=0)	6% (n=3)
Ashok Nagar	66% (n=39)	19% (n=11)	<1% (n=1)	2% (n=1)
Madiwala	68% (n=40)	10% (n=6)	0% (n=0)	10% (n=6)
Rajagopal Nagar	74% (n=25)	3% (n=1)	<1% (n=1)	0% (n=0)
Total	72% (n=230)	12% (n=37)	1% (n=2)	3% (n=11)

*There were 41 blank responses.

^The sample size for this question was 321 as 8 out of the 329 treatment police had not heard of the CP program

Knowledge of Community-based Security:

In a community-based security program, police officers and citizens work together to address the community's security concerns. In the baseline survey, the police were asked if they had worked in an area with community-based security program, or knew of such a program. 32% of police thought that they had worked in an area with a community-based security program, while the majority (57%) said they neither knew nor worked in an area with a community-based security program. In the case of the 18 months follow-up survey, 34% of police in the control group thought that they either knew or worked/had worked as part of a community-based security program. However, 66% said that they never worked/knew of such community-based security program. This is broadly similar to the baseline survey.

In the baseline survey, before the CP program was launched in the seven stations across Bengaluru, 125 police respondents who knew/worked in an area with community-based security program, were asked to discuss their colleagues' reactions to such programs. The majority of the respondents (74%) felt that the colleagues/ other officers responded positively to the program. 14% of police felt that their colleagues/ other police officers had a negative reaction to these programs (see Table 98).

Table 98: Response towards other community-policing programs: Baseline Survey

Responses	Baseline Survey (Police Treatment)
Positively	74% (n=93)
Neutrally	14% (n=17)
Negatively	2% (n=3)
Don't know	10% (n=12)

^Sample size for baseline treatment group of Police respondents who knew about CP or a similar initiative = 125

In the 18 months follow-up survey, only 8 respondents in the treatment groups had no knowledge of CP program or community-based policing programs, and hence we did not ask them any program specific follow up questions. In the control group, police were asked about knowledge of CP program or community-based security program. A third of the respondents were aware of/worked in areas with such a program. Later those respondents who knew of police were asked a series of follow-up questions about the program was successful. The first question, was the program successful? Close to the majority (45%) thought that the program was successful and 32% of police thought that the program was partly successful. 10% of police thought that the program they were familiar with, was not successful (see Table 99).

Table 99: Success of other community-policing programs: 18 months follow-up survey (Control Group)

Police Stations	Yes	Partly	No	It depends	Don't know
Hanumanth Nagar	86% (n=12)	80% (n=8)	0% (n=0)	100% (n=2)	50% (n=1)
Ramamurthy Nagar	14% (n=2)	20% (n=2)	100% (n=3)	0% (n=0)	50% (n=1)
Total	45% (n=14)	32% (n=10)	10% (n=3)	6% (n=2)	6% (n=2)

*Did not include blank responses

^The sample size for this question (in the control group) is 31

The same group, who knew of a community-based security program, was asked about how citizens in their neighbourhoods responded to these programs. 29% more treatment group police thought that citizens responded positively to such programs. While 34% more police from the control group thought that citizens did not have very definitive opinions about such programs (see Table 100). Only few police from the treatment group thought that citizens reacted negatively to such a program.

Table 100: How did citizens respond to the program?

Police Stations	Positively	Neutrally	Negatively	Don't know
Treatment Group (Baseline)*	74% (n=93)	14% (n=17)	2% (n=3)	10%(n=12)
Control Group (18 months follow-up)^	45% (n=14)	45% (n=14)	0% (n=0)	10% (n=3)

*The sample size for treatment group in the baseline survey (n=125)

^The sample size for this question (in the control group) in the 18 months follow-up survey (n=31)

The police were asked to identify the two most important things they would expect the CP program to address, whether they had previously encountered/had knowledge of such community policing programs. In 2015, the first priority identified by the respondents, include raising awareness about chain-snatching, helping out the police, improve relations between citizens and police, safeguards against child abuse, house theft and minimizing overall crime. The respondents also mention how citizens should inform the police in advance when they are out of their house for extended periods of time and encourage citizens to report crimes. The second priority that the respondents expected a community-based security program to address was very similar to the first priority; raising awareness about different types of crimes and educating citizens about police activities.

In the 2015 survey treatment group, police who did not know of the CP program or other community-based security program were not asked about possible outcomes of introducing such a program. In contrast, 29 of the police from the control group knew of such community based security programs. Therefore, they were asked about introducing a community-based security program for addressing specific issues like reduction of crime, increasing citizen awareness of crime, decreasing police apathy, increasing police responsiveness and assisting the police in becoming more effective. Respondents had the option of selecting multiple outcomes. Mostly the police (93%) thought that introducing a community-based security program could possibly lead to increase in police responsiveness. The police also thought that such program in an area could assist police in becoming more effective (91%). 88% of police thought that citizens' awareness of crime could increase. However, only 16% of police thought that introducing such a program could help decrease police apathy.

Table 101: In your opinion, what could be the possible outcomes of introducing a community-based security program in an area?

Outcomes	Yes	Partly	No	Don't know
Crime rates could decrease	78% (n=72)	17% (n=16)	3% (n=3)	0% (n=0)
Citizens awareness of crime could increase	88% (n=81)	5% (n=5)	3% (n=3)	0% (n=0)
Police apathy could decrease	16% (n=15)	12% (n=11)	67% (n=62)	2% (n=2)
Police responsiveness could increase	93% (n=86)	5% (n=5)	0% (n=0)	0% (n=0)
It could assist police in becoming more effective	91% (n=84)	3% (n=3)	2% (n=2)	0% (n=0)

*There were 10 blank responses

^The sample size for control group were 92

Area Suraksha Mitra(s) (ASM) Findings:

3.2.1 Area Suraksha Mitra(s) (ASM) Security Perception:

ASMs were asked a range of questions about their perceptions of security in Bengaluru as a whole as well as in their specific beat areas. Furthermore, ASMs were asked about the incidence and threat of specific crimes and the reporting of crimes.

Opinion is divided among ASMs about whether levels of crime have increased or decreased in Bengaluru over the last one year, with roughly equal proportions of ASMs saying it has increased and those saying it has decreased (see Table 102). There are some differences in perception between ASMs working in different police zones with, for example, a larger number of ASMs in Jnanabharathi, Yelahanka and Madiwala believing that crime has decreased in this time. In Banasawadi and Ashok Nagar however, ASMs tend to feel that levels of crime increased in this time.

Table 102: Perception of the change in level of crime in Bengaluru over the last one year

Police Zone	Increased a lot	Increased	Stayed the same	Decreased	Decreased a lot	Don't know*
Jnanabharathi	10% (n=3)	16% (n=5)	13% (n=4)	45% (n=14)	13% (n=4)	3% (n=1)
Banasawadi	5% (n=2)	55% (n=22)	10% (n=4)	23% (n=9)	8% (n=3)	0% (n=0)
Yelahanka	10% (n=3)	26% (n=8)	3% (n=1)	58% (n=18)	3% (n=1)	0% (n=0)
JP Nagar	3% (n=1)	24% (n=7)	24% (n=7)	34% (n=10)	3% (n=1)	10% (n=3)
Ashok Nagar	15% (n=4)	54% (n=14)	12% (n=3)	19% (n=5)	0% (n=0)	0% (n=0)
Madiwala	12% (n=3)	15% (n=4)	19% (n=5)	15% (n=4)	38% (n=10)	0% (n=0)
Rajagopal Nagar	16% (n=5)	35% (n=11)	29% (n=9)	19% (n=6)	0% (n=0)	0% (n=0)
ALL STATIONS	10% (n=21)	33% (n=71)	15% (n=33)	31% (n=66)	9% (n=19)	1% (n=4)

* Combined blank responses in here.

However, perceptions are slightly more consistent when it comes to considering the change in level of crime in Bengaluru from ten years to one year ago. Over the latter time period, the vast majority of ASMs feel that crime has increased in Bengaluru (see Table 103). That said, ASMs in Rajagopal Nagar, JP Nagar and Jnanabharathi are more likely than those in other police zones to suggest that crime had decreased in this time in Bengaluru. However, even then, opinions are split in Rajagopal Nagar with 55% of ASMs believing that crime had increased in this time. Of particular note however, are the ASMs in Ashok Nagar who overwhelmingly felt crime had increased over the last 10 years in Bengaluru, as well as in the last one year in Bengaluru (see Table 103).

Table 103: Perception of the change in level of crime in Bengaluru from 10 years to 1 year ago

	Increased a lot	Increased	Stayed the same	Decreased	Decreased a lot	Don't know*
Jnanabharathi	16% (n=5)	26% (n=8)	10% (n=3)	35% (n=11)	13% (n=4)	0% (n=0)
Banasawadi	35% (n=14)	28% (n=11)	18% (n=7)	13% (n=5)	8% (n=3)	0%(n=0)
Yelahanka	29% (n=9)	19% (n=6)	10% (n=3)	32% (n=10)	6% (n=2)	4% (n=1)
JP Nagar	7% (n=2)	34% (n=10)	7% (n=2)	45% (n=13)	0% (n=0)	7% (n=2)
Ashok Nagar	50% (n=13)	31% (n=8)	4% (n=1)	8% (n=2)	4% (n=1)	4% (n=1)
Madiwala	42% (n=11)	15% (n=4)	23% (n=6)	15% (n=4)	4% (n=1)	0% (n=0)
Rajagopal Nagar	16% (n=5)	39% (n=12)	0% (n=0)	42% (n=13)	0% (n=0)	4% (n=1)
ALL STATIONS	28% (n=59)	28% (n=59)	10% (n=22)	27% (n=58)	5% (n=11)	<1% (n=5)

*Combined blank responses in here.

When ASMs were asked about the change in crime level in their beat area(s) over the last one year, not unsurprisingly, the majority felt that levels of crime decreased with 44% saying crime has decreased and a further 15% indicated it has decreased a lot (see Table 104). This suggests ASMs actively perceive a reduction in crime levels in the areas where they are working. Within this overall picture however, there are some nuances. Interestingly, ASMs from Ashok Nagar, a higher proportion than most stations, indicate they feel crime has actually increased in the last one year in their beat area. ASMs working in this police zone, also more commonly than those from other police zones, indicated they felt crime had increased in Bengaluru over the last one and ten years. Having said that, intriguingly, a large proportion of Ashok Nagar ASMs also feel crime has decreased in their area over the last one year. There is clearly some difference in how this is viewed by different ASMs. ASMs in Madiwala and Yelahanka were most likely to feel that crime had reduced in their beat area over the last year (80% and 78% respectively).

Table 104: Perception of the change in level of crime in the ASM's beat area(s) over the last one year

	Increased a lot	Increased	Stayed the same	Decreased	Decreased a lot	Don't know*
Jnanabharathi	16% (n=5)	26% (n=8)	10% (n=3)	35% (n=11)	13% (n=4)	0% (n=0)
Banasawadi	35% (n=14)	28% (n=11)	18% (n=7)	13% (n=5)	8% (n=3)	0%(n=0)
Yelahanka	29% (n=9)	19% (n=6)	10% (n=3)	32% (n=10)	6% (n=2)	4% (n=1)
JP Nagar	7% (n=2)	34% (n=10)	7% (n=2)	45% (n=13)	0% (n=0)	7% (n=2)
Ashok Nagar	50% (n=13)	31% (n=8)	4% (n=1)	8% (n=2)	4% (n=1)	4% (n=1)
Madiwala	42% (n=11)	15% (n=4)	23% (n=6)	15% (n=4)	4% (n=1)	0% (n=0)
Rajagopal Nagar	16% (n=5)	39% (n=12)	0% (n=0)	42% (n=13)	0% (n=0)	4% (n=1)
ALL STATIONS	28% (n=59)	28% (n=59)	10% (n=22)	27% (n=58)	5% (n=11)	<1% (n=5)

Those ASMs who suggested there were increases in levels of crime in Bengaluru over the past one year were asked why they thought this might be the case. Similarly, those ASMs suggesting an increase in levels of crime in their beat area(s) over the last one year were asked the same. ASMs could indicate as many of the reasons as listed in Table 105 below as well as others. Reasons for increases in levels of crime are broadly similar when considering Bengaluru and ASMs' beat areas over the last one year, with the most common reason across both areas suggested to be powerful people interfering with police activity. There were however, some differences between reasons felt to be at play in Bengaluru compared with specific local areas. For example, proportionally more ASMs feel increases in levels of crime in Bengaluru are as a result of the police force not having enough resources, delays in the justice system, failure of people to cooperate with police and increases in anti-social tendencies among the public, while proportionally more ASMs suggested increases in levels of crime within their beat areas are as a result of a lack of legal employment opportunities. Other reasons cited, that are not listed, were poverty and police negligence. There was little difference in the reasons cited across the police stations for increases in crime in Bengaluru and in specific beat areas, except in the case of the reasons of 'powerful people interfering with police activity' and 'increased anti-social tendencies among the public'. Both these reasons were given by proportionally more ASMs from Banasawadi (19 out of the total 63 ASMs and 18 out of the total 55 ASMs giving each of the reasons were from Banasawadi).

Table 105: Perceived reasons for increased levels of crime in Bengaluru and specific beat areas over the last one year

Reason	ASMs who feel this has contributed to increased levels of crime over the last one year in...	
	Bengaluru (n=92)	ASM's beat area(s) (n=37)
Police force does not have enough resources	66% (n=61)	54% (n=20)
Delays in the justice system	55% (n=51)	38% (n=14)
Powerful people interfering with police activity	68% (n=63)	65% (n=24)
Failure of people to cooperate with police	41% (n=38)	32% (n=12)
Increasing liquor consumption in the area	40% (n=37)	38% (n=14)
Glorification of crime by the media	30% (n=28)	38% (n=14)
Increased anti-social tendencies among the public	60% (n=55)	46% (n=17)
Lack of legal employment opportunities	29% (n=27)	43% (n=16)
Ineffective laws	39% (n=36)	43% (n=16)
Increase in Bengaluru's population	43% (n=40)	38% (n=14)
Criminals don't fear law enforcement	32% (n=29)	35% (n=13)
Other	9% (n=8)	8% (n=3)
Don't know	0% (n=0)	3% (n=1)

In the same way that ASMs were asked for the reasons why they believed the levels of crime in Bengaluru and their beat areas had increased over the last one year, those who felt levels of crime have decreased, were also asked why they think this is the case. Table 106 shows the results. For both Bengaluru as a whole and for specific local areas, the main reason cited for a decrease in levels of crime was an increase in police forces. It is possible that ASMs could be referring to themselves as one source of this increased resource. Fewer powerful people interfering with police activity and decreases in anti-social tendencies among the public were other main reasons cited for both geographical areas. With regards to local areas, ASMs were more likely to suggest that a reduction in delays in the justice system, increased cooperation of people with police and decreased anti-social tendencies among the public contribute to a decline in beat level crimes. In all other regards, responses were similar for Bengaluru and specific beat areas and indeed across ASMs from the different police zones. Other responses given for decreasing levels of crime include increased CCTV cameras, the ASMs themselves being present (in the beat areas) and in particular, the awareness programs being run which are leading to increased awareness of citizens.

Table 106: Perceived reasons for decreased levels of crime in Bengaluru and specific beat areas over the last one year

Reason	ASMs who feel this has contributed to decreased levels of crime over the last one year in...	
	Bengaluru (n=85)	ASM's beat area(s) (n=128)
Police force resources have increased	64% (n=54)	70% (n=89)
Reduction in delays in justice system	36% (n=31)	47% (n=60)
Fewer powerful people interfering with police activity	56% (n=48)	55% (n=71)
Increased cooperation of people with police	35% (n=30)	43% (n=55)
Decreased liquor consumption in the area	36% (n=31)	36% (n=46)
Reduction in the glorification of crime by the media	47% (n=40)	50% (n=64)
Decreased anti-social tendencies among the public	53% (n=45)	60% (n=77)
Increase in legal employment opportunities	31% (n=26)	34% (n=43)
Effective laws	40% (n=34)	38% (n=48)
Increase in Bengaluru's population	19% (n=16)	18% (n=23)
Criminals fear law enforcement	26% (n=22)	31% (n=40)
Other	8% (n=7)	10% (n=13)
Don't know	0% (n=0)	0% (n=0)

ASMs were asked to indicate the level of threat in their beats from specific unlawful activities. As Table 107 shows, the majority or close to the majority of ASMs thought that pick-pocketing, land grabbing, rape, domestic violence physical assault, missing children, hooliganism, human trafficking, domestic violence, money laundering, illicit liquor and drugs, posing no threat to the neighbourhoods. Encouragingly, over the last one year, larger proportions of ASMs indicated that all unlawful activities have decreased rather than increased or stayed the same. Furthermore, no one unlawful activity is perceived as a high threat by more than a third of ASMs.

There are some differences in perceptions between ASMs working in different police zones. It must be noted that most differences were relatively small but it is worth remarking that ASMs working in Ashok Nagar felt there was no high threat from chain snatching while those in Rajagopal Nagar felt there was a higher threat from theft than those in other police zones. ASMs in Madiwala indicated there was less threat of pick-pocketing and rape than ASMs in other zones. Negligent driving, while appearing to be a threat across police zones, was actually quite nuanced, appearing to be of a much higher threat in Banasawadi and Ashok Nagar where nearly every ASM indicate it was either 'some' or a 'high' threat. ASMs from Jnanabharathi and Ashok Nagar were proportionally more likely than those in other police zones to indicate missing children as a threat; while lastly, less threat is perceived by ASMs from illicit liquor and illegal drugs in Jnanabharathi and Rajagopal Nagar.

Table 107: Perceived threat level in beat areas from specific unlawful activities

	No threat	Some threat	High threat	Don't know*	Blank
Chain snatching	24% (n=51)	54% (n=115)	22% (n=48)	0% (n=0)	0% (n=0)
Pick-pocketing	48% (n=103)	37% (n=79)	9% (n=20)	4% (n=9)	1% (n=3)
Theft	30% (n=65)	50% (n=107)	18% (n=38)	2% (n=4)	0% (n=0)
Land grabbing	47% (n=101)	34% (n=73)	9% (n=20)	8% (18)	1% (n=2)
Rape	59% (n=127)	30% (n=64)	6% (n=12)	5% (n=10)	<1% (n=1)
Eve-teasing	35% (n=75)	47% (n=101)	15% (n=32)	3% (n=6)	0% (n=0)
Domestic violence	42% (n=90)	38% (n=82)	10% (n=21)	9% (n=19)	1% (n=2)
Physical assault	43% (n=91)	39% (n=83)	11% (n=24)	7% (n=15)	<1% (n=1)
Negligent driving²⁰	23% (n=50)	41% (n=88)	32% (n=68)	4% (n=8)	0% (n=0)
Drunkenness	29% (n=62)	45% (n=96)	21% (n=45)	4% (n=9)	1% (n=2)
Hooliganism	53% (n=114)	30% (n=64)	11% (n=24)	6% (n=12)	0% (n=0)
Missing children	66% (n=141)	19% (n=40)	8% (n=18)	7% (n=14)	<1% (n=1)
Human trafficking	64% (n=136)	18% (n=39)	7% (n=16)	11% (n=23)	0% (n=0)
Money laundering	57% (n=123)	25% (n=53)	5% (n=11)	13% (n=27)	0% (n=0)
Illicit liquor	59% (n=126)	22% (n=47)	5% (n=10)	14% (n=31)	0% (n=0)
Illegal drugs (e.g. marijuana/ganja)	47% (n=100)	32% (n=68)	9% (n=19)	12% (n=26)	<1% (n=1)
Other	1% (n=3)	1% (n=2)	<1% (n=1)	0% (n=0)	97% (n=208)

²⁰ One ASM suggested the level of threat was between 'no threat' and 'some threat'. This response has been included in the 'some threat' category.

Table 108: Perceived change in frequency from specific unlawful activities in beat areas over the last year

	Increased	Same	Decreased	Don't know	Blank
Chain snatching	15% (n=33)	30% (n=64)	53% (n=113)	1% (n=2)	1% (n=2)
Pick-pocketing	5% (n=11)	32% (n=68)	57% (n=121)	6% (n=12)	1% (n=2)
Theft	10% (n=21)	38% (n=81)	49% (n=105)	2% (n=4)	1% (n=2)
Land grabbing	9% (n=19)	26% (n=55)	55% (n=118)	7% (n=16)	3% (n=6)
Rape	6% (n=12)	24% (n=51)	62% (n=132)	7% (n=16)	1% (n=3)
Eve-teasing	11% (n=24)	30% (n=65)	52% (n=112)	5% (n=10)	1% (n=3)
Domestic violence	8% (n=17)	30% (n=65)	53% (n=113)	8% (n=17)	1% (n=2)
Physical assault	6% (n=12)	35% (n=74)	51% (n=109)	7% (n=16)	1% (n=3)
Negligent driving	21% (n=45)	31% (n=66)	43% (n=93)	4% (n=8)	1% (n=2)
Drunkenness	22% (n=47)	28% (n=60)	45% (n=96)	4% (n=8)	1% (n=3)
Hooliganism	10% (n=22)	28% (n=59)	53% (n=113)	8% (n=18)	1% (n=2)
Missing children	4% (n=9)	24% (n=51)	58% (n=125)	13% (n=27)	1% (n=2)
Human trafficking	5% (n=10)	21% (n=44)	57% (n=124)	16% (n=34)	1% (n=2)
Money laundering	5% (n=11)	19% (n=41)	54% (n=116)	21% (n=44)	1% (n=2)
Illicit liquor	5% (n=11)	20% (n=44)	53% (n=113)	21% (n=44)	1% (n=3)
Illegal drugs (e.g. marijuana/ganja)	6% (n=13)	24% (n=52)	51% (n=109)	18% (n=38)	1% (n=2)
Other	0% (n=0)	0% (n=0)	0% (n=0)	<1% (n=1)	100% (n=213)

ASMs were asked if any notable crimes had occurred in their beat area over the past year. Details of any events were recorded so as to consider them and their influence in ASMs' perceptions of safety and security in their beat. The majority (70%) said there were no notable crimes in their beat area in the past year while 22% indicated there had been. The remaining 8% did not know. No ASMs from Madiwala mentioned any notable crimes. Out of the 46 ASMs who indicated there was at least one notable event, 14 indicated chain snatching in a range of specific areas as notable. Eight ASMs noted a range of murders which had happened including the murder of a congressman, a wife being murdered by her husband, someone being stoned to death and a murder in a local bar. Other notable crimes noted were robberies and pick-pocketing. There were no consistent reports of any one notable event in any of the beat areas. There was a slight trend for ASMs to indicate that

the notable crimes had had a negative impact on security in their beat. Of the 55 notable crimes which ASMs answered this question for, 26 were deemed as having had a negative impact on security in their beat while 10 crimes were rated as not having an impact either way while the remaining 19 crimes were not felt to have had a negative impact. When it came to the impact of these crimes on citizens' perceptions of the safety of the beat, there was a slight tendency for ASMs to suggest that the crimes had caused citizens to feel their beat was less safe (26 of the crimes of 60 which ASMs answered this question for). Sixteen crimes are not felt to have had this impact and for the remaining 18 crimes, there was no clear cut feeling which ASMs felt citizens had as a result.

The majority of ASMs indicated that they would definitely help a neighbour report an unlawful activity to the police (94%) whereas 1% said they maybe would while 2% said they would not and 1% was not sure what they would do. Table 109 shows a breakdown of the likelihood of ASMs helping their neighbours to report a range of specific unlawful activities. Although the vast majority of ASMs would definitely report each of the unlawful activities, there was some difference in the proportions of those who would help their neighbours report different activities. The activities most likely to be reported (80% of ASMs or more would definitely report these) were chain snatching, pick-pocketing, theft, rape and eve-teasing. The definite reporting of chain snatching however, varied from 100% in Rajagopal Nagar down to 65% of ASMs in Madiwala and Banasawadi. For pick-pocketing and theft this ranges from all or nearly all ASMs in Jnanabharathi down to just 63-65% of ASMs in Banasawadi. Reporting of rape and eve-teasing varied from 100% and 97% respectively being reported by ASMs in Rajagopal Nagar to 63% for each in Banasawadi.

Only 64% of ASMs would definitely report money laundering or illicit liquor. Again, ASMs in Banasawadi were least likely to indicate they would definitely report this (45% of ASMs compared with between 62-71% of ASMs in other police zones). Between 69% and 75% of ASMs would definitely help a neighbour to report the remaining unlawful activities listed. It appears that ASMs in Banasawadi are, in most cases of crime, less likely to help a neighbour report it to the police than ASMs working in other zones. It would be worth exploring whether there were any specific barriers present in Banasawadi that lead to this finding. There were no real clues from the question asking whether ASMs believe there were any major impediments facing citizens when reporting a crime as the majority of ASMs in Banasawadi (31 out of 40) said there were none. In fact, ASMs from Rajagopal Nagar (who were more likely to help neighbours report crimes) were more likely to indicate there were barriers to reporting crime to the police. It is possible that because of these perceived barriers, ASMs from Rajagopal Nagar are more likely to say they would help to facilitate this process with neighbours.

Table 109: If any of your neighbours fell victim to unlawful activities taking place in your neighbourhood, would you help them report it to the police?

Unlawful activity	Won't report	Maybe report	Definitely report	Don't know	Blank
Chain snatching	7% (n=14)	10% (n=21)	80% (n=172)	0% (n=0)	3% (n=7)
Pick-pocketing	7% (n=15)	7% (n=16)	81% (n=174)	1% (n=2)	3% (n=7)
Theft	5% (n=11)	10% (n=22)	80% (n=172)	1% (n=2)	3% (n=7)
Land grabbing	8% (n=17)	13% (n=28)	71% (n=151)	5% (n=10)	4% (n=8)
Rape	7% (n=14)	8% (n=18)	81% (n=173)	1% (n=2)	3% (n=7)
Eve-teasing	7% (n=16)	8% (n=17)	80% (n=172)	1% (n=2)	3% (n=2)
Domestic violence	10% (n=21)	12% (n=26)	73% (n=157)	1% (n=3)	3% (n=7)
Physical assault	7% (n=16)	16% (n=35)	71% (n=151)	2% (n=5)	3% (n=7)
Negligent driving	6% (n=13)	14% (n=30)	75% (n=161)	1% (n=3)	3% (n=7)
Drunkenness	7% (n=14)	17% (n=37)	71% (n=151)	2% (n=5)	3% (n=7)
Hooliganism	7% (n=15)	17% (n=36)	70% (n=150)	3% (n=6)	3% (n=7)
Missing children	6% (n=13)	14% (n=31)	73% (n=157)	3% (n=6)	3% (n=7)
Human trafficking	7% (n=14)	14% (n=29)	71% (n=153)	5% (n=11)	3% (n=7)
Money laundering	6% (n=13)	16% (n=35)	64% (n=136)	11% (n=23)	3% (n=7)
Illicit liquor	6% (n=13)	15% (n=33)	64% (n=137)	11% (n=23)	4% (n=8)
Illegal drugs (e.g. marijuana/ganja)	6% (n=13)	12% (n=26)	69% (n=147)	10% (n=21)	3% (n=7)
Other	0% (n=0)	0% (n=0)	1% (n=2)	1% (n=2)	98% (n=210)

When asked why ASMs would not help neighbours report activities to the police, the few ASMs whom this referred to and who responded, suggested that small matters tend to sort themselves out or noted their own safety would come first in certain circumstances which might therefore stop them placing themselves in scenarios they feel unsafe in.

When asked if they believed there were any major impediments citizens might face towards reporting crime to the police, the majority of ASMs (69%) said there were none. However, nearly a fifth (17%) of ASMs said there were and a further 7% suggested that this would depend (on the crime). Impediments cited by these ASMs include a negative police approach, the police not taking immediate action, witnesses not coming forward, the intrusion of powerful people, fear of the police in general and a lack of faith that justice will get done.

ASMs were asked what time they feel the head of a household, in their beat area, would feel comfortable for different family members to stay out of the house until. Very few ASMs indicated that the head of the household would be happy for any family member to stay out any time. However, there were notable differences with regards to what they felt comfortable with for male as compared with female family members of all ages, with more comfort with males of each age group staying out later. Most striking is the comfort with male adults staying out until midnight (30%) compared with just 3% for female adults. Notably, for all other categories, except male adults, there is minimal comfort in allowing these citizens out past 10 pm.

There were little variances in this pattern across ASMs in the different police zones with two exceptions. Firstly, ASMs in JP Nagar did not feel households would be as comfortable allowing teenage boys (aged 11-20) out late as ASMs in other police zones. Secondly, in Rajagopal Nagar, ASMs felt that the head of the household would be more comfortable allowing male adults (aged 21-65) out later than ASMs in other police zones (see Table 110).

Table 110: Time until the head of the household feels is comfortable for different family members to stay out of the house

	Till 6pm	Till 8pm	Till 10pm	Till midnight	Any time	Don't know
Boys (till 10 years)	52% (n=112)	43% (n=93)	3% (n=6)	0% (n=0)	1% (n=2)	<1% (n=1)
Girls (till 10 years)	61% (n=131)	36% (n=76)	2% (n=4)	0% (n=0)	1% (n=2)	0% (n=0)
Boys (11-20 years)	11% (n=23)	39% (n=84)	47% (n=100)	2% (n=5)	<1% (n=1)	0% (n=0)
Girls (11-20 years)	17% (n=37)	54% (n=116)	27% (n=57)	<1% (n=1)	<1% (n=1)	<1% (n=1)
Male adults (21-65 years)	6% (n=12)	21% (n=45)	40% (n=86)	30% (n=65)	2% (n=5)	0% (n=0)
Female adults (21-65 years)	9% (n=20)	45% (n=96)	42% (n=90)	3% (n=7)	<1% (n=1)	0% (n=0)
Male senior citizens	21% (n=45)	36% (n=78)	36% (n=76)	4% (n=8)	3% (n=7)	0% (n=0)
Female senior citizens	31% (n=66)	46% (n=98)	21% (n=45)	1% (n=2)	1% (n=2)	<1% (n=1)

3.2.2 Area Suraksha Mitra Activities

In the second section of the questionnaire, ASMs are asked about their duties as an ASM.

Length of time as ASM

As Table 111 shows, the vast majority of ASMs have been part of the program for more than a year or since the program began (78%). Ten percent have been part of the program for 9 months to 1 year while the remaining few ASMs have been part of the program less than this time. This is consistent across the different police zones with one notable exception in JP Nagar where only 34% of ASMs had been an ASM for more than a year or since the program started. In fact, just under a quarter of JP Nagar's ASMs have only been operating as an ASM for just 1-3 months.

Table 111: Length of time as ASM

Length of time	% of ASMs (n)
Less than 1 month	0% (n=0)
1 to 3 months	4% (n=8)
More than 3 months to 6 months	2% (n=4)
More than 6 months to 9 months	7% (n=14)
More than 9 months to 1 year	10% (n=21)
More than 1 year or since the program started in July 2013	78% (n=166)
Blank	>1% (n=1)

Informal beat-level meetings

Beat-level meetings are informal and not always previously planned like awareness programs and the JSS meetings (both described in other sections below); they serve as an informal channel for citizens to voice neighbourhood-level concerns and seek solutions amongst themselves or with the assistance of police constables. ASMs were expected to organize these meetings several times a week. As can be seen from Table 112, the most common frequency for informal beat-level meetings is once month (55%) while 9% and 10% of ASMs organized them once every 2 months or 2 to 3 times a month respectively. The remaining ASMs organize these meetings at a vastly different range of frequency from never to more than 5 times a week. Only six ASMs indicated that they organize the meetings more than once a week as requested. ASMs in Inanabharathi, JP Nagar and Rajagopal Nagar self-reported organizing informal beat-level meetings slightly more frequently than ASMs in other police zones with 31-35% indicating they do this 2 to 3 times a month or more frequently, compared with between 0%-23% of ASMs in other police zones.

Table 112: Frequency of informal beat-level meetings organized by ASMs

Frequency	% of ASMs (n)
Never	2% (n=4)
Less than once every 3 months	8% (n=17)
Once every 3 months	4% (n=9)
Once every 2 months	9% (n=19)
Once a month	55% (n=118)
2 to 3 times a month	10% (n=22)
Once every 2 weeks	4% (n=9)
Once a week	4% (n=9)
2 times a week	1% (n=2)
3 times a week	0% (n=0)
4 to 5 times a week	<1% (n=1)
More than 5 times a week	<1% (n=1)
Blank	1% (n=3)

As Table 113 shows, a wide variety of topics were discussed at informal beat-level meetings. The most common topics for discussion at informal beat-level meetings were crime prevention, general safety and women's safety. Small crimes were proportionally more likely to be discussed (64%) than major crimes (50%). Also, less frequently discussed, though still prominent topics, include complaints on police conduct, disputes between individuals or groups and organized crime. Other topics not listed but mentioned by ASMs as topics that come up were dowry harassment, street lighting and dealing with troublesome teenagers who are not yet recognized as adults due to age.

Similar proportions of ASMs reported discussing women's safety, major crimes and general issues across the different police zones. For other topics, there are some stated differences:

Smaller proportions of ASMs indicated discussing:

- Crime prevention in Jnanabharathi than on average across the police zones (55% compared with 83%)
- General safety in Madiwala than on average across the police zones (58% compared with 80%)
- Small crimes in Madiwala than on average across the police zones (38% compared with 64%)
- Disputes between individuals or groups in JP Nagar than on average across the police zones (31% compared with 50%)

Larger proportions of ASMs indicated discussing:

- Organised crime in Yelahanka than on average across the police zones (68% compared with 52%)
- Complaints on police conducted in Jnanabharathi than on average across the police zones (68% compared with 44%).

Table 113: Discussion topics at informal beat-level meetings

Discussion	% of ASMs (n)*
Crime prevention	83% (n=177)
General safety	80% (n=171)
Women's safety	80% (n=171)
Small crimes (e.g. pickpocketing/vandalism)	64% (n=137)
Major crimes (e.g. rape, murder)	50% (n=108)
Organised crime	52% (n=111)
Disputes between individuals or groups	50% (n=108)
Complaints on police conduct	44% (n=95)
General issues	36% (n=76)
Other	6% (n=12)

*ASMs could select as many topics as applicable

ASMs were asked, on average, how many citizens attended the informal beat-level meetings. Responses were quite mixed suggesting a wide variation in reach of these meetings, as can be seen in Table 114. The largest proportion of ASMs indicated between 11 and 20 citizens attended though high proportions of ASMs indicated larger proportions of citizens attended. Eleven percent indicated more than fifty citizens attend these meetings on average. There was little variation between the responses from ASMs working in different police zones except that 87% ASMs in Jnanabharathi reported that 31 or more attended the average informal beat-level meetings compared with 40% of ASMs on average.

Table 114: Average number of citizen attendees at informal beat-level meetings

Average number of citizen attendees	% of ASMs (n)
None	0% (n=0)
1-10	2% (n=5)
11-20	29% (n=62)
21-30	26% (n=55)
31-40	12% (n=26)
41-50	17% (n=37)
More than 50	11% (n=23)
Don't know	3% (n=6)

The majority of ASMs (58%) suggested that at meetings there was a mix of new and regular attendees each time. This was particularly so in Banasawadi, Yelahanka and Ashok Nagar where 78%, 71% and 73% of ASMs respectively indicated this was the case. Thirty-one percent said there was a different mix of citizens attending each meeting. Only 8% of ASMs mentioned the same citizens generally attending though this was considerably higher in JP Nagar at 28%. Regardless of the nuances, the data suggested that there was a good reach to citizens of these meetings as well as a regular base of citizens who partake in them.

Most ASMs coordinated these informal beat-level meetings with other ASMs, either sometimes (50%), frequently (29%) or very frequently (4%). However, just under a fifth of ASMs (17%) said they never coordinate with other ASMs. This coordination with other ASMs appears to be less common among ASMs in Banasawadi with the majority (78%) saying they do this 'sometimes'. The pattern was similar when asked how often ASMs attended the informal meetings organized by other ASMs; with most saying they did, either sometimes (54%), frequently (26%) or very frequently (6%). Fourteen percent said they never do this. Again, in Banasawadi, ASMs mostly only said they did this sometimes (80%). In Rajagopal Nagar, more than a quarter (26%) of ASMs said they never attend the meetings of other ASMs (compared with 14% of ASMs on average).

In terms of usefulness of the informal beat-level meetings, the majority of ASMs thought that these meetings were useful (88%). Only 2% felt they are not useful while the remaining ASMs said it depends (3%) or did not know (5%). A slightly smaller proportion of ASMs in JP Nagar felt the meetings were useful (69%) compared with the average across all ASMs. Table 115 shows the reasons why ASMs felt the meetings are useful. The main reason ASMs found that the meetings useful was to get to know other local ASMs. Seventy-six percent of ASMs indicated this option and it tallies with the high frequency of ASMs attending each other's' meetings. However, other reasons also featured highly, include the possibility for getting to know other members of the community, gathering useful information and the potential for these meeting to help with the security issues affecting their beats. The potential for the police to engage with community members and the ASMs themselves were not considered as much of a beneficial reason for having these particular meetings when compared with other uses, though between 30% and 40% of ASMs still felt this to be a valuable platform for such interactions. The five ASMs who did not feel the meetings to be useful were asked why they felt this way. The main reasons indicated were that they felt the meetings do not help with the security issues facing their beat.

Table 115: Reasons why ASMs feel informal beat-level meetings are useful (n=188)

Reasons	% of ASMs (n)*
They provide useful information	62% (n=116)
They help with security issues affecting my beat	64% (n=121)
I get to know local ASMs	76% (n=142)
I get to know other members of my community	68% (n=128)
I get to know the local police	40% (n=75)
Police and residents get to know one another	31% (n=58)
Other	2% (n=4)

*ASMs could select as many reasons as applicable

Beat-level awareness programs

Although not mandatory, ASMs are also encouraged to organize beat-level awareness programs (approximately one a month). These programs are pre-planned and more structured engagements between citizens, police and sometimes external speakers/organizations. As shown in Table 116, the vast majority of ASMs (57%) indicated that they do indeed organize these programs once a month. Fourteen per cent of ASMs actually organized the meetings more frequently than this while a substantial proportion (22%) did this less frequently and 7% even indicated they never organize such programs.

In Rajagopal Nagar, ASMs reported a much reduced frequency of the beat-level awareness programs compared with ASMs in other zones. Just 16% of ASMs in Rajagopal Nagar said that they organized these meetings once a month and in fact 58% of ASMs in this police zone, organized such meetings once every two months or less frequently.

Table 116: Frequency of beat-level awareness programs

Frequency	% of ASMs (n)
More than 3 times a month	3% (n=6)
2 to 3 times a month	11% (n=23)
Once a month	57% (n=121)
Once every 2 months	10% (n=22)
Once every 3 months	5% (n=11)
Less than once every 3 months	7% (n=14)
Never	7% (n=14)
Blank	1% (n=3)

ASMs were asked how frequently they organized the beat-level awareness programs in schools or universities and how frequently they organized them in work places such as government offices, banks, other private venues etc. The majority of ASMs indicated that they organized the meetings in both types of locations approximately once a month (42% in work places once a month and 47% in schools or universities once a month).

The discussion topics at the beat-level awareness programs were similar to those at the informal beat level meetings where most ASMs indicated that crime prevention, general safety and women's safety are discussed. Small crimes were a little less likely to be discussed at the beat-level awareness programs as compared with the informal beat level meetings. Complaints on police conduct and general issues were least frequently indicated as discussion points (see Table 117). As for discussion topics at informal beat level meetings, there were differences in the topics discussed in different police zones at beat-level awareness programs. In particular the following:

- A higher proportion of ASMs in Madiwala (96%) discussed crime prevention (than the average of 79%) while in Jnanabharathi proportionally fewer ASMs (52%) than average said this is discussed.
- A smaller proportion of ASMs in JP Nagar indicated they discussed general safety than on average across the police zones (62% compared with 80%)
- A higher proportion of ASMs in Ashok Nagar (85%) and Banasawadi (80%) indicated that they discussed women's safety than on average across the police zones (71%)
- A higher proportion of ASMs in Ashok Nagar indicate that they discussed small crimes than on average across the police zones (73% compared with 59%)
- A higher proportion of ASMs in Jnanabharathi (68%) indicated that they discussed major crimes (than the average of 52%) while in Rajagopal Nagar proportionally fewer ASMs (39%) discussed major crimes.
- A higher proportion of ASMs in Yelahanka (68%) and in Ashok Nagar (69%) indicated that they discussed organized crime (than the average of 55%) while in Rajagopal Nagar proportionally fewer ASMs (39%) than average said organized crime is discuss.
- A higher proportion of ASMs in Ashok Nagar (62%) indicate that they discussed disputes between individuals or groups (than the average of 44%) while in Rajagopal Nagar proportionally fewer ASMs (26%) discussed disputes between individuals or groups.
- A higher proportion of ASMs in Jnanabharathi indicated that they discuss complaints on police conduct than on average across the police zones (65% compared with 39%).

There was some overlap in prominence of discussion topics between informal beat meetings and the beat-level awareness meetings in different police zones. Crime prevention was also discussed by fewer ASMs in Jnanabharathi during informal beat meetings while complaints about police conduct were discussed in this zone more frequently than average in both types of meeting. Organised crimes were also discussed by more ASMs in Yelahanka during both informal and beat-level awareness programs.

Table 117: Discussion topics at beat-level awareness programs

Discussion	% of ASMs (n)*
Crime prevention	79% (n=170)
General safety	80% (n=172)
Women's safety	71% (n=153)
Small crimes (e.g. pickpocketing/vandalism)	59% (n=127)
Major crimes (e.g. rape, murder)	52% (n=111)
Organised crime	55% (n=117)
Disputes between individuals or groups	44% (n=94)
Complaints on police conduct	39% (n=84)
General issues	31% (n=67)
Other	4% (n=8)

The majority of ASMs reported the average attendance at beat-level awareness programs as between one and two-hundred citizens (32% said 1-100, while 45% said 101-200). A tenth of ASMs suggested that the average attendance is 201-300 while 19 ASMs suggested that attendance was even more than that with seven indicating it was more than 500 (see Table 118). Proportionally more ASMs in Rajagopal Nagar than other police zones said they have an average number of attendees of 201-300 (23%).

Table 118: Average number of citizen attendees at beat-level awareness programs

Average number of citizen attendees	% of ASMs (n)
None	<1% (n=1)
1-100	32% (n=68)
101-200	45% (n=97)
201-300	11% (n=24)
301-400	3% (n=6)
401-500	3% (n=6)
More than 500	3% (n=7)
Don't know	2% (n=5)

As with informal beat-level meetings, most ASMs indicated that they co-ordinate beat-level awareness programs with other ASMs either sometimes (22%), frequently (60%) or very frequently (6%). Twelve percent of ASMs said they never do this. While for informal beat meetings, ASMs in Banasawadi indicated that the co-ordination between ASMs is less prominent, for beat-level awareness programs, it appears that ASMs in Rajagopal Nagar do this less frequently (32% frequently and 35% sometimes). ASMs also attended the beat-level awareness programs organized by other ASMs with the same frequency they attend other ASMs' informal beat meetings with 48% saying they do this sometimes, 38% frequently and 6% very frequently. Fourteen percent of ASMs indicated they never do this. ASMs in Banasawadi indicated this is less frequent in their police zone than on average across zones (80% saying this happens only sometimes).

In terms of usefulness of the beat-level awareness programs, the vast majority of ASMs (85%) indicated that they thought that they were useful. Just six ASMs said they did not think they are useful while the remaining ASMs said it either depends (7%) or they did not know (6%). As with the informal beat meetings, ASMs from JP Nagar were less inclined to indicate the meetings are useful (69% compared with the 85% average across police zones).

As Table 119 shows, two of the most commonly perceived reasons why the ASMs felt that the beat-level awareness programs are useful was that ASMs felt this helped them to get to know the other local ASMs (81%) and it helped them with security issues affecting the ASMs' beats (80%). 67% of ASMs thought that the informal beat meetings provided useful information. Similarly to the informal meetings, the awareness programs were considered to be useful in getting to know local ASMs and other members of the community. They were also similarly less likely to be seen as a platform for themselves or local residents getting to know local police.

Table 119: Perceived reasons for why ASMs feel beat-level awareness programs are useful

Reasons	% of ASMs (n)*
They provide useful information	67% (n=121)
They help with security issues affecting my beat	80% (n=144)
I get to know local ASMs	81% (n=146)
I get to know other members of my community	76% (n=137)
I get to know the local police	50% (n=90)
Police and residents get to know one another	33% (n=59)
Other	2% (n=3)

*ASMs could select as many reasons as applicable

The six ASMs who said they did not feel that the beat-level awareness programs were useful, were asked why they felt this was the case. They suggested that the meetings did not help with security issues in their beat and that not enough residents participate in the meetings.

ASMs were asked how frequently they informed beat police or field associates of suspicious or crime-related matters. As Table 120 shows, the majority of ASMs said they did this once a month (38%). A sizeable proportion of ASMs said they did this more frequently with 9% doing this multiple times a week. Twelve percent of ASMs did this less than once a month while four ASMs said they never do this. There were however, vast differences between police zones with regards to informing police of crime-related matters. For example, 27% in Ashok Nagar did this much less frequently than once a month than in other police zones while in Jnanabharathi and Madiwala 19% and 15% of ASMs respectively indicated that they informed beat police or field associates of suspicious crime-related matters 2-4 times a week.

Table 120: Frequency of ASMs informing beat police or field associates of suspicious of crime-related matters

Frequency	% of ASMs (n)
More than 7 times a week	1% (n=3)
5 to 7 times a week	<1% (n=1)
2 to 4 times a week	9% (n=19)
Once a week	15% (n=32)
Once every 2 weeks	10% (n=21)
2 to 3 times a month	8% (n=18)
Once a month	38% (n=81)
Once every 2 months	7% (n=14)
Once every 3 months	3% (n=6)
Less than once every 3 months	2% (n=5)
Never	2% (n=4)
Blank	5% (n=10)

16% of ASMs mention engaging in other activities as an ASM aside from the informal beat meetings and beat-level awareness programs. The activities given include helping with small scale incidents, installing CCTV cameras, informing citizens of healthcare/social service and general interactions with citizens. Engagement in these other activities was mostly at a frequency of about once a month.

ASMs were asked what they believed was the most successful activity or program they have organized themselves or with others. Responses were not particularly specific about any one program or activity but most commonly, ASMs indicated that they felt that increasing citizen awareness (about crime and safety) was one of the most successful activities they had undertaken. Relatedly, a number of ASMs indicated specifically that programs on rape, the kidnapping of children, women's safety and domestic violence were particularly successful. When asked about successful programs of other ASMs, responses were similar in that general awareness was said to be being successfully implemented among citizens and a few ASMs mentioned campaigns on chain snatching in particular.

Jana Suraksha Samithi Meetings

Jana Suraksha Samithis (JSS) are committees which are part of the CP program formed to assist in bridging the relations between the ASMs and police authorities. They are entrusted with the implementation of community policing within the area of the respective police station. The Samithis are area-based committees comprising of 35-40 ASMs and police personnel of the concerned police station (handpicked by the Station House Officer with the help of beat constables). However, respectable citizens who are active in the educational and cultural field from the locality could also be invited to join the Samithis. The Samithis ideally meet once a month. According to the principles of the CP program, it is binding for ASMs to attend the monthly JSS meetings. If an ASM does not attend three successive meetings, they will be deemed inactive and the Station House Officer (SHO) from the associated police station can remove them from the committee after discussing with the Convener of the JSS. As can be seen from Table 121, the majority of ASMs (57%) said they do attend the meeting once a month. However, the remaining, substantial, 43% of ASMs self-reported much lower frequency of attendance, with 8% attending less than every 3 months and eight ASMs indicating they never attend. In Madiwala and Rajagopal Nagar, a far smaller proportion of ASMs indicated they attend the meeting every month (35% and 29% respectively). Self-reported attendance was highest in Yelahanka (87% said they attended every month).

There was no one consistent reason why attendance is lacking at JSS meetings at any one time with roughly equal proportions of ASMs suggesting they have not had time, did not know when meetings were held or where or they are just not interested in attending. Usefulness or relevance to them was not in question however.

Table 121: Frequency of attendance at JSS meetings

Frequency	% of ASMs (n)
Once a month	57% (n=123)
Once in 2 months	15% (n=33)
Once in 3 months	10% (n=21)
Less than once in 3 months	8% (n=17)
Never	4% (n=8)
Don't know	4% (n=8)
Blank	2% (n=4)

Out of the 194 ASMs who did attend JSS meetings (whether regularly or not), 48% indicated that their involvement was active and they frequently ask questions and made comments during the meetings. A further 21% described being heavily involved in all the discussions taking place. Only 9% (17 ASMs) mentioned that they only observed the meetings but did not contribute verbally. ASMs in Madiwala self-reported the least engagement in the meetings with 54% suggesting they only made occasional comments/ask occasional questions or they observed meetings but do not verbally contribute (compared with 28% of ASMs across police stations).

The vast majority of ASMs (83%) felt that JSS meetings are useful. Common reasons why include that they provide useful information, they created awareness among the people in society, direct interactions with police allow for useful discussions and co-operation among everyone, they allowed precautions on crimes to be given to the public and they facilitate a reduction in levels of fear of police among citizens.

ASMs were asked, on average, how many hours a week they devote to ASM activities. As Table 122 shows, the responses were quite varied, with equal proportions spending 1-3 hours, 5-10 hours or 10-20 hours a week on ASM duties. A slightly smaller proportion spend 3-5 hours a week on ASM duties while 7% spent less than hour a week and 5% spent more than 20 hours a week. ASMs in Banasawadi and Ashok Nagar reported spending more hours on ASM activities than ASMs in other police stations. Regardless of this variation in time spent, 73% of ASMs felt that the time they spent is sufficient time to make an impacted on safety and security in their beat.

Table 122: Hours a week devoted to ASM activities

Hours	% of ASMs (n)
Less than an hour	7% (n=16)
1-3 hours	24% (n=51)
3-5 hours	15% (n=33)
5-10 hours	25% (n=53)
10-20 hours	23% (n=50)
More than 20 hours	5% (n=11)

Outside of formal ASM activities, most ASMs indicated that they interact with other ASMs, in their capacity as an ASM. Forty percent said they did this frequently and another 39% said they did this sometimes. Only 13% said they never do this. A larger proportion of ASMs from Jnananbharathinagar said they never do this (29%).

3.2.3 Interactions with Police

ASMs were asked a range of questions exploring their perceptions and interactions with police. As Table 123 shows, according to just under a third of ASMs (32%), the general opinion of citizens towards the police was cooperative. Interestingly, the same proportion of ASMs failed to answer this question. It is likely these ASMs did not feel confident to respond on behalf of the citizens and together with those that actively indicate that they did not know (11%), made up 43% of the responses. Fifteen percent of ASMs suggests citizens were suspicious of police and felt that they were non-dependable. There are some variations between the perspectives of ASMs in different police zones. For example, in JP Nagar, only 3% of ASMs said the opinions of citizens towards police are cooperative and in fact many ASMs in JP Nagar said they did not know or simply left the response blank. On the contrary, in Yelahanka, 55% of ASMs said the opinion of citizens towards police was cooperative (much higher than the percentage of ASMs saying this across all police zones, 32%).

When asked to explain their answer, there were suggestions that for example citizens were afraid that police would not take action on reported crimes or that they demanded money to do so. In terms of those seeing a cooperative relationship, there was the suggestion that there was increasing faith that if civilians helped the police with their enquiries, then the police would, in turn, help the civilians.

Table 123: General opinion of citizens towards police (according to ASMs)

Opinion of citizens towards police	% of ASMs (n)
Cooperative	32% (n=68)
Neutral	11% (n=23)
Suspicious and non-dependable	15% (n=32)
Don't know	11% (n=23)
Blank	32% (n=68)

When asked about whether criminals and law-abiding citizens were afraid of the police, ASMs indicated interesting responses (see Table 124). Though a larger proportion suggested that criminals were afraid of the police (52%) compared with law-abiding citizens (37%), this difference was largely mitigated by ASMs indicating their lack of confidence to make this judgment for law-abiding citizens (23%). Interestingly, just under a quarter of ASMs felt neither group is afraid of the police. There were some interesting differences between the perceptions of ASMs in different police zones. In Jnananbharathinagar and Rajagopal Nagar, opinions were divided between the ASMs with roughly equal proportions of ASMs indicating that they felt criminals were afraid of the police as those indicating they feel criminals were not afraid of the police in each of these areas. In Rajagopal Nagar, this split-opinion is replicated when ASMs were asked about law abiding citizens fearing police. ASMs from JP Nagar were most likely to indicate that they did not know if criminals were afraid of police (34% compared to the average of 9% across the police stations). In JP Nagar this was even more pronounced when ASMs were asked about law abiding citizens fearing police with 55% of ASMs indicating they did not know (compared with 23% across police stations).

Table 124: ASM perception of whether criminals and law-abiding citizens are afraid of the police

Fear of police	Criminals - % of ASMs (n)	Law Abiding citizens - % of ASMs (n)
Yes	52% (n=111)	37% (n=80)
It depends	14% (n=30)	17% (n=37)
No	24% (n=52)	22% (n=47)
Don't know	9% (n=20)	23% (n=49)
Blank	<1% (n=1)	<1% (n=1)

The majority of ASMs said they felt that they knew the police officer(s) or constable(s) in their beat area either fairly well or even better (see Table 125). Only 8% had limited/no knowledge of the police in their beat. In Rajagopal Nagar ASMs were more likely to indicate they knew them well or very well than in other police zones (87% compared with 51% on average).

Table 125: How well ASMs feel they know the police officer(s) or constable(s) in their beat area

Knowledge of police	% of ASMs (n)
Very well	26% (n=55)
Well	25% (n=54)
Fairly well	40% (n=86)
Not well	5% (n=11)
Not at all	3% (n=8)

The vast majority of ASMs indicated that the police made the rounds twice a day in their beat (48%). Eighteen percent of ASMs even indicated that the police do this thrice a day while a further fifth said they did this once a day (see Table 126). Rounds appear to be least frequent in JP Nagar where 59% of ASMs said they happen once a day or less frequently compared with 33% of ASMs across all police zones. In Jnananbharathinagar, ASMs indicated that the most frequent rounds with 71% saying they happen twice a day and a further 19% saying this happens three times a day.

Table 126: How often the police make the rounds in their beat

Frequency	% of ASMs (n)
Thrice a day	18% (n=38)
Twice a day	48% (n=102)
Once a day	21% (n=44)
Once in two days	4% (n=9)
Once a week	4% (n=8)
Sometimes – not regularly	3% (n=7)
Rarely/does not come at all	1% (n=2)
Don't know	1% (n=3)

The frequency with which ASMs brought an issue to the attention of their beat officer(s) was a little more varied (see Table 127). The largest proportion of ASMs (37%) indicated that they did this once a month. However, half of ASMs suggested that they did so more frequently than this. Eight percent of ASMs suggested that they never brought any issues to the attention of their beat police. ASMs in Rajagopal Nagar self-reported the highest frequency of issues which were brought to the attention of their beat officer with 84% saying they do this 2 or 3 times a month or more frequently (compared to an average of 50% across all police stations).

Table 128 indicates the frequency with which ASMs said they discussed different criminal activities with the police. As evident, the most frequently discussed activities were chain snatching, eve-teasing and negligent driving with 60% or more of ASMs saying they discussed these either very frequently or frequently. This was in line with the reported level of threat being higher from these activities than others, in particular chain snatching and negligent driving (Table 107). Negligent driving was also reported to have been one of the activities which had increased in frequency over the last year in ASMs' beats (Table 108).

In Banasawadi and Yelahanka chain snatching was discussed even more frequently than average (73% and 77% respectively compared to an average of 62%) while discussed less frequently in Jnanabharathi (35%). Proportionally more ASMs in Madiwala (77%) and Ashok Nagar (81%) said eve-teasing are discussed 'very frequently' or 'frequently' with local police than on average across police zones (60%) but much less frequently in Jnanabharathi (23%). Although on average, 64% ASMs indicated that negligent driving was discussed frequently or very frequently, this was less so in Jnanabharathi (48%) and JP Nagar (48%). Across the board of issues, ASMs from Jnanabharathi reported less frequency in discussing these with local police whereas ASMs from Madiwala tended to report higher frequencies discussing issues.

ASMs reported less discussion of missing children, human trafficking, money laundering, illicit liquor and illegal drugs. Again, the fact they were less discussed was most likely a reflection of the fact that ASMs perceive a limited threat from these in their beat areas and have seen a decrease in these activities over the last one year (in particular missing children, human trafficking, money laundering and illicit liquor).

Table 127: How often ASMs bring an issue to the attention of their beat police

Frequency	% of ASMs (n)
5 or more times per week	2% (n=4)
2 to 4 times a week	10% (n=21)
Once a week	21% (n=45)
2 to 3 times a month	17% (n=36)
Once a month	37% (n=79)
Less than once a month	5% (n=11)
Never	8% (n=17)
Blank	<1% (n=1)

Table 128: Frequency with which ASMs discuss different criminal activities with the police

Crimes	Very Frequently	Frequently	Sometimes	Never	Blank
Chain snatching	13% (n=28)	49% (n=105)	29% (n=62)	9% (n=19)	0% (n=0)
Pick-pocketing	8% (n=18)	47% (n=101)	22% (n=47)	21% (n=46)	1% (n=2)
Theft	8% (n=17)	51% (n=109)	29% (n=62)	11% (n=24)	1% (n=2)
Land grabbing	4% (n=9)	35% (n=74)	26% (n=55)	35% (n=75)	<1% (n=1)
Rape	8% (n=17)	38% (n=82)	21% (n=45)	33% (n=70)	0% (n=0)
Eve-teasing	10% (n=22)	50% (n=106)	20% (n=42)	18% (n=38)	3% (n=6)
Domestic violence	11% (n=23)	44% (n=95)	26% (n=55)	18% (n=38)	1% (n=3)
Physical assault	8% (n=18)	50% (n=106)	22% (n=47)	17% (n=37)	3% (n=6)
Negligent driving ²¹	14% (n=32)	50% (n=106)	24% (n=52)	11% (n=23)	<1% (n=1)
Drunkenness	10% (n=21)	48% (n=102)	26% (n=55)	16% (n=34)	1% (n=2)
Hooliganism	4% (n=8)	40% (n=86)	26% (n=56)	29% (n=63)	<1% (n=1)
Missing children	7% (n=15)	28% (n=60)	24% (n=51)	40% (n=86)	1% (n=2)
Human trafficking	5% (n=11)	29% (n=61)	19% (n=40)	46% (n=99)	1% (n=3)
Money laundering	7% (n=14)	22% (n=48)	19% (n=40)	51% (n=110)	1% (n=2)
Illicit liquor	5% (n=10)	25% (n=53)	23% (n=49)	46% (n=99)	1% (n=3)
Illegal drugs (e.g. marijuana/ganja)	5% (n=11)	30% (n=65)	22% (n=48)	41% (n=88)	1% (n=2)
Other	<1% (n=1)	1% (n=2)	<1% (n=1)	0% (n=0)	98% (n=210)

Encouragingly, as Table 129 shows, ASMs report the frequency of success of the police in dealing with issues raised by them as relatively high. Only 4% suggested issues were 'rarely' resolved and 2% said they were never resolved. The remaining ASMs indicated the issues were resolved at least some of the time and just over half suggested they were resolved most of the time. There was not a great deal of notable variance between the ASMs operating in different police zones.

Table 129: Frequency of success of police in dealing with issues raised by ASMs

Frequency	% of ASMs (n)
Always	20% (n=39)
Most of the time	52% (n=102)
Some of the time	21% (n=42)
Very rarely	4% (n=7)
Never	2% (n=4)
Don't know	1% (n=1)
Never	8% (n=17)
Blank	<1% (n=1)

ASMs were also asked about the frequency with which they successfully deal with citizen issues without police assistance. Though this was not a frequent occurrence, encouragingly, ASMs do seem to be able to deal independently with issues sometimes (see Table 130). Just under half (45%) however, suggested they never do this and in Jnanabharathi this was considerably higher than this average at 68%. In Madiwala and JP Nagar, ASMs reported more success (than the average ASM) in dealing with issues without police assistance; 27% and 31% respectively said they did so 'frequently' or 'very frequently'.

Table 130: Frequency of ASMs successfully dealing with citizen issues without police assistance.

Frequency	% of ASMs (n)
Never	45% (n=97)
Sometimes	36% (n=77)
Frequently	10% (n=21)
Very frequently	8% (n=17)
Blank	1% (n=2)

When asked about the frequency with which ASMs met beat police from their beat outside of the more organized programs and meetings, only 12% said they never did this. The majority (58%) said this happens sometimes (see Table 131). ASMs in Jnanabharathi were more likely than average to say they never do this (39%) whereas nearly all ASMs (98%) in Banasawadi said that they do this sometimes or frequently.

Table 131: Frequency with which ASMs meet beat police from their beat outside of beat-level meetings/ awareness programs and JSS meetings

Frequency	% of ASMs (n)
Never	12% (n=26)
Sometimes	58% (n=124)
Frequently	27% (n=58)
Very frequently	3% (n=6)

ASMs were asked whether they agreed that it is difficult to get beat police to attend beat-level meetings. As seen in Table 132, just over a quarter (28%) agree while a small majority either disagree (37%) or strongly disagree (9%). A sizable proportion of ASMs neither agreed nor disagreed with the statement. In Jnanabharathi a higher proportion of ASMs agreed that this is difficult (58%). While in Banasawadi it appears that police attend beat-level meetings with 75% either disagreeing or strongly disagreeing that it is difficult to get beat police to attend these meetings.

Table 132: Extent to which ASMs agree that it is difficult to get beat police to attend beat-level meetings

Extent of agreement	% of ASMs (n)
Strongly disagree	9% (n=21)
Disagree	37% (n=80)
Neither agree nor disagree	21% (n=45)
Agree	28% (n=59)
Strongly agree	1% (n=3)
Don't know	3% (n=6)

3.2.4 Interactions with citizens

ASMs were asked a range of questions about their interactions with citizens in their beat. This included perceptions of overall relations, citizens engaged with most, criminal activities discussed, door-to-door visits as well as awareness of, and reactions to, ASMs.

Table 133 shows ASMs generally felt like they knew the citizens living in their beat area to some extent with only 5% saying they did not know them well and only one ASM indicated they did not know them at all. The majority felt that they knew them fairly well (43%). In JP Nagar and Rajagopal Nagar, ASMs self-reported knowing the citizens much better than in other police zones with 79% and 81% of ASMs respectively indicating they knew them 'very well' or 'well' compared with 50% on average across police zones. Least familiarity seems to be in Banasawadi with just 18% of ASMs saying they knew the citizens 'very well' or 'well'.

Table 133: How well ASMs feel they know citizens living in their beat area

Knowledge	% of ASMs (n)
Very well	21% (n=46)
Well	29% (n=62)
Fairly well	43% (n=93)
Not well	5% (n=11)
Not at all	<1% (n=1)
Blank	<1% (n=1)

ASMs overwhelmingly tend to interact with male citizens most, in particular male adults (53%) and young male adults (21%) as is seen in Table 134. Just a small proportion of ASMs interact with female citizens (notably 8% with young female adults and 8% with female adults). There were no real notable variances in this between ASMs working across the different police zones. When asked to only consider the female demographic of citizens and which age groups of females they engage with most, the majority of ASMs (63%) indicated female adults (aged 36-65). Perhaps not unsurprisingly, female ASMs were more likely to interact most with female adults (aged 36-65) than male ASMs (26% compared with 5%).

Table 134: Interaction between ASMs and both genders

Citizens	% of ASMs (n)
Male children (up to age 10)	<1% (n=1)
Female children (up to age 10)	<1% (n=1)
Male teenagers (11-19 years)	2% (n=4)
Female teenagers (11-19 years)	2% (n=4)
Male young adults (20-35 years)	21% (n=46)
Female young adults (20-35 years)	8% (n=17)
Male adults (36-65 years)	53% (n=113)
Female adults (36-65 years)	8% (n=18)
Male senior citizens	4% (n=8)
Female senior citizens	<1% (n=1)
Blank	<1% (n=1)

The majority of ASMs were approached by citizens between once a week and once a month and promisingly, only 12 ASMs indicated that citizens never approached them with an issue they wish to discuss or that requires assistance. In both Jnanabharathi and Madiwala, ASMs indicate a higher frequency of citizens approaching them, with 29% of ASMs in Jnanabharathi indicating this happens 2 to 4 times a week and 35% of ASMs in Madiwala suggesting this happens 5 or more times a week.

