

# Tracing Community Police Resource Centre : An Experiment in Social Governance





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# PREFACE

Police reforms have been on the political canvas since independence. And in post-emergency phase it almost became a part of the political agenda. Communal riots, and other violent manifestations reinforced the need for reforms in policing. The shift in emphasis of governance from government sponsored to people centred and from empowerment of government institutions to people oriented institutions has also necessitated the need to bring about reforms in the police.

Good governance enables the government to improve service delivery and discharge its responsibility in accordance with the Constitution and the aspirations of the people. A reciprocal system of rights and duties is an in-built requisite for the maintenance and promotion of citizen's rights. However, working together with the community towards the common goal of protecting society from crime and maintaining order has acquired currency only recently. In Punjab this effort has been an on-going process in the post-terrorism period. This document traces the experiment of community policing in Punjab and establishment of Community Police Resource Centres (CPRCs) as explored by the Institute for Development and Communication (IDC).

This is a documentation of the various activities leading to institutionalisation of community policing in Punjab. These activities were launched with the active support of Punjab Police Academy, Phillaur. The effort could reach its fruition as it was adopted by

the Punjab police as per the official orders issued by the then Director Generals of Police(DGP's) Mr. Sarabjit Singh and Mr. M.S. Bhullar. The present DGP Mr. A.A. Siddiqui has been involved in structuring of this effort since its inception.

The Vera Institute of Justice, New York provided much needed international exposure to the Punjab Police personnel.

These activities were implemented with enthusiasm by the district police chiefs with the active involvement of the people at the grassroots.

**Pramod Kumar**  
**Director, IDC**

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# **TRACING THE EXPERIMENT**

## **POLICE SUPPORT TO REFORM INITIATIVES**

Ten years of terrorism in Punjab have brought to the surface a number of distortions in the functioning of state structures including the police and social institutions and the behavioural response of the community. In other words, developments of the last decade present Punjab as having distinctive needs, problems and characteristic features requiring corresponding approaches and strategic interventions. In this overall context, the police had remained in the front-line position in combating terrorism. This has brought about a qualitative shift in the interactive relationship between the police, the community, the judiciary and the administrative machinery. It has also brought some change in the self-perception of the police about its own role and reinforced the perception of a segment of the community that the police is 'unsympathetic and unresponsive'. Recognition of the community's alienation from police has promoted willingness in the police ranks to initiate reforms and to improve service delivery. There is urgent need for co-opting the alienated members of the community which in turn shall minimize the potential for disorder.



## **I. BREAKING GROUND: INITIATING A DIALOGUE ON RIGHTS BASED APPROACH TO POLICING**

It was felt that there was a need to initiate a dialogue to bridge the gap between the alienated community and empowered police. The purpose of this dialogue was to redefine the terms of police-community interface. The focus was limited to drawing people's attention to the fact that democratic policing involves collective and collaborative decision making and accountability. Also to translate policing from enforcement to service oriented. The task, no doubt, was difficult but it was urgently required. Besides it is being difficult, it is enormous and complex. Therefore, it requires a long term strategy and multi-staged interventions.

This was embarked upon by following a two pronged approach i.e. to build community stakes in law and order and bring about corresponding changes in policing. This effort commenced with initiating a dialogue at the state and district levels regarding the need for rights based police reforms followed by a situation analysis and need assessment of policing which culminated in awareness workshops at the grassroots level. Recommendations emerging from the state and district level deliberations and the findings of the need assessment survey assisted in evolving an interactive strategy for the police reforms.

◆ **STATE LEVEL**

**AIMS**

- To generate awareness regarding women's rights in particular and the citizens' rights in general.
- To gather feedback from the opinion making sections on the Police Reforms Commission Report.
- To generate a positive opinion both within the law enforcement agencies and in the community for implementation of citizens' and women's rights.
- To build an environment conducive to speedy and comprehensive implementation of reforms, especially in the context of vulnerable sections such as women and the Scheduled Castes.

◆ **DISTRICT LEVEL WORKSHOPS IN PATIALA AND CHANDIGARH**

**AIMS**

- To provide awareness on National Police Commission : Genesis, government response and recommendations
- To initiate community and law enforcement interaction to promote and protect the rights of women and citizens.
- To discuss strategies for the weaker sections : Women and SCs.

Participants: included representatives from the judiciary, ministers, politicians, Punjab Human Rights members, police officials, academia, social activists and NGOs.

### **Recommendations of Workshops**

- The registration of crimes should be the main parameter of promotions within the police.
- Free legal aid should be provided to women in police custody and women victims of various crimes.
- There is need for setting up community - police committees, strengthening of women's cells, prompt investigation of cases, training and sensitisation of law enforcement agencies on the rights of women, the Scheduled Castes and the migrants.
- Mass awareness should be created through NGOs, educational institutions regarding women's and citizens' rights as lack of awareness regarding one's rights was perceived as the major cause of their violation.
- Proper selection procedure based on psychological principles should be adopted for all ranks. Incorporation of appropriate personality, adjustment and aptitude tests in the selection criteria was suggested.
- Law enforcement personnel should be imparted training in humanitarian principles to be followed especially in dealing with

victims of violence. The severity of trauma suffered by the victims requires immediate medical treatment. Police personnel have to be sensitized to this and trained to respond to the situation.

## **II. SITUATIONAL ANALYSIS: NEED ASSESSMENT SURVEY**

The effort to generate awareness in the community regarding police reforms and sensitisation to the rights of citizens necessitated a situation analysis. The initial stage consisted of a situational analysis of both the police and the community. The aim was to ascertain the perception of the policemen about their role in curtailing crime and safeguarding the people's rights. This acquired prominence in the post-terrorism period. Also, the constraints and conditions under which the police undertook its duties were analysed. An analysis of the existing community policing efforts was also undertaken.

### **The following were the aims of need assessment:**

#### **A. Need assessment of police**

- Working conditions of the police
- Role perception of the police
- Interface with community and support structures

#### **B. Need assessment of the community**

#### **C. Need assessment of the existing support systems in interaction with the police**

## **FINDINGS**

### **□ POLICE: IMAGE AND ROLE ASCRIPTION**

#### **A. PARADOXICAL IMAGE OF POLICE**

- Police is viewed as protector of the community and national security yet a violator of individual rights.
- For individual interaction the police was found to be: Brutal ; corrupt ; inefficient
- While a majority of the policemen admitted to having a negative public image, their self-image remained high as they maintained that the public was not appreciative of the conditions they worked in.
- Current predisposition : cultural acceptance of enforcement
- A majority of the policemen and community members regarded the policeman as a law enforcer rather than a person in community service
- Low rank policeman more inclined towards use of coercive methods
- High ranks showed their preference\_for democratic and participative functioning

#### **B. AWARENESS OF HUMAN RIGHTS-LOW IN THE COMMUNITY AND THE POLICE**

- Only a small section of the community was well-versed in human rights issues - most were unaware.

- Police awareness regarding human rights was even lower.
- Even where awareness of human rights existed, sensitisation and need for human rights was lacking

#### **C. CITIZENS' RIGHTS : ROLE OF POLICE AND COMMUNITY**

- The police is ascribed the role of law enforcer and provider of justice by tackling crime.
- However, significant levels of difference were found in role attribution among the constabulary and the middle ranks.
- In the constabulary, compliance was high whereas the middle ranks were more enforcement oriented.
- The community endorsed the police role of enforcers.
- In fact, ineffectiveness of the police was attributed to poor enforcement.

#### **D. POLICE STYLE OF FUNCTIONING**

- Related positively to authoritarian mode and a significant percentage was also found adopting exploitative style.
- Lower ranks were found high on the exploitative mode with the middle ranks more dependent on the authoritarian style. As a whole, the use of democratic style was nominal.

## ❑ **EXISTING COMMUNITY POLICE INTERACTION**

- Registering complaints
- FIRs lodged for various violations including economic offences.
- Security requirements
- Requests for security for political, religious, sports or other functions
- Services
- Provisions of certain services such as verification of passport, issue of armed licences, permission for loud speakers, service verification etc.

### **A. CONCEPT OF COMMUNITY PARTICIPATION RESTRICTED TO INFORMER AND FACILITATOR**

- The police enlisted community assistance mostly for investigation.
- In fact, the concept of community participation was restricted to the community being willing to be witnesses and better informers (was mentioned as the ideal assistance).
- The community also perceived assistance in investigation to be their prime duty for maintaining order.

### **B. EXISTING DISTRUST BETWEEN COMMUNITY AND POLICE**

- Police complained that the community was not cooperative and in fact created hindrances in their functioning.

- Support structures demanded undue favours
  - Migrants were reported to be especially unhelpful
- The community perceived the police to be a source of nuisance and even exploitation.
- Predominant percentage of the community found the police inefficient in handling their complaints.

## ❑ **POLICE AND VULNERABLE SECTIONS**

### **A. WOMEN'S' RIGHTS AND POLICE REFORMS**

- A high level of unreported cases

#### **Community - Police interface**

- Respondents were not satisfied with the police response to women. The police was found to be:
  - Abusive
  - Prejudiced
  - Doing no follow up
  - Encouraging sexual favours
- In fact, females perceived police force to be prejudiced against them and also a source of threat.



## **Police perception**

- The police personnel grumbled about fake cases being lodged by women and felt they were being favoured unduly by the law.

## **Women's Cell**

District level cells have been created as a one-point interaction for women dealing with the police

## **Critical analysis**

- Cells function as grievance redressal, counselling and reconciliation centres.
- Cases in women cell not even reported as FIRs
- Lack sensitisation to gender issues.

## **B. SCHEDULED CASTES AND POLICE**

- Prejudices against the Scheduled Castes were found to manifest highly in the police force
- However, the community mentioned dissatisfaction with police functioning
  - High prejudices
  - Lack of assistance from the police due to poor economic status of the SCs and their inability to bribe policemen
  - SCs feel targeted by the police

- Lack of awareness of rights in SCs
- Political mobilisation of SCs leading to assertions against higher castes yet invisibility of injustice to the SCs, specially women.
- Community was found highly prejudices against the SCs
  - Sexual abuse of non-SC women by SCs reported to the police while sexual exploitation and abuse of SC women sorted out by the panchayat.

### **C. POLICE REFORMS AND MIGRANTS**

- The locals prejudiced against the migrants who are targeted by the police
- The community dissatisfied with the police functioning in cases involving migrants due to;
  - Targeting of migrants
  - Prejudice against them
  - In fact, the police maintained that community involvement was not required to deal with migrant issues

## **❑ UNABLING WORK ENVIRONMENT OF POLICE PERSONNEL**

### **A. HIGH STRESS LEVELS**

- All ranks were found high on stress levels

- Lower ranks were found to have a significantly higher stress level than the middle ranks
  - Demarcation between the lower rank constabulary and the middle ranks reflected differences in stress levels, job satisfaction and coping mechanisms
  - Lower ranks showed high complacency to orders
- Preference for enforcement oriented duties as these were found positively related to job satisfaction.
- A phenomenal percentage complained of being overworked
- Coupled with high stress, there were lack of recreational outlets
- Significant levels of low morale prevailed
- High insecurity of job and performance
  - Political interference, threat of police line duties and sabotage promotions

## **B. DISSATISFACTION WITH TRAINING**

- Outdated and impractical training.
- Paucity of skills for public dealing.
  - Constables specially felt the need for training in dealing with the public.
  - Improved quality of trainers demanded.

## □ AN OVER VIEW OF EXISTING INITIATIVES AT SOCIAL POLICING

### • CHANDIGARH

#### • Community Oriented Police Schemes (COPS)

Community volunteers from each sector / colony are enlisted to form a public-police squad. These volunteers are expected to assist in upgrading the beat data such as lists of landlord-tenants, servants, solving petty disputes, reporting on suspicious looking persons etc.

#### **Critical appraisal**

The response has been more forthcoming when

- The community representatives have been given specific responsibility and made accountable.
- Partnerships have been developed rather than using the community as an extended arm of the police.
- Certain sections of the community such as the youth and retired armed forces personnel have taken up the challenge. Other sections like older people have even misused this effort as personal service to themselves.
- The community has a clear goal, specified networking and access system and on-going interaction.

- **Help the Aged-Police Scheme (HAPS)**

HAPS beneficiaries are old, aged persons (above 58 years of age) living in the city without any immediate able-bodied help. Security and other needs of these aged persons are taken care of by HAPS officers.

**Critical appraisal**

- Only 45 persons adopted under HAPS.
- Working in HAPS resented by police officials due to work overload.
- Misuse of HAPS scheme reported by policemen.
- Some citizens complain of apathetic attitude of HAPS officials.

- **Public Window System (PWS)**

This schemes was initiated to provide the community with one window service to meet all their requirements from a police station such as registration, inquiring about the progress of investigations, passport verification etc.