Aside from the 12 ASMs who indicated that citizens never approached them, the remaining ASMs were asked to indicate the frequency with which they are approached with regards to specific criminal activities. As seen in Table 135, most common criminal activities discussed with ASMs are chain snatching, theft, domestic violence and negligent driving with more than 40% of ASMs indicating each of these activities are discussed either 'very frequently' or 'frequently'. In regard to chain snatching and negligent driving, these are also the main criminal activities ASMs discuss with police as well as those activities that ASMs feel have increased in their areas over the last year. Domestic violence, though not among the criminal activities of most threat according to ASMs, was clearly an issue which citizens like to discuss with ASMs. Among these more commonly discussed criminal activities; there were however, notable differences between their frequencies as discussion topics across police zones. In particular:

- Chain snatching was an issue brought up by citizens more frequently in Yelahanka with 70% of ASMs saying citizens bring this activity up either 'very frequently' or 'frequently' compared with 48% of ASMs on average across all police zones.
- 28% of ASMs in Jnanabharathi, 34% of ASMs in Banasawadi and 27% of ASMs in Ashok Nagar indicated that citizens never came to them to discuss theft. It appears this was more of a concern of the citizens of Madiwala where 68% of ASMs said this is a frequently raised issue (compared with 40% of ASMs across all police zones).
- Domestic violence was a topic which citizens bring up more frequently in Rajagopal Nagar than other police zones with 82% of ASMs there indicating citizens bring this to their attention either 'frequently' or 'very frequently' (compared with 43% of ASMs overall).
- Citizens in Rajagopal Nagar more frequently brought the issue of negligent driving to the attention of ASMs compared with ASMs across police zones with 61% there saying citizens bring this up 'frequently' or 'very frequently' compared with 41% of ASMs across police zones. In Jnanabharathi this appears to be less of a concern with 41% of ASMs saying citizens never come to them with this issue.
- Criminal activities which citizens rarely discussed with ASMs include land grabbing, missing children, human trafficking, money laundering, illicit liquor and illegal drugs. This reflected lower perceived threat of these in beat areas by ASMs and also were not predominantly discussed by ASMs with police. There were still some nuances within these lesser discussed topics. Higher proportions of ASMs in Madiwala reported citizens coming to them to discuss the following issues as compared with ASMs on average:
 - Land grabbing (68% saying this happens 'sometimes' or 'frequently' compared with 47% of ASMs on average),
 - Missing children (76% saying this happens 'sometimes' or 'frequently' compared with 40% of ASMs on average)
 - Human trafficking (60% saying this happens 'sometimes' or 'frequently' compared with 34% of ASMs on average)
 - Money laundering (48% saying this happens 'sometimes' or 'frequently' compared with 34% of ASMs on average).

On the contrary, proportionally more ASMs from Jnanabharathi and Rajagopal Nagar than ASMs overall reported citizens not coming to them at all in regard to these issues. For example, with regard to illegal drugs, 76% and 68% of ASMs in Jnanabharathi and Rajagopal Nagar respectively said citizens never come to them to discuss this issue compared with 55% of ASMs saying this on average. Yelahanka ASMs indicated some more prominence to discussing illegal drugs (60% saying 'sometimes' or 'frequently' compared with 40% on average) and illicit liquor (60% saying 'sometimes' or 'frequently' compared with 35% on average).

Table 135: Frequency with which citizens approach ASMs to discuss specific criminal activities

Crimes	Very frequently	Frequently	Sometimes	Never	Blank
Chain snatching	6% (n=12)	42% (n=84)	39% (n=78)	13% (n=27)	<1% (n=1)
Pick-pocketing	1% (n=2)	32% (n=64)	38% (n=77)	28% (n=56)	1% (n=3)
Theft	3% (n=7)	40% (n=81)	38% (n=77)	18% (n=36)	<1% (n=1)
Land grabbing	2% (n=5)	18% (n=37)	29% (n=58)	49% (n=98)	2% (n=4)
Rape	2% (n=5)	23% (n=47)	36% (n=72)	37% (n=75)	1% (n=3)
Eve-teasing	7% (n=14)	31% (n=62)	37% (n=75)	23% (n=48)	1% (n=3)
Domestic violence	7% (n=14)	36% (n=73)	38% (n=76)	18% (n=38)	<1% (n=1)
Physical assault	3% (n=7)	32% (n=65)	41% (n=83)	20% (n=41)	3% (n=6)
Negligent driving	9% (n=18)	32% (n=64)	42% (n=85)	16% (n=33)	1% (n=2)
Drunkenness	7% (n=15)	29% (n=58)	41% (n=82)	22% (n=44)	1% (n=3)
Hooliganism	5% (n=10)	21% (n=42)	34% (n=68)	39% (n=80)	1% (n=2)
Missing children	3% (n=7)	12% (n=26)	27% (n=54)	55% (n=112)	1% (n=3)
Human trafficking	2% (n=5)	11% (n=23)	23% (n=47)	62% (n=125)	1% (n=2)
Money laundering	2% (n=4)	13% (n=26)	21% (n=42)	63% (n=128)	1% (n=3)
Illicit liquor	2% (n=4)	14% (n=29)	21% (n=42)	61% (n=124)	1% (n=3)
Illegal drugs (e.g. marijuana/ganja)	2% (n=5)	16% (n=33)	24% (n=48)	56% (n=114)	1% (n=2)
Other	0% (n=0)	<1% (n=1)	0% (n=0)	0% (n=0)	100% (n=201)

ASMs were asked how often citizens approached them with suggestions about how safety and security could be improved in their area. Encouragingly, 35% of ASMs said this happened once a month, though in many cases, ASMs indicated that this was even more frequent with 11% saying this is a few times a month and a further 18% saying this was once a week. ASMs from Ashok Nagar self-reported the most frequent suggestions from citizens with 19% saying this happens 2-4 times a week or more often compared with 9% of ASMs on average. While in JP Nagar, citizens appeared to be least pro-active with 45% of ASMs saying citizens never suggested ways in which safety and security could be improved in their area compared with 18% of ASMs on average.

While overall it suggests that citizens are engaged in the program and safety in their area, the one prominent suggestion that citizens seem to have was that they were asking for more beat police and rounds in their area/ an expansion of the community policing program in terms of resource. Other suggestions were more often requests to ASMs to try to reduce chain snatching, eve-teasing or other issues. It does not appear that there were many suggestions for ways to achieve these things (aside from increasing patrols).

ASMs believed that either 'some' citizens (40%) or the majority of citizens (47%) were aware that they were their ASM. In Banasawadi and Yelahanka, ASMs felt citizens were more aware with 73% and 71% of them feeling that the majority of citizens were aware of them in their ASM role. Only 11 ASMs suggested they did not think any citizens were aware of their role as ASM in their beat area.

Interestingly, only 26% of ASMs said they undertake door-to-door visits. ASMs in JP Nagar were slightly more likely than average to say they do this (42% compared with 25%). Out of those ASMs who did report undertaking door-to-door visits (n=65), there was some variation in the patterns of door-to-door visits by ASMs. The majority do this both alone and with beat police though a quarter of ASMs indicated they never do this with beat police (see Table 136). In fact, ASMs overall, proportionally appear to undertake this slightly more frequently alone than with beat police with very few ASMs doing this with police more than once a month. Regardless of whether ASMs undertake door-to-door visits alone or with beat police, rarely is the reaction of citizens negative. In fact, 37% of ASMs who do these visits indicated the reaction is positive. While a fifth were not sure, only one ASM said the reaction was negative (see Table 137). It ought to be noted that since only 65 ASMs said they undertake door-to-door visits, all these findings should be taken with some caution.

Table 136: Frequency of ASM visits door-to-door alone and with beat police

Frequency	Alone -% of ASMs (n)	With beat police -% of ASMs (n)
Never	15% (n=10)	25% (n=16)
Less than once a month	12% (n=8)	15% (n=10)
Once a month	25% (n=16)	28% (n=18)
2 to 3 times a month	23% (n=15)	3% (n=2)
Once a week	9% (n=6)	6% (n=4)
2 to 4 times a week	6% (n=4)	6% (n=4)
5 or more times a week	3% (n=2)	2% (n=1)
Blank	6% (n=4)	15% (n=10)

Table 137: Reaction of citizens to visits from ASMs, either with or without beat police

Reaction	% of ASMs (n)
Positively	37% (n=24)
Neutrally	18% (n=12)
Negatively	2% (n=1)
It depends	5% (n=3)
Don't know	20% (n=13)
Blank	18% (n=12)

Although not many ASMs undertake door-to-door visits, it seems that ASMs interacted with citizens outside of the visits and other ASMs activities either 'very frequently' (6%), 'frequently' (38%), or 'sometimes' (47%). This was akin to most ASMs indicating that they felt they knew the citizens in their area at least fairly well. ASMs in Madiwala reported a considerably higher frequency of other informal interactions with citizens with 77% saying this happens either 'frequently' or 'very frequently' compared with 43% of ASMs on average.

When asked if they kept a list of all the residents living in their beat area (a requirement of the ASM role), the vast majority (71%) said they do not do this. There were no notable differences between ASMs from different police zones with regards to this. The main reason ASMs give for not keeping such a list was because they report they were aware of all the citizens in their beat area (see Table 138). A fifth of ASMs indicated that keeping a list is too time consuming and just under a quarter said they had not had the time to do it. Out of those ASMs who did keep a list of citizens (n=62), the majority indicated that this list is complete in terms of coverage and up to date in terms of the information within it. Most also found it useful for their work as an ASM though ten ASMs were neutral on this matter and two actually disagreed.

Table 138: Reasons why ASMs do not keep a list of all the residents living in their beat area*

Reason	% of ASMs (n)
It is too time consuming	20% (n=30)
It is not useful	12% (n=18)
I am aware of all the citizens in my beat area	55% (n=84)
I haven't had the time to compile the list	24% (n=36)
Citizens are unwilling to share their details with me	12% (n=18)
I did not realise the requirement	8% (n=12)
Other	1% (n=1)

*ASMs could select as many options as apply

Overall, ASMs felt that citizens were generally aware of them as ASMs and vice versa they were aware of the citizens in their beat. Furthermore, the majority of ASMs felt that citizens in their beat support their activities as an ASM (see Table 139) and 70% felt that citizens' overall response to the program is positive (see Table 140). Perceived support of citizens of the program seems to be the highest in Rajagopal Nagar compared with other ASMs with 90% of ASMs agreeing or strongly agreeing that citizens support ASM activities compared with 61% of ASMs on average.

Overall high levels of support across police zones were further reinforced by 78% of ASMs indicating they never face resistance from citizens in their beat while performing their role as an ASM. This percentage was particularly high for ASMs in Rajagopal Nagar (87%) and Madiwala (96%). Those ASMs who have encountered resistance indicated that this was either because citizens were facing a problem or they doubted the ASM's authenticity.

The positive response of citizens was put down to ASMs being well known in their beat areas, helping citizens with issues, appreciating the community policing program and generating awareness on safety and security.

Table 139: Extent to which ASMs agree that the citizens in their beat support their ASM activities

Extent of agreement	% of ASMs (n)
Strongly disagree	2% (n=5)
Disagree	4% (n=9)
Neither agree nor disagree	25% (n=54)
Agree	46% (n=99)
Strongly agree	15% (n=33)
It depends	2% (n=5)
Don't know	2% (n=5)
Blank	2% (n=4)

Table 140: General overall response of citizens to the program

Overall response	% of ASMs (n)
Positive	70% (n=149)
Neutral	21% (n=43)
Negative	1% (n=3)
Don't know	8% (n=17)
Blank	<1% (n=1)

ASMs were asked what they feel are the two most important things that the CP program should address. As a first priority, the predominant feeling was to ensure safety and security for the citizens in their beat. Many ASMs mentioned women's safety in particular. While this also was a frequently cited second priority of the program for many ASMs, others noted 'awareness' as a second priority. This was quantified in many different ways by different ASMs, for example awareness about drinking and driving, avoiding rape, awareness of different crimes and how to avoid these (such a murder and violence). Encouragingly, the vast majority of ASMs (92%) indicated that the CP program was addressing their first priority issue (30%) or 'somewhat' (62%). Similarly, they felt their second priority was also being addressed by the CP program (27%, and 56% saying 'somewhat').

ASMs indicated that they feel the CP program has been effective at decreasing citizens' security concerns in their beat (see Table 141). Though it ought to be noted that more than a quarter said they did not know, suggesting perhaps they were not aware of how citizens perceived this. Positive perceptions of effectively reducing citizens' security concerns were particularly notable in Jnanabharathi (94% said this was the case or somewhat the case compared with 69% of ASMs on average).

Table 141: How effective ASMs feel that the community policing program has been at decreasing citizens' security concerns in their beat

Response	% of ASMs (n)
Yes	23% (n=49)
Somewhat	46% (n=98)
No	4% (n=9)
Don't know	27% (n=57)
Blank	<1% (n=1)

As well as asking about citizens' security concerns, ASMs were asked if the beat officer system was actually improving security in beat areas (see Table 142). The vast majority of ASMs (79%) agreed or strongly agreed that this was the case. This was particularly the case in Madiwala where 92% agreed or strongly agreed with this.

Table 142: Extent of agreement from ASMs that the beat officer system has improved security in their area

Extent of agreement	% of ASMs (n)
Strongly agree	7% (n=14)
Agree	72% (n=155)
Neither agree nor disagree	14% (n=31)
Disagree	4% (n=9)
Strongly disagree	1% (n=2)
Don't know	1% (n=3)

In terms of relationships with different stakeholders in the CP program, ASMs were very positive with regards to the impact the CP program had on these. ASMs generally felt that they had formed an effective working relationship with the police force in their area, with 68% agreeing that this was the case and a further 5% strongly agreeing. Fifteen percent were unclear and just 10% either disagreed or strongly disagreed (see Table 143). This is broadly similar across all the police zones.

In a similar vein, the working relationship with citizens was also judged to be effective with only 5% of ASMs disagreeing with this statement (Table 144). ASMs in Rajagopal Nagar were slightly more ambivalent with regards to their relationship with citizens with 29% indicating they neither agreed nor disagreed that they formed an effective working relationship with them (compared with 15% of ASM on average).

Table 143: Extent of agreement from ASMs that they have formed an effective working relationship with the police force in their area

Extent of agreement	% of ASMs (n)
Strongly disagree	2% (n=5)
Disagree	8% (n=17)
Neither agree nor disagree	15% (n=32)
Agree	68% (n=145)
Strongly agree	5% (n=11)
Don't know	1% (n=3)
Blank	<1% (n=1)

Table 144: Extent of agreement from ASMs that they have formed an effective working relationship with the citizens residing in their beat area.

Extent of agreement	% of ASMs (n)
Strongly disagree	1% (n=3)
Disagree	4% (n=8)
Neither agree nor disagree	12% (n=25)
Agree	75% (n=160)
Strongly agree	5% (n=11)
Don't know	3% (n=7)

As well as analyzing their relationships with police and citizens, ASMs were asked whether they felt that they facilitate better relationships between police and citizens. Again, the vast majority of ASMs agreed that they facilitate better relationships between police and citizens (see Table 145). ASMs in JP Nagar were slightly more ambivalent about whether they facilitated these relations with 24% of ASMs from this police zone indicating they neither agreed nor disagreed that they facilitated better relationships between police and citizens (compared with 13% of all ASMs).

Table 145: Extent of agreement from ASMs that they have facilitated better relationships between police and citizens

Extent of agreement	% of ASMs (n)
Strongly disagree	3% (n=6)
Disagree	2% (n=4)
Neither agree nor disagree	13% (n=27)
Agree	75% (n=160)
Strongly agree	6% (n=12)
Don't know	2% (n=5)

Thinking about the program overall, ASMs were asked how they feel it has impacted on different aspects of safety and security in their beat area (see Table 146). There was little variation on how ASMs view the program's impact on a range of these aspects, with the vast majority agreeing that the program had a positive impact on these aspects. In essence, ASMs felt that the CP program had done a great deal to increase trust and relations, resolve conflicts, improved security, reduced fear and made things safer for different citizen demographics. This falls completely in line with ASMs' perception that their role is important in making citizens aware of safety and security precautions (80% agreed and a further 8% strongly agreed with this – see Table 147).

These findings are broadly similar across all the different police zones. The only exception was with regards to ASMs in Rajagopal Nagar and their belief about whether the CP program had lessened citizens' fear of crime. In this police zone, the proportion of those saying they agreed this is the case was much less than average (45% compared with 73%). In fact, 42% of ASMs in Rajagopal Nagar neither agreed or disagreed or actually disagreed with this statement (compared with 21% of ASMs overall).

Table 146: Extent of agreement from ASMs about how the CP program has impacted on different aspects of safety and security in their beat area

Within my beat, the community policing program has...	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Don't know
Increased trust and improved the relationship between police and citizens	2% (n=4)	3% (n=7)	12% (n=25)	75% (n=161)	7% (n=14)	1% (n=3)
Improved neighbourhood security.	1% (n=2)	2% (n=4)	5% (n=11)	83% (n=178)	7% (n=16)	1% (n=3)
Helped to resolve conflicts	2% (n=4)	1% (n=3)	7% (n=16)	81% (n=174)	6% (n=12)	2% (n=5)
Helped victims of crimes recover from trauma and smoothly return to daily life.	2% (n=5)	1% (n=2)	8% (n=17)	77% (n=164)	6% (n=13)	6% (n=13)
Lessened citizens' fear of crime	4% (n=8)	7% (n=16)	9% (n=20)	73% (n=157)	5% (n=10)	1% (n=3)
Helped improve security in neglected areas of the neighbourhood ²²	2% (n=4)	5% (n=11)	13% (n=27)	72% (n=154)	3% (n=7)	5% (n=11)
Reduced drug and alcohol abuse	1% (n=2)	6% (n=12)	14% (n=31)	67% (n=143)	9% (n=19)	3% (n=7)
Reduced domestic violence	2% (n=4)	5% (n=11)	10% (n=22)	71% (n=152)	7% (n=14)	5% (n=11)
Made things safer for women	<1% (n=1)	2% (n=4)	11% (n=23)	78% (n=166)	7% (n=15)	2% (n=5)
Made my beat safer for children	1% (n=2)	1% (n=2)	7% (n=15)	83% (n=177)	7% (n=15)	1% (n=3)
Helped keep public areas and streets safe and secure	2% (n=4)	1% (n=2)	12% (n=25)	79% (n=168)	6% (n=13)	1% (n=2)

²² Such as areas with broken street lights, neglected houses, broken windows, shrub growth and overgrown weeds/bushes that might draw criminals.

Table 147: Extent of agreement from ASMs that the role of ASM is important in making citizens aware of safety and security precautions

Extent of agreement	% of ASMs (n)
Strongly disagree	1% (n=3)
Disagree	1% (n=3)
Neither agree nor disagree	7% (n=16)
Agree	80% (n=172)
Strongly agree	8% (n=18)
Don't know	1% (n=2)

The positive sentiment was further echoed by the fact that ASMs in all police zones overwhelmingly agreed that the CP program is successful in improving security in their beat area (see Table 148).

Table 148: Extent of agreement from ASMs that the community policing program has been successful in improving security in their beat area

Extent of agreement	% of ASMs (n)
Strongly disagree	3% (n=77)
Disagree	1% (n=3)
Neither agree nor disagree	9% (n=19)
Agree	79% (n=170)
Strongly agree	6% (n=12)
Don't know	1% (n=3)

Likewise, when asked about other overarching goals of the CP program, ASMs were mostly very positive about whether these goals were achieved so far or not. As Table 149 shows, ASMs felt that as a result of the program crime rates have decreased, citizens' awareness of crime had increased, police responsiveness increased and police have become more effective. There was more uncertainty in suggesting achievement in the reduction of police apathy. While majority of the ASMs felt that police apathy reduced through the program, 12% of ASMs thought that it did not reduce apathy. This was a considerably larger percentage than for the other outcomes, suggesting this may be one area in particular where the program could work further.

There were some differences in the perceptions of ASMs working in different police zones. In Banasawadi, ASMs showed less certainty with regards to the different outcomes being achieved as part of the CP program. For example, only 38% of ASMs in Banasawadi felt that crime rates decreased (compared with 57% on average), 75% of ASMs only felt citizens' awareness of crimes increased 'somewhat' (compared with 42% on average) and just 20% agreed that police apathy decreased (compared with 40% on average). On the contrary, ASMs in Rajagopal Nagar overwhelmingly agreed that citizens' awareness of crimes had increased as a result of the program (87% compared with an average of 55%). Similarly, Rajagopal Nagar ASMs decisively felt that the police had become more effective as a result of the program (84% compared with 59% on average).

With further regard to police apathy, ASMs from JP Nagar were quite split about whether the program helped to decrease this with 21% saying this did not happen while 31% said it reduced apathy. In Madiwala however 65% of ASMs did think that had happened compared with 40% of ASMs on average.

Table 149: Extent to which ASMs feel the following outcomes have been achieved through the CP program

Outcome	Yes	Somewhat	No	Don't know
Crime rates have decreased	57% (n=122)	41% (n=88)	1% (n=2)	1% (n=2)
Citizens' awareness of crime has increased	55% (n=118)	42% (n=90)	1% (n=3)	1% (n=3)
Police apathy has decreased	40% (n=85)	47% (n=100)	12% (n=25)	2% (n=4)
Police responsiveness has increased	56% (n=119)	40% (n=85)	4% (n=8)	1% (n=2)
It has assisted police in becoming more effective	59% (n=126)	39% (n=84)	1% (n=2)	1% (n=2)

ASMs were asked about the effectiveness of each of the CP elements. The response was predominantly positive but it is worth noting some nuances in the figures. For example, there was slightly more ambivalence about the effectiveness of the JSS meetings and the beat police door-to-door patrols with 13% of ASMs indicating that they neither agreed nor disagreed that each of these elements of the CP program are effective. Furthermore, while informal beat level meetings were felt to be effective, this view was not as strong as for other CP program elements (see Table 150). Findings across different police stations were broadly similar though in Rajagopal Nagar, ASMs were more ambivalent as to whether organized beat-level awareness programs were effective with 19% indicating they neither agreed or disagreed that they were (compared with 7% of ASMs on average).

Table 150: Extent to which ASMs agree that each of the elements of the CP program is effective

Program element	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
Area Suraksha Mitras	39% (n=84)	57% (n=123)	3% (n=6)	0% (n=0)	0% (n=0)	<1% (n=1)
Informal beat-level meetings	28% (n=59)	66% (n=142)	5% (n=11)	0% (n=0)	0% (n=0)	1% (n=2)
Organised beat-level awareness programs	35% (n=74)	57% (n=123)	7% (n=14)	1% (n=2)	<1% (n=1)	0% (n=0)
Jana Suraksha Samithi meetings	36% (n=78)	45% (n=96)	13% (n=28)	4% (n=8)	<1% (n=1)	1% (n=3)
Beat police door-to-door patrols	36% (n=76)	47% (n=100)	13% (n=27)	2% (n=4)	1% (n=3)	2% (n=4)

As Table 151 shows, a large proportion (43%) of ASMs felt that they could not comment on whether the CP program had made police more aware of the needs of citizens and had pushed them to act according to the wishes of the people. This was even more pronounced in Banasawadi and Ashok Nagar where 58% and 62% of ASMs said they did not know. That said, a large proportion of the remaining citizens indicated that yes, the program had done this, particularly in Jnanabharathi where 71% of ASMs said they agreed (compared with 46% of ASMs on average). Those that said that the CP program had made police more aware of the needs of citizens and had pushed them to act according to the wishes of the people explained that as a result of the program, the police and citizens have better relations with each other now and the police are more likely to take on the concerns of the citizens. Given the split in findings, it might be worth analyzing this data in relation to the opinions of citizens themselves before drawing any strong conclusions.

Table 151: Extent to which ASMs feel that the CP program has made police more aware of the needs of citizens and pushed them to act according to the wishes of the people

Extent of agreement	% of ASMs (n)
Yes	46% (n=98)
It depends	7% (n=15)
No	4% (n=9)
Don't know	43% (n=92)

In line with the predominant findings above, ASMs generally felt that the CP program had been successful in their beat area, with 77% agreeing with this statement and a further 7% strongly agreeing with this statement (see Table 152). It would be worth exploring the perspectives of those 9% of ASMs who were more ambivalent about this, especially in Banasawadi where this percentage was slightly higher than average with 18% of ASMs showing ambivalence.

It is also evident that ASMs felt the CP program is successful in their area from the finding that 70% of them have recommended other people to the police or Janaagraha to also be considered for the role of ASM. ASMs in Yelahanka and Madiwala were most likely to have done this (94% and 92% respectively) while only 26% of ASMs in Jnanabharathi had done that.

Table 152: Extent to which ASMs feel that the CP program has been successful in their beat area

Extent of agreement	% of ASMs (n)
Strongly disagree	3% (n=7)
Disagree	<1% (n=1)
Neither agree nor disagree	9% (n=20)
Agree	77% (n=165)
Strongly agree	7% (n=15)
Don't know	3% (n=6)

3.2.5 Review of the logistics of the program

Given that the vast majority of ASMs (78%) have been part of the program for more than a year or even since the program started in July 2013 (see Table 111), it is discouraging to see that only 38% of ASMs attended the CP training when they were initially accepted as an ASM. This even more so, when the vast majority who did attend training indicated that the training is useful in helping them perform their duties as an ASM (see Table 153). In particular, only 5 out of Banasawadi's 40 ASMs indicated they had done the training. Frequent refresher training and ensuring training is given upon commencement of the role of ASM look to be important learnings from this data.

Table 153: Extent to which ASMs who attended the training was useful in helping them perform their duties as an ASM (n=81)

Usefulness	% of ASMs (n)
Very useful	65% (n=53)
Somewhat useful	27% (n=22)
Not very useful	4% (n=3)
Not at all useful	0% (n=0)
Blank	4% (n=3)

A further point of reflection is the fact that the vast majority (55%) of ASMs felt that they did not have enough time, information and other resources to do the work required of them as an ASM (see Table 154). Only just over a quarter felt they did have enough. ASMs in Jnanabharathi, JP Nagar and Madiwala in particular said they did not have enough time, information or other resources to do the work required of them. Given this, it is important for the program to ensure this is further explored. Table 155 provides an indication of additional resources ASMs that would facilitate their improvement, in particular including a desire to work with more experienced ASMs (37% of ASMs across all police zones said this and in particular 48% of ASMs in Jnanabharathi said this).

Table 154: Do ASMs feel they have enough time, information and other resources to do the work required of them as an ASM

Resource Needs	% of ASMs (n)
Yes, I have enough	27% (n=57)
No, I need more	55% (n=117)
Don't know	16% (n=35)
Blank	2% (n=5)

Table 155: Additional resources ASMs feel would facilitate their improvement in the role as an ASM*

Resource	% of ASMs (n)
More training on specific issues	29% (n=62)
More experienced ASMs working with me	37% (n=79)
More cooperation from the police	26% (n=55)
More time	11% (n=23)
Other	1% (n=2)

*ASMs could select as many resources as applicable

A few ASMs made additional suggestions for improvements to the CP program. These included more meetings and with larger numbers of higher level officers in attendance, that there should be beat-level officers whose work is only dedicated to the CP program and citizens should present at meetings. Other comments about the CP program include positive reinforcement that the program is helping reduce crime and that it is helping citizens to be safer in their communities.

3.3.1 Citizen Survey: Security Perception

Citizens were asked a range of questions about their perception of Bengaluru. The majority of citizens felt that there was an increase in crime in Bengaluru both in the short-term and the long-term (see Tables 156 and 157). In the treatment group, 60% mentioned that crime in Bengaluru had increased and increased a lot on the last year, while 63% mentioned that crime in Bengaluru had increased and increased a lot during the ten years preceding the previous year. In contrast, 16% felt that the level of crime in Bengaluru had stayed the same in the last year and 13% felt it had stayed the same in the preceding ten years respectively. About 19% believed that crime had decreased or decreased a lot in the last year and in the preceding ten years. Similarly, the vast majority of citizens living in the areas around the control police stations also felt that crime had increased in Bengaluru. Almost three quarters, 71% said that crime had increased or increased a lot in Bengaluru in the last year, while 74% said that it had increased or increased a lot in the preceding ten years.

Table 156: Perception of change in the level of crime in Bengaluru in the last year

Police Zone	Increased a lot	Increased	Stayed the same	Decreased	Decreased a lot	Don't know	No answer
Treatment stations, 18 months follow-up survey, 2015 (n=768)							
Jnana Bharathi	36% (n=39)	37% (n=40)	5% (n=5)	12% (n=13)	6% (n=6)	5% (n=5)	1% (n=1)
Banasawadi	22% (n=25)	57% (n=64)	9% (n=10)	7% (n=8)	4% (n=4)	0% (n=0)	1% (n=1)
Yelahanka	16% (n=19)	48% (n=56)	19% (n=22)	4% (n=5)	9% (n=11)	3% (n=4)	0% (n=0)
JP Nagar	27% (n=25)	22% (n=20)	22% (n=20)	8% (n=7)	5% (n=5)	16% (n=15)	0% (n=0)
Ashok Nagar	20% (n=25)	43% (n=55)	13% (n=16)	10% (n=13)	9% (n=12)	3% (n=4)	2% (n=3)
Madiwala	6% (n=6)	26% (n=27)	21% (n=21)	30% (n=31)	15% (n=15)	2% (n=2)	0% (n=0)
Rajagopal Nagar	19% (n=21)	38% (n=41)	24% (n=26)	14% (n=15)	1% (n=1)	3% (n=3)	1% (n=1)
Total treatment	21% (n=160)	39% (n=303)	16% (n=120)	12% (n=92)	7% (n=54)	4% (n=33)	1% (n=6)
Control stations, 18 months follow-up survey, 2015 (n=415)							
Hanumanth Nagar	41% (n=83)	24% (n=48)	17% (n=34)	11% (n=22)	6% (n=13)	1% (n=2)	<1% (n=1)
Ramamurthy Nagar	28% (n=61)	49% (n=104)	8% (n=17)	8% (n=18)	1% (n=2)	5% (n=10)	0% (n=0)
Total control:	35% (n=144)	37% (n=152)	12% (n=51)	10% (n=40)	4% (n=15)	3% (n=12)	<1% (n=1)

Table 157: Perception of change in the level of crime in Bengaluru from 10 years to 1 year ago

Police Zone	Increased a lot	Increased	Stayed the same	Decreased	Decreased a lot	Don't know	No answer
Treatment Stations							
Jnana Bharathi	26% (n=28)	34% (n=37)	14% (n=15)	19% (n=21)	3% (n=3)	5% (n=5)	0% (n=0)
Banasawadi	19% (n=21)	63% (n=70)	8% (n=9)	8% (n=9)	2% (n=2)	1% (n=1)	0% (n=0)
Yelahanka	34% (n=40)	41% (n=48)	12% (n=14)	3% (n=3)	8% (n=9)	3% (n=3)	0% (n=0)
JP Nagar	13% (n=12)	37% (n=34)	24% (n=22)	10% (n=9)	8% (n=7)	9% (n=8)	0% (n=0)
Ashok Nagar	34% (n=43)	36% (n=46)	7% (n=9)	12% (n=15)	5% (n=7)	5% (n=7)	1% (n=1)
Madiwala	16% (n=16)	19% (n=19)	16% (n=16)	34% (n=35)	9% (n=9)	4% (n=4)	3% (n=3)
Rajagopal Nagar	26% (n=28)	37% (n=40)	17% (n=18)	16% (n=17)	2% (n=2)	3% (n=3)	0% (n=0)
Total treatment	24% (n=188)	38% (n=294)	13% (n=103)	14% (n=109)	5% (n=39)	4% (n=31)	1% (n=4)
Control Stations							
Hanumanth Nagar	27% (n=54)	41% (n=84)	11% (n=22)	15% (n=30)	6% (n=12)	<1% (n=1)	0% (n=0)
Ramamurthy Nagar	40% (n=85)	40% (n=85)	11% (n=24)	5% (n=11)	<1% (n=1)	3% (n=6)	0% (n=0)
Total control	33% (n=139)	41% (n=169)	11% (n=46)	10% (n=41)	3% (n=13)	2% (n=7)	0% (n=0)

In the control group, even though the majority of citizens thought that crime in Bengaluru had increased in the last year and preceding ten years, they were less likely to say that crime had increased in their own area in the last year. While 40% citizens thought that crime in their area had increased or increased a lot in the last year, 31% said it has stayed the same and 25% said it had decreased or decreased a lot (see Table 158). Interestingly, a larger proportion of citizens in the treatment group than in the control group believed that there had been a decrease in crime in their area. This indicates that the community policing program may have played a role in shaping their perceptions and making residents felt safer.

This information matches the trends uncovered in the 2013 baseline survey. More than half of citizens surveyed (65%) in the areas around the seven treatment stations said that crime had increased or increased a lot in the preceding three years. In spite of the prevailing perception that crime had increased in Bengaluru, the majority of citizens in the treatment group said that crime had stayed the same or decreased in their own neighbourhood in the past year (see Table 158). While almost two-thirds felt crime had increased across the city, just 37% said that crime had increased or increased a lot in their own area. Meanwhile, 26% said that crime had stayed the same, while 32% said it had decreased or decreased a lot in their neighbourhood.

Table 158: Perception of change in the level of crime in their area in the last year

Police Zone	Increased a lot	Increased	Stayed the same	Decreased	Decreased a lot	Don't know	No answer
Treatment Stations							
Jnana Bharathi	17% (n=18)	32% (n=35)	11% (n=12)	32% (n=35)	5% (n=5)	4% (n=4)	0% (n=0)
Banasawadi	6% (n=7)	53% (n=59)	22% (n=25)	9% (n=10)	4% (n=5)	4% (n=4)	2% (n=2)
Yelahanka	9% (n=10)	29% (n=34)	37% (n=43)	14% (n=16)	9% (n=11)	2% (n=2)	1% (n=1)
JP Nagar	12% (n=11)	11% (n=10)	25% (n=23)	27% (n=25)	10% (n=9)	15% (n=14)	0% (n=0)
Ashok Nagar	9% (n=11)	27% (n=35)	23% (n=29)	29% (n=37)	11% (n=14)	0% (n=0)	2% (n=2)
Madiwala	6% (n=6)	16% (n=16)	22% (n=22)	37% (n=38)	16% (n=16)	4% (n=4)	0% (n=0)
Rajagopal Nagar	12% (n=13)	19% (n=21)	44% (n=48)	19% (n=22)	3% (n=3)	3% (n=3)	1% (n=1)
Total treatment	10% (n=76)	27% (n=210)	26% (n=202)	24% (n=181)	8% (n=63)	4% (n=31)	1% (n=6)
Control Stations							
Hanumanth Nagar	14% (n=28)	18% (n=36)	28% (n=57)	30% (n=60)	7% (n=15)	3% (n=7)	0% (n=0)
Ramamurthy Nagar	12% (n=25)	35% (n=75)	33% (n=72)	11% (n=24)	3% (n=6)	6% (n=13)	0% (n=0)
Total control	13% (n=53)	27% (n=111)	31% (n=129)	20% (n=84)	5% (n=21)	5% (n=20)	0% (n=0)

Reasons for perception of increase in crime

In order to get a better understanding of the security perception of citizens, residents suggesting that there was an increase in the levels of crime in Bengaluru and/or their own area were asked why they thought crime had increased, while those who suggested there had been a decrease in crime were asked why they thought crime levels had decreased. Citizens could select as many factors as they wanted to from a list, in addition to suggesting other reasons for the perceived increase or decrease in crime.

The responses of citizens who felt that there were increases in crime are displayed in Table 159 for the treatment group follow-up survey. In the follow-up survey, three new reasons were added as options for citizens to select: ineffective laws, an increase in Bengaluru's population and criminals not fearing law enforcement. The most popular reasons for a perceived increase in crime in their area and in Bengaluru, as cited by citizen of treatment group and control group for the follow-up survey, were lack of resources among the police force (see Tables 159 and 160) This was also the second most popular cause of crime increase, identified by citizens of treatment areas in the baseline survey. This indicates that citizens were cognizant of the shortage of resources that the police force faces.

The top six reasons selected by citizens of the treatment group of 18 months follow-up survey, to explain negative crime perception of Bengaluru were as follows:

- 1. Police force does not have enough resources (54%)**
- 2. Powerful people interfering with policy activity (49%)**
- 3. Increase in Bengaluru's population (46%)**
- 4. Increasing liquor consumption in the area (42%)**
- 5. Increased anti-social tendencies among the public (43%)**
- 6. Glorification of crime by the media (40%)**

These same top two reasons were the top reasons also selected for negative crime perception in the citizens' area of residence. Furthermore the same other four reasons were also in the top 6 for citizens' area of residence but in a slightly different order.

In the baseline survey, the top six reasons identified by respondents with negative crime perception of Bengaluru in the past three years were:

- 1. Powerful people interfering with policy activity (71%)**
- 2. Police force does not have enough resources (64%)**
- 3. Delays in the justice system (63%)**
- 4. Glorification of crime by the media (49%)**
- 5. Lack of legal employment opportunities (49%)**
- 6. Failure of people to cooperate with police (48%)**

In the 18 months survey, citizens living in the treatment stations were more likely to cite increases in liquor consumption, anti-social tendencies and increases in Bengaluru's population. In contrast, three of the most popular factors selected in the baseline survey were not as popular during the follow-up surveys— delays in the justice system, lack of legal employment opportunities and failure of people to cooperate with police (see Table 161). The latter is particularly noteworthy since improved relations between citizens and police is a key objective of the CP program and therefore suggests positive impact of the program.

Notably, the data indicated that the enforcement of the community policing program, smaller proportions of citizen believed that failure of people to cooperate with police caused negative security perception. Almost half (49%) of respondents in baseline survey thought that negative security perception in the three years were from failure of people to cooperate with police. In the follow-up survey this negative security perception had decreased in both Bengaluru as a whole (with 39% citing this reason) and specific beat areas where just 32% gave this reason.

Interestingly, the top five reasons identified by citizens from the control areas were similar to citizen perception by the treatment areas from baseline and follow-up surveys:

- 1. Police force does not have enough resources**
- 2. Delays in the justice system**
- 3. Powerful people interfering with police activity**
- 4. Glorification of crime by the media**
- 5. Increase in Bengaluru's population**



Table 159: Perceived reasons for increased levels of crime in Bengaluru and specific areas over the last one year in treatment areas

Reason	Citizens who feel this has contributed to increased levels of crime over the last one year in...	
	Bengaluru (n=463)	Their area (n=285)
Police force does not have enough resources	Bengaluru (n=463)	Their area (n=285)
Delays in the justice system	54% (n=252)	55% (n=158)
Powerful people interfering with police activity	34% (n=159)	29% (n=83)
Failure of people to cooperate with police	49% (n=227)	54% (n=153)
Increasing liquor consumption in the area	39% (n=180)	32% (n=92)
Glorification of crime by the media	42% (n=194)	41% (n=117)
Increased anti-social tendencies among the public	40% (n=185)	41% (n=117)
Lack of legal employment opportunities	43% (n=197)	48% (n=136)
Ineffective laws	32% (n=146)	33% (n=94)
Increase in Bengaluru's population	35% (n=162)	35% (n=101)
Criminals don't fear law enforcement	46% (n=215)	42% (n=119)
Other	29% (n=135)	24% (n=67)
Don't know	7% (n=33)	5% (n=14)

*Citizens could select as many options as applied for both Bengaluru and their specific area of residence. Table

Table 160: Perceived reasons for increased levels of crime in Bengaluru and specific areas over the last one year in control areas

Reason	Citizens who feel this has contributed to increased levels of crime over the last one year in...	
	Bengaluru (n=296)	Their area (n=161)
Police force does not have enough resources	59% (n=176)	56% (n=90)
Delays in the justice system	37% (n=110)	35% (n=57)
Powerful people interfering with police activity	52% (n=155)	48% (n=78)
Failure of people to cooperate with police	29% (n=86)	32% (n=51)
Increasing liquor consumption in the area	33% (n=97)	28% (n=45)
Glorification of crime by the media	37% (n=109)	35% (n=57)
Increased anti-social tendencies among the public	34% (n=101)	22% (n=35)
Lack of legal employment opportunities	18% (n=53)	11% (n=18)
Ineffective laws	23% (n=68)	22% (n=35)
Increase in Bengaluru's population	40% (n=117)	41% (n=66)
Criminals don't fear law enforcement	26% (n=78)	25% (n=40)
Other	7% (n=20)	4% (n=6)
Don't know	0% (n=0)	0% (n=0)

*Citizens could select as many options as applied for both Bengaluru and their specific area of residence.

Table 161: Perceived reasons for increased levels of crime in Bengaluru in the three years preceding the baseline survey

Reason	Citizens who feel this has contributed to increased levels of crime in Bengaluru.... (n=465)
Police force does not have enough resources	64% (n=297)
Delays in the justice system	63% (n=294)
Powerful people interfering with police activity	71% (n=330)
Failure of people to cooperate with police	48% (n=224)
Increasing liquor consumption in the area	34% (n=156)
Glorification of crime by the media	49% (n=227)
Increased anti-social tendencies among the public	22% (n=102)
Lack of legal employment opportunities	49% (n=228)
Ineffective laws	N/A
Increase in Bengaluru's population	N/A
Criminals don't fear law enforcement	N/A
Other	12% (n=56)
Don't know	2% (n=7)

*Citizens could select as many options as applied

When the data is broken down by station (see Table 162), four stations in the 18 months follow-up treatment areas compared to the baseline treatment stations, have proportionately fewer citizens who thought that failure of people to cooperate with police contributed to increase in crimes. In JP Nagar, the proportion of citizens who identified this reason (for Bengaluru) fell by 36% from baseline to follow-up survey. In Jnanabharathi, the proportion of citizens citing this for Bengaluru remained unchanged. However, in Madiwala, between the baseline and follow-up survey, there was an 8% increase in citizens identifying failure of people to cooperate leading to negative security perception (for Bengaluru).

Table 162: Citizens in treatment areas who indicated that a failure of people to cooperate with police contributed to an increase in crime in the short-term

Police zones	Percent of citizens (n) who indicated that a failure of people to cooperate with police contributed to an increase in crime in...		
	In Bengaluru in the three years preceding the 2013 baseline survey	Bengaluru in the year preceding the 18 months follow-up survey	In their area in the year preceding the 18 months follow-up survey
Jnanabharathi	62% (n=40)	62% (n=49)	49% (n=26)
Banasawadi	44% (n=39)	31% (n=28)	18% (n=12)
Yelahanka	46% (n=26)	35% (n=26)	34% (n=15)
JP Nagar	60% (n=54)	24% (n=11)	33% (n=7)
Ashok Nagar	58% (n=35)	33% (n=26)	33% (n=15)
Madiwala	50% (n=25)	58% (n=19)	23% (n=5)
Rajagopal Nagar	9% (n=5)	34% (n=21)	36% (n=12)
Total (n=463)	48% (n=224)	39% (n=180)	32% (n=92)

Reasons for perception of decrease in crime

In the 18 months follow-up survey for the treatment areas and the control areas, citizens attributed the increased positive security perception to a number of factors. The breakdowns of responses are presented in Table 163 for the treatment group and Table 164 for the control group.

The top five reasons selected by citizens from the treatment group, who held an increased positive security perception relative to Bengaluru, were:

- 1. Fewer powerful people interfering with police activity (61%)**
- 2. Decreased anti-social tendencies among the public (61%)**
- 3. Reduction in glorification of crime by the media (53%)**
- 4. Police force resources have increased (45%)**
- 5. Increased cooperation of people with police (40%)**

Four of these reasons were the same as the top five reasons selected by citizens in the treatment group to explain why crime in their area had decreased over the last one year:

- 1. Reduction in glorification of crime by the media (57%)**
- 2. Police force resources have increased (52%)**
- 3. Decreased anti-social tendencies among the public (50%)**
- 4. Fewer powerful people interfering with police activity (47%)**
- 5. Increase in legal employment opportunities (36%)**

Table 163: Perceived reasons for increased levels of crime in Bengaluru and specific areas over the last year in treatment areas (18 months follow-up survey)

Reason	Citizens who feel this has contributed to decreased levels of crime over the last one year in...	
	Bengaluru (n=146)	Their area (n=244)
Police force resources have increased	45% (n=66)	52% (n=126)
Reduction in delays in justice system	33% (n=48)	19% (n=46)
Fewer powerful people interfering with police activity	61% (n=89)	47% (n=115)
Increased cooperation of people with police	40% (n=58)	33% (n=81)
Decreased liquor consumption in the area	36% (n=52)	33% (n=80)
Reduction in the glorification of crime by the media	53% (n=78)	57% (n=138)
Decreased anti-social tendencies among the public	61% (n=89)	50% (n=123)
Increase in legal employment opportunities	39% (n=57)	36% (n=89)
Effective laws	32% (n=47)	34% (n=82)
Increase in Bengaluru's population	23% (n=33)	17% (n=42)
Criminals fear law enforcement	23% (n=34)	24% (n=58)
Other	1% (n=1)	4% (n=10)
Don't know	0% (n=0)	0% (n=0)

Table 164: Perceived reasons for decreased levels of crime in Bengaluru and specific areas over the last year in control areas

Reason	Citizens who feel this has contributed to decreased levels of crime over the last one year in...	
	Bengaluru (n=55)	Their area (n=105)
Police force resources have increased	38% (n=21)	48% (n=50)
Reduction in delays in justice system	36% (n=20)	30% (n=31)
Fewer powerful people interfering with police activity	47% (n=26)	53% (n=56)
Increased cooperation of people with police	47% (n=26)	47% (n=49)
Decreased liquor consumption in the area	35% (n=19)	32% (n=34)
Reduction in the glorification of crime by the media	33% (n=18)	46% (n=48)
Decreased anti-social tendencies among the public	45% (n=25)	47% (n=49)
Increase in legal employment opportunities	44% (n=24)	27% (n=28)
Effective laws	49% (n=27)	25% (n=26)
Increase in Bengaluru's population	24% (n=13)	10% (n=10)
Criminals fear law enforcement	16% (n=9)	17% (n=18)
Other	4% (n=2)	2% (n=2)
Don't know	0% (n=0)	0% (n=0)

Forty percent of citizens in treatment areas mentioned increases in cooperation between people and police leading to positive security perception. Table 165 presents an analysis by respective stations in the treatment area from the 18 months follow-up survey. About a third or more of citizens in Jnanabharathi, Banasawadi, Ashok Nagar, Madiwala and Rajagopal who felt that there was decline in crime in Bengaluru indicated that increased cooperation between police and citizens has played a role in this. Moreover, about a third or more of citizens in Jnanabharathi, Banasawadi, JP Nagar, Ashok Nagar and Rajagopal Nagar also indicated that this factor has contributed to decreased crime in their area. Within the context of this broader trend, these three stations stand out.

In Ashok Nagar, 68% of citizens who indicated that crime had decreased in Bengaluru mentioned that increased cooperation between people and police has played a role, while 51% of those who indicated that crime has decreased in their neighbourhood also said increasing cooperation between people and police had played a role. Moreover, even those residents of Ashok Nagar who said that crimes have increased or increased a lot were, in the follow-up survey, proportionally less likely to indicate that this was because of a lack of cooperation between people and police than at baseline (see Table 162). About one-third of citizens felt that crime increased in the year preceding the 18 months survey said that the failure of people to cooperate with police was a factor. In contrast, a much larger 58% said it was a factor in the three years preceding the baseline survey.

In addition, in Rajagopal Nagar, 75% of citizens who indicated that crime had decreased in Bengaluru said that increasing cooperation between people and police has played a role, while 43% of those who said that crimes have decreased in their area said it had played a role. Finally, in Banasawadi, 53% of citizens who indicate that crime had decreased in their area said that increased cooperation between people and police played a role. In addition, Banasawadi had the lowest proportion of citizens – 18% – who think that a failure of people to cooperate with police has contributed to an increased crime in their areas (see Table 162). This serves as a clear indicator that the community policing program has played a role in improving cooperation between the people and police, particularly in specific stations.

Table 165: Citizens in treatment areas (at 18 months) who said increased cooperation of people and police contributed to reduction in crime

Police zone	Number of citizens who said increased cooperation of people with police has contributed to decreased crime over the last year in...	
	Bengaluru	Their area
Jnanabharathi	32% (n=6)	30%(n=12)
Banasawadi	33% (n=4)	53%(n=8)
Yelahanka	19%(n=3)	19%(n=5)
JP Nagar	17%(n=2)	38%(n=13)
Ashok Nagar	68% (n=17)	51%(n=26)
Madiwala	30% (n=14)	13%(n=7)
Rajagopal Nagar	75%(n=12)	43%(n=10)
Total treatment	40% (n=58)	33%(n=81)

Perception of threat posed by unlawful activities

In the baseline and 18 months follow-up survey (for the treatment group and the control group), citizens were asked to indicate the level of threat that they faced from various unlawful activities in their neighbourhoods. The activities citizens were asked about on the baseline survey were chain snatching, pick-pocketing, theft, land grabbing, rape, eve-teasing, domestic violence, physical assault, negligent driving, drunkenness, hooliganism, kidnapping, human trafficking, money laundering and illicit liquor. In addition to these activities, respondents to the follow-up survey were asked about illegal drugs and, instead of asking them about kidnapping in general, the surveyors asked them specifically about missing children. In both the surveys, citizens were also asked if there were any other unlawful activities they would report to the police. As this section progresses, a range of other questions in which people were asked about specific unlawful activities will be discussed. All of these questions used the same set of crimes described in this paragraph.

As Table 166 indicates, the activities that were most commonly cited as a high threat by citizens in the treatment areas were chain snatching, theft, negligent driving and drunkenness. In fact, about one-third of citizens considered each of these to pose a high threat, while more than 70% of citizens considered each of these activities to pose some threat or high threat. Moreover, chain snatching and negligent driving were the two most common crimes that citizens cited as having increased (see Table 167). Citizens were more likely to say that theft and drunkenness had stayed the same, rather than increased or decreased. However, the majority of citizens said that all unlawful activities they were asked about had decreased or stayed the same. In fact, about three-quarters of citizens said that pick-pocketing, theft, land grabbing, rape, eve-teasing, domestic violence, physical assault, missing children, human trafficking and money laundering had all stayed the same or decreased.

Table 166: Perceived threat level in neighbourhood from specific unlawful activities in treatment stations, 18 months follow-up survey

Unlawful activity	No threat	Some threat	High threat	Don't know	Blank
Chain snatching	24% (n=186)	36% (n=273)	38% (n=292)	2% (n=16)	<1% (n=1)
Pick-pocketing	33% (n=256)	42% (n=323)	19% (n=144)	6% (n=44)	<1% (n=1)
Theft	25% (n=192)	40% (n=306)	33% (n=251)	2% (n=17)	<1% (n=2)
Land grabbing	37% (n=284)	29% (n=220)	18% (n=138)	16% (n=121)	1% (n=5)
Rape	41% (n=313)	26% (n=203)	21% (n=158)	12% (n=94)	0% (n=0)
Eve-teasing	32% (n=242)	36% (n=276)	25% (n=191)	7% (n=57)	<1% (n=2)
Domestic violence	37% (n=282)	33% (n=254)	19% (n=148)	11% (n=83)	<1% (n=1)
Physical assault	34% (n=264)	36% (n=276)	18% (n=142)	11% (n=83)	<1% (n=3)
Negligent driving	23% (n=176)	36% (n=279)	37% (n=283)	3% (n=25)	1% (n=5)
Drunkenness	24% (n=187)	38% (n=291)	34% (n=258)	4% (n=30)	<1% (n=2)
Hooliganism ²³	36% (n=275)	33% (n=252)	24% (n=181)	7% (n=54)	1% (n=6)
Missing children ²⁴	49% (n=377)	23% (n=175)	14% (n=107)	14% (n=104)	1% (n=5)
Human trafficking	48% (n=366)	23% (n=177)	13% (n=96)	16% (n=125)	1% (n=4)
Money laundering	44% (n=341)	25% (n=190)	12% (n=94)	19% (n=143)	0% (n=0)
Illicit liquor	44% (n=340)	22% (n=172)	12% (n=93)	21% (n=161)	<1% (n=2)
Illegal drugs	40% (n=308)	26% (n=203)	12% (n=93)	21% (n=158)	1% (n=6)
Other	<1% (n=3)	<1% (n=2)	<1% (n=1)	<1% (n=1)	99% (n=761)

²³ One citizen selected "no threat" and "some threat" for hooliganism. This response was included in the "some threat" category.

²⁴ One citizen selected "no threat" and "high threat" for missing children. This response was included in the "some threat" category.

Table 167: Perceived change in frequency from specific unlawful activities in neighbourhood over the last year in treatment stations, 18 months follow-up survey

Unlawful activity	Increased	Same	Decreased	Don't know	Blank
Chain snatching	39% (n=301)	29% (n=223)	30% (n=230)	1% (n=11)	<1% (n=3)
Pick-pocketing ²⁵	21% (n=158)	34% (n=264)	38% (n=295)	6% (n=46)	1% (n=5)
Theft	25% (n=192)	39% (n=303)	32% (n=248)	3% (n=23)	<1% (n=2)
Land grabbing ²⁶	11% (n=82)	32% (n=249)	43% (n=327)	14% (n=105)	1% (n=5)
Rape ²⁷	14% (n=108)	28% (n=217)	46% (n=350)	12% (n=89)	1% (n=4)
Eve-teasing	17% (n=133)	38% (n=291)	39% (n=296)	6% (n=43)	1% (n=5)
Domestic violence	12% (n=91)	37% (n=283)	44% (n=339)	7% (n=51)	1% (n=4)
Physical assault	12% (n=93)	38% (n=295)	42% (n=326)	6% (n=49)	1% (n=5)
Negligent driving	33% (n=253)	33% (n=251)	31% (n=235)	3% (n=26)	<1% (n=3)
Drunkenness	28% (n=216)	36% (n=273)	33% (n=251)	3% (n=24)	1% (n=4)
Hooliganism	18% (n=141)	30% (n=230)	44% (n=338)	7% (n=56)	<1% (n=3)
Missing children	8% (n=65)	24% (n=186)	53% (n=404)	14% (n=110)	<1% (n=3)
Human trafficking	6% (n=49)	25% (n=190)	50% (n=384)	18% (n=141)	1% (n=4)
Money laundering ²⁸	8% (n=61)	22% (n=171)	48% (n=371)	21% (n=160)	1% (n=5)
Illicit liquor	8% (n=58)	21% (n=162)	50% (n=381)	21% (n=164)	<1% (n=3)
Illegal drugs (e.g. marijuana, ganja)	7% (n=54)	26% (n=200)	45% (n=347)	20% (n=156)	1% (n=11)
Other	1% (n=4)	<1% (n=1)	<1% (n=1)	<1% (n=2)	99% (n=760)

As with the treatment group, the four activities that were most commonly cited as a high threat by the control group were chain snatching, theft, negligent driving and drunkenness (see Table 168). About two-thirds of citizens in the control group considered these activities to pose some threat or a high threat. As with the treatment group, the same four activities were also most commonly cited as having increased. However, aside from chain snatching, which 45% of respondents believe had increased, the respondents were more likely to say that all of the other unlawful activities had either stayed the same or decreased (see Table 169).

²⁵ One citizen selected "increased" and "same" for pick-pocketing. This response was included in the "increased" category.

²⁶ One citizen selected "same" and "don't know" for land-grabbing. This response was included in the "don't know" category.

²⁷ One citizen selected "same" and "don't know" for rape. This response was included in the "don't know" category.

²⁸ One citizen selected "same" and "don't know" for money laundering. This response was included in the "don't know" category.

Table 168: Perceived threat level in neighbourhood from specific unlawful activities in control stations

Unlawful activity	No threat	Some threat	High threat	Don't know	No answer
Chain snatching	13% (n=54)	47% (n=197)	39% (n=165)	<1% (n=2)	0% (n=0)
Pick-pocketing	32% (n=133)	55% (n=231)	11% (n=44)	2% (n=10)	0% (n=0)
Theft	20% (n=83)	53% (n=220)	26% (n=110)	1% (n=5)	0% (n=0)
Land grabbing	33% (n=138)	30% (n=126)	17% (n=73)	17% (n=72)	2% (n=9)
Rape	39% (n=161)	30% (n=127)	23% (n=96)	8% (n=33)	<1% (n=1)
Eve-teasing	28% (n=116)	42% (n=176)	16% (n=65)	14% (n=59)	<1% (n=2)
Domestic violence	38% (n=158)	36% (n=149)	7% (n=31)	19% (n=78)	<1% (n=2)
Physical assault	34% (n=143)	39% (n=161)	11% (n=47)	16% (n=67)	0% (n=0)
Negligent driving	18% (n=75)	41% (n=172)	32% (n=133)	9% (n=36)	<1% (n=2)
Drunkenness	21% (n=87)	43% (n=180)	25% (n=105)	10% (n=43)	1% (n=3)
Hooliganism	29% (n=120)	37% (n=153)	18% (n=76)	17% (n=69)	0% (n=0)
Missing children	40% (n=166)	27% (n=111)	17% (n=72)	15% (n=64)	1% (n=5)
Human trafficking	48% (n=199)	23% (n=96)	7% (n=31)	22% (n=91)	<1% (n=1)
Money laundering	46% (n=191)	18% (n=74)	7% (n=30)	29% (n=121)	<1% (n=2)
Illicit liquor	44% (n=184)	20% (n=84)	5% (n=22)	31% (n=128)	0% (n=0)
Illegal drugs (e.g. marijuana/ganja)	43% (n=181)	23% (n=98)	10% (n=43)	22% (n=94)	<1% (n=2)
Other	1% (n=3)	0% (n=0)	0% (n=0)	<1% (n=1)	99% (n=414)

Table 169: Perceived change in frequency from specific unlawful activities in neighbourhood over the last year in control stations (at 18 months follow-up)

Unlawful activity	Increased	Same	Decreased	Don't know	Blank
Chain snatching	45% (n=188)	29% (n=121)	25% (n=106)	<1% (n=2)	<1% (n=1)
Pick-pocketing	10% (n=42)	46% (n=192)	38% (n=160)	5% (n=22)	<1% (n=2)
Theft	21% (n=88)	44% (n=184)	31% (n=128)	4% (n=17)	<1% (n=1)
Land grabbing	7% (n=31)	27% (n=114)	37% (n=155)	26% (n=109)	<1% (n=1)
Rape	9% (n=37)	22% (n=93)	47% (n=197)	21% (n=88)	1% (n=3)
Eve-teasing	13% (n=54)	38% (n=159)	34% (n=142)	14% (n=60)	1% (n=3)
Domestic violence	7% (n=31)	33% (n=136)	41% (n=172)	18% (n=77)	<1% (n=2)
Physical assault	8% (n=33)	33% (n=136)	41% (n=172)	17% (n=72)	1% (n=5)
Negligent driving	28% (n=115)	32% (n=134)	26% (n=108)	14% (n=59)	<1% (n=2)
Drunkenness	19% (n=79)	39% (n=165)	26% (n=107)	15% (n=64)	1% (n=3)
Hooliganism	9% (n=37)	34% (n=143)	37% (n=154)	19% (n=81)	1% (n=3)
Missing children	4% (n=18)	19% (n=79)	48% (n=201)	28% (n=118)	<1% (n=2)
Human trafficking	3% (n=11)	17% (n=69)	46% (n=193)	34% (n=143)	<1% (n=2)
Money laundering	4% (n=15)	16% (n=65)	45% (n=186)	36% (n=149)	1% (n=3)
Illicit liquor	4% (n=17)	13% (n=56)	44% (n=184)	38% (n=160)	<1% (n=1)
Illegal drugs (e.g. marijuana/ganja)	4% (n=15)	18% (n=75)	42% (n=175)	36% (n=150)	1% (n=3)
Other	0% (n=0)	0% (n=0)	<1% (n=1)	<1% (n=1)	100% (n=416)

These findings are broadly similar to those from the baseline survey (Table 170) that was conducted in 2013. The same four unlawful activities were most commonly cited as a high threat by citizens living near the treatment stations. However, fewer citizens previously cited three of these activities as posing a high threat; in essence, threat of certain crimes has actually increased over time despite the CP program. In 2013, 28% of citizens said that chain snatching posed a high level of threat, while 38% said so in 2015. Similarly, far fewer citizens said that negligent driving and drunkenness were a high threat in 2013 (20% and 18% respectively) than in 2015 (37% and 34% respectively). The same trend is common across all of the unlawful activities that citizens were asked about in both surveys, except for theft. While 35% of citizens considered it to be a high threat in 2013, 33% said it was in 2015. Moreover, 48% considered it to be of some threat in 2013, while 40% thought so in 2015.

Table 170: Perceived threat level in neighbourhood from specific unlawful activities in treatment stations during 2013 baseline survey

Unlawful activity	No threat	Some threat	High threat	Don't know	No answer
Chain snatching	32% (n=227)	37% (n=264)	28% (n=201)	2% (n=17)	1% (n=7)
Pick-pocketing	53% (n=378)	32% (n=226)	9% (n=67)	4% (n=32)	2% (n=13)
Theft	16% (n=112)	48% (n=240)	35% (n=253)	1% (n=7)	1% (n=4)
Land grabbing	57% (n=411)	15% (n=105)	8% (n=54)	16% (n=111)	5% (n=35)
Rape	65% (n=463)	16% (n=114)	6% (n=41)	10% (n=69)	4% (n=29)
Eve-teasing	50% (n=360)	31% (n=224)	10% (n=73)	5% (n=37)	3% (n=22)
Domestic violence	43% (n=305)	36% (n=254)	9% (n=64)	9% (n=66)	4% (n=27)
Physical assault	50% (n=357)	29% (n=207)	7% (n=50)	9% (n=62)	6% (n=40)
Negligent driving	36% (n=255)	35% (n=247)	20% (n=144)	5% (n=39)	4% (n=31)
Drunkenness	38% (n=270)	36% (n=256)	18% (n=127)	5% (n=35)	4% (n=28)
Hooliganism	58% (n=412)	23% (n=163)	9% (n=62)	7% (n=47)	4% (n=32)
Kidnapping	73% (n=520)	9% (n=65)	2% (n=14)	12% (n=83)	5% (n=34)
Human trafficking	72% (n=516)	4% (n=27)	2% (n=12)	17% (n=120)	6% (n=41)
Money laundering	60% (n=153)	16% (n=112)	3% (n=22)	16% (n=114)	6% (n=41)
Illicit liquor	73% (n=524)	3% (n=18)	1% (n=6)	17% (n=121)	7% (n=47)
Other	0% (n=0)	<1% (n=2)	1% (n=4)	1% (n=4)	99% (n=706)
Other	0% (n=0)	0% (n=0)	<1% (n=1)	<1% (n=1)	100% (n=416)

Table 171: Perceived change in frequency from specific unlawful activities in neighbourhood in treatment stations during 2013 baseline survey.

Unlawful activity	Increased	Same	Decreased	Don't know	No Answer
Chain snatching	26% (n=187)	29% (n=210)	37% (n=265)	3% (n=22)	4% (n=32)
Pick-pocketing	12% (n=89)	26% (n=187)	50% (n=357)	4% (n=31)	7% (n=52)
Theft	30% (n=213)	35% (n=251)	30% (n=216)	3% (n=22)	2% (n=14)
Land grabbing	8% (n=57)	21% (n=148)	50% (n=357)	12% (n=89)	9% (n=65)
Rape	5% (n=37)	16% (n=118)	59% (n=424)	11% (n=77)	8% (n=60)
Eve-teasing	10% (n=69)	22% (n=157)	54% (n=386)	8% (n=55)	7% (n=49)
Domestic violence	9% (n=67)	26% (n=183)	40% (n=350)	8% (n=59)	8% (n=57)
Physical assault	6% (n=40)	20% (n=140)	58% (n=415)	9% (n=61)	8% (n=60)
Negligent driving	17% (n=122)	22% (n=157)	45% (n=324)	6% (n=45)	10% (n=68)
Drunkenness	17% (n=120)	26% (n=186)	45% (n=319)	7% (n=47)	6% (n=44)
Hooliganism	6% (n=43)	19% (n=139)	60% (n=427)	8% (n=54)	7% (n=53)
Kidnapping	2% (n=16)	12% (n=83)	65% (n=465)	12% (n=86)	9% (n=66)
Human trafficking	2% (n=13)	10% (n=71)	62% (n=445)	16% (n=118)	10% (n=69)
Money laundering	3% (n=18)	15% (n=104)	56% (n=398)	17% (n=125)	10% (n=71)
Illicit liquor	2% (n=17)	11% (n=78)	59% (n=421)	18% (n=127)	10% (n=73)
Other	1% (n=5)	0% (n=0)	<1% (n=2)	1% (n=9)	98% (n=700)
Other	0% (n=0)	0% (n=0)	<1% (n=1)	<1% (n=1)	100% (n=416)

In order to study whether crime perception of the beat was driven by a particular crime that happened in the neighbourhood, rather than the success/failure of the CP program, citizens were asked about the occurrence of any such a notable crime in the beat area. Less than a quarter of citizens in the treatment group thought that there had been a notable crime within the past year. In contrast, 28% of citizens in the control group thought that a notable crime had taken place in their beat within the past year (see Table 172). Overall, there was a lack of clarity on what constitutes a notable crime, and some citizens mentioned minor crimes. The control group had proportionally more citizens identifying a notable crime in their area than those in the treatment areas. 15% of these citizens from the control group thought that the notable crime had impacted on security perception and 15% of citizens also thought that the notable crime made them feel less safe in their area. The notable crimes that were described by citizens of control group include chain snatching, home theft, ATM theft and car theft.

When the citizens from the treatment group were asked about the impact of their highlighted notable crime on security perception, most failed to answer. Only 7% of citizens thought it impacted their security beat perception compared to 2% of citizens who thought that it did not impact beat security. 7% of citizens also felt that the notable crime made them feel less safe. There were very few instances when a second notable crime was identified by citizens. Where it was, much like the first notable crime, the second notable crime that was identified by citizens was mostly thefts. However, very few citizens spoke of the impact of the notable crimes on beat security perception.

Table 172: Notable Crime-Beat

Responses	18 months treatment survey (n=768)	18 months control survey (n=415)
Yes	18% (n=138)	28% (n=117)
No	60% (n=457)	43% (n=225)
Don't know	22% (n=168)	29% (n=73)

*Blank responses were not included

In an attempt to study police-citizen interactions, citizens were asked about reporting unlawful activities to the police on behalf of neighbours. In the treatment group, 79% of citizens from control group stations, 4% more than the respondents of treatment group stations thought that they would help neighbours report unlawful activities to the police. In terms of individual police stations, Jnanabharathi (90%) and Yelahanka (86%) citizens were more likely than others, to help neighbours report to police. In the case of control group stations, Ramamuthinagar citizens (82%) citizens thought that they would help neighbours report unlawful activities to the police (see Table 173). This question was not asked in the baseline study.

Table 173: If any of your neighbours fall victims to unlawful activities taking place in your neighbourhood, would you help them report it to the police?

Police Zone	Yes	Maybe	No	Don't know
18 months treatment survey (n=768)				
Jnanabharathi	90% (n=98)	5% (n=18)	3% (n=3)	3% (n=3)
Banasawadi	70% (n=78)	16% (n=18)	2% (n=2)	9% (n=10)
Yelahanka	86% (n=101)	9% (n=11)	3% (n=4)	1% (n=1)
JP Nagar	41% (n=38)	25% (n=10)	14% (n=13)	18% (n=17)
Ashok Nagar	78% (n=100)	8% (n=10)	9% (n=11)	5% (n=6)
Madiwala	70% (n=71)	16% (n=16)	13% (n=13)	2% (n=2)
Rajagopal Nagar	81% (n=87)	11% (n=12)	5% (n=5)	4% (n=4)
Total	75% (n=573)	12% (n=95)	7% (n=51)	6% (n=43)
18 months control survey (n=415)				
Hanumanth Nagar	75% (n=153)	17% (n=35)	6% (n=12)	1% (n=3)
Ramamurthy Nagar	82% (n=174)	9% (n=19)	3% (n=6)	5% (n=11)
Total	79% (n=327)	13% (n=54)	4% (n=18)	3% (n=14)

In the 2013 survey, the citizens were directly asked about the types of unlawful activities they would help their neighbours' report, if the neighbours were victims of such crimes taking place in their neighbourhood. Higher proportion of citizens in the 2013 survey than the 2015 treatment and control stations thought they would definitely help neighbours report the above mentioned types of unlawful activities, including as chain-snatching, theft, kidnapping and human trafficking. In the case of 2015 survey, proportionately more citizens from treatment group than control group and also 2013 treatment group, thought they would definitely report pick-pocketing, land-grabbing, rape, eve-teasing, physical assault, negligent driving, hooliganism and human-trafficking. Similar proportion of citizens in treatment and control group from 2015 survey thought that they would definitely help their neighbours report rape and missing children. Incidentally, 68% citizens across treatment groups (2013 and 2015 surveys) and control group thought that they would definitely help neighbours report human trafficking. In the case of non-reporting, higher proportion of citizens in the 2013 survey than the 2015 survey thought that pick-pocketing, land grabbing, hooliganism, money laundering and illicit liquor. It is worth mentioning that higher proportion of citizens in the 2013 still thought that they would definitely report the above mentioned crimes. Overall, in the 2013 and 2015 surveys, citizens gravitated between definitely reporting/maybe reporting for different types of unlawful activities, on behalf of other citizens.

Table 174: Baseline Survey (Treatment Group): Which of these activities would you help your neighbours report to the police?

Unlawful activity	Won't report	Maybe report	Definitely report	Don't know	No answer
Chain snatching	7% (n=38)	14% (n=84)	77% (n=450)	1% (n=6)	1% (n=6)
Pick-pocketing	13% (n=75)	24% (n=139)	58% (n=338)	3% (n=19)	2% (n=13)
Theft	2% (n=12)	10% (n=58)	86% (n=505)	1% (n=6)	1% (n=3)
Land grabbing	23% (n=132)	23% (n=132)	40% (n=231)	12% (n=71)	3% (n=18)
Rape	10% (n=61)	21% (n=124)	60% (n=351)	6% (n=33)	3% (n=15)
Eve-teasing	16% (n=94)	30% (n=178)	45% (n=264)	4% (n=26)	4% (n=22)
Domestic violence	14% (n=83)	31% (n=182)	43% (n=253)	8% (n=44)	4% (n=22)
Physical assault	14% (n=79)	30% (n=174)	49% (n=285)	4% (n=23)	4% (n=23)
Negligent driving	11% (n=66)	32% (n=187)	48% (n=279)	6% (n=33)	3% (n=19)
Drunkenness	14% (n=80)	32% (n=185)	46% (n=270)	4% (n=25)	4% (n=24)
Hooliganism	18% (n=104)	20% (n=114)	53% (n=311)	5% (n=30)	4% (n=25)
Kidnapping	7% (n=43)	15% (n=85)	68% (n=396)	7% (n=42)	3% (n=18)
Human trafficking	9% (n=54)	13% (n=75)	62% (n=362)	12% (n=68)	4% (n=25)
Money laundering	16% (n=92)	17% (n=102)	47% (n=277)	15% (n=85)	5% (n=28)
Illicit liquor	16% (n=94)	13% (n=77)	47% (n=275)	19% (n=109)	5% (n=29)
Other	<1% (n=1)	0% (n=0)	0% (n=0)	<1% (n=2)	99% (n=581)
Other	0% (n=0)	0% (n=0)	<1% (n=1)	<1% (n=1)	100% (n=416)

Table 175: 18 Months Follow-up Survey (Treatment Group): Which of these activities would you help your neighbours report to the police?

Unlawful activity	Won't report	Maybe report	Definitely report	Don't know	No answer
Chain snatching ²⁹	6% (n=39)	17% (n=114)	74% (n=497)	1% (n=4)	2% (n=14)
Pick-pocketing	6% (n=39)	23% (n=152)	67% (n=450)	2% (n=14)	2% (n=13)
Theft	4% (n=29)	21% (n=141)	72% (n=481)	<1% (n=3)	2% (n=14)
Land grabbing	8% (n=55)	23% (n=156)	58% (n=390)	7% (n=48)	3% (n=19)
Rape	5% (n=33)	22% (n=147)	70% (n=465)	2% (n=10)	2% (n=13)
Eve-teasing	7% (n=47)	25% (n=167)	65% (n=433)	1% (n=6)	2% (n=15)
Domestic violence	8% (n=55)	27% (n=183)	61% (n=406)	1% (n=9)	2% (n=15)
Physical assault	5% (n=34)	27% (n=181)	65% (n=434)	1% (n=6)	2% (n=13)
Negligent driving	6% (n=37)	27% (n=179)	64% (n=430)	1% (n=7)	2% (n=15)
Drunkenness	8% (n=53)	29% (n=191)	60% (n=401)	1% (n=9)	2% (n=14)
Hooliganism	8% (n=52)	26% (n=174)	63% (n=419)	1% (n=9)	2% (n=14)
Missing children	5% (n=31)	24% (n=162)	67% (n=445)	2% (n=15)	2% (n=15)
Human trafficking	7% (n=45)	25% (n=164)	62% (n=411)	5% (n=34)	2% (n=14)
Money laundering	8% (n=55)	31% (n=207)	48% (n=319)	11% (n=73)	2% (n=14)
Illicit liquor	10% (n=70)	29% (n=193)	46% (n=309)	12% (n=82)	2% (n=14)
Illegal drugs (e.g. marijuana/ ganja)	10% (n=65)	27% (n=181)	47% (n=314)	13% (n=90)	3% (n=18)
Other	0% (n=0)	0% (n=0)	<1% (n=3)	<1% (n=2)	99% (n=663)

²⁹ One citizen selected "maybe report" and "definitely report" for chain snatching. This response was included in the "maybe report" category.

Table 176: 18 Months Follow-up Survey (Control Group): Which of these activities would you help your neighbours report to the police?

Unlawful activity	Won't report	Maybe report	Definitely report	Don't know	No answer
Chain snatching	5% (n=19)	17% (n=66)	75% (n=286)	<1% (n=1)	2% (n=9)
Pick-pocketing	6% (n=22)	26% (n=99)	66% (n=251)	1% (n=2)	2% (n=7)
Theft	2% (n=8)	23% (n=86)	73% (n=277)	1% (n=3)	2% (n=7)
Land grabbing	4% (n=14)	33% (n=126)	50% (n=192)	11% (n=40)	2% (n=9)
Rape	3% (n=11)	22% (n=83)	70% (n=268)	3% (n=12)	2% (n=7)
Eve-teasing	6% (n=21)	23% (n=86)	61% (n=231)	9% (n=34)	2% (n=9)
Domestic violence	4% (n=16)	25% (n=96)	58% (n=221)	11% (n=41)	2% (n=7)
Physical assault	3% (n=11)	23% (n=89)	62% (n=236)	10% (n=37)	2% (n=8)
Negligent driving ³⁰	3% (n=12)	28% (n=106)	61% (n=234)	6% (n=22)	2% (n=7)
Drunkenness	5% (n=18)	30% (n=115)	55% (n=209)	8% (n=30)	2% (n=9)
Hooliganism	5% (n=20)	24% (n=91)	59% (n=225)	9% (n=36)	2% (n=9)
Missing children	4% (n=14)	22% (n=82)	68% (n=258)	5% (n=20)	2% (n=7)
Human trafficking	5% (n=19)	19% (n=71)	62% (n=235)	13% (n=49)	2% (n=7)
Money laundering	5% (n=19)	22% (n=82)	48% (n=183)	23% (n=89)	2% (n=8)
Illicit liquor	5% (n=20)	19% (n=71)	48% (n=184)	26% (n=99)	2% (n=7)
Illegal drugs (e.g. marijuana/ganja)	6% (n=21)	20% (n=76)	50% (n=191)	22% (n=85)	2% (n=8)
Other	<1% (n=1)	1% (n=2)	0% (n=0)	0% (n=0)	99% (n=378)

In the baseline and the 18 months follow-up surveys, citizens were asked about reporting crimes if they were the victims or they were to report crimes to police on behalf of family members. Overall, greater proportions of citizens were willing to report unlawful activities to the police that directly affected them or their families than those that affected their neighbours. In 2013, 90% of citizens said they would do this in treatment areas, which is 5% fewer citizens in the 18 months follow-up survey thought they would report to police, if they were victims or family members fall victims (see Table 177). 92% of citizens in control areas thought that they would report crimes to police. Overall, large sections of the citizens across 2013 and 2015 surveys thought they would report to police if they were victims or if family members fall victims to different types of crimes.

³⁰ One citizen selected "maybe report" and "definitely report" for negligent driving. This response was included in the "maybe report" category.

Table 177: If you or any of your family members fall victim to unlawful activities taking place in your neighbourhood, would you report it to the police?

Police zone	Percent of citizens (n)				
	Yes	Maybe	No	Don't know	No answer
18 months survey: Treatment stations (n=768)					
Jnanabharathi	89% (n=97)	6% (n=6)	5% (n=5)	1% (n=1)	0% (n=0)
Banasawadi	85% (n=95)	8% (n=9)	0% (n=0)	7% (n=8)	0% (n=0)
Yelahanka	89% (n=104)	6% (n=7)	3% (n=3)	3% (n=3)	0% (n=0)
JP Nagar	62% (n=57)	14% (n=13)	0% (n=0)	23% (n=21)	1% (n=1)
Ashok Nagar	93% (n=119)	4% (n=5)	2% (n=3)	1% (n=1)	0% (n=0)
Madiwala	83% (n=85)	7% (n=7)	6% (n=6)	3% (n=3)	1% (n=1)
Rajagopal Nagar	85% (n=92)	6% (n=6)	3% (n=3)	6% (n=6)	1% (n=1)
Total	85% (n=649)	7% (n=53)	3% (n=20)	6% (n=43)	<1% (n=3)
Baseline survey: Treatment stations 2013 (n=716)					
Jnanabharathi	89% (n=93)	9% (n=9)	2% (n=2)	0% (n=0)	0% (n=0)
Banasawadi	65% (n=65)	13% (n=13)	12% (n=12)	4% (n=4)	6% (n=6)
Yelahanka	99% (n=103)	1% (n=1)	0% (n=0)	0% (n=0)	0% (n=0)
JP Nagar	95% (n=95)	4% (n=4)	0% (n=0)	1% (n=1)	0% (n=0)
Ashok Nagar	99% (n=103)	0% (n=0)	0% (n=0)	1% (n=1)	0% (n=0)
Madiwala	94% (n=96)	4% (n=4)	2% (n=2)	0% (n=0)	0% (n=0)
Rajagopal Nagar	90% (n=92)	5% (n=5)	4% (n=4)	0% (n=0)	1% (n=1)
Total	90% (n=647)	5% (n=36)	3% (n=20)	1% (n=6)	1% (n=7)
18 months survey: Control stations (n=415)					
Hanumanth Nagar	92% (n=187)	3% (n=7)	3% (n=7)	<1% (n=1)	<1% (n=1)
Ramamurthy Nagar	92% (n=195)	4% (n=9)	<1% (n=1)	3% (n=6)	<1% (n=1)
Total	92% (n=382)	4% (n=16)	2% (n=8)	2% (n=7)	<1% (n=2)

In the baseline and the 18 months follow-up surveys, citizens were asked about types of unlawful activities that they would report to police, if they were victims or member of family were victims of unlawful activities. Across the baseline and the 18 months follow-up surveys, majority of citizens thought they would definitely report different types of unlawful activities, both as victims and reporting on behalf of family members who were victims (see Table 178, 179 and 180). In the case of baseline survey, the majority of citizens (ranging between 62% and 95%) thought they would definitely report all types of unlawful activities cited in the survey.

In the 18 months follow-up surveys, higher proportion of citizens in control group than the treatment group thought they would definitely report criminal activities to the police, as victims or family member as victims. In any case, the proportion of citizens in the treatment group during 18 months follow-up survey, who thought they would definitely report to the police, continued to be high. Citizens who thought they would not report different types of unlawful activities, both among the treatment and control groups in the follow-up surveys, were less than 10%. While the baseline survey exhibited similar tendencies to the follow-up survey, where less than 10% citizens felt they won't report different types of crimes. The exception was eve-teasing and illicit liquor, 14% citizens and 12% in the baseline survey thought they would not report it to the police.



Table 178: Baseline Survey (Treatment Group): Which of these activities would you report to the police on behalf of your family members or yourself?

Unlawful activity	Won't report	Maybe report	Definitely report	Don't know	No answer
Chain snatching	1% (n=8)	7% (n=47)	91% (n=624)	<1% (n=2)	<1% (n=2)
Pick-pocketing	5% (n=36)	19% (n=128)	74% (n=502)	1% (n=8)	1% (n=9)
Theft	1% (n=10)	3% (n=19)	95% (n=652)	<1% (n=1)	<1% (n=1)
Land grabbing	5% (n=36)	11% (n=75)	74% (n=507)	7% (n=51)	2% (n=14)
Rape	5% (n=37)	11% (n=76)	77% (n=529)	3% (n=22)	3% (n=19)
Eve-teasing	14% (n=93)	14% (n=98)	67% (n=458)	3% (n=18)	2% (n=16)
Domestic violence	9% (n=63)	17% (n=119)	62% (n=425)	8% (n=58)	3% (n=18)
Physical assault	8% (n=55)	12% (n=82)	73% (n=496)	4% (n=28)	3% (n=22)
Negligent driving	7% (n=48)	16% (n=109)	67% (n=457)	5% (n=35)	5% (n=34)
Drunkenness	7% (n=51)	17% (n=116)	66% (n=450)	5% (n=31)	5% (n=35)
Hooliganism	9% (n=64)	15% (n=100)	67% (n=460)	3% (n=21)	6% (n=38)
Kidnapping	2% (n=15)	5% (n=34)	84% (n=575)	5% (n=31)	4% (n=28)
Human trafficking	4% (n=28)	4% (n=30)	79% (n=537)	8% (n=52)	5% (n=36)
Money laundering	10% (n=65)	6% (n=42)	68% (n=466)	11% (n=72)	6% (n=38)
Illicit liquor	12% (n=79)	4% (n=30)	64% (n=437)	14% (n=93)	6% (n=44)
Other	0% (n=0)	0% (n=0)	<1% (n=1)	1% (n=4)	99% (n=678)
Other	0% (n=0)	0% (n=0)	<1% (n=1)	<1% (n=1)	100% (n=416)

Table 179: 18 Months Follow-up Survey (Treatment Group): Which of these activities would you report to the police on behalf of your family members or yourself?

Unlawful activity	Won't report	Maybe report	Definitely report	Don't know	No answer
Chain snatching	3% (n=24)	9% (n=64)	87% (n=612)	0% (n=0)	<1% (n=2)
Pick-pocketing	5% (n=32)	13% (n=91)	81% (n=568)	1% (n=8)	<1% (n=3)
Theft	3% (n=20)	12% (n=86)	84% (n=589)	<1% (n=3)	1% (n=4)
Land grabbing	4% (n=29)	16% (n=110)	78% (n=545)	2% (n=14)	1% (n=4)
Rape	4% (n=26)	12% (n=81)	83% (n=586)	1% (n=5)	1% (n=4)
Eve-teasing	5% (n=35)	14% (n=100)	80% (n=559)	<1% (n=3)	1% (n=5)
Domestic violence	8% (n=58)	15% (n=103)	76% (n=535)	1% (n=4)	<1% (n=2)
Physical assault	4% (n=29)	15% (n=104)	80% (n=560)	1% (n=6)	<1% (n=3)
Negligent driving	4% (n=26)	17% (n=119)	78% (n=547)	1% (n=7)	<1% (n=3)
Drunkenness	8% (n=53)	14% (n=96)	77% (n=539)	1% (n=8)	1% (n=6)
Hooliganism ³¹	8% (n=54)	16% (n=111)	75% (n=523)	2% (n=12)	<1% (n=2)
Missing children	3% (n=24)	14% (n=98)	80% (n=562)	2% (n=15)	<1% (n=3)
Human trafficking	5% (n=35)	16% (n=112)	74% (n=518)	5% (n=34)	<1% (n=3)
Money laundering	7% (n=49)	18% (n=129)	66% (n=462)	8% (n=58)	1% (n=4)
Illicit liquor	7% (n=49)	17% (n=119)	65% (n=458)	11% (n=74)	<1% (n=2)
Illegal drugs (e.g. marijuana/ganja)	6% (n=43)	18% (n=128)	63% (n=445)	11% (n=80)	1% (n=6)
Other	<1% (n=1)	<1% (n=1)	1% (n=5)	<1% (n=1)	99% (n=694)

³¹ One citizen selected "maybe report" and "definitely report" for hooliganism. This response was included in the "maybe report" category.

Table 180: 18 Months Follow-up Survey (Control Group): Which of these activities would you report to the police on behalf of your family members or yourself?

Unlawful activity	Won't report	Maybe report	Definitely report	Don't know	No answer
Chain snatching	1% (n=3)	6% (n=24)	93% (n=370)	0% (n=0)	<1% (n=1)
Pick-pocketing	1% (n=2)	13% (n=52)	86% (n=341)	1% (n=3)	0% (n=0)
Theft	1% (n=2)	5% (n=20)	94% (n=375)	0% (n=0)	<1% (n=1)
Land grabbing	1% (n=3)	13% (n=51)	80% (n=320)	6% (n=24)	0% (n=0)
Rape	<1% (n=1)	7% (n=27)	92% (n=367)	1% (n=3)	0% (n=0)
Eve-teasing	1% (n=4)	11% (n=43)	79% (n=316)	9% (n=34)	<1% (n=1)
Domestic violence	2% (n=9)	11% (n=42)	77% (n=305)	10% (n=41)	<1% (n=1)
Physical assault	1% (n=5)	13% (n=50)	76% (n=303)	10% (n=40)	0% (n=0)
Negligent driving	<1% (n=1)	14% (n=56)	80% (n=318)	6% (n=23)	0% (n=0)
Drunkenness	2% (n=8)	14% (n=57)	77% (n=307)	6% (n=25)	<1% (n=1)
Hooliganism	2% (n=6)	10% (n=40)	78% (n=309)	11% (n=43)	0% (n=0)
Missing children	1% (n=2)	7% (n=27)	88% (n=352)	4% (n=17)	0% (n=0)
Human trafficking	2% (n=6)	11% (n=44)	77% (n=305)	11% (n=43)	0% (n=0)
Money laundering	3% (n=10)	9% (n=37)	70% (n=278)	18% (n=73)	0% (n=0)
Illicit liquor	2% (n=7)	10% (n=39)	69% (n=273)	20% (n=79)	0% (n=0)
Illegal drugs (e.g. marijuana/ganja)	2% (n=6)	8% (n=31)	73% (n=291)	17% (n=69)	<1% (n=1)
Other	0% (n=0)	0% (n=0)	0% (n=0)	0% (n=0)	100% (n=398)

The citizens in the baseline and the 18 months follow-up surveys, who were unwilling to report different types of unlawful activities on behalf of the neighbours, were asked to explain their lack of involvement. The most common cited reasons were fear of involvement with the police, lack of time and interest in helping neighbours. For those who were fearful of the consequences of helping neighbours report crimes argued that often criminals or powerful people connected with the criminals, create trouble for the citizen reporting the crimes and their families. Some of those citing lack of time mentioned how time consuming it was to help someone with court visits, police station visits, etc.

The citizens in the baseline and the 18 months follow-up surveys, who were unwilling to report different types of unlawful activities, if they were victims or family members were victimized, cited multiple reasons. However, the most commonly cited reasons were fear of the police, criminals or powerful people. Majority of issues could be internally resolved, police were considered as being incompetent, corrupt or without the power to help.

Residents living in treatment and control group stations were asked if they faced major challenges in crime reporting. There was consensus among residents of both groups that they faced no impediments in reporting crimes to the police (see Table 181). A similar question was not asked in the baseline study. By individual police stations, largest proportion of Madiwala and Yelahanka citizens felt that there were no challenges in reporting crimes. 23% of Ashok Nagar citizens did mention major impediments in reporting crimes to police.

Table 181: In your opinion, are there any major impediments citizens might face towards reporting crime to the police?

Police Zone	Yes	It depends	No
18 months treatment survey (n=768)			
Jnanabharathi	16% (n=17)	10% (n=11)	60% (n=65)
Banasawadi	9% (n=10)	6% (n=6)	62% (n=69)
Yelahanka	17% (n=20)	3% (n=4)	74% (n=87)
JP Nagar	8% (n=7)	1% (n=1)	60% (n=55)
Ashok Nagar	23% (n=29)	6% (n=8)	55% (n=70)
Madiwala	9% (n=9)	4% (n=4)	75% (n=77)
Rajagopal Nagar	10% (n=11)	3% (n=3)	43% (n=46)
Total	13% (n=103)	5%(n=38)	72% (n=469)
18 months control survey (n=415)			
Hanumanth Nagar	18% (n=36)	3% (n=7)	74% (n=150)
Ramamurthy Nagar	11% (n=23)	3%(n=9)	74% (n=148)
Total	14% (n=59)	4%(n=16)	72% (n=298)

*Did not include don't know and blank responses

Perception of personal safety

Citizens were asked questions about personal safety that is, until what time does the head of the household feel comfortable for each of the family members to stay out of the house? Citizens in the baseline and the follow-up surveys thought that the head of the household, irrespective of gender and age, would be uncomfortable if any member of the household stayed out post ten pm. One-fourth citizens thought that the head of household would be comfortable with male members (21-65 years) staying out till midnight.

There were notable differences in citizens' perceptions of how long the head of household felt comfortable for each of the family members to stay out based on gender. For different age categories, proportionately more citizens' felt that male members could stay out longer, compared than females. Respondent said the head of the household would be least comfortable with children staying out late. The majority indicated that the head of the household felt comfortable to let children stay out until 6 pm. For all other categories, aside from 'adult males', respondents indicated that the head of the household felt comfortable for them to stay out until 8 pm. For adult male respondents thought staying out till 10 pm was acceptable.

There was little difference between these findings and when citizens were asked the same question at baseline (see Table 182). In the baseline survey, majority of citizens felt that children up to the age of 10 should be allowed to stay out of the house till 6 pm. In the case of adult males, 39% of citizens said the head of the household would be comfortable if they stayed out till 10 pm. With adult females however, only 19% citizens thought the head of the household would be comfortable for them to stay out till 10 pm. Thirty three per cent of citizens even suggested that the head of the household would only be comfortable with adult females staying out until 6 pm

In the case of control group (see Table 184), majority of citizens thought that children till the age of ten should be allowed to stay out till 6 pm. In the baseline study, 25% more citizens thought that boys in their adolescent years could stay out till 8 pm, than adolescent girls. In the 2015 survey, 10% more citizens thought that adolescent boys compared to adolescent girls could stay out till 8 pm.



Table 182: Baseline (Treatment stations): Time until the head of the household feels is comfortable for different family members to stay out of the house, baseline survey

	Till 6pm	Till 8pm	Till 10pm	Till midnight	Any time	Don't know	No answer
Boys (till 10 years)	84% (n=598)	12% (n=89)	1% (n=6)	0% (n=0)	<1% (n=2)	1% (n=6)	2% (n=15)
Girls (till 10 years)	86% (n=616)	10% (n=72)	1% (n=5)	0% (n=0)	<1% (n=2)	1% (n=5)	2% (n=16)
Boys (11-20 years)	20% (n=143)	59% (n=423)	16% (n=112)	1% (n=7)	<1% (n=1)	0% (n=0)	4% (n=30)
Girls (11-20 years)	54% (n=384)	35% (n=252)	7% (n=51)	<1% (n=2)	<1% (n=1)	<1% (n=1)	3% (n=25)
Male adults (21-65 years)	4% (n=27)	38% (n=274)	39% (n=279)	11% (n=76)	8% (n=54)	0% (n=0)	1% (n=6)
Female adults (21-65 years)	33% (n=239)	43% (n=309)	19% (n=136)	2% (n=12)	2% (n=14)	<1% (n=1)	1% (n=5)
Senior citizens	40% (n=284)	30% (n=215)	21% (n=151)	4% (n=28)	2% (n=15)	<1% (n=3)	3% (n=20)

Table 183: 18 months follow-up (Treatment stations): In your area, until what time does the head of the household feel is comfortable for each of the family members to stay out of the house?

	Till 6pm	Till 8pm	Till 10pm	Till midnight	Any time	Don't know	No answer
Boys (till 10 years)	63% (n=485)	30% (n=231)	5% (n=42)	1% (n=6)	<1% (n=1)	<1% (n=2)	<1% (n=1)
Girls (till 10 years)	72% (n=556)	24% (n=182)	3% (n=26)	<1% (n=2)	0% (n=0)	<1% (n=1)	<1% (n=1)
Boys (11-20 years)	13% (n=97)	45% (n=343)	40% (n=304)	3% (n=20)	<1% (n=2)	<1% (n=2)	0% (n=0)
Girls (11-20 years)	34% (n=259)	44% (n=336)	21% (n=161)	1% (n=8)	0% (n=0)	<1% (n=2)	<1% (n=2)
Male adults (21-65 years)	2% (n=18)	21% (n=164)	49% (n=379)	25% (n=191)	2% (n=14)	<1% (n=1)	<1% (n=1)
Female adults (21-65 years)	20% (n=152)	43% (n=330)	33% (n=257)	3% (n=23)	1% (n=4)	<1% (n=1)	<1% (n=1)
Male senior citizens	22% (n=171)	42% (n=326)	29% (n=224)	4% (n=34)	1% (n=10)	<1% (n=3)	0% (n=0)
Female senior citizens	43% (n=329)	39% (n=301)	16% (n=126)	<1% (n=3)	<1% (n=2)	<1% (n=3)	1% (n=4)

Table 184: 18 months follow-up (Control stations): In your area, until what time does the head of the household feel is comfortable for each of the family members to stay out of the house?

	Till 6pm	Till 8pm	Till 10pm	Till midnight	Any time	Don't know	No answer
Boys (till 10 years)	66% (n=275)	28% (n=117)	4% (n=17)	<1% (n=1)	1% (n=4)	0% (n=0)	<1% (n=1)
Girls (till 10 years)	76% (n=316)	21% (n=88)	1% (n=3)	<1% (n=2)	1% (n=4)	0% (n=0)	<1% (n=2)
Boys (11-20 years)	5% (n=21)	62% (n=256)	30% (n=124)	1% (n=6)	2% (n=7)	0% (n=0)	<1% (n=1)
Girls (11-20 years)	33% (n=135)	52% (n=216)	13% (n=53)	1% (n=4)	1% (n=5)	<1% (n=1)	<1% (n=1)
Male adults (21-65 years)	1% (n=3)	33% (n=137)	52% (n=214)	14% (n=58)	<1% (n=2)	<1% (n=1)	0% (n=0)
Female adults (21-65 years)	28% (n=117)	43% (n=177)	25% (n=105)	2% (n=7)	<1% (n=2)	1% (n=6)	<1% (n=1)
Male senior citizens	34% (n=140)	43% (n=180)	19% (n=80)	1% (n=3)	1% (n=4)	2% (n=7)	<1% (n=1)
Female senior citizens	63% (n=262)	27% (n=114)	7% (n=29)	0% (n=0)	1% (n=5)	1% (n=5)	0% (n=0)

In the 2013 and 2015 surveys, citizens were asked a range of questions about their perceptions of the police. To examine the extent to which citizens were inclined to call the police for assistance, respondents to all surveys were asked who they would call for help first if they faced a security threat in their house (see Table 185). In the baseline survey residents living in treatment station areas, 44% citizens mention calling the police when faced with security threat, followed by 38% citizens mentioning immediate neighbours. In the 18 month follow-up survey, 44% of residents thought they would call their immediate neighbours, followed by 38% of citizens who thought they would call the police if faced a security threat in their house. In the case of residents living in control group stations, much like the citizens from the treatment areas, proportionately more citizens would have called their immediate neighbours (50%), followed by police (35%) when faced with security threat in the house.

When looking at station-level analysis, the data indicates that the residents in five out of the seven treatment areas were less likely to call upon the police for help first than they were in 2013. This is not necessarily negative since the goals of the CP program include fostering community relations and in these areas, citizens indicated an increase in the likelihood of turning to a neighbour. However, there was a large increase in the proportion of citizens from Madiwala and Banasawadi who would call the police when faced with security threat (an increase of 22% in Madiwala and 38% in Banasawadi (see Table 185).

Table 185: Who citizens would call for help first if they faced a security threat

Police station	Police	Immediate neighbour	Relatives/ friends who are not immediate neighbours	Other	Don't Know	No Answer
18 months survey: Treatment stations (n=768)						
Jnanabharathi	36% (n=39)	54% (n=59)	9% (n=10)	0% (n=0)	1% (n=1)	0% (n=0)
Banasawadi	70% (n=78)	25% (n=28)	5% (n=6)	0% (n=0)	0% (n=0)	0% (n=0)
Yelahanka	35% (n=41)	56% (n=66)	8% (n=9)	0% (n=0)	1% (n=1)	0% (n=0)
JP Nagar	35% (n=32)	28% (n=26)	23% (n=21)	2% (n=2)	12% (n=11)	0% (n=0)
Ashok Nagar	36% (n=46)	49% (n=63)	13% (n=16)	0% (n=0)	2% (n=3)	0% (n=0)
Madiwala	56% (n=57)	23% (n=23)	19% (n=19)	1% (n=1)	0% (n=0)	2% (n=2)
Rajagopal Nagar	11% (n=12)	70% (n=76)	17% (n=18)	0% (n=0)	1% (n=1)	1% (n=1)
Total	40% (n=305)	44% (n=341)	13% (n=99)	<1% (n=3)	2%(n=17)	<1%(n=3)
Treatment stations, baseline survey (n=716)						
Jnanabharathi	57% (n=59)	35% (n=36)	9% (n=9)	0% (n=0)	0% (n=0)	0% (n=0)
Banasawadi	32% (n=32)	28% (n=28)	40% (n=40)	0% (n=0)	0% (n=0)	0% (n=0)
Yelahanka	41% (n=43)	58% (n=60)	0% (n=0)	1% (n=1)	0% (n=0)	0% (n=0)
JP Nagar	65% (n=65)	22% (n=22)	9% (n=9)	4% (n=4)	0% (n=0)	0% (n=0)
Ashok Nagar	45% (n=47)	31% (n=32)	24% (n=25)	0% (n=0)	0% (n=0)	0% (n=0)
Madiwala	34% (n=35)	42% (n=43)	22% (n=22)	1% (n=1)	0% (n=0)	1% (n=1)
Rajagopal Nagar	35% (n=36)	53% (n=54)	11% (n=11)	0% (n=0)	0% (n=0)	1% (n=1)
Total	44% (n=317)	38% (n=275)	16% (n=116)	1% (n=6)	0% (n=0)	<1% (n=2)
18 months survey: Control stations (n=415)						
Hanumanth Nagar	36% (n=73)	43% (n=87)	20% (n=41)	0% (n=0)	1% (n=1)	0% (n=0)
Ramamurthy Nagar ³²	33% (n=71)	56% (n=119)	7% (n=14)	1% (n=3)	2% (n=5)	0% (n=0)
Total	35% (n=144)	50% (n=206)	13% (n=55)	1% (n=3)	1% (n=6)	0% (n=0)

³² Once citizens in Ramamurthy Nagar selected both "Inform police" and "immediate neighbour". This was categorized as other.

Perception of police

Respondents in the 18 months follow-up survey living in treatment and control areas were asked about their knowledge of the police officers or constables living in their areas (see Table 186). In the 18 months follow-up survey, there were no significant differences in knowledge of the police officers or constables living in the area. 45% of residents living in the treatment station areas thought they knew the police (very well to fairly well) and 42% of residents living in the control station areas.

Upon examining the data more closely, important differences emerge between the individual treatment stations. Larger proportions of citizens in Madiwala, Rajagopal Nagar and JP Nagar were familiar with the local police than citizens in other treatment stations and control group stations in the follow-up surveys. In Madiwala, 17% of citizens said they knew local police very well and 24% mention knowing them well. Even though no citizens in Rajagopal Nagar know the police very well, 31% of citizens said they know the local police well. In JP Nagar, 25% said they know the police well or very well. These proportions are much higher than any other station, except Hanumanth Nagar. In spite of not having a community policing initiative, 23% of citizens in Hanumanth Nagar said they knew local police well or very well. JP Nagar also stands out because of the small proportion of citizens that are unfamiliar with the police. Only 9% of citizens in JP Nagar did not know the police at all. This is 13% lower than the next lowest station (Hanumanth Nagar) and 16% lower than the next lowest treatment station (Madiwala). Even though citizens of JP Nagar may not know the police as well as those in Madiwala or Rajagopal Nagar, they tend to be more familiar with police than residents of the other treatment areas where the survey took place (see Table 186). Importantly, this indicates that community policing outreach in all three of these stations may be functioning better than the other treatment stations.

Moving forward, the CP program should pay special attention in ensuring police in Jnanabharathi, Banasawadi, Yelahanka and Ashok Nagar get to know local residents. With at least 60% of citizens in all of these stations saying that they did not know local police well or at all, these stations ranked even lower than Hanumanth Nagar, where there is no community policing program.



Table 186: How well citizens said they know the police officers or constables working in their area

Police Zone	Very well	Well	Fairly well	Not well	Not at all	Don't know/No answer
18 months survey: Treatment stations (n=768)						
Jnanabharathi	4% (n=4)	12% (n=13)	17% (n=18)	32% (n=35)	36% (n=39)	0% (n=0)
Banasawadi	3% (n=3)	6% (n=7)	27% (n=30)	31% (n=35)	33% (n=37)	0% (n=0)
Yelahanka	4% (n=5)	10% (n=12)	24% (n=28)	29% (n=34)	32% (n=38)	0% (n=0)
JP Nagar	5% (n=5)	20% (n=18)	29% (n=27)	37% (n=34)	9% (n=8)	0% (n=0)
Ashok Nagar	1% (n=1)	12% (n=15)	27% (n=35)	22% (n=28)	38% (n=49)	0% (n=0)
Madiwala	17% (n=17)	24% (n=24)	15% (n=15)	21% (n=21)	25% (n=25)	0% (n=0)
Rajagopal Nagar	0% (n=0)	31% (n=33)	29% (n=31)	14% (n=15)	27% (n=29)	0% (n=0)
Total treatment	5% (n=35)	16% (n=122)	24% (n=184)	26% (n=202)	29% (n=225)	0% (n=0)
18 months survey: Control stations (n=415)						
Hanumanth Nagar	4% (n=8)	19% (n=38)	34% (n=68)	22% (n=45)	22% (n=44)	0% (n=0)
Ramamurthy Nagar	1% (n=3)	5% (n=10)	20% (n=43)	30% (n=63)	44% (n=93)	0% (n=0)
Total control	3% (n=11)	12% (n=48)	27% (n=111)	26% (n=108)	33% (n=137)	0% (n=0)

Citizens were asked about the frequency of police rounds in their neighbourhood. The rounds made by police – or at least the citizens' awareness of them – show a general upward trend from the baseline survey to the 2015 survey (see Table 187). About 65% of citizens thought that the police made the rounds once a day or more in the 2015 survey, whereas 55% said so in the baseline survey. However, the difference between the treatment stations (at 18 months) and the control stations was not as striking. About 62% of residents in control police station zones thought that the police made the rounds once a day or more.

The station-wise trends reveal some interesting changes. Citizens in Yelahanka, Ashok Nagar, Madiwala and Rajagopal Nagar all thought there were increases in rounds made by police. In addition, even though the rounds as observed by citizens in Jnanabharathi and Banasawadi seem to have decreased, more than 50% of citizens observed the police making the rounds at least once a day in both of these areas. The main outlier is JP Nagar. While 71% of citizens observed that the police made rounds once or more per day in response to the baseline survey in JP Nagar, this proportion dropped to 39% by the time of the follow-up survey. As noted above, JP Nagar was also the station where citizens were least likely to report unlawful activities. It is possible that the citizens respond this way because police rounds appear to have decreased. Moving forward, this may be an important factor for the CP program to focus on in JP Nagar.

Table 187: How frequently respondents said local police made the rounds

Police zones	Thrice a day	Twice a day	Once a day	Once in two days	Once a week	Some times – not regularly	Rarely/ Does not come at all	Don't know	No answer
18 months survey: Treatment stations (n=768)									
Jnana Bharathi	8% (n=9)	30% (n=33)	20% (n=22)	6% (n=7)	4% (n=4)	12% (n=13)	6% (n=7)	13% (n=14)	0% (n=0)
Banasa wadi	13% (n=14)	27% (n=30)	27% (n=30)	10% (n=11)	3% (n=3)	9% (n=10)	5% (n=6)	7% (n=8)	0% (n=0)
Yelahanka	15% (n=18)	49% (n=57)	12% (n=14)	3% (n=3)	4% (n=5)	4% (n=5)	5% (n=6)	8% (n=9)	0% (n=0)
JP Nagar	14% (n=13)	12% (n=11)	13% (n=12)	17% (n=16)	14% (n=13)	23% (n=21)	2% (n=2)	2% (n=2)	2% (n=2)
Ashok Nagar	9% (n=12)	23% (n=29)	33% (n=42)	11% (n=14)	9% (n=11)	4% (n=5)	3% (n=4)	9% (n=11)	0% (n=0)
Madiwala	11% (n=11)	49% (n=50)	17% (n=17)	8% (n=8)	1% (n=1)	1% (n=1)	4% (n=4)	10% (n=10)	0% (n=0)
Rajagopal Nagar	7% (n=8)	7% (n=8)	53% (n=57)	12% (n=13)	6% (n=7)	2% (n=2)	3% (n=3)	9% (n=10)	0% (n=0)
Total	11% (n=85)	28% (n=218)	25% (n=194)	9% (n=72)	6% (n=44)	7% (n=57)	4% (n=32)	8% (n=64)	<1% (n=2)
Treatment stations, baseline survey (n=716)									
Jnana Bharathi	9% (n=9)	33% (n=34)	35% (n=36)	5% (n=5)	6% (n=6)	8% (n=8)	5% (n=5)	1% (n=1)	0% (n=0)
Banasa wadi	4% (n=4)	14% (n=14)	51% (n=51)	8% (n=8)	3% (n=3)	7% (n=7)	5% (n=5)	7% (n=7)	1% (n=1)
Yelahanka	13% (n=13)	13% (n=13)	31% (n=32)	5% (n=5)	9% (n=9)	15% (n=16)	13% (n=13)	3% (n=3)	0% (n=0)
JP Nagar	9% (n=9)	24% (n=24)	38% (n=38)	4% (n=4)	3% (n=3)	4% (n=4)	14% (n=14)	4% (n=4)	0% (n=0)
Ashok Nagar	2% (n=2)	8% (n=8)	41% (n=43)	11% (n=11)	10% (n=10)	11% (n=11)	6% (n=6)	13% (n=13)	0% (n=0)
Madiwala	12% (n=12)	14% (n=14)	12% (n=12)	3% (n=3)	3% (n=3)	17% (n=17)	9% (n=9)	31% (n=32)	0% (n=0)
Rajagopal Nagar	1% (n=1)	3% (n=3)	23% (n=23)	14% (n=14)	25% (n=26)	19% (n=19)	11% (n=11)	5% (n=5)	0% (n=0)
Total	7% (n=50)	15% (n=110)	33% (n=235)	7% (n=50)	8% (n=60)	11% (n=82)	9% (n=63)	9% (n=65)	<1% (n=1)
18 months survey: Control stations (n=415)									
Hanumanth Nagar	6% (n=12)	24% (n=48)	27% (n=55)	9% (n=19)	13% (n=26)	16% (n=33)	1% (n=3)	3% (n=7)	0% (n=0)
Ramamurthy Nagar	15% (n=31)	36% (n=76)	17% (n=37)	5% (n=10)	<1% (n=1)	7% (n=15)	5% (n=11)	15% (n=31)	0% (n=0)
Total	10% (n=43)	30% (n=124)	22% (n=92)	7% (n=29)	7% (n=27)	12% (n=48)	3% (n=14)	9% (n=38)	0% (n=0)

The citizens were asked about their perception of the efficacy of the police to solve minor and major crimes. Proportionally more citizens in the baseline survey treatment group compared to the treatment group in the follow-up survey were more confident that the police were successful in preventing small crimes and big crimes (see Table 188 and Table 189). While 48% of citizens in the treatment areas thought that yes, the police were successful at preventing small crimes in 2013, only 21% thought so in 2015. Similarly, 38% of citizens in the treatment areas thought definitely that the police were successful at preventing major crimes in 2013 while only 18% thought so in 2015. There were however, even smaller proportions of citizens in the control group who thought that police could solve minor and major crimes. Only 6% of citizens thought that police could successfully prevent major crimes and 7% of citizens thought that police could successfully prevent minor crimes.



Table 188: Are the police successful in preventing small crimes like pickpocketing and vandalism in your area?

Police Zones	Yes	Mostly	Somewhat	A little	No	Don't know	No Answer
18 months survey: Treatment stations (n=768)							
Jnana Bharathi	22% (n=24)	32% (n=35)	28% (n=31)	5% (n=5)	5% (n=5)	8% (n=9)	0% (n=0)
Banasawadi	11% (n=12)	38% (n=42)	29% (n=32)	6% (n=7)	5% (n=6)	11% (n=12)	1% (n=1)
Yelahanka	15% (n=18)	32% (n=38)	25% (n=29)	4% (n=5)	0% (n=0)	23% (n=27)	0% (n=0)
JP Nagar	13% (n=12)	22% (n=20)	42% (n=39)	13% (n=12)	8% (n=7)	2% (n=2)	0% (n=0)
Ashok Nagar	27% (n=35)	25% (n=32)	29% (n=37)	6% (n=8)	4% (n=5)	9% (n=11)	0% (n=0)
Madiwala	33% (n=34)	40% (n=41)	13% (n=13)	3% (n=3)	4% (n=4)	7% (n=7)	0% (n=0)
Rajagopal Nagar	26% (n=28)	12% (n=13)	47% (n=51)	4% (n=4)	4% (n=4)	7% (n=8)	0% (n=0)
Total	21% (n=163)	29% (n=221)	30% (n=232)	6% (n=44)	4% (n=31)	10% (n=76)	< 1% (n=1)
Treatment stations, baseline survey (n=716)							
Jnana Bharathi	53% (n=55)	15% (n=16)	0% (n=0)	15% (n=16)	13% (n=13)	4% (n=4)	0% (n=0)
Banasawadi	33% (n=33)	17% (n=17)	2% (n=2)	7% (n=7)	29% (n=29)	12% (n=12)	0% (n=0)
Yelahanka	8% (n=8)	7% (n=7)	4% (n=4)	1% (n=1)	9% (n=9)	2% (n=2)	0% (n=0)
JP Nagar	38% (n=38)	21% (n=21)	23% (n=23)	6% (n=6)	6% (n=6)	6% (n=6)	0% (n=0)
Ashok Nagar	63% (n=66)	22% (n=23)	3% (n=3)	1% (n=1)	7% (n=7)	4% (n=4)	0% (n=0)
Madiwala	39% (n=40)	14% (n=14)	15% (n=15)	5% (n=5)	9% (n=9)	19% (n=19)	0% (n=0)
Rajagopal Nagar	29% (n=29)	23% (n=23)	16% (n=16)	10% (n=10)	13% (n=13)	11% (n=11)	0% (n=0)
Total	48% (n=342)	17% (n=121)	9% (n=63)	6% (n=46)	12% (n=86)	8% (n=58)	0% (n=0)
18 months survey: Control stations (n=415)							
Hanumanth Nagar	8% (n=17)	38% (n=77)	32% (n=65)	8% (n=16)	6% (n=13)	7% (n=15)	0% (n=0)
Ramamurthy Nagar	6% (n=13)	17% (n=35)	39% (n=82)	19% (n=41)	3% (n=7)	16% (n=34)	0% (n=0)
Total control	7% (n=30)	27% (n=112)	35% (n=147)	14% (n=57)	5% (n=20)	12% (n=49)	0% (n=0)

Table 189: Are the police successful in preventing major crimes like rape and murder in your area?

Police Zones	Yes	Mostly	Somewhat	A little	No	Don't know	No Answer
18 months survey: Treatment stations (n=768)							
Jnana Bharathi	26% (n=28)	33% (n=36)	24% (n=26)	6% (n=7)	5% (n=5)	6% (n=6)	1% (n=1)
Banasawadi	7% (n=8)	43% (n=48)	26% (n=29)	5% (n=6)	4% (n=4)	15% (n=17)	0% (n=0)
Yelahanka	15% (n=17)	31% (n=36)	23% (n=27)	6% (n=7)	1% (n=1)	25% (n=29)	0% (n=0)
JP Nagar	11% (n=10)	25% (n=23)	39% (n=36)	13% (n=12)	8% (n=7)	4% (n=4)	0% (n=0)
Ashok Nagar	24% (n=31)	28% (n=36)	26% (n=33)	7% (n=9)	5% (n=6)	10% (n=13)	0% (n=0)
Madiwala	31% (n=32)	39% (n=40)	13% (n=13)	2% (n=2)	5% (n=5)	10% (n=10)	0% (n=0)
Rajagopal Nagar	15% (n=16)	8% (n=9)	48% (n=52)	6% (n=7)	9% (n=10)	13% (n=14)	0% (n=0)
Total treatment	18% (n=142)	30% (n=228)	28% (n=216)	7% (n=50)	5% (n=38)	12% (n=93)	< 1% (n=1)
Treatment stations, baseline survey (n=716)							
Jnana Bharathi	39% (n=41)	13% (n=13)	3% (n=3)	15% (n=16)	27% (n=28)	3% (n=3)	0% (n=0)
Banasawadi	26% (n=26)	14% (n=14)	2% (n=2)	6% (n=6)	30% (n=30)	19% (n=19)	0% (n=0)
Yelahanka	72% (n=75)	8% (n=8)	10% (n=10)	3% (n=3)	5% (n=5)	3% (n=3)	0% (n=0)
JP Nagar	28% (n=28)	17% (n=17)	27% (n=27)	10% (n=10)	9% (n=9)	9% (n=9)	0% (n=0)
Ashok Nagar	64% (n=67)	14% (n=15)	3% (n=3)	3% (n=3)	10% (n=10)	6% (n=6)	0% (n=0)
Madiwala	31% (n=31)	16% (n=16)	22% (n=22)	3% (n=3)	9% (n=9)	19% (n=19)	0% (n=0)
Rajagopal Nagar	6% (n=6)	16% (n=16)	16% (n=16)	16% (n=16)	31% (n=32)	15% (n=15)	0% (n=0)
Total baseline	38% (n=275)	14% (n=99)	12% (n=83)	8% (n=57)	17% (n=123)	10% (n=74)	0% (n=0)
18 months survey: Control stations (n=415)							
Hanumanth Nagar	5% (n=10)	35% (n=71)	28% (n=57)	12% (n=25)	6% (n=13)	13% (n=27)	0% (n=0)
Ramamurthy Nagar	7% (n=14)	17% (n=36)	29% (n=61)	19% (n=41)	7% (n=15)	21% (n=45)	0% (n=0)
Total control	6% (n=24)	26% (n=107)	28% (n=118)	16% (n=66)	7% (n=28)	17% (n=72)	0% (n=0)

Overall, residents of the seven police stations thought that the police attend to their duties and responsibilities. In 2013 and 2015 surveys, residents thought they have never encountered a situation where the police failed to attend to their duties and responsibilities. Compared to the 2013 surveys, 14% fewer residents living in the treatment areas felt that they have never encountered a situation where the police failed to attend to their duties.

Table 190: Have you encountered a situation when the police failed to attend to their duty/responsibility?

Police Zone	Yes	No	Don't know	No answer	No
18 months survey: Treatment stations (n=768)					
Jnana Bharathi	7% (n=8)	93% (n=101)	N/A	0% (n=0)	5% (n=5)
Banasawadi	4% (n=5)	94% (n=105)	N/A	2% (n=2)	4% (n=4)
Yelahanka	4% (n=5)	96% (n=112)	N/A	0% (n=0)	1% (n=1)
JP Nagar	4% (n=4)	96% (n=88)	N/A	0% (n=0)	8% (n=7)
Ashok Nagar	4% (n=5)	96% (n=123)	N/A	0% (n=0)	5% (n=6)
Madiwala	3% (n=3)	96% (n=98)	N/A	1% (n=1)	5% (n=5)
Rajagopal Nagar	5% (n=5)	95% (n=103)	N/A	0% (n=0)	9% (n=10)
Total 18 months follow-up	5% (n=35)	95% (n=730)	N/A	<1% (n=3)	5% (n=38)
Treatment stations – baseline survey					
Jnana Bharathi	13% (n=14)	59% (n=61)	26% (n=27)	2% (n=2)	27% (n=28)
Banasawadi	7% (n=7)	53% (n=53)	27% (n=27)	13% (n=13)	30% (n=30)
Yelahanka	1% (n=1)	99% (n=103)	0% (n=0)	0% (n=0)	5% (n=5)
JP Nagar	3% (n=3)	94% (n=94)	2% (n=2)	1% (n=1)	9% (n=9)
Ashok Nagar	2% (n=2)	92% (n=96)	6% (n=6)	0% (n=0)	10% (n=10)
Madiwala	6% (n=6)	83% (n=85)	11% (n=11)	0% (n=0)	9% (n=9)
Rajagopal Nagar	11% (n=11)	88% (n=90)	1% (n=1)	0% (n=0)	31% (n=32)
Total baseline	6% (n=44)	81% (n=582)	10% (n=74)	2% (n=16)	17% (n=123)
18 months survey: Control stations (n=415)					
Hanumanth Nagar	5% (n=11)	94% (n=191)	N/A	<1% (n=1)	6% (n=13)
Ramamurthy Nagar	7% (n=14)	93% (n=197)	N/A	<1% (n=1)	7% (n=15)
Total control	6% (n=25)	93% (n=388)	N/A	<1% (n=2)	7% (n=28)

When asked about the frequency with which citizens approach police with suggestions about safety and security for improving the city, the majority of respondents in the treatment and control groups said they never approach the police with suggestions about improving the safety and security in their areas. However, encouragingly, this proportion of residents who thought they never approached police with suggestions was comparatively lower in the treatment areas (78%) than the control areas (91%). Five per cent in the treatment areas said they approached the police with safety and security suggestions once a month. In the control group, 4% of citizens mention once a month and another 4% of citizens mention approaching police less than once a month (see Table 191).

Table 191: How often do you approach police with suggestions about how safety and security could be improved in your area?

Police Zone	More than once a week	Once a week	2 to 3 times a month	Once a month	Less than once a month	Never	No answer
18 months survey: Treatment stations (n=768)							
Jnana Bharathi	0% (n=0)	0% (n=0)	1% (n=1)	4% (n=4)	12% (n=13)	81% (n=88)	3% (n=3)
Banasawadi	1% (n=1)	6% (n=7)	8% (n=9)	6% (n=7)	8% (n=9)	66% (n=74)	4% (n=5)
Yelahanka	2% (n=2)	3% (n=3)	0% (n=0)	0% (n=0)	2% (n=2)	89% (n=104)	5% (n=6)
JP Nagar	0% (n=0)	1% (n=1)	4% (n=4)	1% (n=1)	22% (n=20)	68% (n=63)	3% (n=3)
Ashok Nagar	1% (n=1)	2% (n=2)	2% (n=2)	5% (n=7)	4% (n=5)	84% (n=107)	3% (n=4)
Madiwala	0% (n=0)	0% (n=0)	1% (n=1)	3% (n=3)	2% (n=2)	92% (n=94)	2% (n=2)
Rajagopal Nagar	0% (n=0)	6% (n=6)	5% (n=5)	18% (n=19)	6% (n=7)	64% (n=69)	2% (n=2)
Total treatment	1% (n=4)	2% (n=19)	3% (n=22)	5% (n=41)	8% (n=58)	78% (n=599)	3% (n=25)
18 months survey: Control stations (n=415)							
Hanumanth Nagar	<1% (n=1)	0% (n=0)	0% (n=0)	4% (n=9)	6% (n=12)	89% (n=181)	0% (n=0)
Ramamurthy Nagar	0% (n=0)	2% (n=4)	1% (n=3)	3% (n=6)	1% (n=3)	92% (n=188)	0% (n=0)
Total	<1% (n=1)	1% (n=4)	1% (n=3)	4% (n=15)	4% (n=15)	91% (n=369)	0% (n=0)

The residents living in the treatment and control stations area were asked about their last visit to a police station. In the control stations, three-fourth of the residents and in the treatment stations, 70% citizens said they never visited a police station. In the treatment group, 12% citizens and in the control group, 10% citizens said they visited a police station more than one year ago (see Table 192). Only 2 citizens in the control stations remembered specific dates of their visits, and that is April 1, 2013 and February 10, 2014. Residents in treatment stations, who previously visited a police station, were asked about the purpose of the visit. 19% of residents mentioned filing an FIR and 18% of residents went to a police station to get information. In the control group, 6% mentioned accompanying another complainant, 17% of citizens mentioned filing an FIR, 12% of citizens went to the station to get information and 34% of citizens mention accompanying another complainant.

Table 192: When was the last time you visited a police station?

Frequency	18 months survey: Treatment stations (n=768)	18 months survey: Control stations (n=415)
Days ago	1% (n=6)	<1% (n=2)
Weeks ago	<1% (n=3)	0% (n=0)
Months ago	7% (n=50)	4% (n=16)
More than one year ago	12% (n=90)	12% (n=44)
Never	70% (n=535)	76% (n=316)

*Did not include blank responses

Citizens were asked if they needed to be connected to powerful people to get the police to act. 45% of citizens from the follow-up survey treatment group thought connections with powerful people were necessary (ranging from always to usually necessary). In contrast, 40% citizens from the control group thought that powerful connections were necessary (ranging from always to usually necessary) for getting the police to act. 19% of citizens in the treatment group (follow-up survey) thought that connections with powerful people were not necessary for the police to act. Proportionately more citizens (24%) in the baseline survey shared this view, while 9% citizens in the control group thought that it was never necessary for citizens to have connections to powerful people to get the police to act. Unfortunately, it is hard to tease out whether connections with "powerful people" also lead people to think of connections with active community members or ASMs (see Table 193).

Table 193: Do you think it is necessary for citizens to have connections to powerful people in order to get police to do their job?

Police zone	Yes, always	Usually necessary	Rarely necessary	Never necessary	Don't know	No answer
18 months survey: Treatment stations (n=768)						
Jnanabharathi	36% (n=39)	25% (n=27)	7% (n=8)	10% (n=11)	22% (n=24)	0% (n=0)
Banasawadi	4% (n=5)	22% (n=25)	41% (n=46)	12% (n=13)	20% (n=22)	1% (n=1)
Yelahanka	20% (n=23)	24% (n=28)	30% (n=35)	14% (n=16)	12% (n=14)	1% (n=1)
JP Nagar	12% (n=11)	34% (n=31)	23% (n=21)	18% (n=17)	10% (n=9)	3% (n=3)
Ashok Nagar	26% (n=33)	15% (n=19)	26% (n=33)	25% (n=32)	9% (n=11)	0% (n=0)
Madiwala	16% (n=16)	24% (n=24)	3% (n=3)	48% (n=49)	9% (n=9)	1% (n=1)
Rajagopal Nagar	8% (n=9)	48% (n=52)	18% (n=19)	9% (n=10)	17% (n=18)	0% (n=0)
Total treatment:	18% (n=136)	27% (n=206)	21% (n=165)	19% (n=148)	14% (n=107)	1% (n=6)
Treatment stations, baseline survey, 2013 (n=716)						
Jnanabharathi	13% (n=13)	18% (n=19)	10% (n=19)	39% (n=41)	13% (n=14)	7% (n=7)
Banasawadi	11% (n=11)	43% (n=43)	27% (n=27)	4% (n=4)	9% (n=9)	6% (n=6)
Yelahanka	27% (n=28)	23% (n=24)	30% (n=31)	17% (n=18)	3% (n=3)	0% (n=0)
JP Nagar	13% (n=13)	13% (n=13)	24% (n=24)	25% (n=25)	24% (n=24)	1% (n=1)
Ashok Nagar	14% (n=15)	20% (n=21)	24% (n=25)	24% (n=25)	13% (n=13)	5% (n=5)
Madiwala	25% (n=26)	14% (n=14)	15% (n=15)	37% (n=38)	9% (n=9)	0% (n=0)
Rajagopal Nagar	9% (n=9)	24% (n=24)	36% (n=37)	21% (n=21)	11% (n=11)	0% (n=0)
Total	16% (n=115)	22% (n=158)	24% (n=169)	24% (n=172)	12% (n=83)	3% (n=19)
18 months survey: Control stations (n=415)						
Hanumanth Nagar	34% (n=68)	22% (n=45)	29% (n=59)	13% (n=26)	2% (n=5)	0% (n=0)
Ramamurthy Nagar	2% (n=4)	23% (n=49)	50% (n=107)	5% (n=11)	19% (n=41)	0% (n=0)
Total	17% (n=72)	23% (n=94)	40% (n=166)	9% (n=37)	11% (n=46)	0% (n=0)

Keeping in mind the challenges of human rights violations committed by Indian police, as mentioned in “Broken System: Dysfunction, Abuse, and Impunity in the Indian Police,” from the US-based agency, Human Rights Watch, we asked citizens how they felt about police treatment towards people in custody/arrested. Seven percent more citizens in the treatment group from the follow-up survey compared to the baseline survey thought that police always treated detainees, fairly. This difference was negligible between the treatment group at 18 months and the control group. Similarly, 5% fewer citizens in the follow-up survey treatment group than the baseline survey thought that police never treated detainees fairly while 4% fewer citizens in the control group, compared to the treatment group in the follow-up survey thought that the police never treated the detainees fairly (see Table 194).

When the data generated from baseline survey is analysed by police stations, Jnanabharathi, Banasawadi and Ashok Nagar citizens thought that police usually treated people arrested/in custody, fairly. In 2015 surveys, citizens from five stations (Jnanabharathi, Banasawadi, JP Nagar, Madiwala and Rajagopal Nagar) thought that people arrested/in custody received fair statement. The exception was Ashok Nagar where 9% fewer citizens thought that police usually treated people in custody fairly. 28% citizens thought that police rarely treated people in custody, fairly. In 2013, 27% citizens thought that police never treated people in custody, fairly. By 2015, only 4% citizens thought that police were incapable of treating people in custody/arrest, fairly. In the control group citizens from Hanumanth Nagar were more optimistic than Ramamurthy Nagar as 43% citizens thought that police usually treated people in custody/arrested, fairly. In comparison, Ramamurthy Nagar citizens (45%) who felt that police rarely treated people in custody fairly (see Table 194).



Table 194: How do police treat the people that they have arrested or are holding in custody?

Police zone	Percent of citizens (n)					
	Always fair treatment	Usually fair treatment	Rarely fair treatment	Never fair treatment	Don't know	No answer
18 months survey: Treatment stations (n=768)						
Jnanabharathi	17% (n=18)	33% (n=36)	17% (n=19)	1% (n=1)	32% (n=35)	0% (n=0)
Banasawadi	1% (n=1)	40% (n=45)	21% (n=24)	1% (n=1)	35% (n=39)	2% (n=2)
Yelahanka	10% (n=12)	19% (n=22)	26% (n=30)	4% (n=5)	41% (n=48)	0% (n=0)
JP Nagar	23% (n=21)	29% (n=27)	22% (n=20)	12% (n=11)	14% (n=13)	0% (n=0)
Ashok Nagar	10% (n=13)	11% (n=14)	28% (n=36)	19% (n=24)	32% (n=41)	0% (n=0)
Madiwala	23% (n=23)	27% (n=28)	10% (n=10)	19% (n=19)	21% (n=21)	1% (n=1)
Rajagopal Nagar	9% (n=10)	31% (n=33)	22% (n=24)	4% (n=4)	34% (n=37)	0% (n=0)
Total	13% (n=98)	27% (n=205)	21% (n=163)	8% (n=65)	30% (n=234)	<1% (n=3)
Treatment stations, baseline survey (n=716)						
Jnanabharathi	13% (n=13)	54% (n=56)	8% (n=8)	3% (n=3)	23% (n=24)	0% (n=0)
Banasawadi	9% (n=9)	40% (n=40)	14% (n=14)	3% (n=3)	33% (n=33)	1% (n=1)
Yelahanka	1% (n=1)	16% (n=17)	32% (n=33)	27% (n=28)	24% (n=25)	0% (n=0)
JP Nagar	10% (n=10)	15% (n=15)	15% (n=15)	14% (n=14)	46% (n=46)	0% (n=0)
Ashok Nagar	5% (n=5)	20% (n=21)	14% (n=14)	13% (n=13)	47% (n=49)	0% (n=0)
Madiwala	2% (n=2)	12% (n=12)	16% (n=16)	15% (n=15)	56% (n=57)	0% (n=0)
Rajagopal Nagar	4% (n=4)	25% (n=25)	33% (n=34)	16% (n=16)	20% (n=50)	3% (n=3)
Total	6% (n=44)	26% (n=186)	19% (n=135)	13% (n=93)	35% (n=254)	1% (n=4)
18 months survey: Control stations (n=415)						
Hanumanth Nagar	23% (n=46)	43% (n=88)	17% (n=34)	7% (n=14)	10% (n=21)	0% (n=0)
Ramamurthy Nagar	2% (n=4)	25% (n=53)	45% (n=95)	2% (n=4)	26% (n=56)	0% (n=0)
Total	12% (n=50)	34% (n=141)	31% (n=129)	4% (n=18)	19% (n=77)	0% (n=0)

Overall, the largest group of citizens in all three surveys thought that citizens treat police with cooperation rather than gratitude. Proportionally more citizens in the baseline study (11% more than treatment and 8% more than control group, follow-up survey) felt that citizens cooperated with the police. There was no difference in percentage of citizens in the 2013 and 2015 surveys, who thought they treated police with gratitude. In terms of holding negative views of the police, proportionately more residents in treatment stations from 2013 survey and treatment and control groups in 2015 surveys thought that citizens were uncooperative and fearful of the police, than just uncooperative with the police (see Table 195).

When looking at the data broken down by police stations, there were improvements in the proportions of citizens who thought that citizens viewed police with gratitude. There was a 22% increase in citizens in Jnanabharathi and 27% increase in Madiwala of citizens who viewed the police with gratitude, between the baseline and 18 month's follow-up surveys. This proportion of citizens however, in JP Nagar and Ashok Nagar had decreased significantly; by 29% and 24% respectively. There was a decline in the proportion of citizens in 5 stations, who felt that citizens cooperate with the police (from the baseline to the follow-up surveys). The drop in Yelahanka was significant (40%) and it would be imperative to study why that might be the case. Proportionally more citizens in the follow-up survey than baseline study, from Banasawadi and Rajagopal Nagar thought that citizens cooperated with police. In the control group, Ramamurthinagar presented some interesting findings. While 44% of citizens there thought that citizens cooperated with police, 27% of citizens also felt that citizens were fearful and uncooperative towards the police (see Table 195).



Table 195: In your opinion, in general, how do citizens treat police?