**Critical appraisal**

- Most of the community was unaware of PWS
- Even lower rank police personnel were unaware

● **CASE STUDY – PUNJAB : INITIATIVE TAKEN BY JHULKA POLICE STATION**

## ਪੁਲਿਸ ਤੇ ਸ਼ਹਿਰੀਆਂ ਦੀ ਮੀਟਿੰਗ ਵਿਚ ਅਹਿਮ ਮਸਲੇ ਵਿਚਾਰੇ ਗਏ

ਦੇਵੀਗੜ੍ਹ, 20 ਦਸੰਬਰ (ਪੱਤਰ ਪ੍ਰੇਰਕ) – ਥਾਣਾ ਜੁਲਕਾਂ ਦੇ ਮੁੱਖ ਅਫ਼ਸਰ ਸ਼੍ਰੀ ਕਿਸ਼ਨ ਪੋਥੇ ਨੇ ਸਥਾਨਕ ਸ਼ਹਿਰੀਆਂ ਨੂੰ ਵਿਸ਼ਵਾਸ ਦੁਆਇਆ ਹੈ ਕਿ ਉਨ੍ਹਾਂ ਦੇ ਜਾਨ-ਮਾਲ ਤੇ ਸ਼ਾਨ ਦੀ ਹਰ ਤਰ੍ਹਾਂ ਨਾਲ ਰੱਖਿਆ ਕੀਤੀ ਜਾਵੇਗੀ ਅਤੇ ਕਿਸੇ ਵੀ ਗਲਤ ਅਨੁਸਰ ਨੂੰ ਸਿਰ ਨਹੀਂ ਚੁੱਕਣ ਦਿੱਤਾ ਜਾਵੇਗਾ। ਇਹ ਵਿਸ਼ਵਾਸ ਉਨ੍ਹਾਂ ਨੇ ਪੁਲਿਸ ਅਤੇ ਸਥਾਨਕ ਸ਼ਹਿਰੀਆਂ ਦੀ ਥਾਣੇ 'ਚ ਰੱਖੀ ਸਾਂਝੀ ਮੀਟਿੰਗ ਦੌਰਾਨ ਦੁਆਇਆ।

ਮੀਟਿੰਗ ਦੌਰਾਨ ਸਥਾਨਕ ਸ਼ਹਿਰੀਆਂ ਨੇ ਜ਼ੋਰ ਦੇ ਕੇ ਕਿਹਾ ਕਿ ਸ਼ਹਿਰ ਵਿਚ ਹੁੰਦੀਆਂ ਚੋਰੀਆਂ ਨੂੰ ਠੱਲ ਪਾਈ ਜਾਵੇ ਅਤੇ ਜੇ ਚੋਰੀਆਂ ਪਹਿਲਾਂ ਹੋਈਆਂ ਹਨ, ਉਨ੍ਹਾਂ ਦੀ ਭਾਲ ਕੀਤੀ ਜਾਵੇ। ਇਸ ਤੋਂ ਇਲਾਵਾ ਸ਼ਹਿਰ ਵਿਚ ਆਵਾਜਾਈ ਦੀ ਵਿਗੜਦੀ ਹਾਲਤ ਨੂੰ ਸੁਧਾਰਿਆ ਜਾਵੇ, ਕਸਬੇ ਵਿਚ ਸਬਜ਼ੀ, ਫਲ ਫਰੂਟ ਅਤੇ ਮੀਟ ਦੀਆਂ ਦੁਕਾਨਾਂ ਵਾਲੇ ਗੰਦਗੀ ਸੜਕ ਉਪਰ ਅਤੇ ਮੀਟ ਦੀਆਂ ਦੁਕਾਨਾਂ ਵਾਲੇ ਗੰਦਗੀ ਨਹਿਰ ਵਿਚ ਸੁੱਟਦੇ ਹਨ ਜਿਸ ਨੂੰ ਬੰਦ ਕਰਵਾਇਆ ਜਾਵੇ। ਇਸ ਤੋਂ ਇਲਾਵਾ ਸੀਨੀਅਰ

ਸੈਕੰਡਰੀ ਸਕੂਲ ਦੇਵੀਗੜ੍ਹ ਨੇੜਿਉਂ ਗੁਹਾਰੇ ਅਤੇ ਰੁੜੀਆਂ ਦੂਰ ਕੀਤੀਆਂ ਜਾਣੇ। ਸ਼ਹਿਰੀਆਂ ਨੇ ਇਹ ਵੀ ਕਿਹਾ ਕਿ ਕਸਬੇ ਵਿਚ ਵਜਦੀਆਂ ਗੰਦੀਆਂ ਕੈਸਟਾਂ ਬੰਦ ਕਰਵਾਈਆਂ ਜਾਣ। ਇਸ ਸਬੰਧ ਵਿਚ ਥਾਣਾ ਮੁਖੀ ਨੇ ਵਿਸ਼ਵਾਸ ਦੁਆਇਆ ਕਿ ਪਿਛਲੇ ਸਮੇਂ ਵਿਚ ਹੋਈਆਂ ਚੋਰੀਆਂ ਨੂੰ ਲੱਭਿਆ ਜਾਵੇਗਾ। ਕਸਬੇ ਵਿਚ ਗੰਦਗੀ ਨੂੰ ਰੋਕਣ ਲਈ ਉਪਰਾਲੇ ਕੀਤੇ ਜਾਣਗੇ ਅਤੇ ਦੁਕਾਨਾਂ ਵਿਚ ਵਜਦੀਆਂ ਗੰਦੀਆਂ ਕੈਸਟਾਂ ਬੰਦ ਕਰਵਾਈਆਂ ਜਾਣਗੀਆਂ। ਇਸ ਮੌਕੇ ਕਸਬੇ ਦਾ ਪ੍ਰਬੰਧ ਚਲਾਉਣ ਲਈ ਇਕ ਅੱਡਾ ਸੁਧਾਰ ਕਮੇਟੀ ਗਠਨ ਕਰਨ ਲਈ ਵੀ ਵਿਚਾਰ ਕੀਤਾ ਗਿਆ। ਇਸ ਮੀਟਿੰਗ ਵਿਚ ਸ਼੍ਰੀ ਨਰਿੰਦਰ ਕੁਮਾਰ ਸ਼ਰਮਾ ਪ੍ਰਧਾਨ ਬਲਾਕ ਕਾਂਗਰਸ, ਸ਼ਿਵ ਦਿਆਲ ਸਰਪੰਚ, ਭਜਨ ਸਿੰਘ, ਬਲਦੇਵ ਸਿੰਘ ਆੜਤੀ, ਮਨਜੀਤ ਸਿੰਘ ਖਾਲਸਾ, ਗਣੇਸ਼ੀ ਲਾਲ, ਤੀਰਥ ਰਾਮ ਅਤੇ ਹਰ ਪਤਵੰਤੇ ਸੰਜਣ ਵੀ ਸ਼ਾਮਲ ਹੋਏ।

### Activities undertaken

- Dispute specific local committees formed
- Community participation in sanitation.
- Training to the youth to deal with robber gangs.
- Efforts to deal with substance abuse.
- Pruning of history sheeters.

## Nature of intervention : A critical appraisal

- Problem centered.
- Participatory functioning, but biases of the community and the police allow negligible visibility to gender concerns or rights of the vulnerable sections.



- Lack of institutionalisation of initiatives.
- Police role being stretched to perform development tasks.

### III. COMMUNITY MOBILISATION: AWARENESS GENERATION WORKSHOPS

Need assessment and analysis of the existing community policing efforts and feedback at state and district level interactions were incorporated into the awareness campaigns to be launched at the grassroots level.

After an analysis of the field situation, a framework was evolved regarding the perception with which the police intervenes to tackle crime as well as the expectations of the community from the police, and the nature of responsibility

envisaged for itself. This provided an insight into the extent of the citizens' awareness about their own rights, information regarding police functioning and the manner in which the community can approach the police on behalf of individuals. Also the extent of the existing community participation and the role of support structures in aiding the community and the police in the maintenance of peace and crime prevention were studied. Simultaneously in the areas of intervention, a dialogue was initiated at the district level to debate issues relating to police reforms and the rights of the citizens. The aim was to create an enabling environment for initiating grassroot level campaigns on these issues. Feedback was gathered from opinion-making sections in the context of the Police Reforms Commission's report. This elicited a positive opinion from within the police and from the opinion-making sections of the community regarding the relevance of police reforms. It succeeded in building pressure for comprehensive implementation of police reforms. When this enabling environment was generated in the police hierarchy and in the opinion-making sections of the districts, grassroot level workshops were organised.

The aims of these workshops were;

- To generate awareness about the people's rights vis-à-vis police reforms
- To mobilise the community for social policing.
- To initiate community-led police and social reforms
- To sensitise the community to issues of women's and the Scheduled Castes' rights in relation to police reforms.



The community was encouraged and motivated to implement police reforms as a matter of their rights. It initiated concern and involvement of diverse sections of society, including the vulnerable sections such as women and the Scheduled Castes. The need was to transform the concern for police reforms into a social reform movement with focus on crime prevention rather than enforcement. This necessitated the reforms to be community based and directed not only at specific instances but also at the larger inter-related issues. For this, the community was made aware not only of specific reform initiatives but also of the spirit behind the reforms that embodies the people's rights. More important was the need for creating the awareness that the police was an instrument to protect and ensure the people's rights and not a violator or an enforcer.

In specific terms, the focus was on making the people aware of the infringement of the rights of women and the Scheduled Castes. This concern emanates from the recommendations of the National Police Commission, which defines the weaker sections as those who are subjected to social injustice and different forms of exploitation on account of poverty or ignorance, besides old traditions, customs, beliefs and the interplay of vested interests that have grown around them. Thus the unfavourable status of these groups is inbuilt in the social structures and such predisposition can effectively alter the implementation of their rights. For instance, the issue of sexual exploitation of Scheduled Caste women by upper caste men or wife-beating per se may not form part of the grievance of the community since these are collectively accepted. However, given this context, it becomes imperative to sensitise the community to these issues before mobilising them for people's policing

in convergence with the proposed police reforms. This awareness campaign was an effort to build community linkages with the police, a network and communication within community organisations to generate sensitisation to the concerned issues and have effective mobilisation to bring about the necessary changes.

### **Awareness campaign**

The awareness campaign was an effort to built community linkages with police activities, network and communication within community organisations to generate sensitisation to the issues and thereby result in effective mobilisation to bring about the necessary changes.

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## **PLANNING THE AWARENESS CAMPAIGN: A SAMPLE**

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Launching of awareness campaigns on citizen rights vis-à-vis the police was undertaken in a planned manner to offset the significant impact in a multicultural context. The considerations catered to the following issues:

- 1. ADDRESSING THE LOCALE**
- 2. FOCUS OF WORKSHOPS**
- 3. SELECTION OF WORKSHOP PARTICIPANTS AND THEIR MOBILISATION**
- 4. PARTNERSHIPS**
- 5. RESOURCE PEOPLE**

### **□ ADDRESSING THE LOCALE**

The first set of workshops was conducted in the state capital of Punjab. Chandigarh presents some peculiarities and a context different from that of Punjab. It comprises both rural and urban populations. One-third of its population consists of migrants

living in slums. Thus the social structures and placements differ within a small vicinity as do the people's concerns and their awareness levels. For instance, non-slum residents are highly literate, aware and a well-connected population. They have comparatively higher levels of awareness and exposure to dealing with the police and are active in the protection of their individual rights. In contrast, the slum dwellers have a low literacy level, are employed in the unorganised sector, face economic exploitation and are also targeted by other city residents for not only polluting the environs of Chandigarh, but also for the increasing number of thefts and a sense of insecurity in the city. In fact, the police have aimed at controlling these populations and checking nefarious activities. The rural population, on the other hand, continues to be influenced by kinship and social ties with a greater community bonding. Furthermore, demographically, Chandigarh comprises a mix of all generations. Older residents, living on their own, have become easy targets of criminals. Also as a centre of education, Chandigarh attracts a large number of students, both from the surrounding hinterland, and also from other Asian and African countries. The students are posing and facing the problems of substance abuse, traffic violations and unruly behaviour.

The workshops were held in the rural and urban slums with focus on women, children, the youth and the migrants to deal with the peculiarities of these vulnerable sections. Before holding a workshop, care was taken to supplement the existing interventions of community - police interface initiated by the Chandigarh Police. These schemes revolve around the Community Oriented Police Scheme (COPS), the Helping Aged People Scheme (HAPS), the Public Window System (PWS), the involvement of school children in traffic regulation. Correspondingly, workshops were organised in schools in collaboration with NSS units so that awareness-generation and assisting the police in the HAPS and COPS schemes could become an on-going activity of the students. The presence of active NGOs in the city was helpful in

conducting the workshops. In fact some workshops were conducted by these NGOs in their local areas of work, using their network and credibility to mobilise the population.

**□ FOCUS OF WORKSHOPS**

Given the context of the diverse population and its needs and keeping in view the special focus on the weaker sections, the following groups formed the focus of respective workshops. Though support structures did not form part of the vulnerable sections or groups with specific problems, yet they formed an important medium of intervention, community mobilisation, and spreading awareness and sensitisation. Similarly, it was not only the vulnerable sections such as the Scheduled Castes who had to be made aware of their rights, but the larger community and support groups also needed such awareness. These groups might themselves violate the rights of these vulnerable sections or fail to take effective measures to protect their rights.

**CHANDIGARH U.T.: DISTRIBUTION OF WORKSHOPS**

	<b>Urban (Non-Slum)</b>	<b>Rural</b>	<b>Slums</b>
Children	1	1	-
Migrants	-	1	1
Women	-	1	2
Youth	2	-	1

## ❑ **SELECTION OF WORKSHOP PARTICIPANTS : MOBILISATION**

The following parameters were kept in mind while mobilising the community for participation in the workshops :

- **Members of the focus group**

Each workshop was targeted at a particular section and accordingly participants were invited.

- **Victim categories**

For each workshop, the victims whose rights had been violated and who belonged to the target group of the workshop were called.

- **Support groups**

Representatives of panchayats, mahila mandals, youth groups, line officials such as BDOs and nambardars were invited to participate in the workshop.

## ❑ **PARTNERSHIPS**

Chandigarh has a number of active grassroot level organisations working on issues such as legal rights of women, child and maternal health, education etc. Local NGOs were actively involved in organizing the workshops.

## ❑ **RESOURCE PERSONS**

In keeping with the objectives of the workshops — the broad aim of creating awareness on police reforms and the specific focus — resource persons were invited

accordingly. Broadly, resource persons from the following spheres formed part of the team:

- **Specialists on citizens' rights vis-à-vis the police**

An effort was made to invite resource persons who were well-versed in citizens' rights either through academics, or as activists or as policemen. Inclusion of police officials in the resource team was kept controlled i.e. they were not invited to all workshops so that the participants' responses did not get coloured by their presence. Scheduled Castes participants in particular did not voice many of their grievances which they had mentioned in the field survey. In other contexts, people started eliciting the support of the policemen for their personal, individual problems. However, since the involvement of policemen helped to build a rapport with the community, police officials were included in certain workshops.

- **Gender sensitisation**

In workshops that had the focus on women's rights, academicians and activists including advocates formed part of the resource team. Not only did they impart awareness about women's legal rights but also sensitised the participants to gender justice and the structures of patriarchy which placed women unfavourably. Also, a strategy to combat crime against women with the involvement of support structures was referred to.

- **Activists for Scheduled Castes' rights**

Persons having experience of working on the rights of the Scheduled Castes' rights formed part of this resource team. Social activists and NGOs were also included.

- **Specialists in PRA methods**

Another section of resource persons consisted of those who had experience of PRA techniques and community participation methods. They impressed the need for obtaining community participation through PRA methods and in conducting the workshops.

## □ **METHODS USED FOR CONDUCTING THE WORKSHOPS**

The workshops were conducted in an interactive mode utilising PRA techniques besides other methods such as role plays and group exercises. A number of methods were used in tandem to make them participatory as well as informative. The following were the methods employed:

- **Role play**

The participants were provided with roles to enact prescribed settings. These settings mostly pertained to their experience and typical reaction of the police, NGOs, opinion-making sections and other people involved in the situation. This helped to initiate discussions on issues thrown up by the situation (mostly pertaining to citizens' rights vis-à-vis the police). Role characterisation and depiction of situations provided authentic information to others in the workshop who had not experienced the situations. The facilitators only provided the

character roles by selecting the cases or experiences undergone by the participants themselves or those narrated to them during the field survey. The participants acted according to their understanding of the roles of various community members such as land-owners, sarpanches, Harijan women, traders, Scheduled Castes labourers etc. The dialogues and scenes were selected by the participants themselves.

- **Group exercises**

A number of group exercises were evolved to draw participation and to represent concerns while incorporating a strategy of community participation, gender sensitisation or information on children's rights in accordance with the purpose of the workshop. Most of the exercises were conducted in small groups and the conclusions were presented by the representatives of the groups.

- **Narrative case studies**

These were used in the context of both role play and group exercises to provide an insight into community participation (basically a victim / beneficiary point of view).

- **Projective techniques**

Workshops on children including drawing competitions to depict the ideal role of the police vis-à-vis citizens. These paintings represented the children's image of the police and the desired intervention.

- **Role models**

Specific to child workshops, role perceptions regarding the police, members of the community and children themselves were elicited through exercises-cum-role



plays, debating the Shaktiman comics. A critical analysis based of these comics helped to develop among the children the concept of community participation.

- **Involvement of eminent personalities**

Issues were highlighted by involving well-known persons of the area to promote the issues of community participation and networking. They narrated instances of successful intervention with the support of the community and other groups.

- **Group discussions**

The participants were divided into sub-groups, asked to discuss the issue among themselves and then debate their points of view. Issues, such as citizens' duties and responsibilities, the powers of the police, the concepts of social and people's policing, need for community-led social reforms, reasons for increasing disorders, need for intervening on issues of violence against women, were debated. These discussions were guided on the lines of community participation, gender justice and initiating critical thinking on preventing prejudices and undemocratic norms.

- **Short lecture and discussion**

The facilitator used this method to intervene on certain issues. After providing information or a point of view, the issue was debated in the group by raising questions on given opinions. The facilitator concluded the discussions by summarising the important points.

- **Slides**

Discussions were aided with the use of slide projectors. However, their use was limited to educated populations – mostly in support group workshops.

- **Exhibition**

Exhibits-cum-explanations were used to acquaint the participants with specific citizens' rights concerning the police (services provided in thanas, arrest, conditions of bail etc.) Also paintings and charts prepared by the groups as well as those prepared in previous workshops were displayed.

## ❑ **CATEGORIZING THE CAMPAIGNS**

During the workshop intensive interaction with the community, local NGOs and police personnel contributed to restructuring the awareness campaigns. These campaigns can be classified on the following basis;

- **BLOCK LEVEL INTERVENTION (PATIALA BLOCK)**
- **EMPOWERED COMMUNITY (CHANDIGARH)**
- **MOBILISED COMMUNITY (JHULKA CLUSTER, PATIALA)**

The aims of these workshops were;

- To generate awareness about the people's rights vis-à-vis police reforms
- To sensitise the community on issues of women's



and the Scheduled Castes' rights in relations to police reforms.

These workshops focused on making the people aware of infringement of the rights of women and the Scheduled Castes. Awareness campaigns were an effort to build community linkages with police activities, networking and communicating within



community organisations to generate awareness about the issues concerned and effective mobilisation to bring about the necessary changes.

#### ❑ **BLOCK LEVEL INTERVENTION : PATIALA**

Patiala was one of the districts where field survey and district level workshop were held. This established the criteria for selection for grassroots workshops. However, the spread of the workshops was confined to Patiala block.

- **Problematic**

Sections of rural and urban population in Patiala tehsil were mobilised for awareness activities.

- Issues relating to the vulnerable sections of no interest to the community

- The marginalised sections lack functional support structures, making mobilisation problematic.
- The marginal sections, being targeted, feel distanced from the police and do not feel the need for community collaboration.

- **Constraints And Pointers**

The experience of conducting 10 workshops covering both rural and urban areas in Patiala block point to the following;

***Need for further focus on the geographical area of intervention***

- Scattering of the workshops over a large area resulted in isolated interventions, hindering the snowball effect.

***Building inter and intra population linkages.***

- Holding of workshops with different groups such as migrants, the youth, women and children from different locations did not allow representation or appreciation of diverse concerns and their linking with a common support structure.

***Initiating reforms in “mobilised or empowered” community***

- In Patiala block, workshops were held with communities that were distanced from the police. Most of the people avoided interaction with the police and when they did, they perceived the police to be authoritarian and harassing. An experiment of conducting workshops in communities where police initiatives are already

underway or in areas where there is awareness about their rights and sensibilities have been roused regarding the police as a service oriented instrument of the state, community response to awareness campaigns may be different.

#### □ ***'EMPOWERED' COMMUNITY : CHANDIGARH***

Chandigarh formed the second area of focus to generate awareness in the community regarding law enforcement and sensitisation to the rights of women and other citizens.

Chandigarh presents some peculiarities and a context different from that of Punjab. It comprises both rural and urban population and one-third of its population consists of migrants dwelling in slums.

The workshops were held in rural and urban slums with focus on women, children, the youth and also migrants to deal with the peculiarities of these vulnerable sections.

#### ● **Problematics**

- The community was disinterested in mobilisation and community rights : focus was on individual networks.
- Passive benefactors of police scheme : doles rather than self-sustaining.
- Community participative initiatives by the police, a PR exercise : resented by the lower police order.

- **Constraints And Pointers**

***Need for structured interventions***

Chandigarh citizens reflected a lopsided awareness of their rights in tune with their interests. For instance, women had some information regarding their legal rights and were receptive to legal literacy but were apathetic to the needs of other sections

- Police-community interface needs to address the following situations;
  - Provide the citizens with information regarding their basic rights;
  - To be provided with information on their specific needs and interests such as those reflected by women or migrants.
  - Also a third layer of rights needs to be imparted vis-à-vis other sections of the community. Not only the citizens have to avail themselves of their own rights but also the reciprocal system of undertaking responsibility of not violating another's rights while perceiving the need to protect the community rather than depending on the police to do so.

***Organising support structures***

The workshops reveal both apathy to mobilisation and community organisation to intervene in problems and concerns of the community. In many cases there were individual networks that functioned and problems were resolved at the individual level. The need is to mobilise the community by reactivating the existing support structures and also to inform community members of the community of their rights so that the support structures do not behave in a partisan manner.

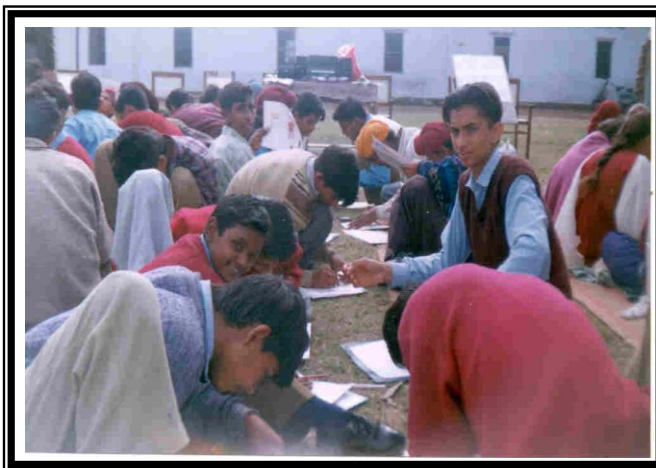
### ***Sensitising the police and enhancing coordination***

Lack of coordination and involvement of the lower functionaries of the police has resulted in police initiatives being viewed as a PR exercise by the implementing constabulary.

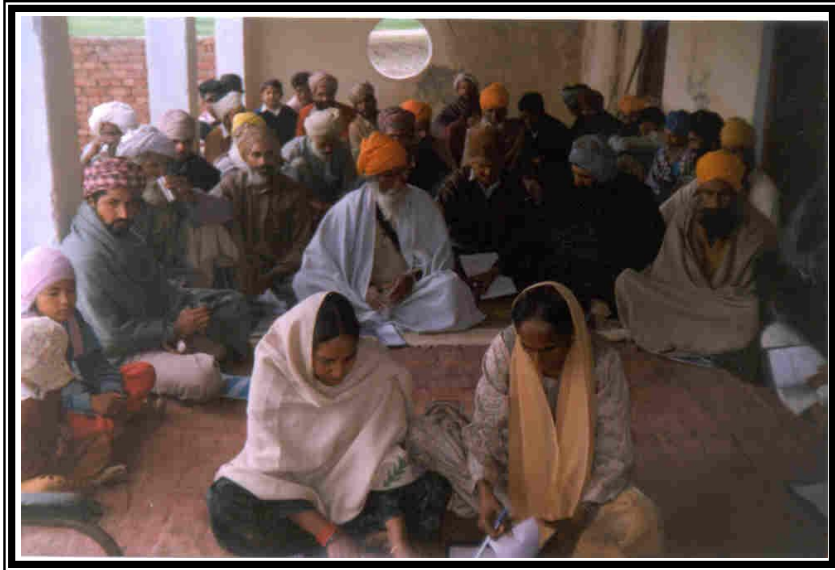
#### **❑ *'MOBILISED' COMMUNITY : JHULKA***

Experience of the previous workshops in Patiala tehsil shaped the criteria for workshop location and also the methodology for further workshops. It was decided to focus on a cluster of villages within Patiala tehsil itself but localised in a sub-set of one block.

It was felt that grassroots mobilisation would be more effective if the workshops could result in a snowballing effect wherein each workshop supplemented the other



while reasserting concerns among different sections of the community living in the same geographic proximity. It was also planned to launch youth awareness campaigns in an area that had witnessed an initiation to citizens' rights and police-community interface.



- **Problematics**

- Non-reporting of gender violations since they remain invisible.
- Reporting of violations of rights among the Scheduled Castes was intuned with political mobilisation. For instance, violation of women's rights by the upper caste is being objected to, but violation of the rights of women within the family go unnoticed.
  - Problem centered approach.
  - Police role being stretched.

- **Constraints And Pointers**

***Building partnerships***

- Rights initiatives and awareness campaigns need to be directed towards building a partnership between the police and the community. The community cannot be



the recipient of improved or efficient service by the police without partaking in social policing efforts.

### ***Involvement of community structures***

- Collaboration of social policing efforts through social support structures would help improve the reporting of crime, tackling security concerns of the area and addressing the interests of the vulnerable sections regarding their rights vis-à-vis the police.

### ***Structuring issues of concern***

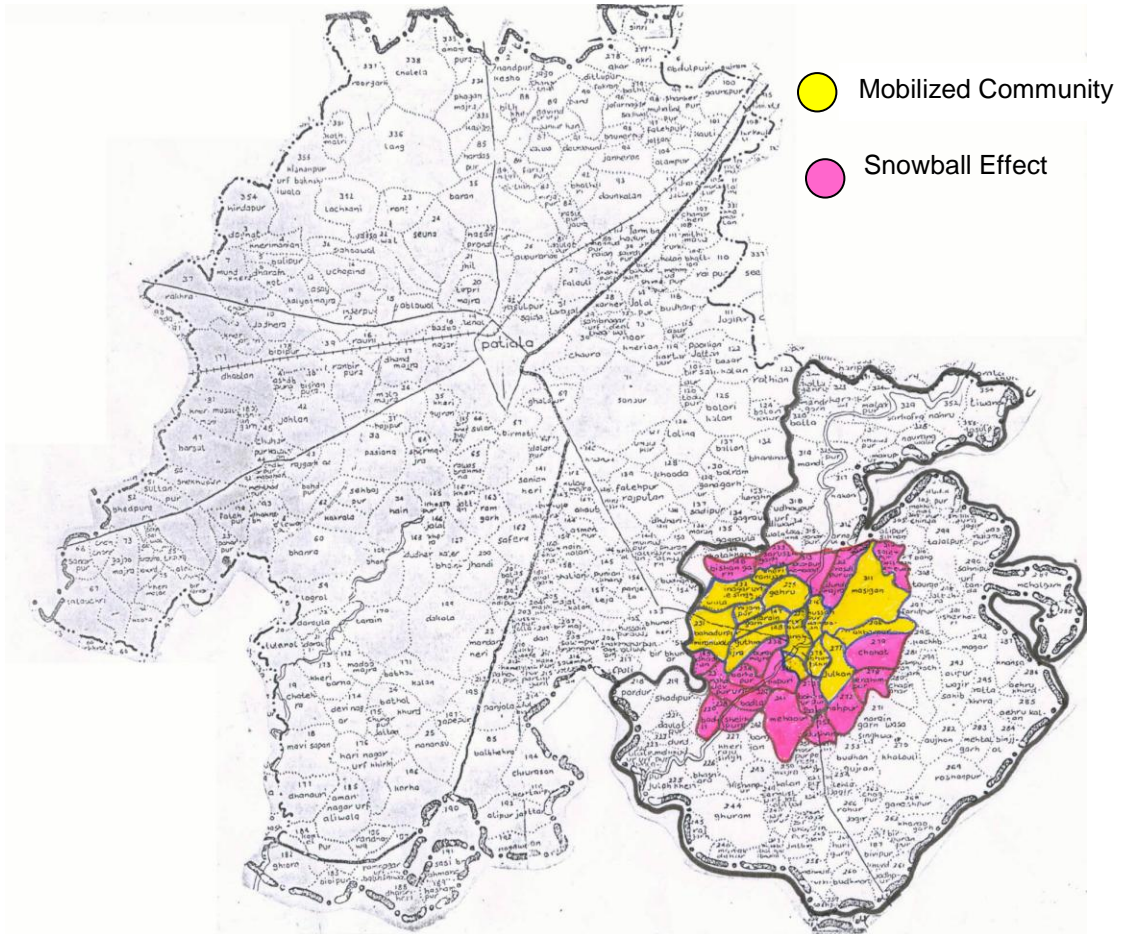
- There is need to prioritise the nature of interventions;
  - Awareness regarding citizen's rights and mobilisation on these fundamental issues.
  - Sensitisation of the community on specific issues relating to gender, migrants, children and the Scheduled Castes.
  - Imparting skills for social policing, negotiation, mobilisation, coordination and networking.