Police zone	Percent of citizens (n)							
	With gratitude	Ungratefully	Cooperatively ³³	Uncooperatively ³⁴	Fearful and uncooperative ³⁵	Other	Don't know	No answer
18 months survey: Treatment stations (n=768)								
Jnana Bharathi	28% (n=31)	7% (n=8)	39% (n=45)	5% (n=5)	6% (n=7)	0% (n=0)	14% (n=15)	1% (n=1)
Banasawadi	4% (n=4)	2% (n=2)	54% (n=61)	13% (n=15)	18% (n=20)	0% (n=0)	7% (n=8)	2% (n=2)
Yelahanka	13% (n=15)	2% (n=2)	20% (n=23)	4% (n=5)	48% (n=56)	3% (n=3)	11% (n=13)	0% (n=0)
JP Nagar	11% (n=11)	25% (n=23)	16% (n=15)	18% (n=17)	21% (n=19)	2% (n=2)	7% (n=6)	0% (n=0)
Ashok Nagar	9% (n=11)	3% (n=4)	40% (n=51)	7% (n=9)	28% (n=36)	1% (n=1)	12% (n=15)	1% (n=1)
Madiwala	41% (n=42)	9% (n=9)	25% (n=25)	3% (n=3)	11% (n=11)	0% (n=0)	12% (n=12)	0% (n=0)
Rajagopal Nagar	4% (n=4)	7% (n=8)	42% (n=45)	8% (n=9)	18% (n=19)	0% (n=0)	20% (n=22)	1% (n=1)
Total	15% (n=117)	7% (n=56)	34% (n=262)	8% (n=63)	22% (n=168)	1% (n=6)	12% (n=91)	1% (n=5)
Treatment stations, baseline survey (n=716)								
Jnanabharathi	6% (n=6)	12% (n=12)	50% (n=52)	19% (n=20)	13% (n=13)	0% (n=0)	1% (n=1)	0% (n=0)
Banasawadi	5% (n=5)	5% (n=5)	51% (n=51)	6% (n=6)	24% (n=24)	0% (n=0)	7% (n=7)	2% (n=2)
Yelahanka	11% (n=11)	6% (n=6)	67% (n=70)	8% (n=78)	6% (n=6)	0% (n=0)	2% (n=2)	1% (n=1)
JP Nagar	40% (n=40)	12% (n=12)	32% (n=32)	4% (n=4)	6% (n=6)	0% (n=0)	6% (n=6)	0% (n=0)
Ashok Nagar	33% (n=34)	2% (n=2)	48% (n=50)	4% (n=4)	13% (n=13)	1% (n=1)	0% (n=0)	0% (n=0)
Madiwala	14% (n=14)	1% (n=1)	32% (n=33)	12% (n=12)	27% (n=28)	2% (n=2)	11% (n=11)	1% (n=1)
Rajagopal Nagar	5% (n=5)	8% (n=8)	35% (n=36)	17% (n=17)	26% (n=27)	0% (n=0)	9% (n=9)	0% (n=0)
Total	16% (n=115)	6% (n=46)	45% (n=324)	10% (n=71)	16% (n=117)	<1% (n=3)	5% (n=36)	1% (n=4)
18 months survey: Control stations (n=415)								
Hanumanth Nagar	23% (n=47)	27% (n=55)	29% (n=58)	8% (n=17)	10% (n=21)	1% (n=2)	1% (n=3)	0% (n=0)
Ramamurthy Nagar	6% (n=13)	4% (n=9)	44% (n=94)	2% (n=4)	27% (n=57)	0% (n=0)	17% (n=35)	0% (n=0)
Total	14% (n=60)	15% (n=64)	37% (n=152)	5% (n=21)	19% (n=78)	<1% (n=2)	9% (n=38)	0% (n=0)

³³ In the baseline, citizens were given the choice "cooperative" instead of "cooperatively".³⁴ In the baseline, citizens were given the choice "uncooperative" instead of "uncooperatively".³⁵ In the baseline, citizens were given the choice "they are afraid of the police" instead of "fearful and uncooperative".

As mentioned in various reports, Indian police lack adequate manpower and other resources. Accordingly, the survey asked citizens their thoughts on whether the police has enough money and manpower to do the work required of them. 44% of residents from the baseline treatment group and 39% of the follow-up treatment group thought that the police need more money and resources to do their job. In the case of control group, 53% citizens recognized the resource constraints faced by the police and thought they needed more money and resources (see Table 196).

In the baseline study, with the exception of Banasawadi, a large proportion of citizens in all six stations (ranging from 44% to 54%) thought that the police did not have enough, and required additional money and resources. In the control group, the majority of the residents from the two stations acknowledged the police's resource and monetary constraints. For the treatment group in the 2015 survey, with the exception of Ashok Nagar and Madiwala, residents felt that the police need money and other resources.

Citizens were asked about their perception of police manpower requirements. In the baseline study, 65% of citizens felt that the size of police force should be increased. In the 18 months follow-up survey, 8% more citizens in the treatment group and 13% more citizens in the control group (compared to the from the baseline survey) thought that size of the police force should be increased (see Table 197).

When the data is analysed by respective police stations (see Table 197), most citizens in the treatment and control stations thought that the size of the police force should be increased. Ashok Nagar was an exception where only 30% citizens mentioned increasing the size of police-force while 40% stated it should stay the same. 26% thought that the police force should be decreased. Jnanabharathi and Ashok Nagar however, witnessed a substantial increase in the proportion of citizens who feel that the size of the police force should be increased. Jnanabharathi also witnessed a drop in citizens (from the baseline study), who felt that the police force should either stay the same or decrease. Sixteen percent of citizens in JP Nagar in the follow-up survey thought that the size of the police force should be decreased, when in the baseline study no citizen thought this (see Table 197).



Table 196: Do you think police have enough money and resources (excluding salary) to do the work required of them?

Police zone	Percent of citizens (n)			
	Yes	No	Don't know	No answer
18 months survey: Treatment stations (n=768)				
Jnanabharathi	32% (n=35)	42% (n=46)	26% (n=28)	0% (n=0)
Banasawadi	18% (n=20)	46% (n=51)	37% (n=41)	0% (n=0)
Yelahanka	16% (n=19)	38% (n=44)	44% (n=52)	2% (n=2)
JP Nagar	20% (n=18)	53% (n=49)	26% (n=24)	1% (n=1)
Ashok Nagar	37% (n=47)	22% (n=28)	41% (n=53)	0% (n=0)
Madiwala	54% (n=55)	33% (n=34)	12% (n=12)	1% (n=1)
Rajagopal Nagar	30% (n=32)	44% (n=48)	26% (n=28)	0% (n=0)
Total	29% (n=226)	39% (n=300)	31% (n=238)	1% (n=4)
Treatment stations, baseline survey, 2013 (n=716)				
Jnanabharathi	25% (n=26)	54% (n=56)	21% (n=22)	0% (n=0)
Banasawadi	30% (n=30)	18% (n=18)	49% (n=49)	3% (n=3)
Yelahanka	40% (n=42)	51% (n=53)	9% (n=9)	0% (n=0)
JP Nagar	22% (n=22)	46% (n=46)	30% (n=30)	2% (n=2)
Ashok Nagar	20% (n=20)	49% (n=51)	31% (n=32)	1% (n=1)
Madiwala	23% (n=23)	48% (n=49)	29% (n=30)	0% (n=0)
Rajagopal Nagar	43% (n=44)	44% (n=45)	13% (n=13)	0% (n=0)
Total	29% (n=207)	44% (n=318)	26% (n=185)	1% (n=6)
18 months survey: Control stations (n=415)				
Hanumanth Nagar	29% (n=58)	53% (n=107)	19% (n=38)	0% (n=0)
Ramamurthy Nagar	8% (n=16)	53% (n=112)	40% (n=84)	0% (n=0)
Total	18% (n=74)	53% (n=219)	29% (n=122)	0% (n=0)

Table 197: Should the size of the police force be increased, decreased or stay the same?

Police zone	Percent of citizens (n)				
	Increased	Stay the same	Decreased	Don't know	No Answer
18 months survey: Treatment stations (n=768)					
Jnanabharathi	94% (n=103)	3% (n=3)	0% (n=0)	3% (n=3)	0% (n=0)
Banasawadi	72% (n=81)	12% (n=13)	0% (n=0)	16% (n=18)	0% (n=0)
Yelahanka	78% (n=91)	16% (n=19)	0% (n=0)	6% (n=7)	0% (n=0)
JP Nagar	47% (n=43)	20% (n=18)	16% (n=15)	17% (n=16)	0% (n=0)
Ashok Nagar	67% (n=86)	15% (n=19)	9% (n=11)	12% (n=9)	0% (n=0)
Madiwala	66% (n=67)	22% (n=22)	2% (n=2)	10% (n=10)	1% (n=1)
Rajagopal Nagar	83% (n=90)	9% (n=10)	0% (n=0)	7% (n=8)	0% (n=0)
Total	73% (n=561)	14% (n=104)	4% (n=28)	10% (n=74)	<1% (n=1)
Treatment stations, baseline survey, 2013 (n=716)					
Jnanabharathi	52% (n=54)	21% (n=22)	14% (n=15)	13% (n=13)	0% (n=0)
Banasawadi	68% (n=68)	4% (n=4)	1% (n=1)	23% (n=23)	4% (n=4)
Yelahanka	78% (n=81)	21% (n=22)	1% (n=1)	0% (n=0)	0% (n=0)
JP Nagar	57% (n=57)	20% (n=20)	0% (n=0)	22% (n=22)	1% (n=1)
Ashok Nagar	30% (n=31)	40% (n=42)	4% (n=4)	26% (n=27)	0% (n=0)
Madiwala	78% (n=80)	12% (n=12)	0% (n=0)	10% (n=10)	0% (n=0)
Rajagopal Nagar	91% (n=93)	6% (n=6)	0% (n=0)	3% (n=3)	0% (n=0)
Total	65% (n=464)	18% (n=128)	3% (n=21)	14% (n=98)	1% (n=5)
18 months survey: Control stations (n=415)					
Hanumanth Nagar	69% (n=141)	22% (n=44)	7% (n=14)	2% (n=4)	0% (n=0)
Ramamurthy Nagar	86% (n=182)	8% (n=17)	<1% (n=1)	6% (n=12)	0% (n=0)
Total	78% (n=323)	15% (n=61)	4% (n=15)	4% (n=16)	0% (n=0)

*Blank responses were not included.

When asked about whether criminals and law-abiding citizens fear the police, residents of the treatment areas selected responses with interesting patterns. The proportion of those saying criminals fear police in the treatment areas has reduced a lot between the baseline (53%) and 18 months follow-up survey (38%). A much larger proportion at follow-up now said they did not know (44% compared with 4%). The follow-up survey in treatment areas showed similar results as the control areas, with notably large proportions of citizens indicating they did not know if criminals were afraid of the police. Encouragingly, the proportion of law-abiding citizens' who were fearful of the police was lower in the 2015 survey (13%) than at baseline (27%) (see Table 198). The majority of citizens who felt that criminals are afraid of the police said it was because they feared the consequences, such as being thrown in jail, tortured or other forms of punishments. The most common factors cited by citizens who suggested that criminals are not afraid of the police (or that it depends on certain factors if they are or not) said this was because of the corruptible nature of the police force, that the police, criminals and/or influential people were working together or that police would take bribes from all or some criminals and let them off of the hook.

Table 198: Citizen Perception of whether criminals and law-abiding citizens are afraid of the police

Fear of police	18 months survey: Treatment stations (n=768)	
	Criminals	Law-abiding citizens
Yes	38% (n=289)	13% (n=102)
It depends	19% (n=144)	11% (n=81)
No	13% (n=101)	32% (n=245)
Don't know	30% (n=231)	44% (n=337)
No answer	<1% (n=3)	<1% (n=3)
Baseline: Treatment stations (n=716)		
Yes	53% (n=381)	27% (n=194)
It depends	21% (n=151)	17% (n=122)
No	20% (n=142)	52% (n=373)
Don't know	6% (n=40)	4% (n=27)
No answer	<1% (n=2)	0% (n=0)
18 months survey: Control stations (n=415)		
Yes	40% (n=166)	12% (n=51)
It depends	19% (n=77)	17% (n=68)
No	11% (n=47)	30% (n=125)
Don't know	30% (n=123)	41% (n=167)
No answer	0% (n=0)	0% (n=0)

3.3.2 Familiarity with Bengaluru Police's community policing program

Six percent of those citizens surveyed are currently aware of the community policing program (see Table 199). In JP Nagar, the highest proportion of residents were aware of the program (15%) compared to all the other treatment stations. This was followed by citizens in the Jnanabharathinagar police zone, where 10% of citizens had heard of the CP program. In Banasawadi only one citizen had heard of the program. It is important to realize that citizens may not have heard of the CP program, but are however, beneficiaries of the program. For instance, benefiting from better relations with the police or heightened awareness of crimes and crime reporting without being directly aware that this was from the CP program.

Table 199: Proportion of citizens aware of CP program (treatment group – 18 months follow up)

Station	Aware of CP Program	Unaware of CP Program	No answer
Jnanabharathi	10% (n=11)	86% (n=94)	4% (n=4)
Banasawadi	1% (n=1)	99% (n=111)	0%(n=0)
Yelahanka	2% (n=2)	98% (n=115)	0%(n=0)
JP Nagar	15% (n=14)	82% (n=75)	3% (n=3)
Ashok Nagar	4% (n=5)	96% (n=123)	0%(n=0)
Madiwala	3% (n=3)	96% (n=98)	1% (n=1)
Rajagopal Nagar	7% (n=8)	92% (n=99)	1% (n=1)
Total	6% (n=44)	93% (n=715)	1% (n=9)

The 44 citizens who had heard of the CP program were asked series of questions about the program. This section details their responses. It must be noted that this next section is therefore based on low numbers of respondents and should be treated with some caution. However, valuable insights into the program's impact can be taken on board.

Informal beat-level meetings

Of the citizens who had heard of the community policing program (see Table 200), 59% said that they had attended informal beat-level meetings at some point. Thirty-nine percent of citizens said they never attended these meetings while 2% of citizens failed to answer. Sixteen percent of citizens indicated they attended these meetings once every three months, while 14% of citizens attended these meetings less than once every three months.

The 26 citizens who had attended some of these informal beat-level meetings were asked which issues were discussed there (see Table 201). Citizens were allowed to select as many issues as applicable. Fifty-eight percent of citizens said both general safety and woman's safety were discussed at the meetings. Fifty percent

of citizens mentioned small crimes and disputes between individuals or groups were discussed. Fourteen percent of citizens thought that the meetings were useful and 41% of citizens said they did not know. Since only 26 citizens had ever attended any of these meetings, these findings should be treated with caution (see Table 202).

Table 200: On average, how often do citizen participate in these informal beat-level meetings?

Frequency	% of citizens (n)
3 times a week	2% (n=1)
Once every 2 weeks	2% (n=1)
2 to 3 times a month	9% (n=4)
Once a month	11% (n=5)
Once every 2 months	5% (n=2)
Once every 3 months	16% (n=7)
Less than once every 3 months	14% (n=6)
Never	39% (n=17)

*Did not include the blank responses

Table 201: What kinds of things are discussed at these informal meetings?

Topics discussed at informal meetings	% of citizens (n)
Crime Prevention	50% (n=13)
General Safety	58% (n=15)
Woman's safety	58% (n=15)
Small crimes	50% (n=13)
Major crimes	31% (n=8)
Organized crimes	42% (n=11)
Disputes between individuals/groups	50% (n=13)
Complaints on police conduct	31% (n=8)
General issues	38% (n=10)
Other	0% (n=0)

Table 202: Do you think the meetings are useful?

Responses	% of citizens (n)
Yes	14% (n=6)
It depends	5% (n=2)
No	0% (n=0)
Don't know	41% (n=18)

Organized awareness programs

In comparison to the informal beat-level meetings, 24% fewer citizens attended the organized awareness programs (see Table 203). The majority (57%) of citizens said that they never attended these meetings. Of the 35% of citizens who attended the meetings, 11% attended them less than once every three months and 7% indicated they attended them once in every two months.

Of the 15 people who attended these meetings, 53% noted that they discussed general safety while 47% said they discussed woman's safety (see Table 204). When the citizens were asked about whether they thought these awareness programs were useful, 33% thought that the meetings were useful but the majority said they did not know (see Table 205). Since only 15 citizens had ever attended organized awareness programs, these findings should be taken with some caution.

Table 203: On average, how often do citizen attend such awareness programs?

Frequency	% of citizens (n)
More than 3 times a month	2% (n=1)
2 to 3 times a month	5% (n=2)
Once a month	5% (n=2)
Once every 2 months	5% (n=2)
Once every 3 months	7% (n=3)
Less than once every 3 months	11% (n=5)
Never	57% (n=25)
No answer	9% (n=4)

*Did not include blank responses

Table 204: What issues were discussed at the awareness programs you attended?

Topics discussed at informal meetings	% of citizens (n)
Crime Prevention	33% (n=5)
General Safety	53% (n=8)
Woman's safety	47% (n=7)
Small crimes	40% (n=6)
Major crimes	40% (n=6)
Organized crimes	27% (n=4)
Disputes between individuals/groups	33% (n=5)
Complaints on police conduct	20% (n=3)
General issues	13% (n=2)
Other	0% (n=0)

*Respondents could select multiple topics.

Table 205: Do you think the awareness programs are useful?

Responses	% of citizens (n)
Yes	14% (n=6)
It depends	5% (n=2)
No	0% (n=0)
Don't know	41% (n=18)

*Did not include blank responses

Interactions with Area Suraksha Mitras

An important component of the CP program is the presence of ASMs and the role they play in improving relations between citizens and the police. Citizens were asked a range of questions about ASMs and their interactions. To begin with, respondents were asked about the qualities that they think their local ASMs need to have. The types of qualities that the local ASMs should possess, as identified by the citizens, are good citizenship, being supportive of local residents, helping others, honesty, fairness, to be educated, to be knowledgeable about local issues and the law, politeness and patience.

The citizens who knew of the CP program were asked if the local ASMs possess these qualities. 39% percent of citizens thought the local ASMs possess these qualities and 20% of citizens said that the local ASMs possess some of these qualities. Five percent thought their ASMs did not have these qualities and 29% of citizens said they did not know if the local ASMs have these qualities.

The citizens were also asked if prior to the survey they knew what an ASM was. 32% citizens thought that they knew what an ASM was, but 68% citizens did not know what an ASM was prior to the survey. Of the 14 citizens who knew what an ASM was, the majority (64%) also knew the local ASMs very well/well/fairly well. 28% of citizens thought they either have limited or no knowledge of the local ASMs. The citizens, who knew the local ASMs, were further asked if they approached their ASMs with an issue they wanted to discuss. Of the 14 respondents who knew the local ASMs, 29% said they have never approached the local ASM. While 14% of citizens indicated they approached the local ASMs less than once a month and 14% of citizens thought they approached their ASMs, once a week, 21% of citizens failed to provide an answer.

Of the seven citizens who approached the local ASMs to help them with security concerns, only two thought that contacting the ASMs helped them address their security concerns. Two citizens said they'd approached the local ASMs with suggestion about safety and security of the neighbourhood, while 5 citizens said they had never done this. Those who never approached their local ASMs mentioned not knowing where to find/how to contact the local ASMs, they felt they had no need to, they were unsure about whether the local ASMs could really help, or they would rather approach police or did not trust the local ASMs.

As a part of the community policing program, ASMs are encouraged to conduct door-to-door visits (for instance, to introduce themselves, safety and security advice, etc.). When the citizens were asked about ASMs about conducting these visits alone (i.e. without police), 14% said that the ASMs conducted these door-to-door visits once a week. Seven percent stated that the ASMs conducted these visits once a month while 14% of citizens thought that the ASMs never conducted these visits. Just over a third (36%) of citizens did not know if the ASMs ever conducted these visits (see Table 206). When asked about ASM visits with the beat police, 21% of citizens thought it was once a month. 21% of citizens did not know about the frequency of such visits. However, 36% of citizens did feel that visits by ASMs helped to resolve security concerns of the community. The findings ought to be treated with caution due to the low number of citizens who had heard of the program and knew what an ASM was and hence could respond to this question.



Table 206: ASMs conducting visits

How often does the local Area Suraksha Mitra (citizen volunteer) conduct door-to-door visits alone (i.e. without a beat police)?	
Frequency	% of citizens (n)
5 or more times per week	0% (n=0)
2 to 4 times a week	0% (n=1)
Once a week	14% (n=3)
2 to 3 times a month	0% (n=0)
Once a month	7% (n=1)
Less than once a month	14% (n=2)
Never	14% (n=2)
Don't know	36% (n=7)
How often does your Area Suraksha Mitra (citizen volunteer) conduct door-to-door visits with a beat police?	
Frequency	% of citizens (n)
5 or more times per week	0% (n=0)
2 to 4 times a week	7% (n=1)
Once a week	7% (n=1)
2 to 3 times a month	7% (n=1)
Once a month	21% (n=3)
Less than once a month	0% (n=0)
Never	21% (n=3)
Don't know	21% (n=3)
Do visits by your Area Suraksha Mitra(s) (citizen volunteers) help resolve concerns about safety and security in your community?	
Yes	36% (n=5)
It depends	0% (n=0)
No	7% (n=1)
Don't know	50% (n=7)

*Did not include blank responses

As part of the CP program, each police station's area is divided into various beats. Police from the local police station-called beat police-are dedicated to specific beats and are meant to regularly patrol the area. Each beat officer works towards getting to know the residents in their beat and addresses security concerns. While 45% of citizens knew of the beat police prior to the survey, 52% did not know of the beat police (see Table 207). Citizens were asked if they know the police who patrol their neighbourhood. Forty-three percent of citizens stated they knew the police who patrol their neighbourhood very well/well, 23% thought that they knew the police fairly well and 31% of citizens either did not know the police well or not at all (see Table 207).

Table 207: Knowledge of police

Prior to this survey, did you know what a beat police was?	% of citizens (n)
Yes	45% (n=20)
No	52% (n=23)
How well do you know the police who patrol your neighbourhood?	% of citizens (n)
Very well	7% (n=3)
Well	36% (n=16)
Fairly well	23% (n=10)
Not well	20% (n=9)
Not at all	11% (n=5)

*Did not include blank responses

When the citizens were asked about frequency of door-to-door visits by police, 20% said that they sometimes conducted these visits and 36% indicated that they did not know (see Table 208). 16% of citizens thought that these visits helped to resolve safety and security concerns in their community and 5% thought visits to police did not help resolve concerns about safety and security concerns in the community.

Table 208: Door-to-door visits by police

How often do the police conduct door-to-door visits in your area?	
Frequency	% of citizens (n)
Never	14% (n=6)
Sometimes	20% (n=9)
Frequently	18% (n=8)
Very frequently	5 % (n=2)
Don't know	36% (n=16)
Blank	7% (n=3)
Do visits by police help resolve concerns about safety and security in your community?	
Yes	16% (n=7)
It depends	5% (n=2)
No	5% (n=2)
Don't know	16% (n=7)
Blank	59% (n=26)

The citizens were asked about the frequency of approaching police with an issue they wanted to discuss. Forty-five percent of citizens mentioned never approaching the police while 20% said they approached the police once a month (see Table 209). In terms of discussing types of criminal activities with the police/asking their assistance, comparatively larger proportions of citizens mentioned chain-snatching and drunkenness as being very frequently discussed/asked for assistance from the police. In the case of unlawful activities such as pick-pocketing, negligent driving, and money laundering, a greater proportion of citizens thought they would discuss these issues frequently with police. 35% of citizens thought that drunkenness was discussed very frequently and frequently with police. Theft and physical assault were only discussed sometimes with the police, according to 57% and 35% citizens respectively. Citizens were a more split when answering with regards to some crimes. For example, the largest proportion of citizens suggested land-grabbing, rape, missing children, illegal liquor and drugs were never discussed with police. Yet, still significant proportions said these were frequently discussed (see Table 210).

For the ones who reported having gone to the police with an issue they wanted to discuss, the survey asked if it helped to resolve security concerns. Seventy one percent of citizens did not know if contacting the police helped to resolve security concerns. Seventeen percent of citizens thought it did help resolve security concerns, and 13% of citizens thought contacting the police did not help security concerns (see Table 211).

Citizens were asked about approaching the police with suggestions of safety and security in the area and most indicated they had not done this (see Table 212).. When the citizens were asked why they never approached police with suggestions of safety and security, 67% of citizens thought that they haven't had the need to approach police with suggestions for improving safety and security of the area. Seventeen percent of citizens also thought that they did not know where to find or how to contact the police with suggestions (see Table 213).

Table 209: How often do you approach police with an issue you wish to discuss?

Frequency	% of citizens (n)
Never	45% (n=20)
Less than once every 3 months	9% (n=4)
Once every 3 months	5% (n=2)
Once every 2 months	7% (n=3)
Once a month	20% (n=9)
2 to 3 times a month	0% (n=0)
Once every 2 weeks	2% (n=1)
Once a week	5% (n=2)
2 to 3 times a week	0% (n=0)
More than 3 times a week	5% (n=2)



Table 210: Please tell me how often you discuss these with police or ask for their assistance.

Unlawful activity	Very frequently	Frequently	Sometimes	Never
Chain snatching	43% (n=10)	30% (n=7)	22% (n=5)	4% (n=1)
Pick-pocketing	13% (n=3)	39% (n=9)	35% (n=8)	13% (n=3)
Theft	13% (n=3)	30% (n=7)	57% (n=13)	0% (n=0)
Land grabbing	0% (n=0)	30% (n=7)	26% (n=6)	39% (n=9)
Rape	13% (n=3)	30% (n=7)	17% (n=4)	39% (n=9)
Eve-teasing	17% (n=4)	26% (n=6)	17% (n=4)	39% (n=9)
Domestic violence	13% (n=3)	35% (n=8)	9% (n=2)	43% (n=10)
Physical assault	13% (n=3)	22% (n=5)	35% (n=8)	30% (n=7)
Negligent driving	26% (n=6)	48% (n=11)	13% (n=3)	9% (n=2)
Drunkenness	35% (n=8)	35% (n=8)	17% (n=4)	13% (n=3)
Hooliganism	4% (n=1)	35% (n=8)	30% (n=7)	30% (n=7)
Missing children	4% (n=1)	35% (n=8)	17% (n=4)	43% (n=10)
Human trafficking	22% (n=5)	26% (n=6)	13% (n=3)	39% (n=9)
Money laundering	4% (n=1)	43% (n=10)	9% (n=2)	43% (n=10)
Illicit liquor	9% (n=2)	30% (n=7)	17% (n=4)	43% (n=10)
Illegal drugs (e.g. marijuana/ganja)	0% (n=0)	39% (n=9)	13% (n=3)	48% (n=11)
Other	0% (n=0)	0% (n=0)	0% (n=0)	0% (n=0)

Table 211: Has contact with the police helped you resolve your security concerns?

Responses	% of citizens (n)
Yes	17% (n=4)
It depends	0% (n=0)
No	13% (n=3)
Don't know	71% (n=17)

*Blank responses were clubbed with don't know.

Table 212: Have you approached police with a suggestion about how safety and security could be improved in your area?

Responses	% of citizens (n)
Yes	2% (n=1)
No	50% (n=22)
Blank	47% (n=21)

Table 213: Why haven't citizens approached police?

Responses	% of citizens (n)
I haven't had a need to	67% (n=12)
I don't know where to find or how to contact him/her	17% (n=3)
Others	17% (n=3)

*Did not include blank responses

The citizens who did know of the CP program almost never reached out to the CP program other than contact with an ASM, or attendance at formal and informal beat meetings (see Table 214). There were only two respondents who took part in joint actions by the police in cooperation with residents of the area to solve security issues as a result of the CP program (see Table 215). 84% percent did not know of any such joint actions.

27% of citizens did mention that they were willing to be involved with the CP program, 7% of citizens thought they might want to get formally involved with the CP program and 18% were already involved in the program (see Table 216).

Table 214: Have you reached out to the community policing program for anything other than contact with an Area Suraksha Mitra (citizen volunteer) or attendance at beat-level meetings/awareness programs?

Responses	% of citizens (n)
Yes	2% (n=1)
No	95% (n=42)

*Did not include blank responses

Table 215: Have there been any joint actions by the police in cooperation with residents of your area of work to solve a security issue as a result of the community policing program?

Responses	% of citizens (n)
Yes	5% (n=2)
No	5% (n=2)
Don't know	84% (n=37)
Blank	7% (n=3)

Table 216: Would you or your family members be willing to be formally involved with the community policing program?

Responses	% of citizens (n)
Yes	27% (n=12)
Maybe	7% (n=3)
No	43% (n=19)
I am already involved	18% (n=8)
Blank	5% (n=2)

The same question was also asked to citizens who did not know of the CP program, but may/may not have knowledge of another community-based security program. 22% of citizens indicated some interest in being formally involved with the program. This is encouraging because it indicates that approximately one out of every five citizens living in the treatment areas see enough value in the program to consider volunteering some of their time to support it. Moreover, another 10% of citizens said they *might* be willing to be formally involved with the program (see Table 217).

The 476 citizens who said they would not want to be involved with the CP program were asked why they felt this way. The most common reason these respondents cited was lack of time with 26% saying they are too busy to be involved. The second most common reason is that they are not interested or did not like the idea of being involved in community policing. This reason was cited by 17% of citizens who did not want to be involved. Other reasons that the citizens cited were lack of information about the program (9%), that they did not feel educated or knowledgeable enough to volunteer (2%), and health-related problems or old age (3%). A very small percentage of citizens did not think community policing was necessary (2%) or considered it to be useless (1%). One percent said they did not want to be involved because they did not have faith in the policing system.

Table 217: Citizens willingness to be formally involved with the CP program in treatment areas

Police zone	Percent of citizens (n)			
	Yes	Maybe	No	No Response
Jnanabharathi	31% (n=38)	9% (n=9)	59% (n=58)	1% (n=1)
Banasawadi	14% (n=23)	22% (n=25)	60% (n=67)	3% (n=3)
Yelahanka	10% (n=12)	13% (n=15)	74% (n=85)	3% (n=3)
JP Nagar	31% (n=24)	12% (n=9)	55% (n=43)	3% (n=2)
Ashok Nagar	33% (n=40)	6% (n=7)	62% (n=76)	0% (n=0)
Madiwala	16% (n=16)	4% (n=4)	79% (n=78)	1% (n=1)
Rajagopal Nagar	24% (n=24)	7% (n=7)	69% (n=69)	0% (n=0)
Total	22% (n=162)	10% (n=76)	66% (n=476)	1% (n=10)

According to the citizens who have heard of the CP program, the first priority that the CP program needs to address is raising awareness about safety and security, and preventing major and minor crimes. The second priority that citizens felt the CP program should address was similar to the first priority that is, raising security awareness and preventing crimes. However, citizens did not seem sure as to whether the CP program was able to address the first and second priorities they had outlined. 11% citizens thought that CP program was able to address the first priority and 14% of citizens thought that the CP program was able to address the second priority. 53% of citizens did not know/no answer on whether the CP program was able to address the first priority and 61% of citizens did not know/no answer on whether the CP program was able to address the second priority (see Table 218).

Table 218: What are the two most important things that you think the community policing program should address?

First Priority	
Responses	% of citizens (n)
Yes	11% (n=5)
Somewhat	27% (n=12)
No	9% (n=4)
Don't know	30% (n=13)
Blank	25% (n=11)
Second Priority	
Yes	14% (n=6)
Somewhat	14% (n=6)
No	11% (n=5)
Don't know	23% (n=10)
Blank	39% (n=17)

Of those citizens who had heard of the CP program, the majority (59%) strongly-agree/agree that police patrolling has helped to improve the security in the area, while 2 respondents disagreed (see Table 219). This is positive and suggests that this aspect of the CP program is contributing to improved security perception of the citizens.

Table 219: To what extent do you agree that police patrols have improved security in your area?

Responses	% of citizens (n)
Strongly disagree	0% (n=0)
Disagree	5% (n=2)
Neither agree nor disagree	14% (n=6)
Agree	43% (n=19)
Strongly agree	16% (n=7)
Don't know	20% (n=9)
Blank	2% (n=1)

Those citizens who had heard of the CP program were asked a series of questions on the impact of the CP program. Citizens (59%) agreed/strongly agreed that the CP program increased the trust and improved relations between police and citizens, 46% citizens agreed and strongly agreed that the CP program made the neighbourhood safe. 56% agreed and strongly agreed that the program helped to resolve conflicts between people in the neighbourhood. 68% citizens agreeing and strongly agreeing that the CP program helped victims of crimes recover from trauma and return to regular life. 61% citizens agreed and strongly agreed that the program reduced drug and alcohol abuse, 55% and 66% residents agreed and strongly agreed that the program made neighbourhoods safer for women and children, 61% citizens agreed and strongly agreed that the program helped keep public areas and streets safe and secure. When it came to citizens personally feeling safe with regard to crimes, 32% citizens the program did not impact. Similarly, 34% citizens disagreed that they felt safer with regard to crime and improved security in neglected areas of the neighbourhood, such as areas with broken street lights, neglected houses, broken windows, shrub growth and overgrown weeds/bushes that might draw criminals to the area (see Table 220).



Table 220: Citizens' perception of impact of CP program

Impact statement	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Don't know
Within my area, the community policing program has increased trust and improved the relationship between police and citizens.	2% (n=1)	7% (n=3)	14% (n=6)	52% (n=23)	7% (n=2)	16% (n=7)
The community policing program has made my neighbourhood safer.	5% (n=2)	7% (n=3)	23% (n=10)	41% (n=18)	5% (n=2)	18% (n=8)
The community policing program has helped to resolve conflicts between people in my neighbourhood.	5% (n=2)	0% (n=0)	16% (n=7)	45% (n=20)	11% (n=5)	20% (n=9)
Within my area, the community policing program has helped victims of crimes recover from trauma and smoothly return to daily life.	0% (n=0)	0% (n=0)	14% (n=6)	52% (n=23)	16% (n=7)	16% (n=7)
Within my area, the community policing program has made me feel safer with regard to crime.	7% (n=3)	32% (n=14)	30% (n=13)	9% (n=4)	7% (n=3)	14% (n=6)
Within my area, the community policing program has helped improve security in neglected areas of the neighbourhood, such as areas with broken street lights, neglected houses, broken windows, shrub growth and overgrown weeds / bushes that might draw criminals to the area.	5% (n=2)	34% (n=15)	25% (n=11)	9% (n=4)	7% (n=3)	16% (n=7)
Within my area, the community policing program has reduced drug and alcohol abuse.	2% (n=1)	2% (n=1)	16% (n=7)	50% (n=22)	11% (n=5)	14% (n=6)
Within my area, the community policing program has reduced domestic violence.	5% (n=2)	11% (n=5)	20% (n=11)	45% (n=20)	2% (n=1)	14% (n=6)
The community policing program has made my neighbourhood safer for women.	9% (n=4)	7% (n=3)	16% (n=7)	50% (n=22)	5% (n=2)	11% (n=5)
The community policing program has made my neighbourhood safer for children.	2% (n=1)	2% (n=1)	16% (n=7)	55% (n=24)	11% (n=5)	11% (n=5)
Within my area, the community policing program has helped keep public areas and streets safe and secure.	5% (n=2)	5% (n=2)	14% (n=6)	52% (n=23)	9% (n=4)	14% (n=6)

*Did not include blank responses.

Citizens agreed (52%) and 5% citizens strongly agreed that the CP program made them more aware of things they and others in the community could do to stay safe and avoid crimes in the beats (see Table 221). Residents also agreed (50%) and strongly agreed (7%) that Area Suraksha Mitras have made them and others in your community more aware of things they can do to stay safe and avoid crimes. However, when it came to improving security of the area, 43% residents disagree and 34% strong disagree that the program helped to improve security of the area.

Table 221: Effects of the CP program

To what extent do you agree that the community policing program has made you more aware of things you and others in your community can do to stay safe and avoid crimes?	
Responses	% of citizens (n)
Strongly disagree	5% (n=2)
Disagree	2% (n=1)
Neither agree nor disagree	20% (n=9)
Agree	52% (n=23)
Strongly agree	5% (n=2)
Don't know	14% (n=6)
Blank	2% (n=1)
To what extent do you agree that Area Suraksha Mitras (citizen volunteers) have made you and others in your community more aware of things you can do to stay safe and avoid crimes?	
Responses	% of citizens (n)
Strongly disagree	0% (n=0)
Disagree	2% (n=1)
Neither agree nor disagree	25% (n=11)
Agree	50% (n=22)
Strongly agree	7% (n=3)
Don't know	14% (n=6)
Blank	2% (n=1)
To what extent do you agree that the community policing program has been successful in improving security in your area?	
Responses	% of citizens (n)
Strongly disagree	34% (n=15)
Disagree	43% (n=19)
Neither agree nor disagree	11% (n=5)
Agree	0% (n=0)
Strongly agree	0% (n=0)
Don't know	9% (n=4)
Blank	2% (n=1)

The survey asked citizens (who had heard of the CP program) whether they felt a series of different outcomes had been achieved. The majority of citizens (52%) thought that the CP program helped to reduce crimes and 36% thought that the program helped decrease police apathy. In the case of increasing citizens' awareness of crime, police responsiveness and assisting police to become more effective (43%), just over two-fifths of respondents thought that the CP program achieved these outcomes somewhat (see Table 222). This stands counter to the finding that citizens did not think the CP program had improved beat security, in fact pointing to the fact that many of the main program's main objectives are being met.

Table 222: Do you feel that the following outcomes have been achieved the community policing program?

Outcome	Number of citizens who say outcome was achieved				
	Yes	Somewhat	No	Don't know	No answer
Crime rates have decreased	52% (n=23)	36% (n=16)	18% (n=8)	5% (n=2)	5% (n=2)
Citizen awareness of crime has increased	39% (n=17)	41% (n=18)	23% (n=10)	11% (n=5)	7% (n=3)
Police apathy has decreased	36% (n=16)	30% (n=13)	25% (n=11)	5% (n=2)	5% (n=2)
Police responsiveness has increased	27% (n=12)	41% (n=16)	18% (n=7)	14% (n=6)	16% (n=7)
It has assisted police in becoming more effective	34% (n=15)	43% (n=19)	11% (n=5)	0% (n=0)	2% (n=1)

*Did not include blank responses.

Citizens were asked to what extent the four components of the CP program were effective. 72% of citizens agreed and strongly agreed that the ASMs represent an effective element of the CP program. This was followed by 57% of citizens who agreed and strongly agreed that the informal beat meetings were effective and 44% residents' agreed and strongly agreed that the organized meetings were effective. Police patrolling was felt to be the least effective of the four elements though still more than half (54%) of respondents agreed/strongly agreed that this element was effective. Overall, it seems that those citizens, who knew of the CP program, felt the element within the program was effective (see Table 223).

Table 223: To what extent do you agree that each of the following elements of the community policing program is effective?

Element of program	Number of citizens (n)						
	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know	Blank
Area Suraksha Mitras	36% (n=16)	36% (n=16)	18% (n=8)	2% (n=1)	5% (n=2)	2% (n=1)	0% (n=0)
Informal beat-level meetings	14% (n=6)	43% (n=19)	23% (n=10)	14% (n=6)	0% (n=0)	5% (n=2)	2% (n=1)
Organized beat-level awareness programs	23% (n=10)	41% (n=18)	11% (n=5)	11% (n=5)	7% (n=3)	5% (n=2)	2% (n=1)
Police door-to-door patrols	18% (n=8)	36% (n=16)	16% (n=7)	11% (n=5)	14% (n=6)	2% (n=1)	2% (n=1)

The survey asked if the CP program has made police more aware of the needs of citizens and pushed them to act according to the wishes of the people. 68% residents did not know if it was the program that made the police more aware of citizen needs and act according to their wishes. 9% residents thought the program had no role to play in making police more responsive to citizen needs and 7% residents thought otherwise.

Table 224: Do you feel that the community policing program has made police more aware of the needs of citizens and pushed them to act according to the wishes of the people?

Responses	% of citizens (n)
Yes	7% (n=3)
It depends	9% (n=4)
No	9% (n=4)
Don't know	68% (n=30)
Blank	7% (n=3)

The survey asked the citizens to what extent do you agree that the Community Policing program has been successful in your neighbourhood. 32% residents agreed and 11% strongly agreed that the program was successful in the neighbourhood. Only 5% residents disagreed that the program was effective in the neighbourhood.

Table 225: To what extent do you agree that the Community Policing program has been successful in your neighbourhood?

Responses	% of citizens (n)
Strongly disagree	0% (n=0)
Disagree	5% (n=2)
Neither agree nor disagree	14% (n=6)
Agree	32% (n=14)
Strongly agree	11% (n=5)
Don't know	34% (n=15)
Blank	5% (n=2)

3.3.3 Knowledge of Community-Based Security

While there were citizens in the treatment group (baseline and follow-up surveys) and control group with no knowledge of the CP program, it was possible that they could still know of another community-based security program. Hence they were asked if they lived/had ever lived in an area which had such a program. There were few residents who lived in an area which had seen an other community-based security program in treatment stations for the baseline survey, treatment and control stations in the 2015 surveys.

Table 226: In a community-based security program, police officers and citizens work together to address the community's security concerns. Have you ever lived in an area which had a community-based security program?

Responses	Percent of citizens (n)		
	Treatment 2015 (n=724)	Treatment 2013 (n=716)	Control (n=415)
Yes	1% (n=10)	4% (n=29)	2% (n=8)
No	63% (n=455)	86% (n=619)	59% (n=245)
Don't know	35% (n=250)	8% (n=56)	38% (n=159)
No answer	1% (n=9)	2% (n=12)	1% (n=3)

Citizens who lived/had lived in an area with community-based security program were asked a range of questions on what the nature and scope of the programs were and whether it was successful or not. While citizens failed to recall the exact names of such programs, some referred to them as peace committees or mohallah committees. The 2013 and 2015 surveys asked the residents about possible outcomes of introducing a community-based security program in the area. The first outcome was decrease in crime rates, 90% residents in 2013 treatment group thought that crime rates would decrease. Relatively smaller proportion of citizens (25% fewer in treatment stations of 2015 survey, and 40% fewer citizens in control group) thought that crime rates would decrease. The second outcome, citizens' awareness of crime would increase. 91% residents in 2013 treatment group thought that citizens' awareness of crime would increase. Once again relatively smaller proportion of citizens (34% fewer in treatment stations of 2015 survey, and 44% fewer citizens in control group) citizens' awareness of crime would increase. The third outcome, police apathy would decrease. 77% residents thought that police apathy decreases, 48% fewer citizens in control group and 28% fewer citizens in treatment areas, 2015 thought that police apathy would decline. The fourth outcome, police responsiveness would increase. 82% residents of 2013 treatment survey thought that police responsiveness would increase. 40% fewer citizens in 2015 control stations and 21% fewer citizens in 2013 survey thought that police responsiveness would increase following the introduction of community-based security program in an area. Finally, residents were asked if the CP program assisted the police in becoming more effective. Once again higher proportion of treatment group respondents (85%) in 2013 survey thought that the program would make the police more effective. While 18% fewer respondents from the treatment group in 2015 survey, seem to share this view and 39% While 18% fewer respondents from the control group thought that program could help the police become more effective.



Table 227: Citizen Perceptions of what should be possible outcomes of community policing

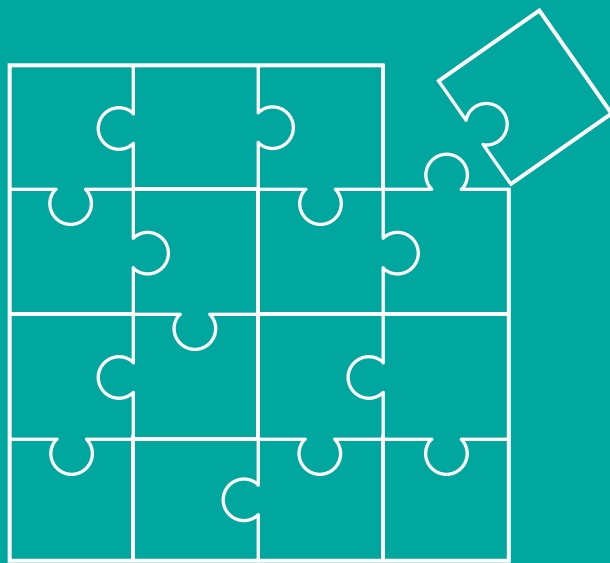
Percent of citizens (n)					
	Yes	Partly	No	Don't know	No answer
Possible outcome: Crime rates will decrease					
Treatment 2015 (n=724)	65% (n=468)	32% (n=231)	1% (n=9)	2% (n=14)	<1% (n=2)
Treatment 2013 (n=716)	90% (n=646)	N/A	4% (n=32)	4% (n=30)	1% (n=8)
Control 2015 (n=415)	50% (n=206)	46% (n=191)	1% (n=6)	3% (n=12)	0% (n=0)
Possible outcome: Citizen awareness of crime will increase					
Treatment 2015 (n=724)	57% (n=414)	38% (n=272)	2% (n=15)	2% (n=17)	1% (n=6)
Treatment 2013 (n=716)	91% (n=653)	N/A	4% (n=27)	3% (n=24)	2% (n=12)
Control 2015 (n=415)	47% (n=194)	49% (n=202)	2% (n=9)	2% (n=10)	0% (n=0)
Possible outcome: Police apathy will decrease					
Treatment 2015 (n=724)	49% (n=356)	39% (n=281)	8% (n=56)	3% (n=25)	1% (n=6)
Treatment 2013 (n=716)	77% (n=548)	N/A	9% (n=67)	12% (n=84)	2% (n=17)
Control 2015 (n=415)	39% (n=160)	51% (n=212)	7% (n=31)	3% (n=12)	0% (n=0)
Possible outcome: Police responsiveness will increase					
Treatment 2015 (n=724)	61% (n=438)	33% (n=237)	3% (n=21)	3% (n=24)	1% (n=4)
Treatment 2013 (n=716)	82% (n=587)	N/A	7% (n=52)	9% (n=65)	2% (n=12)
Control 2015 (n=415)	42% (n=173)	47% (n=196)	7% (n=28)	4% (n=17)	<1% (n=1)
Possible outcome: It will assist police in becoming more effective					
Treatment 2015 (n=724)	67% (n=488)	28% (n=201)	2% (n=12)	3% (n=19)	1% (n=4)
Treatment 2013 (n=716)	85% (n=607)	N/A	5% (n=34)	9% (n=64)	2% (n=11)
Control 2015 (n=415)	46% (n=192)	43% (n=177)	7% (n=29)	4% (n=17)	0% (n=0)

Residents who did/did not know of community-based security program, were asked about citizen volunteers (ASMs) and if their presence could address security concerns in the area. One-fifth of the citizens from the treatment and control group felt that citizen volunteers could help to address the security concerns of the area. However, majority of the residents failed to respond to the question.

Table 228: As part of a community-based security program, there are citizen volunteers called Area Suraksha Mitras, who act as security representatives from local communities. In your opinion, can the presence of citizen volunteers really help in addressing the security concerns of your area?

Groups	Percent of citizens (n)			
	Yes	It depends	No	Don't know
Treatment Group 2015 (n=724)	20% (n=147)	9% (n=66)	5% (n=39)	65% (n=468)
Treatment Group 2013 (n=716)	N/A	N/A	N/A	N/A
Control Group (n=415)	21% (n=87)	9% (n=36)	2% (n=9)	68% (n=282)





Overall Perception

4. Overall Perceptions

The Bengaluru City Police and Janaagraha Centre for Citizenship and Democracy formed a partnership to pilot a program in seven police stations in Bengaluru. The CP program sought to minimize the gap between the police and citizens to ensure improved security. This research project seeks to evaluate the CP program by assessing changes in security perception between the 18 months follow-up study and the 2013 baseline study; and comparing security perception of the 18 months follow-up surveys for treatment and control groups.

The section compares security perception of residents and police from stations with Community Policing program between 2013 and the 18 months follow-up survey. The 18 months follow-up study also looks at the security perception of residents and police from treatment stations with Community Policing program, and control stations that are without the program. Finally, the 2015 survey asks series of program specific questions to residents, police and the ASMs.

4.1 Changes in Incidence of Crime: Crime in the City of Bengaluru

In the 18 months follow-up survey, between the treatment stations and the control stations, majority of the residents and the police held a negative security perception of Bengaluru, both short-term and long-term. However, higher proportion of citizens in the control stations held negative security perception of Bengaluru, short-term. The citizen volunteers (ASMs) which was a stand-alone group for the treatment stations in 2015 survey, too felt that crimes increased in Bengaluru, both in the short-term and the long-term.

In the baseline survey held in 2013, the residents and police were asked about security perception of Bengaluru in the medium-term rather than short/long-term. Compared to majority of citizens holding negative security perception of the city, police opinions were far more divided between those who thought crimes increased or decreased over the last three years in Bengaluru.

4.1.1 Security Perception

Citizen and police perception of crime and security is essential for evaluating the CP program's impact on citizen safety and neighbourhood security. The 18 months follow-up survey measured both the long-term (10-year) and short-term (1-year) changes in crime perception. The 2013 Security Perception Index measured only long-term (10-year) and mid-term (3-year) change perception.

Citizen's Perception:

Overall, citizens from the treatment and control group stations, at the 18 months follow on stage, felt that there were increases in crime in Bengaluru both in the short-term and short-term compared to the long-term. In the treatment group, 60% of citizens thought that crimes in Bengaluru have increased/increased a lot from last year. A larger proportion of citizens (72%) in the control group held a negative security perception of Bengaluru in the short-term.

When analysing the perception of change in the level of crime in Bengaluru from 10 years ago to 1 year ago it can be seen that 74% of citizens from control stations felt crimes in Bengaluru increased/increased a lot in this time. Proportionately fewer citizens (62%) in the treatment group thought that crimes in Bengaluru increased/increased a lot in this time. These differences in the proportions of citizens between the treatment and control groups, could signify that the CP program is improving the security perception of residents living in treatment station.

The Police's Perception:

The baseline study reviewed changes in security perception of police in the last three years. 55% respondents thought that crimes in Bengaluru increased and increased a lot in the past three years. Ashok Nagar police station was an outlier, since the majority of respondents felt that crimes have decreased/decreased a lot from three years back. Across the treatment police stations in the follow-up survey, the majority of the police believed that crime in Bengaluru had increased or increased a lot, when comparing the situation one year ago to the situation ten years earlier. Ashok Nagar continues to be an outlier, since the police held a positive security perception of Bengaluru and thought that crimes have decreased/decreased a lot in the past year, compared to ten years ago. In the control group, overall the police held a positive security perception, when comparing the crime situation of the past year to ten years back. However, 32% police from the Hanumanth Nagar station held a negative security perception, as opposed to the Ramamurthy Nagar police station where police generally held a positive security perception.

Area Suraksha Mitra Perception:

Opinions were divided among ASMs in regards to the short-term security perception of Bengaluru, with roughly equal proportions of ASMs saying it has increased and those saying it has decreased. There were some differences in perception between ASMs working in different police zones with for example, a larger proportion of ASMs in Jnanabharathi, Yelahanka and Madiwala believing that crime had decreased in this time. In Banasawadi and Ashok Nagar however, ASMs tend to feel that levels of crime had increased in this time.

Perceptions were more consistent for changes in short-term versus long-term changes in crime levels in Bengaluru. The vast majority of ASMs felt that crime increased in Bengaluru in the past year, when compared to 10 years back. However, ASMs in Rajagopal Nagar, JP Nagar and Jnanabharathi had a more positive security perception, when comparing security perception of the past year to ten years back. Notably, the ASMs in Ashok Nagar felt that crimes had increased both in the short-term and short-term versus long-term.

4.1.2 Crime in Neighbourhoods or Beat Areas

In the 2015 survey, citizens, police and ASMs answered questions about changes in the amount of crime in their own neighbourhood or beat area over the past year. For stations without the CP program, police and residents were asked about their perception of security within their neighbourhood/beats.

Citizen Perception:

Overall, just 3% more citizens in control group than the treatment group (at 18 months) held a negative security perception of beat security. The citizens of the control group did seem to be slightly more optimistic than the treatment group however, with 7% more citizens in the control group than treatment group thinking that crimes either decreased/decreased a lot from the previous year.

Police Perception:

Although over half of police at treatment stations thought the level of crime in Bengaluru as a whole increased in the past year, when considering crime in their own beat areas, police were more likely to say crime decreased. Fifty-three percent of respondents in the treatment group reported crime decreased in their beat area last year. Madiwala was an exception where respondents felt crime increased in their beats. The control group police stations saw a similar trend. Forty-four percent of respondents believed that crime in their beat areas decreased in the past year. These data show, similar to the citizen responses, a large proportion of police from the treatment group thought there had been a decrease in crime in their area.

Area Suraksha Mitra Perception:

The majority of ASMs (61%) held a positive security perception of their beat over the past year. This suggests ASMs actively perceive a reduction in crime levels in the areas where they are working. Within this overall picture however, there are nuances. ASMs in Madiwala (80%) and Yelahanka (78%) were most likely to feel that crime had reduced in their beat area over the last year.

4.1.3 Reasons for Increases in Crime

Citizens, police and ASMs were asked to explain their reasoning behind thinking that levels of crime increased in Bengaluru and/or their own neighbourhood. The top reason given by all groups was that the police force does not have enough resources.

Citizen Perception:

Top reasons selected by citizens to explain their perception of an increase in crime in Bengaluru over the past one year (or three years for the baseline survey) are outlined in Table 229.

Table 229: Reasons for increase in crime in Bengaluru over the past one year (or three years for the baseline survey) as given by citizens

Treatment	Control	Baseline
1. Police force does not have enough resources	1. Police force does not have enough resources	1. Police force does not have enough resources
2. Powerful people interfering with police activity	2. Delays in the justice system	2. Delays in the justice system
3. Increasing liquor consumption in the area	3. Powerful people interfering with police activity	3. Powerful people interfering with police activity
4. Increased anti-social tendencies among the public	4. Glorification of crime by the media	4. Glorification of crime by the media
5. Increase in Bengaluru's population	5. Increase in Bengaluru's population	5. Lack of legal employment opportunities
6. Glorification of crime by the media		

Police Perception:

Top reasons selected by the police to explain their perception of an increase in crime in Bengaluru over the past

one year (or three years for the baseline) are outlined in Table 230 below.

Table 230: Reasons for increase in crime in Bengaluru over the past one year (or three years for the baseline survey) as given by police

Treatment	Control	Baseline
1. Police do not have enough resources	1. Police do not have enough resources	1. Police do not have enough resources
2. Increase in Bengaluru population	2. Failure of people to cooperate with police	2. Lack of legal opportunities
3. Failure of people to cooperate with police	3. Ineffective laws	3. Delays in justice system
4. Powerful people interfering with police activity	4. Powerful people interfering with police activity	4. Powerful people interfering with police activity
5. Ineffective laws	5. Increase in Bengaluru population	5. Glorification of crime by the media

Area Suraksha Mitra Perception:

The most common reason given by ASMs for negative security perception in both Bengaluru and their respective beat areas were powerful people interfering with police activity. However, differences arose between reasons for increased crime in Bengaluru compared with specific local areas. Proportionally more ASMs felt increased levels of crime in Bengaluru were as a result of the police force not having enough resources, delays in the justice system, failure of people to cooperate with police and increased anti-social tendencies among the public. Whereas within their beat areas, proportionately more ASMs cited a lack of legal employment opportunities as an explanation for increased levels of crime.

4.1.4 Threat Posed by Unlawful Activities

Security Perception:

The characterization of various unlawful activities as low to high threat revealed that citizens, police and ASMs all thought chain snatching, theft and drunkenness posed a high threat. The baseline survey asked citizens and police about chain snatching, pick-pocketing, theft, land grabbing, rape, eve-teasing, domestic violence, physical assault, negligent driving, drunkenness, hooliganism, kidnapping, human trafficking, money laundering and illicit liquor. In addition to these activities, the follow-up survey asked about illegal drugs and, instead of asking them about kidnapping in general, the surveyors asked specifically about missing children.

Citizen perceptions of threat:

The activities that were most commonly cited as a high threat by citizens in all groups (treatment, control and baseline treatment) were chain snatching, theft, negligent driving and drunkenness. Among citizens in treatment areas, about one-third of citizens considered each of these to pose a high threat, while more than 70% of citizens considered each to pose some threat or high threat. This data is similar to the control group, where two-thirds of citizens considered these activities to pose some threat or a high threat. In both the treatment and control groups of the follow-up surveys, these same four activities were most commonly cited as having increased. However, the majority of citizens in both the treatment and control groups said that all of

the unlawful activities decreased or stayed the same (except for chain snatching in the control group).

In the baseline survey, fewer citizens cited three of these activities as posing a high threat. In 2013, 28% of citizens said that chain snatching posed a high threat, while 38% said so in 2015. Similarly, far fewer citizens said that negligent driving and drunkenness were a high threat in 2013 (20% and 18% respectively) than in 2015 (37% and 34% respectively). The same trend is common across all of the unlawful activities, except for theft.

Police perceptions of threat

For the follow-up survey treatment group, police believed there was high threat from chain snatching, theft, physical assault and drunkenness, three of the activities deemed high threat by citizens. Additionally, some respondents felt chain snatching, theft, physical assault and drunkenness presented some threat for the beat. The police noted pick-pocketing, land-grabbing, eve-teasing, negligent driving, hooliganism, missing children and money laundering, presented no threat.

Police at the control group stations believed there was high threat from chain snatching, negligent driving and drunkenness. But the responses, like the treatment group in the follow-up survey, were mixed with regard to drunkenness. Theft and negligent driving, according to the police, presented some threat. The police felt that pick-pocketing, land-grabbing, eve-teasing, negligent driving, hooliganism, missing children and money laundering, presented no threat.

Police respondents from the treatment stations seemed to agree all categories of unlawful activities have declined. Although police mentioned chain snatching, theft and physical assault as posing high to moderate threat, the majority felt the incidences of these activities have decreased in the past year. Furthermore, police respondents thought crimes affecting mostly women – rape, domestic violence, human trafficking and missing children –declined in their beats.

According to the respondents of the police control group, there was a decline across all categories of crime, except for human trafficking and money laundering. Notably, 56% of the police felt that hooliganism decreased in the past year. Only 16% felt that theft increased over the past year.

In order to explore the impact of notable crimes on beat security perception, 16% of police in the treatment group mentioned there were notable crimes, compared to 56% of police in the control group, who thought that there was a notable crime in the beat area. Of the police treatment respondents who talked about a notable crime, 7% disagreed that the notable crime impacted beat security, and 11% felt that the notable crime had no impact on citizen's perception of crime. However, only 10% of the respondents noted that citizens and ASMs talked to them about the crime. Of the police control respondents who talked about a notable crime in the area, 38% of respondents strongly disagreed or disagreed that the notable crime impacted beat security, and 40% felt that the notable crime had no impact on citizen's perception of crime in the beat. Nine percent of respondents in the police control group thought that such a crime had no effect on beat security.

Area Suraksha Mitras

The majority of ASMs (70%) said no notable crimes had occurred in their beat area in the past year, while 22% indicated there had been. The remaining 8% did not know. There was a slight trend for ASMs to indicate that the notable crimes had had a negative impact on security in their beat. Of the 55 notable crimes which the ASMs mentioned, 26 were deemed as having a negative impact on security in their beat. There was a slight tendency for ASMs to suggest notable crimes had caused citizens to feel their beat was less safe (26

out of 60).

4.1.5 Willingness to Report Unlawful Activities

Overall, citizens were much more willing to report unlawful activities to the police that affected them or their families than those that affected their neighbours. During the follow-up survey, 75% of citizens in treatment areas said they would help report unlawful activities to which neighbours fell victim, while 85% said they would report an unlawful activity that affected them or their families.

This data shows a slight improvement (5%) in residents' willingness to help neighbours when compared to the baseline survey. However, the data also points to a slight (5%) drop in the willingness of citizens to report crimes against themselves or their family members. In spite of the overall drop in willingness to report unlawful activities affecting respondents or their families, the drop in willingness is not because more citizens said they were unwilling to report them at all, but because more said they might or they did not know.

Overall, residents in the control areas were more willing to report crimes than those in treatment areas. Considering unlawful activities affecting their neighbours, 79% of citizens in control areas said they would help report them. Moreover, 92% said they would report unlawful activities affecting them or their families, 7% higher than citizens in treatment areas of the follow-up survey.

These trends raise important questions for the CP program. The overall increase in the willingness of citizens to help their neighbours is a positive sign, as it shows the program may have played a role in improving bonds among members of the local community. However, the large drop in the proportion of citizens in JP Nagar who are willing to report unlawful activities affecting them, their families and their neighbours is troubling.

An overwhelming 89% and 86% from the police control and treatment group, respectively, feel that citizens do not face major challenges in reporting crimes to the police. Comparing the follow-up and baseline surveys, police are now (in 2015) more likely to believe that citizens face no challenges in reporting crimes than in 2013.

Similar to police respondents, a majority of ASMs (69%) said there were no major challenges for citizens reporting crime to the police. Of the 17% who saw major impediments, they cited reasons such as a negative police approach, the police not taking immediate action, witnesses not coming forward, the intrusion of powerful people, fear of the police and a lack of faith in a just outcome.

The majority of ASMs (94%) indicated that they would definitely help a neighbor report an unlawful activity to the police. When asked why ASMs would not help neighbours report activities to the police, the few ASMs who responded suggested that small matters tend to sort themselves out or noted their own safety would come first.

4.2 Perception of Police-Citizen Relationship

Citizens' Opinions of Police

When faced with a security threat, fewer citizens living in treatment stations from the follow-up survey thought they would call the police first when compared to those in the baseline survey. In the follow-up survey, 40% of respondents said they would call the police, a four percent drop from 2013 to 2015. Moreover, when broken down by station, the data shows that residents of most treatment areas were far less likely to call upon the police for help first than they were in 2013. In spite of this change, residents of treatment areas were far more likely to report security threats to the police than their counterparts in control areas, where 35% said they would call the police. This indicates two things. First, residents of the treatment areas may have a slightly better relationship with police than those in control areas in the follow-up surveys. Second, when it

came to knowledge of the police officers and constables in the area, more citizens from the CP stations than the control group knew the police working in the area.

At the time of the baseline survey in 2013 far more citizens living in the treatment stations considered the police successful or mostly successful in preventing small crimes, such as pick pocketing and vandalism, and big crimes, such as rape and murder, than in the follow-up survey. While 48% of citizens in the treatment areas thought that the police were successful at preventing small crimes in 2013, just 21% thought so in 2015. Similarly, while 38% of citizens in the treatment areas thought police were successful at preventing major crimes in 2013, just 18% thought so in 2015. However, the perception of citizens in the treatment areas was better than those in control areas. Just 7% of citizens in control areas thought police were successful at preventing small crimes and only 6% thought they were successful at preventing major crimes. The vast majority of citizens in treatment areas in both the baseline and 18 months follow-up survey, as well as in control areas, had not encountered a situation in which the police failed to attend to their duty or responsibility.

Overall, the treatment group respondents were more likely to have a positive view of citizen interactions (49%) with police than a negative one (37%). This data highlights a negative change from the baseline survey, when 61% expressed positive sentiments and 33% expressed negative ones. However, the latest data from the treatment areas is comparable to sentiments in the control areas, where 51% expressed positive sentiments and 39% expressed negative sentiments. This indicates that the negative change in perception in the treatment areas may be influenced by broader trends in the city, rather than the community policing program.

Citizens have mixed reactions to the resource constraints that the police force faces. While they wanted the size of the police force to increase, just 29% of citizens in treatment areas for the baseline and follow-up surveys said the police need more money and resources to do their work, while 39% said the police have enough and do not require additional resources. However, the majority of citizens said that the size of the police force needed to be increased.

The residents of the control areas compared to the treatment group in the follow-up survey were slightly more sensitive to the resource constraints faced by police. Three percent more citizens in the control group said the size of the police force should be increased. This data may point to a general sympathy among the populace for the challenges that police officers face, and possibly that citizens around treatment stations saw ASMs as calming the police's problem of scarce human resources.

Police Perceptions of Citizens

In the time between the baseline and follow-up surveys, the police's perception of citizens' opinions towards them improved. In the 2013 police survey, 65% of the respondents felt that citizens harbored negative opinion of the police and viewed them with suspicion. Only 27% of the respondents thought citizens held positive, cooperative views of the police. By 2015, 44% of respondents felt that the citizens held a positive view of the police, and considered them cooperative. But the findings of the control group are mixed, with 39% of respondents mentioning that the citizens' attitudes towards police are cooperative and neutral.

The proportion of treatment police respondents who felt that criminals were afraid of police dropped 15% from 2013 to 2015. However, 14% fewer citizens in the treatment group of the follow-up survey, compared to the treatment group of the baseline survey thought law-abiding citizens were afraid of the police. Similarly, citizens also felt that the police treated the people arrested/held in custody, fairly.

When asked if citizens were required to be connected to powerful people to get police to do their job, the majority of the citizens across the three sets of surveys felt that such connections were necessary. Yet, 5%

fewer citizens in the treatment group at 18 months follow up (than at baseline) thought that it was never necessary to be connected to powerful people. However, 10% fewer citizens in the control group than the treatment group in the follow-up survey felt that such connections were never necessary.

4.3 Police-Citizen Interaction

Citizen Perceptions

Respondents to the follow-up survey were asked when did they the last visit a police station. 76% of citizens in the control group area had never visited a station and 6% fewer citizens than this never visited a police station in the treatment areas. Similarly, when it came to knowing the police officers/constables in the area, the majority of citizens (55%) in the follow-up survey said they have very limited or no knowledge. This was 4% fewer citizens than the control group citizens, with limited or no knowledge of local police.

The rounds made by police, or at least the citizens' awareness of them, show a general upward trend from the baseline survey to the 18 months follow-up survey. About 65% of citizens said police made rounds once a day or more in 2015, whereas 55% said so in 2013. About 62% of residents in control police station zones said police made the rounds once a day or more.