### ***Cluster methodology***

- Intensive interaction and awareness campaigns were found to create a snowball effect. A cluster of villages / locations in which the interests of different population groups such as women, the youth, the Scheduled Castes, migrants along with

support structures are addressed, yet contextualised within a geographic area, facilitates intra-community interlinkages.

### BLOCKWISE INTERVENTION : MOBILISED COMMUNITY



## **AFFILIATED ACTIVITIES FOR BUILDING MOMENTUM**

Besides project activities pertaining to awareness generation regarding police reforms, need assessment survey and community mobilization on citizens' rights, the following initiatives were undertaken:

- (i) Initiation of and participation in community policing scheme post-awareness generation

This included community participation in public concerns particularly student mobilisation, intervention in the area of gender sensitisation, child abuse, substance abuse and the rights of minority groups.

- (ii) Participation in seminars and workshops to disseminate ideas on social policing and community-police interface. These forums include Punjab Police Academy, Phillaur; teacher activists in Amritsar; academic staff college represented by college teachers of north India, Panjab University, Chandigarh.

- (iii) Training

IDC researchers have been the resource persons for a number of training programmes on community policing in organisations such as the Punjab Police Academy, Phillaur; the Institute for Correctional Administration, Chandigarh; and NSS teacher activists. The area covered by this training included Chandigarh, Punjab, Himachal Pradesh and Haryana

- (iv) Promoting community policing through the media

This include both national and vernacular print and electronic media.

- (v) Coordination with other agencies

- a. UNICEF
- b. Punjab Human Rights Commission

- c. VERA Institute of Justice
  - d. NSS Regional Centre, Chandigarh
- (vi) Initiating and assisting individual police officers to study community policing issues

## **Material Preparation And Distribution**

### **• Developing Communication Material**

Development and distribution of communication material on citizens' and women's rights constituted part of the awareness campaign. The material was developed on the basis of a need assessment survey and initial grassroot interactions. The material was prepared in vernacular languages (Hindi and Punjabi) and displayed and distributed at the grassroot workshops. The following resource material was prepared.

#### **1. Booklets**

- Police Sambandhi Nagrik Adhikar (Hindi and Punjabi)
- Aurton ke kanooni adhikar (Hindi and Punjabi)

#### **2. Posters**

- Police Station/Thana and you : Services of citizens in thana (Hindi and Punjabi)
- Citizens' rights on arrest (Hindi and Punjabi)

#### **3. Folders**

- Women related cognizable crimes (Hindi and Punjabi)

#### **4. Video resource material on rights of women**

The material was distributed at awareness generation workshops. At the request of Patiala police, this material was also provided to the police for further distribution in their on-going community programmes.



## ***INITIATING COMMUNITY POLICING ACTIVITIES***

- **Initiation of community policing scheme in areas of workshops**

Deliberations with police officials and child rights activities at district level were held to evolve measures for the protection of children's rights. Importantly, the police officials were of the opinion that there was need for holding special training for police personnel themselves, in the context of children's rights and methods to deal with children in distress before activating other measures.

- **Awareness workshop on children's rights held with police personnel and community members at Patran, Patiala.**

The participants were made aware of the prevalent forms of child abuse. The importance of community policing in combating this abuse was discussed.

- **Interactive sessions with opinion making sections in Ghagga, Patiala**

Discussions were organised with panchayat members, school teachers and police personnel of Ghagga regarding the relevance of community policing in the context of deteriorating law and order situation.

- **Participation in launching of Sahayata, Legal aid scheme in Patiala**

In an effort to improve service delivery and provide community oriented policing, the Patiala Police launched a scheme for legal assistance to the deprived sections of the community. This was a collaborative effort by the police, legal counsellors and the judiciary.

- **An appraisal of the Sahayata Scheme: Patiala**

An informal interaction with the beneficiaries of the Sahayata scheme along with police personnel and advocates involved in the scheme was held. Problems faced by the scheme were discussed and the Patiala Police decided to fine-tune this scheme on the basis of the discussions.

- **Discussion on relevance of community policing in preventing violence against children, Amritsar**

Deliberations were held with police officials at the thana level to involve the support structures, opinion making sections, community members, school teachers and children to initiate campaigns for awareness generation for AIDS prevention.

- **Involving school children in community policing in Patran, Patiala**

School and college children were shown round the police station to remove their fear of the police and also to acquaint them with the functioning of the police stations. Their assistance was then solicited in the management of traffic after giving them training in traffic control.

- **Managing the menace of flood through community policing (Patran)**

A meeting was held with the public, civil authorities, medical personnel, community support structures and thana personnel to provide the necessary support and assistance to flood victims

- **Participation in inauguration of first aid scheme, Khanna police**

At the inauguration of the first aid scheme by the Khanna police, discussions were initiated with regard to the importance of community policing to ensure timely assistance to accident victims. The participants included NGOs, medical officers and police personnel.

Ad hoc activities of the police catering to the needs of certain sections of the community led to the perception of structuring these ventures in a broader framework of community policing.

## ***MOBILIZING FOR COMMUNITY POLICING: FORMATION OF AGENDA 21***

### **Presentation of first phase police reforms and citizens' rights**

Presentation of the activities undertaken by the Institute as well as its findings was held in Delhi. This included the findings of the need assessment survey and the process of development of resource material in accordance with the recommendations of grassroot workshops.

expectations of the community to perform activities and the response of the Punjab Police resulted in a number of activities being initiated in the area of awareness campaigns.

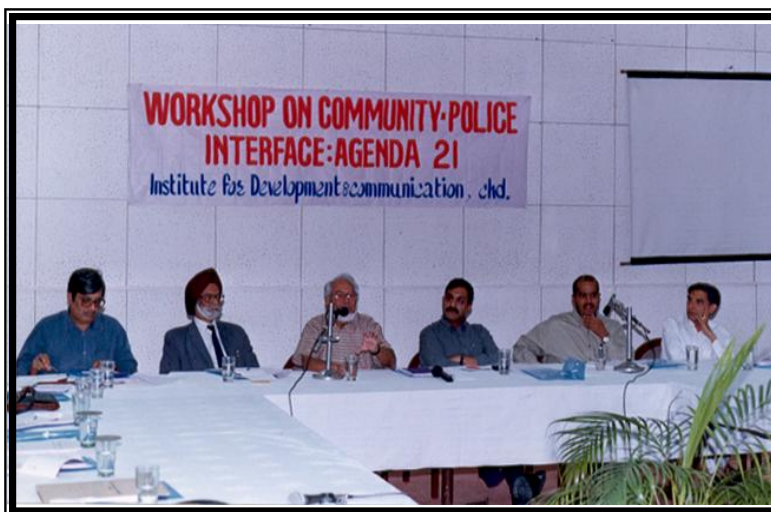
The following is the documentation of interactive sessions with the SSP and senior level police officials;

- The IDC made a presentation to Chandigarh Police officials on institutionalisation of police reforms with special reference to Chandigarh.
- Interactive sessions were organised to discuss “Police Reforms and Strategies for Community Interface”.





- An interactive session was held on a preliminary report on a plan for implementation of police reforms titled Agenda COPS 21 at the conference room of Chandigarh Police headquarters.



- In order to acquaint the Chandigarh Police chief with the existing efforts on community participation, a presentation was made on community policing perspective and strategies. A subsequent session acquainted him and his new team on Agenda 21. Suggestions from him were also incorporated.
- Themes for a video film were discussed with a cross section of the people. It was decided that the film should be contextualised in the frame of citizens' rights and also include material on community oriented schemes. The participants expressed concern for having an effective COPS scheme and for identifying areas where volunteers could assist the police. There was appreciation for the Community Interface Cell (CIC) and the need for such a reformulation of COPS was felt.

- Concern for initiating community policing scheme was also reflected in the deliberation with Punjab Police officials.
- A review meeting of the findings based on the awareness workshop was held in Chandigarh with selected senior police officers of Punjab and Chandigarh.
- Following this meeting, a detailed discussion and deliberations were held with the SHO in-charge in Patiala (urban and rural) and his colleagues to review and initiate Agenda 21.
- Another meeting was held with the SP Detection, Sangrur (Punjab) to discuss the development of communication material and was followed by an interaction with selected social activists, NSS co-ordinators, teachers and advocates.
- Consultations were held with the SSP, Chandigarh and the DPI, Chandigarh, to involve NSS students in community policing awareness generation activities.
- A meeting with the SSP, Chandigarh, was held to review activities under community policing and deliberate on the initiation of other measures.

### ***PROMOTING COMMUNITY POLICING***

Along with the parleys with the police to formalize community centered policing initiatives, a milieu for community policing was continuously built by promoting the concept of community policing. This involved the following:

## ❑ **PARTICIPATION IN SEMINARS AND WORKSHOPS**

Relevance of community participation was initiated and promoted in various forms.

1. Human rights and institutional cooperation, Commonwealth Human Rights Initiatives, New Delhi.
2. Academic Staff College, Lectures were given on Social Policing in 21st Century.
3. Presentation on Combating Communal Riots : Relevance of Community Policing, at the India International Centre organised by the Institute for Social Sciences, New Delhi.
4. Community Policing in post-terrorism, presentation and communication with VERA staff.
5. A presentation was made by the IDC on the eve of launching of Community Policing in Punjab at Phillaur. This scheme was launched by the DGP, Punjab, with the participation of all the district police chiefs of Punjab.

## ❑ **TRAININGS**

1. Social policing in the 21st century, Human Rights Development Needs, a presentation to senior police officers at the Phillaur Police Academy, Punjab.
2. Participation of IDC in regular training at the Centre for Correctional Administration, Chandigarh

- Panel discussion on Crime and Social Policing
  - A presentation on police and judiciary
  - Workshop on Women Victims and Police : Victimology perspective
  - A presentation on gender sensitisation and community policing
3. Teacher activists of Guru Nanak Dev University, Amritsar : Human Rights of Minorities : Relevance of community participation (IDC presentation).

### **DEBATING COMMUNITY POLICING THROUGH THE MEDIA**

Regular reporting in the print media both the English and vernacular languages was undertaken to maintain a momentum and awareness for community policing activities. A number of articles in the print media related to community policing activities were published.

- **Television**

Representation in television – both local and national (Star TV) were made. These pertained to child rights and abuse (Jalandhar TV); community policing in Punjab : Post Terrorism (Star TV); Police and gender sensitisation (Star TV).

## SOME REPORTING IN PRINT MEDIA

### 'Community policing doomed from start'

AMIT ROY

CHANDIGARH, OCT 12

**I**T WAS lack of community awareness, poor administration and misuse of the community policing schemes that led to the failure of Community Oriented Police Scheme (COPS), Public Window System (PWS) and Helping Aged People Scheme (HAPS). This has been revealed in a survey conducted by the Institute for Development and Communication (IDC). COPS attempts to avail assistance from community volunteers in performing certain services that are under the purview of the police; in the HAPS programme policemen make contact with elderly people who lack family support and cater to their individual problems and provide them se-



curity from the anti-social elements while PWS provides a single point of contact for the public to avail police services, register complaints and get assistance.

As per the survey, 48 per cent of the policemen admitted that the community had a negative image of them; 60 per cent of the policemen decried the public attitude as non-cooperative; while 45 per cent viewed the community as a hindrance to police functioning. According to the survey, the ingrained notion (among both the police and the community) that participation referred to the public being willing information providers and witnesses for police investigation, doomed the programme at its inception.

### 'Cops favour authoritarian mode'

EXPRESS NEWS SERVICE

CHANDIGARH, OCT 8

**A** majority of the police personnel (70 per cent) regarded the authoritarian mode as the best-suited style for public dealing. Also, very few personnel perceive themselves as community servants, while a majority saw themselves as law enforcers.

These are the highlights of a theme paper on the "Existing Scenario of Policing in Chandigarh" which was presented by Neerja, senior research fellow of Institute for Development and Communication, at the "Workshop on Community Police Interface: Agenda 21" organised here today.

The study also found that there is general lack of awareness among the public about community-oriented schemes such as Community Oriented Policing Scheme (COPS) and Help for the Aged Persons Scheme (HAPS). COPS is an "un-necessary evil", it was observed.

According to the paper, a majority of community members also rein-

#### Very few police personnel perceive themselves as community servants, while a majority see themselves as law enforcers, reveals a study.

forced the "enforcer" functions of the police, while another 31 per cent considered police as a source of nuisance and harassment.

It also found that the police were not adequately trained to tackle marital disputes. Community members (85 per cent) also revealed discontentment over police response to issues related to the youth.

Police personnel consider migrants a major threat to the law and order in the city. The paper also listed organisational obstacles such as political interference, corruption, lack of resources and prejudice being felt by female police personnel.

The workshop was attended by police officials, social activists,

academicians, senior citizens and student representatives. Organised by IDC and Police Officers' Institute, the workshop aimed at evolving strategies for community-police interface and to formulate an agenda for 21st century policing in the city.

The city police came in for a lot of flack at the hands of the participants, particularly for its "tough" stand on migrants and its general behaviour and attitude.

In his inaugural address, Panjab University Vice-Chancellor M.M. Puri said it was time for the police to change its role from "law enforcers" to "public servants". SSP (Headquarters) Ajay Kashyap hit out at the "one-sided" approach of

the courts. He also deplored that the low-ranked police personnel did not have a palatable status. UT Senior Superintendent of Police C.S.R. Reddy stressed the need of registration of migrants after a couple of speakers questioned the UT police policy of asking migrants to register themselves. "This is not only for migrants but for everybody; all tenants, even in the posh areas, have to register themselves with the police," Reddy said.

DSP V.P. Singh admitted that police training was obsolete and police lines was considered a punishment posting. Newly elected MP Pawan Bansal suggested that the role of the police in property disputes should be minimal to avoid the nexus between police, politicians and criminals.