Police Perceptions

The police were asked to report on their interactions on security issues with resident associations. In the 18 months follow-up survey, 34% of respondents mentioned that they have discussed security-related issue with residents or resident associations outside of their usual activities while investigating, reporting or solving crime. This was a large decline from the baseline study where 63% of respondents reported that they discussed security-related issues with resident/resident associations. In the treatment follow-up survey study, 43% of respondents mentioned that they frequently or very frequently got support from citizens when investigating a case, which is 1% more than in the baseline study and 9% more than in the control group. Furthermore, 40% of respondents from the police treatment group mentioned they would sometimes get support from the citizens in investigating a case, whereas 37% of the respondents from the baseline study and 30% of the respondents from the police control group noted that only sometimes they receive support from citizens in investigating a case. This was in sharp contrast to 53% of respondents from the police control survey and 10% of respondents of the baseline study, who felt that they never received support from the citizens in investigating a case.

When the police were asked about impediments in crime reporting, 87% of police from treatment and control groups in the follow-up surveys thought there were no major impediments to crime reporting. The police were also asked how well they knew the citizens in their beat and 70% of respondents during the baseline study

mentioned they knew the citizens very well/well. This was in contrast to the follow-up survey (treatment group), where just 48% of the respondents noted that they knew the citizens living in their area of work very well/well. Sixty percent of respondents from the police (control) group mentioned that they knew the citizens of their area very well/well.

4.4 Perception of Community Policing Program

General Considerations

Citizens

Only 6% of citizens surveyed were aware of the CP program. Though this appears low, the CP program has only been in existence since July 2013. Furthermore, many citizens may well be experiencing aspects of the CP program (such as increased beat patrols etc.) without knowing this is specifically part of the CP program. Fifteen percent of those in JP Nagar were aware as compared with 6% of citizens overall, indicating the program may have been more visible here.

Police

An overwhelming 98% of the police surveyed were aware of the CP programs. Only 2% of the police were unaware of the program, since they had recently joined the police stations, worked on court duties, passport verification general duty or performed general office work.

In the case of the police control group, even if there were no CP programs in place, the police could still have worked/lived in an area with community-based security program and in fact, 34% of these police were aware of such programs, while 66% were not. A similar question was asked during the baseline study, before the launch of the CP program and at this time, 32% of police of the treatment group in the baseline survey mentioned knowing about such a program while 57% said they had never heard of such a program.

ASMs

ASMs named safety and security for citizens in their beat as what they felt should be the first priority of the CP program. Many ASMs mentioned women's safety in particular. While this was also a frequently cited second priority for many ASMs, others noted 'awareness' as a second priority. This was quantified in many different ways by different ASMs, for example awareness about drinking and driving, avoiding rape, awareness of different crimes and how to avoid these (such as murder and violence). Encouragingly, the vast majority of ASMs (92%) indicated that the CP program is addressing (30%) or 'somewhat' addressing (62%) their first priority issue. Similarly, they felt the CP program was addressing their second priority (27%, and 56% saying 'somewhat'). Positive perceptions of effectively reducing citizens' security concerns were particularly notable in Jnanabharathi (94% said this was the case or somewhat the case compared with 69% of ASMs on average). The vast majority of ASMs (79%) agreed or strongly agreed that the beat officer system was improving security in their beat. Notably, in Madiwala, 92% agreed or strongly agreed with this.

ASMs generally felt that they had formed an effective working relationship with the police force in their area, with 68% agreeing that this was the case and a further 5% strongly agreeing. This was broadly similar across all the police zones. In a similar vein, the working relationship with citizens was also judged to be effective.

Thinking about the overall impact, ASMs felt the CP program has done a great deal to increase trust and relations, resolve conflicts, improved security, reduced fear and made things safer for different citizen

demographics. This falls completely in line with ASMs' perception that their role is important in making citizens aware of safety and security precautions (80% agreed and a further 8% strongly agreed with this). ASMs felt that as a result of the program that crime rates have decreased, citizens' awareness of crime has increased, police responsiveness has increased and police have become more effective. There was more uncertainty in suggesting achievement in the reduction of police apathy.

In line with the predominant findings above, 84% of ASMs agreed or strongly agreed that the CP program has been successful in their beat area. It is also evident that ASMs feel the CP program is successful in their area from the finding that 70% of them have recommended other people to the police or Janaagraha to also be considered for the role of ASM.

Area Suraksha Mitras activities

Regardless of the variation in time spent on ASM duties, 73% of ASMs felt the time they spent was sufficient time to make an impact on safety and security in their beat. ASMs indicated that increasing citizen awareness (about crime and safety) was one of the most successful activities they had undertaken. Relatedly, a number of ASMs specifically mentioned programs on rape, the kidnapping of children, women's safety and domestic violence were particularly successful. When asked about successful programs of other ASMs, responses were similar in that general awareness was successfully implemented and a few mentioned campaigns on chain snatching.

Outside of formal ASM activities, most ASMs indicated they interacted with other ASMs, in their capacity as an ASM. Forty percent said they do this frequently and another 39% said they do this sometimes. Sixteen percent of ASMs said they engaged in other activities as an ASM aside from the informal beat meetings and beat-level awareness programs. The activities given include helping with small-scale incidents, installing CCTV cameras, informing citizens of healthcare/social service and generally interacting with citizens. Engagement in these activities was mostly on a monthly basis.

A few ASMs made additional suggestions for improvements to the CP program, such as more meetings and with larger numbers of high-level officers in attendance, the existence of beat-level officers whose work is only dedicated to the CP program and the presence of citizens at meetings.

Citizen opinion of ASMs

Citizens answered a range of questions about ASMs to get a better understanding of the effectiveness of ASMs. The citizens were also asked if prior to the survey they knew the local ASMs. Thirty-two percent of citizens thought they knew the local ASMs before the survey, but 68% of citizens felt that they did not know the local ASMs. Of these 14 citizens who knew the local ASMs, the majority (64%) knew the local ASMs very well/well/fairly well. Twenty-eight percent of citizens thought they either have limited or no knowledge of the local ASMs. Respondents were asked about the qualities that they think their local ASMs need to have. The types of qualities that the local ASMs should possess, as identified by the citizens, are good citizenship, supportive of local residents, helping others, honest, fair, educated, knowledgeable about local issues and the law, polite and patient. The citizens who knew of the CP program were asked if the local ASMs possess these qualities. Thirty-nine percent of citizens thought the local ASMs possess these qualities and 20% of citizens thought that the local ASMs possess some of these qualities while 5% thought their ASMs did not have these qualities.

Police opinion of ASMs

Overall, most respondents thought that they knew the local ASMs well enough, followed by 27% of

respondents who knew the local ASMs, fairly well. There was fairly large proportion of respondents across Yelahanka, JP Nagar and Banasawadi, who mentioned that they knew their local ASMs well enough. As part of the CP program, ASMs are expected to approach the police to discuss criminal activities. Accordingly the police were provided with a list of criminal activities and were asked how often they discussed these with local ASMs. Crimes such as chain-snatching pick-pocketing, theft, domestic violence, physical assault, negligent driving, and drunkenness were noted as most frequently discussed with local ASMs. With regard to rape, eve-teasing, hooliganism, missing children, human trafficking and illegal drugs, police thought that they discussed these with the local ASMs only sometimes.

Overall, the majority of the police (59%) felt that discussing criminal activities and security issues with the local ASMs helped to resolve the security challenges faced by the residents of the beat. Only 9% of police thought that such discussions did not help to resolve the security challenges faced by the residents. There was a great deal of consensus among the police (67%) that the roles played by the ASMs were important in making citizens aware of safety and security precautions. Only 4% of police thought that ASMs had no role to play in making citizens aware of safety/security precautions.

The police were also asked to discuss the qualities of ASMs. The police thought that the ASMs were required to be educated, compassionate, non-partisan, communicative, respectable, without a criminal background, social service oriented, confident, knowledgeable of the area, and helpful. Generally, the majority of the police (55%) felt that the local ASMs possess these qualities identified.

Informal beat-level meetings

Although ASMs are expected to organize informal beat-level meetings several times a week, the most common frequency for informal beat-level meetings is once a month (55%). Only six ASMs indicated they organize the meetings more than once a week, as requested. When the police were asked about the frequency of informal beat-level meetings, 29% thought that they held these meetings twice/thrice every month. This was followed by 19% of police who thought that such meetings were held once every two weeks. The most common topics for discussion at informal beat-level meetings were crime prevention, general safety and women's safety. However, other reasons also featured highly, including the possibility for getting to know other members of the community, gathering useful information and the potential for these meeting to help with the security issues affecting their beats. In terms of whether the respondents thought these meetings were useful, 14% of citizens felt that these meetings were useful and 74% of police thought that these meetings were useful. In terms of usefulness of the informal beat-level meetings for the ASMs, the majority of ASMs thought these meetings were useful (88%). The main reason ASMs found the meetings useful was to get to know other local ASMs (76% responded this way).

Responses were quite mixed in terms of how many citizens ASMs said are generally in attendance at informal beat-level meetings. The largest proportion of ASMs indicated between 11 and 20 citizens attended though high proportions of ASMs indicated larger proportions of citizens attended. Eleven percent indicated more than fifty citizens attend these meetings on average. Fifty-nine percent of citizens indicated that they have attended these informal beat-level meetings at some point while 39% of citizens said they never attended these informal beat-level meetings.

Organized awareness programs

The majority of ASMs (57%) indicated that they organized awareness programs once a month, and that these meetings took place in both schools or universities (47%) and work places (42%) approximately once a month. The discussion topics at the beat-level awareness programs were similar to those at the informal beat

level meetings, where most ASMs indicated that crime prevention, general safety and women's safety were discussed. The vast majority of ASMs (85%) indicated they thought they were useful. In a similar manner to the informal meetings, the awareness programs were felt to be useful in getting to know local ASMs and other members of the community. They were also similarly less likely to be seen as a platform for getting to know local police.

In terms of attendance, the majority of ASMs reported the average attendance at beat-level awareness programs as between one and two-hundred citizens (32% said 1-100, while 45% said 101-200). A tenth of ASMs suggested that the average attendance is 201-300 while 19 ASMs suggested that attendance was even more than that with seven indicating it was more than 500. However, 18% citizens felt that they attended the organized awareness programs. Majority (57%) citizens thought they never attended these meetings.

Jana Suraksha Samithi (JSS) Meetings

The CP program makes it binding for ASMs to attend the monthly JSS meetings and the majority of ASMs (57%) did indicate they attend the meeting once a month. However, the remaining, substantial, 43% of ASMs self-reported much lower frequency of attendance, with 8% attending less than every 3 months and eight ASMs indicating they never attend. Out of the 194 ASMs who did attend JSS meetings (whether regularly or not), almost half indicated their involvement was active and they frequently asked questions and made comments during the meetings. The vast majority of ASMs (83%) felt that JSS meetings were useful. Common reasons why included that they provided useful information, created awareness, allowed for useful discussions, permitted crime precautions to be given to the public, and reduced citizens' fear of police.

Thirty-six percent of police said they attend JSS meetings once per month, and 19% said they never attend. This is not surprising since only the Inspector or the Station Head is supposed to attend JSS meetings. The Deputy Commissioner of Police is expected to attend the meeting half yearly and the Assistant Commissioner of Police is only expected to attend the JSS meetings quarterly.

Sixty one percent of police, who attend the JSS meetings, felt that the JSS meetings were useful for a number of reasons, including to generally inform the police and ASMs on crime prevention and security of the beats, resolve conflicts, raise awareness for ASMs with the police, provide information about safety and security, increase citizens' trust, decrease specific crimes (e.g. chain snatching and theft), coordinate beat-rounds, and improve relations between police and citizens. Fifty-two percent of the police felt that the JSS meetings effectively reduced citizens' security concerns in the beat.

4.5 Interactions between key players

Citizens and ASMs

Overall, ASMs felt that citizens were generally aware of them as ASMs and vice versa they were aware of the citizens in their beat. Furthermore, the majority of ASMs felt that citizens in their beat support their activities as an ASM, and 70% felt that citizens' overall response to the program is positive. Perceived support of citizens of the program seems to be the highest in Rajagopal Nagar compared with other ASMs with 90% of ASMs there agreeing or strongly agreeing that citizens support ASM activities compared with 61% of ASMs on average.

Forty-three percent of ASMs felt like they knew the citizens living in their beat area fairly well. Encouragingly, 35% of ASMs said citizens approach them with suggestions about how safety and security could be improved once a month. ASMs from Ashok Nagar self-reported the most frequent suggestions from citizens with 19%

saying this happens 2-4 times a week or more.

The overall high levels of citizen support – according to ASMs – across police zones was reinforced by 78% of ASMs indicating they never faced resistance from citizens while performing their role as an ASM. This percentage is particularly high for ASMs in Rajagopal Nagar (87%) and Madiwala (96%). Those ASMs who encountered resistance indicated this was either because citizens were facing a problem or they doubted the ASM's authenticity. Forty-six percent of ASMs felt that the CP program was somewhat successful in decreasing citizen's security concerns in the beat. Twenty-three percent of ASMs thought that the CP program was successful in decreasing citizen's security concerns in the beat.

Citizens and Police

Citizens who knew about the CP program were more likely to be aware of beat police than of ASMs. Seventy-five percent of ASMs thought that they have facilitated better relationships between police and citizens and 80% of ASMs also thought that they played an important role in making citizens aware of safety and security precautions. The majority of ASMs (54%) felt that they were successful in dealing with citizen's issues without police assistance. However, close to a majority (46%) of ASMs thought that the CP program had made police more aware of the needs of citizens and had pushed them to act according to the wishes of the people. Thirty-two percent of ASMs also felt that citizens' opinion of the police was 'cooperative'.

ASMs and Police

Overall, 37% of police respondents felt they knew the local ASM well; 26% of respondents knew their ASM fairly well and 11% knew them very well. There were very few respondents that felt they did not know the ASMs. Likewise, a majority of ASMs felt they knew the police officer(s) in their beat area either fairly well or even better. In Rajagopal Nagar ASMs were more likely to indicate they knew them well or very well than in other police zones (87% compared with 51% on average).

The frequency with which ASMs brought an issue to the attention of their beat officer was a little more varied. The largest proportion of ASMs (37%) indicated they did this once a month. However, half of ASMs suggested they did so more frequently. 8% of ASMs suggested they never brought any issues to the attention of their beat police. ASMs in Rajagopal Nagar self-reported the highest frequency of bringing issues to officers, with 84% saying they do this 2 or 3 times a month or more frequently (compared to an average of 50% across all police stations).

Overall, police respondents said they only sometimes discussed criminal activities with ASMs. The majority of ASMs said they inform beat police or field associates of suspicious or crime-related matters once a month (38%). A sizeable proportion of ASMs said they do this more frequently with 9% doing this multiple times a week. Twelve percent of ASMs do this less than once a month while four ASMs said they never do this.

The most frequently discussed activities between ASMs and police, according to ASMs were chain snatching, eve-teasing and negligent driving with over 60% of ASMs saying they discussed these either very frequently or frequently. This is in line with the reported level of threat being higher from these activities than others, in particular chain snatching and negligent driving. Police respondents, on the other hand, said the issues that were discussed very frequently were chain snatching, theft and physical assault.

ASMs reported less discussion of missing children, human trafficking, money laundering, illicit liquor and illegal drugs. This is most likely a reflection of the fact that ASMs perceive a limited threat from these in their beat areas and have seen a decrease in these activities over the last year (in particular missing children, human trafficking, money laundering and illicit liquor).

Encouragingly, ASMs report the frequency of success of the police in dealing with issues raised by them as relatively high. Only 4% suggested issues were 'rarely' resolved and 2% said they were never resolved. The remaining ASMs indicated the issues were resolved at least some of the time and just over half suggested they were resolved most of the time.

A majority of police respondents (59%) thought that talking to ASMs helped resolve security challenges faced by the beat. As part of community policing, ASMs should provide police with security-issue information. Nearly one-third of police felt the frequently received support from ASMs concerning security issues. The same proportion of respondents felt they would sometimes receive support.

The majority (58%) of ASMs said they meet police from their beat outside of organized programs and meetings, and only 12% said they never did this. ASMs in Jnanabharathi were more likely than average to say they never do this (39%) whereas nearly all ASMs (98%) in Banasawadi say they do this sometimes or frequently.

4.6 Impact of the Community Policing program

Citizens

The respondents also had a largely positive view of the key elements of the CP program. The majority of citizens agreed or strongly agreed that ASMs, informal beat-level meetings, organized beat-level awareness programs and police door-to-door patrols were effective.

The majority of citizens (50%) agreed that the CP program increased trust and improved relations between police and citizens and 52% thought that the CP program helped victims of crimes recover from trauma and return to regular life. Fifty percent of citizens thought that the program reduced drug and alcohol abuse, makes neighbourhoods safer for women and children, and helped keep public areas and streets safe and secure. There were large proportion of citizens who agreed/strongly agreed that the program made neighbourhoods safer (46%), helped to resolve conflicts between people in the neighbourhood (56%) and reduced domestic violence (47%). However, citizens thought that the CP program failed to make citizens feel safer with regard to crime and improved security in neglected areas of the neighbourhood such as areas with broken street lights, neglected houses, broken windows, shrub growth and overgrown weeds/bushes that might draw criminals to the area.

Fifty-nine percent of citizens strongly agreed/agreed that police patrolling helped to improve the security in the area, while just 2 respondents disagreed. This is a significant finding from the program perspective since it implies that the program seems to be working in terms of improving the security perception of citizens in the area. Yet out of those citizens who knew about the program, 77% felt that the CP program failed to improve security of the neighbourhood.

Police

Overall 70% of police thought that the citizens responded positively to the program and 52% of police thought that the CP program has effectively decreased citizens' security concerns in the beats. There was a great deal of consensus among the police (67%) that the role played by the ASMs was important in making citizens aware of safety and security precautions. Only 4% of police thought that ASMs had no role to play in making citizens aware of safety/security precautions.

The majority of the police respondents felt that the CP program achieved the following outcomes; 54% felt that citizens' awareness of crime had increased, 64% thought that police responsiveness had increased and 59% felt that the CP program had assisted police in becoming more effective.

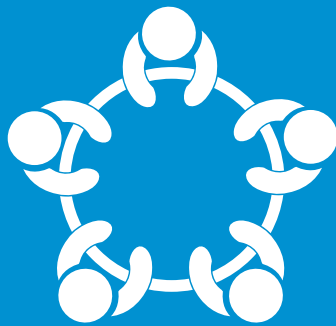
Going forward, almost all the respondents contended that the two most important priorities of the program should be to raise awareness about different types of crimes, including chain snatching, house theft, child abuse, violence against women, missing children, gambling, terrorism, eve teasing, negligent driving, general crime prevention, drug abuse, public law and order and illegal drugs. A few respondents also mentioned that the program needed to do a better job in making the citizens aware of ASMs, and what ASMs could do to help the citizens.

4.7 Expectations of Community Policing

Citizens

Citizens unaware of the program, living in treatment areas, and citizens in control areas answered questions about their experience with and knowledge of any other community policing to help inform the program moving forward. The majority of citizens in both areas said that the reduction of crime, increasing citizen awareness of crime, decreasing police apathy, increasing police responsiveness and helping the police become more effective should all be objectives of a CP program.

Citizens who were and were not aware of the CP program were asked if they would like to be a part of such a program in a more formal way. Twenty-two percent of citizens indicated some interest in being formally involved with the program. This is encouraging because it indicates that approximately one out of every five citizens living in the treatment areas see enough value in the program to consider volunteering their time to support it. Another 10% of citizens said they might be willing to be formally involved. The 476 citizens who did not want to be involved cited reasons such as lack of time (26%), no interest (17%), not enough information (9%), lack of education (2%), health related problems or old age (3%), believed the program useless (1%) and lack of faith in the policing system (1%).



Discussion and Conclusion

5. Discussion and Conclusion

A majority of police and ASMs thought that crime had decreased in their neighbourhood but increased in Bengaluru as a whole. However, there was some notable evidence of better relationships between the police and citizens among respondents who took part in the CP program.

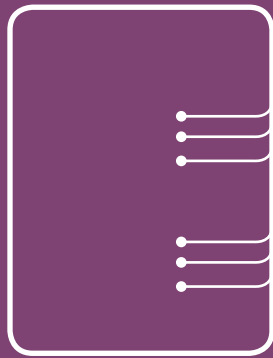
Currently, the CP program reaches seven stations, with two control stations used for evaluative purposes. Ninety-seven percent of police in treatment stations were aware of the CP program. Thirty-three percent of police in control stations, who were not part of the specific CP program, were still aware of some (possibly other) community based security program. Only 6% of citizens in treatment areas know about the program though this is not discouraging given CP was in its pilot phase and has only been in operation for two years and citizens may well feel the benefits of the program without knowing it by name.

The data from the follow-up survey revealed some promising information in terms of the CP program improving citizen-police relations. The proportion of police who said citizens supported them in an investigation increased from baseline to post 18 months survey. Furthermore, citizens' belief in police solving small and major crimes increased from baseline to follow-up survey. Seventy percent of police felt that ASMs, who are meant to act as a mediator between citizens and police, improved the relationship between citizens and police. A majority of all groups also thought ASMs increased citizen awareness about crime and safety.

Although 94% of ASMs said they were willing to help a neighbour report a crime to the police, there was significant variation between different geographies and types of unlawful activities, which should be investigated further. The data revealed that ASMs most frequently organize informal beat-level meetings once per month (55% of ASMs reported this frequency). Only six ASMs indicate they organize the meetings more than once a week as requested. In the future, it would be important to address why ASMs are not organizing these meetings as per expectations – is it due to lack of time, attendance or perceived effectiveness?

ASMs felt that as a result of the program that crime rates have decreased, citizens' awareness of crime has increased, police responsiveness has increased and police have become more effective. There was more uncertainty in suggesting achievement in the reduction of police apathy. While many ASMs felt this had been reduced through the program, 12% said this had not. This was a considerably larger percentage than for the other outcomes, suggesting this may be one area in particular where the program could work further.

A further point of reflection is the fact that the vast majority (55%) of ASMs felt that they do not have enough time, information and other resources to do the work required of them as an ASM. Only just over a quarter felt they did have enough. Given this, it is important for the program to ensure this is further explored. Informal beat-level meetings also seem not to be running at the frequency desired by the program nor was attendance at JSS meetings occurring at the desired frequency. ASM training had also only penetrated just over a third of ASMs. Though these may be resource dependent issues, working to develop these areas, in these seven stations and the eight further stations in which CP has since been introduced in Bengaluru, will likely see further positive change.



Appendices

6. Appendices

APPENDIX 1

Ashoknagar: Population Sampling

Ward No	Ward Name	AC No	AC Name	Ward Area (sq km)	Police Beat Area in the Ward (sq km)	Percentage	Ward population (census 2011)	Population covered by Police Beat
116	Nilasandra	163	Shanti Nagar	0.53	0.35	65.82	48,534	31,944
111	Shantala Nagar	163	Shanti Nagar	4.00	1.60	39.88	22,995	9,171
117	Shanthi Nagar	163	Shanti Nagar	2.68	2.16	80.65	42,095	33,951
115	Vannarpet	163	Shanti Nagar	0.74	0.13	17.94	37,060	6,647
114	Agaram	163	Shanti Nagar	11.13	0.07	0.64	36,916	236
							1,87,600	81,949

Number of starting points	24
Surveys to complete	104
Average Surveys per starting point	4
Over 18 population in URBAN % in Karnataka	70
Adjusted population for 18+	57,307
Population per starting point (18+)	2,388
Kitchens per starting point	1,194
Tolerance for non-completion	119
Skipping pattern per starting point (households)	28

- * Average household size in urban India is 4 (Census, 2011): Assume 2 adults and 2 children
- * Assume 10% participation (accounts for door closed/non interest and avoidance in overlap of areas within beat related to starting point).

Census figures:

Ward Name	Ward No	Area (sq km)	No of Households	Total Population (2001)	Total Population (2011)
Shantala Nagar	111	3.99	5,493	30,225	22,995
Agaram	114	11.26	7734	35,632	36,916
Vannarpet	115	0.74	8466	35,532	37,060
Nilasandra	116	0.54	10743	36,279	48,534
Shanthi Nagar	117	2.7	9465	36,426	42,095
					1,87,600

Banaswadi: Population Sampling

Ward No	Ward Name	AC No	AC Name	Ward Area (sq km)	Police Beat Area in the Ward (sq km)	Percentage	Ward population (census 2011)	Population covered by Police Beat
50	Benniganahalli	161	C V Raman Nagar	4.91	1.48	30.23	49,094	14,842
29	Kacharkanahalli	160	Sarvagna Nagar	1.69	1.69	100.00	33,588	33,588
28	Kammanahalli	160	Sarvagna Nagar	1.03	1.03	100.00	47,074	47,074
49	Lingarajapura	160	Sarvagna Nagar	0.86	0.85	98.87	37,955	37,524
59	Maruthi Seva Nagar	160	Sarvagna Nagar	2.39	0.96	39.94	40,362	16,121
27	Banasavadi	160	Sarvagna Nagar	3.41	2.38	69.67	51,268	35,720
30	Kadugondanahalli	160	Sarvagna Nagar	0.70	0.01	1.48	45,748	679
24	HBR Layout	160	Sarvagna Nagar	4.77	0.39	8.26	58,967	4,869
							3,64,056	1,90,417

Number of starting points	30
Surveys to complete	100
Average Surveys per starting point	3
Over 18 population in URBAN % in Karnataka	70
Adjusted population for 18+	1,33,292
Population per starting point	4,443
Kitchens per starting point	2,222
Tolerance for non-completion	222
Skiping pattern per starting point (households)	67

- * Average household size in urban India is 4 (Census, 2011): Assume 2 adults and 2 children
- * Assume 10% participation (accounts for door closed/non interest and avoidance in overlap of areas within beat related to starting point).

Census figures:

Ward Name	Ward No	Area (sq km)	No of Households	Total Population (2001)	Total Population (2011)
HBR Layout	24	4.64	13,612	32,156	58,967
Banasavadi	27	3.46	12,922	31,998	51,268
Kammanahalli	28	1.03	11,479	34,819	47,074
Kacharkanahalli	29	1.72	8,700	29,018	33,588
Kadugondanahalli	30	0.71	9,758	34,842	45,748
Lingarajapura	49	0.89	8,850	32,375	37,955
Benniganahalli	50	4.92	12,384	31,985	49,094
Maruthi Seva Nagar	59	2.37	10,113	35,811	40,362
					3,64,056

Jnanabharthi: Population Sampling

Ward No	Ward Name	AC No	AC Name	Ward Area (sq km)	Police Beat Area in the Ward (sq km)	Percentage	Ward population (census 2011)	Population covered by Police Beat
128	Nagara Bhavi	166	Govindraj Nagar	1.60	0.75	46.70	35,780	16,708
129	Jnana Bharathi	154	Rajarajeshwari Nagar	11.75	9.84	83.73	68,132	57,045
130	Ullalu	153	Yeshwantpur	8.68	1.16	13.35	58,199	7,767
73	Kottegepalya	154	Rajarajeshwari Nagar	5.91	2.51	42.52	68,922	29,304
72	Herohalli	153	Yeshwantpur	7.72	2.03	26.28	62,272	16,366
131	Nayandahalli	166	Govindraj Nagar	2.18	0.41	18.77	42,785	8,031
							3,36,090	1,35,221

Number of starting points	24
Surveys to complete	104
Average Surveys per starting point	4
Over 18 population in URBAN % in Karnataka	70
Adjusted population for 18+	94,655
Population per starting point	3,944
Kitchens per starting point	1,972
Tolerance for non-completion	197
Skipping pattern per starting point (households)	46

- * Average household size in urban India is 4 (Census, 2011): Assume 2 adults and 2 children
- * Assume 10% participation (accounts for door closed/non interest and avoidance in overlap of areas within beat related to starting point).

Census figures:

Ward Name	Ward No	Area (sq km)	No of Households	Total Population (2001)	Total Population (2011)
Herohalli	72	7.7	16,215	19,668	62,272
Kottegepalya	73	5.84	17,739	29,100	68,922
Nagara Bhavi	128	1.6	8,255	20,269	35,780
Jnana Bharathi	129	12.19	17,410	25,889	68,132
Ullalu	130	8.92	14,511	20,332	58,199
Nayandahalli	131	2.07	10,285	22,878	42,785
					3,36,090

JP Nagar: Population Sampling

Ward No	Ward Name	AC No	AC Name	Ward Area (sq km)	Police Beat Area in the Ward (sq km)	Percentage	Ward population (census 2011)	Population covered by Police Beat
186	Jaraganahalli	175	Bommanahalli	1.30	1.22	93.85	38,294	35,937
179	Shakambari Nagar	173	Jayanagar	1.86	0.78	41.77	25,871	10,807
177	J P Nagar	173	Jayanagar	1.80	1.80	99.98	28,846	28,839
178	Sarakki	173	Jayanagar	1.34	1.34	99.93	31,034	31,014
187	Puttenahalli	175	Bommanahalli	2.87	2.69	93.72	49,207	46,118
195	Konankunte	176	Bangalore South	3.40	0.38	11.09	57,335	6,359
							2,30,587	1,59,074

Number of starting points	30
Surveys to complete	100
Average Surveys per starting point	3
Over 18 population in URBAN % in Karnataka	70
Adjusted population for 18+	1,11,352
Population per starting point	3,712
Kitchens per starting point	1,856
Tolerance for non-completion	186
Skiping pattern per starting point (households)	56

- * Average household size in urban India is 4 (Census, 2011): Assume 2 adults and 2 children
- * Assume 10% participation (accounts for door closed/non interest and avoidance in overlap of areas within beat related to starting point).

Census figures:

Ward Name	Ward No	Area (sq km)	No of Households	Total Population (2001)	Total Population (2011)
J P Nagar	177	1.79	7,566	28,508	28,846
Sarakki	178	1.34	7,985	26,707	31,034
Shakambari Nagar	179	1.85	6,537	23,239	25,871
Jaraganahalli	186	1.28	9,818	23,299	38,294
Puttenahalli	187	2.87	13,230	20,544	49,207
Konankunte	195	3.42	14,984	20,181	57,335
					2,30,587

Madiwala: Population Sampling

Ward No	Ward Name	AC No	AC Name	Ward Area (sq km)	Police Beat Area in the Ward (sq km)	Percentage	Ward population (census 2011)	Population covered by Police Beat
188	Bilekhalhi	175	Bommanahalli	4.29	1.05	24.46	49,884	12,199
175	Bommanahalli	175	Bommanahalli	1.88	1.27	67.71	43,585	29,510
189	Hongasandra	175	Bommanahalli	2.15	1.56	72.36	68,554	49,608
190	Mangammanapalya	175	Bommanahalli	3.31	2.20	66.53	65,890	43,836
174	HSR Layout	175	Bommanahalli	7.25	1.55	21.43	63,033	13,505
152	Suddagunte Palya	172	B T M Layout	1.78	0.73	40.87	39,997	16,348
173	Jakkasandra	172	B T M Layout	1.53	1.52	99.47	33,521	33,342
151	Koramangala	172	B T M Layout	3.73	0.54	14.58	38,316	5,587
172	Madivala	172	B T M Layout	1.12	0.80	71.34	42,624	30,408
176	BTM Layout	172	B T M Layout	2.05	0.29	14.26	52,250	7,451
							4,97,654	2,41,794

Number of starting points	30
Surveys to complete	100
Average Surveys per starting point	3
Over 18 population in URBAN % in Karnataka	70
Adjusted population for 18+	1,11,352
Population per starting point	3712
Kitchens per starting point	1856
Tolerance for non-completion	186
Skipping pattern per starting point (households)	56

- * Average household size in urban India is 4 (Census, 2011): Assume 2 adults and 2 children
- * Assume 10% participation (accounts for door closed/non interest and avoidance in overlap of areas within beat related to starting point).

Census figures:

Ward Name	Ward No	Area (sq km)	No of Households	Total Population (2001)	Total Population (2011)
Koramangala	151	3.71	9,719	35,359	38,316
Suddagunte Palya	152	1.74	10,933	35,910	39,997
Madivala	172	1.16	11,517	35,155	42,624
Jakkasandra	173	1.52	9,040	24,088	33,521
HSR Layout	174	6.98	16,847	24,749	63,033
Bommanahalli	175	1.85	11,368	24,307	43,585
BTM Layout	176	2.13	14,540	34,436	52,250
Bilekhalhi	188	4.24	13,186	22,510	49,884
Hongasandra	189	2.16	18,192	23,058	68,554
Mangammanapalya	190	3.52	16,903	27,391	65,890
					4,97,654

Yelahanka: Population Sampling

Ward No	Ward Name	AC No	AC Name	Ward Area (sq km)	Police Beat Area in the Ward (sq km)	Percentage	Ward population (census 2011)	Population covered by Police Beat
5	Jakkuru	152	Byatarayanapura	35.02	10.10	28.84	52,025	15,005
7	Byatarayanapura	152	Byatarayanapura	9.97	0.77	7.74	72,154	5,583
9	Vidyaranyapura	152	Byatarayanapura	9.92	5.03	50.67	57,195	28,978
1	Kempegowda	150	Yelhanka	10.95	9.49	86.72	34,783	30,162
2	Chowdeshwari	150	Yelhanka	6.51	0.46	7.04	36,602	2,577
4	Yelahanka Satellite Town	150	Yelhanka	4.66	2.61	56.01	41,986	23,514
							2,94,745	1,05,819

Number of starting points	24
Surveys to complete	104
Average Surveys per starting point	4
Over 18 population in URBAN % in Karnataka	70
Adjusted population for 18+	74,074
Population per starting point	3,086
Kitchens per starting point	1,543
Tolerance for non-completion	154
Skipping pattern per starting point (households)	36

- * Average household size in urban India is 4 (Census, 2011): Assume 2 adults and 2 children
- * Assume 10% participation (accounts for door closed/non interest and avoidance in overlap of areas within beat related to starting point).

Census figures:

Ward Name	Ward No	Area (sq km)	No of Households	Total Population (2001)	Total Population (2011)
Kempegowda	1	10.47	8,647	21,866	34,783
Chowdeshwari	2	7.06	9,506	19,626	36,602
Yelahanka Satellite Town	4	4.9	10,583	25,782	41,986
Jakkuru	5	23.96	12,387	20,964	52,025
Byatarayanapura	7	9.6	18,691	31,400	72,154
Vidyaranyapura	9	9.79	14,448	23,136	57,195
					2,94,745

Rajagopal Nagar: Population Sampling

Ward No	Ward Name	AC No	AC Name	Ward Area (sq km)	Police Beat Area in the Ward (sq km)	Percentage	Ward population (census 2011)	Population covered by Police Beat
75	Shankar Matt	156	Mahalakshmi Layout	1.11	0.00	0.03	48,734	14
70	Rajagopal Nagar	155	Dasarahalli	2.16	1.98	91.86	61,479	56,477
71	Hegganahali	155	Dasarahalli	1.74	1.04	59.93	66,314	39,739
41	Peenya Industrial Area	155	Dasarahalli	5.55	3.07	55.32	57,814	31,985
42	Lakshmi Devi Nagar	154	Rajarajeshwari Nagar	1.54	0.35	22.90	41,352	9,468
69	Laggere	154	Rajarajeshwari Nagar	1.64	1.57	96.04	57,077	54,819
73	Kottegepalya	154	Rajarajeshwari Nagar	5.91	0.42	7.08	68,922	4,883
							4,01,692	1,97,385

Number of starting points	24
Surveys to complete	102
Average Surveys per starting point	4
Over 18 population in URBAN % in Karnataka	70
Adjusted population for 18+	1,38,169
Population per starting point	5,757
Kitchens per starting point	2,879
Tolerance for non-completion	288
Skipping pattern per starting point (households)	72

- * Average household size in urban India is 4 (Census, 2011): Assume 2 adults and 2 children
- * Assume 10% participation (accounts for door closed/non interest and avoidance in overlap of areas within beat related to starting point).

Census figures:

Ward Name	Ward No	Area (sq km)	No of Households	Total Population (2001)	Total Population (2011)
Peenya Industrial Area	41	5.59	15,805	27,467	57,814
Lakshmi Devi Nagar	42	1.33	10,620	25,578	41,352
Laggere	69	1.58	15,178	25,370	57,077
Rajagopal Nagar	70	2.18	17,262	28,604	61,479
Hegganahalli	71	1.96	18,438	30,889	66,314
Kottegepalya	73	5.84	17,739	29,100	68,922
Shankar Matt	75	1.08	12,433	35,679	48,734
					4,01,692

Ramamurthy Nagar: Population Sampling

Ward No	Ward Name	AC No	AC Name	Ward Area (sq km)	Police Beat Area in the Ward (sq km)	Percentage	Ward population (census 2011)	Population covered by Police Beat
25	Horamavu	151	K R Puram	17.13	2.90	16.93	95,368	16,146
26	Ramamurthy Nagar	151	K R Puram	7.39	4.38	59.27	47,358	28,069
27	Banasavadi	160	Sarvagna Nagar	3.41	1.12	32.88	51,268	16,859
50	Benniganahalli	161	C V Raman Nagar	4.91	0.99	20.21	49,094	9,920
51	Vijnanapura	151	K R Puram	2.05	2.04	99.34	57,062	56,683
54	Hoodi	174	Mahadevapura	15.28	0.20	1.30	50,191	654
55	Devasandra	151	K R Puram	3.51	0.04	1.03	33,946	349
56	A Narayanapura	151	K R Puram	2.14	0.39	18.44	43,443	8,009
							4,27,730	1,36,689

Number of starting points	24
Surveys to complete	102
Average Surveys per starting point	4
Over 18 population in URBAN % in Karnataka	70
Adjusted population for 18+	95,684
Population per starting point	3,987
Kitchens per starting point	1,993
Tolerance for non-completion	199
Skipping pattern per starting point (households)	50

- * Average household size in urban India is 4 (Census, 2011): Assume 2 adults and 2 children
- * Assume 10% participation (accounts for door closed/non interest and avoidance in overlap of areas within beat related to starting point).

Census figures:

Ward Name	Ward No	Area (sq km)	No of Households	Total Population (2001)	Total Population (2011)
Horamavu	25	17.32	23999	28,167	95,368
Ramamurthy Nagar	26	7.87	11674	21,999	47,358
Banasavadi	27	3.46	12922	31,998	51,268
Benniganahalli	50	4.92	12384	31,985	49,094
Hudi	54	15.3	12579	20,700	50,191
Devasandra	55	3.52	8638	22,057	33,946
A Narayanapura	56	2.15	11039	29,420	43,443
Vijnana Nagar	81	5.73	15419	24,757	57,062
					4,27,730

Hanumanth Nagar: Population Sampling

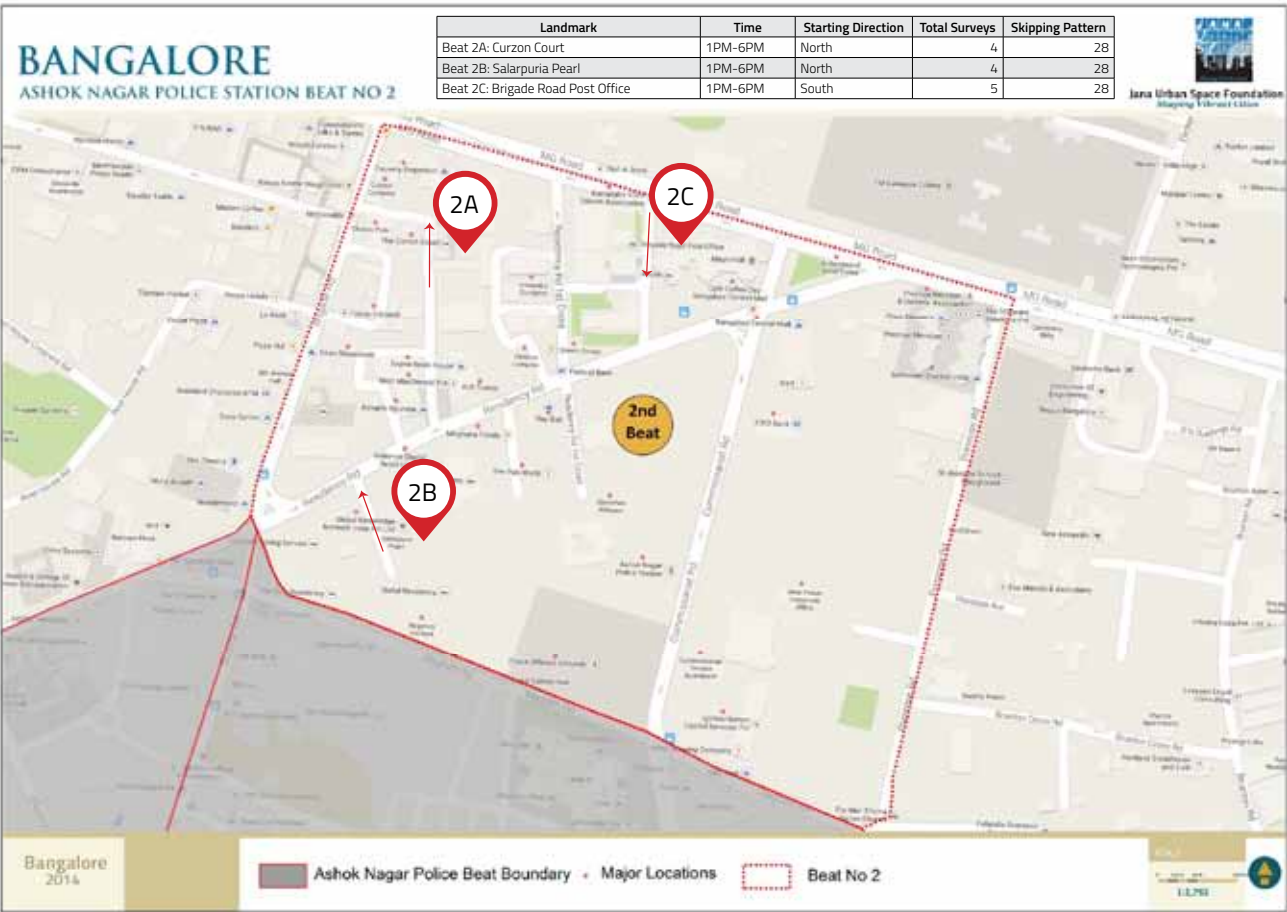
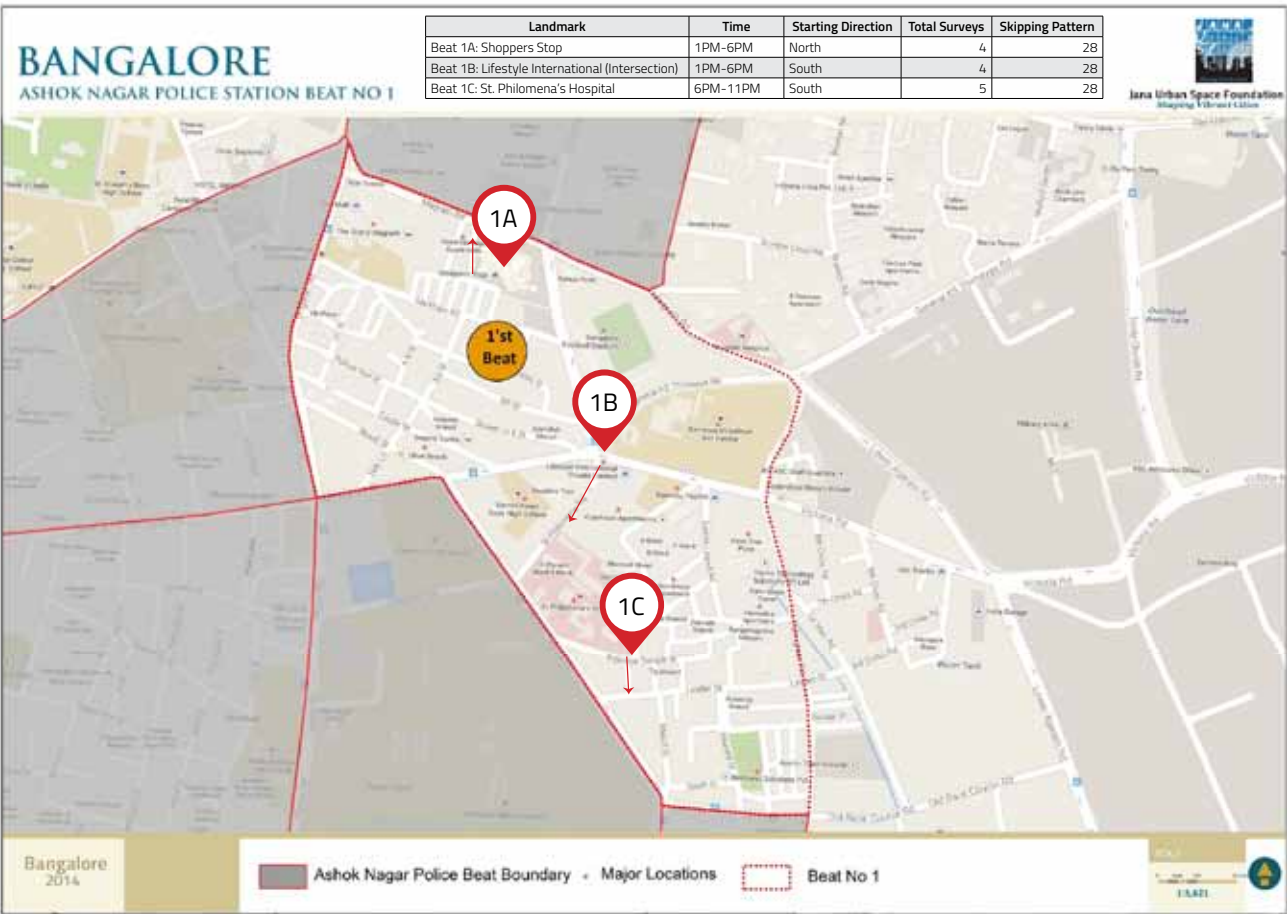
Ward No	Ward Name	AC No	AC Name	Ward Area (sq km)	Police Beat Area in the Ward (sq km)	Percentage	Ward population (census 2011)	Population covered by Police Beat
141	Azad Nagar	168	Chamarajpet	0.68	0.05	7.59	38,825	2,947
142	Sunkenahalli	169	Chikpet	1.52	0.28	18.47	34,666	6,404
154	Basavanagudi	170	Basavanagudi	1.18	0.20	17.19	32,640	5,611
155	Hanumanthanagar	170	Basavanagudi	0.99	0.56	56.50	36,982	20,894
156	Srinagar	170	Basavanagudi	0.79	0.74	93.85	41,379	38,833
157	Gali Anjaneya Temple	167	Vijaya Nagar	1.13	0.03	3.04	34,653	1,054
158	Deepanjali Nagar	167	Vijaya Nagar	2.08	0.04	1.93	45,928	888
162	Girinagara	170	Basavanagudi	1.80	0.19	10.85	43,195	4,685
163	Katriguppe	170	Basavanagudi	1.07	0.33	30.88	45,572	14,074
164	Vidyapeeta	170	Basavanagudi	1.29	0.66	50.76	43,483	22,072
							3,97,323	1,17,462

Number of starting points	24
Surveys to complete	102
Average Surveys per starting point	4
Over 18 population in URBAN % in Karnataka	70
Adjusted population for 18+	82,224
Population per starting point	3,426
Kitchens per starting point	1,713
Tolerance for non-completion	171
Skipping pattern per starting point (households)	43

- * Average household size in urban India is 4 (Census, 2011): Assume 2 adults and 2 children
- * Assume 10% participation (accounts for door closed/non interest and avoidance in overlap of areas within beat related to starting point).

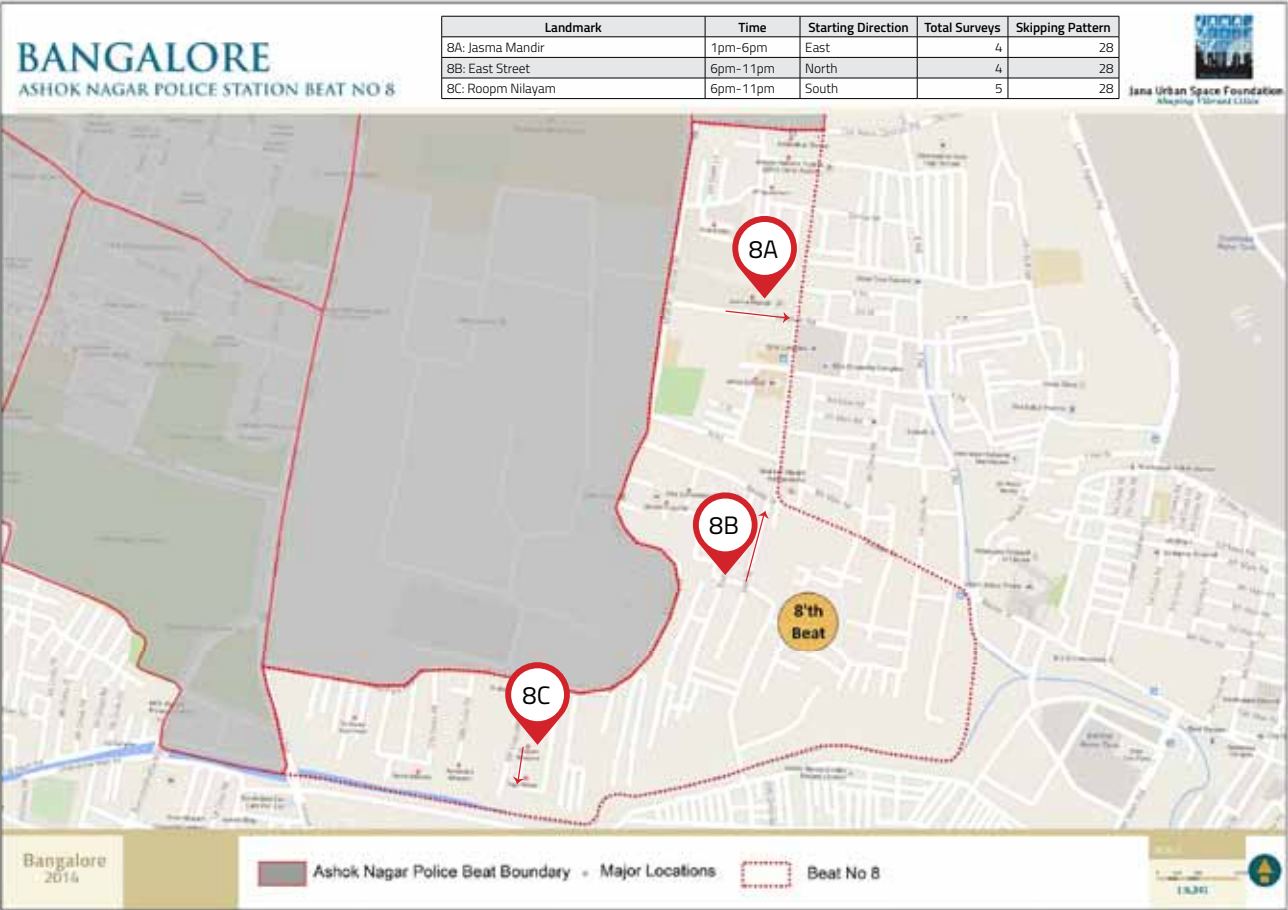
Census figures:

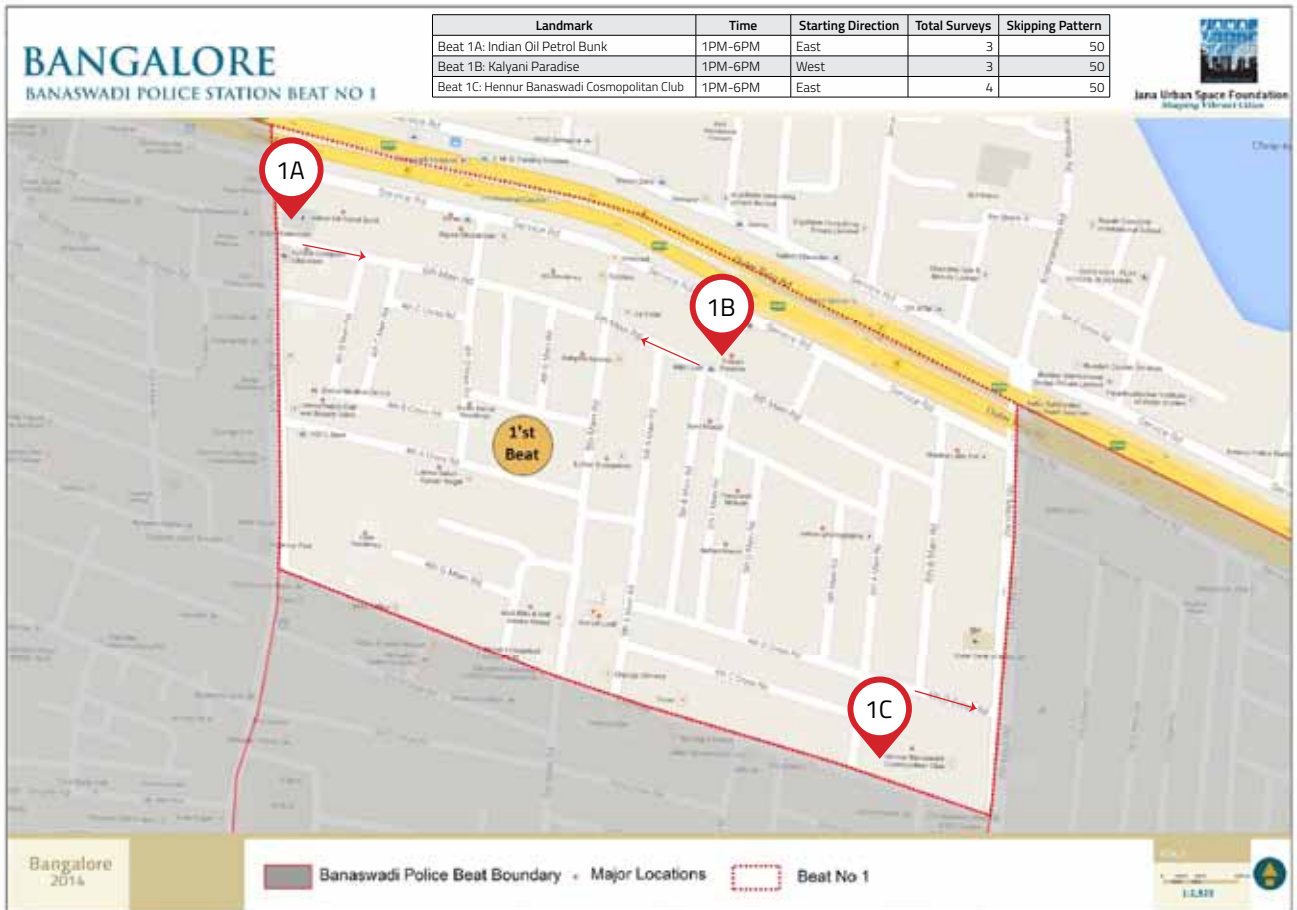
Ward Name	Ward No	Area (sq km)	No of Households	Total Population (2001)	Total Population (2011)
Azad Nagar	141	0.67	9,246	35,741	38,825
Sunkenahalli	142	1.49	8,643	36,158	34,666
Basavanagudi	154	1.17	8,624	36,015	32,640
Hanumanthanagar	155	0.99	9,483	35,065	36,982
Srinagar	156	0.8	10,574	36,045	41,379
Gali Anjaneya Temple	157	1.14	8,668	27,264	34,653
Deepanjali Nagar	158	2.09	11,676	30,924	45,928
Girinagara	162	1.77	11,180	34,912	43,195
Katriguppe	163	1.11	11,997	35,736	45,572
Vidyapeeta	164	3.45	11,425	34,535	43,483
					3,97,323

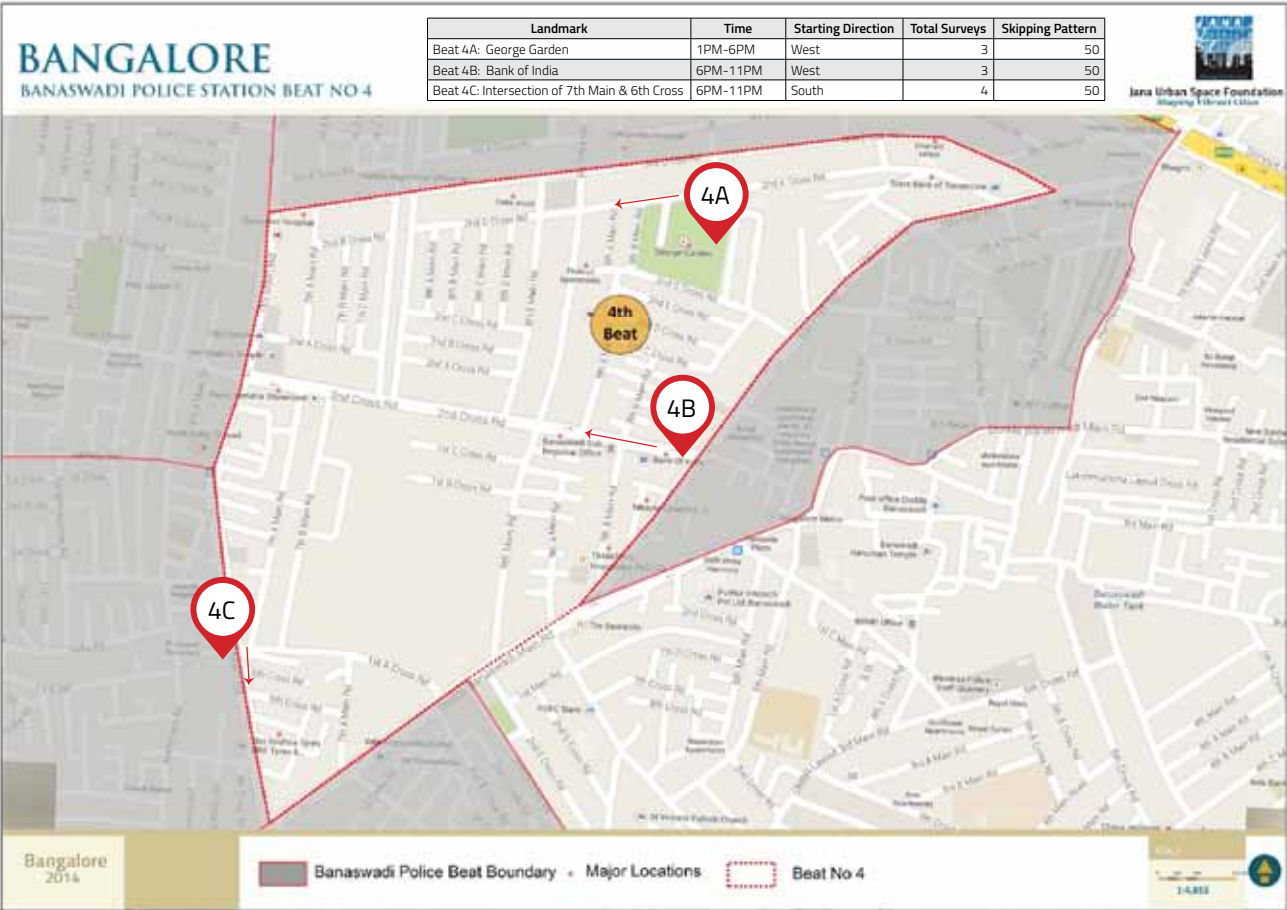


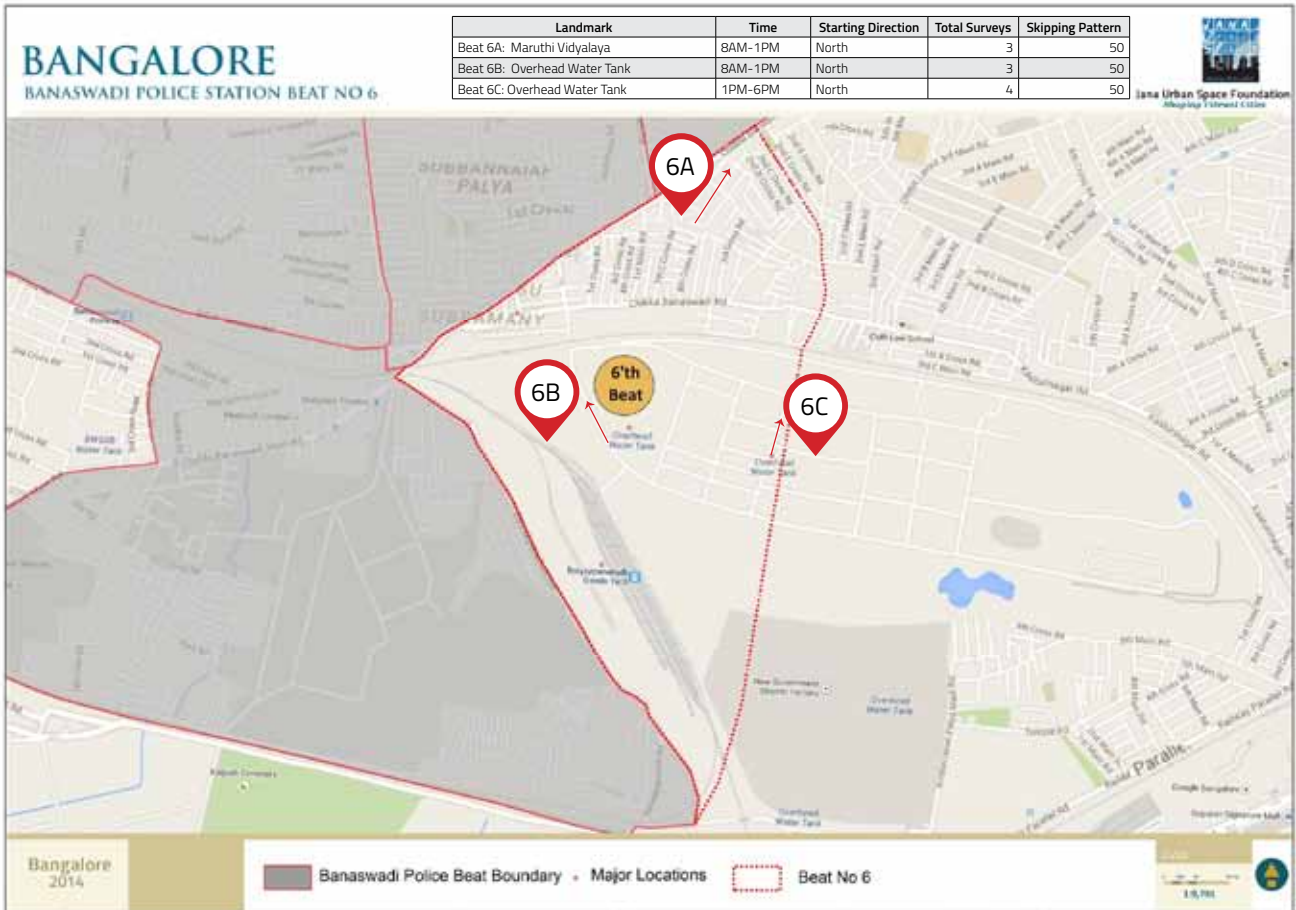


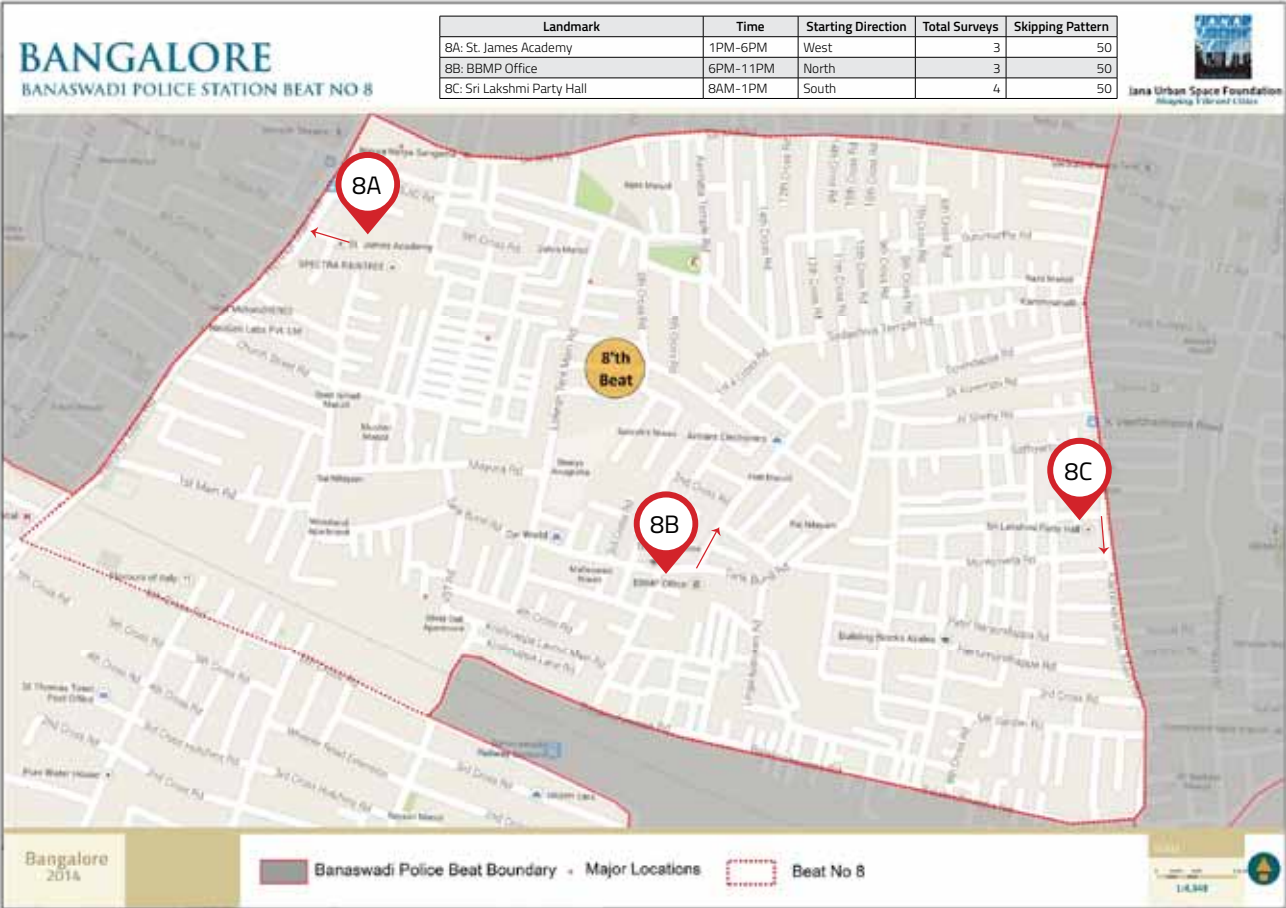
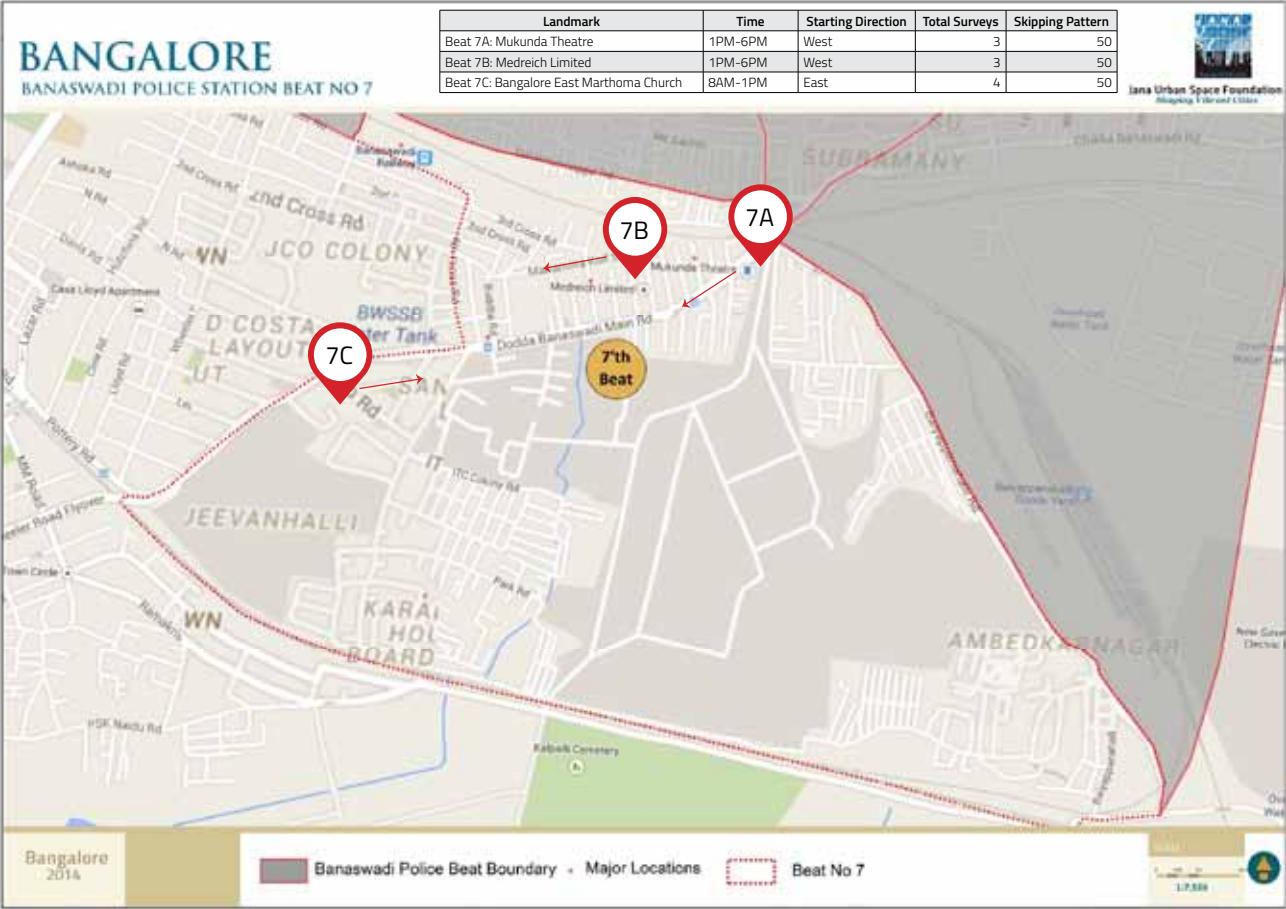


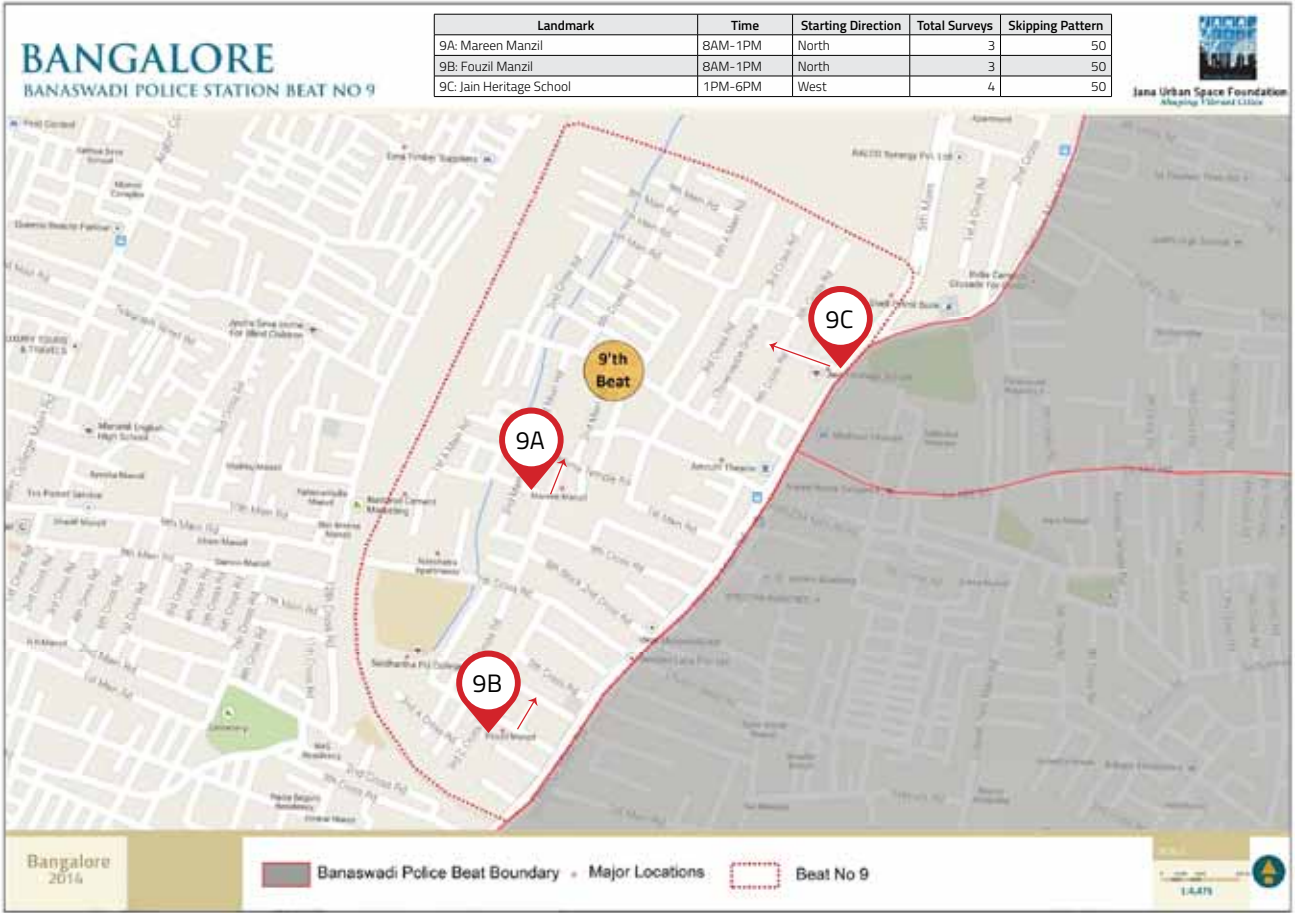












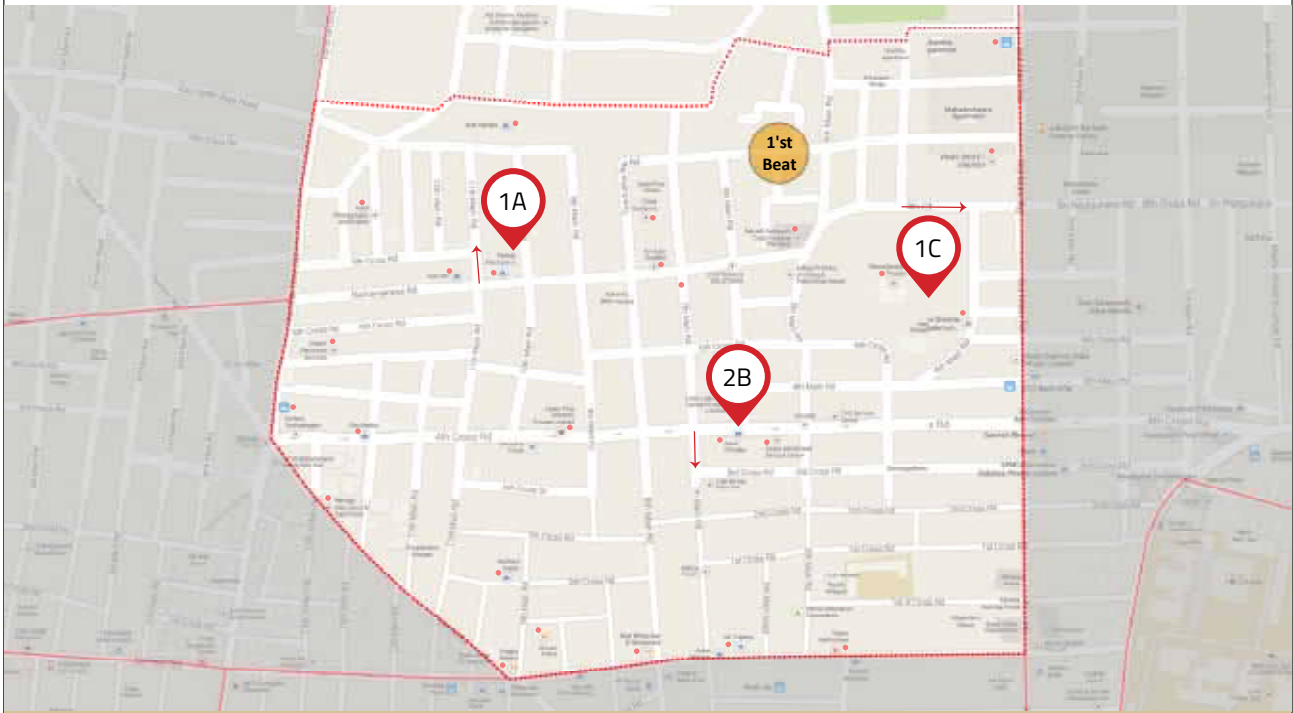
BANGALORE

HANUMANTHA NAGAR POLICE STATION BEAT NO 1

Landmark	Time	Starting Direction	Total Surveys	Skipping Pattern
1A: Pankaj Electronics	6pm-11pm	North	6	43
1B: Bank of India	6m-11pm	South	6	43
1C: Ramanjaneya Temple	1pm-6pm	East	7	43



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Shaping Vibrant Cities



Bangalore
2015

Hanumantha Nagar Police Beat Boundary

Major Locations

Beat No 1

SCALE

1 : 6,200



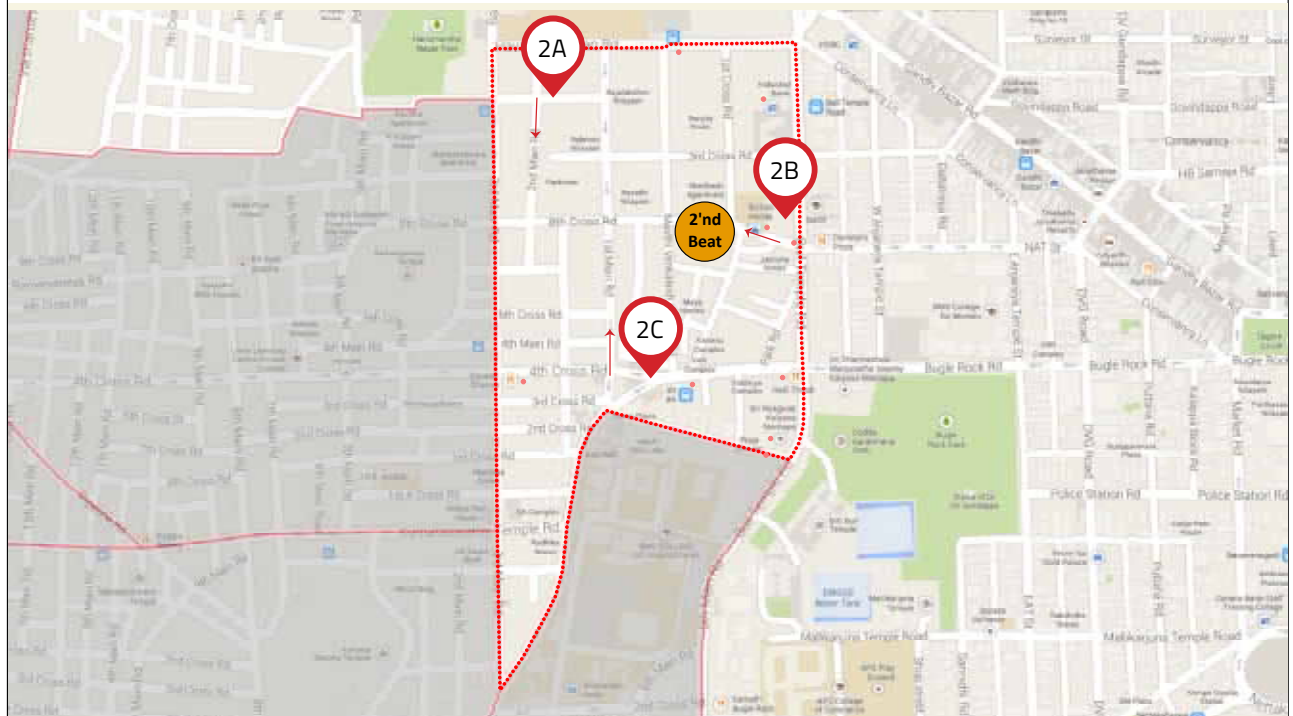
BANGALORE

HANUMANTHA NAGAR POLICE STATION BEAT NO 2

Landmark	Time	Starting Direction	Total Surveys	Skipping Pattern
2A: Intersection of 2nd Main Rd.	6pm-11pm	South	6	43
2B: Silicon Honda	6pm-11pm	West	6	43
2C: Gavipuram Post Office	8am-1pm	North	7	43



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Bangalore
2015

Hanumantha Nagar Police Beat Boundary

Major Locations

Beat No 2

SCALE

1 : 6,200



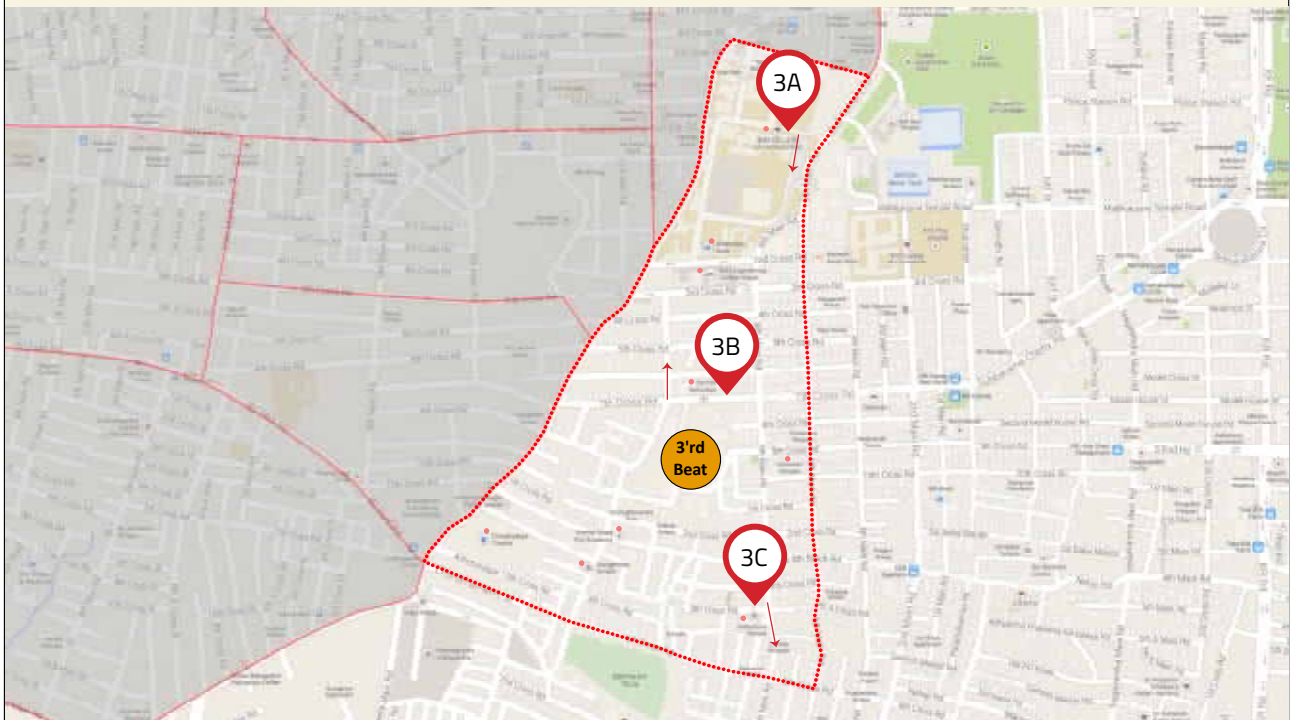
BANGALORE

HANUMANTHA NAGAR POLICE STATION BEAT NO 3

Landmark	Time	Starting Direction	Total Surveys	Skipping Pattern
3A: BMS College of Engineering	1pm-6pm	South	6	43
3B: Karthik Netralaya	6pm-11pm	North	6	43
3C: Dattatreya Temple	8am-1pm	South	7	43



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Bangalore
2015

Hanumantha Nagar Police Beat Boundary

Major Locations

Beat No 3

SCALE

1 : 6,200



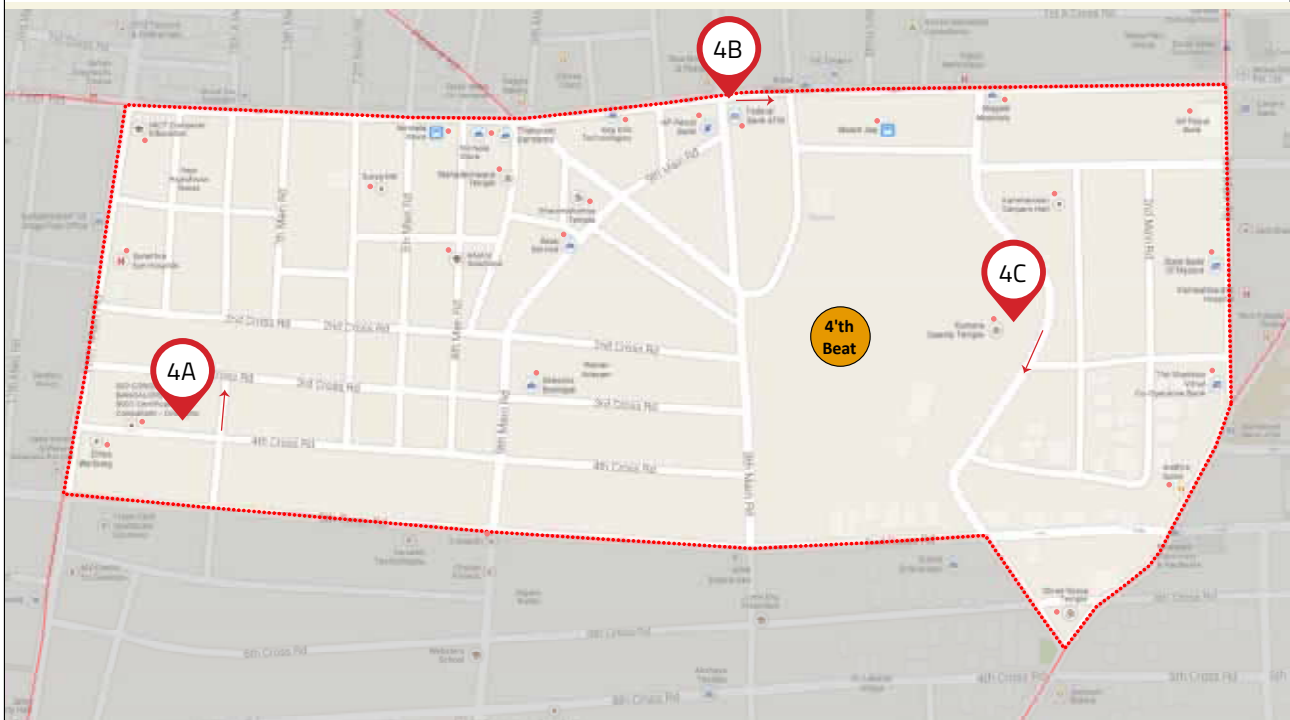
BANGALORE

HANUMANTHA NAGAR POLICE STATION BEAT NO 4

Landmark	Time	Starting Direction	Total Surveys	Skipping Pattern
4A: ISO Consultants Bangalore	1pm-6pm	North	6	43
4B: Federal Bank ATM	6pm-11pm	East	6	43
4C: Kumara Swamy Temple	6pm-11pm	South	7	43



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Bangalore
2015

Hanumantha Nagar Police Beat Boundary

Major Locations

Beat No 4

SCALE

1 : 6,200



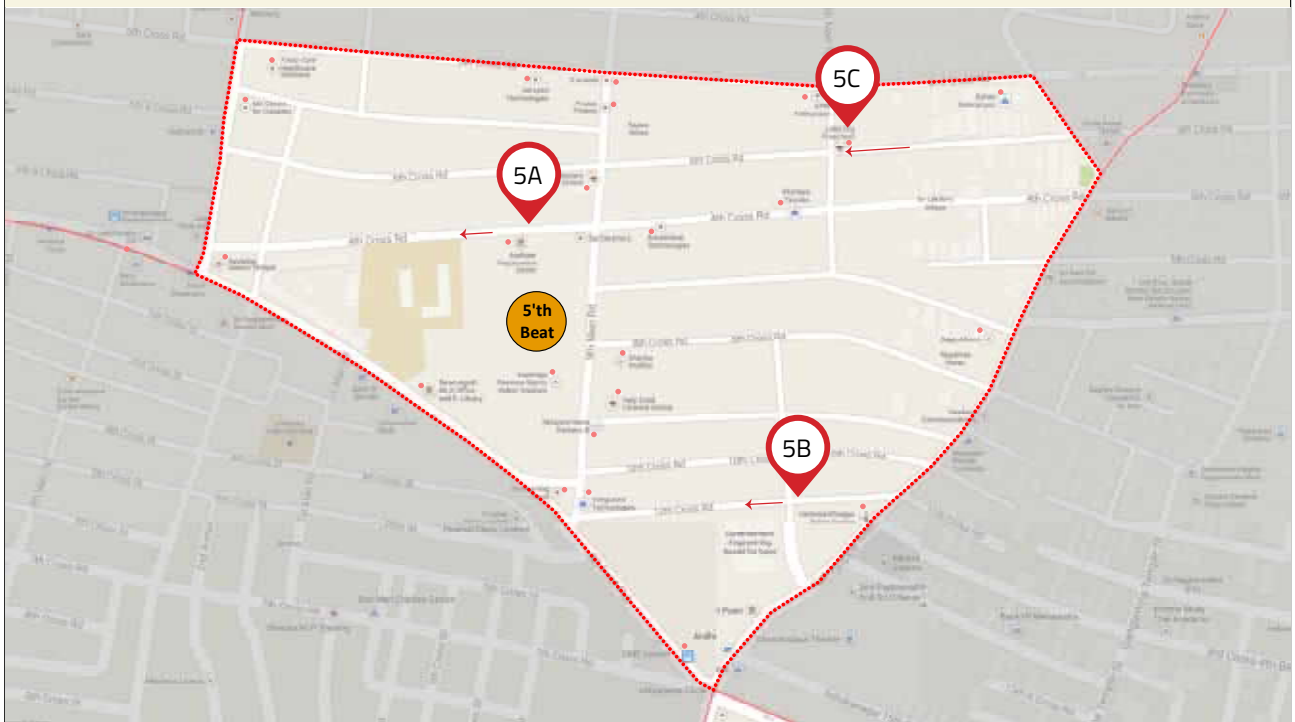
BANGALORE

HANUMANTHA NAGAR POLICE STATION BEAT NO 5

Landmark	Time	Starting Direction	Total Surveys	Skipping Pattern
5A: Adhaar Registration Center	6pm-11pm	West	6	43
5B: Govt. Engineering hostel for Boys	8am-1pm	West	6	43
5C: Little Elly Preschool	6pm-11pm	West	7	43



Jana Urban Space Foundation
Shaping Vibrant Cities



Bangalore
2015

Hanumantha Nagar Police Beat Boundary

Major Locations

Beat No 5

SCALE

1 : 6,200



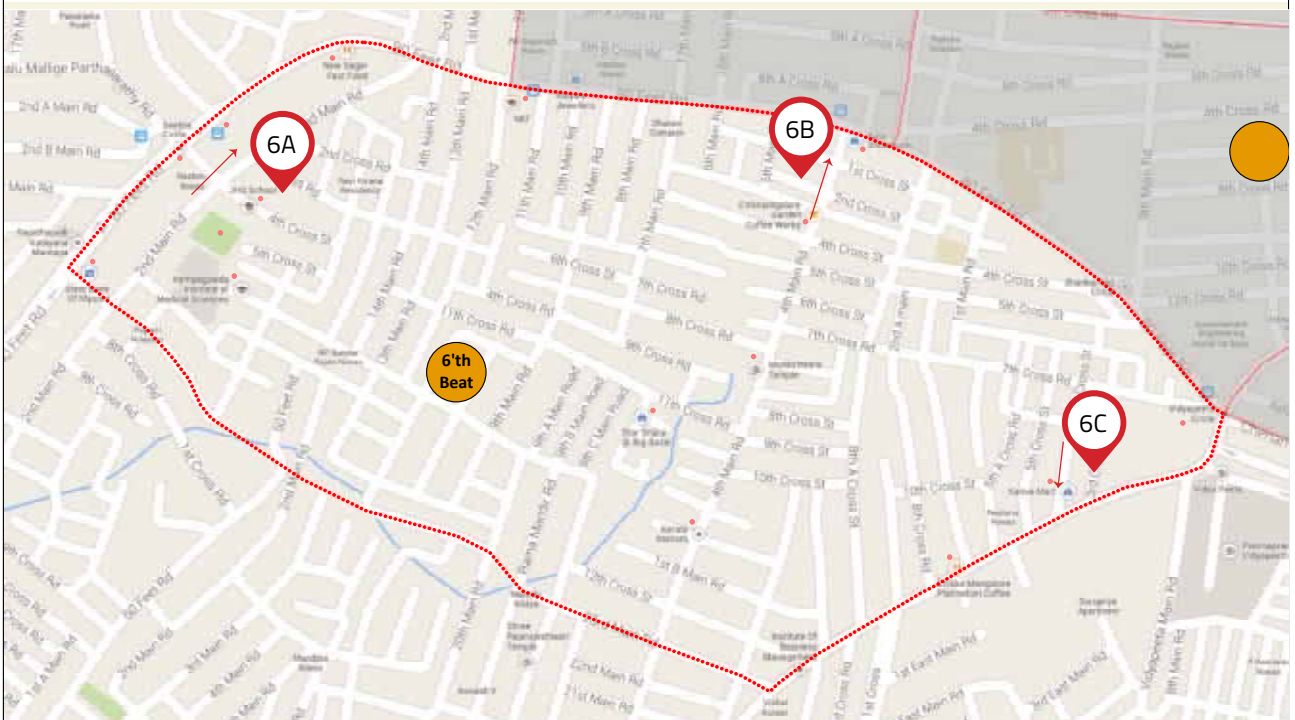
BANGALORE

HANUMANTHA NAGAR POLICE STATION BEAT NO 6

Landmark	Time	Starting Direction	Total Surveys	Skipping Pattern
6A: JHS School	1pm-6pm	North	6	43
6B: Chikmangalore Garden Coffee Works	8am-1pm	North	6	43
6C: Kanva Mart	6pm-11pm	South	7	43



Jana Urban Space Foundation
Shaping Vibrant Cities



Bangalore
2015

Hanumantha Nagar Police Beat Boundary

Major Locations

Beat No 6

SCALE

1 : 6,200



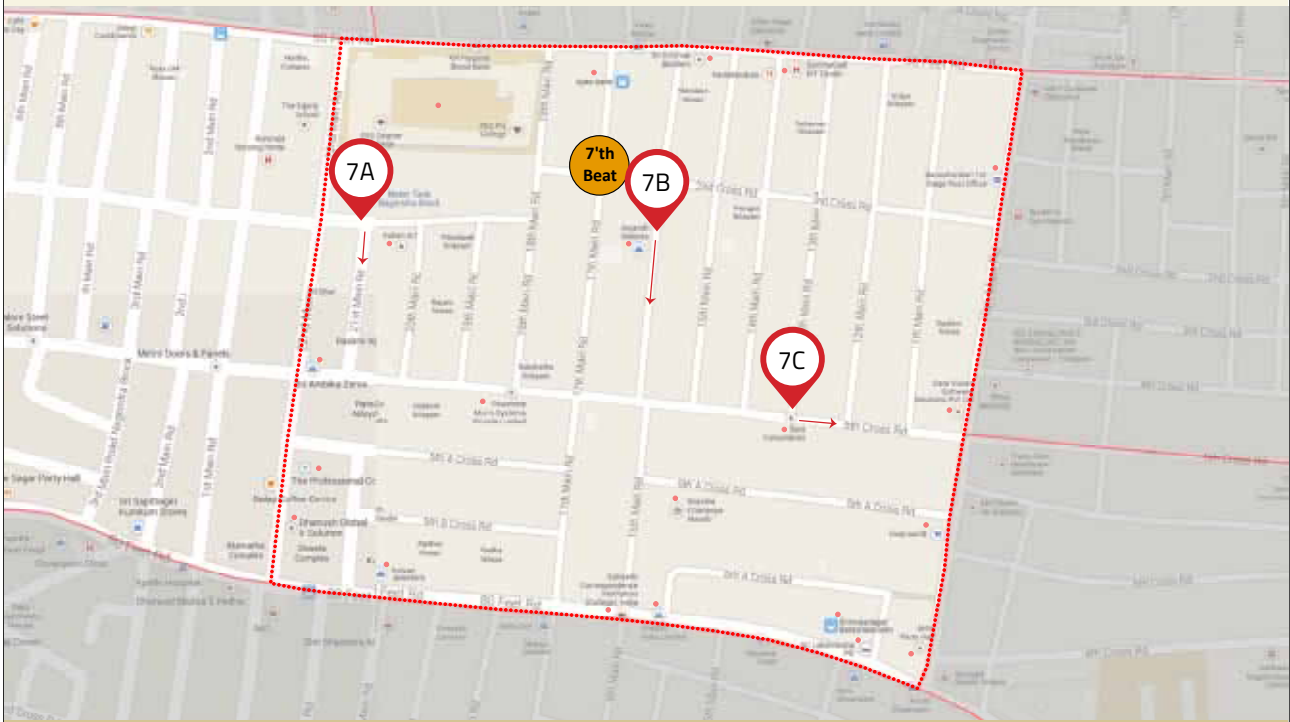
BANGALORE

HANUMANTHA NAGAR POLICE STATION BEAT NO 7

Landmark	Time	Starting Direction	Total Surveys	Skipping Pattern
7A: Water Tank Nagendra Block	8am-1pm	South	6	43
7B: Anjandri Mobiles	1pm-6pm	South	6	43
7C: Sara Consultants	6pm-11pm	East	7	43



Jana Urban Space Foundation
Shaping Vibrant Cities



Bangalore
2015

Hanumantha Nagar Police Beat Boundary

Major Locations

Beat No 7

SCALE

0 500m 1km
1 : 6,200



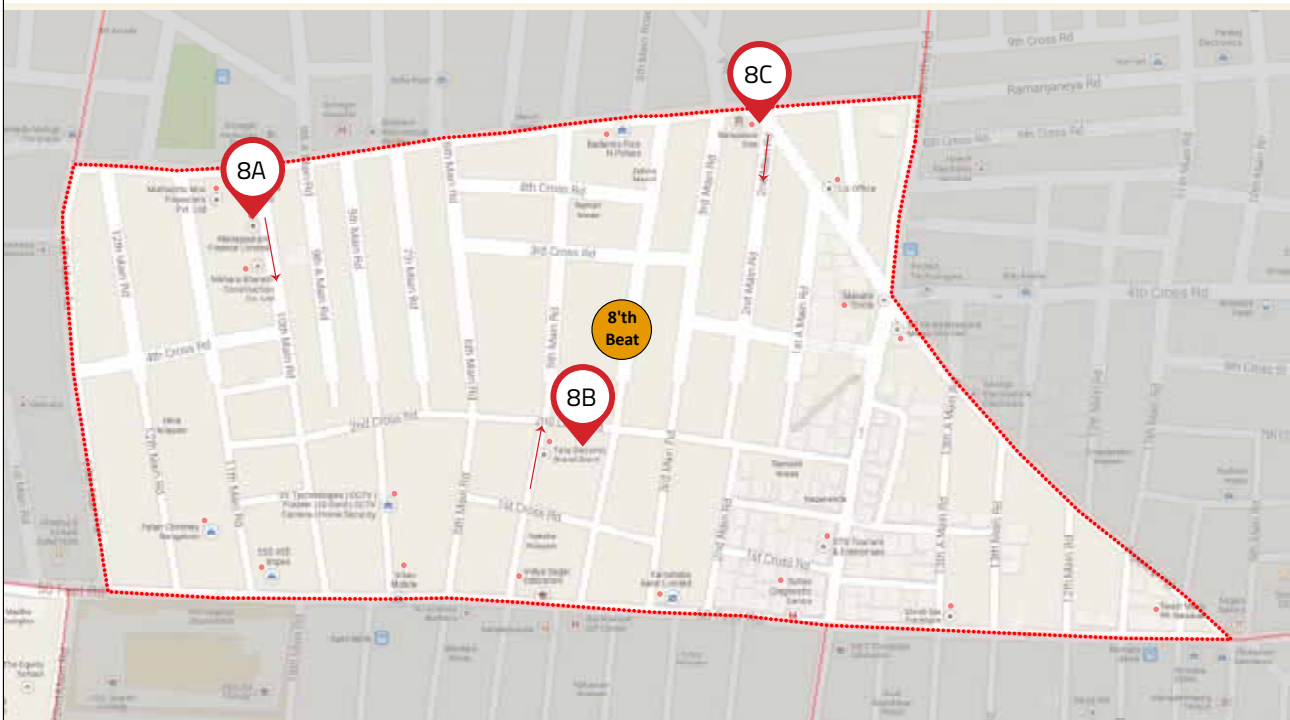
BANGALORE

HANUMANTHA NAGAR POLICE STATION BEAT NO 8

Landmark	Time	Starting Direction	Total Surveys	Skipping Pattern
8A: Manappuram Finance Ltd.	8am-1pm	South	6	43
8B: Tata Docomo Brand Store	8am-1pm	North	6	43
8C: Bangalore One	6pm-11pm	South	7	43



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Shaping Vibrant Cities



Bangalore
2015

Hanumantha Nagar Police Beat Boundary

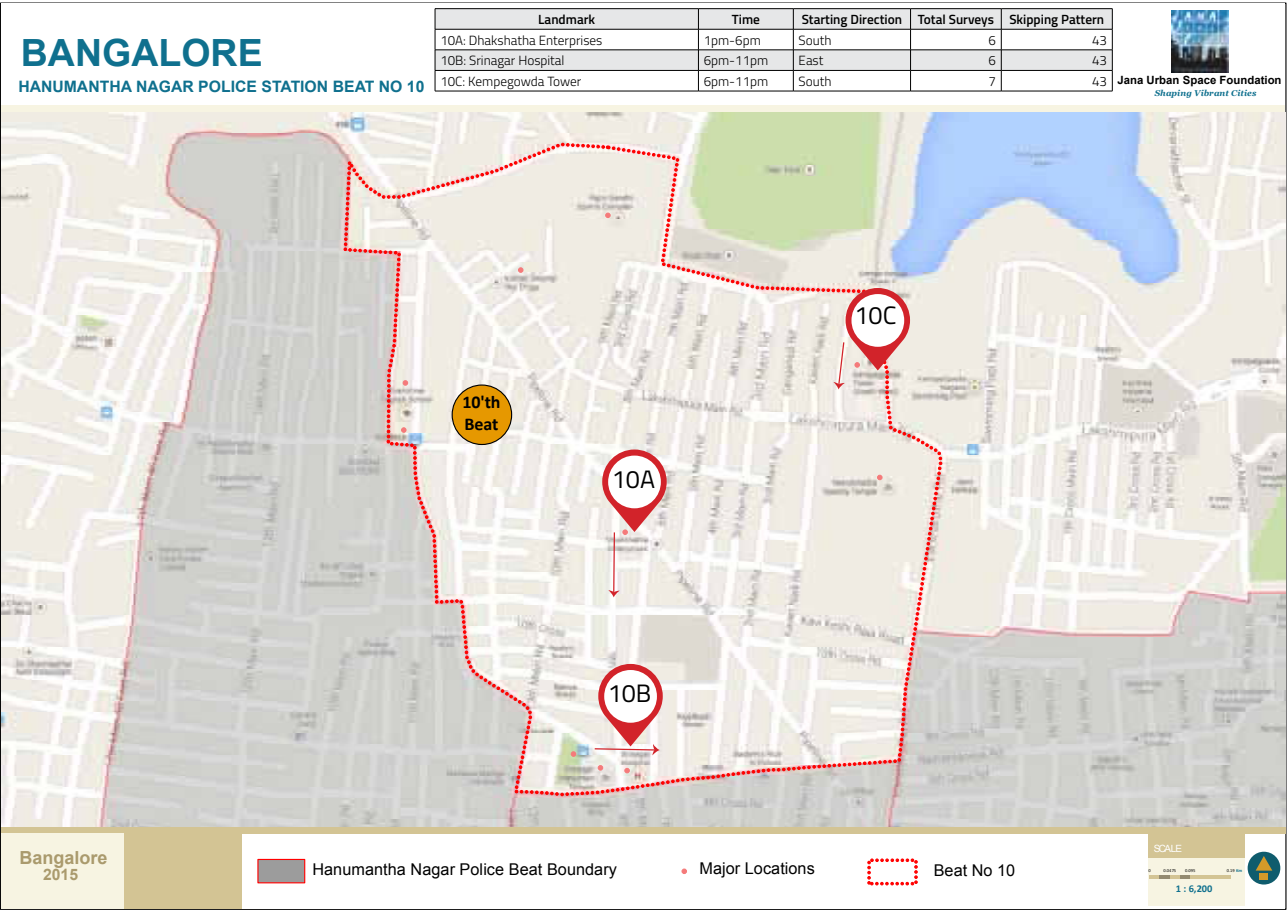
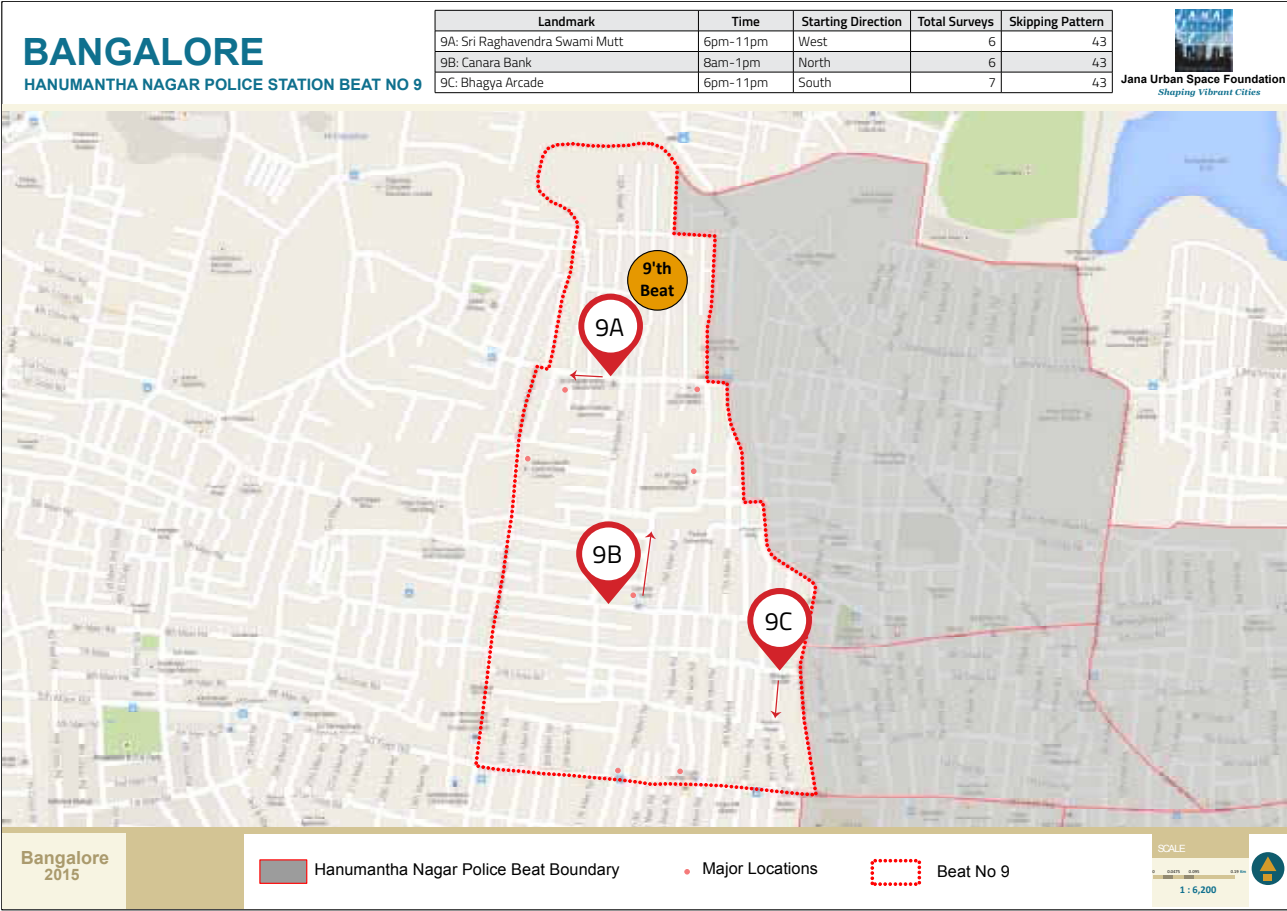
Major Locations

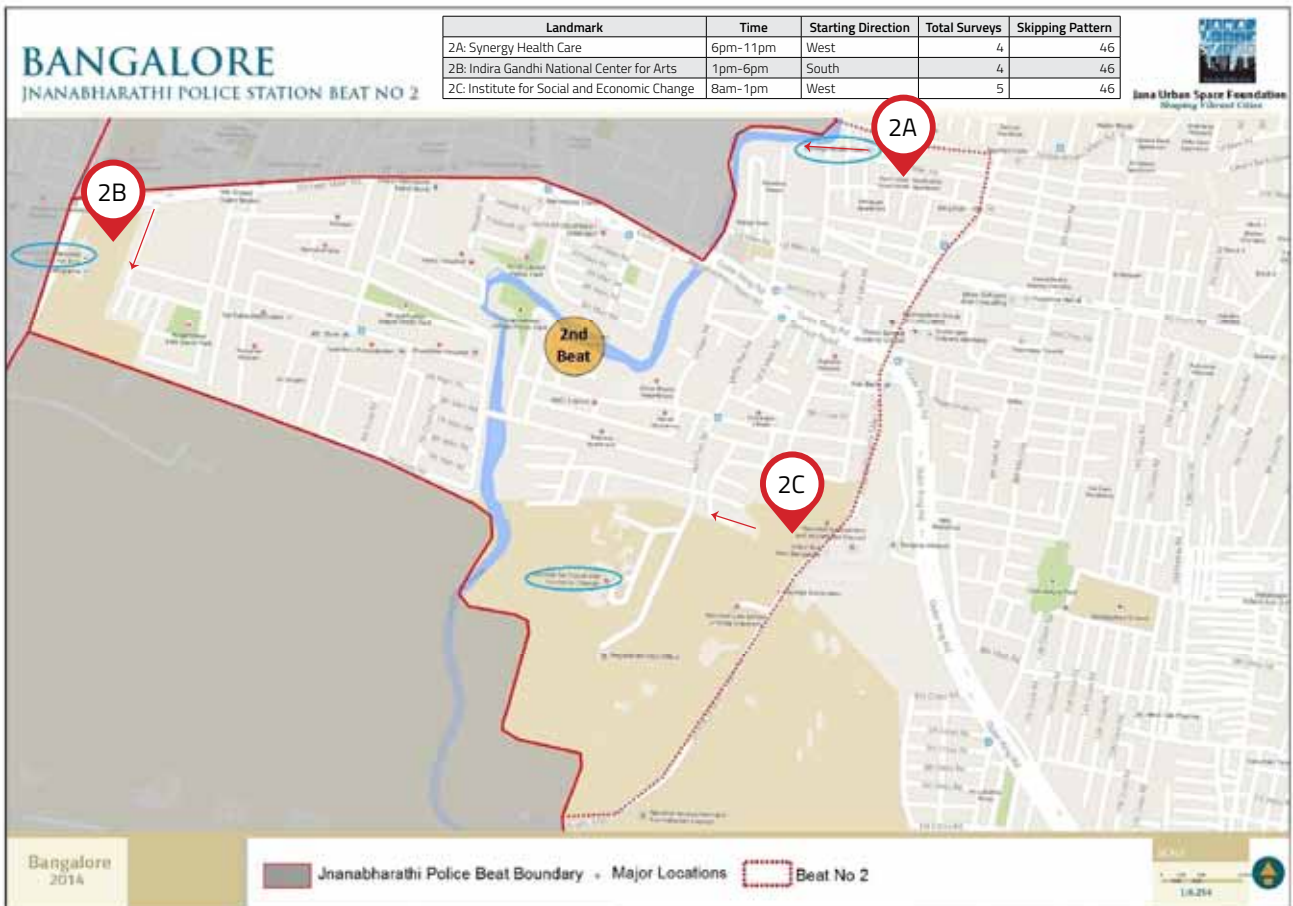
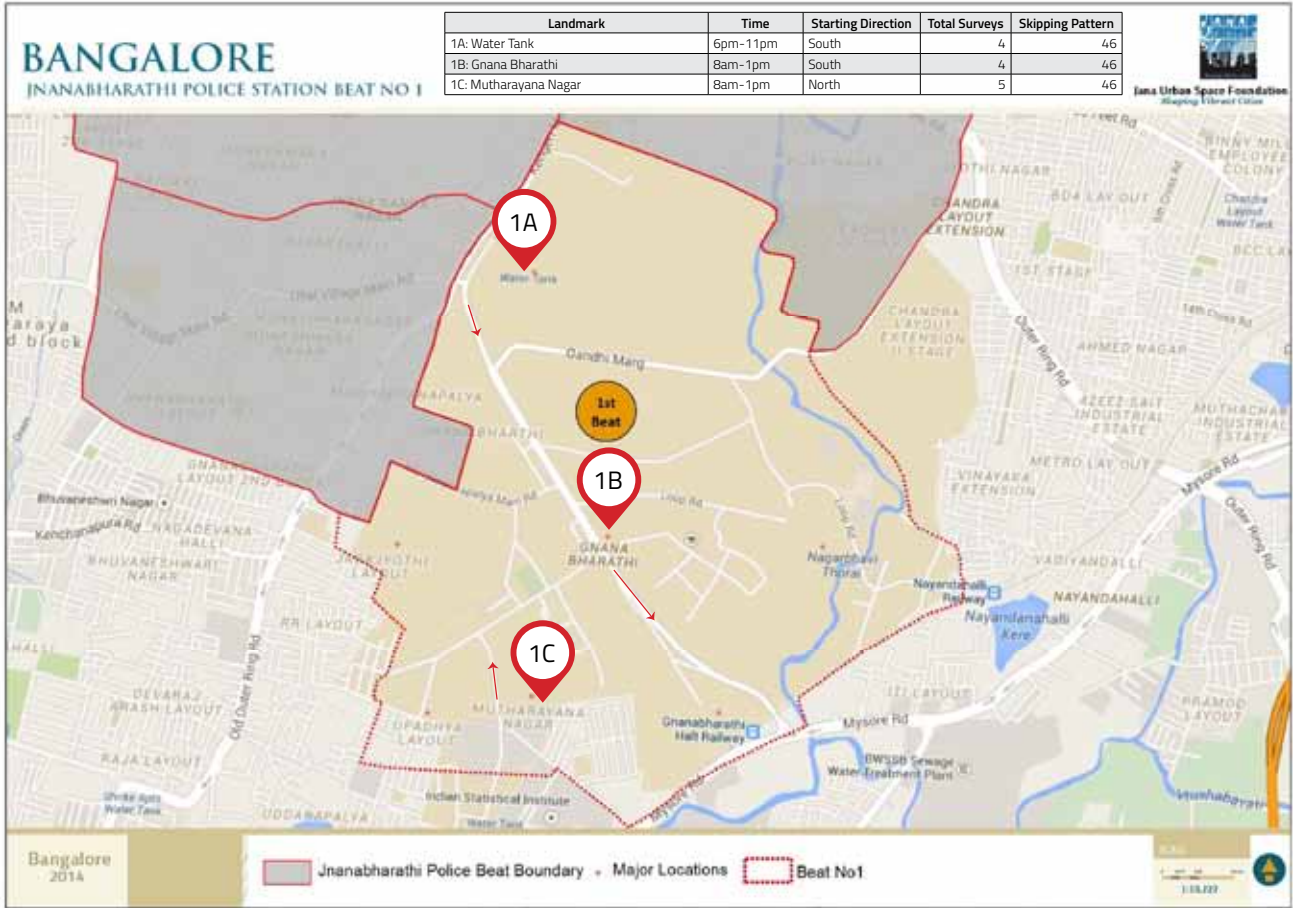
Beat No 8

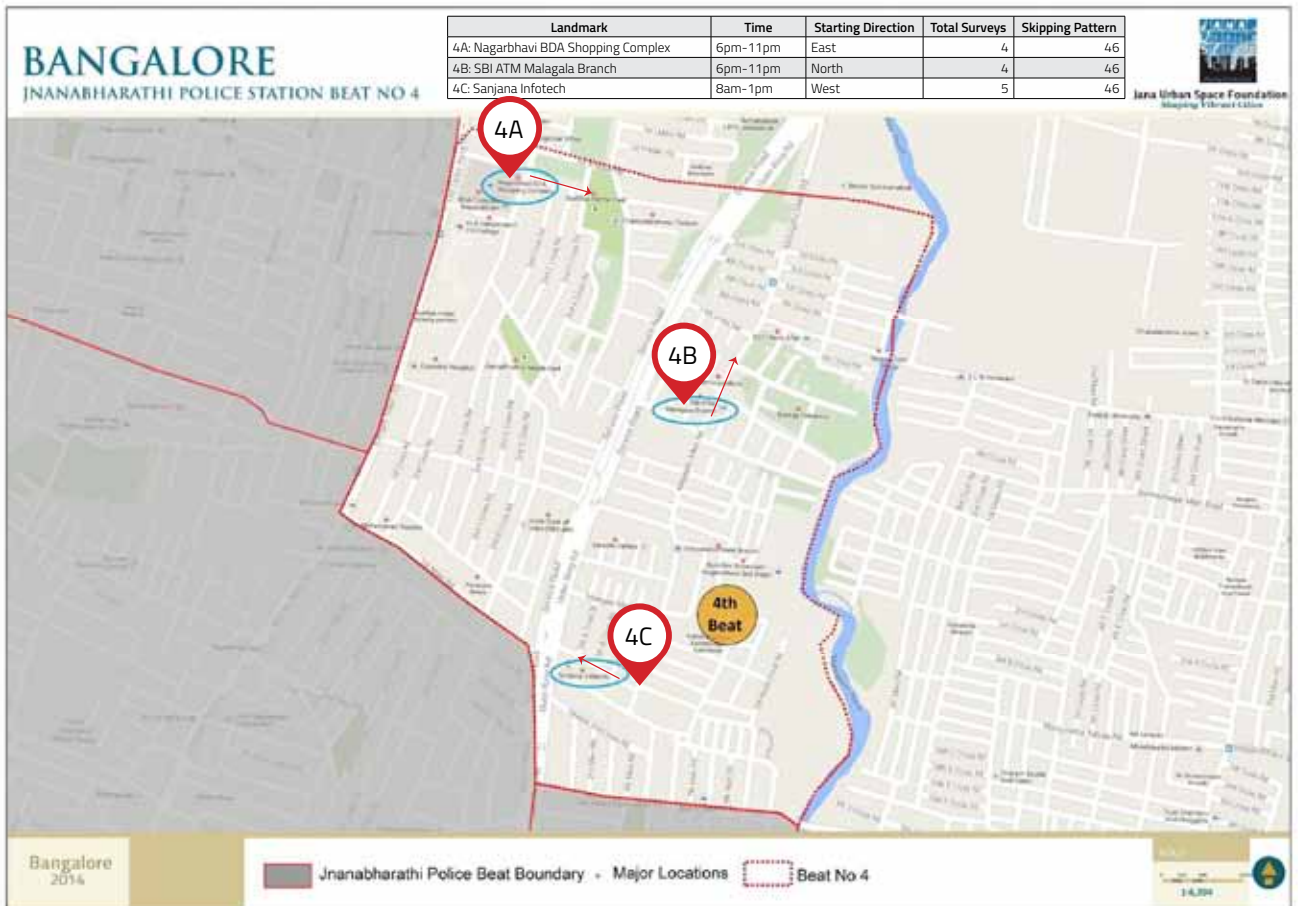
SCALE

0 500m 1km
1 : 6,200









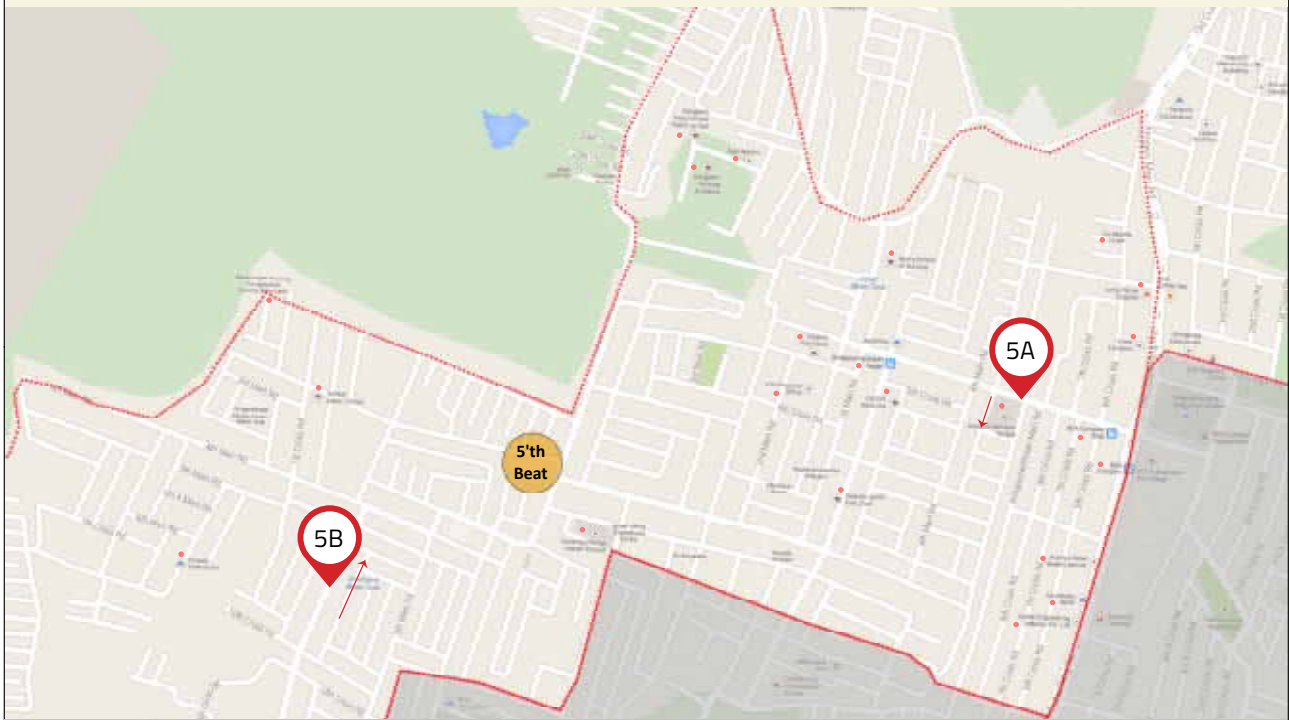
BANGALORE

JNANABHARATHI POLICE STATION BEAT NO 5

Landmark	Time	Starting Direction	Total Surveys	Skipping Pattern
5A: Annapurneshwari Temple	8am-1pm	South	4	46
5B: Overhead Water Tank	6pm-11pm	North	4	46



Jana Urban Space Foundation
Shaping Vibrant Cities



Bangalore
2014

Jnanabharathi Police Beat Boundary

Major Locations

Beat No 5 East

SCALE

1:5,500



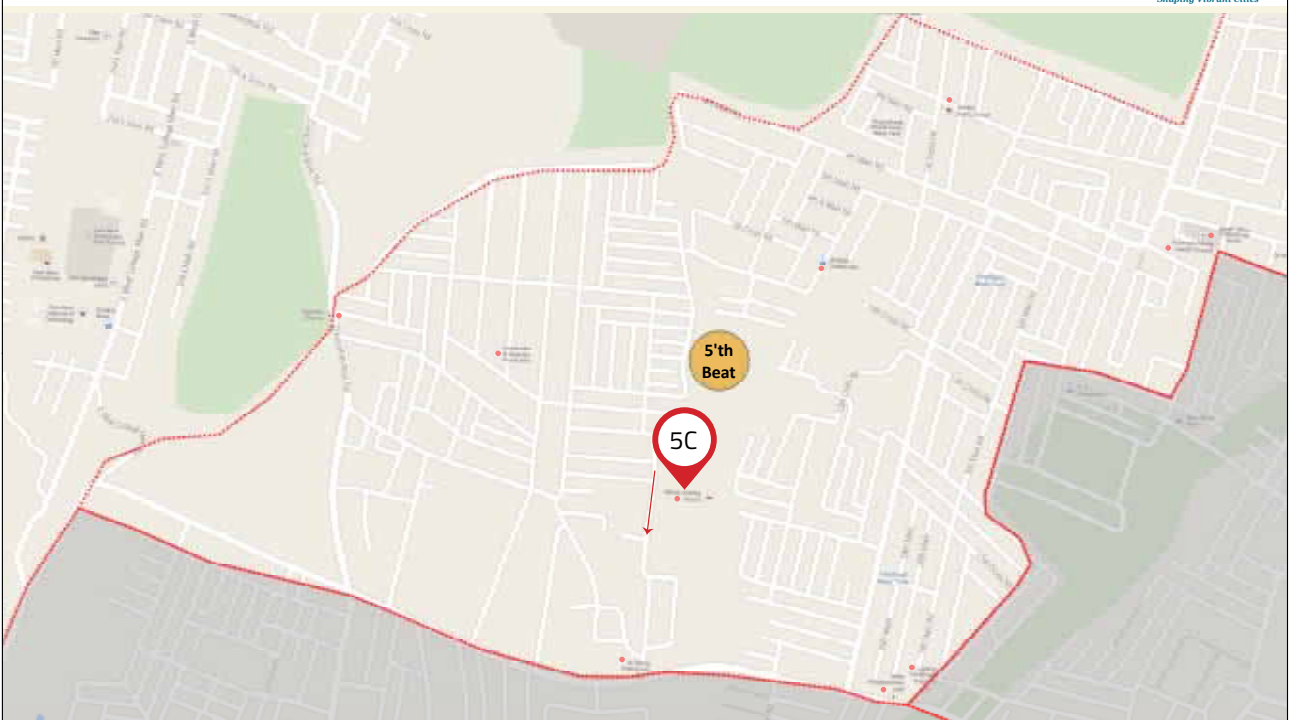
BANGALORE

JNANABHARATHI POLICE STATION BEAT NO 5

Landmark	Time	Starting Direction	Total Surveys	Skipping Pattern
5C: Meros Holiday Resort	6pm-11pm	South	5	46