Pramod Kumar of IDC opined that there is a need to have a police high on accountability and low on authority, while the reverse was happening Adviser to Delhi Police, P.S. Bawa, stressed the need for changes in the attitude and behaviour of the police force. Others who spoke on the occasion included former MP Satya Pal Jain, Prof Jitender Mohan, Gobind Thukral, Prof S.L. Sharma, J.G. Jolly, Sherry Sabharwal and Rajesh Gill.

## ‘Insulate police from political interference’

### From Our Correspondent

PATIALA, June 28 - The creation of Institutional safeguards, protection of rights of citizens, especially in relation to custodial deaths, illegal arrests, fake encounters, disappearances, provision of better working conditions to the police, particularly constables, was stated in a workshop on citizens rights and law enforcement. The workshop suggested that the recommendations of the National Police Commis-

sion need to be implemented, the Police Act of 1861 should be amended. The workshop was organised by the Institute for Development and Communication, Chandigarh.

Mr Shanker Sen, a Former Director of the National Police Academy and the National Human Rights Commission mentioned that there was need for insulating the police from political interference.

## Meet to set ‘agenda’ for Punjab police

### By Our Staff Correspondent

CHANDIGARH, OCT. 8. Modernised orientation, replacement of primitive legislative provisions, better communication and improved sensitisation at the political, bureaucratic and community levels, were among the major recommendations of a “first of its kind” interaction between serving police officers, social activists, academicians, political leaders, senior citizens and students representatives organised here to day.

In the wake of the recent increase in incidents of crime of varied nature in the “City Beautiful” Chandigarh, the city-based Institute for Development and Communication (IDC) in collaboration with the local Police Officers’ Institute, organised a brain storming session to discuss the causes and remedies for the deteriorating security environment in the city.

In his address while inaugurating the meet “Workshop on Community - Police Interface: Agenda 21” the Vice Chancellor of Panjab University, Prof. M.M. Puri, said the developments in science and technology, especially in the wake of the revolution in the IT industry, would effect major changes in every sector of the society. He said society would need a police force, which was more cerebral, intellectual and sophisticated

## ਪੁਲਿਸ ਤੇ ਸ਼ਹਿਰੀਆਂ ਦੀ ਮੀਟਿੰਗ ਵਿਚ ਅਹਿਮ ਮਸਲੇ ਵਿਚਾਰੇ ਗਏ

ਚੇਲੀਗੜ੍ਹ, 20 ਓਕਤੋਬਰ (ਪੰਜਾਬ ਪ੍ਰੈੱਸ) - ਸ਼ਾਇਦ ਸੁਨਾਮ ਦੇ ਮੁੱਖ ਅਠਾਹਠ ਸ਼ਹਿਰੀਆਂ ਨੂੰ ਵਿਸ਼ਵਾਸ ਦੁਆਰਿਆਂ ਦੇ ਕਿ ਉਨ੍ਹਾਂ ਦੇ ਜਾਨ-ਮਾਲ ਤੇ ਸ਼ਾਨ ਦੀ ਹਰ ਡੱਚਾ ਨਾਲ ਰੱਖਿਆ ਕੀਤੀ ਜਾਵੇਗੀ ਅਤੇ ਕਿਸੇ ਵੀ ਗਲਤ ਅਨੁਸਰ ਨੂੰ ਸਿਰ ਨਹੀਂ ਚੁੱਕਣ ਦਿੱਤਾ ਜਾਵੇਗਾ। ਇਹ ਵਿਸ਼ਵਾਸ ਉਨ੍ਹਾਂ ਨੂੰ ਪੁਲਿਸ ਅਤੇ ਸ਼ਹਿਰੀਆਂ ਦੀ ਆਪਣੇ ਚਰਚੇ-ਚਰਚੇ ਸ਼ਹਿਰੀਆਂ ਦੀ ਮੀਟਿੰਗ ਦੌਰਾਨ ਦੁਆਰਿਆਂ।

ਮੀਟਿੰਗ ਦੌਰਾਨ ਸ਼ਹਿਰੀਆਂ ਨੇ ਸ਼ਹਿਰ ਦੇ ਹਰ ਕਿੱਚੇ ਵਿਚ ਉਦੀਆਂ ਸੰਗ੍ਰਹਿ ਨੂੰ ਠੱਲ ਪਾਈ ਜਾਵੇ ਅਤੇ ਜੇ ਚੋਰੀਆਂ ਪਹਿਲਾ ਹੋਈਆਂ ਹਨ, ਉਨ੍ਹਾਂ ਦੀ ਜਾਨ ਕੀਤੀ ਜਾਵੇ। ਇਸ ਤੋਂ ਇਲਾਵਾ ਸ਼ਹਿਰ ਵਿਚ ਅਚਾਨਾਈ ਦੀ ਵਿਗੜਦੀ ਹਾਲਤ ਨੂੰ ਸੁਧਾਰਿਆ ਜਾਵੇ, ਕਸਬੇ ਵਿਚ ਸਥਾਈ, ਫਲ ਫੁੱਲ ਅਤੇ ਮੀਟ ਦੀਆਂ ਦੁਕਾਨਾਂ ਵਾਲੇ ਗੈਰ-ਕਾਨੂੰਨੀ ਉਪਰ ਅਤੇ ਮੀਟ ਦੀਆਂ ਦੁਕਾਨਾਂ ਵਾਲੇ ਗੈਰ-ਕਾਨੂੰਨੀ ਨਹਿਰ ਵਿਚ ਸੁੱਟੇ ਹਨ ਜਿਸ ਨੂੰ ਬੰਦ ਕਰਵਾਇਆ ਜਾਵੇ। ਇਸ ਤੋਂ ਇਲਾਵਾ ਸ਼ਹਿਰੀਆਂ

ਸੰਗ੍ਰਹਿ ਸੁਰੱਖਿਅਤ ਚੇਲੀਗੜ੍ਹ ਨੇੜਿਉਂ ਕੁਹਾਰੇ ਅਤੇ ਕੁਰੀਆਂ ਦੂਰ ਕੀਤੀਆਂ ਜਾਣ। ਸ਼ਹਿਰੀਆਂ ਨੇ ਇਹ ਵੀ ਕਿਹਾ ਕਿ ਕਸਬੇ ਵਿਚ ਵਸਦੀਆਂ ਕੰਢੀਆਂ ਬੋਸਟਾਂ ਬੰਦ ਕਰਵਾਈਆਂ ਜਾਣ। ਇਸ ਸਬੰਧ ਵਿਚ ਸ਼ਾਨਾ ਮੁਖੀ ਨੇ ਵਿਸ਼ਵਾਸ ਦੁਆਰਿਆਂ ਕਿ ਪਿਛਲੇ ਸਮੇਂ ਵਿਚ ਹੋਈਆਂ ਚੋਰੀਆਂ ਨੂੰ ਲੱਭਿਆ ਜਾਵੇਗਾ। ਕਸਬੇ ਵਿਚ ਕੇਂਦਰੀ ਨੂੰ ਕੇਂਦਰ ਨਹੀਂ ਉਪਰਾਲੇ ਕੀਤੇ ਜਾਣਗੇ ਅਤੇ ਦੁਕਾਨਾਂ ਵਿਚ ਵਸਦੀਆਂ ਕੰਢੀਆਂ ਕੇਂਦਰੀ ਕੇਂਦਰ ਕਰਵਾਈਆਂ ਜਾਣਗੀਆਂ। ਇਸ ਮੌਕੇ ਕਸਬੇ ਦਾ ਪ੍ਰਬੰਧ ਚਲਾਉਣ ਲਈ ਇਹ ਅਠਾ ਸੁਝਾਵ ਕਮੇਟੀ ਗਠਨ ਕਰਨ ਲਈ ਵੀ ਵਿਚਾਰ ਕੀਤਾ ਗਿਆ। ਇਸ ਮੀਟਿੰਗ ਵਿਚ ਸ਼ਹਿਰੀਆਂ ਦੁਆਰਾ ਸ਼ਹਿਰੀਆਂ ਪ੍ਰਧਾਨ ਬਲਾਕ ਕਾਗਰਸ, ਸਿਵ ਚਿਆਲ ਸਰਹੋਂਦ, ਡਰਗਨ ਸਿੰਘ, ਬਲਦੇਵ ਸਿੰਘ ਆਗਰੀ, ਮਨਜੀਤ ਸਿੰਘ ਆਗਰੀ, ਗਣੇਸ਼ੀ ਲਾਲ, ਗੋਬਿੰਦ ਲਾਲ ਅਤੇ ਹਰ ਪੱਛਵੇਂ ਸੰਜਦ ਵੀ ਹਾਜ਼ਰ ਹੋਏ।

## Overhaul of Punjab Police on the cards

### Policing in the next millennium

STATESMAN NEWS SERVICE

CHANDIGARH, Oct. 9. - Going beyond the outdated Police Act of 1861 which has the use of coercion and force inherent in it, policing in the next millennium requires sensitisation of the force at political, bureaucratic and community levels, and its modernisation to keep pace with technological advances along with amendment of outmoded provisions of law.

These ideas were thrown up during an interaction between serving police officers, social activists, academicians, politicians, senior citizens and students on “Community - Police Interface : Agenda 21” organised here by the Institute for Development and Communication, Chandigarh, and the local Police Officer’s Institute.

The brain storming session, first of its kind, debating the policing needs

of 21st century, witnessed representatives from different walks of life putting forth ideas on improvement in security environment with a critical appraisal of police functioning at present.

Prof M M Puri, Vice-Chancellor of Panjab University, dwelt on developments in fields of science and technology, particularly information technology industry and their impact on policing. Society in the 21st century will need a police force that is more cerebral, intellectual and so-

phisticated in nature and global in vision. Talking of increasing demand on the force to reorient itself in view of changing environment, Prof Puri spoke of pluralism in society. Considering the specific case of Chandigarh, he emphasised that due

to division of city populace into those residing in slums, villages and city-sectors, police has to sensitise itself to different needs of these segments of society.

The role of politicians came in a critical appraisal. Dr Pramod Kumar, Director, Institute for Development and Communication, Chandigarh, posed the question whether society could function without coming under the influence of politics? Since that was not possible, he added, politics detrimental to growth of human civilisation must be transformed and police reform must purge that politics which vitiates, violates and pollutes the basic spirit of Constitution and rights of human beings. Dr Kumar emphasised that the only

insurance against negative interference by politicians was close community-police interface.

The new Chandigarh M P, Mr Pawan Bansal, wanted curtailment in role of police in property disputes which encouraged “police-politician-criminal” nexus, that had come to the fore in recent years. A former M P, Mr Satya Pal Jain, bemoaned the erosion of credibility of police force and blamed misuse of force by politicians as the root cause of the problem.

Mr P S Bawa, Advisor to Delhi Police, emphasised the need for bringing about attitudinal changes in police force behaviour. He also suggested that Police Act 1861 should be modified suitably.

Dr Kumar said that the Act which has use of coercion and force inherent in

it makes police high on authority but low on accountability while the need is for just the reverse.

A study conducted by the Institute for Development and Communication on existing scenario of policing in Chandigarh was presented by Mrs Neerja. It brought out that 70 per cent of police personnel (as per the sample), regarded authoritarian mode as best suited for public dealing while 86 per cent of lower ranks were more inclined towards use of coercive means. While only 9.3 per cent police employees perceive themselves as community servants, a majority saw themselves as “law enforcers”. Also, as per the study, a majority of community members (87 per cent) expressed dissatisfaction over police functioning in women cases while 85 per cent were discontented over police response to youth issues.

## **COORDINATION WITH OTHER AGENCIES**

The institute has been coordinating with other international organisations to initiate activities for community policing.

- The British Council and the Punjab State Human Rights Commission
- While evaluating the approach of the police, academicians, parents, social workers and the government in the context of children's rights, the importance of community participation and community policing has been taken into consideration.
- UNICEF and Punjab Human Rights Commission
- Preliminary discussions on children's rights, abuse and policing
- VERA Institute of Justice, New York
- Prepared a report on interactions with members of the international committee on police reforms in India.
- NSS Regional Centre, Chandigarh
- Initiated community policing schemes with NSS students in Chandigarh and in Patiala.
- Local NGO participation and collaboration with a number of local NGOs has been undertaken, especially for awareness generation. These include Aasha, Yuv Satta, Bal Niketan etc.
- Held interaction with social police officials and assisted them in preparation of proposals related to community policing within India and at the international level.

These sustained efforts for community policing lead to the formation of Agenda 21.

## **AGENDA 21**

Agenda 21 is based on community-police interface promoting the concept of community policing and aim at crime prevention rather than detection or enforcement.

An analysis of community-police interface pointed towards a comprehensive action plan that would define the responsibilities of the police, community support structures and the NGOs to obtain specialized inputs from each of these segments. The response to collaborative efforts of the Police and the IDC reinforced the need for a systematic and concerted approach to the development of training packages, holding of training workshops and implementation and monitoring of pilot projects on community policy. A memorandum of understanding was signed with the Punjab Police Academy, Phillaur and the given framework was adopted.

- **PEOPLE’S POLICE**

Agenda 21 entails partnership between the police force, volunteers and the larger community.

Community policing for the 21st century is aimed at making the police force accessible to obtain services, to friendly reporting, to registering complaints and responding to the complaints and sustaining peace efficiently.



- **CRIME PREVENTION**

The aim is to prevent crime rather than only enforce legal measures for deterrence and investigation.

The police as an enforcement agency attempts to maintain the law, provide security and protect people's rights with a focus on punishment as a deterrence. Moreover, this enforcement is undertaken in seclusion to community support, lending credence to the belief that it is the police versus the people. In order to promote enforcement through prevention and reverse the image that police is against the people, community support becomes essential.

## **IMPLEMENTING AGENDA 21**

The implementation of agenda 21 envisages certain preconditions to the initiatives that have to be implemented. These initiatives pertain to all three aspects – the police, volunteers and the community itself. Besides police functionaries, community volunteers in the form of COPS (a voluntary scheme initiated in Chandigarh), and NSS representatives were being involved in this programme. Others were included in accordance with each district's discretion. Also party to this programme are opinion making sections and members of support structures such as panchayats, mahila mandal members and counsellors. The prerequisites of implementing Agenda 21 are insitutionalisation of the initiative, creation of a networking system and a

provision of training and sensitisation of the various 'partners' in the programme.