Jana Urban Space Foundation
Shaping Vibrant Cities



Bangalore
2014

Jnanabharathi Police Beat Boundary

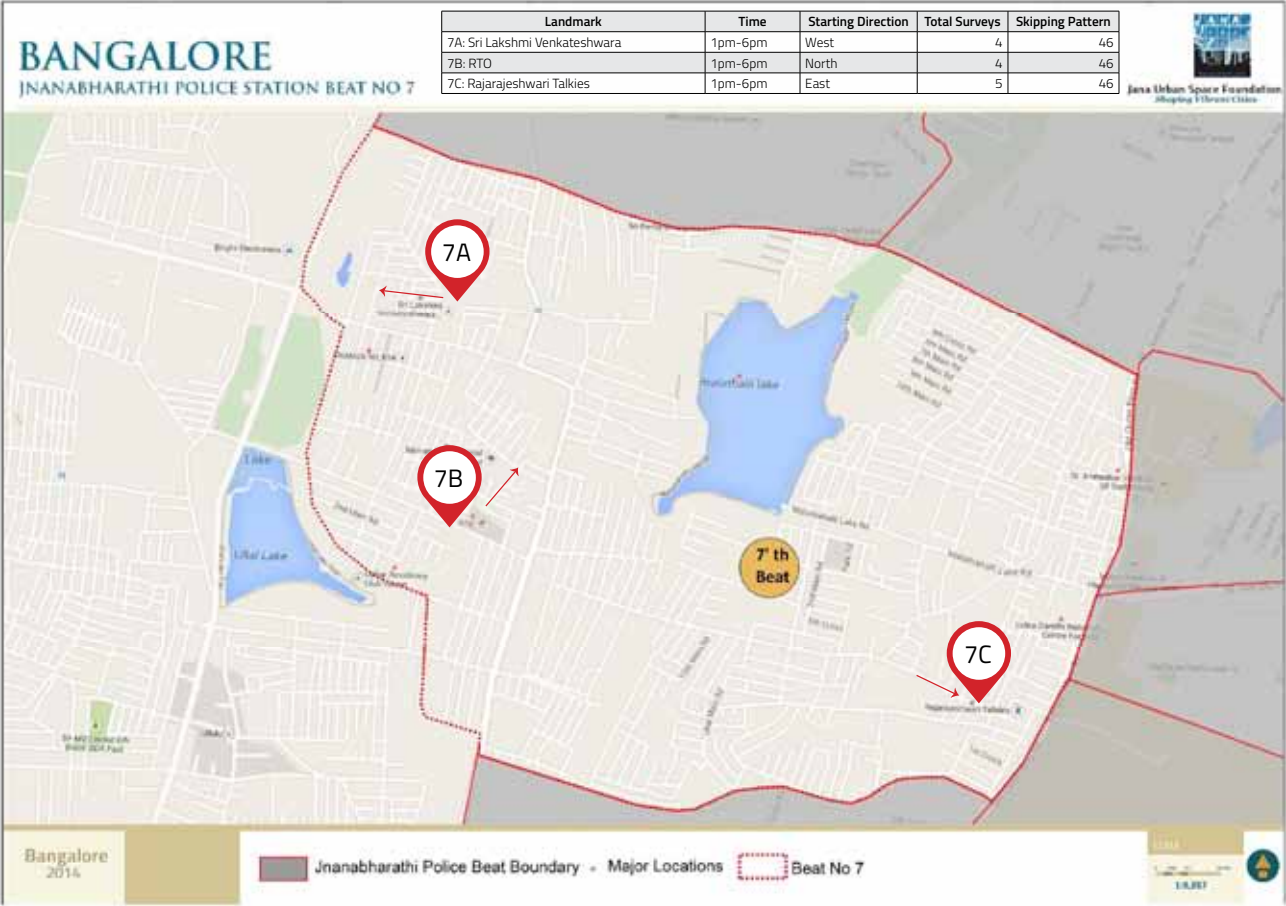
Major Locations

Beat No 5 West

SCALE

1:6,000





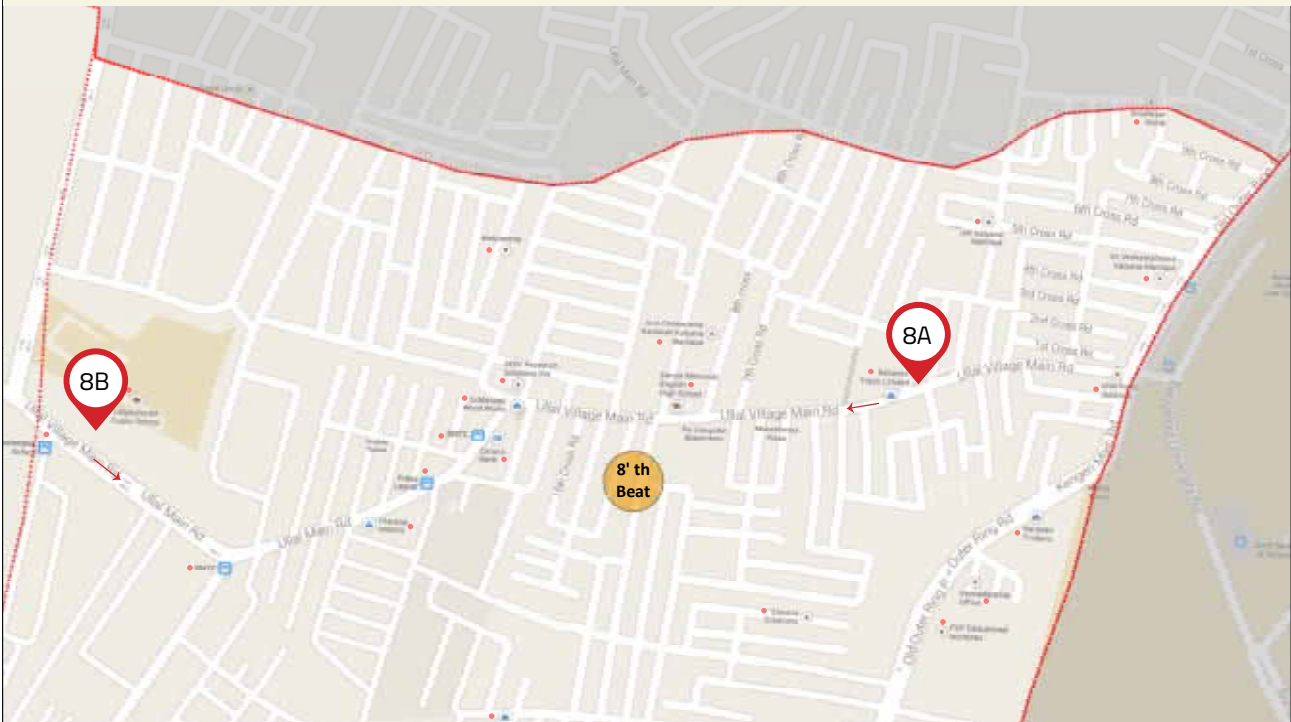
BANGALORE

JNANABHARATHI POLICE STATION BEAT NO 8

Landmark	Time	Starting Direction	Total Surveys	Skipping Pattern
8A: Reliance Fresh Limited	6pm-11pm	West	4	46
8B: Vidyaniketan Public School	8am-1pm	East	4	46



Jana Urban Space Foundation
Shaping Vibrant Cities



Bangalore
2014

Jnanabharathi Police Beat Boundary

Major Locations

Beat No 8 North

SCALE

1:4,300



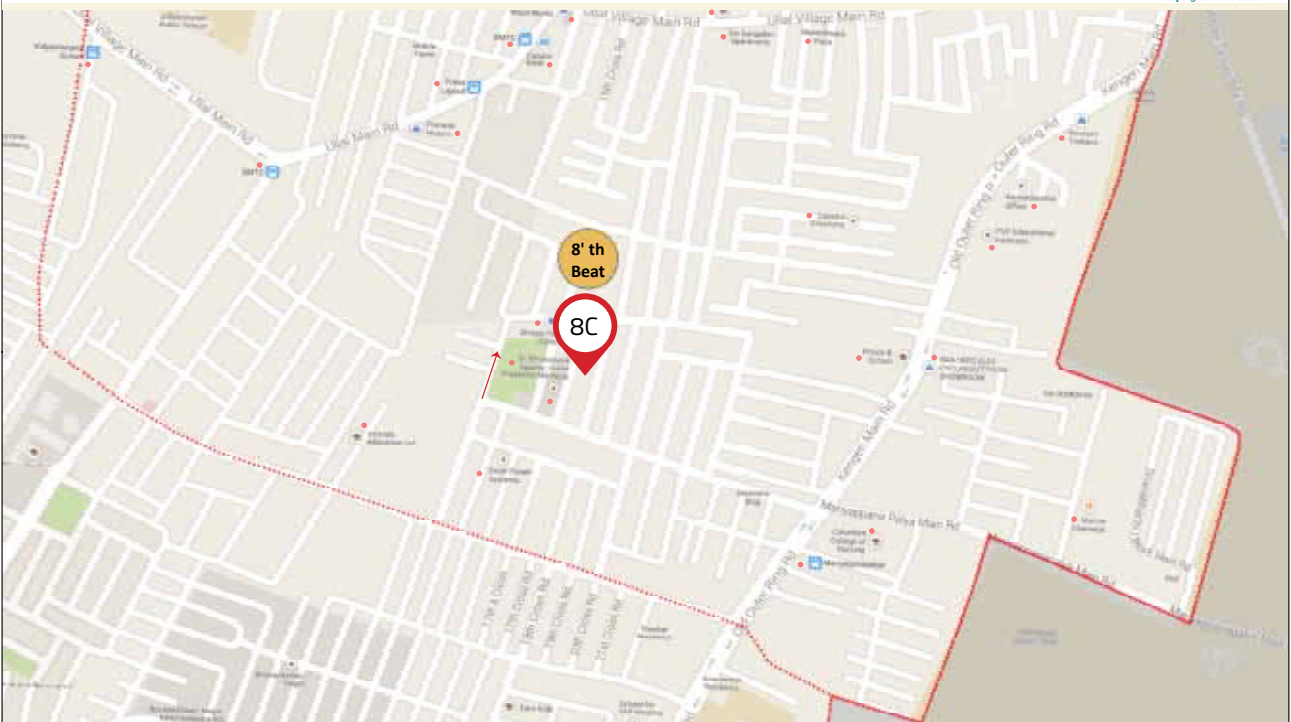
BANGALORE

JNANABHARATHI POLICE STATION BEAT NO 8

Landmark	Time	Starting Direction	Total Surveys	Skipping Pattern
8C: Dr. Shivkumara Swami Jnana Prakasha Mantapa	1pm-6pm	North	5	46



Jana Urban Space Foundation
Shaping Vibrant Cities



Bangalore
2014

Jnanabharathi Police Beat Boundary

Major Locations

Beat No 8 South

SCALE

1:4,300













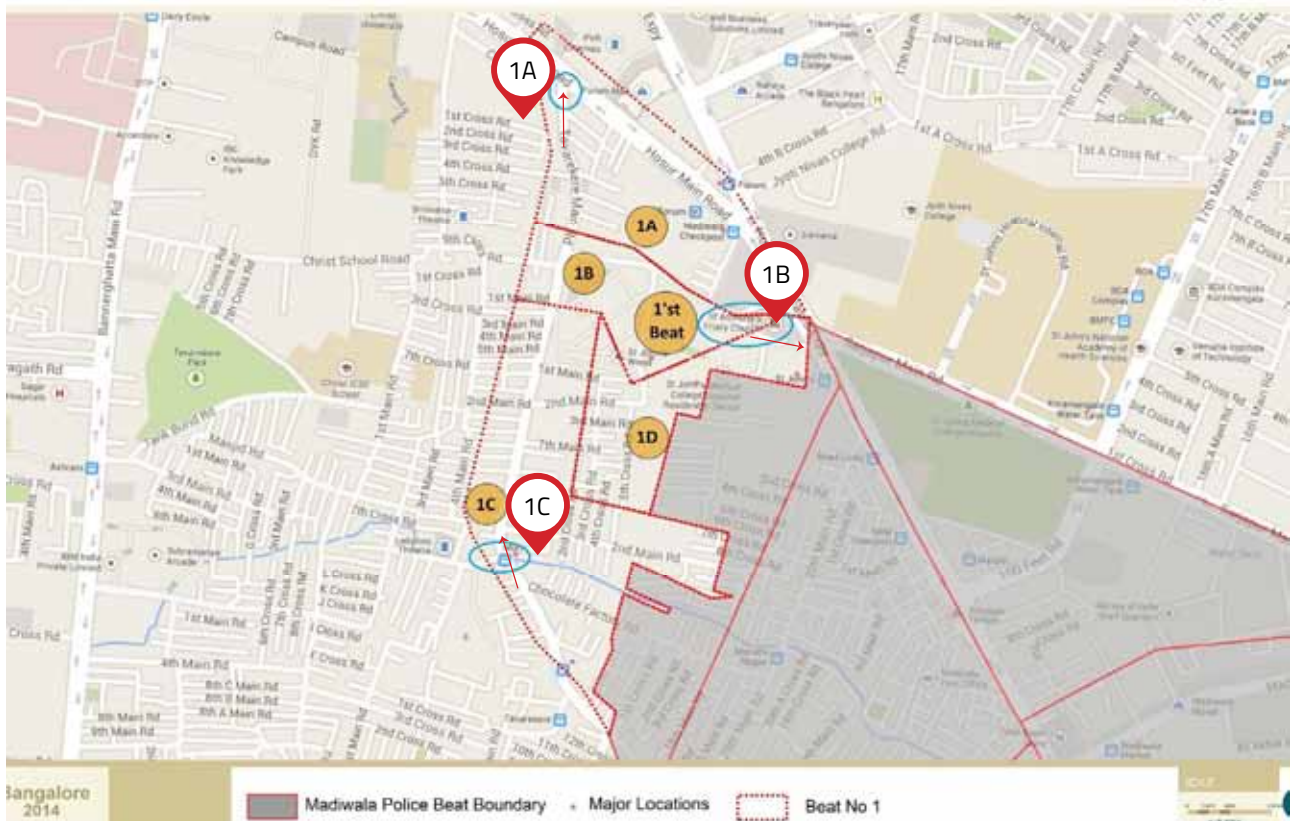
BANGALORE

MADIWALA POLICE STATION BEAT NO 1

Landmark	Time	Starting Direction	Total Surveys	Skipping Pattern
1A: Hosur Main Road/Tavarekere Main Rd	8am-1pm	North	6	50
1B: St Anthony's Friary Church	8am-1pm	East	6	50
1C: Muri Station	8am-1pm	North	5	50



Jans Urban Space Foundation
Mapping Urban Cities



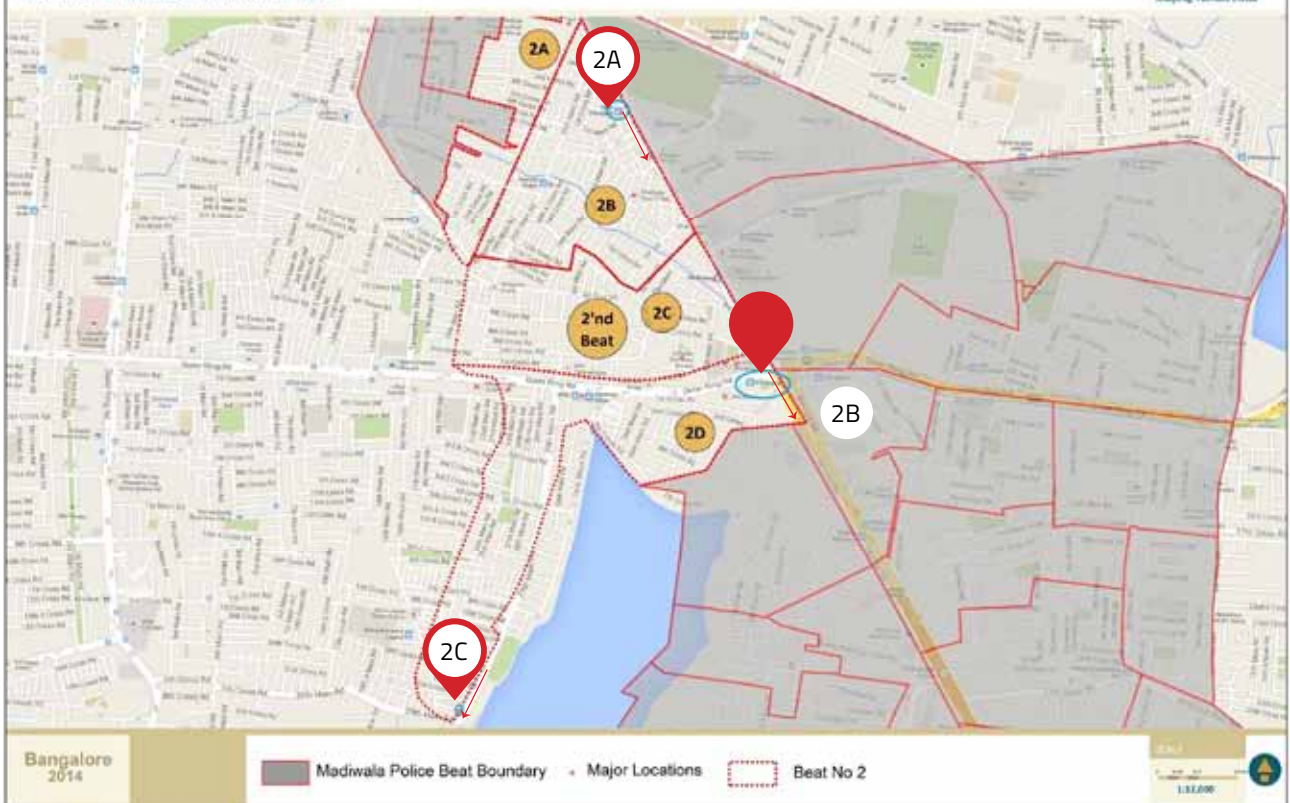
BANGALORE

MADIWALA POLICE STATION BEAT NO 2

Landmark	Time	Starting Direction	Total Surveys	Skipping Pattern
2A: SRM Transport	8am-1pm	South	6	50
2B: Silk Board	1pm-6pm	South	6	50
2C: Corner of 29th Main Rd	1pm-6pm	South	5	50



Jans Urban Space Foundation
Mapping Urban Cities







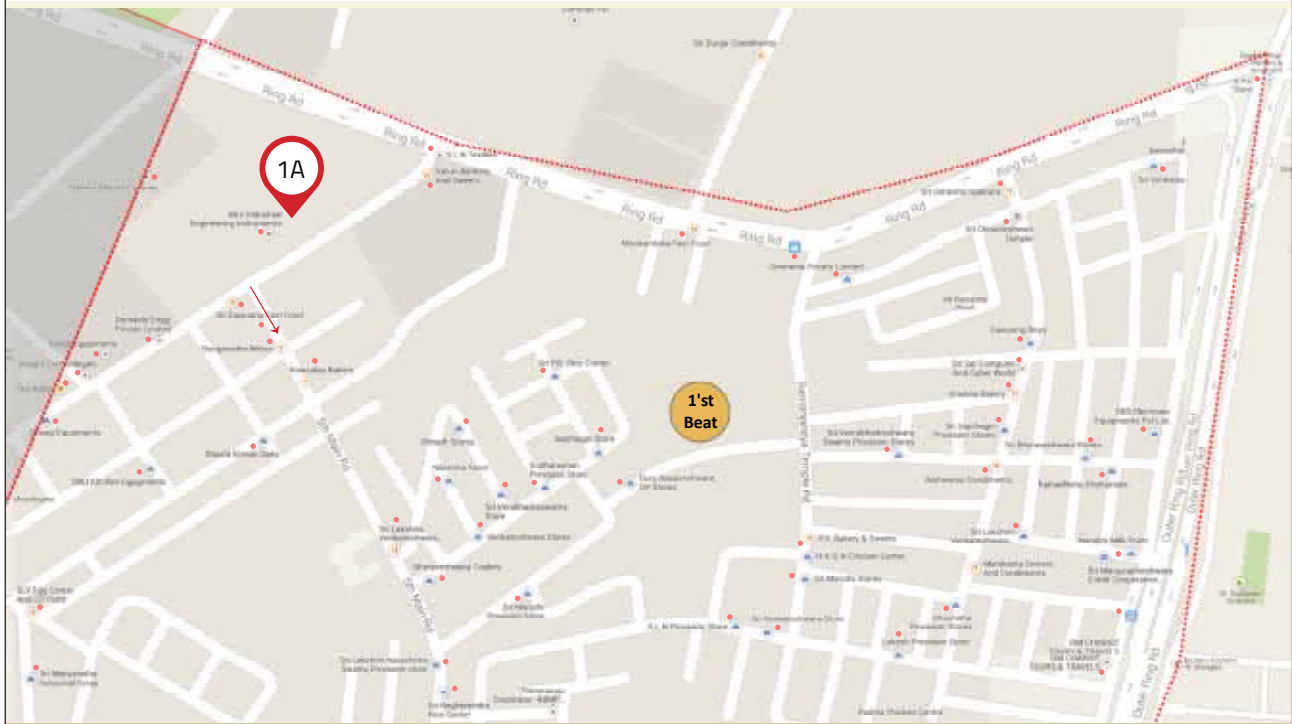
BANGALORE

RAJAGOPAL NAGAR STATION BEAT NO 1

Landmark	Time	Starting Direction	Total Surveys	Skipping Pattern
1A: M/s Industrial Engineering Instruments	1pm-6pm	South	6	50



Jana Urban Space Foundation
Shaping Vibrant Cities



Bangalore
2015

Rajagopal Nagar Police Beat Boundary

Major Locations

Beat No 1 North

SCALE

1:2,500



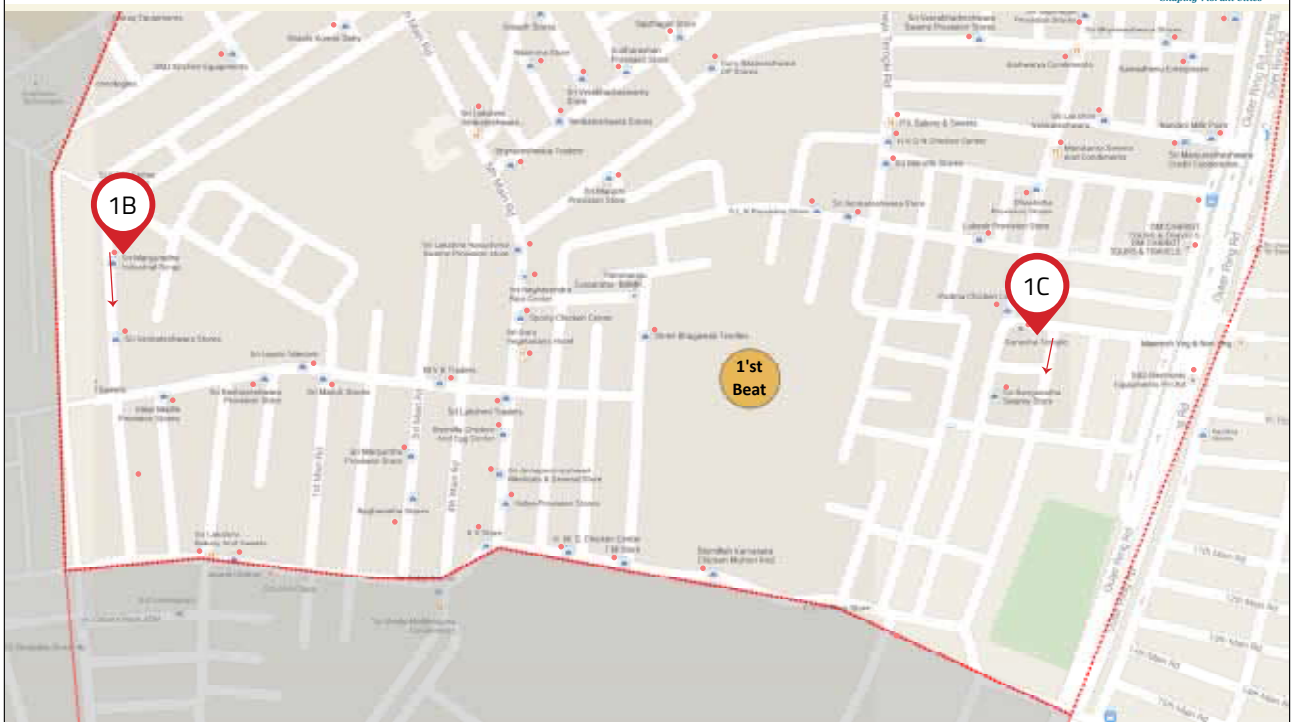
BANGALORE

RAJAGOPAL NAGAR POLICE STATION BEAT NO 1

Landmark	Time	Starting Direction	Total Surveys	Skipping Pattern
1B: Sri Manjunatha Industrial Scrap	1pm-6pm	South	6	50
1C: Ganesha Temple	1pm-6pm	South	5	50



Jana Urban Space Foundation
Shaping Vibrant Cities



Bangalore
2015

Rajagopal Nagar Police Beat Boundary

Major Locations

Beat No 1 South

SCALE

1:2,500



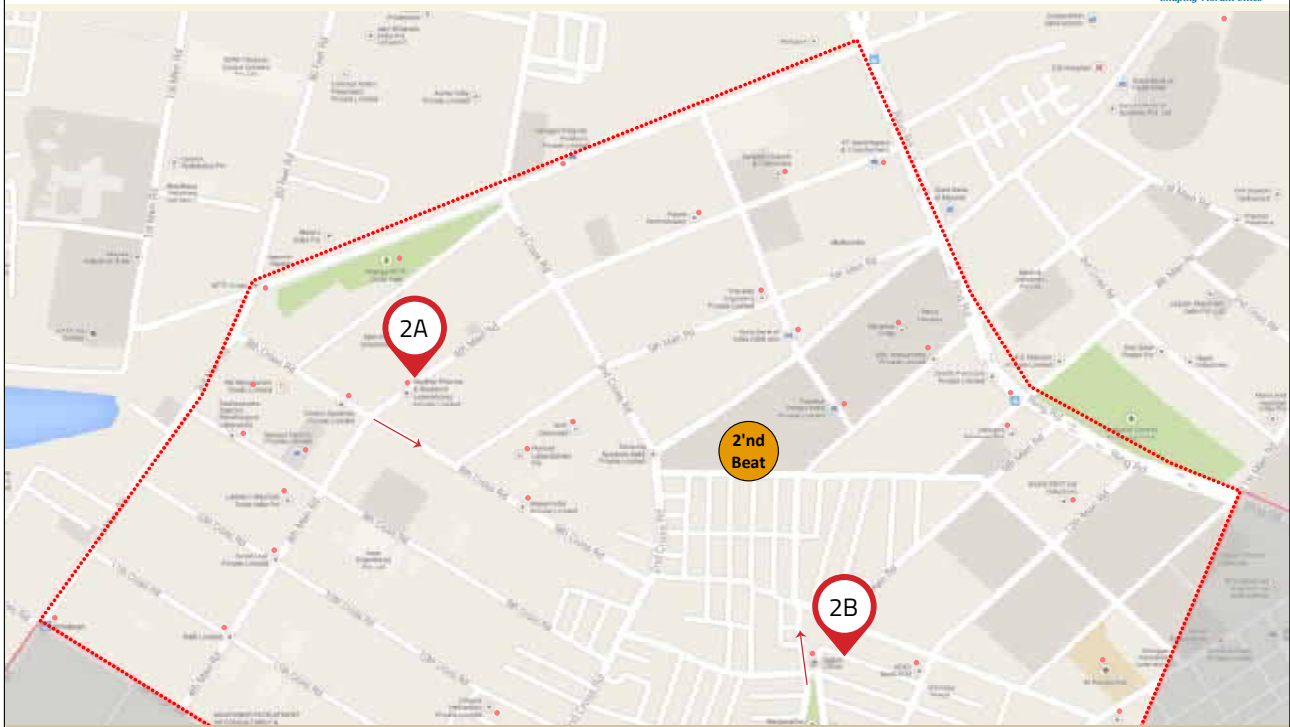
BANGALORE

RAJAGOPAL NAGAR POLICE STATION BEAT NO 2

Landmark	Time	Starting Direction	Total Surveys	Skipping Pattern
2A: Madhur Pharma & Research Laboratories	8am-1pm	South	6	50
2B: BBMP Office	6pm-11pm	North	6	50



Jana Urban Space Foundation
Shaping Vibrant Cities



Bangalore
2015

Rajagopal Nagar Police Beat Boundary

Major Locations

Beat No 2 North

SCALE

1:5,000



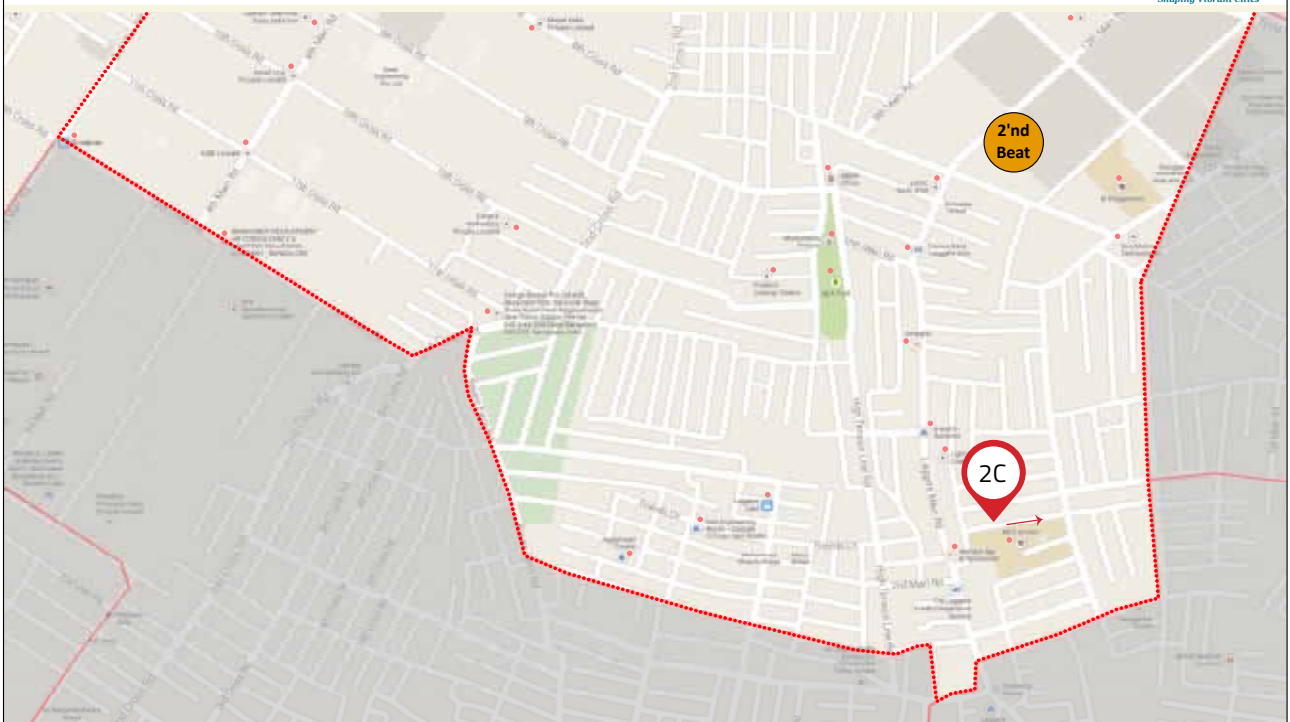
BANGALORE

RAJAGOPAL NAGAR POLICE STATION BEAT NO 2

Landmark	Time	Starting Direction	Total Surveys	Skipping Pattern
1B: Sri Manjunatha Industrial Scrap	1pm-6pm	South	6	50
1C: Ganesha Temple	1pm-6pm	South	5	50



Jana Urban Space Foundation
Shaping Vibrant Cities



Bangalore
2015

Rajagopal Nagar Police Beat Boundary

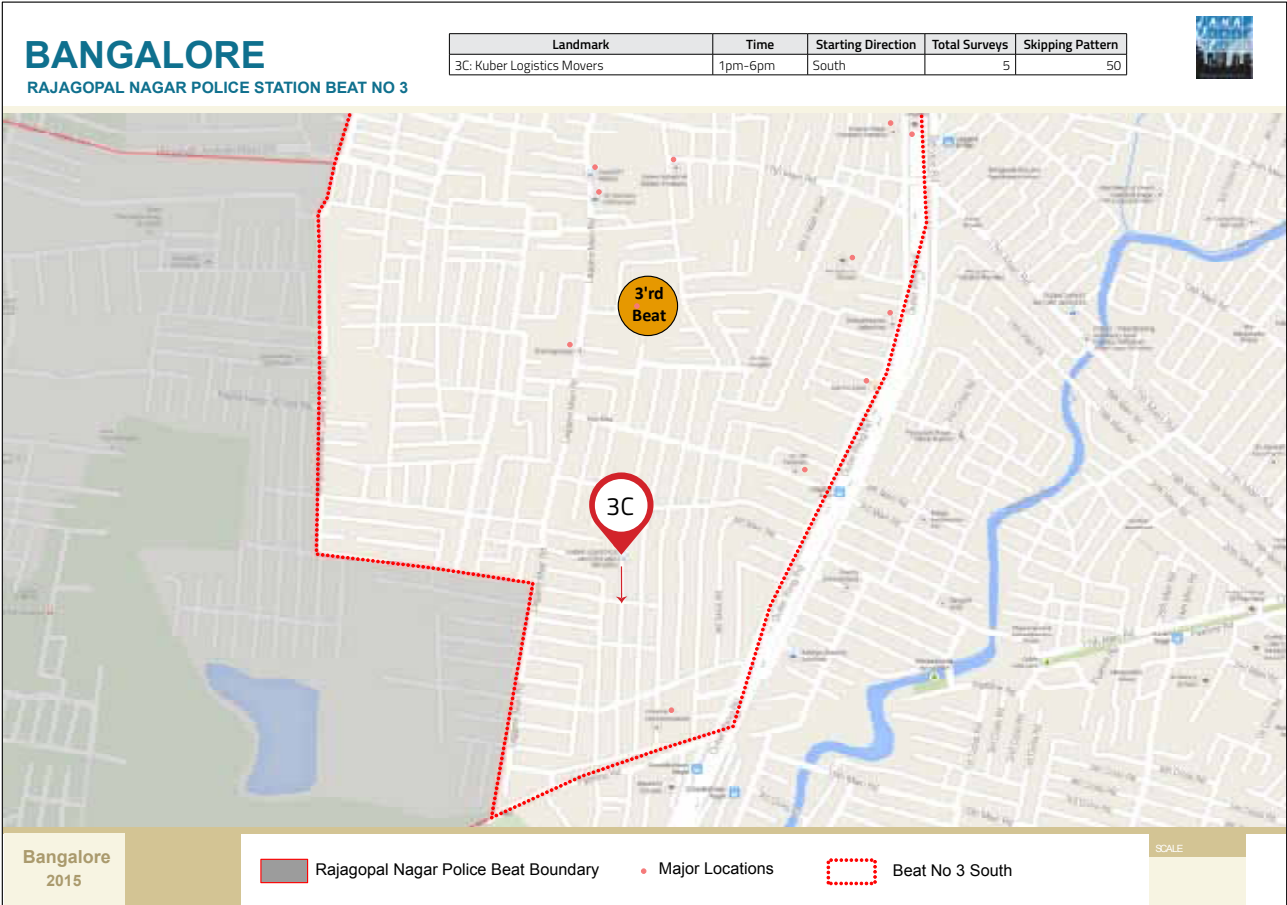
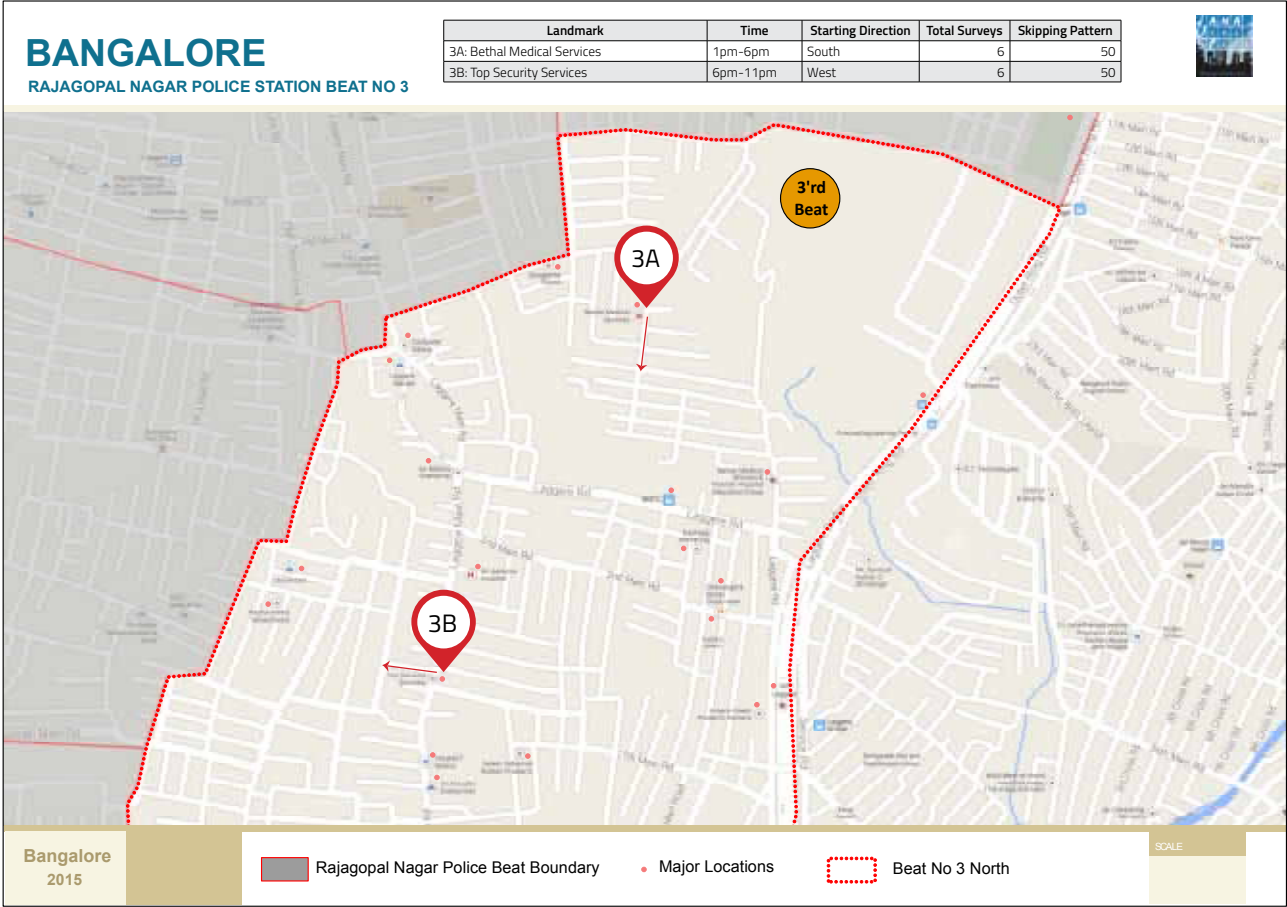
Major Locations

Beat No 2 South

SCALE

1:5,000

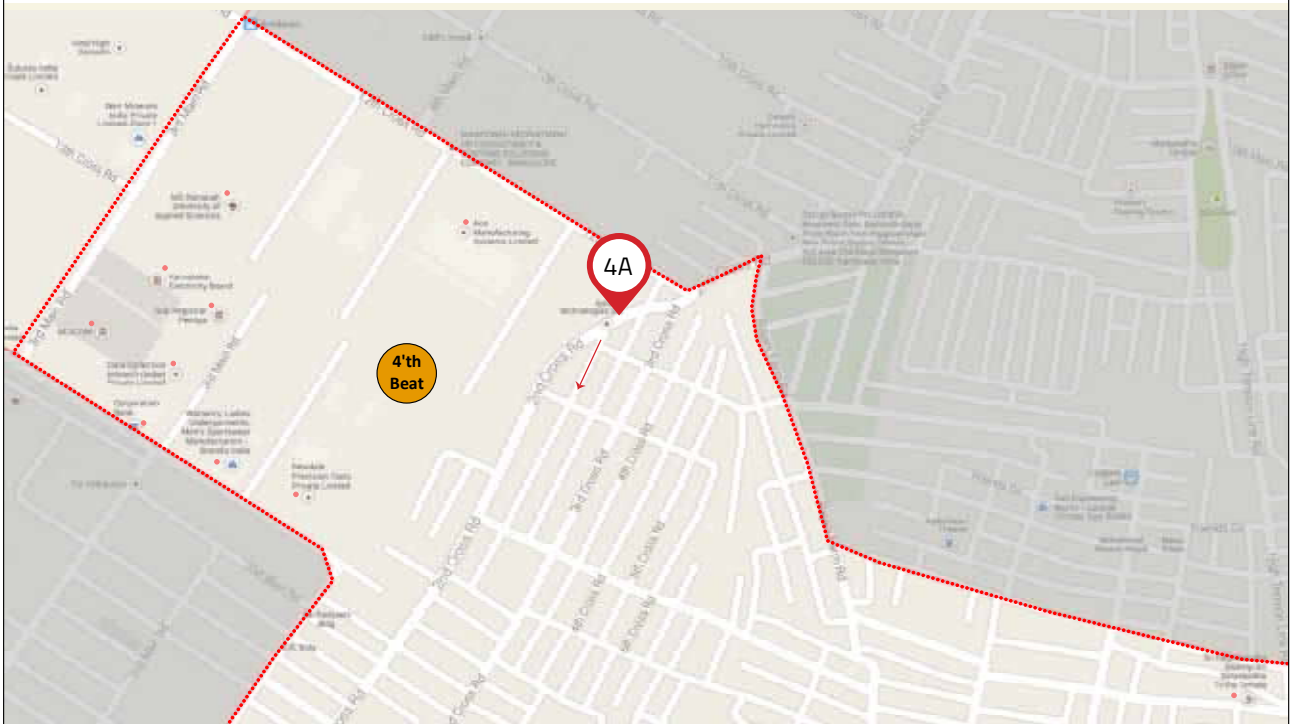




BANGALORE

RAJAGOPAL NAGAR POLICE STATION BEAT NO 4

Landmark	Time	Starting Direction	Total Surveys	Skipping Pattern
4A: Lgslabs Technologies pvt	1pm-6pm	South	6	50



Bangalore
2015

Rajagopal Nagar Police Beat Boundary

Major Locations

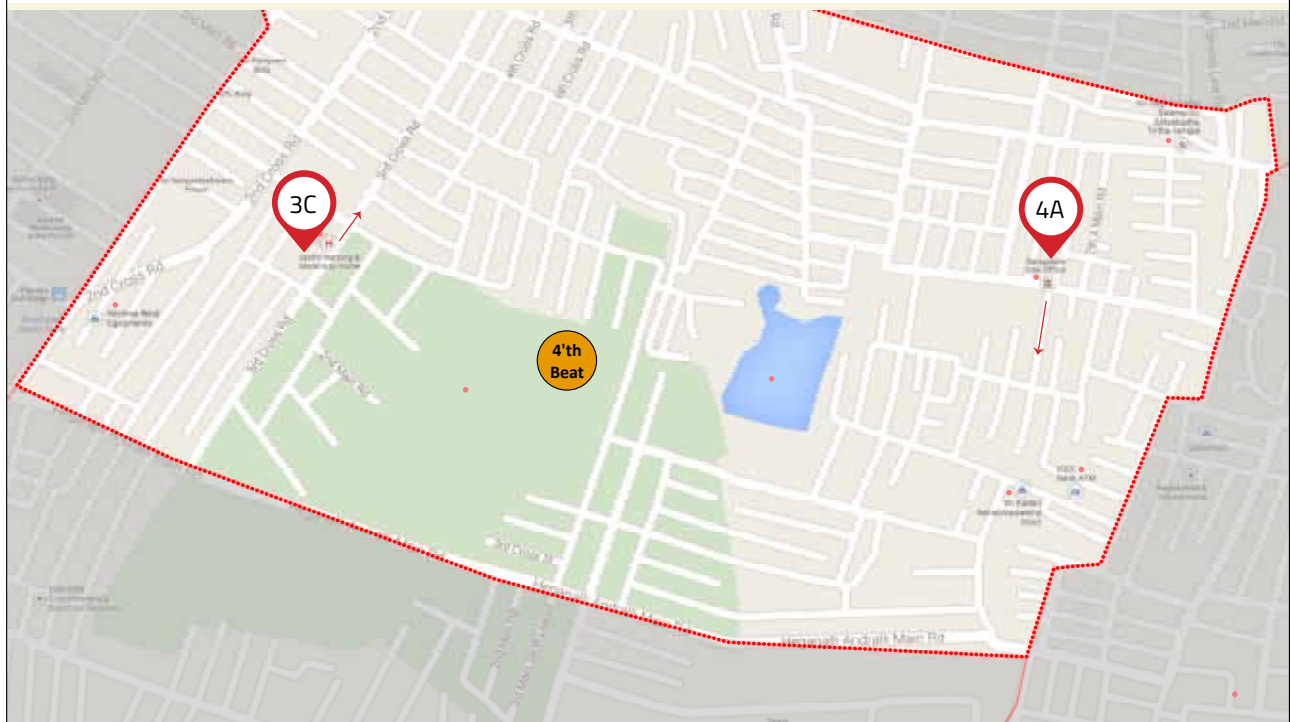
Beat No 4 North

SCALE

BANGALORE

RAJAGOPAL NAGAR POLICE STATION BEAT NO 4

Landmark	Time	Starting Direction	Total Surveys	Skipping Pattern
4B: Jyothi Nursing & Maternity Home	1pm-6pm	North	6	50
4C: Bangalore One Office	8am-1pm	South	5	50



Bangalore
2015

Rajagopal Nagar Police Beat Boundary

Major Locations

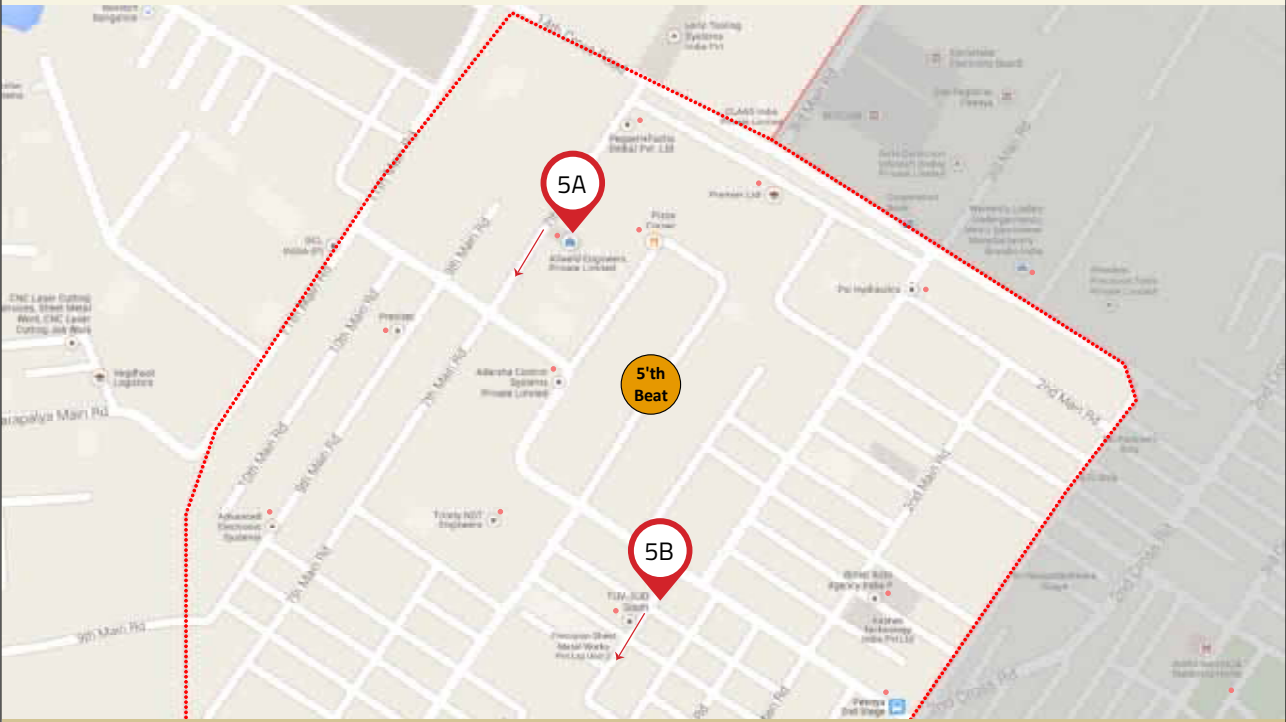
Beat No 4 South

SCALE

BANGALORE

RAJAGOPAL NAGAR POLICE STATION BEAT NO 5

Landmark	Time	Starting Direction	Total Surveys	Skipping Pattern
5A: Allweld Engineers Private Limited	8am-1pm	South	6	50
5B: TUV-SUD South	1pm-6pm	South	6	50



Bangalore
2015

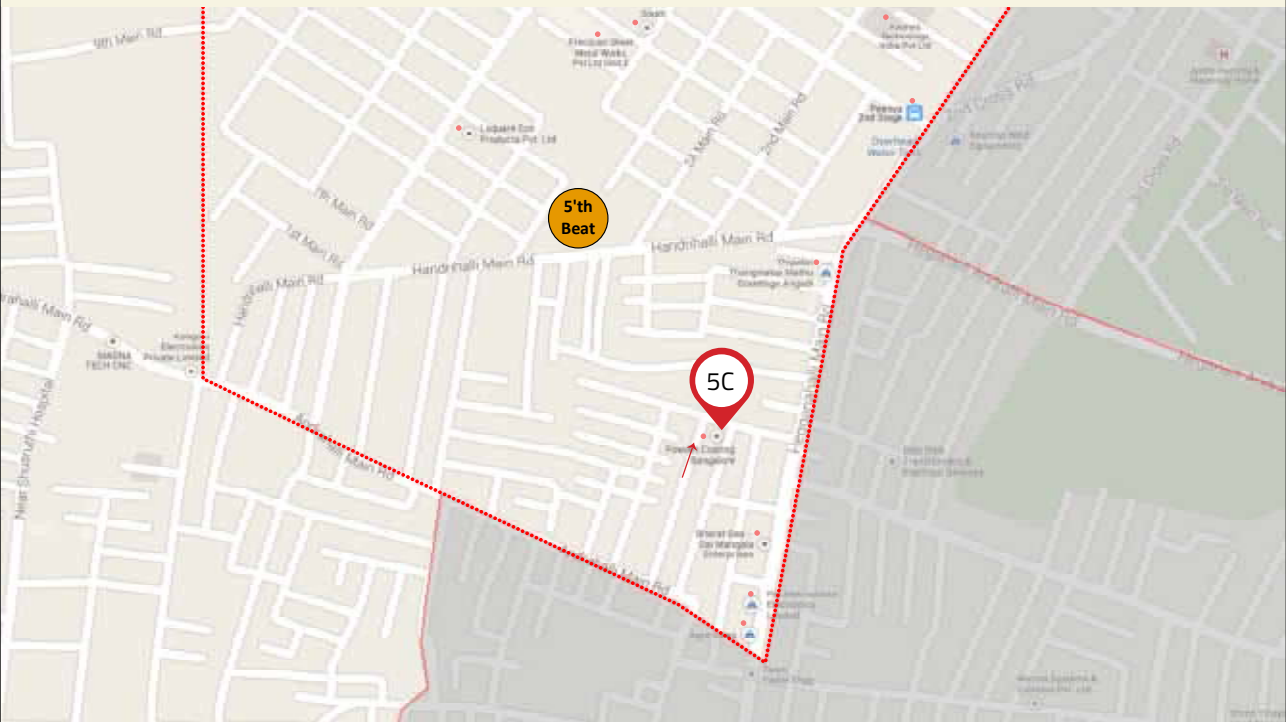
Rajagopal Nagar Police Beat Boundary Major Locations Beat No 5 North

SCALE

BANGALORE

RAJAGOPAL NAGAR POLICE STATION BEAT NO 5

Landmark	Time	Starting Direction	Total Surveys	Skipping Pattern
5C: Powder Coating Bangalore	6pm-11pm	North	5	50



Bangalore
2015

Rajagopal Nagar Police Beat Boundary Major Locations Beat No 5 South

SCALE

BANGALORE

RAJAGOPAL NAGAR POLICE STATION BEAT NO 6

Landmark	Time	Starting Direction	Total Surveys	Skipping Pattern
6A: Shenoy Engineering Pvt. Ltd.	1pm-6pm	West	6	50
6B: KTG College of Physiotherapy	6pm-11pm	North	6	50



Bangalore
2015

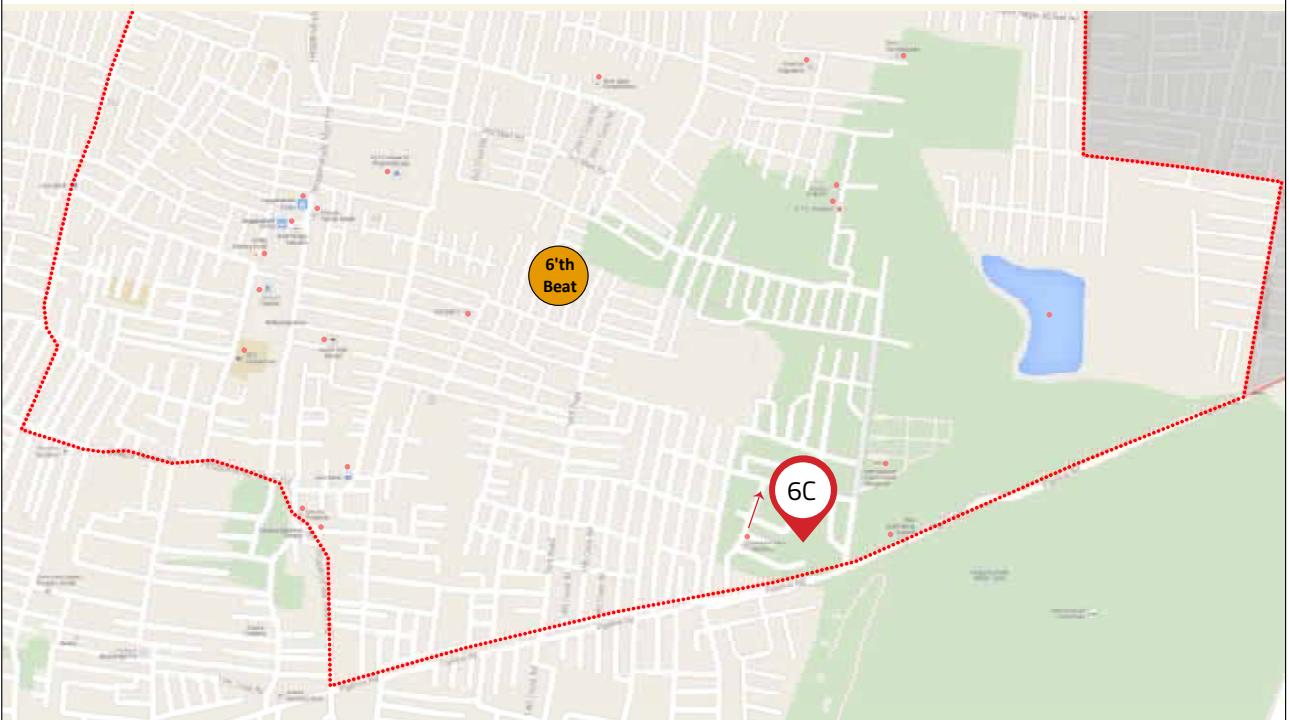
Rajagopal Nagar Police Beat Boundary
 Major Locations
 Beat No 6 North

SCALE

BANGALORE

RAJAGOPAL NAGAR POLICE STATION BEAT NO 6

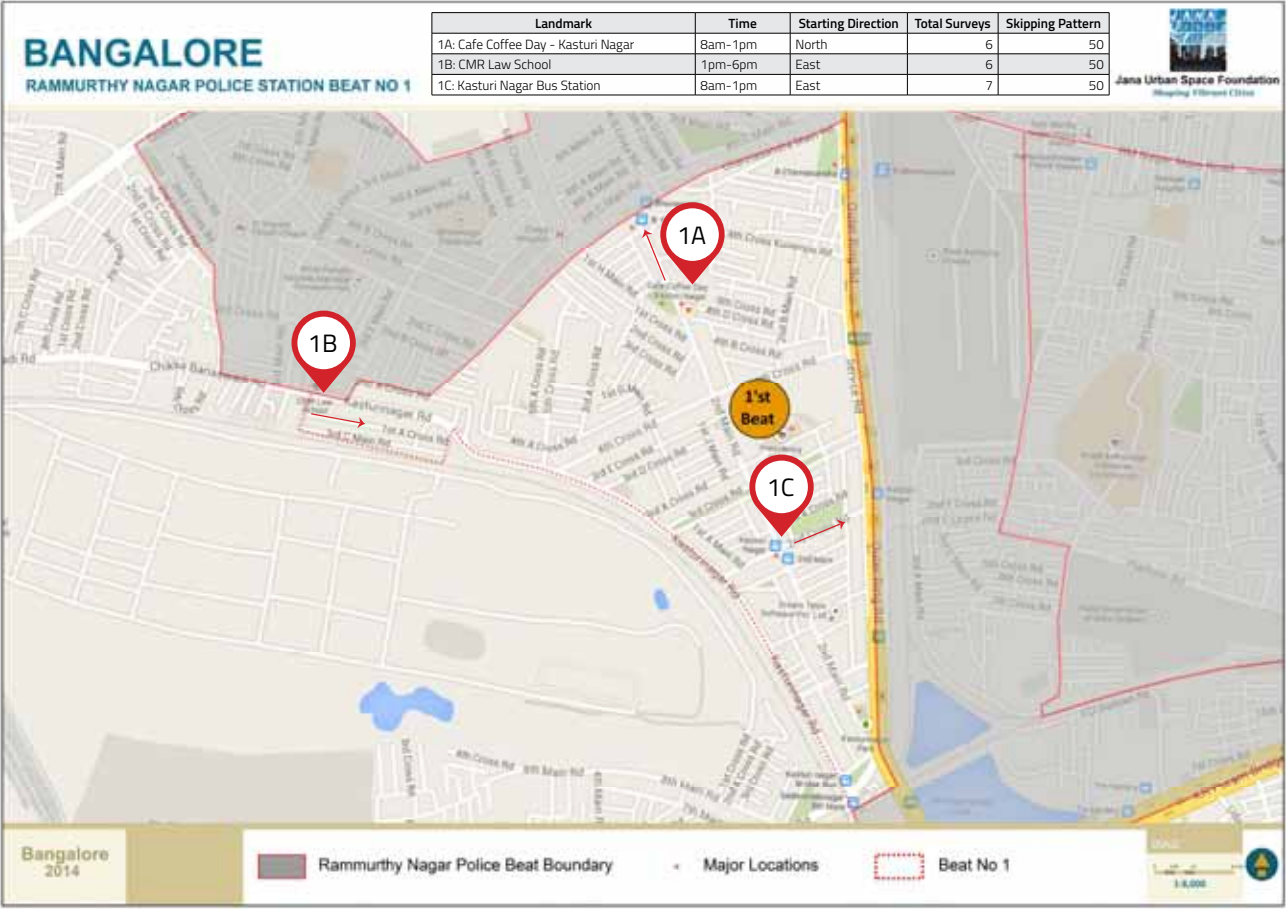
Landmark	Time	Starting Direction	Total Surveys	Skipping Pattern
6C: Modular Rack Systems	6pm-11pm	North	5	50

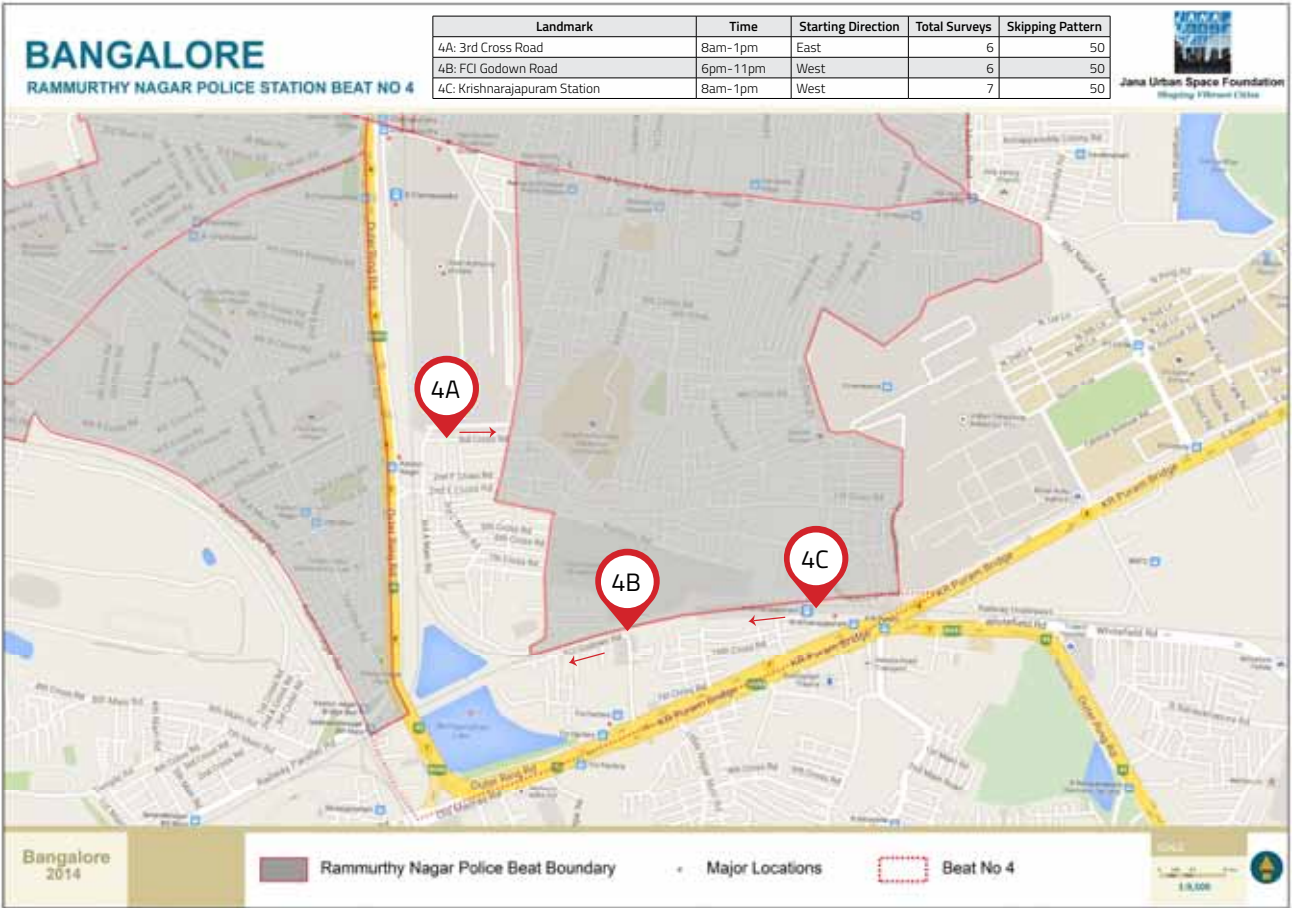
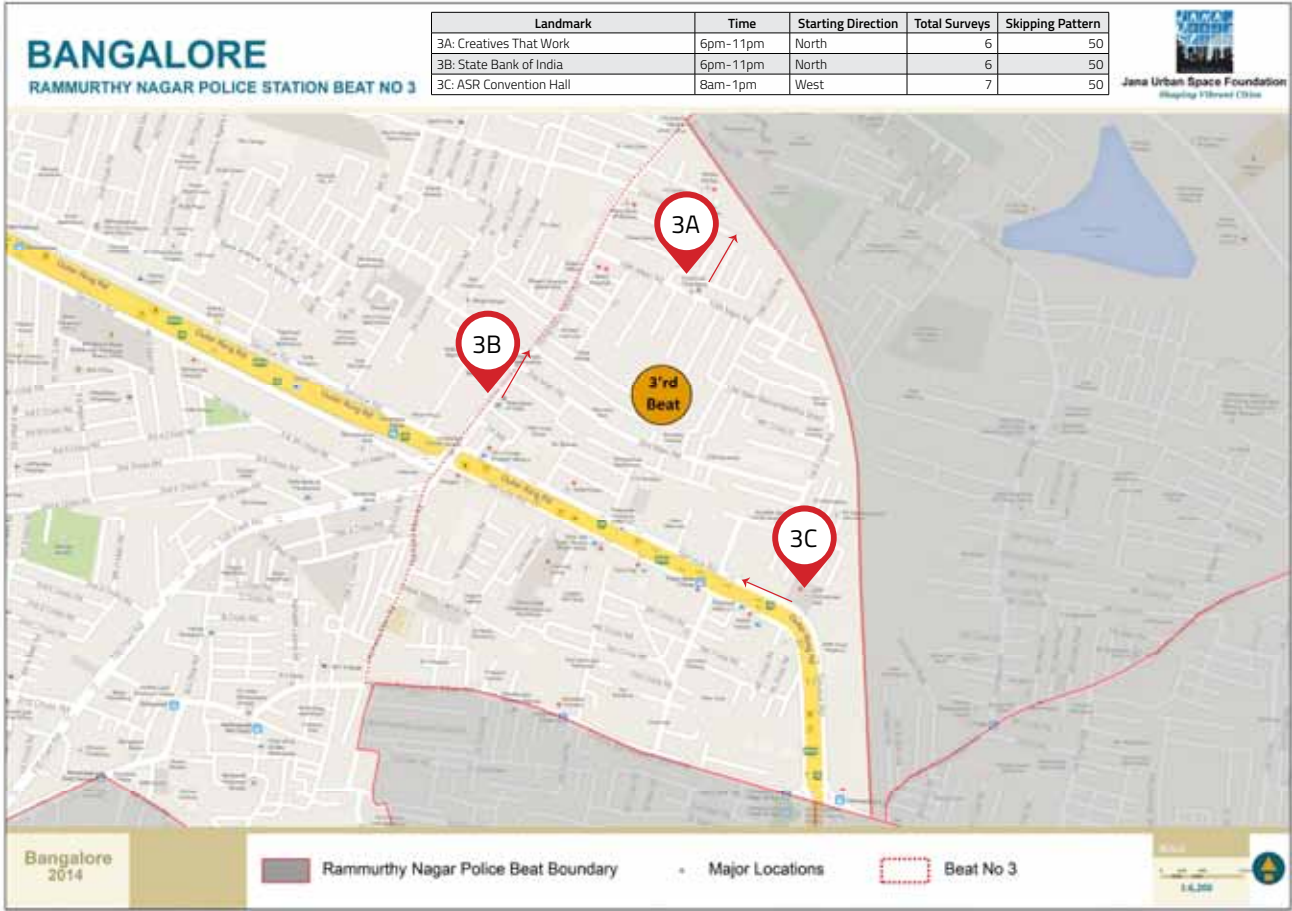