## **PREREQUISITES**

- **Sensitization**

- The idea and relevance of Agenda 21 needs have to be incorporated into the police force. The community should be oriented to this changed form of policing.

- **Institutionalisation**

- The administrative structure defining the scope, goals, problems, rights and duties of the scheme need to be formulated and formalised.

- **Networking**

- Initiating networking both within the various sections of the police force (including crime and investigation, traffic police etc.), volunteers, NGOs and other organisations.

- **Training**

- Equip all - police personnel, support structures and volunteers to perform duties to protect the rights of citizens.
- Also to provide specific skills, tasks and activities for each type of partner for different functions.

- **Functions**

- Generating awareness

- Community mobilisation and participation
  - Building interlinkages and networking with NGOs / opinion making sections / support structures
  - Crime prevention and investigation
  - Grievance redressal
  - Imparting training
- **Identifying focus areas**
    - Rights and responsibilities of citizens
    - Information regarding services
    - Sensitisation about gender and migrant issues

#### **EXTENDING THE SCOPE OF COMMUNITY INTERFACE CELL**

- Reflecting a humane face
- Catering to people's interests
- Joint accountability between instrument of the state and the community

#### **IMPROVEMENT IN WORKING CONDITIONS OF POLICE FORCE**

- Recognition of individual achievements
- Regulation of working hours
- Improving communication
- Promotion of recreational outlets

## **TRAINING**

- Field oriented training
- Specific training
  - Gender sensitisation
  - Concerns of the Scheduled Castes

## **ADMINISTRATIVE STRUCTURE COMMUNITY CELL (CIC)**

The community interface cell would have a three-tiered administrative structure – one at the police station/thana level, the second at the sub-division and the third at the district level.

## **DISTRICT LEVEL**

- **Chairperson**
  - Chairperson at the district level would be the Inspector General (IG).
- **Convener**
  - Convener at the districts level CIC would be the SSP
- **Members**
  - Community leaders and opinion making sections need to be incorporated as members of the cell.

### **1. Opinion making sections**

Opinion making sections could constitute the following ;

1. MP / MLA
2. Municipal Councillors

3. Mohalla community leaders
4. Youth activists
5. NGOs / NSS coordinators

### **Sub-divisional level**

- (i) Convener - DSP
- (ii) Members - Selected representatives of COPS or NSS volunteers as the case may be in specific districts, school principals, PHC medical officer, other selected community representatives.

### **Police Station/Thana**

- (i) Convener - SHO
- (ii) Members - COPS /NSS volunteers (members of COPS to be identified by sector / locality / village / colony resident committees). COPS would be the representatives of esteemed social citizens, housewives, students and male-female earners.

### **ACTIVITIES OF CIC**

- **Neighbourhood Watch Programme to focus on;**
  - Crime prevention through area security
  - Landlord – tenant disputes
  - Domestic discord
  - Senior citizen security

- Drug watch
- Public drinking
- Noise pollution
- Regulation of social functions, and religious processions and traffic in their own area.
- Organisation of sports, environmental and cultural activities by the Community Police Interface Cells at the thana level.
- Controlling crimes like eve teasing, molestation and sensitising the community on gender issues.
- Regular foot patrolling of the beat staff. COPS volunteers with members of the Community Interface Cell would act as a deterrence to petty criminals and improve police-community relations.
- The CIC would also devise plans to provide vehicle security.
- Maintenance of a bulletin in each zone informing of latest CIC activities, services provided and achievements.

### **Generating a data bank for citizens' profile**

In order to implement the various activities involving community volunteers and cater to the specific requirements of each sector, a requisite would be to generate a household profile which would include

the socio-economic status of the household and its members including the number of servants and also telephone numbers.

## **AGENDA 21: PROBLEMATIC**

- Community policing was seen as an additional and separate activity from traditional policing.
- Absence of political ownership
- No macro policy framework but only micro enterprise at the regional level
- It envisaged convergence of various departments / agencies rather than integrative model involving various departments like health, education, woman and child development.
- Independent committees were set up rather than an autonomous but organically structured institutional set-up.
- Collection of agencies and community representatives rather than cohesive and organic institutional linkages between various agencies and organizations.

The constrains of Agenda 21 and the envisaged integrated community policing concept are presented in the box. The refined proposal for a collaborative partnership of the police with the civil society took the shape of Community Policing Resource Centres (CPRCs).

## COMPARISON OF OPERATIVE AND PROPOSED COMMUNITY POLICING

	<b>Operative</b>	<b>Proposed</b>
A. Aim	<ul style="list-style-type: none"> <li>◆ Efficient Policing</li> </ul>	<ul style="list-style-type: none"> <li>◆ Crime free and humane society</li> </ul>
B. Problem identification	<ul style="list-style-type: none"> <li>◆ Improve service delivery e.g. migrants as criminals</li> </ul>	<ul style="list-style-type: none"> <li>◆ Enforcement perspective – colonial construct</li> <li>◆ State versus nation</li> <li>◆ Community versus police (lack of faith)</li> </ul>
C. Strategy adopted	<ul style="list-style-type: none"> <li>◆ Assistance of community</li> <li>◆ Local initiative to specific problems reported e.g. social fencing etc. against migrants</li> </ul>	<ul style="list-style-type: none"> <li>◆ Diagnostic value laden reform – uncover social context “imagined community”</li> <li>◆ For, through, with community collaboration</li> </ul>
D. Operationalisation	<ul style="list-style-type: none"> <li>◆ Schemes – welfare oriented COPS, HAPS</li> <li>◆ Legal aid (to prove innocence)</li> </ul>	<ul style="list-style-type: none"> <li>◆ Redraft Police Act to be made democratic</li> <li>◆ Legal changes</li> <li>◆ Institutionalisation</li> </ul>
E. Consequences	<ul style="list-style-type: none"> <li>◆ Ad-hoc, authoritarian</li> <li>◆ Policing is control oriented</li> <li>◆ Community as facilitators</li> </ul>	<ul style="list-style-type: none"> <li>◆ Promote rights and freedom of people</li> </ul>



## **COMMUNITY POLICING RESOURCE CENTRES**

Good governance and police rights in Punjab envisage a partnership between the community and police functionaries to ensure community policing. The perspective is yet to be absorbed in its totality by the two sections. Lack of institutionalization of these activities does lead to certain adhocism. Importantly, the training of police functionaries has to be undertaken in a social and professional environment where it can be implemented. A policeman may be sensitized to gender issues but is handicapped to provide a rape victim with psychological assistance or an accident victim with medical aid unless these provisions are built into the police structures. Ad-hoc aid can be managed but for a sustained and professional input institutionalization of the relevant services is necessary. This involves capacity building of the police force and support structures both in terms of material resources and human capacities. To ensure that this project is not handicapped by ad-hoc initiatives and largess, efforts were undertaken to institutionalize the community policing activities under the banner of the Community Police Resource Centre.

During this period formation of an agenda and operationalisation of CPRCs were undertaken. The following activities were undertaken:

### **PREPARATION OF CPRC CHARTER**

- **Evolving and finalizing the objectives of CPRCs**
  - Parleys with police officials based on situational analysis and propelled by the principal of community policing (15 formal meetings)

- Connectivity with community representatives regarding community needs and a method to evolve community-police partnerships (A number of interactive meetings, pre-mobilisation activities and workshops were held. These were undertaken in 13 different locales across Punjab).
- Reformulating priorities of the civil administration and political leadership in consonance with police reforms. Policy makers in the government had to be sensitized for the need of community policing through CPRCs. A final meeting was held in March, 2002, with the Chief Minister, Punjab and representatives of the Institute for Development and Communication, which enriched the concept of CPRC and paved the way for its implementation.
- This involved reallocation of plan funds and creation of administration structures in accordance with the needs of CPRCs
  - Budgetary allocation
  - Reallocation of tasks to personnel
- Follow up to the notification on CPRC charter



## **OPERATIONALISING CPRCS**

- **Defining functions**

Functions of the CPRCS were listed and activities detailed.

- **Passing of office orders**

Defined functions had to be further supported by their institutionalization. For instance, office orders were passed that verification of passports, arms licences etc. was only to be done in CPRCs, thus making them a nodal point. Subsequent meetings with the Principal Secretary, Home, and senior police officials introduced a multi-stage implementation strategy and convergence of community policing with normal policing activities.

## **MATERIAL SUPPORT FOR SERVICES**

Information support and collaboration with community organizations for delivery of services was undertaken. This included:

- Identifying and networking with doctors, NGOs, activists etc.
- Preparation of districtwise information of particular services such as list of reliable money changers, licensed guest houses, information regarding touts, crime hot spots etc.

## **TRAINING PERSONNEL IN CPRCS**

The following activities have been initiated:

- Training personnel
  - Identifying training needs in CPRCs and community support groups

- Explaining functions and sensitising policemen placed in the CPRCs. A more intensive training of these persons would be undertaken at the Punjab Police Academy, Phillaur.
- Preparation are underway for a training manual for all policemen including those posted at CPRCs. This would ensure a sensitized force well equipped to perform the functions of CPRCs as they keep opening at district and thana level.
- Defining the functions and job allocation of SPs heading CPRCs
- Spatial organization of CPRCs according to community sensibilities.

## OPERATIONALIZING COMMUNITY POLICING RESOURCE CENTRES

Crime is a complex social phenomenon which cannot be tackled effectively by any single agency. The entire community and not just the police is responsible for crime control. Community policing is a philosophy of client-oriented service delivery aimed

### *Public-funded police station building opened*

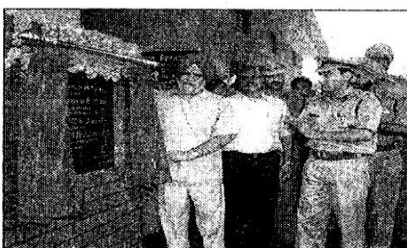
HT Correspondent  
Jalandhar, October 14

PUNJAB DIRECTOR General of Police M.S. Bhullar today inaugurated the new building of Lambra police station. The novelty of the building is that it has been made with the funds collected by local residents.

This dream project of community policing came into being after Mohan family of the town offered to donate four kanal of prime land valuing around Rs. 1.6 crore for the police station. Not only this, after the police officers organised a series of public meetings, many locals and panchayat members offered cash and building material for the building.

In view of the overwhelming response from the residents, a 21-member committee, comprising representatives of various villages, was formed to execute the construction and maintain accounts of the new building.

After spending over Rs 20 lakh mainly funded by the locals in cash and material, the new building now has spacious rooms for SHO, MHC, investigating officers, staff, guard, two lock-ups besides recreation room, mess hall, room for wireless operator and a basement for stor-



Punjab DGP M.S. Bhullar inaugurating the new building of Lambra police station constructed with funds collected by locals on Monday.

ing arms and ammunition. This is not the first time that the police have involved locals for building police stations, as two of them are already operating from Mohapur and Bilga. The latest village to have come forward to help in this regard is Nangal Samsa and the people have donated three kanal of land, with the assurance of financial contribution also for the construction of building.

Speaking on the occasion, Bhullar said in view of the

rise in the crimes committed by migrant labourers, the Punjab Police has decided to conduct special verification of all the labourers coming to the state. He added that efforts were being made to make the police more people-friendly.

KAPURTHALA: Earlier, in an informal chat with mediapersons after inaugurating the police control room equipped with better communication system in Kapurthala, the DGP refused to comment on the government decision to give wide-ranging powers to Addition-

al Director General of Police A. A. Siddiqui to supervise the work of the department.

Bhullar said he had to say nothing about this decision. He kept silent when asked whether it would set a bad precedent when he was close to retiring.

Addressing the police officers and constables, he disclosed the Punjab government had allocated Rs 104 crore for modernisation of the force. He expressed concern over the increase in the looting and bank dacoity incidents and said more force would be deployed for the security of banks.

ADGP Computers and Wireless D.R. Bhatti said the department would soon set up two computerised centres at Madhopur and Ludhiana. These, he said, would have all the information about thefts of vehicles and its recoveries in the country.

The DGP distributed uniforms to 12 Home Guards and 42 SPOs on the occasion. He also inaugurated Police Club comprising an amusement park, children park, PCO, provision store and canteen for the welfare of policemen.

DIG, Jalandhar Range, Rohit Chaudhry and the SSP also addressed the function.

at improving accountability and effectiveness by putting emphasis on problem solving. Community policing taps the resources of the community to share efforts to control crime. It promotes police-community partnership to address the causes of crime and the fear of crime.

It widens the role of a police officer from an incident-driven law enforcer to that of a problem solver and facilitator which improves the image of the police. The Padmanabiah Committee on Police Reforms has also emphasized community policing as a proactive policing approach.

Community policing efforts in Punjab have largely been the result of initiatives taken

by individual officers. These pioneering efforts were not uniform and could not be sustained for long. This was because of the lack of adequate support from the upper command, inadequacy of funds and the lack of an institutionalised structure.

Changing public expectations present tremendous challenges to the way in which public services are traditionally delivered. Improvements in the delivery of police

The Times of India - 22-10-2002

## Police starts community schemes in Punjab

TIMES NEWS NETWORK

**Bathinda:** To implement community-oriented schemes in coordination with NGOs, the Bathinda police launched special motorcycle patrolling in the city on the occasion of police commemoration day on Monday.

The police has divided the city in 20 parts and every part would have one NGO, five constables/policemen and a motorcycle for round the clock surveillance and patrolling, Nilabh Kishore, SP (city) said.

To provide continuous and sustainable service in their respective beats, the NGOs and policemen would work in shifts and the patrolling teams would work in coordination with the residents of the area to keep a check on il-legal activities. People would be free to lodge complaints with the patrolling parties or at the halt point where the patrolling parties would change shifts.

Speaking to media persons at the occasion of commemoration day parade here, Ishwar Singh, district police in charge said Punjab police would start a community

police resource centre to lessen the gap between residents of an area and policemen as the common man is frightened of going to a police station to lodge his complaint. He said the centre would act as a nodal police for community-oriented schemes like drug de-addiction and women counselling.

**Fatehgarh Sahib:** Police Commemoration Day was observed at Police Lines at Fatehgarh Sahib, in the memory of policemen who died fighting the Chinese on October 21, 1959, at Hot Springs (Ladakh). Mahinder Pal, district and sessions judge, Fatehgarh Sahib, paid tributes to the police martyrs. Addressing the gathering, Pal urged people not to forget the sacrifices made by the martyrs who died gladly for the sake of peace in the country.