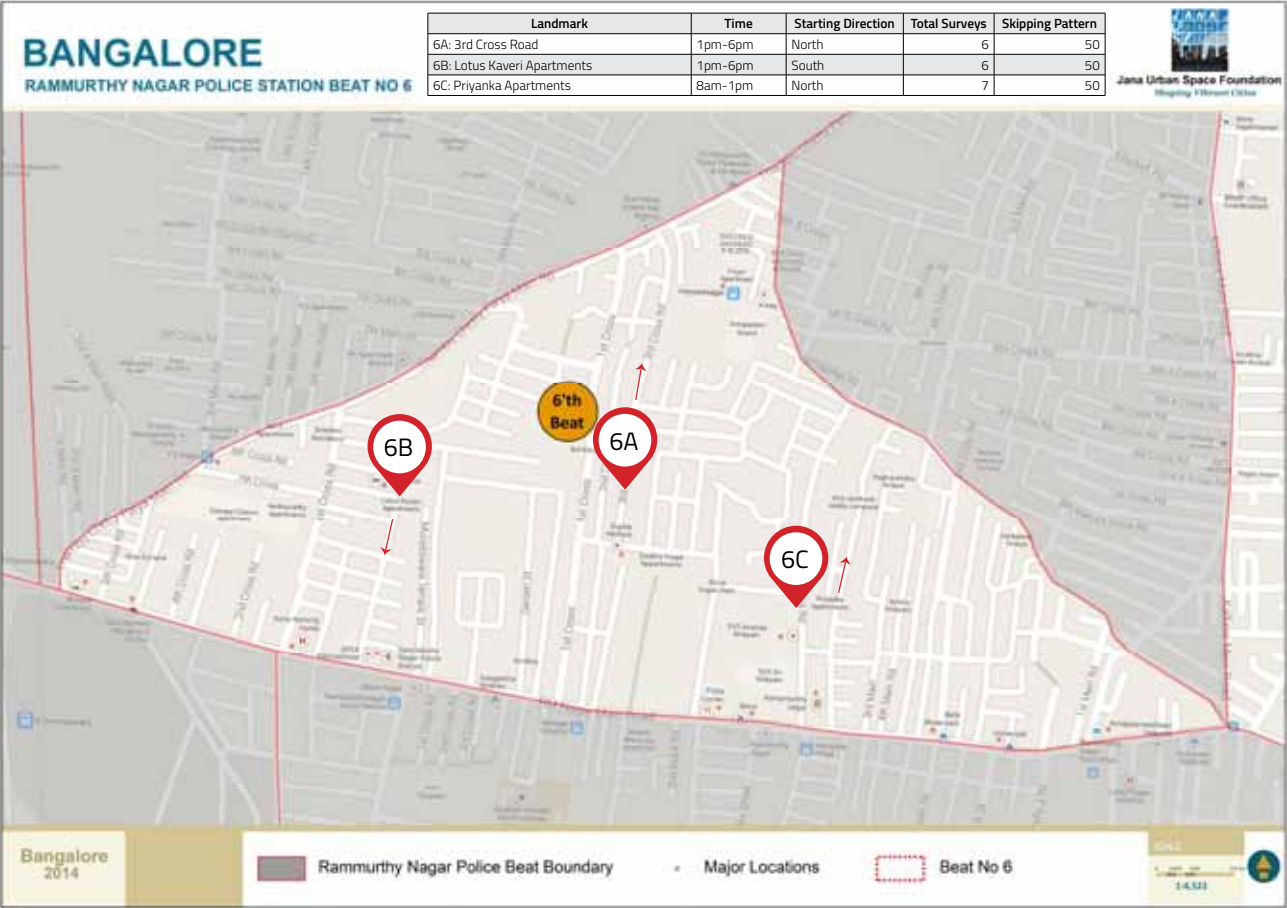
Bangalore
2015

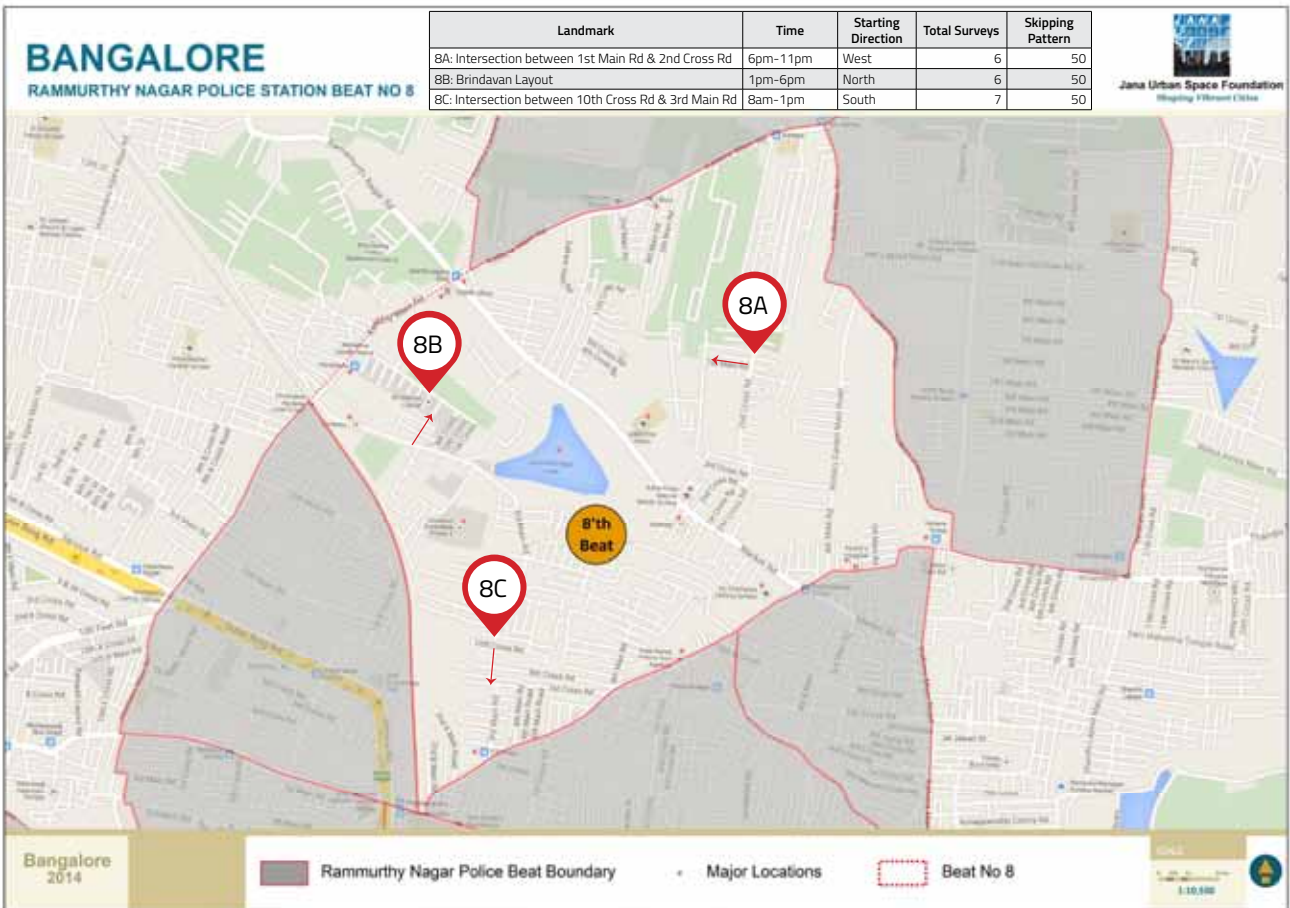
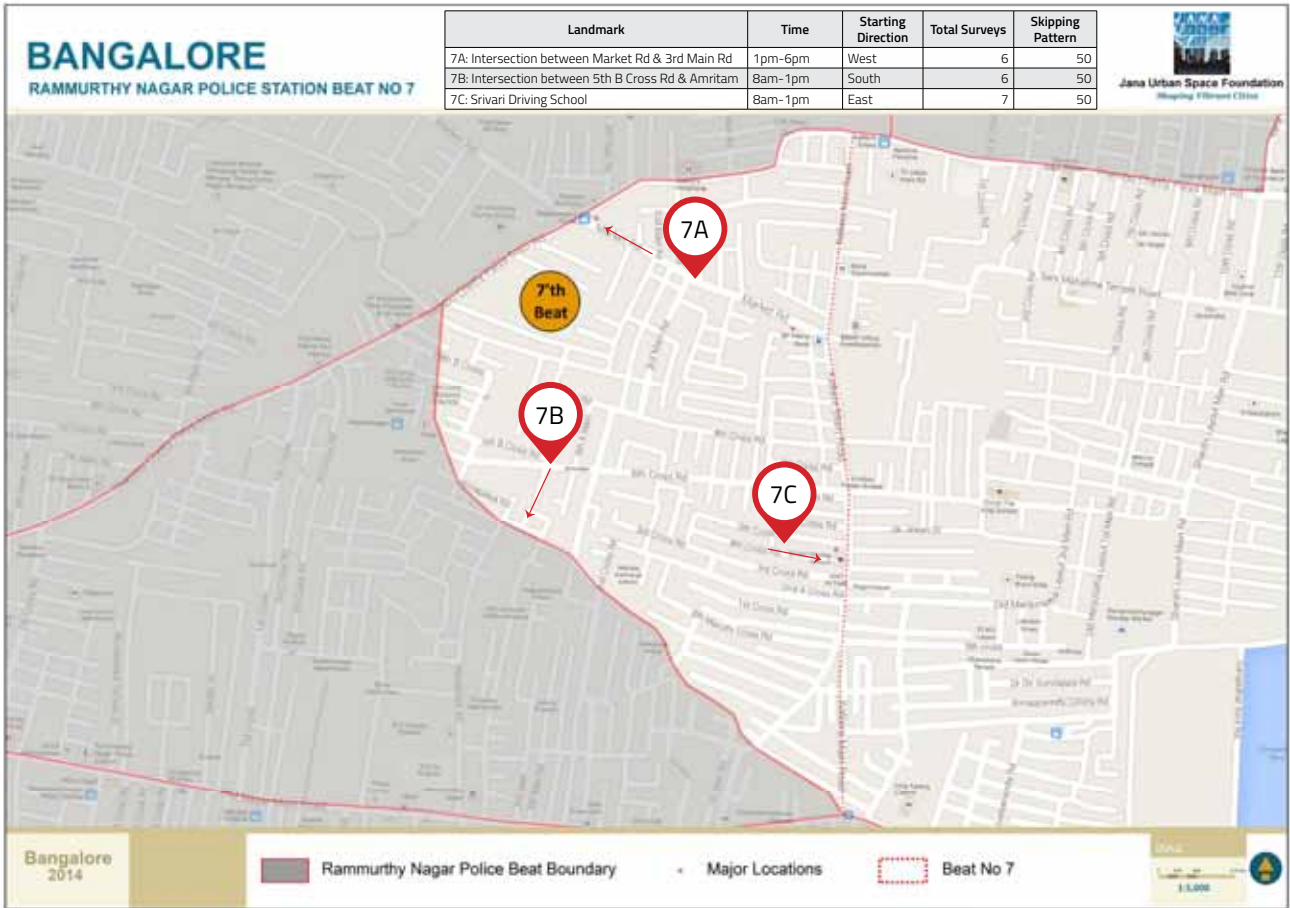
Rajagopal Nagar Police Beat Boundary
 Major Locations
 Beat No 6 South

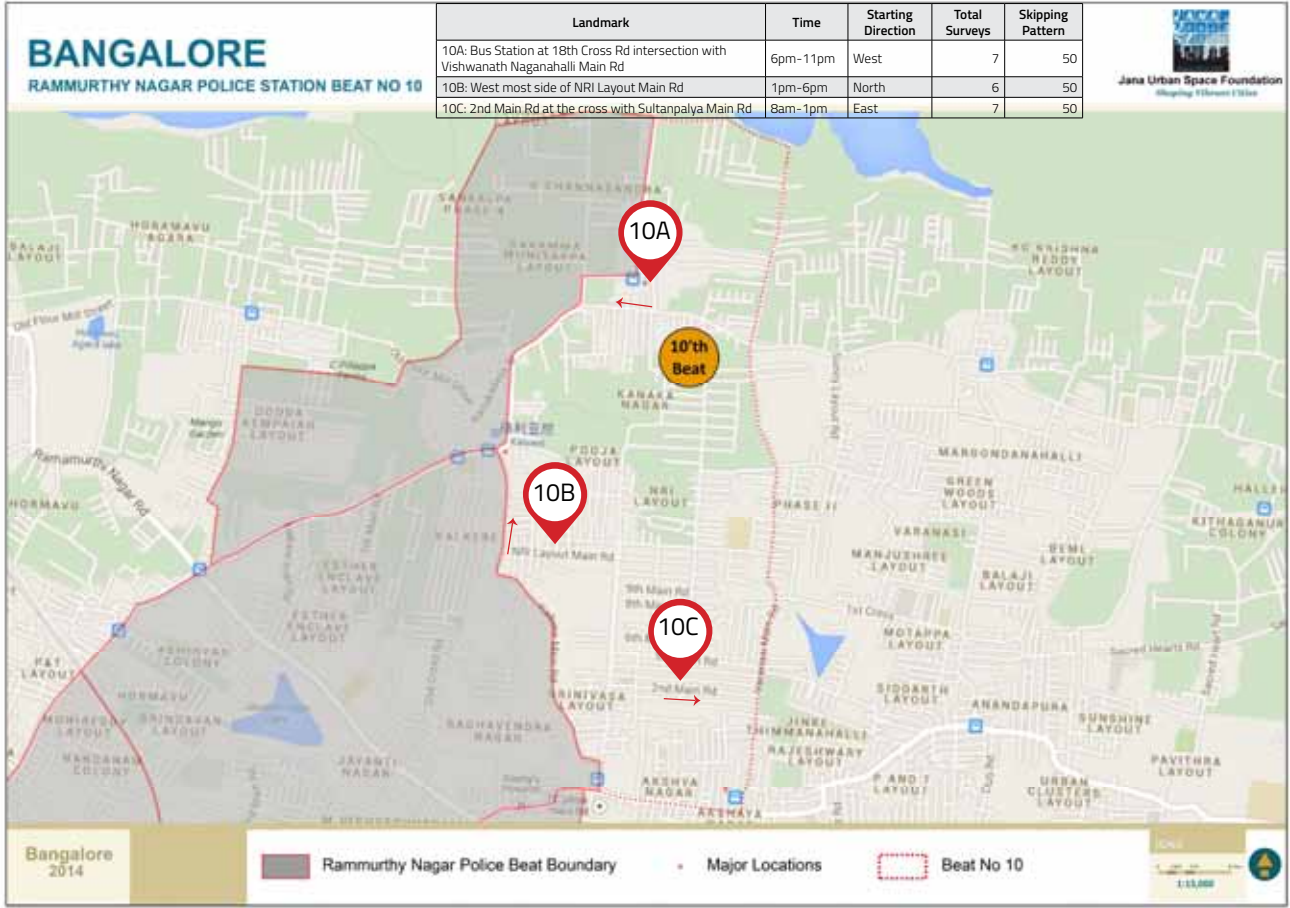
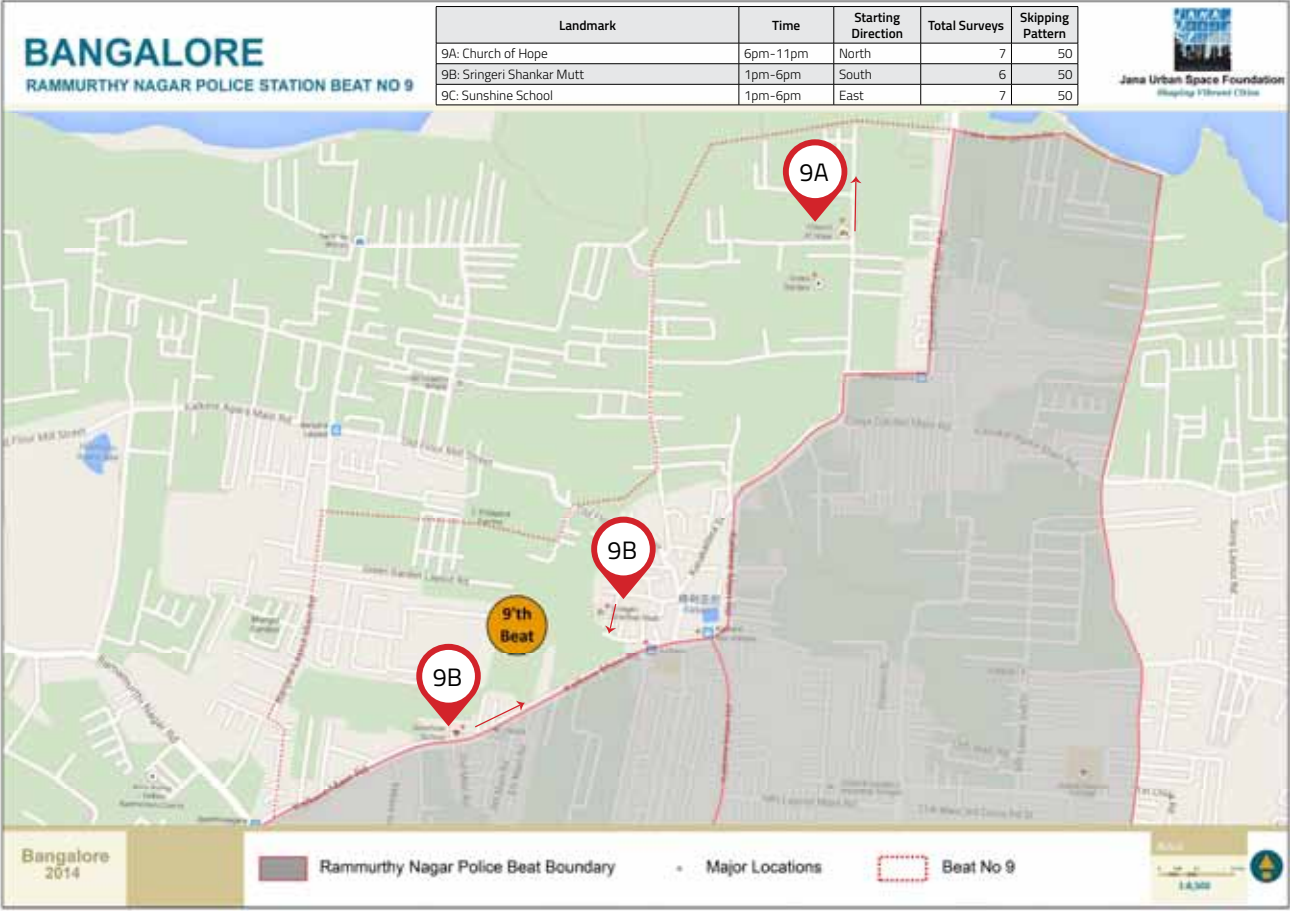
SCALE











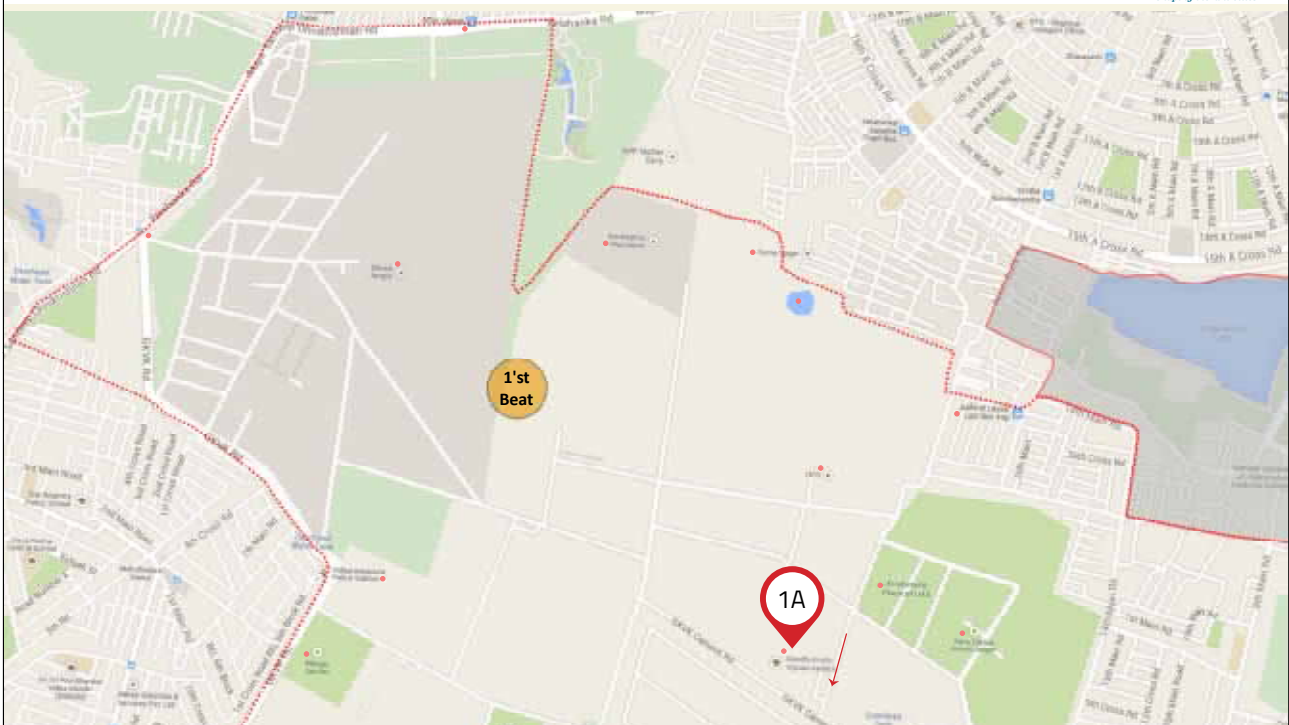
BANGALORE

YELAHANKA POLICE STATION BEAT NO 1

Landmark	Time	Starting Direction	Total Surveys	Skipping Pattern
1A: Gandhi Krishi Vignan Kendra	6pm-11pm	South	4	36



Jana Urban Space Foundation
Shaping Vibrant Cities



Bangalore
2014

Yelahanka Police Beat Boundary

Major Locations

Beat No 1 North

SCALE
1:9,000



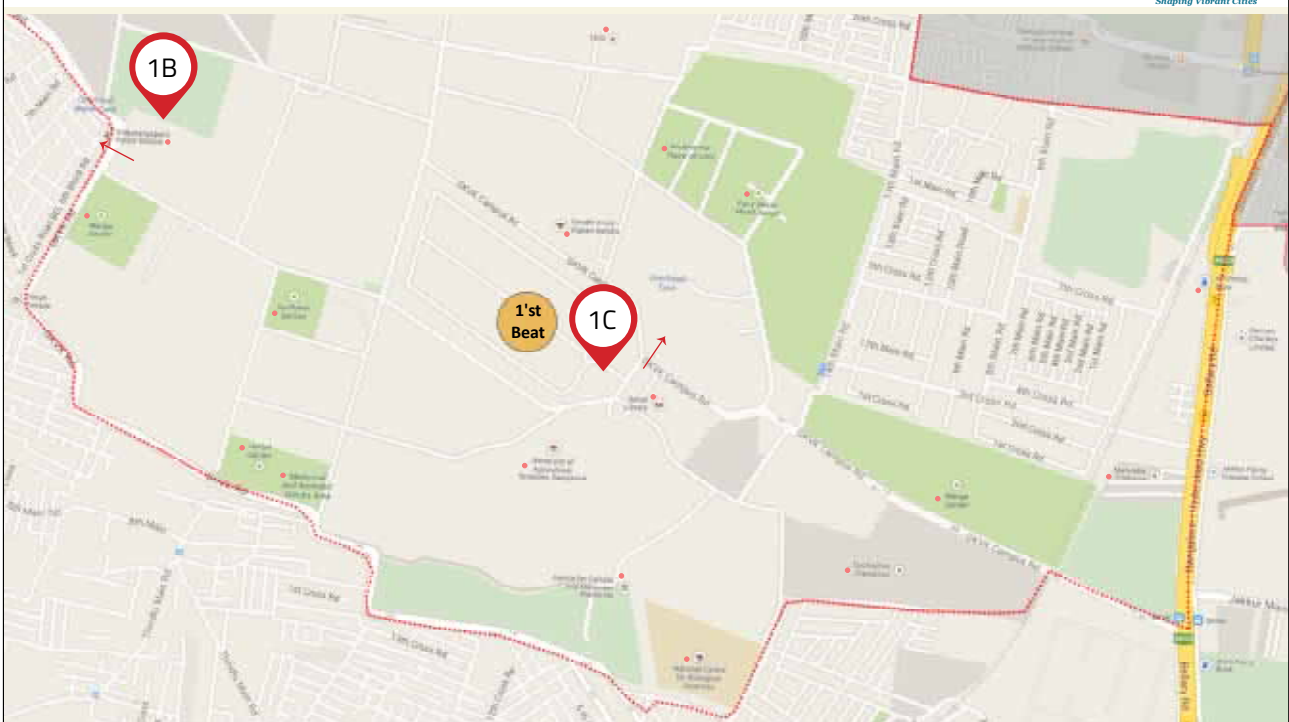
BANGALORE

YELAHANKA POLICE STATION BEAT NO 1

Landmark	Time	Starting Direction	Total Surveys	Skipping Pattern
1B: Vidyananyapura Police Station	8am-1pm	West	4	36
1C: GKVK Library	8am-1pm	North	5	36



Jana Urban Space Foundation
Shaping Vibrant Cities



Bangalore
2014

Yelahanka Police Beat Boundary

Major Locations

Beat No 1 South

SCALE
1:9,000



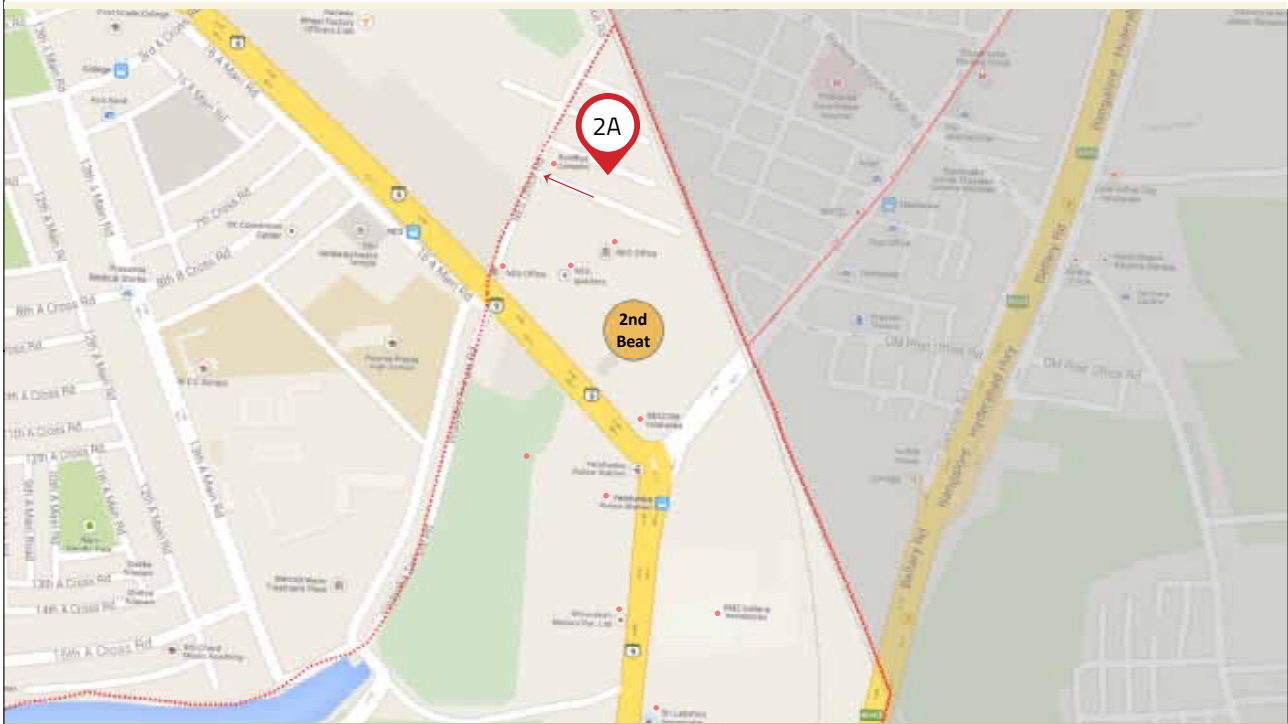
BANGALORE

YELAHANKA POLICE STATION BEAT NO 2

Landmark	Time	Starting Direction	Total Surveys	Skipping Pattern
2A: Ayodhya Complex	6pm-11pm	West	4	36



Jana Urban Space Foundation
Shaping Vibrant Cities



Bangalore
2014

Yelahanka Police Beat Boundary

Major Locations

Beat No 2 North

SCALE

1:4,000



BANGALORE

YELAHANKA POLICE STATION BEAT NO 2

Landmark	Time	Starting Direction	Total Surveys	Skipping Pattern
2B: Skyline Waterfront Apartment	1pm-6pm	South	4	36
2C: Janapriya Heavens	1pm-6pm	East	5	36



Jana Urban Space Foundation
Shaping Vibrant Cities



Bangalore
2014

Yelahanka Police Beat Boundary

Major Locations

Beat No 2 South

SCALE

1:4,000



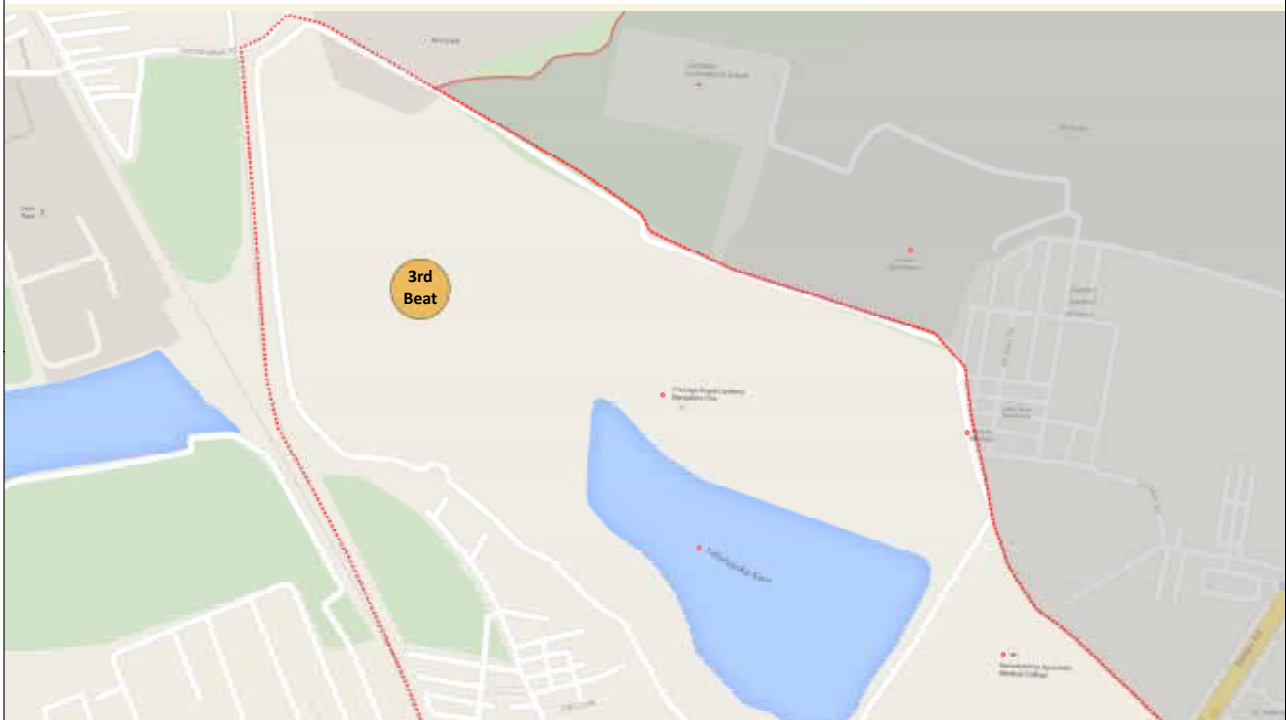
BANGALORE

YELAHANKA POLICE STATION BEAT NO 3

All Starting points are in the South part of the map



Jana Urban Space Foundation
Shaping Vibrant Cities



Bangalore
2014

Yelahanka Police Beat Boundary

Major Locations

Beat No 3 North

SCALE

1:6,000



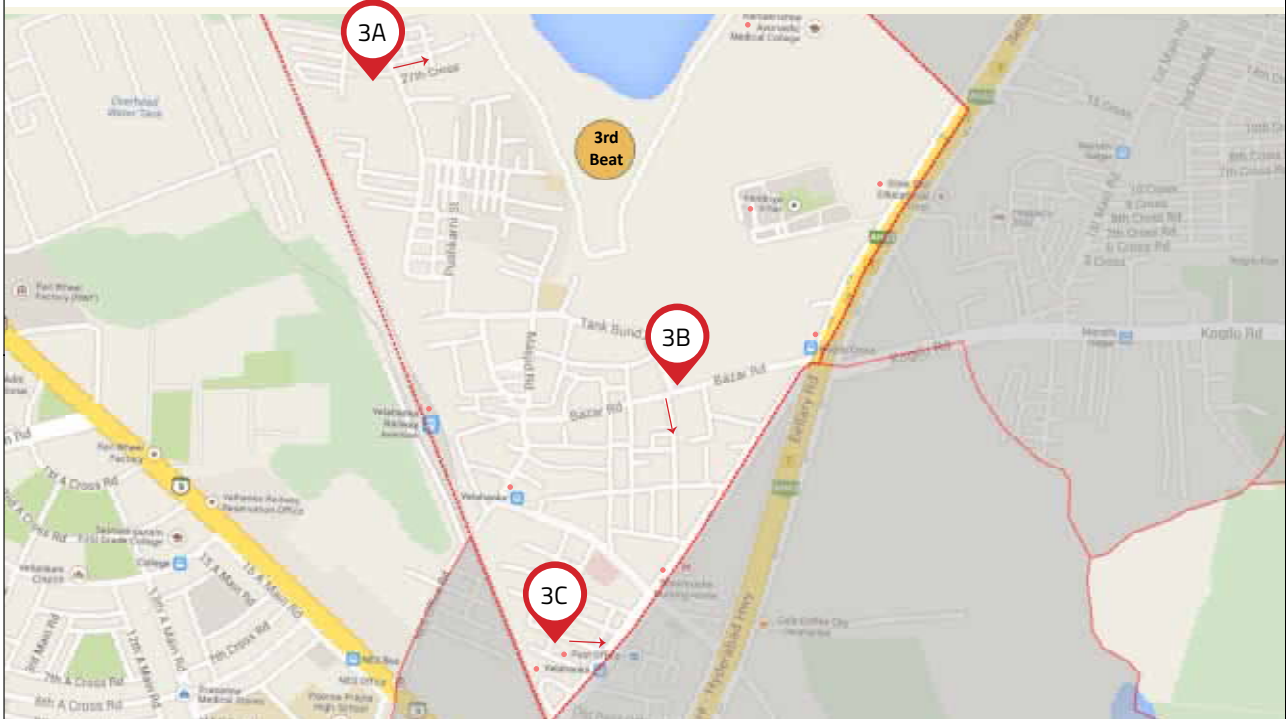
BANGALORE

YELAHANKA POLICE STATION BEAT NO 3

Landmark	Time	Starting Direction	Total Surveys	Skipping Pattern
3A: 27th Cross	8am-1pm	East	4	36
3B: Intersection of Bazar Rd and Tank Bund Rd.	8am-1pm	South	4	36
3C: Post Office	6pm-11pm	East	5	36



Jana Urban Space Foundation
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Bangalore
2014

Yelahanka Police Beat Boundary

Major Locations

Beat No 3 South

SCALE

1:6,800



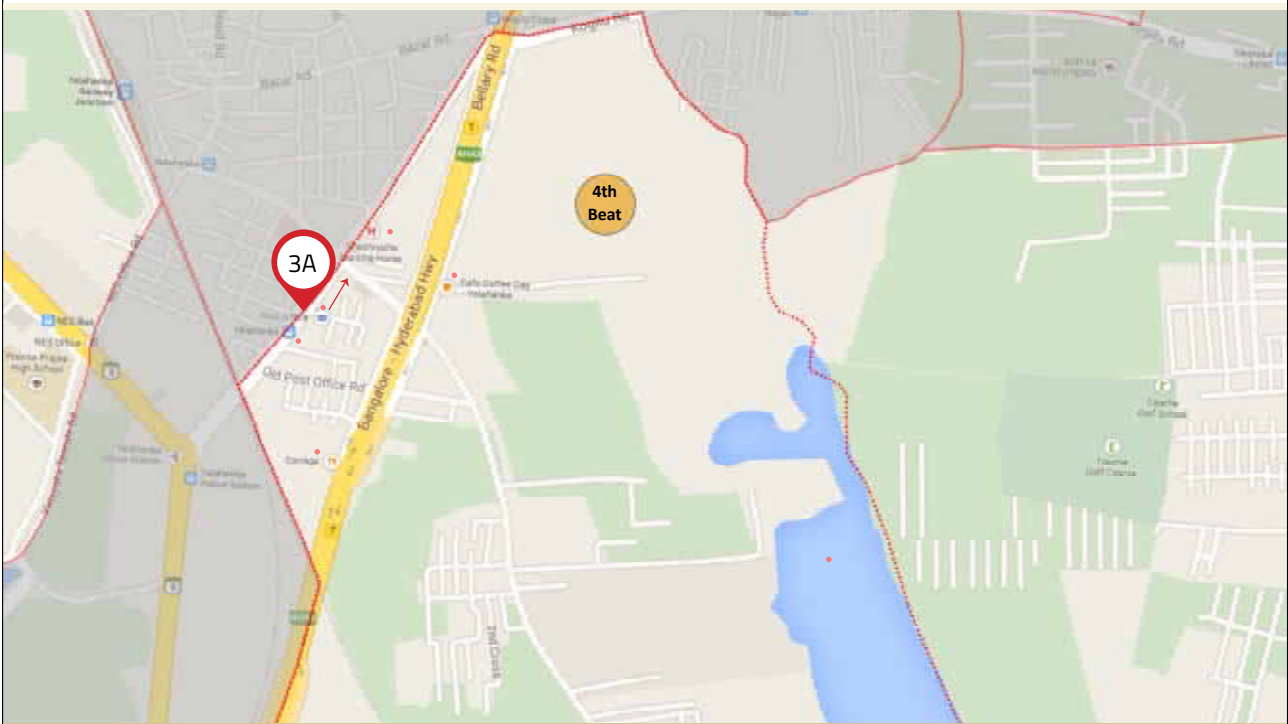
BANGALORE

YELAHANKA POLICE STATION BEAT NO 4

Landmark	Time	Starting Direction	Total Surveys	Skipping Pattern
4A: Post Office	8am-1pm	North	4	36



Jana Urban Space Foundation
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Bangalore
2014

Yelahanka Police Beat Boundary

Major Locations

Beat No 4 North

SCALE

1:7,000



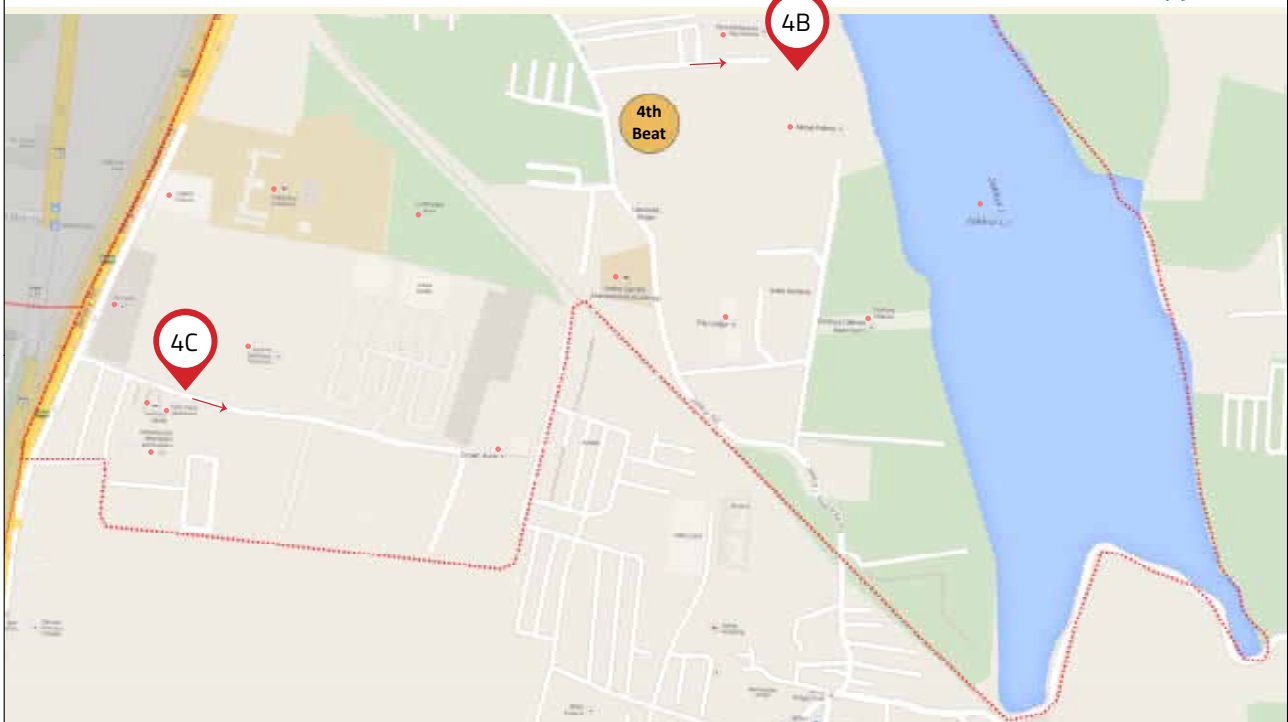
BANGALORE

YELAHANKA POLICE STATION BEAT NO 4

Landmark	Time	Starting Direction	Total Surveys	Skipping Pattern
4B:Pyramid Banksia Apartments	6pm-11pm	East	4	36
4C: Palm Court Apartment	1pm-6pm	East	5	36



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Bangalore
2014

Yelahanka Police Beat Boundary

Major Locations

Beat No 4 South

SCALE

1:5,000



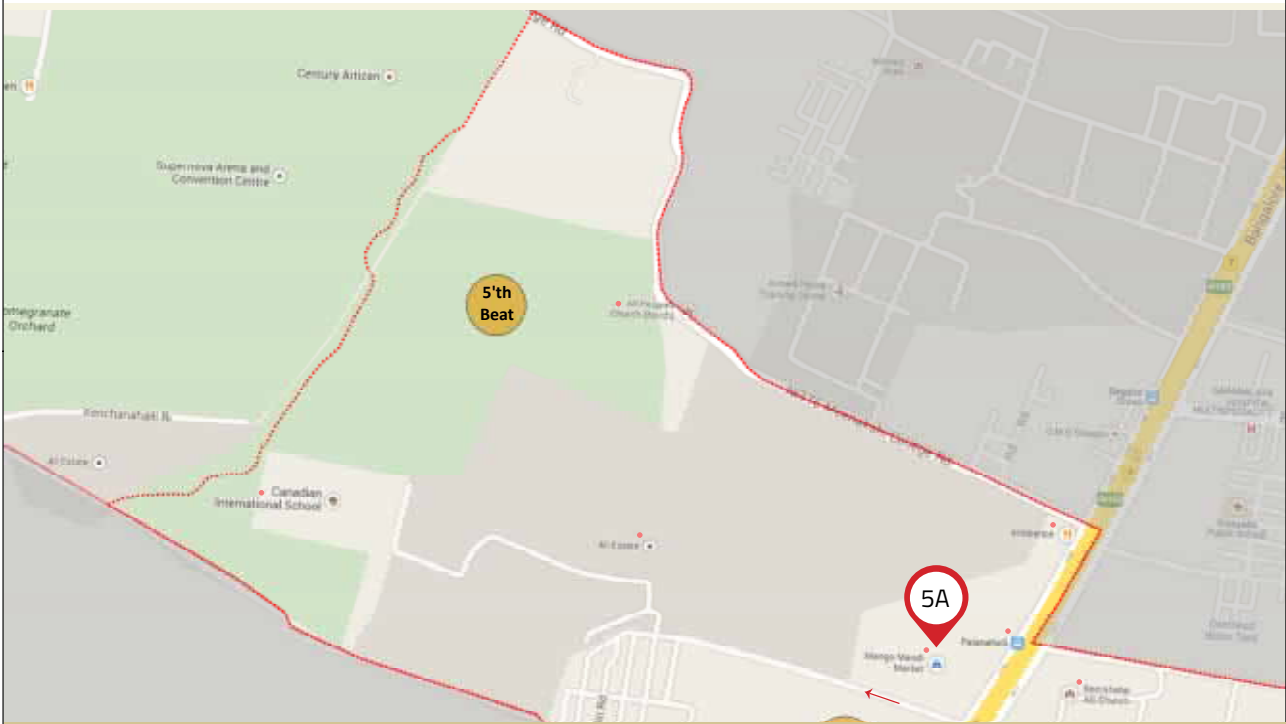
BANGALORE

YELAHANKA POLICE STATION BEAT NO 5

Landmark	Time	Starting Direction	Total Surveys	Skipping Pattern
5A: Mango Mandi Market	8AM-1PM	West	4	36



Jana Urban Space Foundation
Shaping Vibrant Cities



Bangalore
2014

Yelahanka Police Beat Boundary

Major Locations

Beat No 5 North

SCALE

1:7,000

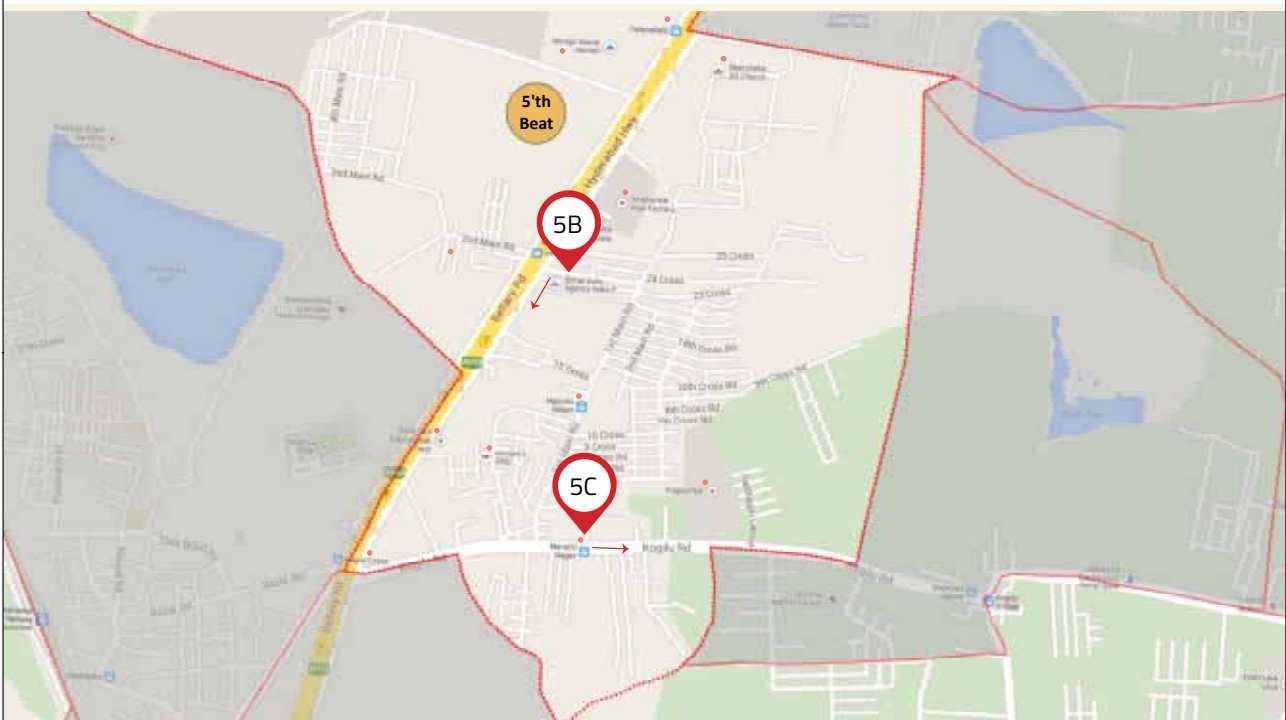
BANGALORE

YELAHANKA POLICE STATION BEAT NO 5

Landmark	Time	Starting Direction	Total Surveys	Skipping Pattern
5B: Bimal Auto Agency India	8AM-1PM	South	4	36
5C: Maruthi Nagar Bus Stop	8AM-1PM	East	5	36



Jana Urban Space Foundation
Shaping Vibrant Cities



Bangalore
2014

Yelahanka Police Beat Boundary

Major Locations

Beat No 5 South

SCALE

1:8,700

BANGALORE

YELAHANKA POLICE STATION BEAT NO 6

All Starting points are in the South part of the map



Jana Urban Space Foundation
Shaping Vibrant Cities



Bangalore
2014

Yelahanka Police Beat Boundary

Major Locations

Beat No 6 North

SCALE

0 500 1000 2000
1:4,000



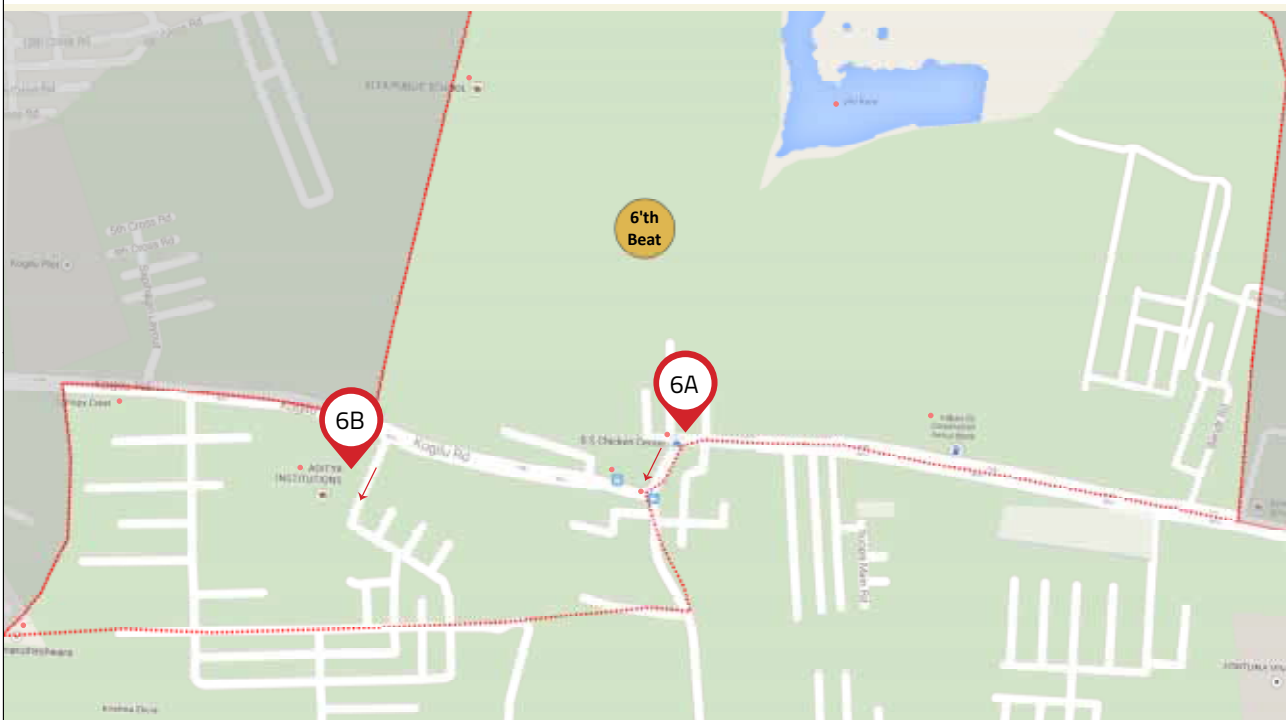
BANGALORE

YELAHANKA POLICE STATION BEAT NO 6

Landmark	Time	Starting Direction	Total Surveys	Skipping Pattern
Beat 6A: SS Chicken Center	8AM-1PM	South	7	36
Beat 6B: Aditya Institutions	8AM-1PM	South	6	36



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Shaping Vibrant Cities



Bangalore
2014

Yelahanka Police Beat Boundary

Major Locations

Beat No 6 South

SCALE

0 500 1000 2000
1:4,100



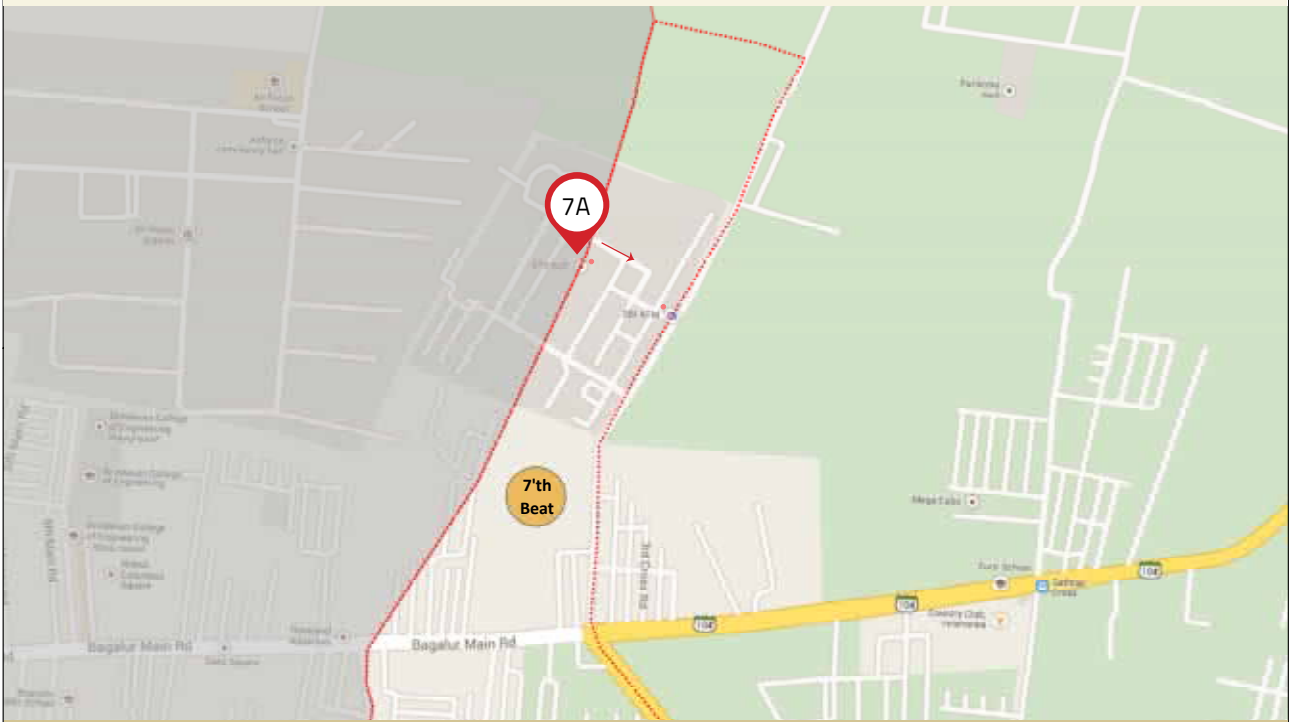
BANGALORE

YELAHANKA POLICE STATION BEAT NO 7

Landmark	Time	Starting Direction	Total Surveys	Skipping Pattern
7A: STS BSF	1PM-6PM	East	4	36



Jana Urban Space Foundation
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Bangalore
2014

Yelahanka Police Beat Boundary

Major Locations

Beat No 7 North

SCALE
1:7,000



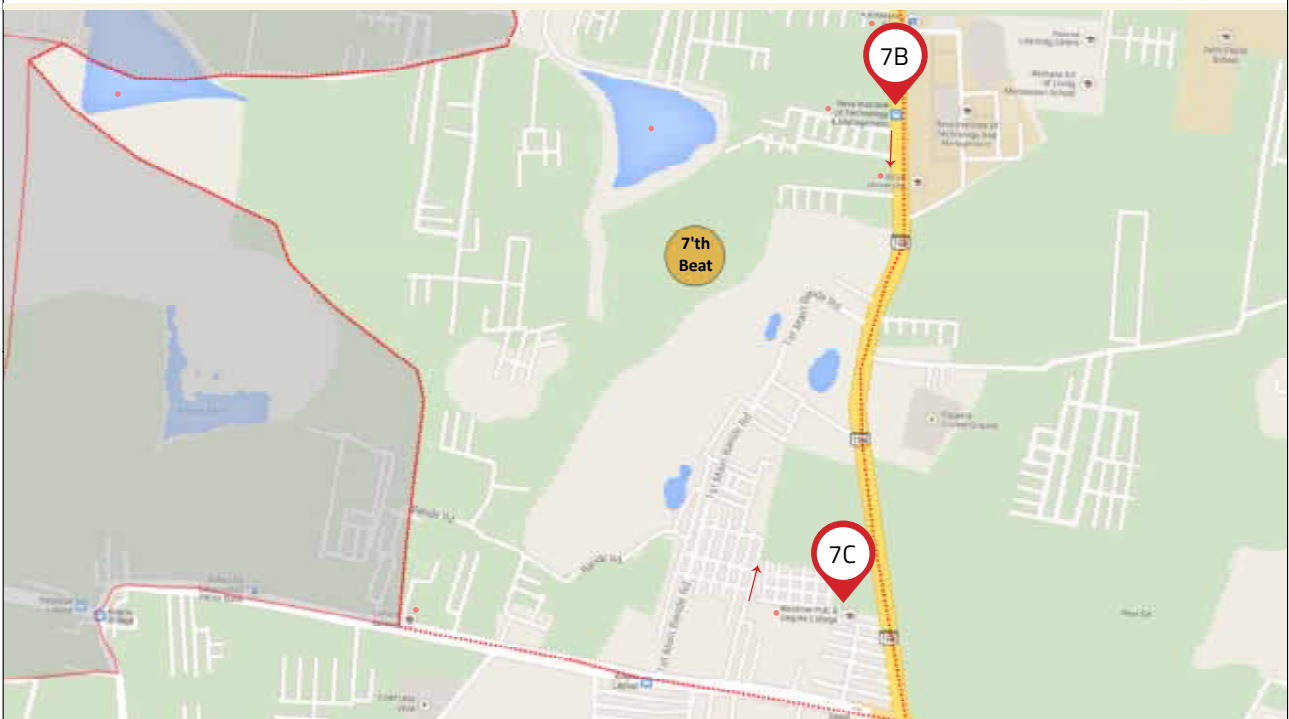
BANGALORE

YELAHANKA POLICE STATION BEAT NO 7

Landmark	Time	Starting Direction	Total Surveys	Skipping Pattern
7B: Reva Institute of technology & Management	1PM-6PM	South	4	36
7C: Westline PUC & Degree College	8AM-1PM	North	5	36



Jana Urban Space Foundation
Shaping Vibrant Cities



Bangalore
2014

Yelahanka Police Beat Boundary

Major Locations

Beat No 7 South

SCALE
1:8,000



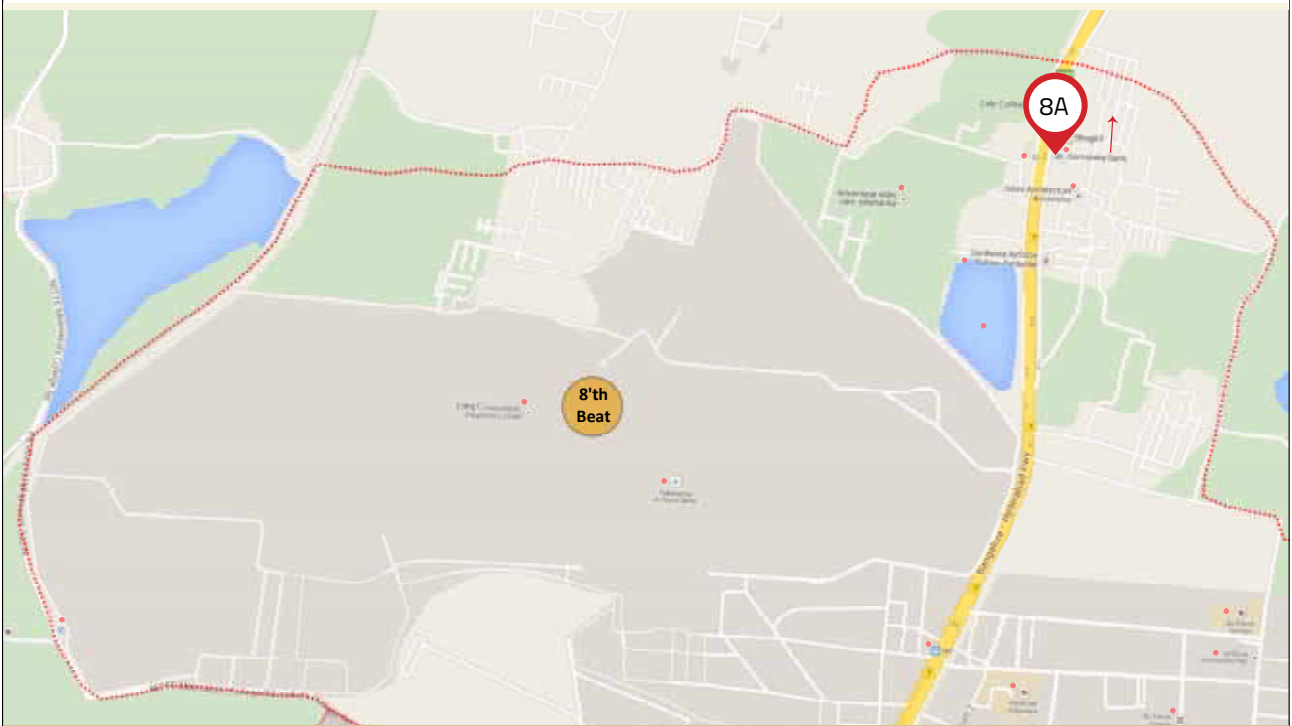
BANGALORE

YELAHANKA POLICE STATION BEAT NO 8

Landmark	Time	Starting Direction	Total Surveys	Skipping Pattern
8A: Karnataka Bank	1pm-6pm	North	4	36



Jana Urban Space Foundation
Shaping Vibrant Cities



Bangalore
2014

Yelahanka Police Beat Boundary

Major Locations

Beat No 8 North

SCALE

1:10,000



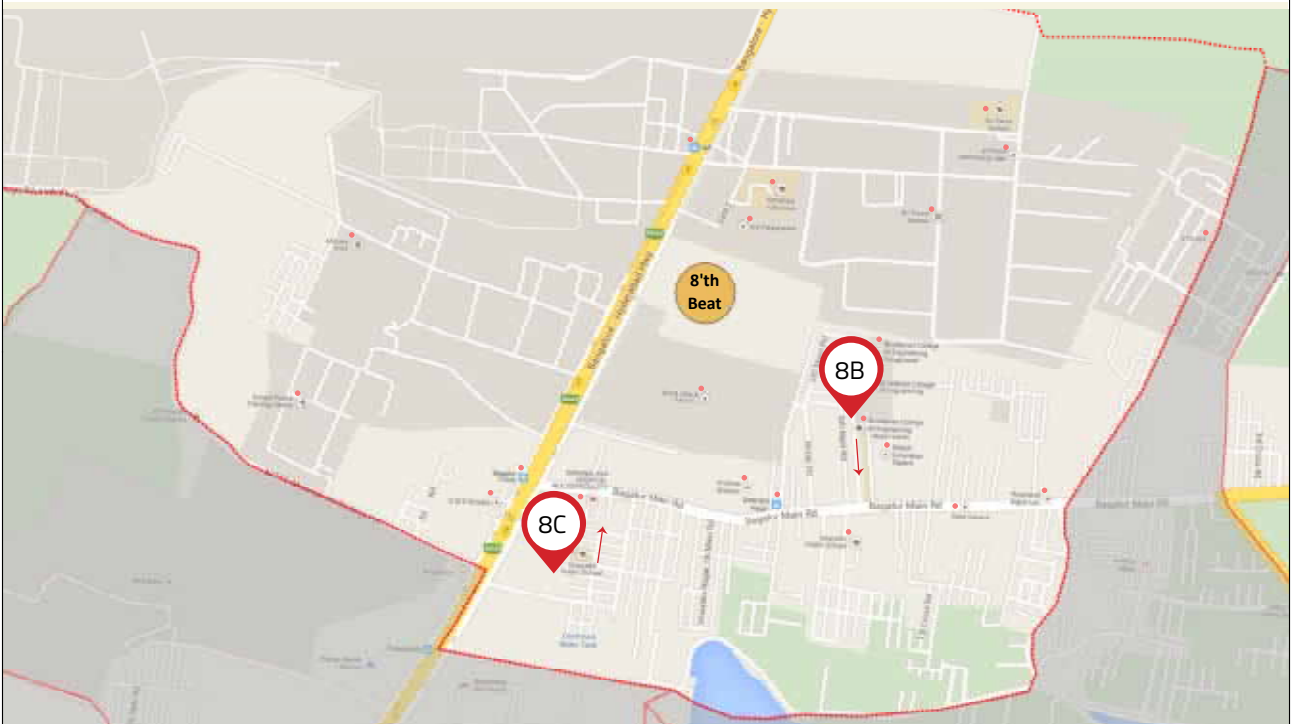
BANGALORE

YELAHANKA POLICE STATION BEAT NO 8

Landmark	Time	Starting Direction	Total Surveys	Skipping Pattern
8B: Brndavan College of Engineering - Boys Hostel	6pm-11pm	South	4	36
8C: Vinayaka Public School	8am-1pm	North	5	36



Jana Urban Space Foundation
Shaping Vibrant Cities



Bangalore
2014

Yelahanka Police Beat Boundary

Major Locations

Beat No 8 South

SCALE

1:10,000





JANAAGRAHA CENTRE FOR CITIZENSHIP & DEMOCRACY

UNI Building, 4th Floor, Thimmaiah Road,
Vasanth Nagar, Bengaluru-560052,
Phone: +91-80-40790400
Fax: +91-80-41277104,
www.janaagraha.org