**Patiala:** Commemorating the Police Martyrs' Day on Monday, DIG (Patiala Range) Iqbal Preet Singh Sahota, paid rich tributes to police personnel, who sacrificed their lives in the line of duty. This year, 960 police personnel laid down their lives to maintain peace and in the fight against anti-social el-

ements, he said. Out of these 62 were from Sangrur district. Sahota also laid wreaths on the martyrs' memorial.

**Hoshiarpur:** Punjab health minister R C Dogra here on Monday inaugurated the Community Policing Resource Centre (CPRC). Sources said that the Punjab government has planned to set up seven such centres in Ludhiana, Bathinda, Jalandhar, Amritsar and Patiala districts.

This is the second centre to be inaugurated after the one at Moga. Seen as an initiative to promote the concept of community policing at the district level, the government has decided to sanction Rs. 10 lakh to each of these centres from the police modernisation fund.

Hoshiarpur SSP Gurpreet Deo told TNN that the concept of community policing was aimed to provide a friendly interface between the public and the police. The centre set on the Chandgiarh-Hoshiarpur Road shall provide a single window solution to peoples' grievances, said the SSP.

services can help make the police administration people-friendly and responsive, thereby, satisfying everyone who goes to the police, whether for assistance or for information.

In an endeavor to improve the responsiveness of the police to the needs and expectations of the people, the Punjab Government has decided to open Community Policing Resource Centers, as a single point of public interface, under the aegis of which a host of people-friendly schemes would be initiated. The CPRCs will be located in areas which are accessible and have

good communication facilities. The CPRCs shall have a distinct identity and shall not

## Community policing centre inaugurated at Amritsar

HT Correspondent

Amritsar, December 19

A COMMUNITY Policing Resource Centre has been set up at the district police headquarter here, which will serve as a single win-dow to redress all public grievances, besides providing a friendly helpline for community-oriented schemes and bridging the gap between police and the public.

G.S. Sahota, DIG (Border Range), inaugurated and dedicated the centre to the public at a function held at the SSP office today. Speaking on the occasion, Sahota said the government plans to set up such centres in all the six police ranges of the state for providing good governance to its citizens and improve the delivery of police services. He added that a SP rank officer would supervise this centre.



G.S. Sahota, DIG (Border Range), inaugurating a Community Policing Resource Centre in Amritsar on Thursday.

Narinder Pal Singh, SSP, Amritsar, said this was a very small and humble beginning, adding that soon a victims' relief centre, women's helpline, children's help-care centre and a library-cum-reading room

shall be opened at the centre. All grievances would be redressed in a time-bound manner and people would have the benefit to approach a single window as per their needs and requirements, he said.



be part of the formal set-up of the police establishment though they may function from police premises. The CPRCs shall first be set up at the district level, and then devolved to the sub-divisional and police station levels.

Efforts should be made to give the personnel posted with the CPRC a stable tenure. Yet a regular rotation of men should be evolved to give the largest number of policemen exposure to the community policing initiative. Policemen showing a zeal for this effort and sensitivity to it, should be suitably rewarded.

A comprehensive plan for institutionalising community policing in Punjab by setting up Community Police Resource Centres (CPRC) was submitted to the Government of Punjab for approval after a thorough review of the existing schemes and professional inputs from experts in the field. The Government of Punjab conveyed its approval vide Memo No.16/163/2002-4H(5)/415 dated 28.01.2003.

## OBJECTIVES

- To set up Community-Police Resource Centres (CPRC) for providing continuity and sustainability to ad-hoc initiatives.
- To ensure greater community participation in police work.
- To implement community oriented schemes in partnership with NGOs, grassroot organisations and other government departments.

## Punjab govt set to institutionalise community police

Gurpreet Singh Nibber  
*S.A.S. Nagar, October 1*

IN A bid to bring the police force closer to the people, the Punjab government has taken a pioneering step to institutionalise various ad hoc experiments in the direction of community policing.

As per the decision, the government would open 'Community-Police, Resource Centres in each of six police ranges in Amritsar, Ludhiana, Jalandhar, Moga, Bathinda and Hoshiarpur districts.

In case a district police chief wishes to expand facilities in these centers, he had to take prior permission of the state level co-ordination committee.

The resource centres would also counsel women, drug addicts and against traffic rules violations. Depending upon the need, a 'Foreign counter' could also be opened to deal with foreign citizens.

The programme has been launched with the initiative of the Institute of Development and Communication. IDC director Dr Pramod Ku-

# Policemen must change outdated attitudes

## INVOLVE MORE PEOPLE

THE POLICE needs to change its outlook in dealing with the public and act as a part of the community. Policemen should not deal with whoever comes to a police station as a criminal. In the modern social setup, the police force has to be flexible, practical and unbiased in day-to-day functioning.

In case the police want to make community policing successful, they have to involve more and more people.



D.K. Jain  
Retired Additional Secretary,  
Government of Punjab

*The Punjab government has recently decided to institutionalise the ad hoc arrangement made by the police from time to time in the direction of community policing. As a pilot project, the government will open community resource centres, initially in four districts and senior police officers are already on training. The government's decision was taken as part of a joint initiative with the Institute of Development and Communication. HINDUSTAN TIMES asked knowledgeable persons from varied backgrounds their assessment of community policing schemes, the difficulties in implementing them, and how such schemes could be made to work successfully. Most of the speakers say the police need to change their attitudes and that is possible after thorough training of police personnel at all levels.*

## FRAME A PROPER POLICY

THE POLICY for institutionalising community policing should be framed in such a manner that it is acceptable to every member of society. It was not successful earlier as there was no properly framed policy on this which was dependant on the whims and fancies of individual police officer heading a district or a subdivision.

To make the recently formulated policy successful, the police should bridge the gap between the police and the public. People should be able to approach the police easily and every programme run by the government or the police should be well coordinated with the public.



Kulwant Singh  
President, Municipal Council, Mohali

## MAKE THE EFFORT SUSTAINABLE

THERE IS need to make the effort sustainable. The ad-hoc arrangements made by an individual officer from time to time has been institutionalised so that there are adequate amount of funds available to run resource centers and to impart proper training. The effort would be successful if there are committees at local level and state level, which would subsequently decide about the arrangements to be made in resource centres. Since these committees would have representatives from the public, it would be successful by ensuring proper networking and partnership. To some extent, now public would also be responsible for making it successful. This time the effort is unique, as every scheme has to be approved by the local and state level committees.



Pramod Kumar  
Director, Institute of Development & Communication

## POLICE FORCE SHOULD IMPROVE ITS IMAGE

THE POLICE should stop bullying people if they really want to implement the community policing policy. Most important is the attitude of the police staff – they seem to think everyone is a criminal. The police should try to improve their image, because for the last decade or so Punjab Police has been attracting negative publicity. The police should think themselves as public servant not boss.

Making policies on paper is a different thing from implementing them, which is a tough task for which there should be proper training for the personnel. The police should also involve local residents and retired army officers, as they would be more than happy to do this kind of social work.



Col (retd) J.S. Sandhu

## SENSITISE ALL RANKS

THE MOST important aspect of making the effort successful is that all police ranks should be sensitised. The police-public gap should be abridged, only after which the resource centre could function in a smooth manner. Police and public are two wheels of a cart so both should function with proper coordination. In this people's participation is required as most of the time the general public shies away from the police.



G.P.S. Bhullar  
Senior Superintendent of Police (Ropar)

## SPECIAL TRAINING IS REQUIRED

ANY KIND of move started by the police for the benefit of the general public can only be successful when proper training is provided for the police personnel. As part of the community policing programme, and specifically in cases dealing with women, the police force requires committed staff who are actually willing to work for the benefit of the public.

People with the right kind of attitude should be involved for the purpose but I think that will be a hard task, as at present nobody seems to be willing to actually work for the benefit of the people.



Kehar Singh  
Retired police officer



## **FUNCTIONS AND ACTIVITIES TO BE PERFORMED BY THE COMMUNITY POLICING RESOURCE CENTRES**

- ❑ **GRIEVANCE REDRESS UNIT**
- ❑ **COMMUNITY SERVICE-CUM-INFORMATION UNIT**
- ❑ **VICTIM ASSISTANCE UNIT**
- ❑ **CHILD UNIT**

### **❑ GRIEVANCE REDRESS UNIT**

- One of the common complaints of the police is the lack of availability of police officers at lower levels. A Duty Officer shall always be available at the centre for about 12 hours to improve the accessibility of the police to the people.
- Meetings of Resident Welfare Associations, Traffic Regulation Committees, Economic Offences Wings will be organised under this unit.

❑ **NODAL PLACE FOR COMMUNITY ORIENTED SCHEMES**

- ❑ Drug De-addiction
- ❑ Women counseling
- ❑ Traffic management



**Initiating Children to traffic management**



❑ **COMMUNITY SERVICE-CUM-  
INFORMATION UNIT**

Non-criminal matters or non-enforcement situations dominate police work today as there has been a tremendous increase in the proportion of service-related to crime-related demands .The purpose is to improve the quality of police-public contact by providing a single window at the centres for the following services: -

## **FOREIGNERS COUNTER**

- Registration of foreigners – their arrival and departure.
- Extension of residential permits of foreigners.
- N.R.I. complaints and enquiries.
- Passport verification.
- Emergency/urgent passport verification.
- MRG enquires for loss of passports abroad.

## **VERIFICATION COUNTER**

- NOC for arms licences
- Permission for religious/political processions.
- Permission for use of loudspeakers/orchestras at religious or social functions.
- Request for security arrangements at political/sports/religious and social functions.
- Character/service verification.
- Verification for registration of vehicles.
- Verification of tenants.
- Registration of servants.
- Other verifications.

## **CRIME COUNTER**

- Copies of F.I.R.
- Copies of untraced reports.
- Progress of investigation of criminal cases.
- Parole cases.

- Economic offences – fraud, forgery, cheating etc.
- Fraud/cheating by travel agents.
- The Information Centre shall also provide relevant information on procedures, rules, law, regulations relating to citizen's rights, punishment for various crimes, accident and crime prone areas and corresponding safety measures etc

## ❑ VICTIM ASSISTANCE UNIT

The victim remains a 'forgotten actor' in the criminal justice process in India. It is time we switched attention from the offender to the victim and recognised that the victim is a key player in the criminal justice process.

Since the police is the first point of contact with the criminal justice system, police response plays an important role in shaping the victim's experience. The victim needs to be provided with information about the progress of the case, about trial dates, bail and final decisions.

The Victim assistance Unit would focus on the victims, their rights, needs and expectations. Particular efforts have to be made to improve

## Women Helpline Centre opened

### OUR CORRESPONDENT

HOSHIARPUR, OCTOBER 14

The recent spurt in crime against women has led the local police to set up Women Helpline centres in each of the four subdivisions in the district. The first such centre is being pressed into service from today at Red Cross Bhawan, Garhshankar subdivision. This was stated by Mrs. Gupreet Deo, SSP, here today.

She said a Women Helpline Centre was an extension of community policing which had made justice and counselling accessible to every woman victim. Many community and social organisations had offered their services for the purpose. Some volunteers, who came forward for social service, were Mrs. Mehdeep Kaur, Mukandpur, Mrs. Harpreet Kaur, a teacher of Doaba Public School, Garhshankar, Mrs. Dalwinder Ajit, lecturer, Guru Gobind Singh Khalsa College, Mahilpur, Mrs Gurminder Kaur, lecturer, BAM College, Garhshankar, Miss Veronica,

advocate, Garhshankar, Mrs. Devinder Kaur, Mrs. Mandeep Walia and Miss. Suman Vema of Garhshankar, and Mrs. Surinder Kaur Bains, Principal, SBS School, Garhshankar.

The volunteers would be available at the Women Helpline Centres by turn from Monday to Saturday. These centres are authorised to receive applications related to crime against women directly and report to the SSP through the subdivision regarding the outcome of the complaints. The counselling of the victim or recommendation for registration of cases against the accused would be undertaken, as per the requirement.

Even those women victims who earlier hesitated in approaching the police would be free to take counselling or police help. For this purpose, three women constables and one ASI have been made available at the centre.

The Women Helpline Centre at Garhshankar was inaugurated by the SSP, today at a small function at Red Cross Bhawan.

the police response to the victims of sexual and violent crime. There is need for specially trained women officers to avoid insensitive questioning. Victim Helplines and Women Helplines should be set up. It should be possible to enlist the help of society, NGO's and voluntary agencies for this purpose. The vast reservoir of knowledge and experience of retired officers from the Judiciary, Police, Revenue and other departments could also be tapped for this purpose.

Specially trained volunteers should handle counselling and other victim support schemes - right to be heard, right to be kept informed about the progress of 'their case', to be provided with information, to be protected by law enforcement agencies, and to receive respect, recognition and support.

The Victim Assistance Centre would provide facilities such as: -

- Space and comfortable sitting arrangements for children, women and other victims.
- First aid facility.
- Ambulance services.
- Professionally qualified doctors, psychiatrists and psychologists will be on its panel and on call to pay the required attention to traumatized persons.

❑ **CHILD UNIT**

Child Unit has been envisaged to provide immediate assistance to victims of child abuse. This will also serve as a forum for a positive interface between the responsible citizens of tomorrow and the police and will help dispel the negative connotations associated with the police.

- Child Help Line
- A library for children containing story books and Punjabi and Hindi fiction.
- Information on police working.
- Awareness material on display such as posters and pamphlets on the rights of children, women and citizens.
- Child Protection Kit (for victims of sexual abuse).

## COVERAGE

In the first phase, the scheme shall be implemented in the districts of Moga, Bathinda, Hoshiarpur, Jalandhar, Ludhiana, Patiala and Amritsar.

In the second and third phases, it will be implemented in the remaining districts of the state. All districts of Punjab will have CPRCs by 2004.

# Jagjit opens community police centre in Moga

HT Correspondent  
Moga, October 20

AIMING AT efficient service delivery and greater community participation in police work, a Community Police Resource Centre has been established at the Moga SSP office. Minister for Local Bodies Ch Jagjit Singh inaugurated the centre today.

Speaking at the function, Ch Jagjit said, "Main objective behind setting up of such centres was to provide continuity and sustainability to ad hoc initiatives, besides implementing community-oriented schemes in coordination with NGOs, organisations at grassroots level and other government departments."

Lauding the Capt Amarinder-led government, he said, "The Congress government has

changed the system of the SAD-BJP regime, during which people were frightened to go to the police stations." He alleged that Akalis had always pressurised the police for doing "illegal" work. Addressing the gathering, DIG Rajpal Mena assured the public

that the centre would work as a service centre. Prominent among those present on the occasion included IGP Rajan Gupta, SSP Shiv Kumar Sharma, Deputy Commissioner Ramesh Kumar, former health minister Malti Thapar and former MLA Vijay Sathi.

### Key functions of the centre

- A duty officer would be available at the centre for 12 hours.
- The centre will act as a nodal place for community-oriented schemes like drug de-addiction, women counselling and traffic management.
- It would work as verification centre for various purposes like arms licence, registration of vehicles, tenants, character certificate, etc.
- The centre would also serve as a victim relief centre. Besides, sitting arrangement for children, women and other victims, there would be a panel comprising doctors, psychiatrists and psychologists.
- Children protection unit would provide a library that will have books giving information on police working and awareness material on rights of citizens.

## **FUNDING AND RESOURCE MOBILISATION**

- Each CPRC shall be allocated Rs. 10,00,000/- as a one-time grant to meet the initial cost of setting up the centre. This amount shall be met from the funds allocated for police modernization. Guidelines for incurring the expenditure shall be issued separately.
- Recurring expenditure shall be met out of the police budget.
- Each centre shall open a separate account for donations and project funding from external organizations for which efforts should be made to get the CPRC at the district level registered as a society under the Societies Registration Act, 1860.
- This account shall be jointly operated by the SP In-charge of the CPRC and a community representative nominated by the district level committee from among its members.
- This account shall be audited annually and approved by the district level CPRC committee and forwarded to the state level committee for information.

## **ADMINISTRATION OF COMMUNITY POLICE RESOURCE CENTRES**

A Community Affairs Division (CAD) will be set up at the Punjab Police Headquarters to design, develop, implement and monitor programmes in the area of community policing. The CAD will take decision on various reports and periodical returns which will be required to be received from the field units for better monitoring and implementation of the scheme. A Nodal Officer of the CAD in the rank of ADGP nominated by the State Government will be responsible for policy formulation,

implementation, review and evaluation of the scheme. The Nodal Officer shall be assisted by the IGP/Headquarters who shall be redesignated IGP/Headquarters-cum-Community Affairs. An officer in the rank of DIG shall be posted in CAD and shall be designated DIG Community Affairs. The CAD shall function in consultation and conjunction with a state level Steering Committee and District Committees.

The state level Steering Committee will be the apex policy formulation and advisory body at the state level and shall function through a state level Co-ordination and Review Committee.

The role of the committee shall be : -

- To lay down policy for conceptualising and institutionalising community policing initiatives in the state.
- To issue broad guidelines for the successful running of the CPRCs.
- To coordinate and conduct a periodical review of the working of these centres.
- To provide budgetary and financial support.

Times of India - 11-4-2003

## Farewell 1861: Punjab Police to shed a legacy

By Ajay Bharadwaj  
TIMES NEWS NETWORK

**Chandigarh:** The Punjab government has decided to do away with the colonial legacy that has been an integral part of the work culture of the state police.

The over 140-year-old legislation - the Police Act, 1861 - which has been the guiding spirit for the functioning of the police, would be repealed and replaced by a new act that would seek to define its functioning in the modern context.

The draft bill for the purpose, being prepared by a high-powered committee headed by additional director-general (law and order) A A Siddiqui is expected to be ready by this month-end, and is likely to come into effect soon after.

After the new act is promulgated, the obsolete police rules would be modified to suit the present requirements of the police.

While the provisions of the new bill are being debated among senior home and police officials, it is learnt that a state security

commission would be set up which would not only appraise the working of the police but would also redress people's grievances vis-a-vis the police. At present, the performance

The new draft bill would fix the term of the DGP at two years to ensure that the top post in the force did not see change of guard with the change of government, and also to ensure a fair measure of immunity from political influences.

The proposed draft bill would also provide for the provision of the commissioner system of police in cities where population exceeds a "set limit".

Another significant feature of the new bill would be to make community policing mandatory. The community policing would see more involvement of people in police matters and was expected to act as a check on "absolute powers that the police tend to arrogate to themselves".

The new bill would clearly define the role and responsibility of the police to ensure that they did not undertake extra-constitutional responsibilities and violated human rights.

While some other states are also in the process of amending the age-old police act, Punjab is expected to be the first in the country to do it.

Highlights

- Draft bill to be ready by this month-end
- A new security system to appraise working of the force
- Police to be kept away from political meddling
- DGP won't change with change of Government
- Community police would be made mandatory

of po-lice officers is assessed by deputy commissioners and the home secretary.

The proposed commission would also ensure that the police did not play second fiddle to their political masters.



## **MEMBERS**

- **Officials**

- Nodal Officer of the Community Affairs Division – Convener
- IGP (Headquarters) cum Community Affairs.
- IGP/Zones
- DIG (Ranges).
- Director – PPA, Phillaur
- Any other officer to be co-opted by the Nodal Officer.

- **Non-officials**

- Three representatives of state level Non Governmental Organisations.
- Five professionals drawn from various fields.
- Dr. D.J. Singh, PPA Phillaur.
- Dr. Pramod Kumar, Director, Institute for Development and Communication, Chandigarh
- Prof. S.L. Sharma, Course Director, Institute for Correctional Administration, Chandigarh
- Mr. Shankar Sen, Former Director, National Police Academy, Hyderabad.

**Note :-** Officials from Health, Education, Social Welfare, Social Security and Women and Child Development Departments may be asked to participate in these meetings as special invitees as and when required.

## **Term**

The term of the members shall be two-years extendable up to three years.

### **District Level Committee**

- The number of members of a District Level Committee should not exceed 25.
- District Senior Superintendent of Police – Convener
- Community Representative – Co-convener

## **MEMBERS**

- **Official members**
  - SP (Headquarters) cum Community Affairs.
  - DSP (Headquarters) cum Community Affairs. (Convener)
  - District Health Officer
  - District Education Officer
  - District Women and Child Welfare Officer
  - Representative of state and district level NGOs\*
  - Advocates\*
  - Expert from the fields of Sociology and Psychology\*

\* As per requirement.

- **Non-official members**

- Heads of medical colleges or hospitals, principals of schools and colleges, senior academics, renowned poets, theatre and cultural personalities – 5
- Representatives of NGOs and community representatives – 3
- Commerce, industry, trade union, youth representatives – 5

**Note :-** At least four women shall be nominated as members.

**Term**

The term of the members shall be two years extendable up to three years.

**Functions**

- These committees shall issue guidelines for running the CPRC and shall also be responsible for coordinating their activities. All proposals for new proposed schemes shall be examined by the committee.
- The committee shall meet at least four times in a year.
- The decisions taken by the committee shall be sent to the state level co-ordination committee through CAD for information.

**Administration of the CPRC at district level**

- The SP (Headquarters) shall be responsible for the smooth running of the CPRC and will be redesignated SP/Headquarters-cum-Community Affairs Officer.
- The DSP (Headquarters) shall be incharge of the CPRC and shall be redesignated DSP/Headquarters-cum-Community Affairs Officer.

- Two non- Gazetted officers of the police department will be assigned to provide CPRC services.
- Local NGO and volunteer support should be mobilised to implement various schemes from time to time.

#### **Administration of the CPRC at sub division level**

- The DSP Sub-Division shall be responsible for the smooth running of the CPRC and will be redesignated DSP/Sub-Division-cum-Community Affairs Officer.
- One non- gazetted police officer will be assigned to provide CPRC services.
- Local NGO and volunteer support should be mobilised to implement various schemes from time to time.

#### **Administration of the CPRC at police station level**

- The SHO of the police station shall be responsible for the smooth running of the CPRC and will be redesignated SHO/Police Station-cum-Community Affairs Officer.
- One non- gazetted police officer will be earmarked to provide CPRC services.
- Local NGO and volunteer support should be mobilised to implement various schemes from time to time.

#### **BANNER AND LETTERHEADS**

- All the CPRCs in the state shall have uniform banners and letterheads

## **TRAINING AND MONITORING**

The Vera Institute of Justice shall provide training inputs to police functionaries and the Institute of Development and Communication, Chandigarh, will be the local resource organization. The IDC shall in turn provide training to master trainers and help in the designing of training resource material. The IDC shall monitor the implementation and functioning of the scheme. It shall also provide training to the persons responsible for running the CPRCs and provide awareness to community representatives and facilitate community-police interface. The Director of PPA, Phillaur, shall organise special courses to provide training to policemen selected to run these centres. Training and orientation shall be in three phases: -

### **TRAINING OF TRAINERS**

A special module shall be evolved so that specially trained persons can further impart training to others. The SSPs will decide whether the SPs or DSPs are to undertake this module.



### **Orientating top police hierarchy**



#### **❑ CAPSULE COURSES AT PPA**

The second level of training will be conducted at Phillaur in the form of three-day capsule courses. This will be done at the DSP-Inspector level and at the constable-non gazetted officer level.

#### **❑ TRAINING PROGRAMME AT CPRC**

Training programme at the CPRC will again consist of capsule courses and the effort will be to get all persons to attend the courses at the CPRC to get acquainted with the concept of community policing.

- **Sensitization** – could be carried out by making documentaries, posters, booklets etc. on the concept. Brochures, pamphlets on various aspects of the scheme should be printed. Public meetings may also be held for this purpose.
- **Networking** – involving partnerships with the health department, schools, NGOs, voluntary organizations, academia will be done.
- **Standardized telephone number for CPRC** – A uniform telephone number, throughout Punjab, would be made available to the CPRCs. Child Helpline and Women Helpline etc. would function under this number.

The Hindustan Times - 16-12-2002

## *Police decide to engage idle minds*

**Form youth and sports clubs in 25 Jalandhar villages**

**Preeti Jairath**  
*Patara (Jalandhar),  
December 15*

INVIEW of the increasing involvement of youth in crime, the Jalandhar police have come up with a novel idea to occupy these idle minds. They have formed youth and sports clubs in as many as 25 villages of the district.

"The clubs have been formed as part of our effort to provide better and people-oriented policing," DIG (Jalandhar range) Rohit Chaudhary told *Hindustan Times*. "Besides channelling the youths' energy in a positive direction and keeping them away from drugs which prompt them to commit petty crimes, this scheme will help tap them sources of information regarding anti-social elements," added Chaudhary.

The department, with

the help of various social organisations, has also distributed sports kits among the village youth. The clubs, too, have been provided with football, cricket, volleyball, badminton and tennis kits, besides others. Inter-club matched would be organised and the best team selected on the basis of overall performance, the DIG said.

"By mid-Jan, we will honour one of them with the Best Youth Club trophy," he added.

Such confidence-building measures will encourage youth to trust the police with any information they may have to offer, said Jalandhar SSP Paramjit Singh Gill.

Chaudhary, along with SSP Gill and SP Rakesh Kaushal, also held a police-public interaction in Patara village, which was attended by the youth and sarpanches of the concerned villages.

In view of the positive response from the village youth, such clubs would also be set up in Phillaur, Shahkot and other areas, said SP Rakesh Kaushal.

## MAKING THE CPRCS VISIBLE





## ANNEXURE

### **MATERIAL ON SOCIAL POLICING AND JUSTICE**

#### **Booklets / Kit**

- Police Citizens Right
- Legal Rights of Women
- Community Police Resource Centre : Punjab Police
- Community Police Resource Centre Kit
- Handbook for CPRC's
- Agenda 21
- Tracing the CPRC : An Experiment in Social Policing

#### **Posters**

- Female Infanticide Female Foeticide: Gender Crimes (English)
- Violence Against Women (English / Punjabi)
- What is Dowry ? (Hindi)
- What is an F.I.R. ? (Hindi / Punjabi)
- When Can You Be Arrested (English / Punjabi)
- What is CPRC?
- Police Thana and You (Punjabi)

#### **Pamphlets / Folders**

- What is Dowry ? (Hindi / Punjabi)
- Police Related Women Rights (Hindi / Punjabi)
- Female Infanticide Female Foeticide: Gender Crimes (Punjabi)
- Community Police Resource Centre

### **Video resource material**

- Ek Safar Saath Saath – A Film on Police (Punjab, Chandigarh) (Hindi / Punjabi)
- Police and Women Interface
- Ek Aur Manthan (Movie on Resolution of Communal Conflicts) (Hindi)

### **Training Material**

#### **(a) Manuals**

1. Pramod Kumar (2000) Youth for Social Harmony (Chandigarh: Institute for Development and Communication)
2. Pramod Kumar (1998) Conflict Resolution: Strategies and Skills (Chandigarh: Institute for Development and Communication)
3. Pramod Kumar (ed.) (2000) Handbook on Conflict Resolution: Strategies and Skills for South Asia (Chandigarh: Institute for Development and Communication)

#### **Vernacular language**

1. Pramod Kumar (ed.) (1993) Know Your Rights (Chandigarh: Institute for Development and Communication)

2. Compiled by Chopra, Harsh (2000) Police Sambandhi Nagrik Adhikar (Chandigarh: Institute for Development and Communication)
3. Dagar, Rainuka (2000) Aurta De Kanuni Adhikar (Chandigarh: Institute for Development and Communication)
4. Yadav, Bhupinder and Sharma, Anand Mohan (1997) Suchi Daraj Jatan Di Unnati Lai Training Pustika (Chandigarh: Institute for Development and Communication)

### **Occasional Papers**

1. Pramod Kumar (1996) Policing Communal Riots: A Participatory Approach
2. Pramod Kumar, Dagar, Rainuka (1997) Social Policing: A Case of Prohibition
3. Pramod Kumar, Dagar, Rainuka (1999) Post-Conflict Activities: Violence and Integration
4. Pramod Kumar (1999) Social Policing in 21<sup>st</sup> Century
5. Pramod Kumar (1999) Community Policing in India: Findings of Citizen's Survey
6. Dagar, Rainuka (1998) Gender Issues for Policing in Punjab
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